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Welcome to Freiburg

About Integreat

Integreat is a guide that supports you in your everyday life. You will find important addresses, contact persons as well as tips and tricks that can help you find your way around.

This guide has several chapters. Each chapter deals with a different topic. Among other things, you will find information on doctors, schools, German courses or other institutions. There is also a chapter with ideas on what you can do in your free time. The information and leisure activities change. Your municipality updates them regularly. That's why it's very good if you check your mobile app often. You will always be informed about current activities and events. You can rely on the information in Integreat.

Download Integreat from your [app store](#). You can also use this app offline if you don't have internet access. When you are back online, the app will update itself.

Sharing information

You can download and share important information, for example, as a PDF in the web app. In the mobile app, you can share interesting content directly, for example via WhatsApp, Facebook or email.

Latest news

With the Integreat smartphone app you can also receive push notifications. You can agree to receive them in the app's settings. Important or short-term information is sent to you via push notifications.

Feedback

You can contribute to the development of the Integreat app in your municipality. You can give feedback using the smiley icons. This feedback ends up with the people who create the content. You can praise or criticise. If you have ideas or criticism, write down as many details as possible.

Read aloud function

The content of the Integreat app can also be read aloud. To do this, the read aloud function must be switched on in the settings of the smartphone. This works in all languages.

We very much hope that we can simplify your life in Germany with this app.

Integreat in sign language (Video)



[This video describes the Integreat app in sign language.](#)

General information

Are you new to Freiburg? We would like to make it easier for you to get started with detailed information.

- If you would like to stay in Germany for a longer period of time, you will need a residence permit, which you can obtain from the [\(Foreigners' Registration Office\)](#).
- Once you have found a flat here, you must register at the ([Citizens' Service Centre](#)) within one week. Only then can you use state services, for example the job centre.
- It is important that you are [health insurance](#).
- [Here](#) you can find a handbook with information from the Federal Office for Migration and Refugees.
- [Here](#) you can find all information about Ukraine-Hilfe in Freiburg [\(Ukraine-Hilfe\)](#)
- [Here](#) you will find explanatory videos for women and men with migration and refugee experience in various languages. They provide initial orientation in Freiburg. The videos are intended to help you find your way around Freiburg more easily in the first few months.
- [Here you will find](#) useful tips and information in 17 languages for life in Germany. [RefugeeGuide online](#).

- [Here](#) you will find important information about mobility services in Freiburg

Offices and institutions

Office for Migration and Integration

The Office for Migration and Integration offers various services for people in Freiburg. These include

- [Aliens and citizenship law](#)
- [integration](#)
- [Benefits and services for refugees](#)
- [BA1 competence centre for immigrants](#)

The centre helps people who have recently arrived in Freiburg to find their feet here. It supports them in finding work and training places and integrating into society.

If you do not know which office to contact with your request or if you need information, the reception team will be happy to help you. You can also obtain application forms, information brochures and submit missing documents here.

Please note the opening hours of the relevant departments.

Reception opening hours

Office for migration and integration

Mon 7:30 - 17:00


Tue 7:30 - 17:00

Wed 7:30 - 18:00

Thu 7:30 - 17:00

Fri 7:30 - 14:00

The way to us

 Berliner Allee 1, 79114 Freiburg im Breisgau

 [+49 \(0\) 7612016301](tel:+4907612016301)

 @ami@stadt.freiburg.de

 www.freiburg.de/ami

Travelling by public transport on the VAG

line Stop

Tram 1 Runzmattenweg

Tram 3 Runzmattenweg or Bissierstraße

Bus 10 Bissierstraße

Bus 22 Bissierstraße

Bus 36 Bissierstraße

Office for Social Affairs (AfS)

The main task of the Social Welfare Office is to

- economic assistance

- provide personal assistance to citizens of the city of Freiburg im Breisgau.

On this basis, the Office for Social Affairs grants benefits to, for example

- People who are unable to work or can only work a little
- Elderly people and those in need of care
- People who have no home or whose home is taken away from them
- people with disabilities.

The office also performs the municipal tasks of the job centre. It is active in the field of social work, e.g. through street social work or neighbourhood management.

If you don't know who to contact. You don't know which office is responsible for you. If you have any questions, please contact the reception team.

📍 Fehrenbachallee 12, 79106 Freiburg

☎ [07612013507](tel:07612013507)

✉ @AfS_Empfang@stadt.freiburg.de

🌐 [Here you can find more information about the AfS](#)

Organisational units

[Subsistence benefits and care assistance](#)

[Municipal tasks Job centre and youth employment assistance](#)

[Benefits for people with disabilities and care authorities](#)

[Services for homeless people and people at risk of homelessness](#)

[Senior citizens' office with care support centre](#)

[Social work](#)

[Administration \(AfS\)](#)

[Appeals and social law centre](#)

[Housing benefit](#)

Office for Children, Youth and Family (AKI)

Children's rights are important. Every child deserves to be respected and loved. Do you have a child? Then bring it up in accordance with children's rights. This is important for the well-being of your child. [You can find more information here](#)

The Youth Welfare Office supports parents in bringing up children and young people. Anyone can contact the Youth Welfare Office free of charge. Are you a child, adolescent or young person? Do you have problems? Then you can contact the Youth Welfare Office.

If you do not know which office in the building or which department of the City of Freiburg you can contact with your concerns or if you need information, the [reception](#) team will be happy to help you.

General opening hours

🕒 **Monday to Thursday** 07:30 - 16:30

🕒 **Friday** 07:30 - 15:30

Please note the opening hours in the specialist departments

Organisational units

[Assistance](#)

[Parenting and family counselling, early help, guardianship/custody](#)

[Support for day care centres](#)

[Youth issues and youth social work](#)

[Child maintenance, educational support and WJH](#)

[Municipal social services](#)

[Guardianship and guardianship](#)

[Unaccompanied minor refugees](#) are also subject to youth welfare law. This means that the case goes to the youth welfare office.

📍 Europaplatz 1, 79098 Freiburg

✉️ @aki@stadt.freiburg.de

☎️ [+49 \(0\) 7612018310](tel:+49(0)7612018310)

🔗 [You can find more information here](#)

Digital and IT (DIGIT)

Dear residents of Freiburg, dear newcomers,

Here in the ([DIGIT](#)) you will find the services that citizens ask for most. You will also find the City of Freiburg's online services here.

Employment Agency

The Federal Employment Agency is responsible for everything to do with employment. Are you looking for a job? Do you need help choosing a career? Would you like to have your qualifications recognised? Then contact the Employment Agency.

👥 Is your asylum procedure still ongoing? Or are you tolerated? Then the [Employment Agency](#) is your point of contact. They will help you with questions about the transition between school and work (careers advice). The employment agency will find you a job and advise you on further vocational training.

👥 Are you recognised? Then the [job centre](#) is your point of contact. They will advise and place you in the labour market.

Agentur für Arbeit Freiburg

📍 [Lehener Str. 77, 79106 Freiburg im Breisgau](#)

☎️ [+49 \(0\) 8004555500](tel:+49(0)8004555500)

🔗 <https://www.arbeitsagentur.de/vor-ort/freiburg>

Job centre

Are you unemployed? Do you need help? The job centre pays financial benefits. It also places you in [work](#) and training. This depends on your individual needs. Among other things, the job centre will enable you to take part in a language course. It will refer you to a careers counselling service. Or it can help you get your certificates recognised. Would you like to

work? Then you can find information and advice here: [Access to the labour market.](#)

💡 Job Centre staff are not allowed to pass on any information about customers. Do you have a voluntary companion? Then you must give them a power of attorney. This must be completed in full and signed by both parties.

👥 Is your asylum application still pending? Or your application has been rejected? Then the [Federal Employment Agency](#) is responsible for matters relating to employment promotion.

👥 Steps after a positive decision

You have received a positive decision from the BAMF. This means that the asylum procedure has been successfully completed. You are recognised as entitled to asylum. Or you have been granted refugee protection. These are your next steps:

1. personal interview

- You must go to the job centre during opening hours
- You will be registered as a customer there
- Your background will be recorded
- A counselling appointment will be arranged with the benefits department. An appointment will be made with the job centre
- You are registered as unemployed

2. benefits department

Important: There is no counselling without an appointment.

- You can apply for benefits. You need an appointment for this. The person responsible for you will then help you.

3. job centre

- **Important:** There is no counselling without an appointment.
- Have you already attended an integration course? Bring your certificate with you. If not, bring the commitment to the course with you.
- Do you have documents relating to school attendance or training? Do you have job references? Have your foreign qualifications been recognised? Please bring these with you.
- Tell us about any special skills you have (crafts, language skills, etc.).
- Think about which area of work you are interested in before the appointment.

📞📧 [You can find further information and the relevant contact details here.](#)

📍 [You can find the Job Centre website here.](#)

Registry office

The registry office has several tasks. Have you had a child? Then you must report the birth to the registry office. The registry office will then notarise the birth. Would you like to get married? Then the registry office will register your marriage.

The tasks at a glance

- [Self-determination law](#)
- [Newborns](#)
- [Concluding marriages and partnerships](#)
- [Receiving resignations from the church](#)
- [Issuing certificates \(birth certificate, death certificate, marriage certificate\)](#)

📍 Rathausplatz 2-4, 79098 Freiburg

☎️ [+49 \(0\) 7612010](tel:+4907612010)

✉️ @standesamt@stadt.freiburg.de

🌐 [Click here for more information](#)

🌐 [Request an appointment online here](#)

Births:

☎️ [+49 \(0\) 7612010](tel:+4907612010)

✉️ @geburten@stadt.freiburg.de

🌐 [Here you can find more information](#)



[Here you can find FAQ about birth certificates for newborns](#)

Report deaths:

☎️ [+49 \(0\) 7612013182](tel:+4907612013182)

✉️ @sterbefall@stadt.freiburg.de

🌐 [Here you can find more information](#)

Police

Responsibilities of the police

The police are there to protect us from danger. They also solve crimes. It has nothing to do with the secret service or politics. Is there an emergency? Then you can contact the police at any time by dialling [110](tel:110). The call is free of charge. You can read [here](#) what you need to bear in mind when making an emergency call.

What the police may and may not do is laid down in law. For example, they need a judge's authorisation to search a home. Unless there is great danger to a person in the home.

👮 Do not try to bribe the police. Attempts to bribe police officers are severely penalised in Germany.

When should I call the police?

Are you or another person in danger? Have you witnessed a crime? Then call the police. It could be a robbery. Or a burglary. Theft, arson and damage to property are also included. Sexual abuse, assault or threats are also a matter for the police. You should also call the police in the event of domestic violence.

If you call the emergency number 110, the police will be with you as quickly as possible.

Important: If you have been the victim of right-wing, racist, anti-Semitic, Islamophobic, homophobic or transphobic violence, you can contact the police at any time. You can find out more about this in our chapter "[Discrimination](#)".

You can also call the police in the event of a so-called administrative offence. For example, if someone is not respecting quiet hours and is listening to loud music at night.

If you notice political or religious radicalisation of young adults in your area, you can also report this to the police. You can also contact the BAMF's Radicalisation Advice Centre at [09119434343](tel:09119434343) in several languages. 📞

What can the police do?

The police may ask you for your ID. If you are not suspected of any specific criminal offence or you have no evidence of another suspect, the police are not allowed to search you. This also applies to your home: your home may only be searched if you are suspected of a criminal offence or if the police suspect that a suspect is in your home. However, if the police announce that they want to search you or your home anyway, you must say that you do not consent to this. If you do not say anything, this is deemed to be consent. You have said no? The police search your home anyway? Then the police are committing a criminal offence. In this case, contact a counselling centre or a lawyer. You have the right to make a phone call during a search. You may also call someone else. This person can then also be a witness and help you. Normally, the police need a court order.

💡 Women may ask for a female police officer if they themselves are to be searched.

If you are travelling in a vehicle, the police may ask for your ID, driving licence and vehicle registration document. The police may also ask you to stop and leave the vehicle. The police may also check whether you have a warning triangle and a first-aid kit with you. However, they are not allowed to search your vehicle or test your fitness to drive by carrying out various tests (e.g. walking in a straight line) if there is no clear indication that you are under the influence of alcohol or drugs. If the police do or demand this anyway, you must refuse to give your consent. If the police force you, they are committing a criminal offence.

💡 If you do not say anything, this will be interpreted as consent.

The police may only carry out a blood test or urine test if you are accused of a criminal offence. As a rule, the police must have the consent of a judge. Only if it is necessary to react immediately (for example, because the drugs or alcohol can no longer be detected later) may the police act without the consent of a judge. However, it is important that there really are indications of alcohol or drug consumption. The police are not allowed to carry out these tests arbitrarily. If a police officer wants to carry out a blood test or urine test without an understandable reason, you can refuse your consent.

The police are also not allowed to take you to the police station without a reason. If a police officer asks you to come with them, you can also refuse to give your consent. If you are taken along anyway, the police are liable to prosecution. In this case, you should contact a lawyer. If you do not know a lawyer yourself, you can contact the "[Anwaltlicher Notdienst in Strafsachen](#)" (emergency lawyer service in criminal matters) of the Vereinigung Berliner Strafverteidiger e.V. (Berlin Defence Lawyers Association) on the following telephone number 📞 [01723255553](tel:01723255553) and ask for support there. The staff there are available day and night.

If you are questioned by the police, you may refuse to make a statement. This means that you do not have to answer their questions. You should not answer the questions without a lawyer. If you receive a written invitation from the police, you do not have to go there. You only have to accept invitations from the public prosecutor's office or a court. Be sure to contact a lawyer beforehand.

You have the right to ask for the police officer's identity card and to write down their details. This is important if you want to file a criminal complaint later. It is also always helpful to ask passers-by to observe the situation. Then you also have witnesses. Important: You must file a criminal complaint within three months of the incident. You can do this directly at the public prosecutor's office. You do not have to go to the police.

Support groups

In many neighbourhoods, there are groups that work for you without payment. The volunteers can help you find your way around your neighbourhood. They can help you take part in leisure activities and sports programmes. You can learn your first German language skills here. If you have questions about everyday life, ask the volunteers. For example, if you don't understand a letter in German or if you want to know where there are good shops and sports facilities or how bus travel works. Volunteers can also help you with questions about a bank account. Many volunteer groups also offer help if you would like to learn German.

Here you can find some of the volunteer groups in Freiburg

- [Civic engagement in the area of migration](#)
- [BeneFit - On the move together in Weingarten](#)
- [House of Commitment e.V.](#)
- [Intercultural orchestra Con Anima](#)
- [Meeting place for cultures, creativity and community](#)
- [CaPoA Freiburg e.V. \(Corporation and Progress of Africans and All\)](#)
- [LEA watch/ OurVoice](#)
- [Zusammenleben e.V.](#)
- [Stadpiraten Freiburg](#)

Studierendenwerk Freiburg

In Germany, there are special centres that help students. They are called "Studierendenwerke".

The universities take care of learning and research. The "Studierendenwerke" help with everything that is important in everyday life.

For example:

- They rent out rooms in halls of residence.
- They help if you are looking for a room.
- You can get cheap food in the canteens.
- They provide help with money issues or if you have other problems.
- They also organise cultural events, such as parties or courses.

- There are meetings where students from different countries can get to know each other.

💡 Many people particularly like the International Club at "SWFR". You can make friends and have fun there.

💡 We are there for students from 5 universities in Freiburg, Offenburg, Kehl, Furtwangen, Villingen-Schwenningen and Lörrach .

Here you can find more information

 [Here you can find more information](#)