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Stay and counselling

Office for Migration and Integration

The Office for Migration and Integration is part of the Germersheim district administration. The employees are called representatives for migration and integration.

They deal with the issues of migration and integration in the district. They help people from different countries to get along well with each other. They are committed to peace. And to ensure that all people are treated equally.

The representatives work together with various people. They support groups, organisations and individuals. They all want people from different backgrounds to get to know each other better. They want to reduce prejudice and combat discrimination.

These are the most important tasks of the representatives:

- They help the district administration to shape integration and migration.
- They further develop the [integration concept](#).
- They set up networks and working groups in the community.
- They promote dialogue between people of different cultures.
- You take care of the [Integreat app](#) so that it is always up to date.
- You plan and organise intercultural projects.
- You prepare and organise the [Intercultural Week](#) (IKW).
- You chair the [Advisory Board for Migration and Integration](#).
- They are the contact persons for the [Intercultural Assistants \(IKAs\)](#).
- They provide counselling in individual cases.

Do you have any questions or concerns about migration and integration?

Then get in touch:

Ingrid Lindner | Büro für Migration und Integration

📍 [Tournuser Platz 2, 76726 Germersheim](#)

✉ i.lindner@kreis-germersheim.de

☎ [+49 \(0\) 727453487](tel:+49(0)727453487)

🌐 <https://www.kreis-germersheim.de/buergerservice/j...>

Laura Valencia | Büro für Migration und Integration 1

📍 [Tournuser Platz 2, 76726 Germersheim](#)

✉ l.valencia@kreis-germersheim.de

☎ [+49 \(0\) 7274532899](tel:+49(0)7274532899)



 <https://www.kreis-germersheim.de/buergerservice/j...>

Immigration office

If you want to live in Germany as a foreigner, you need a residence permit. There are various residence permits such as

- Visa
- residence permit
- EU Blue Card
- Settlement permit
- Permanent residence permit

Do you want to apply for a residence permit?

The residence permit must be applied for at the Foreigners' Registration Office. You can find various application forms on the district website: The application for the issue or extension of a residence permit and settlement permit can be found [at](#)  [here](#). For faster processing, we recommend that you submit an [application online](#) at .


How can you apply for a residence permit?

The Foreigners' Registration Office is currently very busy. It is therefore sometimes difficult to reach the staff by telephone. Or you have to wait a very long time for an appointment. However, you can write an e-mail and send your application.

Important: If you want to submit your application by e-mail, it must be clearly legible. You must scan the application as a PDF and send it. It is not sufficient to send a photo of your application.

The foreigners authority is responsible for

- the extension of the proof of arrival
- issuing and renewing the residence permit
- applying for a work permit
- the registration certificate, registering and deregistering your place of residence
- the residence permit
- Exceptional authorisations for travel

You can find the relevant documents on the website of the  [foreigners authority](#). There you can also find out which documents you still need to submit.

Ausländerbehörde

 [17er Straße 1, 76726 Germersheim](#)

 <https://www.kreis-germersheim.de/buergerservice/j...>


 **Telephone opening hours:**

Monday to Friday, 09:00 to 11:00h

Tuesday, 14:00 to 15:00h

Thursday, 14:00 to 16:00h

Important: You will definitely need an appointment to discuss your request. Otherwise the Foreigners' Registration Office is closed to visitors. Please request an appointment by phone or email

You can find the relevant contact persons for the respective subject areas at  [here](#).

Youth Migration Services (JMD)

The Youth Migration Services (JMD) support young people who have come to Germany. They help them to settle in Germany as quickly as possible. All young people between the ages of 12 and 27 can receive counselling and help from the JMD.

The youth migration services also support them with these issues:

- Questions about general orientation
- Questions and problems at school, in training and at work
- Personal questions
- Financial and legal matters

Youth Migration Services Germersheim

I don't speak German. Can I still go for counselling?

The Youth Migration Service also offers counselling in other languages. But of course not all languages can be covered. That's why it's always a good idea to bring someone with you who can translate. If necessary, the Youth Migration Service can also bring a translator to the counselling session.

It is better to make an appointment in advance.

You can also learn German at the youth migration services. These courses are free of charge. Many people learn the language at school. Or in integration courses. You can also take part in the language training offered by the youth migration services.



Internationaler Bund - IB Südwest gGmbH

Youth Migration Service Germersheim

The Germersheim Youth Migration Service (JMD) works with young migrants aged 12 to 27 and their parents. The JMD of the IB is responsible for the district of Germersheim-Nord. It offers free counselling. It advises and helps with almost all questions and works closely with schools, advice centres, government offices and many more.

There are many new things to learn in a foreign country. And some things are different than in your home country. The JMD can advise and help here.

It provides support with

- Questions about residence
- Helps with filling out forms
- helps with finding a language course and also offers language courses itself
- helps with the search for training or work

Sometimes the JMD cannot provide direct support. But then it helps people to find the right job.

The JMD staff are also happy to help with communication problems. They are good at mediating between different organisations. And they can also come along to appointments at public offices and help. Or help to find an interpreter for a conversation.

The JMD can also help for a longer period of time. In individual integration planning, the JMD and the young people/young adults work together over a longer period of time and look at how they can achieve certain wishes and goals. For example: What do you need for a life in Germany? What do you want to achieve here?

The JMD also works together with parents if they wish.

Marina Halilovic | Jugendmigrationsdienst IB

 [August-Keiler-Straße 29, 76726 Germersheim](#)

 @Marina.Halilovic@ib.de

 [+49 \(0\) 72749499725](tel:+49(0)72749499725)

 <https://www.internationaler-bund.de/standort/2019...>

 [August-Keiler-Str. 29, 76726](#)

 @jmd-germersheim@ib.de

 [Internationaler Bund - Youth Migration Service](#)

[Flyer of the Youth Migration Service Germersheim](#)

Mr Joachim Petermann, social counsellor

He also offers counselling in English

 [07274/9499723](tel:07274/9499723)

 Joachim.Petermann@ib.de

Youth Migration Service (JMD) - CJD Maximiliansau

Are you aged between 12 and 27 and need help? And do you have questions about school, training and work?

Then come to the Youth Migration Service (JMD) of the CJD. Young people with a migration background are counselled there. The JMD offers help with the recognition of certificates, vocational qualifications and diplomas. It also provides support with the transition from school to work.

The staff at the Youth Migration Services provide counselling on personal issues. And they help with difficulties (case management).

The JMDs provide socio-educational support for the integration courses. The courses are for the CJD Maximiliansau and the entire southern district of Germersheim.

Counselling can also be provided in other languages (English, Italian).

Is your German not yet so good?

Then you are welcome to bring someone with you who can translate.

Kathrin Frewell | Jugendmigrationsdienst CJD Wörth

📍 [Rheinstraße 1, 76744 Wörth am Rhein](#)

✉️ [@kathrin.frewell@cjd.de](mailto:kathrin.frewell@cjd.de)

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🌐 <https://www.jugendmigrationsdienste.de/jmd/woerth/>

Asylum counselling and migration counselling

Specialist services for migration and integration / Migration counselling

Have you recently arrived in Germany? And do you need help? Or do you have questions?

The migration counselling service can provide you with personal advice and support. All people with a migration background over the age of 27 can seek help there.

The counselling service is open to anyone

- who have a permanent residence permit for Germany,
- who have a freedom of movement permit here,
- who have the right to stay (recognised refugees).

Counselling is free of charge.

The migration counselling service provides help and support. It provides information and clarification. This applies to these topics:

- Initial counselling
- Help with orientation
- Questions about living and working in Germany
- Information and clarification on the education system and social security system
- Support in dealing with the authorities: Notifications and the next steps can be explained
- Questions on topics that specifically concern foreigners. This applies to the right of residence or work permits
- Help with applications
- Help with financial support
- Integration courses/language courses (German)
- Recognition of foreign qualifications (school and university)
- Reunification of children, spouses and families

There is a separate counselling service for teenagers and young adults between the ages of 12 and 27: the [youth migration services](#).

Asylum counselling and procedural counselling

Are you in an asylum procedure? And do you need help and support?

Then come to the asylum counselling and procedural counselling service.

You can get help on these topics at the counselling service:

- General social counselling
- Specialised migration service
- Refugee counselling
- Asylum counselling and procedural counselling for asylum seekers
- Mediation and referral to other social services and institutions
- Support with the integration process

Counselling centres

Haus der Diakonie - Specialist service for migration and immigration. Refugee and social counselling.

Do you have an unresolved status in Germany? Are you an asylum seeker, tolerated or is your residence status still unclear? And do you have any questions?

Then the specialist service for refugees, social counselling and procedural advice can help you. Refugees receive individual procedural counselling here. You will also receive further

counselling. This should help you to find your way in Germany.

■ [Hauptstraße 1, 76726 Germersheim](#)

■ [07274/1248](#)

■ migrationsfachdienst.germersheim@diakonie-pfalz.de

■ [House of social welfare](#)

Mrs Olga Prigorko, social worker

■ [Hauptstraße 1, 76726 Germersheim](#)

■ [07274/6300](#)

■ Olga.Prigorko@diakonie-pfalz.de

■ **Appointments by arrangement**

Psychosocial Centre (PsZ) Palatinate

■ [0621/49077740](#)

■ psz.germersheim@diakonie-pfalz.de

■ **Telephone consultation hours:**

Tuesday, 14:00 -16:00h

Monday to Friday Appointments by appointment



Caritas Centre Germersheim

Do you have foreign roots? And do you have questions or problems as a result?

Then come to the migration counselling service at the Caritas Centre in Germersheim. It is aimed at these groups:

- Foreign nationals
- Late repatriates and late repatriates
- Refugees
- People with a migration background.

The migration counselling service can advise and support you with all your questions and problems.

Contact person

Mrs Katharina Schepelmann

■ [17er Straße 1, 76726 Germersheim](#)

■ [07274/9491122](#)

■ katharina.schepelmann@caritas-speyer.de or
caritas-zentrum.germersheim@caritas-speyer.de

■ [Migration and integration counselling - Caritas Centre](#)

■ **Appointments by arrangement**

MBE Migration counselling for adult immigrants

Friends of Asylum Karlsruhe (fka), South Palatinate office

Have you applied for asylum in Germany? Or have you already been recognised as a refugee? And you need help?

Then come to the Freundeskreis Asyl Karlsruhe e.V. (fka). This organisation campaigns for the rights of asylum seekers and refugees. The organisation fights to ensure that all people - regardless of which country they come from - are treated well.

The fka has many programmes. It organises events. And it offers counselling for asylum seekers and refugees. For the organisation, it is always about the fact that everyone has a right to asylum. And that refugees should be accepted, respected and recognised. The fka supports and advises asylum seekers and refugees directly.

Contact person

Currently not occupied

🌐 [Circle of Friends Asylum](#)

🌐 [Friends of Asylum South Palatinate](#)

Further advice centres

AK Asyl - Refugee Council RLP e.V.

Have you fled to Germany and have questions or problems?

Then get in touch with the Flüchtlingsrat RLP e.V. . This is an organisation that supports refugees. You can get advice over the phone.

Anyone who has questions or problems can call. These can be topics such as: Residence, asylum procedures or accommodation. You can also contact the Flüchtlingsrat if you have other questions. However, the organisation cannot help you if you are looking for a flat or have similar problems.

■ [0178/8070415](tel:0178/8070415)

■ beratung@asyl-rlp.org

■ [Refugee Council RLP](#)

■ [Telephone counselling services](#)

■ **Telephone availability:**

Tuesday and Thursday, 10:00 - 12:00h

You can also make another appointment. However, you must arrange this in advance. Simply send an SMS or email and you will be called back.

Online counselling from mbeon - multilingual chat counselling



There are many local counselling centres in Germany. However, sometimes the counselling centres are closed. Or they are far away from where you live. This is when digital chat counselling can help.

mbeon offers counselling via chat. All counsellors are qualified specialists from the Migration Counselling Service for Adult Immigrants (MBE). They are guaranteed to respond within 48 hours. They help with all questions and problems that come with living in a new environment. Counselling is anonymous, data-secure and free of charge.

In the app, Sue can also find lots of information on topics such as work and career, health, learning German, housing, family and residence. In addition, mbeon also provides contacts to migration advice centres or other important contact points.

The app is available in German, English, Russian and Arabic. You can get advice in more than 19 different languages.

The app has many advantages:

- The app is flexible. It can be used anywhere and at any time.
- Counselling is provided in your native language.
- The app is data secure. Documents can be sent quickly and securely.
- The app and counselling are free of charge.
- Counselling is anonymous.
- The free app can be downloaded from the  [Google Play Store](#) and the  [AppStore](#).

Further information is available on the  [multilingual website](#) and the  [Facebook page](#).

Arrive App

Are you new to Germany? And do you have questions about life in Germany? Or about asylum, training and work?

Then the Ankommen app can help you. The app is available in different languages.

 [Arrive App](#)

Asylum

Flight: Information on countries of origin, figures, situation in the district

Escape

What is flight?

People are on the run when they leave their home country to seek protection and safety in another country. They do this because they are not safe in their own country.

What is migration?

Migration is often understood to mean that people leave their home country in a planned way. They seek better living conditions elsewhere. Some stay in their own country and move from the countryside to the city, for example. Others hope for a better life elsewhere. This is known as international migration. From the point of view of the country to which these people come, it is also referred to as "immigration".

Rules and regulations for flight and migration

Countries regulate migration very differently. Countries try to control international migration through laws and regulations. They want to prevent large numbers of people from immigrating. However, many countries want people with certain professions to immigrate. This is often the case if there are not enough people in the country who can or want to do this work.

Residents who live in a member state of the European Union can move anywhere. They are also allowed to work in the other member state.

Facts and figures on refugees


How many people are currently on the run? And what are they fleeing from?

Never before have so many people fled as today. They are fleeing war, conflict and persecution.


In 2023 alone, at least **27.2 million people** were acutely displaced. Almost one in four has fled to another country. Most of them fled to the countries next to the affected areas. Only a few of these refugees make it to Europe or Germany.


According to the latest Global Trends Report from the UNHCR, **117.3 million people worldwide** were displaced at the end of 2023. That is 8.8 million people (or 8 per cent) more

than at the end of 2022. Unfortunately, there is no improvement in sight.

On the contrary: the number of displaced people worldwide continues to rise. In **May 2024, there were already 20 million people worldwide** - that is more than the combined population of Germany, Austria, Switzerland and the Netherlands. (Source:  [UNO Flüchtlingshilfe](#))

How many people had to flee after Russia attacked Ukraine?

Many people had to flee after Russia invaded Ukraine. In total, more than 6 million people fled the country. Most of them to neighbouring countries (Poland, Hungary, Slovakia, Moldova and Romania) (source: as at 13.06.2024,  [UNHCR](#)). A large number of refugees from Ukraine are now also living in Germany. There are currently 1,173,358 refugees (Central Register of Foreigners: as of 15 June 2024).

Further current figures and background information can be found at  [Mediendienst Integration](#)

What are the most common reasons for fleeing?

Possible reasons are

- Political persecution,
- Danger to life,
- Danger to life
- Danger to health

Why are people being persecuted?

Refugees are at risk

- because of their gender,
- because they belong to a minority,
- because of their sexual orientation
- because of their religion,
- because of their nationality,
- because there is civil war/war in their country,
- because of natural disasters.

What forms of protection are there?

There are various forms of protection for refugees under German, European or international law, for example

- § Section 16a of the Basic Law
 - Geneva Refugee Convention
 - Subsidiary protection
 - Contingent refugees as part of humanitarian aid operations
-

Who decides where the refugees go?

The refugees are allocated by the Supervisory and Service Directorate - Reception Centre for Asylum Seekers Trier. This includes these groups:

- People who have applied for asylum
- People whose asylum application has been rejected,
- People who have a right to asylum
- persons who have entered the country illegally within the meaning of Section 15a of the Residence Act (AufenthG),
- Admitted foreigners according to § 22, 23 and 24 AufenthG,
- Jewish emigrants,
- war refugees
- Civil war refugees

The Supervisory and Service Directorate distributes the migrants. The distribution is calculated according to a specific key (Königsstein key). This key is based on the number of inhabitants. A certain proportion of migrants arriving in Rhineland-Palatinate is allocated to each administrative district and independent city.

The municipalities are responsible for the reception and accommodation of migrants. They are obliged to do so under Section 1 of the State Reception Act.

-
- ■ Report of the State Statistical Office on [migration in Rhineland-Palatinate](#)
 - ■ [Rhineland-Palatinate State Statistical Office, Germersheim district](#)
 - ■ [Mediendienst Integration: Current facts and figures](#)
 - ■ [European Country of Origin Information Network](#) (information on countries of origin and third countries; English)
 - ■ [UNO Refugee Aid](#)
 - ■ Refugee movements Ukraine - [UNHCR](#)

Information for refugees from Ukraine

Travelling from Ukraine and staying in Germany

The war in Ukraine has forced many people to flee their home country. Since the beginning of the Russian war of aggression in February 2022, millions of people have been on the run. Over 1 million of them have found refuge in Germany. Many of them women and children.

At 41 per cent, Ukraine accounts for the largest share of all countries of origin in terms of immigration to Germany.

Refugees from Ukraine do not have to apply for asylum in Germany. They receive temporary protection on the basis of an EU directive.

Do you have questions about travelling from Ukraine? Or about staying in Germany?

The BaMF has compiled a list of questions and answers. You can find them at [here](#). The information is also available in Ukrainian and Russian.

Changes for citizens of Ukraine and their family members from November 2024

Don't have a visa?

If you are a citizen of Ukraine, you can travel to Germany with your family **without a visa**. However, you must have been on the territory of Ukraine on 24 February 2022. And that you do not have a residence permit for long-term residence in Germany. You may then enter the country without a visa until 4 December 2025. You may stay in Germany for 90 days from the date of your first entry.

If you are a citizen of Ukraine and have a residence permit (in accordance with Section 24 of the Residence Act), you and your family will be granted temporary protection. It is important that your residence permit becomes valid on 1 February 2025. It will then be automatically extended until 4 March 2026, so you do not need to apply for an extension of your residence permit. Therefore, you do not need to contact the Foreigners' Registration Office.

Reception of refugees and support; procedures

Displaced persons from Ukraine come to Germany with different ideas. Some are just travelling through and want to go to other European countries. Some want to join their relatives or friends who live in Germany and take them in (for the time being). And a third group would like to be admitted to Germany permanently.


There is a different procedure for each of these cases. Here are a few examples:

- **Are you travelling through?** You no longer have to register with the foreigners authority or in a reception centre. You may stay in the Schengen area for up to 90 days without a visa. An extension of up to 90 days is possible. It is possible to stay overnight in a reception centre in the country or in a municipal facility. If you are ill or need help, you can contact the social welfare office of your local district or town.
- **Are you able to stay with relatives or friends in Rhineland-Palatinate for a longer period of time?** Then contact the immigration office. There you can submit an application in accordance with § 24 of the Residence Act (procedure in accordance with the "Mass Influx Directive"). Displaced persons receive benefits in accordance with the Asylum Seekers Benefits Act. You will also receive protection if you are ill. And you will be given accommodation if you need it. The foreigners authority will issue a work permit.
- **Are you looking for protection in Rhineland-Palatinate but have no accommodation for a longer period of time?** Then contact the Social Welfare Office or the Foreigners' Registration Office. They will then organise the further procedure.
- **Are you seeking protection in Rhineland-Palatinate but have no available accommodation?** Then contact one of the state's reception centres for asylum seekers in your area.


The Ministry for Families, Women, Culture and Integration in Rhineland-Palatinate has compiled a page with the [most important questions](#) on the topics of refugee reception and support.

Asylum and refugee protection




Ukrainian nationals have the opportunity to stay in Germany for longer. To do so, they must apply for asylum.

You can find out what forms of asylum and refugee protection are available [at](#)  [here](#).


Right of residence

The IQ Immigration Centre has also published information. You can find it here  [FAQs on the current legal residence situation of people from Ukraine in Germany](#)

Free app - Germany4Ukraine

The German government provides information at  [Germany4Ukraine](#). It is aimed at people who have fled Ukraine and their supporters. The information is available in Ukrainian, Russian, German and English. It is also available as a free app. It can be downloaded at  [here](#) on Google Play for mobile Android devices and  [here](#) in the Apple Store for mobile iOS devices.

Figures, legal information, situation of refugees


The MEDIENDIENST has created a [new dossier](#) . It summarises the most important figures, legal information and current sources on the situation of refugees. It is updated on an ongoing basis.

General information and hotline

Information from the state government on Ukraine can be found at  [here](#)

There is information on the following topics:

- Entry and residence,
- Refugee reception and support,
- School and day care centre,
- work,
- Help,
- Volunteer centre,
- Entry with pets from Ukraine
- and further information...

On this page you will also find a  [checklist for volunteers](#). You can find out how volunteers can insure themselves [here](#)

Are you a Ukrainian war refugee and want to find out for yourself?

The Ukraine information hotline offers information in Ukrainian.

 [0800/0003695](tel:0800/0003695)

Monday to Friday, 08:00 - 15:00h

Saturdays, 09:00 - 12:00h

Language

VHS learning portal

The German Adult Education Centre Association (VHS) offers a free digital learning portal. The offer applies to German as a second language as well as to literacy and basic education.

German courses up to and including level B1 are now also available in Ukrainian.

 [vhs learning portal](#)


Free German-Ukrainian and Ukrainian-German language courses

The language learning app Jicki from Freiburg is now offering free online language courses. The courses are for German-Ukrainian and Ukrainian-German. The courses can be used directly on the website without registration. Or in the app


Click here for the language courses  <https://www.jicki.de/deutsch-ukrainisch/>

Babbel App - Free language courses for Ukrainians

The Babbel app offers free courses for users who speak Ukrainian. The courses are available in German, Polish and English.

Click here for the offer:  [Babbel for Ukraine](#)

Daycare centre and school

Information from the state government on the subject of daycare centres and schools can be found [here](#): 

Studying


If you would like to continue your studies in Germany, you can find information on the information portal of the "National Academic Contact Point Ukraine".

There you will find information on:


- Offers of assistance,
- the requirements for continuing your studies
- residence law issues.

The information is available at  in [Ukrainian](#), [German](#) and [English](#).

Support and work

FAQs on the topic of support and work can be found here  [Ministry of Labour, Social Affairs, Transformation and Digitalisation](#)

Job portal "Job Aid for Ukrainian Refugees"

The portal  [JobAidUkraine](#) aims to bring jobseekers and employers together. It aims to support the integration of refugees from Ukraine into the labour market. And give them financial security. After registering, the job portal can also be used directly in Ukrainian.

Child benefit

Since 1 June 2022, refugees from Ukraine have been entitled to child benefit.

Do you want to submit an application?

Then you need these documents:

- Application for child benefit
- A child attachment for each child
- Residence permit in accordance with Section 24 of the Residence Act (for example, a residence permit or an advance residence permit that allows you to work as a parent) from you and the child for whom you are applying for child benefit
- Only for children of full age: documents justifying the claim (e.g. school certificate)

Information on child benefit for Ukrainian families and all forms can be found [at](#)  [here](#).

On the website www.germany4ukraine.de (under "How can I apply for child benefit?") you will find a video explaining how to apply for child benefit in Ukrainian. You can find the QR code here:




Child custody

 [Powers of attorney for custody](#) for young refugees from Ukraine

Minors fleeing without parents


Refugee children and young people without parents can find support [here](#)

Motor vehicles (car, driving licence)

The refugee advice centre of the Protestant church district of Minden has created a  [work aid on questions of insurance cover for cars registered in Ukraine and the validity of Ukrainian driving licences in Germany](#).

Until 31 May 2022, there was a voluntary initiative by German motor vehicle liability insurers due to the exceptional humanitarian situation. Until this date, damage caused by passenger cars with a Ukrainian registration in Germany was covered.

Since 1 June 2022, every owner must now have [motor vehicle liability insurance](#).

Further information on this can be found here at  [Information for Ukrainian drivers and riders](#)


Public transport

The pass-ticket regulation for Ukrainian refugees ends on 31 May 2022. From 1 June 2022, Ukrainian refugees will also have to buy a ticket if they want to use public transport.

Volunteering

Information for volunteers on offers of help for refugees from Ukraine can be found [here](#): 

Offers in the district of Germersheim

On the homepage of the Germersheim district administration you will find multilingual information on  [Ukraine Help in the district of Germersheim](#) on these topics:

- Offer living space
 - Services/Asylum
 - FAQ (helpful links)
 - How can I help?
 - Help for refugees in Krotoszyn/Poland
 - Language offers
-

Under the heading "[Events](#)" you will find regularly changing offers, also for refugees.

Information for refugees from Syria

Political situation in Syria and Syrian refugees in Germany

What is the political situation in Syria?

Civil war has been raging in Syria since March 2011. Millions of Syrians had to flee from the Assad regime. Around 7 million of them live as internally displaced persons in Syria. A further five million live in other countries. Most of them have fled to the neighbouring countries of Turkey, Lebanon, Jordan, Iraq and Egypt.

In December 2024, Islamist rebels captured the capital Damascus. And thus ended the rule of ruler Bashar al-Asad. The country experienced a change of power. At the moment, however, nobody knows what the consequences will be.

Shortly after the change of power, some people in Germany called for Syrians to return to their home country.

How many Syrians live in Germany?

Around one million Syrians live in Germany. At the end of 2023, around 712,000 of them had sought protection in Germany. Most of them have a [humanitarian residence permit](#).

The residence titles are:

- Protection status for refugees under the Geneva Refugee Convention
- subsidiary protection.
- Only one per cent of applications were rejected.

In total, there are 3.17 million people seeking protection in Germany. Of these, 22 per cent are Syrians. There is currently only one larger group of refugees in Germany. These are people from Ukraine (31 per cent).

How many have fled?

According to the Federal Statistical Office, around 972,000 Syrians were living in Germany at the end of 2023. In 2024, 72,400 Syrians applied for asylum in Germany for the first time.

The number of people in Germany who have immigrated from Syria themselves is significantly higher than the number of Syrians seeking protection. A large number of them came to Germany during the large refugee movement between 2014 and 2016. In 2023, there were almost 1.3 million people living in Germany who themselves (82 per cent) or both of whose parents (18 per cent) immigrated from Syria. Of the Syrians, around two per cent were born in Germany themselves.

In 2023, around 17 per cent had German citizenship. On average, the immigrants had already been living in Germany for 8.2 years. At 38%, Syrians were the most naturalised citizens.

In which professions do Syrians work in Germany?

Syrians often work in [bottleneck occupations](#). The German Economic Institute estimates that there are around 80,000 Syrians.

According to the Institute for Employment Research (IAB), Syrian men often work in these occupations:

- Transport and logistics occupations (22 per cent),
- Food and hospitality (14 per cent),
- Healthcare (11 per cent)

- construction (9 per cent).

Syrian women work primarily in "social and cultural services":

- as educators (28 per cent)
- in the healthcare sector (18 per cent).

If you compare Syrian refugees with other refugee groups, they are often well qualified. In 2023, 22 per cent of people with a Syrian immigration history of working age (15-64 years) had a vocational qualification. Of these, 106,000 people have an academic degree. Around 19 per cent are still in (further) education.




What does the change of power in Syria mean for Syrians seeking protection in Germany?

Many Syrians are afraid that they will soon have to leave Germany. And their friends and acquaintances as well as asylum helpers are now also worried. Many [specialised migration services](#) are also wondering what will happen in the future.

What will happen to the new asylum applications?

The Federal Office for Migration and Refugees (BAMF) has stopped processing asylum applications from Syrians for the time being. The media report that this currently affects 47,270 applications.

The political situation and changes in Syria will continue to be monitored.

- Further information on this topic can be found at  [Mediendienst Integration](#)
-  [Diakonie has](#) compiled [the most important questions and answers](#) on the topic
- The  [Institute for Employment Research \(IAB\)](#) provides important data on the topic of integration into the labour market

Forms of protection in the asylum system

Have you had to flee your home country and are looking for protection in Germany?

Sometimes people have to flee their home country to escape violence, war and terror. Then they can seek protection in Germany. In order to be granted protection and be allowed to stay here, they must apply for asylum.

Can refugees be deported even if they have protection status?

People with protection status cannot normally be deported. There are different forms of protection that are regulated by law.

How is it checked what type of protection they receive?

The form of protection depends on the individual situation of the refugee. Which form of protection a person receives depends on their individual situation. And on the type of persecution in their country of origin.

What forms of protection are there?

There are different forms of protection. Here is a brief overview:

Eligibility for asylum

The right to asylum is laid down in Article 16 A of the Basic Law (Grundgesetz - GG) of the Federal Republic of Germany. According to this, politically persecuted people are granted asylum. They can receive this protection status if they have been persecuted by the state in their country of origin because of

- their ethnicity
- their nationality
- their political convictions
- their religious beliefs or
- their membership of a particular social group (for example, because of their sexual orientation)

And if they would face serious human rights violations due to this state persecution as soon as they return to their home country.

■ Further information from the BAMF can be found [here](#).

Refugee protection

Refugee protection is more comprehensive than the right to asylum. It is based on the Geneva Refugee Convention. According to this convention, people are considered refugees if they are affected by state **or** non-state persecution. Characteristics of persecution can be

- ethnicity
- religion
- nationality
- political conviction
- Belonging to a certain social group (for example due to sexual orientation)

Legal basis: § 3 para. of the Asylum Act (AsylG)

■ Further information from the BAMF can be found [here](#).

Subsidiary protection

Subsidiary protection applies if a refugee cannot be granted refugee protection or asylum. If this person is threatened with serious harm in their country of origin, they can be granted subsidiary protection.

The threat can come from both governmental and non-governmental sources. These include

- Death penalty
 - torture
-

- inhuman or degrading treatment or punishment
- serious individual threat to the life or integrity of a civilian as a result of indiscriminate violence in an international or internal armed conflict

Legal basis: § 4 para. 1 AsylG

■ Further information from the BAMF can be found [here](#).

National ban on deportation

A person seeking protection may not be deported if


- repatriation would violate the European Convention for the Protection of Human Rights and Fundamental Freedoms (ECHR) or
- there is a considerable concrete danger to life, limb or freedom in the country of destination.

Legal basis: Section 60 (5) AufenthG, Section 60 (7) AufenthG

■ Further information from the BAMF can be found [here](#).

An asylum procedure is very individual and complex. Each case must be examined individually.

How does an asylum procedure work?

You can find more detailed information on the German asylum procedure at  [Federal Office for Migration and Refugees \(BAMF\)](#) in the brochure "Ablauf des deutschen Asylverfahrens".

Or [here](#) in our app.

1. registration and accommodation

Registration

Are you new in Germany and need asylum?

Then you must register as soon as you arrive in Germany. You can do this at one of these offices:

- Border authority
- the police
- Immigration office
- Reception centre for refugees or
- Branch office of the Federal Office for Migration and Refugees (BAMF)

The personal data is registered and stored centrally. It is checked whether you:

- are applying for asylum in Germany for the first time

- have already applied for asylum in another European country
- your data is known to the Federal Criminal Police Office.

After the data has been checked, you will receive proof of arrival. It shows that you have been registered. Only then can the asylum procedure begin.

Accommodation

Where can I live after my arrival?

People who apply for asylum in Germany must live in an initial reception centre for up to three months after their arrival. This is stipulated by law.

The reception centre in which they are accommodated depends on their country of origin. Asylum applications from different countries of origin are processed at the various BAMF branch offices. All asylum seekers are then distributed evenly among the various federal states in Germany.

Will I receive money while I am in the asylum procedure?

While you are waiting for a decision on your asylum application, you will receive financial support from the social welfare office of your city council or local authority. This is called basic security.


Anyone wishing to apply must state whether they have any valuables or money. They also have to sign a number of documents and declarations.

They are then given a new appointment. They must bring all their papers and proof of arrival with them to this appointment. It is usually a good idea to have someone with you who can translate.

As soon as you arrive in the district, you will be told where you should live. You will live there for the duration of the asylum procedure.


Important: Asylum seekers are not allowed to leave the federal state of Rhineland-Palatinate! This is called "spatial restriction".

Do you urgently need to leave the state of Rhineland-Palatinate for a short period of time?

The foreigners authority must authorise this in urgent cases. You will need an exit permit for this. It is valid for three months after registration (see  [BüMA](#)).

After the three months, there are no longer any spatial restrictions. Asylum seekers can then move around freely in Germany. However, it is still stipulated where they must live (residence requirement).

There are rest periods in the accommodation and everywhere in Germany. These can often be found in the "house rules" of the accommodation. These house rules regulate how people live together.

You can find sample house rules at  [here](#).

2. application for asylum

Applying for asylum in person

Would you like to apply for asylum?

After your arrival in Germany, you must register with the Federal Office for Migration and Refugees (BAMF). You will be registered there. This means that your personal data (such as name and date of birth) will be recorded. The BAMF stores this data. You will then be accommodated in an initial reception centre. You can then apply for asylum. You will be given an appointment for this.


You must submit your application to the Federal Office for Migration and Refugees (BaMF) at the branch office in Speyer.

You don't speak German very well yet and need help?

A translator will help you so that you can understand everything during your interview with the BAMF staff and explain your reasons for seeking asylum.

Important: You can only apply for asylum in person. You must go to the BAMF yourself. It is not possible to submit an application by post!

Federal Office for Migration and Refugees - Speyer branch office

 [Spaldinger Straße 100, 67346 Speyer](#)

You have submitted an application for asylum. What happens next?


After you have applied for asylum, you will receive a [residence permit](#). The residence permit shows that you have applied for asylum. With the residence permit, you are allowed to stay in Germany for the time being. You may stay until you have received a decision on your application for asylum.

Asylum procedure counselling

Are you unsure about what you need to bear in mind when applying for asylum?

Then it can help if you seek counselling beforehand. The counselling can provide you with important information for the asylum procedure.

There are many local advice centres for this.

 Click here for the [local advice centres](#).

Registering with the immigration office

What do you have to do after you have applied for asylum at the BAMF?

After you have submitted your application for asylum to the BAMF, you must report directly to the immigration office. The foreigners authority will issue your identity card (Aufenthaltsgestattung). You must always have your identity card with you.

What applies to children who still have to go to school?

Children between the ages of 6 and 15 are required to attend school. They must attend school and are not allowed to stay at home. Children must be registered with the Immigration Office. And they must be enrolled at school.

Please note: The children must first be registered with the Immigration Office. Only then can you make an appointment for a counselling session at the education authority, where they will check which school your child can attend. Only then can the child be registered for school.

Do you live in the initial reception centre (Afa) in Speyer?

Then the branch office of the Foreigners' Registration Office is responsible for you. The Foreigners' Registration Office deals with local immigration law issues. It does not provide counselling on general questions of immigration law. It only deals with your application for asylum.

Do you live in the district of Germersheim?

Then the [Foreigners' Registration Office of the Germersheim District Administration](#) is responsible for you. You must register there.

The Foreigners' Registration Office is also responsible, for example, for

- issuing identity cards,
- applying for a work permit,
- the residence permit,
- special authorisation for travel
- and much more.

Contact persons for questions relating to immigration law for asylum seekers at the Speyer Immigration Office - Speyer branch office

Außenstelle Afa Speyer - Asyl

📍 [Spaldinger Straße 100, 67346 Speyer](#)

@ asylangelegenheiten-afa@stadt-speyer.de

☎ [+49 \(0\) 6232141160](tel:+49(0)6232141160)

🌐 <https://www.speyer.de/de/buergerservice/abteilung...>

Contact person at the foreigners authority in the district of Germersheim

Ausländerbehörde

📍 [17er Straße 1, 76726 Germersheim](#)

<https://www.kreis-germersheim.de/buergerservice/j...>

Mrs Thomas

[07274/53321](tel:07274/53321)

Mr Klein

[07274/53313](tel:07274/53313)

@asylrecht@kreis-germersheim.de

Important: As it is currently difficult to reach the Foreigners' Registration Office by telephone, please send an e-mail. You will then be given an appointment.

Residence obligation

Have you been in Germany for less than 3 months? Are you still living in the AfA Speyer and your application for asylum has not yet been processed?

As long as a decision has not yet been made on your asylum application, you must remain in your home district. You are not allowed to simply leave the district in which your reception centre is located. This is called spatial restriction or residence obligation.

If you have to leave the area for a shorter period of time, you need a permit from the BAMF. This applies for the first 3 months.

Have you been in Germany for longer than 3 months? And you now live in the district of Germersheim?

At the end of the 3 months, you have normally left the initial reception centre. You now live in the district of Germersheim. The Foreigners' Registration Office of the Germersheim district is now responsible. If you want to leave the district, the foreigners authority must give its consent.

How long are you not allowed to leave the district of Germersheim?

The geographical restriction applies for different lengths of time. It depends on the country you have come from. And also on the progress of your asylum procedure.

The BAMF has decided on your application. The asylum procedure has been completed. What happens now?

Depending on how the BAMF has decided, there are now three different paths for you:

- **You have been granted asylum:** you will then be distributed to the municipalities in Rhineland-Palatinate. The transfer office of the ADD is responsible for the distribution. The transfer office will liaise with the local foreigners authority
- **Your asylum application has been rejected:** you must return to your home country
- **Your asylum application has been rejected because you have already been registered in another European country:** in this case, a different procedure will be carried out. This is called the [Dublin procedure](#). You must return to the European member state from which you came. This is called repatriation.

The **Dublin procedure** is regulated in the Common European Asylum System (CEAS). The procedure determines which European member state is responsible for you. There are objective criteria for the assessment. The aim of the procedure is to ensure that every application for asylum within the European Union is examined (only) once.

Would you like to return to your home country voluntarily?

The foreigners authority can advise you on voluntary [return](#). It can support you in organising your departure. The Foreigners' Registration Office can also advise you on possible grants.

Register with the citizens' office of your municipal or local authority

If you have been transferred from the AfA to a municipality in the district of Germersheim, you must register immediately at the [citizens' registration office](#) of the municipal administration or the local authority administration. The residents' registration offices will issue you with a registration certificate. Anyone who is new to a municipality or wants to leave it must register at the residents' registration office. Your data (name and address) will be stored there.

Change of address

Are you still in the asylum process? And you want or need to move?

Sometimes asylum seekers receive authorisation or an obligation to move during the asylum procedure. In this case, they must inform the Federal Office for Migration and Refugees of their new address themselves.

Important note: You must send a copy of the registration confirmation by post to the initial reception centre in Trier.

Federal Office for Migration and Refugees, Branch Office M A 7 - Trier

Außenstelle Trier

📍 [Dasbachstraße 15b, 54292 Trier](#)

☎ [+49 \(0\) 91194373340](#)

3. Dublin Regulation

The Dublin Regulation encompasses the area of the 28 EU member states as well as Norway, Iceland, Liechtenstein and Switzerland. It determines which country is responsible for the implementation of the asylum procedure. As a rule, it is the country where the asylum seekers were first registered. An electronic data collation takes place to do this.

If it has been determined that Germany is not responsible for conducting the asylum procedure, the asylum seekers are sent back to the country responsible for them.

If asylum seekers do not agree with this decision, there is the possibility to get professional legal advice on whether it makes sense to file a complaint with the administrative court.

■ Further information about the Dublin Accord in [German](#) and [English](#).

4. hearing

Personal interview

The personal interview is the **most important appointment** in the asylum procedure. Asylum seekers receive an invitation to attend. An interpreter is present at the interview who can translate.

At the personal interview, asylum seekers explain why they had to flee their country. They are asked many questions.

For example, questions about

- their biography,
- their living situation,
- their journey to Germany
- and the reasons for your persecution in your country of origin

If it is possible for you, you should also provide evidence for your story in the personal interview.

The hearing will be conducted by specialised staff.

Can I bring someone with me to the appointment?

It is possible for you to bring someone with you. They can accompany you to the appointment. This person can be

- a lawyer
- a representative of the United Nations High Commissioner for Refugees (UNHCR)
- another person of trust. This person must not be involved in an asylum procedure themselves
- in the case of unaccompanied minors, the guardian may attend the interview.

The statements are translated. A protocol is drawn up. The narrations are then translated back again. This gives the applicants another opportunity to make additions and corrections. Finally, the minutes are presented to the asylum seekers together with the recordings. If everything is presented correctly, they confirm this with their signature.

The BAMF then decides on your asylum application and sends the asylum seeker a decision. The decision is explained in detail.

Is the date of the interview important?

You **must attend the interview without fail**. It can only be postponed in exceptional cases.

Would you like to postpone the date?

Then it is important that you let us know in writing in good time. You must also provide a reason why you cannot attend. If you cancel too late or do not provide an explanation, your asylum application may be rejected or the procedure may be discontinued.

■ You can find more information about the interview [here](#)

Preparation for the interview

- Advice and support can be obtained from the [contact points for asylum advice/procedural counselling](#).
- ■ [Information on the hearing date, BaMF](#)
- ■ [Hearing support, Arrival Aid](#)
- ■ [Collection of material](#) on the personal interview.

■ **The information film on the subject of hearings is currently available in 10 languages:**

- [German](#)
- [English](#)
- [French](#)
- [Kurmanci](#)
- [Albanian](#)
- [Arabic](#)
- [Macedonian](#)
- [Bosnian](#)
- [Farsi](#)
- [Serbian](#)

5th decision

BAMF decision on the asylum application

After the person has been interviewed, the Federal Office for Migration and Refugees (BaMF) examines all descriptions, information and evidence. It checks whether one of the four forms of protection applies. The basis for the examination is the Asylum Act:

1. Eligibility for asylum
2. Refugee protection
3. Subsidiary protection
4. Ban on deportation

If none of the forms of protection are considered, the asylum application is rejected.

The decision is justified in writing. It is then sent as a "notification" to

- the person who submitted the application
- or a person who has a power of attorney for the procedure (e.g. a lawyer).

- the responsible immigration authority.

Approval

Your asylum application has been approved. What do you need to do now?

You have been recognised as a person entitled to protection. You have received a favourable decision.

The next steps are now:

- Fictitious certificate or electronic residence permit (eAT): Immediately after you have received the letter from the Federal Office for Immigration and Asylum that you have been granted asylum in Germany, you will need an identity document. The identity document or something similar will be issued by the [foreigners authority](#).
- You are now authorised to work in Germany. And without restrictions
- If you do not have a job or need help, you will no longer receive money from the social welfare office. You must now submit an application to the [job centre](#).

Rejection

Your application has been rejected. What happens now?

If the decision is negative, i.e. if your asylum application has been rejected, you will be threatened with deportation. You will be asked to leave the Federal Republic of Germany by a certain date. If you do not leave voluntarily, you must expect to be deported under duress.

There are two different types of refusal:

1. Simple refusal: people must leave the country within 30 days.
2. Rejection as "manifestly unfounded": in this case, you must leave the country within one week

Appeal

What can you do if you do not agree with the rejection?

If you have submitted an application and it has been rejected, you can appeal against the decision. It is important that you take action very quickly as soon as you receive the letter of rejection. The deadlines and legal options available to you are set out in the letter (also known as the decision) from the BaMF. The information contained in this decision is called "Rechtsbehelfbelehrungen" (legal remedies)

Do you need help with your asylum procedure?

The [asylum procedure counselling](#) service can help and support you. If you want to take legal action, you should always seek advice and representation from a lawyer specialising in asylum and residence law.

Voluntary departure

Have you decided to leave the country voluntarily?

If you decide to leave voluntarily, you can receive financial support for a new start in your home country. Information on this can be obtained from a contact point for [return counselling](#).

Important: Inform the immigration office as soon as possible about your plan to leave voluntarily.

6. legal action

The BAMF decides on the asylum application. Sometimes an asylum application is rejected. If the asylum seeker does not agree with this, he or she can appeal against the decision. In this case, the asylum seeker is called the "plaintiff" or "claimant". The BAMF is called the "defendant". If the complaint is accepted, the administrative court reviews the decision of the Federal Office.

There can be two different outcomes to a claim:

1. The court decides in favour of the claimant/plaintiff. They get justice. They are entitled to protection after all. Then they are granted a residence permit after all
2. The court decides against the claimant. The claim is rejected. The court confirms the rejection of the asylum application by the BAMF. This means that the claimant is still obliged to leave Germany.

There is another special form: some people receive a positive decision. This means they are granted asylum. And yet they do not agree and want to lodge a complaint. This may be the case, for example, if the claimant does not agree with the form of protection he or she is to receive. In this case, the claimant can also lodge an appeal against the BAMF's decision. However, this is not possible if refugee status is granted.

In any case, it is always advisable to seek advice and representation from a lawyer specialising in asylum and residence law.

■ [BAMF appeal procedure - legal remedies against the decision](#)

■ [Refugee Council Baden-Württemberg](#)

■ [Application assistance sample complaints - Refugee Council Isa](#)

7. return counselling

Counselling on voluntary return

If you apply for asylum, you sometimes receive a rejection. This means that you are not allowed to stay in Germany. You will be given a date by which you must leave Germany. There are then two options:

1. You leave Germany voluntarily by the specified date
2. You stay and are deported by the immigration authorities

If you decide to return voluntarily, you will not be forced to return home or to a safe third country. People who are already resident in Germany can leave voluntarily.

Voluntary return can offer you new opportunities and prospects in your country of origin. If you return voluntarily, you have the option of receiving financial support from the German state.

What are the advantages of voluntary return?

You can set the date of your departure yourself. You leave the country without the authorities accompanying you to the airport. The costs of travelling to your country of origin can be covered.

How much support you can receive for your return depends, among other things, on your nationality.

What support is available?

Possible support benefits in detail are

- Flight ticket or bus ticket
- Travel costs from your place of residence to the airport or (bus) station
- Money for the journey (travel allowance)
- Medical support: during the trip and in the destination country (for up to three months after arrival in the destination country)
- One-off support
- Depending on the case: one-off special amount for early departure

Who can apply for support for voluntary return?

Third-country nationals can apply for support,

- who have applied for asylum but have not yet submitted a legally valid asylum application
- who are in the asylum procedure,
- whose asylum application has been rejected and who are demonstrably obliged to leave the country,
- who are entitled to asylum
- who have a tolerated stay permit,
- who have been granted residence for reasons of international law, humanitarian or political reasons,
- who have travelled to Germany through family reunification. Sometimes the person him/herself is not eligible for support. However, they can still apply for sponsorship if they have travelled to Germany to join a person who is eligible for sponsorship.

EU nationals who have been victims of forced prostitution or human trafficking are also eligible for sponsorship.

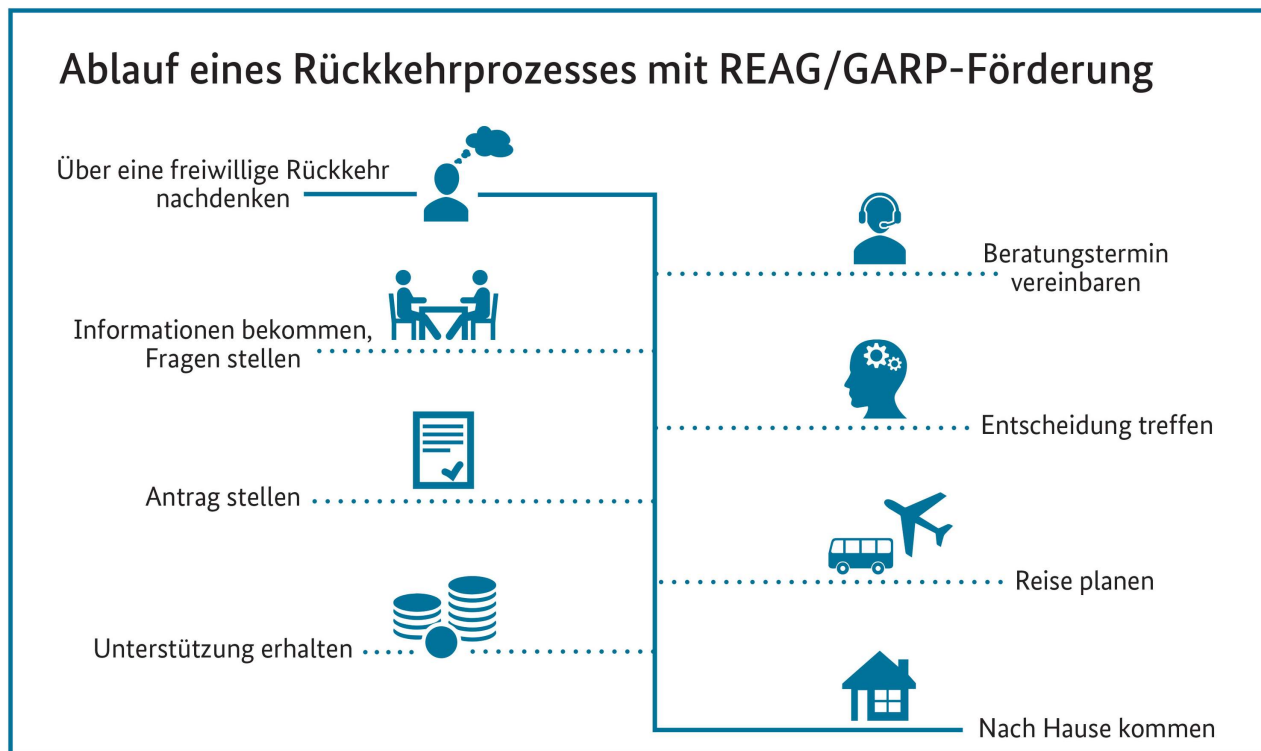
Are you considering returning to your home country?

Then a counselling centre can help you. The Central Return Counselling Centre (ZRB) provides advice on the options for voluntary departure. Here you can get help and ask questions. The

counselling takes place before the Federal Office for Migration and Refugees (BAMF) decides on the asylum application. Many questions can be asked during the counselling session. You can also seek advice if, for example, you do not have enough money for your return journey. Or if you need a passport.

Do I have to leave the country in any case after counselling?

The counselling is open-ended. This means that you do not have to leave voluntarily after the counselling session. You decide for yourself whether you want to leave or stay.



Where can you get counselling about a possible return?

If you are considering voluntary return, you will certainly have many questions. The advice centres can help you here. You can discuss your own options with them. The counselling sessions are free of charge and confidential. The information is not passed on.

What are possible questions during return counselling?

- How should I organise my return journey?
- How can I earn a living?
- Where should I live after my return?
- Who will issue me with the necessary travel documents?

In this situation, it is particularly important for you to receive confidential and comprehensive counselling. You need a lot of information to be able to make a good decision. It is important to know what options you have and how realistic they are. This also includes knowing the situation in your country of origin and the funding options as precisely as possible. A counselling session can help you with this.

Return counselling centres

There are various counselling centres that can advise you on your return. Some of them are

- ■ Return counselling from the [Germersheim district administration's immigration office](#)
- ■ Return counselling from the [SOLWODI return and reintegration project](#), especially for women from developing countries
- ■ [Return counselling](#) at the Caritas Centre Ludwigshafen
- ■ [Return competence centre](#) of the Diak. Centre for Return of the Diak. Werk Trier and Simmern-Trarbach gGmbH
- International Organisation for Migration - [Leaflet on return and reintegration counselling in Rhineland-Palatinate](#)
- ■ International Organisation for Migration - [ZIRF-Counselling](#)
- ■ Further information from the [Federal Office for Migration and Refugees \(BAMF\)](#) with the BAMF [Perspective flyer: Voluntary return](#)
- 🌐 Information portal on voluntary return [Returning from Germany](#)

Residence documents

Residence permit - flight / asylum

Every person who comes to Germany to apply for asylum receives a residence document. It is often referred to as an "identity card". The residence document states a person's status in the asylum procedure and whether or not he or she is allowed to work (When am I allowed to work?).

There are five different documents:

1. proof of arrival

Status: Asylum seeker

People who apply for asylum receive a proof of arrival. It is valid for the time between the notification that a person is seeking asylum and the official application for asylum at the Federal Office for Migration and Refugees (BaMF)



2. residence permit

Status: asylum seekers

As soon as a person applies for asylum, they receive a residence permit. This is valid until a

decision has been made on the asylum application. The Federal Office for Migration and Refugees (BAMF) decides on the asylum application.

If the asylum application is rejected, the person can appeal to the administrative court. Until the administrative court has decided whether the person will be granted asylum or not, they may continue to reside in Germany.

The residence permit contains various information: where the person is allowed to live (residence requirement), whether they are allowed to work (employment requirement) and in which area they are allowed to stay (spatial restriction).

- If a permit is required to work, this can be applied for at the [foreigners authority](#). This application can be made either by the person who wants to go to work (employee) or by the boss (employer).
- The [employment agency](#) has the task of helping with the search for and placement in work
- The [social welfare office](#) pays out financial assistance (social benefits)



3. fictitious certificate

Status: Recognised refugees

The asylum application has been examined and the person is granted asylum in Germany. A fictitious certificate is then issued first. It is valid for the transition: until the person receives their residence permit (fictional authorisation). Or for the period in which documents are to be checked or extended (fictitious continued validity).



4. residence permit

Status: Recognised refugees

Background: positive decision on the asylum application

If a person is granted asylum in Germany, a residence permit is issued after the fictitious decision. It is not valid forever but is limited to a certain period of time. The residence permit states why the person has been granted asylum in Germany. There are various residence

permits for refugees on humanitarian grounds.

- If a person has been granted a residence permit, they may later be granted a permanent right of residence (settlement permit)
- With a residence permit, the person can work anywhere. Access to the labour market is not further restricted.
- The [job centre](#) is responsible for job placement and social benefits

5. toleration

Status: Tolerated persons

If the asylum application has been rejected, the person must leave Germany. However, if this is not possible for certain reasons (legal, factual, humanitarian, personal), deportation is temporarily suspended. Asylum seekers receive a tolerated stay permit and are allowed to remain in Germany for a certain period of time.

- The tolerated stay permit can generally only be issued for a maximum of 3 months ("deportation stop")
- If you want to work, you need a permit. This can be applied for at the [foreigners authority](#) (by employers or employees)
- The [employment agency](#) is responsible for job placement
- Social benefits are paid out by the [social welfare office](#)

Opportunity right of residence (from 31 December 2022)

What is the right of residence?

The right of residence opportunity gives some refugees the chance of a permanent right of residence. However, they must fulfil certain requirements.

Why was it introduced?

In the past, refugees were often repeatedly issued with tolerated stays, so-called chain tolerations. In the case of a chain toleration, a person's toleration status is repeatedly extended. But they are not granted residence status. The tolerated stay only states that a person may not be deported at the moment.

This procedure has been brought to an end with the right to residence on the basis of opportunities.

How many people are affected by the new law?

The regulation affects around 136,000 people in Germany who are already well integrated.

What are the requirements for the right of residence?

In order to be granted the right of residence, you must:

- have been living in Germany for five years on 31 October 2022 with a tolerated stay permit, a temporary residence permit or a residence permit
- You must not have committed a criminal offence

- you must be committed to the free democratic basic order

There is a special regulation for well-integrated young people and adolescents. They can receive a residence permit after just three years of residence. This applies until they have reached the age of 27.

What are the advantages of the right of residence?

Those affected receive a right of residence for 18 months. During this time, they have the opportunity to fulfil all the requirements for permanent residence in Germany.

Can the right of residence be extended?

The right of residence cannot be extended after this period. If you do not manage to obtain a residence permit during this time (18 months), you will slip back into the tolerated status.

What do you need to obtain the right of residence?

You must fulfil these conditions for this right of residence:

- You need a job that allows you to support yourself
- You need a good knowledge of the German language
- You must be able to prove your identity


How long is the right of residence for?

The right of residence with opportunities is enshrined in the Residence Act for three years from 31 December 2022. You therefore have until 31 December 2025 to apply for the Right of Residence with Opportunity.

What other changes have been made with the right of residence?

The Right of Residence with Opportunities opened up integration courses for asylum seekers right from the start. The federal government now allows anyone to attend an integration course or vocational language course. No matter which country they come from. Or when they arrived in Germany.

- Further information from the Federal Government can be found [here](#).
- Communication from the [German Bundestag](#)
- [Handbook Germany](#)
- [FAQ Pro Asyl](#)

The Federal Ministry of the Interior has created a  [fact sheet on the right of residence](#). This is available in many different languages:

- [Albanian translation](#)
- [Arabic translation](#)
- [Armenian translation](#)
- [Dari translation](#)
- [English translation](#)

- [Farsi translation](#)
- [French translation](#)
- [Georgian translation](#)
- [Hindi translation](#)
- [Kurdish-Kurmanci translation](#)
- [Kurdish-Sorani translation](#)
- [Macedonian translation](#)
- [Pashto translation](#)
- [Russian translation](#)
- [Serbian-Cyrillic translation](#)
- [Serbian-Latin translation](#)
- [Somali translation](#)
- [Turkish translation](#)
- [Urdu translation](#)

Family asylum, international protection for family members and unaccompanied minor refugees

Family asylum

If someone in Germany has a right to protection, their family can also apply for asylum. This allows them to receive the same protection status (asylum authorisation, refugee status or subsidiary protection). The family members must submit an application for this.

Which family members are granted family asylum?

- Spouses or registered partners
- underage children who are not married themselves (unmarried)
- Parents of underage unmarried children if they have custody of them
- other adults who have custody of the unmarried minor children
- unmarried siblings of minors, if they are also minors

For spouses or life partners to be covered by family asylum, the couple must

- the couple must already have been married or living in a partnership in their country of origin
- the application for asylum must have been made before or at the same time as the person entitled to protection. Or at the latest directly after entry
- the entitlement to protection cannot be contested
- the entitlement to protection cannot be revoked

Born in Germany

If a child is born in Germany after the parents have applied for asylum, a separate asylum procedure must be carried out for the child. It is important that at least the father or mother is

still in the asylum procedure.

The parents or the immigration authority must then inform the Federal Office of the birth. The asylum application is then automatically deemed to have been submitted. The parents can submit their own grounds for asylum for their child. If they do not do so, the same grounds apply as for the parents. If the Federal Office rejects the decision, the parents can appeal against it in court.

In order to protect children under the age of 18, they may not be deported without their parents. This also applies if the asylum application has been rejected.

■ [Further information can be found directly at the BAMF.](#)

Deadline regulation

Important note: For people who are granted protection in an asylum procedure (see list above), a time limit applies: Once the decision to recognise them has been made and can no longer be contested, the family must submit an application for family reunification. This must be submitted to the competent authorities (diplomatic mission in the country of residence of your family members and the foreigners authority in Germersheim) within **three months of recognition**. In this case, the other requirements do not necessarily have to be met. This means that you do not necessarily have to be able to pay for your own living expenses. Nor do they necessarily have to have sufficient living space.

Further information on family reunification for persons with protection status can be found here:

- ■ [Federal Office for Migration and Refugees \(BAMF\)](#)
- ■ [Federal Foreign Office](#) (German, English, Arabic)
- [Foreigners' Registration Office.](#)

Unaccompanied minor refugees (refugee children under the age of 18)

The Federal Association for Unaccompanied Minor Refugees (BumF) has been supporting refugee children, young people and adolescents since 1998. The federal association is a non-profit organisation. It is independent. It is committed to young people and their support.

The federal association offers help for young refugees. It also supports professionals and volunteers. Its aim is to ensure that young refugees can grow up without fear, marginalisation and discrimination. They should be given the same rights as all other young people.

Missing children and young people on the run (Missing Children Europe App)





Children and young people repeatedly go missing while fleeing. At the beginning of 2023, 2009 children and young people were registered as missing in Germany (source: Federal Criminal Police Office).

What happens to them is unclear. In the worst case, they live illegally and without protection.

Or they have hardly any access to support and information.

But many children have a smartphone. This is why Missing Children Europe has developed the **Maniila app**. It is aimed directly at unaccompanied children and young people on the run. The app is designed to help them obtain valuable information, services and support independently.

The Federal Association BumF has been coordinating the app since April 2020. It helps to integrate organisations into the app that can help and support with their services. The offers are displayed on a map. There are several categories and subcategories. These include, for example, accommodation, food, asylum, help for girls and wifi. The app is available in several languages (English, French, Arabic, Farsi, Tigrinya and German)

-  [Federal Association of Unaccompanied Refugee Minors](#)
-  [Missing Children Europe](#)
-  [Maniila App](#)
-  [Child Rescue App](#)

Hardship Commission Rhineland-Palatinate

My asylum application was rejected. But I have reasons why I cannot leave the country. What can I do?

In this case, you can contact the Rhineland-Palatinate Hardship Commission.

What is the Hardship Commission?

The Hardship Commission is a committee of experts. It is not dependent on an authority. It advises on whether people are allowed to stay in Germany, even if they are actually obliged to leave the country. The commission consists of twelve members.

How can the Hardship Commission help?

In individual cases, the Hardship Commission examines whether there are reasons why the person cannot leave the country. These may be urgent humanitarian or personal reasons, for example.

How does the Hardship Commission decide?

The commission discusses the case presented. It decides whether there are sufficient reasons for the person to be allowed to stay in Germany. If at least two thirds of the members of the commission decide in favour, it passes on its recommendation.

The commission asks the Ministry for Family Affairs, Women, Culture and Integration to review the case. This is called a "hardship application". If the Ministry agrees, it can instruct the responsible immigration authority to issue a residence permit. The foreigners authority must then issue a residence permit in accordance with Section 23a of the Residence Act. Sometimes certain conditions or requirements are attached to this.

How can I apply for an examination?

A member or deputy member of the Hardship Commission must submit an application in order for the Hardship Commission to deal with a case under immigration law.

Foreign nationals from Rhineland-Palatinate can apply in writing to a member or deputy member. They must explain why they cannot leave Germany.

It is possible to be represented at the commission by lawyers, care facilities, refugee associations or other organisations and other third parties.

Does the Hardship Commission have to deal with every case?

No. The members and deputy members of the Hardship Commission decide independently. They are free from instructions. They decide for themselves whether the facts of the case are suitable for discussion by the Commission. There is no right to have the Hardship Commission deal with a case.


What documents do I need for an application?

- Personal details
- Declaration of consent that the Hardship Commission may process the personal data
- As detailed a list as possible of the reasons why you cannot leave Germany
- Proof of any illnesses that prevent you from leaving the country
- Information on how you will secure your livelihood; also health insurance
- Proof of integration benefits
- Proof of previous employment of all family members
- For school pupils: school reports from the last two years
- For young people who are no longer required to attend school: Proof of school leaving certificates, training contracts, application procedures
- Photocopies of existing passports, other identification documents and tolerated stay permits

Further detailed information on the Hardship Commission and how to apply can be found at [here](#) 


Contact person

Olaf Medinger

 [+49 \(0\) 6131165103](tel:+49(0)6131165103)

[@olaf.medinger@mffki.rlp.de](mailto:olaf.medinger@mffki.rlp.de)

Axel Quirin

 [+49 \(0\) 6131165102](tel:+49(0)6131165102)


[@axel.quirin@mffki.rlp.de](mailto:axel.quirin@mffki.rlp.de)

Refugee children and young people without parents

Sometimes children and young people under the age of 18 (minors) come to Germany alone from abroad. Then the Youth Welfare Office takes care of them first. It talks to the minors. And it investigates how old they are. In the case of minors, the Youth Welfare Office is still responsible and looks after the children and young people. If it is established that someone is

over 18 years old (i.e. an adult), the person is no longer looked after by the Youth Welfare Office.

Sometimes minors do not travel with their parents. Instead, they travel with other family members, for example their uncle or aunt, cousins or older siblings. You then have two options:

1. Relatives who have reached the age of majority can **apply to** the family court **for guardianship**. With guardianship, the relatives assume full responsibility for the minor. They therefore represent the parents.  [Information brochure "Your guardian represents you" \(pdf\)](#) / [brochure in Arabic](#) / [brochure in English](#) **or**
2. Relatives **can take over the right of guardianship**. Parents can transfer the right informally.

In these two cases, the minors can remain with their families. Only if the relatives reject both options will the minors be looked after by the Youth Welfare Office. The Youth Welfare Office also intervenes if the minors are in danger with their families or are being threatened there. They are then treated in the same way as children and young people who arrive in Germany on their own (see above).



Magdalena Russ | Allgemeiner Sozialer Dienst - Minderjährige Ausländerinnen und Ausländer

 [17er Straße 1, 76726 Germersheim](#)

 [@m.russ@kreis-germersheim.de](mailto:m.russ@kreis-germersheim.de)

 [+49 \(0\) 7274531232](tel:+49(0)7274531232)

 <https://integreat.app/germersheim/de/familie/juge...>

Further information and help for refugee children and young people can be found [here](#)

Services

Benefits under the Asylum Seekers Benefits Act

As soon as asylum seekers move from the initial reception centre (AfA) to the local authority (city or municipality), the latter is also responsible. It must look after the asylum seekers.

Asylum seekers receive basic benefits. The Asylum Seekers' Benefits Act (AsylbLG) regulates exactly who gets what. Asylum seekers do not receive money, but benefits in kind. These include

- Accommodation
- household effects
- household items

- heating
- electricity

Asylum seekers receive money directly for other necessary items. These basic benefits are for


- Food and drink
- clothing
- [health care](#)
- pocket money for personal needs

Normally, the accommodation that people move into after AfA is already furnished. This means there is furniture and other household necessities. Almost all accommodation centres offer the option of cooking for yourself.

Who gets how much money is precisely regulated. This is set out in the standard needs level. It depends, for example, on what benefits in kind someone has already received.

Travelling expenses normally have to be covered by the pocket money. For journeys that are necessary, the district pays the costs. This may be the case, for example, if people have to travel to fulfil their duty to cooperate in the asylum procedure. Journeys to obtain a passport or for counselling regarding a possible return are also paid for. To do this, you must apply for the travelling expenses from the city administration or the association municipalities.

The money is normally paid out directly in cash twice a month.

- Further information on the Asylum Seekers' Benefits Act can be found [here](#).
-  Detailed information on the benefits can be found on the website of the [Ministry of the Interior of Rhineland-Palatinate](#).

Payment card

The district will introduce the payment card for refugees.

Many refugees do not have enough money to live on. They receive support in Germany. This assistance is called benefits under the Asylum Seekers' Benefits Act. Refugees can receive things they need, or they receive cash or vouchers.

Now there is a new option: the payment card. Money can be loaded onto this card.

Until now, refugees living in shared accommodation have mostly been given things that are bought directly for them. This means they do not receive cash.

People who do not live in shared accommodation are usually given cash so that they can buy things themselves.

A new law is now changing how this support is given. With the payment card, the federal states and cities can decide better how to help. The authority responsible for the support decides how much money can be withdrawn with the payment card. It can adapt the

assistance to people's needs.

The district of Germersheim will introduce the payment card for refugees. This was decided by the district council in March. The payment card will be introduced in August at the earliest. The district is working with other federal states to find a standardised solution.


The payment card is a debit card that is not linked to a bank account. It can be used to pay in shops without cash or to withdraw money from cash machines. However, the card cannot be used abroad and cannot be used to make bank transfers.

"We are now waiting for further information from the country. We want to avoid going it alone, including the awarding procedure, but rather benefit from the synergy effects of a joint approach with the state and local authorities," says District Administrator Brechtel.

Basic security for jobseekers / unemployment benefit II


Once a person has been recognised as a refugee or asylum seeker and has received a residence permit from the immigration authorities, they **no** longer receive any further benefits under the AsylbLG.

Once the asylum procedure has been completed, the Germersheim [Job Centre](#) is responsible. The job centre is responsible for ensuring her livelihood and arranging employment. The money according to the AsylbLG is paid out for the last time in the month in which the recognition was issued. It is therefore important to submit an application to the relevant job centre in good time.

Further information on basic income support and the application documents for applying for subsistence benefits can be found [at](#)  [here](#).

Jobcenter

 [Waldstraße 13, 76726 Germersheim](#)

 [+49 \(0\) 727470110](#)

 <https://www.jobcenter-germersheim.de/>

Opening hours:

For short requests (picking up forms, handing in documents)

Monday to Friday, 08:00 - 12:30h

 Available by telephone:

Monday to Friday, 08:00 - 12:30h

Monday to Thursday, 14:00 - 16:00h

The benefits department is closed on Tuesdays

Further information:

- [Work and career](#)
- [Unemployment benefit II / Social benefit](#)

Exemption from the licence fee

In Germany, there are radio, television and online programmes that are independent. They are therefore allowed to report on all topics. Politicians or other powers are not allowed to decide how to speak. This applies to all topics, including, for example, the state of Germany, politics or religion.

The programmes and contributions report freely and independently. They must not be influenced by politics or business. Everyone in Germany pays money for this service. This is called the licence fee.

Asylum seekers do not have to pay a [licence fee](#). They can use the programme free of charge. It is important that you submit an [application for exemption](#).

- Information on the licence fee for asylum seekers and persons entitled to asylum can be found [here](#)
- Further information can be found [here](#).

-
- Click here for further information on [health care](#).

Support groups

Citizens' Initiative Refugee Aid Rülzheim e.V.

The Rülzheim Refugee Office helps people who have had to flee their home country. It helps with problems, questions and letters. Local people (called sponsors) accompany and advise the refugees. They help people who have recently arrived in Germany: They give language lessons or collect household goods and clothes and distribute them. They also provide bicycles or repair them together with the refugees.

Every third Sunday of the month there is a coffee afternoon in the Bürgerkeller of the Rülzheim town hall. Anyone and everyone can come along. This is a good opportunity to get to know the citizens' initiative.

Bürgerinitiative Flüchtlingshilfe Rülzheim e.V. - Beratung

[Eisenbahnstraße 32, 76761 Rülzheim](#)

@bif@ruehlzheim.de

[+49 \(0\) 15734501513](tel:+49(0)15734501513)

https://www.ruehlzheim.de/vg_ruehlzheim/de/Leben%20...

Bürgerinitiative Flüchtlingshilfe Rülzheim e.V. - Kleiderspende

[Eisenbahnstraße 32, 76761 Rülzheim](#)

@bif@ruelzheim.de

+49 (0) 15150590014

https://www.ruelzheim.de/vg_ruelzheim/de/Leben%20...

15:00 to 17:00

Would you like to come along?

The dates are published in the local newsletter (every second week in odd weeks) and on Facebook. Please keep an eye out for changes.

Help portal of the city of Gernersheim

Are you from Ukraine and need help? Or do you live in the Gernersheim district and want to help?

Then take a look at the help portal of the city of Gernersheim. This is where the town of Gernersheim offers support for those seeking help and those providing help. The portal is designed to bring them together in an uncomplicated way.

[Help portal Ukraine](#)

Search service

The search service helps people in their worldwide search for relatives and advises on all questions of reuniting family members. The search service is a starting point for people who do not know where their relatives are due to current wars and armed conflicts, disasters, resettlement, flight, expulsion and migration. The search service supports people who have been involuntarily separated from one another and dispersed in different countries and who wish to live together again in one country.

International Search Service

[Search Service at the German Red Cross](#)

[International search service at the Red Cross / Red Crescent Soc.](#)

Naturalisation

Do you want to obtain German citizenship?

This is possible if you have been living in Germany legally and habitually for at least five years. Further requirements are:

- Your identity must be established
- You must belong to a state. You must not be stateless.

- You have an unlimited right of residence or a permanent residence permit
- You are committed to the free democratic basic order of the Basic Law of the Federal Republic of Germany
- You acknowledge Germany's special historical responsibility for the crimes of the National Socialists and their consequences
- You have not been convicted of a criminal offence
- You are able to finance life for yourself and your family
- You have sufficient knowledge of the German language, at least level B1
- You are familiar with the legal system and the social order and living conditions in Germany
- You are not married to more than one person at the same time
- You respect the equal rights of men and women as set out in the Basic Law

Have you met all the requirements?

Then you have the opportunity to be naturalised.

Naturalisation makes you a German citizen. This gives you the same rights and obligations as all other Germans.

You can vote in local, state and federal elections. You can also run for political office yourself.

You can move freely within the European Union, as you are then a citizen of the Union.

You can travel outside Europe to many countries without a visa.

I would like to be naturalised. What do I have to do?

You can submit an application for naturalisation to the naturalisation office of the district administration. This is located at the foreigners authority.

Do I have to give up my previous citizenship when I apply for naturalisation?

You no longer have to give up your previous citizenship. With the new citizenship law of 27 June 2024, you have the right to hold multiple citizenships.

Can I also have my family naturalised?

Spouses and children can also be naturalised. This also applies if they have lived in Germany for a shorter period of time. Young people aged 16 and over can apply for naturalisation themselves.

Does everyone have to fulfil the same conditions for naturalisation?

There are different requirements for certain groups of people. This applies, for example, to persons entitled to asylum or persons who are married to a German. In some cases, they can also be naturalised after a shorter period of time in Germany.

Information on the various requirements can be obtained from the Naturalisation Office.

Contact:

Naturalisation Office

📍 17er-Straße 1 (3rd floor)

76726 Germersheim

🌐 [Here](#) you will find the contact details of the staff and further information on naturalisation.

Further information

- [Ministry for Families, Women, Youth, Integration and Consumer Protection of the State of Rhineland-Palatinate](#) (MFFJIV)
- [Information in easy language](#)

Family reunification / family reunification

What is family reunification or family reunification?

People who already live in Germany may be able to bring their family from abroad to join them. This is called **family reunification** . Or **family reunification**. Normally, only members of the core family can move to Germany to join their family. These are spouses, underage children and parents of underage children.

What conditions must you fulfil for family reunification?

If you come from a third country yourself and want to bring your family to Germany, you must

- have a secure residence status (i.e. a residence permit, an EU permanent residence permit or a settlement permit)
- have a place to live that is big enough for everyone **and**
- be able to support yourself and your family. You must therefore have enough money to live together and not need any support
- If spouses want to move in together, they must have basic German language skills. They must show proof of this before travelling to Germany.

Are there any exceptions to this rule?

There are exceptions if the family is moving in with a German citizen. Or if they are asylum seekers or GRC refugees.

There are also legal exceptions regarding proof of German language skills, including for persons entitled to asylum and GRC refugees.

The regulations also apply to registered civil partnerships of partners of the same sex (i.e. two men or two women).

Is it possible to bring my own parents or parents-in-law to Germany?



Since 1 March 2024, it has been possible for skilled workers to bring their own parents or parents-in-law to Germany. This is possible if they have received their residence permit as a skilled worker for the first time from 1 March 2024.

If spouses live together permanently in Germany, but only one of the partners is a skilled worker, a visa for the skilled worker's parents-in-law can also be applied for.

The following requirements must be met for a visa to join parents:

- The skilled worker has received one of the following residence titles for the first time on or after 1 March 2024:
 1. EU Blue Card,
 2. ICT card,
 3. Residence permit pursuant to Sections 18a, 18b, 18c (3), Sections 18d, 18f, 19c (1) for employment as a senior employee, manager, company specialist, scientist, visiting scientist, engineer or technician in the research team of visiting scientists or as a teacher, pursuant to Section 19c (2) or (4) sentence 1 or Section 21 AufenthG.
- the skilled worker can support his/her parents or parents-in-law alone. Under certain circumstances, this also applies to other family members.

Where can you apply for family reunification?


You can apply for family reunification at your local [immigration office](#) at . You must submit all the necessary documents there. You must also submit a  [declaration of commitment](#). This declaration states that you will assume all costs for the person who wishes to join you in Germany. This means, for example, that you must also cover the costs of treatment in the event of illness. And also the costs of repatriation to your home country, if necessary.

Would you like to find out more about family reunification? And how family reunification can take place?

The Asylum and Migration Information Network has compiled a fact sheet on family reunification. This should give you an initial overview. Here you can find out which groups of people are entitled to family reunification in Germany. It also lists the different procedures for reuniting families (as of March 2018).

The information sheet is available in German, English, Arabic and Tigrinya:

 [Leaflet](#)

 A UNHCR [video](#) explains family reunification in simple terms.

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

Federal Office for Migration and Refugees (BAMF)

The Federal Office for Migration and Refugees (BAMF) is an important authority in Germany. There are many branch offices of this authority throughout Germany.

People fleeing their home country can be granted asylum or refugee protection in Germany. The BAMF decides whether a person is recognised as a refugee or not.

What does the BAMF do?

The BAMF has many tasks:

- It examines asylum applications and decides whether someone is granted asylum or refugee protection.
- It helps migrants to find their feet in Germany. For example, through language and integration courses.
- It supports people who wish to return to their home country voluntarily, for example when the war in their country is over.
- The BAMF also conducts research on migration, asylum and integration.

Arrival centres

All important steps in the asylum process are carried out in arrival centres. For example, this is where

- A medical examination.
- Personal data is recorded and identity checked.
- The asylum application can be submitted.
- There is a hearing at which the BAMF conducts the interview and decides on the application.
- The employment agency also helps with questions about working in Germany.

Branch offices and regional offices

Sometimes there are difficult cases that are processed in the regional offices. These offices carry out the asylum procedure, i.e. the application, interview and decision. Some branch offices are also called regional offices and take care of local integration work.

Voluntary return

Not all refugees are allowed to stay in Germany. If someone wants to return to their home country, they can obtain information from a return counselling centre. These centres receive their information from the BAMF in order to help.

Federal Office for Migration and Refugees (BAMF) - multilingual

Hearing centre, Trier branch office

■ [Dasbachstraße 15 b, 54292 Trier, Rhineland-Palatinate](#)

■ [0651/14630](#)

■ service@bamf.bund.de

■ Click here for the multilingual website of the [Federal Office for Migration and Refugees](#)

Social counselling and assistance in emergency situations

Department of Social Assistance

Information sheet and important notes on social assistance in accordance with the Twelfth Book of the German Social Code (SGB

XII)

Who can receive social assistance?

People who are in an emergency situation and cannot help themselves. You can also receive social assistance if you do not receive help from your family or other organisations.

What is social assistance?

Social assistance is part of the state system that helps citizens in need. Social assistance includes many support services:

- Help with living expenses
- Basic security in old age and reduced earning capacity
- Care assistance
- Assistance with health
- Help to overcome particular social difficulties
- Assistance in other life situations

Other benefits from other social service providers include

- Unemployment insurance
- health insurance
- accident insurance
- Pension insurance
- housing benefit
- Child benefit

Who can help with questions?

Employees of the

- municipal administrations
- Town councils
- Association municipal administrations
- District administration

provide information and advice on rights and obligations.

What does the administration do?

The administration will check how it can best help you. They also check whether you have any income or assets of your own. Or whether other organisations or relatives can help.

Who does not receive social assistance?

You will not receive social assistance if you can help yourself. Or if you receive help from others, such as family or other social benefit providers.

How is social assistance granted?

Assistance is based on individual needs. Social assistance begins as soon as the administration knows that the requirements are met. An application must be submitted for basic old-age and reduced earning capacity benefits.

What forms of social assistance are there?

Social assistance can be provided as a service, cash benefit or benefit in kind.

What is a shared household?

If you live with other people, it is assumed that you live together and receive support from them.

Who is entitled to social assistance?

People who cannot support themselves with their own income and assets are entitled to assistance with living expenses. In the case of married couples or cohabiting partners, income and assets are considered jointly.

What is included in essential living expenses?

Living expenses include expenditure on food, clothing, housing, energy, household appliances, healthcare, transport, leisure, education and other services. Only reasonable costs for rent are taken into account.

When is assistance limited?

Assistance can be restricted if you have deliberately reduced your income or assets in order to receive more assistance, or if you act uneconomically despite being instructed to do so.

What assets must be used?

You have to use all your realisable assets, but in some cases this does not apply, for example to a reasonable house or small amounts of cash.

What happens in the case of claims against third parties?

Claims against other people can be transferred to the social welfare organisation. This is the case, for example, with maintenance claims against separated spouses or parents.

What are the obligations to co-operate?

You are obliged to report all important facts and changes. You must also be able to prove these. If requested by the office, you must appear in person. If you do not co-operate, you may not receive any help. Or the help you are already receiving may be cancelled.

What happens if I give false information?

If you provide false information, this is considered fraud. This fraud is a criminal offence. It can be prosecuted under criminal law. If you have received benefits because of the false information, you may have to pay them back.

What is the reimbursement of costs in the event of culpable behaviour?

Anyone who has deliberately or grossly negligently caused the conditions for social assistance must reimburse the costs. A person's heirs may also be obliged to do so.

What is the protection of social data?

Information about personal and financial circumstances is treated confidentially. It may only be passed on with your consent or legal authorisation.

What documents and records are required?

You can find the necessary documents on the website of the District Administration of Labour and Social Affairs | District of Germersheim. There you can also see which documents you still need to submit.

We are here for you

Social Services Department (Department 23) of the Germersheim District Administration

📍 Waldstraße 13a, 76726 Germersheim

📍 Bismarckstraße 4, 76726 Germersheim (housing benefit office)

📅 Opening hours of the administration

Monday to Friday, 8.30 am to 12 noon

Tuesdays, 1.30 pm to 4 pm

Thursdays, long office day, 1.30 pm to 6 pm

Wednesday is closed.

Please note: on Tuesdays and Wednesdays, the assistance for subsistence and basic income support is closed to the public

Important: Use the online appointment system!

How?

🔗 [Online appointment booking: Assistance with living expenses and basic income support](#)

🔗 [Online appointments: Care assistance](#)

🔗 [Online appointments: Housing benefit](#)

General social counselling (ASB)

Are you in an emergency situation or in a difficult life situation? And do you need advice and support?

Then come to the General Social Counselling Service (ASB). There you will receive information and counselling on general social issues. But also in acute emergency situations. The general social counselling service is open to everyone. Anyone who has problems can go there.

They can come for a one-off consultation. Or if you need help for longer.

Do you have legal or financial problems?

Legal and financial options can also be discussed during the counselling sessions.

What is the aim of the social counselling sessions?

The aim of the counselling sessions is to clarify the situation of those affected. Sometimes it is also about solving difficulties with other people. Or in the case of difficulties with institutions. The counselling centre can also help with contact with authorities or other services.

What does the counselling cost?

General social counselling is free of charge. All counselling sessions are confidential. No information is passed on.

General life and social counselling at the Caritas Centre

Caritas Centre Germersheim



Contact person:

Mr Klaus Fichtinger

■ [17er Straße 1, 76726 Germersheim](#)

■ [07274/9491113](#)

■ caritas-zentrum.germersheim@caritas-speyer.de

■ [Caritas Centre Germersheim](#)

Neighbourhood shops in Germersheim, Kleine Au and Sondernheim

Do you live in the Kleine Au residential area, Sondernheim or the south of Germersheim?

The neighbourhood shops there are the first port of call for questions and problems. They are also places where residents can meet. All residents are welcome there.

The neighbourhood shops provide advice and help with a wide range of problems. They support the common interests of the residents.

Will the staff come to my home if I need help?

The staff at the neighbourhood shops also visit families at home if they need support.

What issues can the neighbourhood shops advise and help with?

The staff at the neighbourhood shops can advise

- on questions about parenting,
- conflicts and crises
- They can also accompany you to meetings with kindergartens, schools, doctors or other institutions
- They can help you understand documents
- they can help you fill out forms if you have to go to the authorities or want to make an application
- They help with placement in language courses
- they support you in your search for an apprenticeship or job
- they have weekly programmes such as homework help, girls' meetings, young people's meetings and women's meetings
- they offer holiday programmes and festivals in the residential area (e.g. playground festival, summer festival or festival for Children's Rights Week)

What programmes are currently on offer?

The neighbourhood shop in Kleine Au currently offers this service:


- Help with homework,
- parties for the neighbourhood,
- meeting place for women,
- meeting place for girls and boys,
- Programme during the holidays,
- environment club
- and much more

Who can I contact?

Kleine Au neighbourhood shop

Contact person:

Mr Klaus Strauß

 [In der Kleinen Au 10 , 76726 Germersheim](#)

■ [0151/40638638](tel:015140638638)

■ [07274/704998](tel:07274704998)

■ stadtteilladen@gmx.de

■ You can find more information about the [district shops](#) here

Sondernheimneighbourhood shop

Contact person:


Mr Stefan Leahu

■ [Germersheimer Straße 14, 76726 Germersheim](#)

■ [0151/40638635](tel:015140638635)

■ stefan.leahu@djc.de

Are you looking for other counselling services? Then take a look here:

- [To the migration counselling service](#)
- [To the youth migration service](#)
- [Psychosocial counselling](#)
-  [On-site counselling - family offices](#)

Debt counselling/insolvency counselling

Arbeiterwohlfahrt (AWO) offers debt counselling/insolvency advice for people who are in need because they have debts. It offers counselling and assistance and helps with

- economic,
- legal
- and social problems
- It takes into account the mental and physical condition of the client.

People with debts that they cannot bear themselves often also have other problems. The counselling centre can also involve or refer them to other specialist services. However, they only do this if the client agrees.

The counsellors recognise the emergency situations of individual people as a whole. They help debtors to develop plans to reduce or eliminate their debts. To do this, it is important that the debtors cooperate actively and honestly.

What else does the counselling centre offer?

- It can issue a certificate confirming that two parties have been unable to reach an agreement without going to court. An application can then be made to open consumer insolvency proceedings

- It issues a certificate of additional needs. This leads to an increase in the garnishment-free amount for a garnishment protection account
- It offers prevention events, including at (secondary) schools, social institutions and job centre measures
- It offers specialised training courses

All counselling sessions and the issuing of certificates are free of charge at the AWO debt counselling and insolvency advice centre. Everything that is discussed in the counselling session is not passed on. Information is not passed on.

AWO - Debt counselling and insolvency advice centre

■ [Karl-Sauer-Straße 8, 76829 Landau](#)

■ [06341/83613](#)

Fax: 06341/87804

■ awo.suedpfalz.sb@t-online.de

■ Telephone availability:

Monday to Friday, 09:00 - 12:00h

Office hours:

Monday to Thursday, 09:00 - 12:00h and 14:00 - 16:00h

Friday, 09:00 - 14:00h

Due to high demand, there is a waiting list for appointments for counselling

Help with right-wing, racist and anti-Semitic violence / Support with discrimination and antiziganism

Counselling and support in cases of discrimination, racism and right-wing violence

Discrimination means that someone is treated worse than another person. This is prohibited in Germany. There is a law against it. The General Equal Treatment Act (AGG). All people are protected from discrimination by this law. The law protects all people, regardless of their residence status.

The AGG is intended to protect all people from being

- on racial grounds,
- because of their ethnic origin,
- because of their gender,
- because of a disability,
- because of their religion,

- because of their faith or belief,
- because of their age
- or because of their sexual orientation

are discriminated against.

The General Equal Opportunities Act (AGG) has been in force in Germany since 2006.

Federal Anti-Discrimination Agency

Have you experienced discrimination? And you want to defend yourself against it?

The federal government has an anti-discrimination centre. People can get advice and support there. They can contact the centre if they have experienced discrimination. The legal basis for this is the General Equal Opportunities Act (AGG).

The anti-discrimination centre can provide information on what rights people have under the AGG. It can also show you how you can legally defend yourself against discrimination.

The anti-discrimination office can put you in touch with other advice centres. It can also help two people in dispute to come to an agreement.

Counselling is confidential and free of charge.

Federal Anti-Discrimination Agency

■ [030/18555-1855](tel:030185551855)

■ beratung@ads.bund.de

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

■ Telephone availability:

Monday, 13:00 - 15:00h

Wednesday and Friday, 9:00 - 12:00h

Click here for the [contact form](#).

Anti-discrimination centre of the state (LADS)

People are very different. You can see that everywhere. They differ in their culture, language, religion or how they see the world. They have different genders, are different ages or have a different sexual identity. Everyone also has different abilities and disabilities.

Human rights apply to everyone and are not subject to any conditions. It is important that these rights can and may be utilised. You have to know your rights in order to utilise them.

You should demand these rights for yourself. But they should also be respected by others. This is the only way to successfully combat discrimination. This is what the State Anti-Discrimination Agency (LADS) is committed to.

Under the motto "Diverse. Different. Equal!", the LADS provides information. It educates, advises and supports all people.


You will also find a lot of information about:

- Legal issues
- counselling
- networks
- Service offers
- Contact persons and
- Worth reading.

Ministry for Families, Women, Culture and Integration (MFFKI) Rhineland-Palatinate


Contact persons

Mechthild Gerigk-Koch

 [06131/165605](tel:06131165605)

@mechthild.gerigk-koch@mffki.rlp.de


Counselling hotline

 [06131/165611](tel:06131165611)

Counselling hours

Monday to Friday, 9:30 - 12:00h


Vanessa Cobos Pérez

 [06131/165606](tel:06131165606)

@vanessa.cobosperez@mffki.rlp.de

Counselling hours

Monday to Thursday, 9:00 - 12:00h

 [Click here](#) to go to the homepage

Counselling compass RLP

In Rhineland-Palatinate, there is a great deal of support for those affected by discrimination and violence. The state supports them. But the local authorities and civil society also help.

Would you like to get an overview? Or find the right counselling service?

The RLP counselling compass can help here. It helps those affected, relatives and witnesses of misanthropic incidents. In the counselling compass you will find places that offer counselling and help. There are also lists of contact persons.

The counselling compass helps you to find offers and contacts in these areas:

- Cross-ethnic contact points
- Devaluation of people seeking asylum
- Devaluation of long-term unemployed people
- Devaluation of people because of their gender identity
- Devaluation of people because of their sexual identity
- Devaluation of people with disabilities
- Devaluation of homeless people
- anti-Semitism
- racism
- sexism
- Antiziganism
- Hostility towards Muslims/anti-Muslim racism

Would you like to share your experiences with others?

Those affected can talk to other people at self-help organisations. People who have or have had similar experiences meet there. Some contact centres offer advice on discrimination against specific groups. Others also offer more general advice.

Would you like to take a closer look at the topic of group-related misanthropy?

In the counselling compass you will find a list of further education and training courses on the topic.

The counselling compass is a measure of the state action plan against racism and group-focused enmity.

You can find the counselling compass at  [here](#).

m*power - Reporting centre for right-wing, racist and anti-Semitic violence in Rhineland-Palatinate

Have you been the victim of right-wing, racist or anti-Semitic violence? And you don't know what to do now?

You should definitely report the incident. You can do this at the m*power mobile counselling centre. Counselling is confidential and free of charge.

The reporting centre documents and collects cases of anti-human violence. This helps to create a situation report for Rhineland-Palatinate. This should show how much misanthropy there is in RLP. Those affected share their experiences. In this way, they make the cases visible to others.

☎ [0151/10594799](tel:015110594799) / [0261/55001140](tel:026155001140) / [0261/55001141](tel:026155001141)

@kontakt@mpower-rlp.de

You can find more information here: [m*power](#)

MIA - Antigypsyism reporting and information centre

What is antigypsyism?

Antiziganism is a special form of racism. It is directed against the Sinti and Roma. Some people call them 'gypsies'. This term is already a form of discrimination. It should not be used.

How can MIA help?

The MIA represents the interests of people affected by antigypsyism in Germany. It campaigns against discrimination and in favour of equal opportunities. It does this in the media, in politics and in contact with the authorities.

Its focus is on networking with civil society institutions and anti-discrimination centres. Sinti and Roma are also to be encouraged. The aim is for them to find their place in society. They should be able to participate. And they should stand up for their interests.

Through its work, the MIA aims to raise awareness of antiziganism. It wants to improve support for those affected. Antigypsyist incidents are documented in a standardised manner and according to a specific system. The incidents are then analysed. This is the only way to clarify the needs of those affected.

The aim of MIA is to highlight existing deficits in the regulatory system. In this way, antiziganist incidents in Germany can be made visible.

How can I report an incident of antigypsyism?

☎ [+49 \(0\) 1796632954](tel:+4901796632954)

🌐 [Report an incident - Antiziganism Reporting and Information Centre \(antiziganismus-melden.de\)](#)

You can find more information about MIA at 🌐 [here](#)

Association of counselling centres for victims of right-wing, racist and anti-Semitic violence e.V.

What can you do after a racist attack?

The Association of Counselling Centres has collected recommendations. They are available in 10 languages: [German](#), [English](#), [French](#), [Arabic](#), [Kurmançî](#), [Farsi](#), [Pashto](#), [Tingrinja](#), [Albanian](#), [Romanes](#)

■ Click here to go to [the association's homepage](#)

SoliNet - Counselling against hate and violence online

Have you been the victim of hate and violence on the internet?

Then you can get help from SoliNet. This is a central advice centre for those affected by online hate and violence in Rhineland-Palatinate.

SoliNet offers a wide range of personalised support:

- Emotional support
- Help with securing evidence
- Help with deleting content
- Legal support
- Tips on online safety and communication
- Counselling processes are documented

Counselling is confidential. If you wish, you do not have to give your name. Counselling is free of charge. Counselling is available in German and English.

Solinet counselling centre

☎0621/5202130

✉solinet@medienanstalt-rlp.de

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

Counselling centres for victims

What can you do after a right-wing attack?

There are many tips that can help. The Verband der Beratungsstellen für Betroffene rechter, rassistischer und antisemitischer Gewalt e.V. (VBRG) has put them together.

There is also a video. You can watch it here:

📺 [Toolbox against the right](#)

Network for a Rhineland-Palatinate free of discrimination e.V.

A number of associations, initiatives and self-organisations have come together to form the Network for a Rhineland-Palatinate Free of Discrimination. They want to work together for equality and against discrimination.

The network aims to support those affected and contribute to shaping diversity.

The list of full members and further information on the network can be found at 📄 [here](#)

Initiative Committee for Migration Policy Rhineland-Palatinate

The Initiative Committee is committed to social and legal equality for people with a migration background.

The focal points include

- political and public relations work
- training programmes
- concrete counselling work (95% legal)

The training programmes cover the following topics

- Intercultural competence
- Care for the elderly
- Social benefits
- Islam
- The focus is on legal topics, such as AGG

Contact us

Initiative Committee for Migration Policy

📍 Albert-Schweitzer-Straße 113-115, 55128 Mainz

Thorsten Jäger - Managing Director

☎ [+49 \(0\) 61312874453](tel:+49(0)61312874453)

@ tj@zgv.info

Ann-Christin Bölter - Rechtspolitische Referentin

☎ [+49 \(0\) 61312874420](tel:+49(0)61312874420)

@ a-c.boelter@zgv.info

Help with violence - for women

Women's shelters



Were you subjected to violence? Or have you been threatened?

When women are affected or threatened by violence, they need help. The violence often takes place within the family. Or between (married) partners. But there are ways out of violence and opportunities for a future without violence. Women's shelters are facilities for

women and their children who are acutely affected by violence or threatened by violence.

Women's refuges offer refuge and support. But also information and counselling. Women's refuges offer anonymity, safety and protection. They are based on the principle of helping people to help themselves.

Who can turn to a women's refuge?


All women can get help there. No matter how old they are or how much money they earn. It also makes no difference what residence status they have, where they come from or what their sexual orientation is.

When are women's refuges open?

The women's shelters are open 24 hours a day, including weekends and public holidays.

How many women's shelters are there in Rhineland-Palatinate?

There are currently 17 women's shelters in Rhineland-Palatinate for women aged 18 and over and their children affected by violence.


You can find information on the  [women's refuge in your area](#) below or via your [family office](#) and the [police](#).


The addresses of the women's shelters are secret. This is to protect the women who live there. Contact can only be made by telephone.


You can find more general information about women's refuges at  [here](#)

Women's refuge Landau - Frauenzufluchtsstätte Südpfalz e.V.

Women's refuge Landau/Südpfalz

 P.O. Box 2403 76814 Landau

 [06341/89626](#)

 [0170/8341889](#) (at night, on weekends or public holidays)

 [Women's refuge Landau](#)

Women's centre Aradia e.V.

The women's centre Aradia e.V. in Landau offers a shelter for women. The women's centre has an emergency call and advice centre for women and girls affected by sexualised violence.

The centre also offers a comprehensive range of training and further education courses for professionals and interested parties.

■ Moltkestraße 7, 76829 Landau

■ [06341/83437](tel:0634183437)

■ aradia-landau@t-online.de

■ [Women's centre Aradia e.V.](#)

Women's centre Neustadt

Women's refuge ■ [06321/2603](tel:063212603)

Counselling centre ■ [06321/2329](tel:063212329)

■ [@beratungsstelle@frauenzentrum-neustadt.de](mailto:beratungsstelle@frauenzentrum-neustadt.de)

■ [Women's refuge Neustadt](#)

Women's refuge Speyer e.V.

The women's shelter in Speyer offers protection, accommodation, counselling and support

■ P.O. Box 1524 67325 Speyer

■ [06232/28835](tel:0623228835)

■ frauenhaus-speyer@gmx.de

■ [Speyer Women's Refuge](#)

Frauen gegen Gewalt e.V. - Specialist counselling centres for women affected by violence and stalking

Counselling centre: Monday to Thursday, 08:30 to 15:30, Friday, 08:30 to 14:30.

Proactive counselling

■ [Kleine Pfaffengasse 28, 67346 Speyer](#)

■ [06232/28835](tel:0623228835)


■ frauenhaus-speyer@gmx.de

■ [Proactive counselling Speyer](#)

Nationwide help hotline

The "Violence against women" helpline advises women affected throughout Germany. They can get information there. Or be referred to suitable local organisations that can support them.

The helpline is free of charge. You can always reach it: 365 days a year, 24 hours a day.

 116016

The counselling service is anonymous. You can trust the counsellors.

Counselling can be provided in 18 foreign languages. Counselling is possible in many languages with the help of interpreters.

The counselling service is barrier-free. This means that it also helps people with disabilities. Hearing-impaired or hard of hearing people can make use of a free interpreting service via the website. The conversation with the help hotline staff is translated into German sign language or written language.

Relatives and friends can also contact the helpline. It is also available to specialists for questions and information.

 info@hilfetelefon.de

 gebaerdendtelefon@sip.bundesregierung.de

Help with violence - for women and men

Intervention Centre against Domestic Violence South Palatinate



The Intervention Centre is a special department of the Landau public prosecutor's office. The social services of the justice system are always involved in cases of domestic violence. This service is called court assistance. The Court Assistance Centre is the first to intervene. And it works as a clearing centre. The Intervention Centre can also advise helpers on how to deal with the issue of domestic violence.

The Intervention Centre helps with

- Counselling for victims
- Working with perpetrators of domestic violence
- Working with perpetrators of stalking after a separation
- Working with systems in which violence prevails Violence-ridden systems
- Victim-offender mediation
- Public prosecutor's office and court assistance

Intervention Centre against Domestic Violence Südpfalz

■ [Nordring 15c, 76829 Landau](#)

■ [06341/381922](#) (Opferberatungsstelle)

■ [06341/381913](#) (perpetrator counselling)

■ info@haeusliche-gewalt.de

■ Click here for the [homepage](#)

Nationwide support services for women and men affected by violence

You can find help for women and men affected by violence on the website of the BMFSFJ's **#Stärker als Gewalt** initiative. There you will find practical measures. And help and support. The website also shows who you can contact by phone or online in an emergency.

■ [Stronger than violence](#)

Help hotline for violence against men

Men also experience violence. In childhood, on the street, in institutions or in relationships.

That's why the Violence against men helpline exists.

Are you a man and have experienced violence?

Then give us a call!

■ [0800/1239900](#)

■ beratung@maennerhilfetelefon.de

■ [Men's helpline](#)

Home phone

Travelling alone at night can be dangerous and scary.

Are you travelling alone and don't feel comfortable?

Then you can call the home telephone. You can talk to volunteers on your way home. They will "accompany" you on your way home. The telephone call should make you feel safer. The phone call only ends when you have arrived home safely.

There are many regional initiatives throughout Germany. You can call the Berlin home telephone from anywhere.

The home telephone is intended to:

- give you security
- Deter potential attackers

- Helpers on the phone can react more quickly in an emergency
- Anyone who is travelling alone at night and is afraid or feels threatened can always call

Throughout Germany, always call the Berlin number ■ [030/12074182](tel:03012074182)

■ Phone times:

Friday and Saturday 22:00 - 3:00h

Sunday to Thursday 20:00 - 24:00h

■ [Home phone](tel:072147043935)

So that thoughts don't turn into deeds

Prevention projects for people who are afraid of committing a violent or sexual offence

BIOS victim protection helps and advises on

- Consumption and distribution of child pornography material
- Violent fantasies and sexual fantasies
- Tendencies towards sexualised behaviour
- sexual fantasies with children
- Domestic violence

We help you not to commit a criminal offence!

The service is anonymous and free of charge.

☎ [0721/47043935](tel:072147043935)

■ Telephone hours:

Monday to Friday, 08:00 to 12:30h

■ praevention@bios-bw.de

■ www.bevor-was-passiert.de

Equal Opportunities Officer Germersheim District



The Equal Opportunities Officer is committed to the equal treatment of men and women. She develops projects and concepts for equality. She is also committed to equality for migrants in the district of GERMERSHEIM. She is also concerned with equal opportunities in the workplace.

Germersheim district administration

Contact: Mrs Lisa-Marie Trog

■ [Luitpoldplatz 1, 76726 Germersheim](#)

■ [07274/531109](#)

■ l.trog@kreis-germersheim.de

■ Further information can be found in the [app](#)

🌀 Further information can be found on the [district website](#)

Help with violence - for children and young people

Facts and figures

How many children and young people are affected by sexualised violence?

The Federal Criminal Police Office (BKA) continues to record an increase in the number of cases of sexual offences against children and young people. The number of cases has risen significantly in recent years, particularly in the areas of sexual abuse of minors and child and youth pornography.

In Germany, 16,375 cases of child sexual abuse were reported in 2023. However, many cases of abuse are not reported. Therefore, the figures are actually much higher.

The World Health Organisation (WHO) assumes that up to one million children and young people in Germany have already experienced sexual violence by adults. That's around one or two children in every school class.

🌀 [Central portal of the Federal Government on the topic of sexual violence against children and young people](#)

🌀 [Independent Commissioner for Child Sexual Abuse Issues \(UBSKM\)](#)

🌀 [Road Movie - Talking helps](#)

Help with sexual violence in the district of GERMERSHEIM

Have you been a victim of sexual violence? Have you been touched even though you didn't want to be? Are you a parent who suspects that your child has been the victim of sexual violence?

The Youth Welfare Office and its co-operation and network partners are the right contacts for children, young people and parents on this topic.

The contact persons all offer anonymous counselling.

District Youth Welfare Office / General Social Service, Child Protection Network

📍 17er Straße 1, 76726 Germersheim

Counselling hotline:


☎ [+49 \(0\) 727453432](tel:+490727453432)

🕒 Mon to Wed: 08.30 - 12.00 and 13.30 - 16.00

Thu: 08.30 - 12.00 and 13.30 - 18.00

Fri: 08.30 - 12.00

In emergencies outside of business hours, please contact the police in Germersheim (☎ [+49 \(0\) 72749580](tel:+49072749580)) or Wörth (☎ [+49 \(0\) 727192210](tel:+490727192210)).

The website  www.trau-dich.de [is](#) designed for children in grades 1-6. It gives children tips on correct behaviour in assaultive situations.

The content is also available in sign language and easy language.

There is also content for parents and professionals.

Child protection service Caritas Centre Germersheim

Where can children find help if they are affected by violence?

The child protection service at the Caritas Centre Germersheim is there for children and young people who are at risk of violence or have experienced violence. It offers educational and psychological help. It can also help with legal or medical issues.

📍 17er-Straße 1, 76726 Germersheim

☎ [07274/9491134](tel:072749491134) or ☎ [07274/9491136](tel:072749491136)

@kinderschutzdienst.germersheim@caritas-speyer.de

@Jana.Mohr@caritas-speyer.de

For professionals:

@Insofa.germersheim@caritas-speyer.de

Germersheim Child Protection Association

The Germersheim Child Protection Association offers counselling for children or young people and their parents. Counselling can take place in person, on the phone or by email.

📍 Waldstraße 5, 76726 Germersheim

Child and youth helpline (free of charge)

☎️ 116111

Parents' helpline (free of charge)

☎️ [+49 \(0\) 8001110550](tel:+4908001110550)

📺 New counselling hours:

Mon to Fri from 9:00 - 17:00 and

Tue and Thu until 19:00

New chat counselling hours:

Tue + Fri 10:00 - 12:00 and

Wed + Thu 15:00 -17:00

em@il counselling still available around the clock

@info@kinderschutzbund-germersheim.de

🌐 [Germersheim Child Protection Association](#)

Online counselling for children and young people: 🌐 [NummergegenKummer](#)

Sexual abuse help portal

The Sexual Abuse Help Portal is for affected children and young people, their relatives and professionals. It offers quick access to help and counselling.

Are you worried about a child or a young person?

Then you can also turn to the help portal. Here you can ask questions and find support.

🌐 [Sexual abuse help portal](#)

Help telephone Sexual abuse

Would you prefer to talk about sexual violence on the phone?

Then contact the help telephone. It is the contact point for those affected by sexual violence in childhood and adolescence, for relatives and people from the social environment of children, for professionals and for all interested parties. The counsellors on the phone provide support with all questions on the topic. Counselling is anonymous and free of charge. Counselling can also take place online.

The languages offered are: English, Arabic, Turkish, Spanish, Russian, Ukrainian, Romanian, Italian, Dari, Bosnian, Croatian, Serbian, Bulgarian, French, Hungarian, Persian (Farsi), Polish, Albanian, Kurdish.

Call us - even in case of doubt!

 [0800/2255530](tel:0800/2255530)

 Telephone times:

Monday, Wednesday and Friday, 09:00 - 14:00h

Tuesday and Thursday, 15:00 - 20:00h

 [Help phone portal](#)


Help telephone berta for organised sexualised and ritual violence


Are you personally affected? Or do you want to help someone who has been affected?

Don't stay alone with your feelings and questions. Call - even if you are under pressure, feel ashamed, guilty, afraid or unsure.

For victims of organised sexualised and ritual violence. Support for victims, helpers and professionals.

- We believe and listen
- We advise on leaving and related questions
- We stay there, even when things get difficult
- We provide confidential, anonymous and free counselling

 [0800/3050750](tel:0800/3050750)

 Telephone hours:

Tuesday, 16:00 - 19:00h

Wednesday and Friday, 09:00 - 12:00h

 [Berta-Telephone - N.I.N.A. e.V.](#)

Police

The duties of the police are firmly regulated throughout Germany. The police act as a friend and helper. They are there to ensure the safety of the population.

The police have various tasks. Their tasks include

- Keeping an eye on crime and problems in road traffic
- investigating and combating criminal offences (§ 163 StPO)
- regulating road traffic. recording and investigating traffic accidents (Section 44 (2) StVO);
- investigate and combat cybercrime;
- train the next generation of police officers
- Fighting fires and environmental disasters
- assist with emergency medical services when the fire brigade is part of the police force;
- operate and support the volunteer fire brigade if the fire brigade is part of the police force;
- guard objects
- accompany demonstrations
- securing waterways (water police).

There are two police stations in the Gernersheim district:

Gernersheim police station

■ [Friedrich-Ebert-Straße 5, 76726 Gernersheim](#)

■ [07274/958-0](#)

■ pijernersheim@polizei.rlp.de

■ [Gernersheim police station](#)

Wörth am Rhein police station

■ [Hanns-Martin-Schleyer-Straße 2, 76744 Wörth am Rhein](#)

■ [07271/9221-0](#)

■ piwoerth@polizei.rlp.de

■ [Wörth police station](#)

Are you in danger and need help from the police? Or someone else needs your help?

110: The number for the police

Then dial the emergency number ■ [110](#). The number is free of charge and can be reached from anywhere.

You should always call this number if you feel threatened or in danger. Or if you are the victim of a criminal offence and need the help of the police.

You should also call if you notice that others are in danger. Even if you only suspect this, it is right to call 110.

112: The number for fire and rescue services

In the event of an accident, fire or if someone is in an acute and potentially life-threatening emergency situation, dial 📞 [112](#)