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Advice and Assistance

Migration advice service centres for adult migrants (aged 27 and above)

The Migration Advice Service for Adult Immigrants (MBE) supports all immigrants who have a permanent residence permit, who are usually older than 27 and who live in Hagen.

In addition, immigrants who have a residence permit and who are expected to stay legally and permanently can also receive counselling at MBE.

The advice is free and confidential.

Help, support and information are available on the following topics, for example:

- Learning German
- Job searches and career
- Recognition of foreign qualifications
- Questions about your stay
- Financial situation/housing
- Marriage, partnership, family
- Health

There is a separate advisory service for adolescents and young adults between the ages of 12 and 27: [Youth Migration Service \(Jugendmigrationsdienst\)](#).

The [regional refugee counselling service](#) offers support for people who have fled their home countries and would like advice on social, cultural and legal issues.



Arbeiterwohlfahrt
Unterbezirk
Hagen – Märkischer Kreis

[AWO Hagen](#)

Appointments must be made by telephone for a personal visit to the advice centre.

Issam Rtibi



015739278839


@issam.rtibi@awo-ha-mk.de


Diakonie

Mark-Ruhr

Diakonie Mark-Ruhr

Fachdienst Migration und Integration in Hagen
Consultation by telephone or personal appointment.

 [Bergstraße 121, 58095 Hagen](#)

 [02331306462040](tel:02331306462040)

 [Monday to Thursday from 9 to 12](#)




Caritas Hagen

Migrationsberatung für Erwachsene (Termine nach telefonischer Vereinbarung)

Office of the Caritas Association Hagen e.V.

 [Bergstraße 81, 58095 Hagen](#)  Adrian Habraschka: [02331918437](tel:02331918437)  Zeycan Kilic:

[01621335077](tel:01621335077)  Anne Dornieden: [015780534292](tel:015780534292)

Jugendmigrationsdienst (Youth Migration Service)

Youth Migration Services for young people aged 12 to 27

Did you only recently arrive in Germany? Do you need help finding your way around in Germany? Have you been here for a longer time but still feel uncertain and alienated? Then the Youth Migration Service (JMD) is the right service for you. It supports young people between the ages of 12 and 27 with a migration background in finding their way in their new home and offers expert advice, support, practical help and educational programmes. Their advice is confidential and answers questions on the following topics, among others:

- German language courses / integration courses / youth integration courses
- Personal situation / social environment
- School / training / career

- Financial support
- Housing
- Group offers / leisure activities
- Advice for parents

The consultation is free of charge.




Arbeiterwohlfahrt
Unterbezirk
Hagen – Märkischer Kreis




JUGEND
MIGRATIONSDIENST
HAGEN

[Jugendmigrationsdienst der AWO](#)  [Frankfurter Straße 89, 58095 Hagen](#) **Kübra Çetin**

 01747222847


@kuebra.cetin@awo-ha-mk.de

Katharina Piech

 015905868825

@katharina.piech@awo-ha-mk.de

Issam Rtibi

 015739278839

@issam.rtibi@awo-ha-mk.de

Contact person:

Appointments by arrangement.

Regional counselling for refugees

The regional refugee counselling service offers assistance with questions about asylum residence and social law matters. The advice centre acts as an information provider and link between those seeking help and the host society and offers:

- Advice and support with the application process
- Information on the course of the asylum process
- General social counselling and guidance
- Mediation and support in matters with the authorities


- Promoting a sense of self-initiative / helping people to help themselves
- Counselling for individual difficulties and problems

Contact person:

Diakonie Mark-Ruhr

[Regionale Flüchtlingsberatung der Diakonie Mark-Ruhr](#)

[Sofia Shokrane \(Dipl. Pädagogin\)](#)


 [02331306462043](tel:02331306462043)

[@safia.shokrane@diakonie-mark-ruhr.de](mailto:safia.shokrane@diakonie-mark-ruhr.de)

[Rahel Hirmina \(Sozialarbeiterin B.A.\)](#)



 [02331306462046](tel:02331306462046)

[@rahel.hirmina@diakonie-mark-ruhr.de](mailto:rahel.hirmina@diakonie-mark-ruhr.de)

 [Bergstraße 121, 58095 Hagen](#)



[Regionale Flüchtlingsberatung der Caritas Hagen Fachdienst für Integration und Migration](#)

[Herr Simohamed Kimissi](#)  [Bergstraße 81, 58095 Hagen](#)  [02331918447](tel:02331918447) [@kimissi@caritas-hagen.de](mailto:kimissi@caritas-hagen.de)

Case management of the City of Hagen (municipal integration management)

The case management of the City of Hagen and the independent local organisations (Caritas, Diakonie and AWO) offer counselling for immigrants with multiple problems. The counselling is primarily aimed at citizens of the European Union and their family members as well as people seeking protection from Ukraine. The aim is to improve the care and opportunities for participation of people with a history of immigration.


Participation in case management is voluntary, free of charge and confidential.

The counselling covers the following topics:


- Labour/unemployment
- Housing
- Family
- Residence
- School/education
- Language
- Health
- Training/career
- Finances
- Administrative matters
- Leisure
- Consumer issues
- Social participation
- Naturalisation

Contact:

We will be happy to advise you by appointment.

 The best way to reach us is by phone from Monday to Thursday from 8:00 to 15:00 at [023312075820](tel:023312075820).

[Flyer Case Management deutsch.pdf](#)

 [Berliner Platz 22, 58089 Hagen](#)

(at the central train station)



Arbeiterwohlfahrt
Unterbezirk
Hagen – Märkischer Kreis

Arbeiterwohlfahrt (National Society of Labour Welfare)

Here you will receive advice by appointment.

Current target group:

Refugees with an exceptional leave to remain (Duldung) and permits aged between 18 and 27.

Contact person:

[Jana Sanger @ jana.saenger@awo-ha-mk.de](mailto:jana.saenger@awo-ha-mk.de) ☎ 023313069210 📱 The best way to reach Mrs Sanger is by telephone from Monday to Friday from 9:00 to 15:00.

📍 [Frankfurter Strae 89, 58095 Hagen](#)

(near the Immigration Office)



[Case-Management des Caritasverbandes Hagen e.V. \(Appointments arranged by telephone\)](#)

[Frau Dana Clincu, ☎ 02331918445](#)

[Frau Sylvia Spitzer, ☎ 023317372662](#)

[Herr Nazim Kisagun, ☎ 023317372661](#)

📍 [Friedensstrasse 107, 58097 Hagen](#)

[Caritasverband Hagen e.V.](#)

📍 [Bergischer Ring 100, 58095 Hagen, Standort Schwenke-Zentrum](#)

Diakonie 

Mark-Ruhr



💡 Meetings by appointment Joanna Dziarkowska
(Sozialarbeiterin B.A.) ☎ 02331306462042 ☎ 015115582681 @

joanna.dziarkowska@diakonie-mark-ruhr.de Milena Kossorz (Sozialarbeiterin B.A.) ☎
02331306462046 ☎ 01604627830 @ milena.kossorz@diakonie-mark-ruhr.de 📍 [Bergstrae](#)

Info point for EU2 immigrants (neighbourhood management)

The Infopoint offers an open and needs-oriented counselling service.

If you have immigrated from south-east Europe, you have the opportunity to register on the spot during the

 The neighbourhood management office is open Monday to Friday from 9:00 to 12:30, so you can come in with your concerns or make individual appointments. Appointments can also be arranged during this time at  [023312074570](tel:023312074570).

Counselling is provided both by educational specialists and by trained native-speaking staff.

At the Infopoint, immigrants from south-east Europe can obtain information on topics from all areas of life.

People seeking advice receive personalised advice, help and support, particularly in the following areas:

- Securing your livelihood and finances
- Administrative affairs
- Work and training
- Housing
- Health and prevention
- Education and language acquisition
- Leisure and social participation

Trained language mediators and cultural mediators from different communities support you in finding suitable strategies for dealing with the respective concerns and areas of life.


Once the individual situation and needs have been clarified, the pilot function begins with subsequent referral to the relevant agencies.

The continuous deployment of native-speaking staff makes it possible to work with and support immigrants from south-east Europe in a trusting manner.

Goals:


- Improving living situations and acquiring suitable strategies to secure livelihoods
- Guide function within the structures of Hagen (public authorities, advice centres, support services and cultural offerings)
- Support, guidance and acquisition of personal skills when dealing with administrative matters
- Dissemination of information within the communities (disseminator function)

We can advise you by appointment.

 The best way to reach us is by telephone from Monday to Friday from 9:00 to 12:30 at [023312074570](tel:023312074570).

Contact person:

Frau Biertümpel-Schmitz

 [023312073170](tel:023312073170)

 [Martin-Luther-Str. 12, 58089 Hagen](#)

Voluntary support

In many neighbourhoods, there are volunteers who work for you without pay. The volunteers can help you to orientate yourself in your surroundings, to take part in leisure activities and sports and to learn German for the first time. If you have questions about daily life, you can ask the volunteers. For example, if you don't understand a letter in German or if you want to know where to find affordable shopping and sports facilities or how bus travel works. The volunteers can also help you with questions about a bank account. Many of these support networks can also help you learn German. You can contact the support networks via email.

Diakonie Mark-Ruhr

The [Fachdienst Migration und Integration der Diakonie Mark-Ruhr](#) offers numerous voluntary German learning, meeting and leisure activities. Refugees and migrants are given advice on how they can get involved as volunteers. In addition, the refugees and migrants receiving counselling from the specialist service are given additional support by the volunteers if required.


The volunteer services are aimed at different target groups: German courses for beginners and advanced learners, for women (including childcare), etc. There is also a sewing course, a language club and a gardening project.


We organise some of these services in collaboration with our cooperation partners. (Wehringhausen neighbourhood management, family centre in Wehringhausen, associations "Freiwillige Hände" and "Hellenische Orthodoxe Mission Deutschlands, der Evangelist Markos e.V."). Many volunteer programmes take place on our premises at Bergstraße 121 and some take place on the premises of our cooperation partners.

Fachdienst Migration und Integration Hagen/ EN

Diakonie Mark-Ruhr gemeinnützige GmbH

Ehrenamtskoordination

 [Bergstraße 121, 58095 Hagen](#)

 [02331306462036](tel:02331306462036)

Fax: 02331/ 306462038

Mobile: 0160/ 7414780

@Nara.eilert@diakonie-mark-ruhr.de

Another volunteer programme in the City of Hagen is Luthers Waschsalon. Free care services such as breakfast, laundry, personal hygiene, medical and dental assistance are available here. Visitors are also helped to budget better with their meagre income. You can also look for contacts or professional help here.

Breakfast is offered on Mondays and Thursdays from 08:30 to 11:30. You can also take a shower, have your laundry washed and dried and visit the general medical and dental consultations.

On Tuesday afternoons from 14:00 to 16:00 there is a specific leisure programme. The programme includes discussions, joint activities, cooking, creative design and sports. A breakfast meeting is held twice a month on Fridays with a range of topics just for women. A music group meets on the first and third Saturday of every month.

On Thursdays, a mobile medical service is also offered at two other locations in Hagen.

Address:

[Luthers Waschsalon](#)  [Körnerstraße 7, 58095 Hagen](#)  [Mondays and Thursdays 8:30 to 11:30](#)
 [023313809700](tel:023313809700)  ilona.ladwig-henning@diakonie-mark-ruhr.de

Online counselling

mbeon - Multilingual advice via chat

There are many local advice centres in Germany. If the counselling centre is closed or far from where you live, then digital chat counselling can help.

Finding information online and getting advice via chat is easy with mbeon.

mbeon allows for counselling via chat. All counsellors are qualified professionals from Migration Counselling for Adult Immigrants (MBE; Migrationsberatung für erwachsene Zuwanderer). They guarantee a response within 48 hours and can help with any questions or problems that may arise when living in a new environment. The counselling is anonymous, secure and free of charge.

The app also contains extensive information on topics ranging from work and career to health, learning German, housing, family and residency. In addition, mbeon can help you get in touch with migration advice service centres and other important contact points.

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

The app has many benefits:

- The app is flexible. It can be used anytime and anywhere.
- Counselling is provided in your mother tongue.
- The app is secure. Documents can be sent quickly and securely.
- The app and counselling are free of charge.
- The counselling is anonymous.

You can download the app for free from the Google Play Store and the AppStore.

 [mbeon in the Google Play Store](#)

 [mbeon in the App Store](#)

More information is available on its [multilingual website](#) and [Facebook page](#).

Asylum and refugees

You have received a positive decision from the BAMF, so the asylum process has come to a positive end – in other words, you have been recognised as a refugee or received asylum protection.

Here are the next steps you need to take:

1. Personal visit

- You must go to the Jobcenter during opening hours
- There you will be registered as a customer
- Your background will be registered
- A counselling appointment is made with the “Leistungsabteilung” (benefits department) and an appointment is made with the “Arbeitsvermittlung” (employment service)
- You will be registered as a jobseeker

2nd Benefits department

IMPORTANT: There is no consultation without an appointment.

- Benefits are applied for with an appointment with the responsible benefits officer

3rd Job placement service

IMPORTANT: There is no consultation without an appointment.

- If you have certificates or letters saying that you are required to attend an integration course or confirming that you have taken part in an integration course, bring them with you

- If you have documents about school attendance, training, references, recognition of qualifications obtained abroad etc., please bring them with you
- Report on special skills (craftsmanship, language skills, etc.)
- Think about what kind of work you would like to do in advance

Social services for refugees and asylum

There is a group of professionals in Hagen who look after people who come here from other countries. This group is called "Sozialdienst für Flucht und Asyl". They help the new arrivals to find their feet in their new environment.

What do the employees of the Social Service for Refugees and Asylum do?

- Initial dialogue: They talk to the new arrivals to find out what they need.
- Everyday help: They show them how to go to the doctor, go shopping or use the bus and train.
- German courses: They help to find German courses so that people can learn the language.
- School and kindergarten: They help to find places in schools or kindergartens.
- Learning to live: They explain how to sort rubbish, heat properly and keep the home clean.
- Solving problems: In the event of disputes or other difficulties, they help or refer people to other specialists.
- Wishing to return: They offer voluntary return counselling and help with the application process. If you wish to return, please get in touch with the following contact persons:

Frau Lübold | Sozialdienst für Flucht und Asyl

 [Martin-Luther-Straße 12, 58095 Hagen](#)

 [+49 \(0\) 23312074394](tel:+49(0)23312074394)

Herr Dellin | Sozialdienst für Flucht und Asyl

 [Martin-Luther-Straße 12, 58095 Hagen](#)

 [+49 \(0\) 23312072130](tel:+49(0)23312072130)

Social work and social education specialists at Sozialdienst für Flucht und Asyl are deployed in the various city districts to support and assist asylum seekers assigned by the local authorities.

Contact persons:

Herr Peter | Sozialdienst für Flucht und Asyl

 [Martin-Luther-Straße 12, 58095 Hagen](#)

 [+49 \(0\) 23312073654](tel:+49(0)23312073654)

Frau Lübold | Sozialdienst für Flucht und Asyl

📍 [Martin-Luther-Straße 12, 58095 Hagen](#)

☎ [+49 \(0\) 23312074394](#)

Do you have a secure right of residence? Then the [Migrationsberatung für erwachsene Zuwanderer](#) will help you. Adults aged 27 and over - including families, of course - receive counselling there.

For teenagers and young adults aged 12 to 27, the [Jugendmigrationsdienst](#) is the right point of contact.

The [Regionale Flüchtlingsberatung](#) also offers help with questions on asylum residence and social law matters.

Benefits for refugees

If you fulfil one of the requirements of § 1 para. 1 no. 1-8 of the Asylum Seekers' Benefits Act (AsylbLG), for example if you are an asylum seeker, rejected asylum seeker or rejected refugee, financial benefits can be provided in accordance with the provisions of this Act. During the first 18 months in Germany, a so-called basic benefit is granted. In case of illness, pregnancy and birth, additional assistance can be provided. If necessary, accommodation is also provided or the costs for accommodation – insofar as reasonable – are covered.

If you have been in Germany for longer than 18 months, you will receive increased benefits in accordance with § 2 AsylbLG in addition to access to statutory health insurance.

Asylum seekers in Hagen are accommodated in temporary homes and rented flats for the duration of the asylum process; they receive limited social benefits in accordance with the Asylum Seekers Benefits Act (material provision). Every person seeking protection is entitled to accommodation, food and care.

If you wish to return to your home country voluntarily, you will be informed about existing programmes and financial return assistance.

Contact person:

[Help for migrants](#)

Frau Schaupp

📍 [Martin-Luther-Straße 12, 58059 Hagen](#)

☎ [023312073623](#)

Residence status (Aufenthaltsstatus)

Every person who seeks asylum in Germany needs to have an identification card (Ausweis). Your identification card provides details on your status and whether restrictions apply for any potential employment.

There are 5 types of documents:

1. Proof of arrival

Status: Asylum seekers

Background: A proof of arrival (certificate of registration as an asylum seeker) is issued to a foreigner if they have requested asylum and have been processed by the registration authorities but have not yet filed an asylum application. Valid for the period between registration as an asylum requester and official application for asylum at the Federal Office for Migration and Refugees (BAMF).



2nd Temporary residence permit (Aufenthaltsgestattung)

Status: Asylum seekers

Background: Issued to foreigners who have officially applied for asylum until their application has been decided. The [Federal Office for Migration and Refugees \(Bundesamt für Migration und Flüchtlinge - BAMF\)](#) makes the decision to accept or reject your application. If the application for asylum is rejected for being unfounded, it is possible to appeal the decision before an administrative court. You are allowed to remain in Germany until the administrative court has reached its decision.

The ID card for asylum seekers includes conditions of employment, residence and possibly territorial limitations.

- If you require a special permit to take on employment, apply for this permit at the [Immigration Office](#) (employer or employee)
- Responsible for work placements: [Agentur für Arbeit \(Federal Employment Agency\)](#)
- Responsible for social services: [Social Welfare Office \(Sozialamt\)](#)



3rd Probationary permit

Status: Recognised refugees

Background: Certificate confirming the existence of a temporary right of residence, which frequently accompanies the application for the granting or extension of a residence permit (Aufenthaltserlaubnis) submitted to the Immigration Office.



4th Residence permit (Aufenthaltserlaubnis)

Status: Recognised refugees

Background: Positive decision on the application for asylum

The residence permit (Aufenthaltserlaubnis) grants temporary residence. It is issued in accordance with the Residence Act. For refugees, there are various types of residence permits (Aufenthaltserlaubnis) for humanitarian reasons.

- This opens up the option for a future indefinite right of residence (settlement permit, "Niederlassungserlaubnis")
- Unrestricted access to the labour market
- Responsibility for work placements and social benefits: [Job Centre](#)



5. Exceptional leave to remain (Duldung)

Status: Person with exceptional leave to remain (Geduldete)

Background: Negative decision on the application for asylum

A "Duldung" is a temporary postponement of deportation. This document is only granted if deportation is impossible for legal, practical, humanitarian or personal reasons.

- General regulation for temporary legal suspension of deportation for certain groups by order of the highest state authority for a maximum duration of 3 months ("suspension of deportation")

- A work permit is always necessary and can be requested from the [Immigration Office](#) (employer or employee)
- Responsible for work placements: [Agentur für Arbeit \(Federal Employment Agency\)](#)
- Responsible for social services: [Social Welfare Office \(Sozialamt\)](#)



Application for asylum

If you are registered in German and live in shared accommodation, here are the next steps you need to take.

1. Personal application for asylum

- You apply for asylum at the **BundesAmt für Migration und Flüchtlinge** ([BAMF; Federal Office for Migration and Refugees](#)).
- Asylum counselling can provide important information on the asylum process. Refugee and integration advice service is responsible for this
- **Important:** You can only submit your application in person. In other words, you cannot send this application by post
- You will receive the appointment and the responsible BAMF office with your proof of arrival. If you have not received an appointment, ask your accommodation facility management team

2nd First interview appointment (asylum application)

After your first appointment, you must present yourself at the [Immigration Office](#).

3rd Personal hearing

The second interview appointment is the actual hearing. The BAMF decides on your asylum application and will send you their decision. This letter will contain a detailed description of the reasons for their decision.

a) The decision is negative

- If the decision is negative and you wish to challenge it (i.e. you disagree), go immediately to your [refugee counselling service](#). There, they will discuss with you what can be done and you can also consult with specialised lawyers. One possible action for you is taking legal action to appeal the decision
- If you decide to leave the country voluntarily, you can receive financial support for your new start in your home country

b) The decision is positive, meaning that you are recognised as an asylum seeker. The next steps are:

Probationary certificate (Fiktionsbescheinigung) or electronic residence permit

(eAT): If a positive BAMF decision has been given, it is necessary to arrange an identity document or equivalent immediately. You can obtain this from the [Immigration Office](#) or the [Citizen Centre \(Bürgeramt\)](#).

Job Centre: You will no longer receive your money from the Social Welfare Office; instead, you have to apply at the [Job Centre](#).

Family asylum and international protection for family members

Family members of those with subsidiary protection also receive asylum (by application) and the status of “person entitled to subsidiary protection” (right to asylum/status of refugee or subsidiary protection).

When it comes to family asylum, a family member is:

- Spouses, registered civil partners,
- any underage, unmarried children,
- the parents with custody (custody usually includes the rights of parents with respect to their children) of underage, unmarried children,
- other adult persons, who are the registered guardians of underage, unmarried children,
- the underage, unmarried siblings of minors.

The requirement for spouses is that a valid marriage had already taken place in the country of origin, the application for asylum was submitted before or at the same time as the spouse with subsidiary protection, at the latest immediately after their arrival in the country, and as long as the subsidiary protection is incontestable and not to be withdrawn.

Born in Germany:

If a child is born in Germany after the parents have applied for asylum, the legislator offers the possibility of a separate asylum process for the protection of children under certain conditions. To do so, the parents (of which at least one of them is still in the asylum process) or the Immigration Office must inform the Bundesamt (Federal Office) of the birth. The application for asylum is thus automatically deemed to have been lodged - in the interest of the newborn child. Parents can submit their own reasons for asylum for their child. If this is not done, the same reasons as those of the parents will apply. Legal action remains open in this case should an application be rejected by the Federal Office.

In addition, for the protection of the child, under-age children cannot be separated from their parents if an application has been rejected.

You can find more information on this at the BAMF.

 [Family reunification website \(BAMF\)](#)