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## Public authorities, counselling and benefits

In Germany, for most issues there is a specialized counselling center that is mandated to help you. Sometimes it is public authorities, sometimes it is welfare organisations, sometimes it is associations or self-help groups. You do not have to pay anything for counselling! On these pages you will find tips and information about who can help you with which issues.

### Public Authorities

These public authorities can be useful for you, especially in the early phase of your residence in Hannover:

#### **The Immigration Office of the City of Hannover (Ausländerbehörde Hannover)**

If you intend to live permanently in Germany but do not have German citizenship, you need a "residence permit". In order to apply for a residence permit, you need to go to the Immigration Office (Ausländerbehörde). Learn more about the [Immigration Office Hannover](#)

#### **The Family Service Office (FamilienServiceBüro)**

At the Family Service Office you can get advice on childcare and help finding places in kindergartens, for example. Learn more about the [Family Service Office](#).


#### **The Hannover Family Benefits Office (Familienkasse Hannover)**

Parents receive child benefits until the 18th birthday of their child. In order to receive child benefits, you must submit an application to the Family Benefits Office (Familienkasse). Learn more about the [Family Benefits Office](#).

#### **The JobCenter Hannover**

The JobCenter is your contact in case of unemployment and need for financial assistance: It pays financial benefits, but also offers placement in work and qualification according to individual needs. However, for refugees whose recognition procedure is still ongoing, the Employment Agency (Agentur für Arbeit) is the point of contact. Learn more about the [Jobcenter Hannover](#).

#### **The Education and Participation Service Office (Bildung und Teilhabe-Servicebüro)**

At the Education and Participation Service Office, you can apply for benefits to promote learning from the federal education package (Bildungs- und Teilhabeleistungen = BuT). You can use these benefits, for example, for tutoring, school supplies or school trips for your child. The BuT service office also offers general advice on all BuT benefits and on how to apply. More information about  [the Education and Participation Service Office](#).

#### **The Employment Agency (Agentur für Arbeit)**

The Employment Agency supports you as a foreign professional in finding a job in Germany. And it helps refugees enter the German labor market. Especially if your recognition procedure as a refugee is still ongoing or if you have an exceptional leave to remain (Duldung), then the Employment Agency is your point of contact for questions about career counseling, job placement, and advice on continuing vocational training. Learn more about the [Employment Agency](#).

## Immigration Office Hannover

The Immigration Office Hannover governs the right of residence of Hannover inhabitants who do not have German citizenship. If you do **not** live in the Hannover city area, you must turn to the [Immigration Office of the Hannover Region](#).

What you can get done at the Immigration Office:

- Entry matters (e.g.: family reunification)
- Residence matters after entry, such as applying for a residence permit and settlement permit
- Naturalisation
- Free counselling at the [Willkommensfachdienst](#) on various topics such as help with filling out applications and forms, education, family life, housing, family and leisure activities, work and job search, health, getting settled well in Hanover  
For immigrants who live in the Hanover region, there is a corresponding offer at the [orientation counseling](#).
- Central placement office for the accelerated procedure for [skilled workers](#)
- [Customer service for skilled workers, students and self-employed persons](#) and their family members

Please make an appointment **prior to** your visit. Spontaneous visits without an appointment are not permitted!


You can only register for an appointment via this [internet form](#). The form is very simple. You enter your personal data and the reason for your visit. Within a few days you will receive an e-mail confirming your appointment. Important: After submitting the form, you will be asked by e-mail to confirm your registration. Therefore, please make sure that your e-mail address is correct! Frequently asked questions about making an appointment are answered in this [FAQ](#).

## Immigration Office at the HannoverServiceCenter at Schützenplatz

[Am Schützenplatz 1, 30169 Hannover](#)


 Visits are only possible with an appointment made [online](#) in advance!

 [0511 168-32330](#) **General customer service**

 [0511 168-32338](#) General customer service for **EU citizens** and their family members, declarations of commitment and visa matters

 [0511 168-32337](#) Customer service for **professionals** and **students** and their family members

 [0511 168-46960](#) **Naturalisations** and Citizenship

 [>> www.hannover.de](http://www.hannover.de) >> [Immigration Office](#)

## Family Service Office

The Family Service Office Hannover is just a few steps away from Hannover's central station. Personal advice and individual information is available here on all aspects of the family – with numerous brochures and leaflets or via the Internet, for example through the [family portal](#) hosted at hannover.de.

### Advice on child care services

- day nursery
- children day care
- kindergarten
- child care for schoolchildren
- child care during vacation

### **Information on leisure activities and health advice on the following topics**

- swimming lessons for babies
- kids' gymnastics
- pre-school play groups
- excursions in the neighbourhood
- travelling with children


### **Advice in matters of education, e.g.**

- schools
- musical education and cultural offerings
- language training
- special needs education
- parent training and family education

### **Information on financial support, e.g.**


- maternity/paternity pay
- cost absorption for childcare
- Hannover's family building-land bonus scheme

## Family Service Office


 [Joachimstr. 8, 30159 Hannover](#)

 [0511 168-43535](#)

[@familienservicebuero@hannover-stadt.de](mailto:@familienservicebuero@hannover-stadt.de)

 Consultation by appointment only, please call ahead for an appointment!

 [>> www.hannover.de](http://www.hannover.de) [FamilyServiceOffice](#)

You can also find a lot of more detailed information on the  [family portal](#) hosted at hannover.de.

## Family Benefits Office Hannover

The German Constitution places families under special protection. The German state therefore guarantees especially for children a wide range of security and support. The family benefits office (Familienkasse) of the employment agency (Agentur für Arbeit) is your point of contact when it comes to child benefits. The Familienkasse processes your applications and pays out the cash benefits. You can also fill out the applications quite conveniently online.

## Child benefit for foreign nationals in Germany

If you have a foreign nationality, you may be entitled to child benefits. To do so, you must meet **one** of the following requirements:

- You are a national of a member state of the European Union (EU), the European Economic Area (EEA) or Switzerland.
- You are a national of one of the following countries: Algeria, Bosnia-Herzegovina, Kosovo, Morocco, Montenegro, Serbia, Tunisia or Turkey. In addition, you are employed in Germany and are subject to social insurance contributions.
- You have a valid settlement or residence permit that allows you to work in Germany.
- You are a refugee who has been recognized without appeal.

## General requirements for child benefit

You are entitled to child benefit if these conditions apply:


- your child is under 18 years of age (in certain cases, you can also get child benefit for children who are of full age),
- you care for your child regularly and he/she lives in your household (this also applies to stepchildren, grandchildren or foster children).

## Family benefits office of the Employment Agency in Hannover

 [Vahrenwalder Straße 269 b, 30179 Hannover](#)

 [0511 / 919-9090](tel:0511/919-9090) (child benefits)

[@Familienkasse-Niedersachsen-Bremen@arbeitsagentur...](mailto:@Familienkasse-Niedersachsen-Bremen@arbeitsagentur...)

 Mon. 8 a.m. - 12 a.m. (noon)

Tues. 8 a.m. - 12 a.m. (noon)

Wed. closed

Thurs. 8 a.m. - 12 a.m. (noon) and 2 p.m. - 6 p.m.

Fri. 8 a.m. - 12 a.m. (noon)

 [>> www.arbeitsagentur.de >> Familienkasse](http://www.arbeitsagentur.de)

## Jobcenter Region Hannover

The Jobcenter is there to help people into work and vocational training. In practice, the Job Center takes care of the following:


- It helps people take advantage of benefits and support opportunities
- It helps people to take up and keeping a job
- It pays cash benefits for living expenses and housing
- It provides financial support for children and young people for school, sports and cultural activities
- It helps to try out different career options
- It assists in the recognition of certificates and diplomas from abroad
- It enables the attendance of additional integration language courses offered by the BAMF.
- It arranges for recognized refugees to take up employment or enter qualification programs specially designed for refugees.

The Jobcenter provides advice and supports you no matter what your nationality. However you must live permanently in Germany and be allowed to work here. If you are a refugee and your recognition procedure is still ongoing, or if you have an exceptional leave to remain (Duldung), then the Employment Agency (Agentur für Arbeit) is your point of contact for questions about career counseling, job placement, and advice on continuing vocational training. In this case, please continue reading on the page "[Agentur für Arbeit](#)"!

## How does the consultation at the Job Centre work?

### 1. Application for citizen's allowance

You do not have to visit the Job Centre in person to apply for citizen's allowance. You can submit the application online. You can find all the information you need at [www.jobcenter-region-hannover.de](http://www.jobcenter-region-hannover.de).

If you have any questions, call the Job Centre on  [0511 6559-1000](tel:051165591000).

You will then be given an appointment to discuss your professional and personal situation.

### 2. Appointment at the job placement department

- Please bring along all documents about your school attendance, vocational training, existing work certificates or recognition of diplomas acquired abroad, etc.
- Report any special skills you have (crafts, language skills, etc.)


- Please consider in advance which field of work you are interested in

**Please note:** There is no counseling **without an appointment**. A spontaneous visit to the job placement department is not possible.


Jobcenter staff are not allowed to pass on information about Jobcenter clients. A volunteer support person will therefore not receive any information if he/she does not have a power of attorney. The power of attorney must be filled out completely and signed by both parties (supported person and supporter).

## Branch offices


The Jobcenter Hannover has eight branch offices. Two of these eight branches serve special target groups: young people up to 25 years of age (Escherstrasse) and people with disabilities (Büttnerstrasse). The other six branch offices are open to all visitors. The opening hours for a first contact without an appointment are the same for all offices:

 Monday, Tuesday, Thursday and Friday: 8:00-12:00 (without appointment, with waiting time).


### [Jobcenter branch office Vahrenwalder Straße](#)

 [Vahrenwalder Straße 245, 30179 Hannover](#)

### [Jobcenter Branch Office Freundallee](#)

 [Freundallee 11, 30173 Hannover](#)


### [Jobcenter Branch Office Mengendamm](#)

 [Mengendamm 12 b/c, 30177 Hannover](#)

### [Jobcenter Branch Office Calenberger Esplanade](#)

 [Calenberger Esplanade 4, 30169 Hannover](#)


### [Jobcenter Branch Office Kabelkamp](#)

 [Kabelkamp 1A, 30179 Hannover](#)


### **Jobcenter Branch Office Walter-Giesecking Straße**

 [Walter-Giesecking Straße 6-10, 30159 Hannover](#)

### **Counseling and Integration Center for People with Disabilities**

 [Büttnerstraße 13, 30165 Hannover](#)

### **Youth Job Center U25 Escherstraße**

 [Escherstr. 17, 30159 Hannover](#)

## **Education and participation service office**

### **BuT learning support vouchers**

If your child has difficulties learning at school and needs additional support, you can register your child for learning support at school. This is possible at many elementary schools in Hannover. If your child's school does not offer learning support, you can apply for learning support from the education package (Bildungs- und Teilhabeleistungen = BuT). You can submit this application to the Hannover Region or the Hannover Region Job Center. If your application is approved, you will receive a BuT learning support voucher in writing. You can redeem this voucher with your child at all tutoring institutes in the state capital of Hanover.


You can also use the BuT learning support voucher for school trips, school materials or lunch.

Further information on all benefits of the education package can be obtained from the Education and participation service office of the Hannover Region.


### **Education and participation service office (BuT-Servicebüro der Region Hannover)**

 [Hildesheimer Str. 20, 30169 Hannover](#)

 [@BuT@region-hannover.de](mailto:BuT@region-hannover.de)

 [0511 616-26364](tel:0511 616-26364)

 [>> BuT](http://www.hannover.de)

 Mon. 8 a.m. - 12 a.m. (noon)

Tue. closed

Wed. 8 a.m. - 12 a.m. and 1 p.m. - 4 p.m.



Thurs. closed  
 Fri. 8 a.m. - 12 a.m. (noon)

### **Telephone hotline**

Mon. 8 a.m. - 12 a.m. and 1 p.m. - 3 p.m.  
 Tue. closed  
 Wed. 8 a.m. - 12 a.m. and 1 p.m. - 5 p.m.  
 Thurs. 8 a.m. - 12 p.m. and 1 p.m. - 3 p.m.  
 Fri. 8 a.m. - 12 a.m. (noon)

## **Employment agency**

The Employment Agency (Agentur für Arbeit) is responsible for everything to do with work. The employment agency will help you if you

- are looking for a job,
- need help choosing a career in Germany,
- want to continue your education or training,
- need your foreign certificates or degrees recognised,
- you are an employer looking for staff.

This means that the employment agency helps young people (pupils) to find the right profession for them (career choice). It helps people who live abroad and want to work in Germany to find a job in Germany. It also helps immigrants who are already in Germany to have their foreign certificates and degrees recognised here.

The employment agency not only provides advice, it also acts as an intermediary for:

- job application training
- suitable jobs and training positions
- training grants
- internships with employers

Further information can be found here:  [>> www.arbeitsagentur.de >> people coming from other countries](http://www.arbeitsagentur.de)

## **Support for refugees**

For refugees, the employment agency is the first point of contact on their way into the German labour market, especially if their asylum procedure is still ongoing or they possess an exceptional leave to remain. For recognised refugees who have already been granted a long-term residence title, on the other hand, the [JobCenter](#) is the right place for counselling and placement in the labour market.


## **What is the difference between the JobCenter and the Employment Agency?**

The **Employment Agency** is responsible for all those who have never worked in Germany on a social insurance basis, e.g. because they live abroad or have just fled to Germany or because they are still at school, i.e. only at the very beginning of their working life. The employment agency helps these people to enter the German labour market. It also supports people who have been paying into the social security system for a long time and are entitled to unemployment benefit after being laid off or losing their job.


The **JobCenter** is responsible for all people who are entitled to citizen's basic income. This may include people who have been working for some time but are not yet entitled to unemployment benefit or whose entitlement to unemployment benefit has expired. This may include also people who are recognised refugees and want to work but have not yet found a job.

### Hannover Employment Agency

 [Brühlstr. 4, 30169 Hannover](#)

 [0511 919-9000](tel:05119199000)

 [@Hannover@arbeitsagentur.de](mailto:Hannover@arbeitsagentur.de)

 Mon. 8 a.m. - 12:30 p.m.

Tues. 8 a.m. - 12:30 p.m. and 2 p.m. - 5 p.m.

Wed. closed

Thurs. 8 a.m. - 12:30 p.m.

Fri. 8 a.m. - 12:30 p.m.

 [>> www.arbeitsagentur.de >> Hannover](http://www.arbeitsagentur.de)

### Registry office

### The tasks at a glance

Notarization of births and deaths

Marriages and civil partnerships

Acceptance of church resignations

Name changes

Issuing certificates (birth certificate, death certificate, marriage certificate)

### Registry office in the HannoverServiceCenter at Schützenplatz

 Am Schützenplatz 1, 30169 Hanover

 [0511 168-43358](tel:051116843358)

 [@32.3@Hannover-Stadt.de](mailto:32.3@Hannover-Stadt.de)

 [>> hannover.de >> Registry office](http://hannover.de)



Mon. 10:30-12:30

Tue. 10:30-12:30

Wed. closed

Thu. 10:30-12:30 and 15:00-16:30

Fri. closed

Sat. closed

Sun. closed

This text has been machine translated.

## Counseling institutions

All of the counseling institutions listed below offer general support for immigrants. If you are looking for support and assistance specifically for refugees, please continue reading on the page "[Support for Refugees](#)".

### **Municipal migration counseling center (Kommunale Fachstelle für Migrationsberatung)**

The "Fachstelle für Migrationsberatung" is a service of the City of Hannover with several branch offices. It offers counseling and support for settling down in Hanover at all its branches. More information (addresses, opening hours, contact details) can be found on the page "[Municipal migration counseling center](#)".

### **Migration counseling for adults**

In Hanover, several non-statutory welfare organisations offer migration counselling for adults. In this case, adult means older than 27 years of age. The non-statutory welfare organisations are non-profit organisations. Their counselling is always free of charge. More information (addresses, opening hours, contact details) can be found on the page "[Migration counseling for adults](#)".

### **Youth migration service (Jugend-Migrationsdienst)**

The youth migration service agencies are open to young people from 12 to 27 years of age. Also the youth migration services are operated by the non-statutory welfare organizations. Counseling is free of charge for young people. More information (addresses, opening hours, contact details) can be found on the page "[Youth migration service](#)".

### **Coordination Office Immigration from Eastern Europe**

The coordination office offers free advice and support for EU citizens from Romania and Bulgaria on the topics of immigration, education, employment, health and much more. More information can be found on the page "[Coordination office immigration from Eastern Europe](#)".

### **Association of binational families and partnerships (Verband binationaler Familien und Partnerschaften)**

The Association of binational families and partnerships was founded as a mutual support organization. It is committed to the interests of binational, migrant and global families and partnerships in Germany. More information (addresses, opening hours, contact details) can be found on the page "[Association of binationals](#)".

## Counseling for people without legal documents

People living without legal documents in Hannover may not get sick or get into trouble with their employer, because the way to the doctor or the lawyer is blocked. The counseling for people without legal documents helps not only in such emergencies, but also with many other problems. More information (addresses, opening hours, contact details) can be found on the page "[Counseling for people without documents](#)".

## SUANA - Counseling center for migrant women affected by domestic violence

SUANA is a counseling center for migrant women and women with refugee history who have been affected by domestic violence, forced marriage or stalking. Counseling is available in many languages. More information (addresses, opening hours, contact details) can be found on the page "[SUANA - Counseling center for migrant women affected by domestic violence](#)".

### Municipal migration counseling center

The Migration counseling center supports and provides advice you if you ...

- are looking for a job or vocational training
- would like to take an integration course
- want to find out about studying in Germany
- want to move into your own apartment
- are looking for a German language course
- have to fill out applications
- have problems with offices and authorities.

And much more!

The Municipal migration counseling center is a service of the City of Hannover. You can visit them at these branch offices:

### Hannover-Linden Branch

📍 [Blumenauer Straße 5-7, 30449 Hannover](#) @ [56.13@hannover-stadt.de](mailto:56.13@hannover-stadt.de)

🕒 Mon. 9 a.m. - 12 p.m.

Tues. 9 a.m. - 12 p.m. and 1 p.m. - 4 p.m.

Wed. closed

Thurs. 1 p.m. - 4 p.m.

Fri. closed

Additional consultation by appointment

**Queer counseling:** Consultations by appointment only.

Nearest public transport stop: Schwarzer Bär

### **Hannover-Hainholz Branch**

📍 [Voltmerstraße 36, 30165 Hannover](#)

🕒 Mon: closed

Tues: closed

Wed. 10 a.m. - 12 a.m.

Thurs. closed

Fri: closed

### **Hannover-Mühlenberg Branch**

📍 [Stauffenbergplatz 3, 30457 Hannover](#)

🕒 Mon: 2 p.m. - 5 p.m.

Tue: 9 a.m. - 12 a.m.

Wed: closed

Thu: 2 p.m. - 5 p.m.

Fri: 9 a.m. - 12 a.m.

### **Hannover-Roderbruch Branch**

📍 [Rotekreuzstraße 19, 30627 Hannover](#)

🕒 Mon. 9 a.m. - 12 a.m.

Tue: 2 p.m. - 4 p.m.

Wed: closed

Thurs. 9 a.m. - 12 a.m.

Fri. closed

### **Hannover-Sahlkamp Branch**

📍 [Elmstraße 15, 30657 Hannover](#)

🕒 Mon: closed

Tue: 1 p.m. - 4 p.m.

Wed: closed

Thurs. closed

Fri: closed

## Migration counseling for adults

Have you only recently arrived in Germany? Do you need some help with orientation in Germany? Have you been here for a longer time, but still feel insecure and like a stranger? Are you 27 years old or older? Then the Migration counseling for adults is just the right place for you. Because this counseling is aimed at all adult immigrants with a legal right of permanent residence. You will obtain advice on the following issues:


- Where can I learn German?
- How do I apply for a German language course?
- How do I find an apartment?
- Where can I apply for financial benefits?
- Who will help me find a job?
- Can my diploma be recognized in Germany?
- Which doctor can I go to?
- Who will help me during my pregnancy?
- If necessary, voluntary helpers will accompany you to offices and authorities.
- Information on migration and integration programs

Counseling is available in German and many other languages. It is free of charge. And the support is provided regardless of your origin, religion or nationality. You are free to choose which counseling center you want to go to. You may also decide according to the available counseling languages.

## Arbeiterwohlfahrt Hannover (Workers' Welfare Hannover Branch)

Counseling center for integration and migration issues

 [Deisterstraße 85 A, 30449 Hannover](#)

 [0511 21978-135](tel:051121978135) | [-199](tel:-199) | [-138](tel:-138)

 [bim@awo-hannover.de](mailto:bim@awo-hannover.de)

 Mon. 8:30 a.m. - 11:30 a.m.

Tues. 1:30 p.m. - 5 p.m.

Wed. closed

Thurs. closed

Fri. 8:30 a.m. - 11:30 a.m.

Additional consultation by appointment, please call **ahead** for an appointment!

 [www.awo-hannover.de](http://www.awo-hannover.de)

**Caritasverband Hannover** (Caritas Association operated by catholic church)

Migration counseling for adult immigrants

📍 [Leibnizufer 13-15, 30169 Hannover](#)

☎ [0511 126000](tel:0511126000)

@ [migrationsdienst@caritas-hannover.de](mailto:migrationsdienst@caritas-hannover.de)

🕒 Mo. 9:00-16:00 Uhr

Di. 9:00-16:00 Uhr

Mi. 9:00-18:00 Uhr

Do. 9:00-16:00 Uhr

Fr. 9:00-12:00 Uhr

Additional consultation by appointment, please call **ahead** for an appointment!

🌐 [www.caritas.de](http://www.caritas.de)

**Deutsches Rotes Kreuz Hannover** (German Red Cross Hannover Branch)

📍 [Karlsruher Str. 2b, 30519 Hannover](#)

☎ [0511 3671-316](tel:05113671316) | [-308](tel:0511308) | [-155](tel:0511155)

@ [cerbe-farajian@drk-hannover.de](mailto:cerbe-farajian@drk-hannover.de)

🕒 Consultations by appointment only

🌐 [www.drk-hannover.de](http://www.drk-hannover.de)

**Diakonisches Werk Hannover** (Protestant deaconry operated by Lutheran-Protestant Church of Hannover)

Migration counseling and catch-up integration for adults and families

📍 [Burgstraße 10, 30159 Hannover](#)

☎ [0511 3687-135](tel:05113687135) | [-123](tel:0511123) | [-174](tel:0511174)

@ [pro.migration@dw-h.de](mailto:pro.migration@dw-h.de)


🕒 Consultations by appointment only, please call **ahead** for an appointment!


🌐 [www.diakonisches-werk-hannover.de](http://www.diakonisches-werk-hannover.de)

**Landmannschaft der Deutschen aus Russland** (Compatriot group of the Germans from Russia)

Ortsgruppe Hannover (Hannover Branch)

 [Königswortherstr. 2, 30167 Hannover](#)

 [0511 3748466](tel:0511 3748466)

 Mon. closed

Tues. 9 a.m. - 1 p.m.

Wed. closed

Thurs. 2 p.m. - 5 p.m.

Fri. closed

 [www.lmdr-hannover.de](http://www.lmdr-hannover.de)

## Youth migration service

The counselling provided by the youth migration services addresses children, adolescents and young adults from 12 to 27 years of age with a migration background and the prospect of permanent residence.

Counselling is offered on all everyday matters and problems. If required, accompaniments to authorities can also be arranged.


Examples:

- What happens with my right of residence/asylum procedure?
- Which type of school is right for me?
- How can I find a training place?
- What do I do if I have problems with the authorities (JobCenter, Social Welfare Office)?
- Information about group and leisure activities

There are three different services in Hannover. You are free to choose which service you would like to go to.

## Youth Migration Service of the Arbeiterwohlfahrt Hannover (Workers' Welfare Hannover Branch)

 [Deisterstraße 85a, 30449 Hannover](#)

 [0511 21978130](tel:0511 21978130)

 [@jmd@awo-hannover.de](mailto:jmd@awo-hannover.de)

 Mon. 8:30 a.m. - 11:30 a.m.

Tues. 1:30 p.m. - 5 p.m.

Wed. closed

Thurs. closed

Fri. 8:30 a.m. - 11:30 a.m.



Additional consultation by appointment, please call **ahead** for an appointment!


 [www.jugendmigrationsdienste.de](http://www.jugendmigrationsdienste.de)

### **Caritas Youth Migration Service** (Caritas Association operated by catholic church)

 [Engelbosteler Damm 72, 30167 Hannover](#)

 [0511 760777930](tel:0511760777930)

 [@jmd@caritas-hannover.de](mailto:jmd@caritas-hannover.de)

 Mon. consultations by appointment only

Tues. 2 p.m. - 4 p.m.

Wed. consultations by appointment only


Thurs. 10 a.m. - 12 a.m.

Fri. consultations by appointment only

 [www.caritas-hannover.de](http://www.caritas-hannover.de)


Nearest public transport stop: Kopernikusstraße

### **Youth Migration Service of the Diakonisches Werk** (Protestant deaconry operated by Lutheran-Protestant Church of Hannover)

 [Burgstraße 10, 30159 Hannover](#)

 [0511 3687-114](tel:05113687-114)

 [@pro.migration@dw-h.de](mailto:pro.migration@dw-h.de)

 Consultations by prior appointment only

 [www.diakonisches-werk-hannover.de](http://www.diakonisches-werk-hannover.de)

### **Coordination office immigration from Eastern Europe**

The coordination office is an service of the City of Hannover. Here you can get free advice and support for EU citizens. The coordination office mainly supports people from Romania and Bulgaria. It offers advise around these topics:

- immigration
- education
- employment
- health care
- and much more.

You are not from Eastern Europe, but you have questions about European immigration to Hannover? The staff of the coordination office will be happy to answer your questions!

### **Coordination office immigration from Eastern Europe (Koordinierungsstelle Einwanderung Osteuropa)**

📍 Blumenauer Str. 5-7, 30449 Hannover

☎ [0511 168-49404](tel:051116849404) und [-36172](tel:051136172)

✉ [@56.11@hannover-stadt.de](mailto:@56.11@hannover-stadt.de)

🕒 Mon. closed

Tues. 9:00 a.m -12:00 noon

Wed. closed

Thurs. 9:00 a.m -12:00 noon and 13:00 p.m.-15.00 p.m.

Fri. closed

Consultations are also possible outside these office hours. Give us a call!

🌐 [>> Koordinationssstelle Einwanderung Osteuropa](http://hannover.de)

### **Association of binational families and partnerships**

#### **Counselling for binational families and partnerships**

Living together in binational partnerships raises special questions. If you need advice on questions of binational cohabitation such as entry, right of residence, marriage, divorce, custody, etc., the Association of binational families and partnerships (iaf) e.V. offers comprehensive assistance. In addition to counseling, the association also offers further information, activities and meetings for people who are interested in the peaceful coexistence of people of all nations and cultures.

#### **Association of binational families and partnerships / Hannover branch (Verband binationaler Familien und Partnerschaften)**

📍 [Charlottenstr. 5, 30449 Hanover](#)

☎ [0511 447623](tel:0511447623)

✉ [@hannover@verband-binationaler.de](mailto:@hannover@verband-binationaler.de)

🕒 Mon. 10 a.m. - 1:30 p.m.

Tues. 10 a.m. - 1:30 p.m.

Wed. 10 a.m. - 1:30 p.m. and 3 p.m. - 6 p.m.

Thurs. 10 a.m. - 1:30 p.m.

Fri. closed

🌐 [www.hannover.verband-binationaler.de](http://www.hannover.verband-binationaler.de)

## Counseling for people living without legal documents

Many people in Hannover live without valid legal documents. This means:

- They often live hidden
- They are scared for their existence
- Their children often do not attend school or kindergarten
- They have trouble with their employer
- They suffer from pain because they can not go to the doctor

The counseling at Kargah e.V. helps people without residence papers with social issues, clarifies questions about their rights and searches jointly for ways out of illegality.

The counseling services include:

- Assistance in emergency situations, for example in case of illness or being homeless
- Advice and support in questions of employment law
- Support and referral for family and psychosocial issues
- Support through referral to medical care, e.g. in case of pregnancy
- Assistance with the admission of children to kindergartens and schools
- Orientation counseling on ways out of illegality
- Support on the way to legalization

All services are multilingual, free of charge and confidential. You can also receive counseling anonymously or under a pseudonym.

Please call and make an appointment!

### Counseling for people without legal documents at Kargah e.V.

 [Zur Bettfedernfabrik 3, 30451 Hanover, Germany](#)

 [0511 126078-15](tel:051112607815) | -16

 [info@kargah.de](mailto:info@kargah.de)

 Mon. 9 a.m. - 1 p.m. and 2 pm - 5 p.m.

Tue. 9 a.m. - 1 p.m. and 2 p.m. - 5 p.m.

Wed. 9 a.m. - 1 p.m.

Thurs. 9 a.m. - 1 p.m. and 2 p.m. - 5 p.m.

Fri. 9 a.m.-1 p.m.

 [www.kargah.de](http://www.kargah.de)

### SUANA – Counseling center for migrant women affected by domestic violence

SUANA is a counseling center for migrant women who have been affected by domestic violence, forced marriage or stalking. Women seeking advice have the opportunity to receive counseling in their native language. The counseling takes into account the specific cultural context in which the women concerned live. The counseling services are available to migrant and refugee women (from the age of 16, in rare cases also from the age of 14).

All services are multilingual, free of charge and confidential.

Please call and make an appointment!

### **SUANA - Counseling center for migrant women who have been affected by domestic violence**

 [Zur Bettfedernfabrik 3, 30451 Hanover](#)

 [0511 126078-14](tel:0511126078-14) | [-18](tel:0511126078-18)

 [@suana@kargah.de](mailto:suana@kargah.de)

 Mon. 10 a.m. - 1 p.m. and 2 p.m. - 6 p.m.

Tues. 10 a.m. - 1 p.m. and 2 p.m. - 6 p.m.

Wed. closed

Thurs. 10 a.m. - 1 p.m. and 2 p.m. - 6 p.m.

Fri. 10 a.m. - 1 p.m.

 [www.kargah.de](http://www.kargah.de)

### **Support for refugees**

Refugees usually start a new life in Hannover with unfavorable initial conditions. Many could only take the bare essentials with them, and often important documents got lost. Fortunately, there are many people and organizations in Hannover that offer practical support to refugees. Here are some of them:

#### **Hannover support group for refugee shelters (Unterstützerkreis Flüchtlingsunterkünfte Hannover e.V.)**

The Hannover Support group is an association of volunteers who want to improve the everyday life of refugees in the shelters. More information (addresses, opening hours, contact details) can be found on the page "[Hannover support group for refugee shelters](#)".

#### **Refugee office at Kargah (Flüchtlingsbüro bei Kargah e.V.)**

The refugee office is a professional and independent counseling center for refugees. The counsellors working here are professionals. They can offer support and advice in many languages. The operating association Kargah e.V. receives financial support from the state capital of Hannover and the state of Lower Saxony for the operation of the counseling service. However, its work remains completely independent. More information (addresses, opening hours, contact details) can be found on the page "[Refugee office Kargah](#)".

## **The Refugee council of Lower Saxony (Flüchtlingsrat Niedersachsen e.V.)**

The Refugee council of Lower Saxony considers itself primarily as a human rights organization. However, it also offers individual case consultations by telephone. It receives [funding for its work](#) from many sources, both governmental and non-governmental. Nevertheless, it carries out its counseling work completely independent. More information (addresses, opening hours, contact details) can be found on the page "[Refugee council of Lower Saxony](#)".

## **Refugee law clinic Hannover e.V.**

The Law clinic offers free legal advice for refugees. It is run by law students, who in turn are advised by experienced lawyers. The Law clinic supports you free of charge on your way through the German asylum system. More information (addresses, opening hours, contact details) can be found on the page "[Refugee law clinic Hannover](#)".

## **Network for traumatized refugees in Lower Saxony (Netzwerk für traumatisierte Flüchtlinge)**

The offer of the network traumatized refugees is there for you if you suffer from psychological problems due to experiences of war and flight. More information (addresses, opening hours, contact details) can be found on the page "[Network for traumatised refugees in Lower Saxony](#)".

## **Asylum seeker's counseling service in the Municipal social service (Asylberatung im KSD)**

The asylum counseling in the municipal social service is a service of the City of Hannover. This counseling center supports refugees and their families who live in their own apartments. More information (addresses, opening hours, contact details) can be found on the page "[Asylum seeker's counseling service in the Municipal social service](#)".

## **Return counseling for third-country nationals (Rückkehrberatung für Drittstaatsangehörige)**

If you would like to return to your home country voluntarily or move on to another country, you can find help at the Return Counseling Center. More information (addresses, opening hours, contact details) can be found on the page "[Return counseling for third-country nationals](#)".

## **Help for queer refugees**

Those who are refugees and queer face special challenges. You can find more information about help offers on the page "[Help for queer refugees](#)".


## **Hannover support group for refugee shelters**

The Hannover support group for refugee shelters supports refugees living in shelters run by the City of Hannover. The association has various working groups. Citizens who live in the

vicinity of the shelters are involved in these working groups. They want to help as neighbours. They work on a voluntary basis and in networks. Their goal is to improve the everyday life of refugees.

**Hannover support group for refugee shelters** (Unterstützerkreis Flüchtlingsunterkünfte Hannover e.V.)

 [Bemeroder Rathausplatz 1, 30539 Hannover](#)

 [01523 3995661](tel:015233995661)

 [@unterstuetzerkreis@uf-hannover.de](mailto:@unterstuetzerkreis@uf-hannover.de)

 Consultations **by phone only:**

Mon. 10 a.m. - noon

Tues. 1 p.m. - 3 p.m.

Wed. 3 p.m. - 5 p.m.

Thurs. 10 a.m. - noon

Fri. closed

 [www.uf-hannover.net](http://www.uf-hannover.net)

## Refugee office Kargah

### Counselling center for migrants and refugees

The refugee office is a counselling center. It provides information on legal issues, helps with matters with authorities, assists with questions regarding school, training, work and arranges language courses. The consultants also help you find doctors, psychologists or lawyers.

They speak many languages, for example Arabic, Kurdish, Persian, English, French, Spanish, Vietnamese and Russian. Counselling is free of charge and confidential.

Please call and make an appointment!

### Refugee office Kargah e.V. - Counselling center for migrants and refugees

 [Zur Bettfedernfabrik 1, 30451 Hannover](#)

 [0511 126078-15](tel:051112607815) | [-16](tel:051112607816)

 [@info@kargah.de](mailto:@info@kargah.de)

 Mon. 9 a.m. - 1 p.m. and 2 p.m. - 5 p.m.

Tues. 9 a.m. - 1 p.m. and 2 p.m. - 5 p.m.

Wed. 9 a.m. - 1 p.m.

Thurs. 9 a.m. - 1 p.m. and 2 p.m. - 5 p.m.

Fri. 9 a.m. - 1 p.m.

 [www.kargah.de](http://www.kargah.de)

## Refugee council of Lower Saxony

The Refugee council of Lower Saxony is an independent human rights organisation active throughout Lower Saxony. The association is committed to a refugee policy characterised by openness and humanity. It promotes a Europe of human rights, refugee protection and solidarity. The Refugee council also counsels individuals. Counselling is made possible by two projects:

1) The network project AMBA advises particularly people who are among those in need of special protection as defined by the [EU Reception Directive](#) and who have a residence permit. Persons in need of special protection are:


- Minors, especially unaccompanied minors
- disabled persons
- elderly people
- pregnant women
- single parents with minor children
- Victims of human trafficking
- Persons with severe physical diseases
- Persons with mental disorders
- Persons who have suffered torture, rape or other serious forms of psychological, physical or sexual violence, such as victims of female genital mutilation.

Those seeking advice are given special support here in asserting their rights vis-à-vis the various authorities.

2) The second project primarily offers advice on residence law in individual cases. It is financed through the Migration counseling guideline of the State of Lower Saxony.

Counseling is provided by telephone, e-mail and, if necessary, in person.

## Refugee council of Lower Saxony e.V.

 [Röpkestraße 12, 30173 Hannover](#)

 [0511 98 24 60 30](tel:051198246030)

 [@nds@nds-fluerat.org](mailto:nds@nds-fluerat.org)

 Consultations **by telephone only**

Mon. 10:00 a.m. - 12:30 p.m. Tues. 10 a.m. - 12:30 and 2 p.m. - 4 p.m.

Wed. closed

Thurs. 10:00 - 12:30 and 14:00 - 16:00

Fri. 10:00 - 12:30 hrs

 [www.nds-fluerat.org](http://www.nds-fluerat.org)

## Refugee law clinic Hannover

The Refugee law clinic supports refugees and migrants on their often difficult way through the German asylum and residence law. If necessary, also accompaniment during visits to the authorities is possible. The Refugee law clinic Hannover is a voluntary association that advises people regardless of gender, nationality, religion, residence status or ethnicity.

The advisors of the Refugee law clinic are law students, they work together with experienced lawyers. Consultations at the Law clinic are always free of charge. However, if it a case requires to be transferred to a lawyer, corresponding costs may arise.

Legal advice is given only by appointment. Please use the [web form for registration](#)! Please do not show up unannounced.

### Refugee Law Clinic Hannover e. V.

📍 [Königsworther Platz 1, 30167 Hannover, Raum 1201 \(12th floor\) in the „Conti-Hochhaus“](#)

✉️ [@beratung@rlc-hannover.de](mailto:beratung@rlc-hannover.de)

📅 Consultations by appointment only  
Please use the [web form for registration](#)!

🌐 [rlc-hannover.de](http://rlc-hannover.de)

Nearest public transport stop: Königsworther Platz

### Network for traumatised refugees in Lower Saxony

The offer of the Network for traumatized refugees is at your disposal if you are suffering from psychological problems due to your experiences of war and fleeing. The network makes various offers:


- You can tell someone about your fears, nightmares, stress and psychological burdens in individual or group talks.
- You can ask for help in finding medical or psychological support to help you with your trauma.
- You can ask for help if you are so unwell that you can no longer cope with the authorities on your own.
- You can ask for help if you are supposed to return to your home country and are very afraid of doing so and no one there will help you with your fears.

You can make an appointment in advance or go to the open consultation hour without prior appointment. There is always someone present at the consultation who speaks Arabic, German, English or Farsi/Dari.

If you would like to make an appointment and/or speak another language, it is helpful to fill out a registration form beforehand. You can find that form 🌐 [here](#).





All counselling sessions are confidential.

The services are available at various counselling centers throughout Lower Saxony. You can also get in touch if you are supporting someone who has been traumatised. You can find an overview of the counselling centers  [here](#).

## Services in Hannover

### Psychosocial center Hannover (Psychosoziales Zentrum) / NTFN e.V.

 [Marienstraße 28, 30171 Hannover](#)

 [0511 856445-0](tel:05118564450)

 [info@ntfn.de](mailto:info@ntfn.de)

#### Consultation hours by telephone

Mon. closed

Tues. 10 a.m. - 1 p.m.

Wed. 2 p.m. - 4 p.m.

Thurs. closed

Fri. 10 a.m. - 1 p.m.  **Open consultation hours (without prior appointment)**

Mon. closed Tues. 10 a.m. - 1 p.m.

Wed. closed

Thu. closed

Fri. closed

#### For children and teenagers

Consultations only by prior appointment via [0511 856445-26](tel:051185644526) or by [e-mail](#).

 [www.ntfn.de](http://www.ntfn.de)

### Asylum seeker's counselling service in the Municipal social service

The counselling center supports asylum seekers and their family members who live in their own flats. The precondition is that you are still in an ongoing asylum procedure or your asylum application has been rejected and you are now holding a concession to stay (exceptional leave to remain).

The counselling center provides information

- on questions concerning the law on foreigners
- the asylum procedure
- social benefits
- German language courses

The counselling center provides support

- in filling out applications
- in dealing with letters and official notices

- with official procedures
- with housing problems
- finding childcare
- with school problems
- general educational questions
- with family problems.

### **Asylum seeker's counselling service in the Municipal social service (KSD) of the City of Hannover**

📍 [Badenstedter Straße 221, 30455 Hannover](#)

☎ [0511 168-32599](tel:051116832599)

@ [51.22.2ksd@hannover-stadt.de](mailto:51.22.2ksd@hannover-stadt.de)

🕒 Mon. 8:30 a.m. - 11:00 a.m.

Tues. closed

Wed. closed

Thurs. 8:30 a.m. - 11:00 a.m.

Fri. closed

Additional consultation by appointment, please call **ahead** for an appointment!

🌐 [www.hannover.de](http://www.hannover.de)

### **Return counselling for third-country nationals**

The Federal Republic of Germany helps people who want to return to their home country or migrate on to another country. The assistance consists of organising and financing the return or onward migration and the start at the destination. The offer is primarily aimed at people whose right to stay in Germany is not secured and who therefore wish to return voluntarily. EU citizens do not have access to this offer.

The initial counseling can also be conducted anonymously. Taking part in the counseling is voluntary. What is more, it has no influence on an ongoing asylum procedure.

You will find further general online information 🌐 [here](#).

### **Personal counselling centers on site**

#### **Raphaelswerk - Counselling Center Hannover**

📍 [Vordere Schöneworth 10, 30167 Hannover](#)

☎ [0511 70052060](tel:051170052060)

@ [hannover@raphaelswerk.net](mailto:hannover@raphaelswerk.net)

**☎ Consultation hours by telephone only**

Mon. 09 a.m. - noon

Tues. 09 a.m. - noon

Wed. 09 a.m. - noon

Thurs. 1 p.m. - 4 p.m.

Fri. 09 a.m. - noon

**🌐** [www.raphaelswerk.de](http://www.raphaelswerk.de)**Return Counselling of the Regulatory Authority for Refugees of the State of Lower Saxony (LAB NI)**

The Regulatory Authority for Refugees is the competence center for voluntary return in Lower Saxony. It advises persons accommodated in its own facilities about possible return programs and supplementary assistance. It also supports them in realizing their departure.

However, persons who have been assigned to the municipalities for accommodation according to the Nds. Reception Act can also take advantage of the counseling services offered by LAB NI.

Further information is available from the two counseling centers for voluntary return in Lower Saxony:

**Osnabrück branch****📍** Sedanstraße 115, 49090 Osnabrück**☎** [0541 66888-170](tel:054166888170)**@** [rueckkehr-os@lab.niedersachsen.de](mailto:rueckkehr-os@lab.niedersachsen.de)**☎** Mon. 9 a.m. - 3 p.m.

Tues. 9 a.m. - 3 p.m.

Wed. 9 a.m. - 3 p.m.

Thurs. 9 a.m. - 3 p.m.

Fri. 9 a.m. - noon

Additional consultation by appointment, please call **ahead** for an appointment!

**Braunschweig branch****📍** Boeselagerstraße 4, 38108 Braunschweig**☎** [0531 61843-380](tel:053161843380)**@** [rueckkehr-bs@lab.niedersachsen.de](mailto:rueckkehr-bs@lab.niedersachsen.de)**☎** Mon. 9 a.m. - 3 p.m.

Tues. 9 a.m. - 3 p.m.

Wed. 9 a.m. - 3 p.m.

Thurs. 9 a.m. - 3 p.m.

Fri. 9 a.m. - noon

Additional consultation by appointment, please call **ahead** for an appointment!

## Help for queer refugees

Those who have fled and are queer face special challenges. Organizations working with refugees and queer associations offer help. The offers range from advice on mental health to contact to other queer people. However, the offers are not available everywhere. 🌐

[www.refugees-queer.de](http://www.refugees-queer.de) shows where which offers are in Lower Saxony.

## Naturalisation

Anyone who has lived in Germany for a long time but does not have a German passport can be naturalised. Naturalisation makes you German and gives you full citizenship rights. You must meet certain requirements in order to be naturalised, and you must submit an application.

## Documents

Information about the required documents can be found in the [Service portal of the city of Hannover](#). The free online advice service will check whether you meet all the requirements for naturalisation. If you meet all the requirements, you will be given a checklist with the necessary documents.

## Requirements:

- Usually at least 8 years of legal residence in Germany
- Possession of a sufficient residence permit
- Commitment to the constitutional principles of freedom and democracy
- Ability to support yourself without recourse to social assistance
- No criminal convictions
- Sufficient knowledge of the German language
- Familiarity with the legal system, society and living conditions in Germany

Naturalisation costs 255 euros per person. Exceptions and other requirements may apply in individual cases.

## More information

Further information is available here:

🌐 [>> Naturalisation](http://www.bamf.de)

**Naturalisation Office in the ServiceCenter on Schützenplatz**

 [Am Schützenplatz 1, 30169 Hannover](#)


 [>> serviceportal.hannover-stadt.de](https://serviceportal.hannover-stadt.de) [Naturalisation Office](#)

## People with disabilities

### Rights of people with disabilities

The Constitution of Germany states, “No one may be discriminated against because of his or her disability.” This is the 3rd paragraph of Article 3 in the Constitution. In addition, the United Nations Convention on the Rights of Persons with Disabilities also applies in Germany. Germany became party to this convention in 2009. It affirms that general human rights also apply to disabled people. And it contains many special regulations that improve the living situation of people with disabilities.

The City of Hannover is committed to ensuring that people with disabilities can live in a self-determined manner. This includes blind and other sensory impaired people as well as physically handicapped, mentally or emotionally disabled people. To make this happen, the city administration has a full-time [representative for people with disabilities](#). The aim is to create accessibility in Hannover and to combat all forms of discrimination. This is how Hannover can become an inclusive city.

You can find out more about what Hannover is doing for people with disabilities  [here](#).

### Self-determined living Hannover

The association “Self-determined living Hannover” is an independent social support group. It advises people with disabilities and their relatives on all issues relating to participation. The work is financed by the [“Supplemental Independent Participation Counselling \(EUTB\)”](#) program. This advice is intended to help you live a self-determined life.

For example, do you want to know:


- Where can I get assistance at home or at work?
- How do I apply for auxiliary means?
- What is a participation plan?


The counselling center advises:

- according to individual needs
- independent of authorities and government services
- in addition to advice from other agencies
- on an equal footing
- barrier-free

Counselling is free of charge.


### Self-determined living Hannover (Selbstbestimmt Leben Hannover e. V.)

 [Herrenstr. 8, 30159 Hannover](#)

 [0511 3522521](tel:0511 3522521)

 [@verein@slh-ev.de](mailto:@verein@slh-ev.de) (in German only)

 [www.slh-ev.de](http://www.slh-ev.de)

 Mon. 9 a.m. - 12 noon and 2 p.m. - 6 p.m.

Tues. 10 a.m. - 12 noon and 2 p.m. - 4 p.m.

Wed. by appointment

Thurs. 10 a.m. - 12 noon and 2 p.m. - 6 p.m.

Fri. 10 a.m. - 2 p.m.

Further appointments by arrangement

### Association for the blind and visually impaired of Lower Saxony


The Association of the blind and visually impaired of Lower Saxony is an independent interest group. It advises blind and visually impaired people on basic issues such as

- eye diseases in general
- visual aids and other assistive devices
- legal and financial claims
- tips and training how to cope with everyday life
- parent and family counseling
- leisure time

The counseling is also open to relatives. The counseling is part of the program [“Supplemental Independent Participation Counselling \(EUTB\)”](#). The counseling is free of charge.

### Association of the Blind and Visually Impaired of Lower Saxony (Blinden- und Sehbehindertenverband Niedersachsen e. V.)

 [Kühnsstraße 17, 30559 Hannover](#)

 [0511 5104219](tel:0511 5104219)

 [@leine-weser@blindenverband.org](mailto:@leine-weser@blindenverband.org)

 [www.blindenverband.org](http://www.blindenverband.org) (in German only)



Mon. 9 a.m. - 12 p.m.

Tue. 9 a.m. - 12 p.m.

Wed. 9 a.m. - 12 p.m. and 1 p.m. - 4 p.m.

Thu. 9 a.m. - 12 p.m.

Fri. 9 a.m. - 12 p.m.

Appointments by reservation only.  
Further appointments by arrangement

### German organisation for the deaf-blind

The German organization for the deaf-blind promotes the interests of people who are deaf and blind at the same time. It also offers free counseling. This counseling is part of the program [“Supplemental Independent Participation Counselling \(EUTB\)”](#).

The team helps people who are deaf-blind or visually and hearing impaired

- with the filling out of applications with authorities and cost agencies
- with correspondence in general
- with the procurement of auxiliary means
- finding deaf-blind assistance and interpreters for sign language
- in case of physical or mental health problems
- and in case of conflicts in family and partnership.


You will receive in the counseling:

- information for employers
- help with troubles at the workplace
- offers for rehabilitation measures

The team also arranges contacts to other deafblind people and social support groups.


### Counseling Center for the Deaf-Blind Lower Saxony (Beratungsstelle TAUBBLIND Niedersachsen)

 [Albert-Schweitzer Hof 27, 30559 Hannover](#)

 [0511 510080](#)

 [@beratungsstelle@taubblindenwerk.de](mailto:beratungsstelle@taubblindenwerk.de)

 [www.taubblindenwerk.de](http://www.taubblindenwerk.de) (Text in German only)

 Consultations by appointment only

### UMUT e.V. - Contact point for people with migrant background and disabilities

UMUT e.V. is a non-profit association. It supports people with migrant background and disabilities. Parents and other people, who want to support people with migrant background and disabilities, are also welcome. In this association you find:

- social support groups (self-help)
- advice on school assistance for children and young people
- psychological counseling

Consultations are available in German and Turkish.

The association also offers intercultural events and seminars.

### UMUT e.V.

📍 [Kornstr. 3, 30167 Hannover](#)

☎ [0511 37437483](tel:051137437483)

@ [info@umut-ev.de](mailto:info@umut-ev.de)

🌐 [de.umut-ev.de](http://de.umut-ev.de) (Text in German only)

📷 Consultations by appointment only

### Support for refugees with autistic children

The Competence Center for Autism (Zentrum für Autismuskompetenz) offers assistance if you are a refugee with an autistic child and are in need of support. You can reach the Competence Center for Autism via this [contact form](#).

You can also find further information about counseling services via

- [Autism Center Hannover GmbH](#) (Autismus Zentrum Hannover)

or

- [Autism Counseling Center](#) (Beratungsstelle Autismus)

### Information for refugees with disabilities

These pages offer focused information for refugees with disabilities:

[www.hannover.de](http://www.hannover.de)

Useful links compiled by the Disability Commissioner of the City of Hannover

[www.deafrefugees.de](http://www.deafrefugees.de)

This site offers information in sign language. It is aimed at deaf refugees.

### LGBTQI\*




LGBTQI\* stands for lesbian, gay, trans\*, queer and inter\* persons. The asterisk\* is a placeholder for other identities.


## **LGBTIQ\* legal rights**

### **Homosexuality / Sexual identity**

In Germany, everyone is free to practice his or her sexual orientation. Homosexuality is allowed. For example, women can be lesbian and men can be gay or people can be bisexual. Lesbians, gays and trans\* people can be out and meet openly. Same-sex couples can live together and, since 2017, marry. Some also raise children together; such families are called rainbow families.

Lesbians and gays may not be discriminated against. There is a dedicated law for this. Information on this can be found  [here](#).

### **Transgender, non-binary and intersex people / gender identity**

In Germany, people have equal rights, regardless of their gender. Thus, people in Germany can also be neither female nor male, in which case they can declare their gender as "diverse" or "no indication". Trans\* people are allowed to live openly in Germany and receive medical treatment, they are allowed to assimilate their sex. All of these people may not be discriminated against, because no one may be discriminated against. Information about this can be found  [here](#).

### **Queerunity youth center**

The QUEERUNITY is a center for queer young people in Hannover. You must not be older than 27 years of age. The center is a kind of living room and retreat.

There are regular meetings of youth groups. They discuss various topics. There is also an open youth café, a Discord server, events, workshops, vacation camps, counseling and much more.


The offer is also available online at the virtual youth center. Access is available for young people between the ages of 14-27. You must have already visited the QueerUnity or plan to visit it. Every contact will be checked by us in advance. Registration in advance is possible.

Sign up and get the latest news.

The registration for the groups takes place on Discord.

#### **QueerUnity**

 [Königsworther Straße 13, 30167 Hannover](#)

 [0511 34001347](tel:051134001347)

 [@queerunity@andersraum.de](mailto:@queerunity@andersraum.de)

 [www.queerunity.de](http://www.queerunity.de)

☎ Mon. 11 a.m. - 3 p.m.  
 Tue. 11 a.m. - 3 p.m.  
 Wed. 11 a.m. - 3 p.m.  
 Thu. closed  
 Fri. closed

### **Andersraum e.V.**

Andersraum e.V. is a non-profit association. The organisation is located in the district Nordstadt in Hanover. There are several projects:

- the Queer Center
- the Queer Youth Center,
- the educational project "SCHLAU Hannover"

The association is the organizer of the Christopher Street Day (CSD).

The organization wants people to be able to be who they are. They stand up for the principle that no one should be treated worse because they think and feel differently. The association wants to make others strong in their sexual orientation and gender identity (LGBT\*IQ).

The association also has a counseling service on various topics:

- Trans\*counseling
- Fit ohne Sprit - Alcohol and drug addiction
- GAYsund - For men who have sex with men

### **Andersraum e.V.**

📍 [Asternstr. 2, 30167 Hannover](#)

☎ [0511 34001346](tel:051134001346)

✉ [@info@andersraum.de](mailto:info@andersraum.de)

🌐 [www.andersraum.de](http://www.andersraum.de)

### ☎ Opening hours

Mon. 2 p.m-5 p.m.  
 Tue. 2 p.m-5 p.m.  
 Wed. 10 a.m.-2 p.m.  
 Thu. 10 a.m.-2 p.m.  
 Fri. closed

To make sure someone is there, you can call ahead and make an appointment.

## **Difficult personal situations**

The counseling centers here are there to help people who are going through a very difficult time. The people there will keep everything you tell them a secret. This means that they will not pass on any information to the police, the immigration authorities or other government agencies. So you can trust them.

### **SUANA – Counseling center for migrant women affected by domestic violence**

SUANA is a counseling center for migrant women who have been affected by domestic violence, forced marriage or stalking. Women seeking advice have the opportunity to receive counseling in their native language. The counseling takes into account the specific cultural context in which the women concerned live. The counseling services are available to migrant and refugee women (from the age of 16, in rare cases also from the age of 14).

All services are multilingual, free of charge and confidential.

Please call and make an appointment!

### **SUANA – Counseling center for migrant women who have been affected by domestic violence**

 [Zur Bettfedernfabrik 3, 30451 Hanover](#)

 [0511 126078-14](tel:0511126078-14) | [-18](tel:0511126078-18)

[@suana@kargah.de](mailto:suana@kargah.de)

 Mon. 10 a.m. - 1 p.m. and 2 p.m. - 6 p.m.

Tues. 10 a.m. - 1 p.m. and 2 p.m. - 6 p.m.

Wed. closed

Thurs. 10 a.m. - 1 p.m. and 2 p.m. - 6 p.m.


Fri. 10 a.m. - 1 p.m.


 [www.kargah.de](http://www.kargah.de)

### **Kobra – Coordination Center and Counselling Center against Human Trafficking**

Human trafficking is a serious violation of human rights. Trafficked persons and victims of forced prostitution have rights. Many need protection and support. The association Kobra offers you information on criminal proceedings and on your protection options, rights and support facilities. The offer is voluntary, confidential, free of charge and independent of the willingness to cooperate with law enforcement agencies.

#### **Counselling Center Kobra e.V.**

 PO Box 910555, 30425 Hannover

 [0511 21578220](tel:051121578220)

[@info@kobra-hannover.de](mailto:info@kobra-hannover.de)

☎ Mon. 9 a.m.-3 p.m.  
 Tues. 9 a.m.-3 p.m.  
 Wed. 9 a.m.-3 p.m.  
 Thu. 9 a.m.-3 p.m.  
 Fri. 9 a.m.-3 p.m.

Additional consultation by appointment, please call ahead for an appointment!

🌐 [www.kobra-hannover.de](http://www.kobra-hannover.de)

### **Spiritual welfare and worry phone**

If you are feeling low and really need someone to talk to there are hotlines you can contact. The calls are confidential and anonymous.

If you would like to speak to someone who shares your faith, you will find more services below.

### **Number against sorrow (Nummer gegen Kummer e.V.)**

“Number against sorrow” is a non-profit association based in Wuppertal, which offers two different hotlines: one for children and one for parents.

### **Children's and young people's hotline**

Telephone counseling – children and young people can call here anonymously and free of charge.

☎ [116111](tel:116111)

☎ Mon. 2 p.m. - 8 p.m.  
 Tue. 2 p.m. - 8 p.m.  
 Wed. 2 p.m. - 8 p.m.  
 Thurs. 2 p.m. - 8 p.m.  
 Fri. 2 p.m. - 8 p.m.  
 Sat. 2 p.m. - 8 p.m.

### **Parents' hotline**

Telephone advice – here, affected parents can call anonymously and free of charge.


☎ [0800 1110550](tel:0800_1110550)

☎ Mon. 9 a.m. - 5 p.m.  
 Tue. 2 p.m. - 7 p.m.  
 Wed. 2 p.m. - 8 p.m.  
 Thurs. 2 p.m. - 7 p.m.  
 Fri. 2 p.m. - 8 p.m.


 [www.nummergegenkummer.de](http://www.nummergegenkummer.de)

### Telephone helpline Hannover

This hotline is operated by the Protestant Church of Lower Saxony.

 [0800 1110111](tel:0800_1110111)


@Email – only accessible via [website](#)

 The service is available 24/7

 [www.telefonseelsorge-hannover.de](http://www.telefonseelsorge-hannover.de)


### Muslim spiritual care telephone (MuTeS)

This hotline is operated by the Muslim charity Islamic Relief Germany.

 PO Box 58 02 51, Berlin

 [030 443509821](tel:030_443509821)

@[info@mates.de](mailto:info@mates.de)


 The service is available 24/7


 [www.islamicrelief.de](http://www.islamicrelief.de)

### Children and young people in need

If someone has hurt you and you need help, you can contact one of these three addresses:

### Child Protection Center Hannover (Kinderschutzzentrum Hannover)

 [Escherstr. 23, 30159 Hannover](#)

 [0511 3743478](tel:0511_3743478)

@[info@kszhannover.de](mailto:info@kszhannover.de)

#### Personal consultation

Mon. 9 a.m. - 1 p.m.

Tues. 9 a.m. - 1 p.m. and 2 p.m. - 4 p.m.

Wed. 9 a.m. - 1 p.m.

Thurs. 9 a.m. - 1 p.m.

Fri. closed

**☎ Telephone consultation**

Mon. 9 a.m. - 11 a.m.

Tue. 2 p.m. - 4 p.m.

Wed. 9 a.m. - 11 a.m.

Thurs. 9 a.m. - 11 a.m.

Fri. closed

🌐 [www.ksz-hannover.de](http://www.ksz-hannover.de)

**bed by night**

Emergency facility for children living on the street

📍 [Celler Straße 53, 30161 Hanover](#)

☎ [0511 312 564](tel:0511312564)

🕒 always open: 365 days a year and 24 hours a day

🌐 [hannover.de](http://hannover.de) > > [bed by night](#)

**Protection of young people / Street work**

of the Youth and Family Department of the City of Hannover

Young people in emergency situations can turn to the Street work for uncomplicated support.

📍 [Herrenstraße 11, 30159 Hannover](#)

☎ [0511 168-44364](tel:051116844364)

@ [jugendschutz@hannover-stadt.de](mailto:jugendschutz@hannover-stadt.de)

🕒 Mon. 9:00 a.m. - 5:00 p.m.

Tue. 9:00 a.m. - 5:00 p.m.

Wed. 9:00 a.m. - 5:00 p.m.

Thu. 9:00 a.m. - 5:00 p.m.

Fri. 9:00 a.m. - 2:00 p.m.

**Support for homeless people**

In Hannover homeless people receive help and support. The flyer 📄 [„Angebote für wohnungslose Menschen in Hannover“](#) (Offers for homeless people in Hannover) tells you what help is available. The flyer covers these topics:

- Counseling
- Overnight stay and accommodation for homeless people
- Emergency sleeping facilities
- Emergency measures in winter (warming rooms)
- Meeting places for homeless and unhoused people - day meetings, night cafés

- 
- Distribution of food and groceries
  - Medical care
  - Veterinary care

For all points you will find practical information and contact persons. The flyer is available in German, Polish, Turkish and Arabic.