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## Information for refugees from Ukraine

### Questions of everyday life


#### Where can I exchange my Ukrainian cash into euro currency?

Ukrainian refugees were able to exchange an amount of up to 10,000 hryvnia into euros from May to October 2022. After the end of the exchange program, you will continue to have opportunities to receive euros. With an internationally usable Ukrainian bank card, you can withdraw cash from some German ATMs. In order to make the disbursement of support payments as smooth as possible, the Federal Financial Supervisory Authority has already made it easier for people from the Ukrainian war zone to open an account in April 2022. You can find out how to open a checking account  [here](#).

#### The press reports that mobile phone providers are giving out free SIM cards for refugees. How can you get these SIM cards?



In 2022, the provision of free SIM cards was an immediate measure by mobile communications providers such as Telekom, Vodafone and O2 to support refugees from Ukraine. This offer is currently being replaced by low-cost prepaid tariffs for refugees from Ukraine. More information about the conditions of these special rates is available online via the Internet portals of the mobile providers or in any store from the branch network of Telekom, Vodafone or O2.

#### Is my Ukrainian driving licence valid in Germany?

If you have fled Ukraine and have a Ukrainian driver's license, you do not have to do anything until your protection status expires. Your Ukrainian driving license is currently recognized in Germany and in all EU member states on the basis of an EU regulation. You do not need to carry a certified translation or an international driver's license. For more information, see  [Mobility](#).

#### Is it necessary to pay vehicle tax for Ukrainian vehicles and if so, is this required with immediate effect?

Vehicles registered in Ukraine are released from the obligation of registration for one year. The period of one year is calculated from the date of entry into Germany. However, the vehicles must be in roadworthy condition. During this period, you also do not have to pay motor vehicle tax. After the end of the year, the vehicle must be registered in Germany.

In Lower Saxony, this  [exemption has been extended](#). The Lower Saxony registration authorities can continue to assume "temporary circulation in Germany" for Ukrainian vehicles, provided that sufficient motor vehicle liability insurance is proven. The exemption is to be limited for the duration of the insurance coverage, at the longest until April 1, 2024. Further information can be obtained from the  [Vehicle registration office of the state capital Hannover](#).

#### Where can damage to property on Ukrainian motor vehicles be reported?

The damage to property must be reported to the responsible Police Authority.

#### Can I take advantage of discounts on admission to cultural institutions, for example?

If you receive benefits under the Asylum Seekers' Benefits Act (Asylbewerberleistungsgesetz) and live in the state capital Hannover, you can claim the Hannover Aktiv Pass. This is an entitlement card with which you can, for example, receive discounts in the cultural and sports sector (e.g. free admission to museums, cheaper membership fees in sports clubs for children and young people).

Usually you automatically receive the Hannover Active Pass when you are granted asylum seeker benefits. If you are already receiving asylum seeker benefits but do not yet have a Hannover Aktiv Pass, please contact the Civic Engagement and Social District Development Department (e-mail @ [50.5engagierte@hannover-stadt.de](mailto:50.5engagierte@hannover-stadt.de) tel. ☎ [0511/16840448](tel:051116840448)).

You can find more information about the Hannover Aktiv Pass on the [website of the City of Hannover](#).

### Important telephone numbers

For acute life-threatening conditions, such as a suspected stroke, please contact ☎ [112](tel:112). If you feel threatened, contact the police on the emergency number ☎ [110](tel:110).

### Application procedure

### Can I enter Germany without a visa?

Foreigners normally need a residence title - for example, a visa or a residence permit - to enter and legally stay in Germany.

Due to the special situation in Ukraine, an exception has been made: **War refugees from Ukraine temporarily do not need a residence permit for entry and stay.**

This exception has been extended again and is now valid for **first-time entries until 4th March 2024 for a period of 90 days** (from the date of first entry into Germany). So if you enter Germany by 4th March 2024, you can stay in the Federal territory without a residence permit until **2nd June 2024** at the latest.

### Which groups are covered by the regulations for the admission of war refugees from Ukraine in Germany?

In principle, the following groups of persons are covered by temporary protection under Section 24 of the Residence Act, provided they have resided in Ukraine prior to 24.02.2022:

- Ukrainian nationals, as well as family members
- Stateless persons and nationals of other countries who have enjoyed international or national protection in Ukraine, as well as family members
- Stateless persons and nationals of other countries who had a permanent right of residence in Ukraine and cannot safely return to their home country
- Persons who fled Ukraine not long before February 24, 2022, when tensions increased, or who were in the territory of the EU shortly before that date (e.g., on vacation or for work) and who cannot return to Ukraine as a result of the armed conflict.
- Non-Ukrainian third-country nationals, if they can prove that they were staying in Ukraine legally on 24.02.2022, and not only for a temporary short stay, and that they cannot return safely and permanently to their country or region of origin. Temporary short stay is any stay

in Ukraine not exceeding 90 days from the outset for a correspondingly temporary purpose. This includes, in particular, students and persons staying in Ukraine for purposes other than visiting or short-term employment.

## When do I have to apply for a residence permit?


According to the current status, the application for a residence title must be submitted to the local foreigners authority **no later than 2nd June 2024**.

Since March 3, 2022, a simplified procedure for granting protection has been in effect for refugees from Ukraine. As a result, a residence permit for temporary protection is possible according to Section 24 of the Residence Act. This residence permit can be granted by the respective immigration office.

Already with the application for a residence permit according to § 24 of the Residence Act, it is certified that the stay is considered permitted. (so-called fictitious certificate, Section 81 (3) Residence Act).

As soon as you have been granted a residence permit, you are allowed to work.

To make an appointment at the Immigration Office of the City of Hanover, please send an e-mail with the **subject "Ukraine"** to @ [abh@hannover-stadt.de](mailto:abh@hannover-stadt.de).

You can also apply online for a residence permit at the Immigration Office of the City of Hanover at  [www.germany4ukraine.de](https://www.germany4ukraine.de).

## How do I obtain a residence permit and what documents do I need to apply?

You can apply for a residence permit according to § 24 of the Residence Act at the Immigration Office. The residence permit will require an identification of the person concerned, e.g. for the receipt of social benefits.

If you are staying in the city area of the state capital of Hanover, please contact us by mail @ [abh-flucht@hannover-stadt.de](mailto:abh-flucht@hannover-stadt.de) to make an appointment for the identification procedure and to apply for a residence permit.

Please use the **subject "Ukraine"** to enable a quick assignment of the request and a speedy processing.

The appointment request should contain the following information:

- First name and last name of all persons participating in this appointment
- Date of birth of all persons participating in this appointment
- Current residential address of all persons participating in this appointment. Without a residential address in the Hannover city area, registration is not possible. In this case, please contact the State Reception Office of Lower Saxony (Landesaufnahmebehörde Niedersachsen).

Short-term appointments will be made by mail in German for all requests received.

The following documents are required for the appointment:

- if available, the passports of the family members to be registered or otherwise recognized passport replacement documents.

If it is not possible to obtain a certificate of residence, a transitional certificate will be provided. If, in addition, it is already determined that you belong to the group of persons entitled to protection, the transitional certificate will already contain an employment permit.


## **When do I have to register with the registration office (Meldebehörde)?**


With the application for a residence permit according to § 24 Residence Act a registration at the registration office (Meldebehörde) is required. This registration authority is the Residents' Registration Office (Einwohnermeldeamt) and is independent of the Immigration Office (Ausländerbehörde).

If you are staying with relatives, friends or other persons due to the current situation and have not yet applied for asylum in an initial reception facility or moved into other assigned accommodation, you do not have to register with the registration office until three months have passed from the date of entry.

However, all refugees from Ukraine are advised to register with their foreigners authority as soon as possible in order to receive benefits and a residence title and subsequently a work permit.

## **Where can I register to announce my place of residence?**

When you apply for a resident permit, you are required to register your place of residence. You can do this at any citizens' advice bureau (Bürgeramt) after making an appointment. You can find more information on registering a place of residence in the  [Service Portal of the City of Hannover](#).

Even if you already have a residence permit for Germany and have moved within the city of Hannover, please register the move at the Bürgeramt. This re-registration is done at the  [Bürgeramt at Schützenplatz 1](#).


To make an appointment, please send an e-mail to [buergeramt-schuetzenplatz@hannover-stadt.de](mailto:buergeramt-schuetzenplatz@hannover-stadt.de).

The appointment request should include the following information:

- First name and last name of all persons to be registered.
- Date of birth of all persons to be registered.
- Exact number of all persons to be registered.

The following documents are required for the appointment:

- If available, your passport and/or the passports of the family members to be registered or recognized passport substitutes.
- A housing provider confirmation, with which the "transferor", usually the landlord of the apartment, confirms the move-in of all family members or an assignment for accommodation.

The presentation of a financial contract is not enough. You can find the form  [here](#).

- In individual cases, further documents may be required (e.g. translated certificate of marriage abroad). Information on the recognition of foreign documents can be found on the website of the German Foreign Office.

## **I would like to move, but I already receive benefits from the city of Hanover. What do I have to do?**

Upon granting of a residence permit according to § 24 AufenthG by the immigration authorities, a residency requirement for the city area of Hannover is issued. A change or cancellation of the residence requirement is only possible after prior application. Unfortunately, the processing can take some time, since at the moment new grants have to be processed with priority.

To submit an application, please send an e-mail to [abh-flucht@hannover-stadt.de](mailto:abh-flucht@hannover-stadt.de) with a request to move. Please make sure to use the **subject "Ukraine"** to enable a quick assignment of your request.

In addition, please inform the Department of Social Services about your relocation request by e-mail to [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

## **Do I have to apply for asylum?**

There is no obligation to apply for asylum, since the residence rights regulations have already been established with the Directive on Temporary Protection in all EU Member States for the reception of war refugees regardless of an asylum application. As a result, the necessary protection is granted in a faster procedure. Thus, you will receive social benefits also with a residence permit according to § 24 AufenthG. An extension to a total of 3 years is possible.

Ukrainian nationals are therefore advised to not apply for asylum. However, the right to apply for asylum at a later date continues to exist regardless.

If you have any questions about asylum, please contact the hotline of the State Reception Authority (Landesaufnahmebehörde) at ☎ [0511 7282282](tel:05117282282), @ [service-ukraineanfragen@lab.niedersachsen.de](mailto:service-ukraineanfragen@lab.niedersachsen.de). Office hours: Mon.-Thu. 9:00 a.m. - 3:30 p.m., Fri. 9:00 a.m. - 12:00 p.m.


## **Employment law / Occupation**

### **Am I allowed to work in Lower Saxony/Germany?**


Yes! As soon as you have received a residence permit according to § 24 Residence Act, you are allowed to work. Your residence permit must have the entry "employment permitted". This means that taking up employment and also self-employment are permitted.

## Do I need recognition of my professional qualification in order to work?

Recognition of your professional qualification is only required if you want to work in a regulated profession (e.g. doctor, teacher). In non-regulated professions, existing recognition is still very helpful in finding a job that matches your qualifications.

Information on whether recognition of your professional qualification is required and what documentation is needed can be found on this  [website](#).

## I am looking for a job or a training position (Ausbildung). Where can I turn?

The  [Federal Employment Agency](#) provides support in the search for a job or a training position.


## What employment rights do I have as an employee?

You have the right to an employment contract, which in Germany is usually signed in writing. If the contract is only concluded verbally, the employer must put the essential terms of the contract in writing within one month of the agreed start of the employment relationship and hand it over to you. Do not sign anything you do not understand. Find out about your rights and obligations before you start work. Do not accept work where your employment rights are not respected.

The maximum working time per working day (Monday to Saturday) is usually 8 hours for full-time employees. Only in exceptional cases may you work up to 10 hours per day. Always write down your working hours to be on the safe side.

When you start working, you have the right to social security coverage. But even without work you have the right to social benefits.

The general minimum wage in Germany is currently 12 euros per hour. From January 1, 2024, the minimum wage will increase to 12.41 euros, and on January 1, 2025, to 12.82 euros. Many sectors (e.g. cleaning or construction) also have higher minimum wages.

The industry-specific minimum wage applies in the respective industries and varies. You can find an overview  [here](#).

## Can I do an apprenticeship (Ausbildung) in Germany?

Yes, this is possible. The requirement for this is that you are in possession of a residence permit in accordance with Section 24 of the Residence Act or a provisional residence title document with the note "Employment permitted".

Please note that the validity of the residence permit is shorter than the duration of the training. Nevertheless, a training contract can be concluded. If there is a training contract, a residence permit for the purpose of vocational training (§16a Residence Act) can be applied for if the other requirements are met, so that the training can be completed.

Further information on finding a training position is available from the Employment Agency at [>> Ukraine](http://www.arbeitsagentur.de) and the Jobcenter at [>> Ausbildung](http://www.jobcenter-region-hannover.de).

## How do I find a suitable language course? How can I apply for a language course?

With a residence title according to § 24 Residence Act, you can be admitted to an integration course by the Federal Office for Migration and Refugees (BAMF). Courses with childcare are also available. The language courses are free of charge for you.

To participate in an integration course, you must submit an application to the regional office of the BAMF. The application can be downloaded [here](#).

The regional office in Braunschweig (📍 Münchstraße 12, 38118 Braunschweig) is responsible for the city area of Hanover. The regional office can be reached by phone at ☎ [0911 94372601](tel:091194372601) and by e-mail at @ [service@bamf.bund.de](mailto:service@bamf.bund.de).

The Volkshochschule Hannover (Adult Education Center) offers an application consultation every Wednesday from 1 to 3 p.m. in room E-03 at the Haus der Volkshochschule (📍 [Burgstraße 14, 30159 Hannover](#)). Please bring your passport or residence permit. Advance registration is not required.

In addition, the Volkshochschule Hannover offers **arrival courses**. These arrival courses teach the basics of the German language for everyday life. Interested parties can register online for participation in a waiting list. Further information can be obtained from the Adult Education Center (VHS) by calling the hotline number ☎ [0511 168-44787](tel:051116844787).

Other language schools, some of which are free of charge, can be found on the Internet.

## Financial Support

### I still have money saved. Can I keep this when I apply for social benefits?

In principle, you must declare all existing assets when applying for benefits. However, asset exemption limits apply. Up to this amount, savings are not part of social benefits. The applicable asset exemption limits vary greatly from one jurisdiction to another. A final decision can therefore only be made after the application has been examined.

In principle, the following asset exemption limits can be assumed in the legal circles:

In the legal sphere of the Asylum Seekers' Benefits Act (AsylbLG), an allowance of €200 is to be deducted in each case for the person entitled to benefits and his or her family members who live in the same household.

In the legal sphere of the German Social Code XII (SGB XII), "smaller cash amounts or other monetary values" are protected at a flat rate of €10,000 per person of full age. For each minor person who is predominantly maintained by a person of full age, an amount of €500 is assumed.

In the legal sphere of the German Social Code II (SGB II), each member of the community of need is entitled to an allowance of €15,000.



A waiting period of one year from the beginning of the month for which benefits are first received under this Code applies to the consideration of assets. Within this waiting period, assets are only taken into account if they are substantial. Assets are considered substantial if they exceed a total of 40,000 euros for the person entitled to benefits and 15,000 euros for each additional person living with him or her in a household in need of benefits.


### **I receive social benefits. Does this mean that my family members automatically receive social benefits?**

The persons living in a household must be specified when submitting the application.

A separate application is not required when applying for benefits under the AsylbLG and SGB XII for the spouse, partner and minor children of the applicant living in the household.

Furthermore, in the case of an application for benefits under SGB II, no application is required for the applicant's unmarried children living in the household, provided they have not yet reached the age of 25.





### **Do I get financial support for my children?**

You can apply for child benefit in Germany for children who have fled Ukraine. Child benefit is a financial support intended to provide for children. The most important information, including how to apply for the benefit, can be found on 

<https://www.arbeitsagentur.de/familie-und-kinder/...>

### **When am I entitled to benefits under SGB II?**



You are entitled to benefits under SGB II (Bürgergeld) if you have your habitual residence in Germany and are in need of assistance and capable of working. In addition, you must be at least 15 years old and have not yet reached retirement age under German law. People who are not capable of working and who live in a household with people who are capable of working will receive a citizen's allowance if they are not entitled to benefits under SGB XII.

Applications for benefits under SGB II are submitted via the relevant job center. Information on how to apply can be found at  <https://www.arbeitsagentur.de/ukraine>. If you have any questions, you can contact the Jobcenter der Region Hannover (  [Kabelkamp 1a, 30179 Hannover](#)), , by e-mail  [Jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:Jobcenter-Region-Hannover.KK@jobcenter-ge.de) or by telephone at  [0511 65591000](tel:0511_65591000).

### **When am I entitled to benefits under SGB XII?**




You are entitled to benefits under SGB XII if you have your habitual residence in Germany and are in need of assistance. You are only entitled to benefits for assistance with subsistence to ensure the basic needs of daily life according to SGB XII if you have not already obtained a claim according to SGB II.


In order to claim benefits for basic support in old age under SGB XII, you must also have reached the standard age limit under German law. In order to claim reduced earning capacity benefits under SGB XII, on the other hand, you must have reached the age of 18 and have a permanent, full reduction in earning capacity.

The application for benefits under SGB XII is made through the Department of Social Services (  [Hamburger Allee 25, 30161 Hannover](#)). You can reach the Department of Social Services @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de). You can find more information  [here](#).

### **Can refugees receive financial assistance and if so, how to apply for it?**

Yes, financial support is possible for refugees. According to age and earning capacity, you are entitled to benefits according to SGB II (Jobcenter) or SGB XII (Department of Social Services). If you are not yet receiving benefits, please apply for them at the relevant offices. The Application for benefits under SGB XII must be made to the Department of Social Services. This can be reached in writing @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

The application for benefits under SGB II is made through the responsible job center. Information on how to apply can be found at  [>> www.arbeitsagentur.de >> ukraine](http://www.arbeitsagentur.de). If you have any questions, please contact the Hannover Region Job Center [Jobcenter der Region Hannover](#) (  [Kabelkamp 1a, 30179 Hannover](#)) by e-mail @ [Jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:Jobcenter-Region-Hannover.KK@jobcenter-ge.de) or by telephone at  [0511 65591000](tel:0511 65591000).


 Please apply for benefits according to SGB II immediately after receiving the residence permit according to § 24 AufenthG. You will receive the residence permit shortly after your entry into the Federal Republic of Germany, after an appointment at the Immigration Office.

### **Who can go to the Jobcenter?**

All persons between the ages of 15 and 66 are generally considered to be able to work and receive benefits from the Jobcenter.

All persons who are older than 66 or who are provably fully incapacitated for work receive benefits from the Department of Social Services, as do minors who live without parents in Hannover.



You can reach the Social Services Department for further information or to submit an application @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

The job center provides information via the website  <https://www.jobcenter-region-hannover.de/ukraine>. There you will also find access to the application documents and much more detailed information about the services and support offered by the job centers.

### **Do people also receive financial support (e.g. social benefits) if they arrange accommodation on a private basis?**

In principle, a claim exists regardless of the type of accommodation, provided that the need cannot be covered otherwise. This also applies when receiving benefits according to SGB II, or SGB XII or the AsylbLG.

If you have any questions in connection with benefits under the AsylbLG or SGB XII, you can contact the Social Services Department @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

If you have any questions in connection with the benefits according to SGB II, please contact the Jobcenter der Region Hannover (  [Kabelkamp 1a, 30179 Hannover](#)). You can reach the Jobcenter by mail @ [Jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:Jobcenter-Region-Hannover.KK@jobcenter-ge.de) or by telephone at  [0511 65591000](tel:0511 65591000).

### **Are costs for food covered?**

Food costs are part of the benefits for asylum seekers. In the case of benefits under SGB II or XII, which are granted for subsistence, costs for food are also included in the standard requirements.

Asylum seeker benefits as well as benefits according to SGB XII must be applied for at the Department of Social Services (📍 [Hamburger Allee 25, 30161 Hannover](#)). The department can be reached @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

The benefits according to the SGB II must be applied for at the Jobcenter der Region Hannover (📍 [Kabelkamp 1a, 30179 Hannover](#)). You can reach the Jobcenter by mail at @ [Jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:Jobcenter-Region-Hannover.KK@jobcenter-ge.de) or by telephone at ☎ [051165591000](tel:051165591000).

## Voluntary aid and donations

### Who can I contact if I want to volunteer?

On the 🌐 [website of the Volunteer Center Hannover](#) you will find a list of aid organizations where you can volunteer for Ukrainian refugees. Please contact the aid organizations directly using the contact information provided.

🌐 [MapaHelp](#) collects places where Ukrainians can get help in difficult situations. This help consists of shelter, food, psychological and medical assistance or transportation.

### Is a donation of food needed?

The shelters that have been set up are supplied with food and drinks by the operators. However, some aid organizations, such as the Ukrainian Association in Lower Saxony e.V., collect food donations. For more information on collection points for donations, please visit the website of the Volunteer Center Hannover 🌐 [here](#).

### Are material donations needed and if so, where can they be delivered?

At the moment, it is not possible to foresee what the current needs are, so we would like to advise against untargeted donations of goods. A general overview of available collection points as well as currently needed donations can be found on the website of the 🌐 [Volunteer Center Hannover](#). The needs are continuously updated there.

Concrete needs for support will be published by the city of Hannover by a separate appeal.

Financial support, on the other hand, is urgently requested. A selection of organizations that have set up donation accounts can be found 🌐 [here](#).

## Pets

### Do I have to register my pet? What is to be considered with the entry of animals in Germany?

### Registration veterinary authority:

It is necessary to register a cat, a dog or a ferret from Ukraine with the competent veterinary authority. The registration can be done online at this [link](#). With this form you inform the state capital of Hannover which of these pets you brought with you when you moved from abroad and what the status is regarding the required rabies protection. After submitting, you will receive a file to take to a veterinary practice of your choice.

### Segregation Obligation:

You must keep your animal segregated until you provide proof of the required entry requirements regarding rabies.

During this segregation the following applies:

- Always keep your dog on a leash in public!
- Only allow your dog or cat to run free in an escape-proof area!
- Avoid contact of your pet with other people and animals!
- Visit a veterinarian with your animal if it is sick or behaves unusually and inform him about the rabies status / present him with all proofs!

### Dog tax registration:

In addition, it is necessary to register a dog in writing with the Finance Department. This registration can also be done online: [Dog tax registration](#). Furthermore, dogs can also be registered in person at the Finance Department, [Johannissenstraße 10](#).

In principle, taxes are payable for keeping a dog. After registration, the dog owner will receive a tax assessment from the Finance Department.

### How is medical care provided for the pet brought along?

Medical care for the pets brought along is provided by the established veterinarians. For an appointment, the pet owner must contact the respective practice directly. For further information, please contact the Trade and Veterinary Affairs Department of the Public Order Division at [☎ 0511 168-31153](tel:051116831153) or by e-mail [@ 32.2@hannover-stadt.de](mailto:32.2@hannover-stadt.de).


### What vaccinations do pets need in Germany?


Dogs and cats as well as ferrets must be marked with a microchip at the time of vaccination and require a valid rabies vaccination. This must be carried out by a registered veterinarian. If the animal has already been vaccinated against rabies outside the EU, the effectiveness of the vaccination can also be proven by a rabies antibody titer test. This proof is actually to be provided before entry, but can be made up here if necessary.

If you register the animal online under [this link](#), you inform the state capital Hannover which of these pets you brought with you when you moved from abroad and what the status is with regard to the required rabies protection. After submitting, you will receive a file to take to a veterinary practice of your choice.



For further information, please contact the Commercial and Veterinary Affairs Department of the Public Order Division at [☎ 0511 168 31153](tel:051116831153) or [@ 32.2@hannover-stadt.de](mailto:32.2@hannover-stadt.de).

## Children

Children and young people from the Ukrainian war zones can take advantage of a variety of educational and care offers in Lower Saxony. Like all children and adolescents, refugee children have a right to free care, free schooling or vocational training provided by the state - depending on their age. Information about options for childcare, the education system, and language support can be found under  [Childcare and School in Lower Saxony](#).

Detailed information and the most important contact persons on the topic of "Children, Youth and Family" can be found  [here](#). The topic "School, study and education" is dealt with in detail  [here](#).

### What childcare options are there and who can I contact about them?

The Youth and Family Department (  [Joachimstraße 8, 30159 Hannover](#) ) will find a childcare facility for your children that is as close as possible to your home. For further information, please contact the Youth and Family Department at  [0511 168-42786](#).

### Parent-child offers for families from Ukraine

You are looking for a childcare place for your child but have not found one yet? To bridge the time until you get a childcare place, we would like to recommend our parent-child offers! You can find more information in this information sheet: [Parent-child offers German Language.pdf](#).

### When and where can I register my child for school?

**All children from the age of six or seven are considered to be of compulsory school age** in Germany and must attend a school in Hanover if they have their regular place of residence in the Hanover city area 3 weeks after arrival.

Further information can be obtained from the School Department during the following office hours:



Mon., Tue., Thu. 9:00 a.m. - 4:00 p.m.

Wed. 10:00 a.m. - 12:00 a.m.

Fri. 9:00 a.m. - 12:00 a.m. (noon)

 [0511 168-31061](#)


[@beratung-bildungsbuero@hannover-stadt.de](#)



**Does my child need certain vaccinations to participate in school and if so, which ones?**

**A measles vaccination is required for school attendance.** Your child can also be admitted to a school without a measles vaccination. However, vaccination should be given as soon as possible.

### **My child attends an all-day school in Hanover. Can it participate in lunch?**

An application for education and participation benefits ([BuT benefits](#)) is generally required in this case.


If your child is claiming asylum seeker benefits, please contact the Department of Social Affairs (  [Hamburger Allee 25, 30161 Hannover](#)) by e-mail @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

If your child receives benefits according to SGB II, please contact the responsible job centre (  [Kabelkamp 1A, 30179 Hannover](#)). You can reach the Job Centre by email @ [Jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:Jobcenter-Region-Hannover.KK@jobcenter-ge.de) or by telephone on  [0511 65591000](tel:0511 65591000).





### **My child does not speak German. Where does it get language support?**

For children and adolescents with no or little knowledge of German, schools offer various forms of language support. In "preparatory classes", pupils acquire German language skills that are still lacking. The goal is a transition into the regular class.

### **Where can children and adolescents spend their free time?**


In their free time, children and adolescents can visit facilities of the Open Children's and Youth Work of the LHH and the independent providers, such as play parks, youth clubs or youth centers. For further inquiries and information, please contact the Child and Youth Work Department (51.5) @ [51.5@hannover-stadt.de](mailto:51.5@hannover-stadt.de). You can find locations of such facilities near you on the  [Integreat map](#).

### **What is the procedure for hosting children as a host family? Where can one apply and what are the general conditions?**

Host families who would like to take in a refugee child can contact the Foster Child Service (  Nikolaistr. 14,  [0511 168-41550](tel:0511 168-41550)) or the Specialist Centre for Unaccompanied Minor Refugees (  [Badenstedter Str. 221](#),  [0511 168-30460](tel:0511 168-30460)).

This is followed by an examination of the domestic circumstances by employees of the municipal social services. The personal suitability for taking in and caring for a child as well as the spatial and financial situation are examined.

### **Where can underage, unaccompanied refugees turn to?**

If you encounter unaccompanied minors, please contact the clearing office of the Municipal Social Services at  [0511 168-49944](tel:0511 168-49944).

## **Health care**

### **What is the procedure for providing health insurance? Will medical treatments that have already started be continued (e.g. cancer patients, dialysis, etc.)?**

In urgent cases, you can visit the emergency departments of the local hospitals.

If you receive benefits under Social Code II (SGB II) from the Jobcenter, you must have mandatory health insurance with a public health insurance company. To do so, contact a health insurance company of your choice directly and submit a membership application there.

If you receive benefits according to the Social Code XII (SGB XII) from the Department of Social Services, you are not covered by compulsory health insurance. However, you are still entitled to assistance in case of illness. The costs for this are covered by the Department of Social Services. You will be registered for a health insurance of your choice by your case worker in the Department of Social Services and will receive a health insurance card from there.

If you receive benefits under the Asylum Seekers' Benefits Act (AsylbLG), you are entitled to medical and dental services required for the treatment of acute illnesses and pain conditions during the first 18 months of your stay. In addition, you are entitled to medicines and bandages that are necessary for treatment. In individual cases, further benefits may be granted if they are absolutely necessary to safeguard your health.

Pregnant women and mothers in the first weeks after giving birth are entitled to medical and nursing assistance and care, midwifery assistance, medicines, dressings and remedies (§ 4 AsylbLG).

In order for vital treatments to be continued without delay, you must in the short term either

- apply for benefits according to SGB II at the Jobcenter of the Hannover Region (📍 [Kabelkamp 1a, 30179 Hannover](#)). You can reach the Jobcenter by mail at @ [jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:jobcenter-Region-Hannover.KK@jobcenter-ge.de) or by phone at ☎ [0511 65591000](tel:051165591000).

or

- make an appointment at the Department of Social Services to apply for benefits according to the SGB XII or to get a health certificate (Krankenschein) if you are entitled to benefits according to the AsylbLG. The Department of Social Services (📍 [Hamburger Allee 25, 30161 Hannover](#)) can be reached at @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

### **Is psychological care available?**

The 🌐 [Network for Traumatized Refugees in Lower Saxony e.V.](#) and the 🌐 [Social Psychiatric Service](#) offer psychological care. You can also seek psychological treatment from these providers.

If you are receiving benefits under the AsylbLG, you must consult with the Department of Social Services (📍 [Hamburger Allee 25, 30161 Hannover](#)) at @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de) before receiving psychological treatment.

If you receive benefits according to SGB II or XII, you can receive psychological care within the framework of health insurance by presenting your health insurance card. Please note that in individual cases it is advisable to consult with your health insurance company before seeking treatment.

### **Who pays the costs for essential medications?**

If you receive benefits according to SGB II or XII, the medication will be invoiced with your health insurance. Please note that additional payments for the medication may be required.

The costs for essential medications can also be invoiced via a health insurance voucher (Krankenschein) if you are receiving asylum seeker benefits. If you do not yet have such a health insurance voucher, but urgently need vital medication, the costs can be invoiced via the health insurance voucher at a later date. If the medication is administered in the course of inpatient treatment, the hospital and the City of Hannover will settle the bill.

### **What should I do if I am suffering from an acute but not life-threatening illness?**

If you receive benefits according to SGB II or XII, you can receive medical treatment by presenting your health insurance card.

Treatment of acute illnesses is also part of the benefits for illness under the AsylbLG. The application to the Department of Social Services should be made immediately so that the health insurance voucher (Krankenschein) can be provided before the treatment if possible.


### **What should I do if I am suffering from an acute and life-threatening illness?**

Medical help should be sought immediately.

If you receive benefits according to SGB II or XII, you can receive medical treatment by presenting your health insurance card.

In the case of a life-threatening illness, treatment can also be provided without a health insurance voucher (Krankenschein).

If possible, the application to the Job Center or the Department of Social Services should also be made immediately so that you can be included in the compulsory insurance scheme (SGB II), registered with a health insurance fund (SGB XII) or the health voucher can be provided in good time.

Contact  [112](#) in case of life-threatening conditions, such as a suspected stroke.

### **I am pregnant and need medical advice. Where can I get this?**

If you receive benefits according to SGB II or XII, you can claim medical treatment in connection with pregnancy by presenting your health insurance card.

If you receive benefits under the Asylum Seekers' Benefits Act (AsylbLG), you are entitled to medical and dental services required for the treatment of acute illnesses and pain conditions during the first 18 months of your stay. Pregnant women and women who have recently given birth receive additional medical and nursing assistance and care (e.g. ultrasound examinations), midwife assistance, medicines, bandages and remedies.

With a health voucher (Krankenschein) from the Department of Social Services, you can visit a gynecologist's office. In case of emergency, you can visit a hospital or a doctor's office without a health insurance certificate. However, you must have the health insurance voucher (Krankenschein) issued by the Department of Social Services shortly afterwards.

You can find more information, for example, at the following organizations:


- [profamilia](#)
- [National Center for Early Help](#)
- [germany4ukraine](#)



## Studies

### Where can I get information on study matters?

Information is provided by the City of Hannover on the  [website](#).

Leibniz University Hannover also provides information in the form of a FAQ on the following  [website](#).


## Accommodation


### Where can refugees from Ukraine find accommodation after their arrival in Hannover?

The reception and provision of accommodation is arranged via the Regional Refugee Agency (Landesaufnahmebehörde) of Lower Saxony if you are unable to rent your own apartment or cannot live with relatives or acquaintances. Distribution is made from the Regional Refugee Agency (Landesaufnahmebehörde) to other municipalities in the state of Lower Saxony and not necessarily to the state capital of Hanover.


The Regional Refugee Agency can be reached as follows:


#### Regional Refugee Agency of the State of Lower Saxony (Landesaufnahmebehörde des Landes Niedersachsen)

 Boeselagerstr. 4, 38108 Braunschweig

 [0531 618430](tel:0531618430)

 [poststelle-bs@lab.niedersachsen.de](mailto:poststelle-bs@lab.niedersachsen.de)

Should an arrival occur at times outside of rail service, especially at night, please contact the Hannover Fire Department at  [0511 9120](tel:05119120) for overnight accommodations.

Beyond the public offers, people can be accommodated in private households. A possible placement site for private accommodations can be found  [here](#). If you are able to live in private accommodation, it is mandatory that you register with the Foreigners' Registration Office of the City of Hanover within 90 days in order to initiate the procedure for issuing a residence permit.

### Can I rent my own living space?

Yes, as soon as you have a residence permit you can rent your own apartment.

### I have found an apartment. How do I apply for the cost of rent to be covered?

You can apply for the payment of rent costs at the Jobcenter of the Hannover Region or at the Department of Social Services. The key factor here is from which of these institutions you receive your social benefits.

If you receive social benefits from the Jobcenter der Region Hannover (according to SGB II), please contact the Jobcenter der Region Hannover (📍 [Kabelkamp 1a, 30179 Hannover](#), @ [Jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:Jobcenter-Region-Hannover.KK@jobcenter-ge.de), ☎ [0511 65591000](tel:051165591000)) to have your rent paid.

If you receive benefits from the Department of Social Services (according to AsylbLG or SGB XII), please contact the Department of Social Services to have your rent paid. You can send the rental offer by mail to the address 📍 [Hamburger Allee 25, 30161 Hannover](#) or by mail to @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

💡 **IMPORTANT!** Before signing a rental contract, you must submit a rental offer or the (unsigned) rental contract to the Jobcenter Region Hannover or the Department of Social Services, as there are limits to the rental costs and the size of the apartments.

After a successful examination of the rental offer, you will receive feedback as to whether the rent of the apartment is appropriate as well as a decision on the assumption of costs. If the rent costs are too high, you can still rent the housing. In this case, you will only be awarded benefits in the amount of the applicable rent limit. However, the competent institution cannot cover any follow-up costs, costs for the initial furnishing or for the deposit.

### **I have found an apartment. Can I receive financial support for the deposit payment and the initial furnishing of the apartment?**

You can apply informally to the relevant social benefits agency for payment of the deposit and financial support for the initial furnishing of the apartment.

If you receive benefits from the Jobcenter (according to SGB II), the Jobcenter will check whether you can be granted a supporting benefit. You can send the informal application for support by mail to the address 📍 [Kabelkamp 1a, 30179 Hannover](#) or by e-mail to @ [Jobcenter-Region-Hannover.KK@jobcenter-ge.de](mailto:Jobcenter-Region-Hannover.KK@jobcenter-ge.de).

If you are claiming benefits from the Department of Social Services (according to AsylbLG or SGB XII), send the application to the Department of Social Services. You can send it by post to the address 📍 [Hamburger Allee 25, 30161 Hannover](#) or by e-mail to @ [50.19ukr@hannover-stadt.de](mailto:50.19ukr@hannover-stadt.de).

### **Who is responsible for possible damage in private accommodation?**


If you set up a damage in a rented accommodation, you must pay for it yourself. You can not claim support for such damage in the form of social benefits.

### **Is it possible to change from a private accommodation to a refugee shelter?**

A subsequent change from private accommodation to a refugee shelter is possible. In this case, accommodation can be provided in emergency shelters.

If you have any questions, contact the Regional Refugee Agency of Lower Saxony.

### **I would like to provide private housing for Ukrainian refugees. Where can I do this?**

A possible referral site for private housing offers is  <https://www.helfendewaende.de/>

## **Are rental costs covered on a partial basis if I let a refugee live in my apartment/house?**

In principle, it is possible to cover partial rental costs within the framework of asylum seeker benefits. The subletting should be in a reasonable proportion to the total rent.


Provided that the costs for accommodation and heating are financed by the individual benefits of the person providing the accommodation according to SGB II/SGB XII/AsylbLG, no rent shares are currently taken into account for the refugees taken in.


In principle, it is also possible to reimburse proportional utility costs within the framework of asylum seeker benefits. A corresponding written agreement should be made with the refugees in this regard. The written agreement must be submitted to the Department of Social Services - as well as rental offers - in advance for review. If the person providing the accommodation receives benefits according to SGB II/SGB XII/AsylbLG, no additional costs are reimbursed within the framework of the asylum seeker benefits of the accommodated persons. However, the additional expenses will be recognized as part of the benefits of the person providing the accommodation.

## **I have taken in refugees from Ukraine temporarily in my own household. Unfortunately, it is not possible for me to take care of them in my apartment for a longer period of time. What should I do?**

If the persons already have a residence order for the Hanover city area or have received an appointment confirmation at the Immigration Office of the City of Hanover, the persons can contact the Department of Housing and Living in Community Accommodations and Apartments (OE 56.2).

An appointment is possible during the office hours

 Mon. 9 a.m. - 11:30 a.m.  
Tue. 3:00 p.m. - 5:00 p.m.  
Wed. closed  
Thurs. 9 a.m. - 11:30 a.m.  
Fri. closed

at  Leinstraße 14, 30159 Hannover.

In addition, an inquiry is possible by e-mail to [@ 56.21@hannover-stadt.de](mailto:@56.21@hannover-stadt.de), [@ 56.22@hannover-stadt.de](mailto:@56.22@hannover-stadt.de) or [@ 56.23@hannover-stadt.de](mailto:@56.23@hannover-stadt.de). If you would like to receive advice by telephone, please send an e-mail to the above e-mail addresses with your request to be called back.

## **Important points of contact**

### **Municipal Department for Migration Counselling**

The Municipal Department for Migration Counseling offers you assistance in the following matters:

- When submitting applications for the B certificate and admission to the housing agency,
- When you move out of a refugee accommodation into your own flat after you have either found a flat yourself or received an offer of a flat from the Housing Office,
- When submitting an application for admission to an integration course,
- Counselling on language courses, training, work.

You can view the locations of the Municipal Department for Migration Counselling  [here](#).

#### Contact details:

Marianna Sidorkin -  [0511 168 31047](tel:0511 168 31047)

Victoria Forova -  [0511 168 31049](tel:0511 168 31049)

Saharr Sultani -  [0511 168 31379](tel:0511 168 31379)


## Job Centre Hannover Region

 [Vahrenwalder Strasse 245, 30179 Hanover](#)

#### Locations:

<https://www.jobcenter-region-hannover.de/standorte>

#### Note:

Protection seekers from Ukraine who live in the city of Hanover receive support at the  [Kabelkamp location](#).

At the Jobcenter of the Hannover Region, you can apply for benefits for the basic needs (Grundsicherung) of job seekers (SGB II / Arbeitslosengeld II / Bürgergeld). Basic security includes financial support, health insurance, access to support and qualification offers, such as language courses, integration courses as well as further education opportunities. In addition, the costs for accommodation and heating can be covered. The application is made via the Job Centre

**Important:** You do not have to come to the Job Centre in person to make an application. You can also send us the application by post or e-mail.

For more information about the services offered by the Jobcenter, click  [here](#).

## Department of Social Services of the City of Hanover

📍 [Hamburger Allee 25, 30161 Hannover](#)

✉️ [50.19Ukr@hannover-stadt.de](mailto:50.19Ukr@hannover-stadt.de)

In the Department of Social Services, you can apply for benefits for basic living expenses and basic benefits for the elderly and for persons with reduced earning capacity in accordance with the German Social Code XII (SGB XII). Assistance with living costs and basic benefits for the elderly and for persons with reduced earning capacity include, in particular, benefits for food, housing, clothing, personal hygiene, household goods, heating and personal needs.

## Hanover Employment Agency

📍 [Brühlstrasse 4, 30169 Hanover](#) At the Hannover Employment Agency you will receive advice and information on:

- Labour market access and placement
- Recognition of educational qualifications
- Language acquisition (integration and professional language courses)
- Information events at the employment agency

## Recognition and qualification counselling of the Hanover Chamber of Industry and Commerce (IHK)

📍 [Schiffgraben 49, 30175 Hannover](#)

The Hannover Chamber of Industry and Commerce is responsible for the recognition procedures for education and training qualifications in the fields of industry, commerce and services. In addition, the Hannover Chamber of Industry and Commerce offers free recognition and qualification consulting for all occupational groups as part of the "Integration through Qualification - IQ" program. You can find more information 🌐 [here](#).

## Ukrainian Association in Lower Saxony e. V.

📍 [Königstraße 20, 30175 Hanover](#)

☎️ [01575 3087566](tel:015753087566) for general questions and inquiries regarding refugees from Ukraine, press inquiries ☎️ [0157 34539284](tel:015734539284) for inquiries regarding (material) donations

✉️ [info.uvnev@gmail.com](mailto:info.uvnev@gmail.com) 🌐 <https://uvnev.de/>