

## Table of Contents

<b>Counselling and support</b>	<b>2</b>
Ingolstadt Social Compass - a guide to support, assistance and services	2
What is an advice centre?	2
<b>Special counselling centres for migrants</b>	<b>3</b>
What does the refugee and integration counselling service do?	4
Refugee and integration counselling at ANKER	5
Migration counselling for adult immigrants (aged 27 and over)	6
Migration counselling for young people	8
Unaccompanied refugee minors	9
MiMi - With migrants for migrants (MiMi-Bayern)	10
Help with housing problems, help with imminent homelessness, help for the homeless	11
Advice centres on private debt and private insolvency - Attachment protection account	15
Recognition of foreign educational qualifications	16
<b>Anti-discrimination, victim counselling</b>	<b>18</b>
B.U.D. - Counselling. Support. Documentation for victims of right-wing extremist violence	18
Anti-Discrimination Centre of the City of Ingolstadt	19
Experiences with discrimination	19
What can queer refugees do against violence and bullying?	21
Counselling and contacts for queer people - LSBTQIA+	22
<b>Counselling and help in cases of violence, abuse, crises and forced marriage</b>	<b>23</b>
Support, counselling and help in the event of (imminent) forced marriage	23
Help with violence and abuse - Are you a woman in need?	24
Trauma, acute crises and psychological stress	28
Exchange and networking	30
Problems in the family	33
Reason for fleeing queer: Queer Refugees Germany	33
Return to the home country	34
<b>Help from volunteers</b>	<b>35</b>
Language centres in Ingolstadt	35
The Ingolstadt Migration Council	37
Full-time integration guides of the city of Ingolstadt	39
Amnesty International Group Ingolstadt	40
Get involved in the city society as a volunteer	40
Important information on the Internet	42
Trace the Face - DRK Tracing Service	42

## Counselling and support

### Ingolstadt Social Compass - a guide to support, assistance and services

#### Ingolstadt Social Compass

The guide for a liveable Ingolstadt

"Ingolstadt worth living in" - this is the motto under which we have compiled this guide. It contains a lot of important information. For people with little money. Or people living in difficult situations.

In this guide, we show you how you can save money in Ingolstadt. We give you tips and also inform you about statutory benefits and assistance. You may be entitled to these.

We also introduce you to various counselling services. These services will help you with money problems. They also help with social problems. They support you in difficult times.

💡 Just take a look - it's worth it!

💡 Further information: can be found on the website of the City of Ingolstadt under "[Ingolstadt Social Compass](#)".




#### What is an advice centre?

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You can go to a counselling centre if you have questions or problems. There you will receive professional support and advice from trained staff.

Counselling is free of charge. The staff are bound to confidentiality. This means that they are not allowed to pass on any information if you do not want them to. Counselling is often also available anonymously. This means that you do not need to give your name.

You can ask if the staff speak a language other than German and English. You can also take  [a language helper or a language mediator](#) with you.

In some counselling centres, you must make an appointment for a consultation. You can do this in advance by telephone.

If you cannot immediately find the right advice centre, ask! The counselling centres usually know each other and can direct you to the right address.

You can find health counselling centres at  [here](#).

## Special counselling centres for migrants

### Welcome to Ingolstadt!

Are you new to Ingolstadt?

Are you looking for help or orientation?

Do you have questions about applying for asylum or living in the city?

Then the **refugee and integration counselling** service can help you.

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## What does the counselling service offer?

You can get there:

- Information about offers and projects in Ingolstadt,
- Support with getting started in your new surroundings,
- Counselling in various languages (in some places).

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## Who can come to the counselling service?

The counselling is for:

- all new immigrants,
- including EU citizens.

The counselling service is primarily aimed at

- Asylum seekers,
- recognised refugees,
- people with a tolerated stay.

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## Why is counselling important?

A new life in Germany brings many changes:

- a new language,
- a new culture,
- a new school or job,
- many new people.

This is often difficult - especially at the beginning.

But: **you are not alone!**

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## Who else can help?

There are many places in Ingolstadt that will support you.

You can get help there for your start and your life in the city.

### What does the refugee and integration counselling service do?


#### What does the counselling service do?

The refugee and integration counselling service helps with

- Questions and problems regarding the asylum procedure,
- Questions and problems in the context of integration after a positive asylum procedure,
- Immigration to Germany.

The counselling service will also help you with applications.

Personal counselling is only possible by appointment. You will find the right contact person on the following page. You will also find the contact details there.

💡 Are you looking for a counselling centre? With the help of  [BAMF-NAV!](#) you can find all counselling centres in Bavaria on a map.

💡 **Counselling is free of charge.**


#### What questions and topics does the refugee and integration counselling service advise on?

You can ask the counselling centres questions on various topics, e.g:

- How does the asylum procedure work?
  - What is important at the interview?
  - What does the residence status mean?
  - Which language course can I do?
  - Who can help with problems?
  - Where can I apply for financial aid?
  - How do I fill out forms?
-

- I would like to stay in Ingolstadt. What can I do?
- I am looking for a job. Who can help me?
- I would like to return to my country of origin. What do I have to do?
- and much more ...

Do you have a very specific question? The counsellors will help you find the right advice centre (e.g. psychological services, medical specialists).

 **Important:** This is not legal advice like that from a lawyer!

Counselling centres in Ingolstadt

Counselling takes place at various locations. The counsellors offer consultation hours in the accommodation for refugees (transitional homes). You can also find the service at the general advice centres.

## Refugee and integration counselling at ANKER

### Asylum procedure counselling:

Do you need information about the asylum procedure? Would you like to know your rights and obligations in the asylum procedure?

The counsellors will prepare you for the interview. They will explain which documents may be important.

They explain the asylum decision. They explain what you can do afterwards.

They will help you with family reunification. They answer questions about the right of residence.

They will advise you on appeals against the asylum decision. They will inform you about a possible follow-up application for asylum.

Counselling is free of charge and independent of the authorities.

### Asylverfahrensberatung PAF | Max-Immelmann-Kaserne (MIK)

 [Ambergerweg 3, 85276 Pfaffenhofen an der Ilm](#)

 [@Ankereinrichtung-Manching@caritasmuenchen.org](mailto:Ankereinrichtung-Manching@caritasmuenchen.org)

 <https://www.caritas-asylsozialberatung-pfaffenhof...>

### Asylverfahrensberatung PAF | NBS (Neuburger Straße)


 [Ambergerweg 3, 85276 Pfaffenhofen an der Ilm](#)

 [@Anker-NBS@caritasmuenchen.org](mailto:Anker-NBS@caritasmuenchen.org)


 [+4984418083850](tel:+4984418083850)

 <https://www.caritas-asylsozialberatung-pfaffenhof...>


## Münchener Flüchtlingsbus | Beratung im Asylverfahren

 [Dachauerstr. 17, 80335 München](#)

 [@info@mfr.ngo](mailto:info@mfr.ngo)

 [+498912390096](tel:+498912390096)

 <https://muenchner-fluechtlingsrat.de/der-verein/p...>

 See notice board in the accommodation centres.

### Migration counselling for adult immigrants (aged 27 and over)

**Have you come to Germany and are over 27 years old?** The Migration Counselling Service (MBE) will help you from day one. Counselling is free and confidential. You will receive support in many areas:


- Housing: How do I find a flat? How much does it cost?
- Money: Where can I get help if I don't have a job? Where do I apply for child benefit?
- Learning German: Where and how can I learn German?
- Job: How will my qualification be recognised? How do I find work?
- Health: How do I get health insurance? How do I find a doctor?
- Family: Who will help me during my pregnancy? Who can help me with family problems?
- Authorities: What do I do if I receive a letter from the immigration office?
- Can I extend my residence permit?

If you are allowed to stay in Germany, have a permit for freedom of movement or a right to stay, you can get help.

The counselling is for people who have recently arrived in Germany. It is particularly available in the first three years after arrival.

You must be allowed to live in Germany. You need a residence permit for this. Counselling is free of charge. You will receive help, support, information and clarification on various topics:

- Support in dealing with public offices and authorities
- Advice on migration issues and your residence status
- Information on financial security
- Help with filling out applications
- Integration courses, for example German language courses
- Advice on the recognition of foreign qualifications and initial information on this
- Information on the education system and social security in Germany
- Advice on school, training and employment
- Help with the immigration of children, spouses and other family members

 Are you between 12 and 27 years old? Then there is a special counselling service for you: the [youth migration services](#).

👥 Asylum seekers and recognised refugees can contact the Office for Social Affairs. They offer counselling for refugees and integration. Asylum seekers in the procedure and those accommodated decentrally in Ingolstadt as well as refugees after recognition can register here.

**Social welfare office**  
**Refugee and integration counselling**

📍 [Hohe-Schul-Straße 3](#)

85049 Ingolstadt

☎ [0841/305-50293](tel:084130550293) / [-50295](tel:084130550295) / [-50297](tel:084130550297)

✉ [@beratung-asyl@ingolstadt.de](mailto:@beratung-asyl@ingolstadt.de)

📅 Appointments by arrangement

👥 The following centres advise various groups:

- Citizens of the European Union (EU)
- Late repatriates (people with German roots returning to Germany)
- Immigrants from outside the EU
- Recognised refugees
- with their children and family members

All these people can get help here.

They receive counselling on the following topics from their first day in Germany:

- Housing
- Finances and money
- Learning German
- School and work
- Health, family and education
- Marriage, family and education
- Authorities, residence in Germany

**Diaconal work**  
**Refugee and integration counselling**

Schrannenstraße 5

85049 Ingolstadt

☎ [0841/93309-16](tel:08419330916)

Fax: [0841/93309-43](tel:08419330943)


✉ [@Integrationsberatung-Diakonie@dw-in.de](mailto:@Integrationsberatung-Diakonie@dw-in.de)

📅 Appointments by arrangement


**Caritas district centre**  
**Refugee and integration counselling**  
**Migration counselling for adults**


 [Jesuitenstraße 1](#)

85049 Ingolstadt

 [0841/309-134](tel:0841309134) /-135/ -136/ -138/ -139/ -145

 [migration@caritas-ingolstadt.de](mailto:migration@caritas-ingolstadt.de)

 Mon to Fri: from 09:00 - 11:00 and 14:00 - 16:00.

 Appointments by appointment.

### **MBE - Migration counselling for adult immigrants**

Migration counselling for adult immigrants (MBE)

independent - free of charge - confidential - also online

MBE is a service for immigrants aged 27 and over and their children.

The MBE provides support on the following topics from the first day in Germany:

- Housing
- Finances and money
- Learning German
- School and work
- Health, family and education
- Marriage, family and education
- Authorities, residence in Germany

### [Migration counselling for adult immigrants](#)

#### **Migration counselling for young people**

#### **Youth Migration Services (JMD) Help for young people**

The Youth Migration Services (JMD) support young people between the ages of 12 and 27 who have immigrated to Germany. The aim of the JMD is to make it easier for young people to settle in Germany. They receive support in many areas. Counselling is free and simple.

#### **What we can do for you:**

- We explain how life, work and living in Germany works.
- We help you to find the right school or training programme.
- We support you if you would like to have a qualification recognised.
- We answer questions about money and laws.
- We help with personal concerns.
- We show you leisure activities.
- We accompany you to appointments, for example at public offices.


#### **Social welfare office - help for refugees**

The Social Welfare Office in Ingolstadt supports people who have fled to Germany. This also includes asylum seekers. The aim is to make it easier for them to settle into everyday life. The office also helps with legal issues.

[How to reach us:](#)


 [Hohe-Schul-Straße 3](#)

85049 Ingolstadt

 [0841/305-50293](tel:0841/305-50293), [0841/305-50295](tel:0841/305-50295), [0841/305-50297](tel:0841/305-50297)

 [@beratung-asyll@ingolstadt.de](mailto:@beratung-asyll@ingolstadt.de)

 [www.ingolstadt.de/Asylangelegenheiten/](http://www.ingolstadt.de/Asylangelegenheiten/)

 Visits are only possible by appointment.

## **EJSA - Ingolstadt e.V. Opportunities for young people**

The Protestant Youth Social Work Centre (EJSA) offers many services for young people. The aim is to give young people new opportunities and promote their skills.

What we offer:

- Counselling for refugees
- Help from the youth migration service (for 12 to 27-year-olds)
- Projects in small groups (JMD in the neighbourhood)
- Support for adults


Contact:

[Permoserstraße 69](#)


85057 Ingolstadt



[0841/885638-0](tel:0841/885638-0)

 [info@ejsa-ingolstadt.de](mailto:info@ejsa-ingolstadt.de) or [info@jmd-in.de](mailto:info@jmd-in.de)

 You can find more information on the [JMD Ingolstadt](#) page.

 Appointments can be arranged by telephone.

## **Unaccompanied refugee minors**

### **Office for Youth and Family - Youth Welfare Office**

Is a refugee under the age of 18? Have they travelled to Germany unaccompanied? Then they are classed as an unaccompanied minor foreigner = umA. These young people are reported to the Youth and Family Welfare Office. The Youth Welfare Office talks to the young person and establishes their age.

- The person is under 18 years old. Then the person is a minor. The Youth Welfare Office takes care of this person. The office takes the person to a youth centre.
- The person is over 18 years old. Then the person is of legal age. They receive a rejection notice. Alternatively, they are treated as an adult.

 The Youth Welfare Office will bring an interpreter to the interview.

💡 You are not yet 18 years old on your proof of arrival? The Youth Welfare Office gives you a rejection notice? Then the Youth Welfare Office must enter a new date of birth on the notification. Only then can you have your documents changed at the Immigration Office and the Social Welfare Office.

Some minors (persons under the age of 18) travel **with relatives**. This could be an uncle or aunt. They could be cousins or older siblings. Your accommodation provider will report this to the Youth Welfare Office after your arrival. The Youth Welfare Office will speak to the minor and the adult relatives. The Youth Welfare Office will check whether the minor can stay there. The Youth Welfare Office will also decide whether a guardian should be appointed. The youth welfare office itself brings an interpreter to the interview.

💡 The adult relatives can also apply to the **family court** for guardianship themselves. The guardianship gives the relative full responsibility for the minor instead of the parents.

### **Office for Youth and Family - General Social Services (ASD)**

Town Hall for Social Affairs

[Adolf-Kolping-Straße 10](#)

85049 Ingolstadt

☎ 0841 305-45717



0841 305-45719

@s [ozialedienste@ingolstadt.de](mailto:ozialedienste@ingolstadt.de)

Mon., Tue.: 08:00 - 12:30 13:30 - 16:00

Wed. by arrangement

Thu. 08:00 - 12:30 13:30 - 17:30

Fri. 08:00 - 12:30

💡 Despite the stated office hours, it is advisable to make [an appointment](#) at 🌐.

### **MiMi - With migrants for migrants (MiMi-Bayern)**

Do you live in Ingolstadt and come from another country?

Would you like to learn something about the healthcare system in Germany?

#### **MiMi-Bayern offers:**

- Free training as a "health pilot" (about 50 hours).
- Migrants give other migrants information on health and illness.

The programme is available in many languages!

### **Network for Labour and Social Issues NefAS e. V.**

[Permoserstrasse 69](#)

85057 Ingolstadt

@l [inda-qa.sem@web.de](mailto:inda-qa.sem@web.de)

☎ [0163/3306982](tel:01633306982)

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## [With migrants for migrants \(MiMi\) - Intercultural health in Bavaria](#)

MiMi-Bavaria is a project of the Ethno-Medical Centre e.V.

It is funded by the Bavarian State Ministry of Health and Care and MSD SHARP & DOHME GMBH.


## **Help with housing problems, help with imminent homelessness, help for the homeless**


### **Housing problems - time to act**


If you have problems with your landlord or are unable to pay the rent or service charges, you could end up in debt or be evicted, and ultimately homeless. Don't wait until it's too late! Seek help quickly while you still have the chance to change things. There are various options for counselling and support.

 You can find the [brochure "Keeping your home"](#) here.

### **Definition of terms**

 You have no accommodation? Do you have to or will you have to spend the night on the street? Then you are **homeless** and must be provided with accommodation. This accommodation must meet the requirements of humane accommodation. The basic right to physical integrity must be respected.

 A person is **homeless** if they do not have a secure tenancy agreement or appropriate residential property. Or who is only institutionally housed.

 Anyone at risk of losing their home due to a landlord's notice to quit or an eviction action is **at risk of homelessness**.

### **Help from the local authority**

The local authority can provide you with various forms of assistance:

- If you are threatened with losing your home
- and you are unable to find new accommodation on your own,
- or you have become homeless due to a sudden event.

 [Keep your flat brochure.PDF](#)

### **What do I have to do?**

People living or staying in the Ingolstadt area who are threatened with homelessness


- should contact the City of Ingolstadt's specialist centre for the prevention of homelessness as soon as possible
- You must do everything you can to keep your current home or find a new one


- should contact the housing office of the city of Ingolstadt to apply for [a housing entitlement certificate](#) and/or [housing benefit](#).

## City of Ingolstadt - Specialist centre for the prevention of homelessness and homelessness

 [Auf der Schanz 39](#)


85049 Ingolstadt

 [+49 \(0\) 84130550205](#) , [+49 \(0\) 84130550206](#) , [+49 \(0\) 84130550207](#)

 [bdachlo](mailto:bdachlo@ingolstadt.de) senhilfe@ingolstadt.de


 [www.ingolstadt.de/wohnungslosigkeit](http://www.ingolstadt.de/wohnungslosigkeit)

- Have you just lost your flat?
- Do you have problems with your landlord?
- You owe rent or energy bills or have received an eviction notice from the court (yellow letter)?
- Have you been homeless for a long time and need a place to sleep?

 Contact the City of Ingolstadt's specialist centre for the prevention of homelessness.

The specialist centre will help you clarify the problems with your home. If you are currently homeless, the city of Ingolstadt will provide you with a place to sleep.

 **Important: The specialist centre does not arrange housing.**

 You can come to these consultation hours without making an appointment:


Monday 08:00 - 09:00, 14:00 - 15:00


Tuesday 08:00 a.m. - 09:00 a.m., 2:00 p.m. - 3:00 p.m.

Wednesday 08:00 a.m. - 09:00 a.m.

Thursday 08:00 a.m. - 09:00 a.m., 2:00 p.m. - 3:00 p.m.

Friday 08:00 a.m. - 09:00 a.m., 11:00 a.m. - 12:00 p.m.

 Bring a valid ID and all your documents relating to your current housing situation.

 You can also arrange a separate consultation appointment outside of office hours.


 If you do not speak German or English, please bring a translator with you.

## Important contact persons

## Ingolstadt and surrounding area tenants' association

 [Mauthstraße 2](#)

85049 Ingolstadt

 [+49 \(0\) 84117744](#)



[+49 \(0\) 84117734](tel:+49084117734)

[@i nfo@mie](mailto:nfo@mie) terverein-ingolstadt.de

[www.mieterverein-ingolstadt.de](http://www.mieterverein-ingolstadt.de)

Here you must be or become a member and pay a fee.

## Who can become a member?

Any tenant can become a member. A tenant is anyone who has concluded or signed a tenancy agreement. Only one person can become a member. You can view the membership fees on the homepage.

## How do I become a member?

The easiest way is to join online. Or you can come to our office at Mauthstraße 2 during office hours and fill in the membership application form.

## What do I get in return?

Our experienced legal advisors and lawyers will advise you free of charge on all matters relating to tenancy law:

- Operating cost statements
- Housing defects
- rent increase
- Tenancy agreement
- Landlord cancellation
- Rent deposit
- Cosmetic repairs
- Tenant newsletter: You can also receive the tenant newsletter as an online edition or in traditional paper form.
- Legal expenses insurance for tenants: A strong legal expenses insurance policy will help you if you have to go to court.
- Information and public relations work: We give presentations. We influence politics through our state and federal association.

## There are also opportunities for further support:

### St Francis Street Ambulance


[Moritzstr. 2](https://www.google.com/maps/place/Moritzstr.+2,+85049+Ingolstadt,Germany/@48.363855,10.981111,15z)

85049 Ingolstadt

[+49 \(0\) 8411428784](tel:+4908411428784)

[@b ruder-m](mailto:ruder-m@artin-ambulanz-web.de) artin-ambulanz@web.de

[www.stra](http://www.stra.ssenambulanz-ingolstadt.de) ssenambulanz-ingolstadt.de

 Opening hours:


Monday to Friday 09.00 - 17.00

At the street outpatient clinic you can get cheap food, take a shower and do your laundry. They receive medical and nursing care and are supported in many areas.

## Villa Johannes - Caritas district centre Ingolstadt

 [Gaimersheimer Street 15 ½](#)

85057 Ingolstadt


 [+49 \(0\) 841309177](tel:+490841309177)



[+49 \(0\) 841309179](tel:+490841309179)

 [villa-johannes@caritas-ingolstadt.de](mailto:villa-johannes@caritas-ingolstadt.de)

 <http://www.villa-johannes.de>

 Opening and consultation hours:

Monday 08:00 - 16:00

Tuesday 08:00 - 16:00

Wednesday 08:00 - 16:00

Thursday 08:00 - 16:00


Friday 08:00 a.m. - 13:30 p.m.


Villa Johannes is a day centre for people suffering from addiction. The centre offers a low-cost breakfast and lunch, activities and practical help such as the use of washing machines. You will also receive counselling and support on all aspects of addiction.

## Café NeuHaus - SkF Ingolstadt e.V.


 [Schrannenstr. 1a](#)

85049 Ingolstadt

 [+49 \(0\) 841937550](tel:+490841937550)

 [cafe.neuhaus@skf-ingolstadt.de](mailto:cafe.neuhaus@skf-ingolstadt.de)

 [www.skf-ingolstadt.de/cafe-neuhaus](http://www.skf-ingolstadt.de/cafe-neuhaus)

 Opening hours

Monday 09:00 a.m. - 11:30 a.m., 1:00 p.m. - 5:00 p.m.

Tuesday 09:00 a.m. - 11:30 a.m., 1:00 p.m. - 5:00 p.m.

Wednesday 09:00 a.m. - 11:30 a.m., 1:00 p.m. - 5:00 p.m.

Thursday 09:00 a.m. - 11:30 a.m., 1:00 p.m. - 5:00 p.m.

Friday 09:00 a.m. - 11:30 a.m., 1:00 p.m. - 5:00 p.m.

Café NeuHaus offers all women who are about to lose their home or are acutely homeless and living on the street a safe place.

Here you will find counselling, exchange, peace and support. From women for women.

You can not only drink coffee and eat cake, but also do laundry, receive mail or get counselling.


The café staff can also help you with administrative matters.

[Women's café flyer](#)

## Railway station mission Ingolstadt main station

 [Station street 8](#)

Central Station / Platform 1  
85051 Ingolstadt

 [+49 \(0\) 841309500](tel:+49(0)841309500)



[+49 \(0\) 841309509](tel:+49(0)841309509)

 [@b ahnhofs mission@caritas-ingolstadt.de](mailto:mission@caritas-ingolstadt.de)

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

 Opening hours:

Monday 09.00 a.m. - 5.00 p.m.

Tuesday 09.00 a.m. - 17.00 p.m.

Wednesday 09.00 a.m. - 5.00 p.m.

Thursday 09.00 a.m. - 5.00 p.m.

Friday 09.00 a.m. - 5.00 p.m.

Saturday and Sunday **closed**.

Also **closed** on public holidays and on 24 and 31 December.

The station mission helps if you

- are exhausted.
- are hungry or thirsty.
- are injured, ill or weak.
- something is bothering you and you are looking for support or advice.
- need a moment of reflection, with yourself or with your faith.
- you can't find a place to change or breastfeed your child.
- have damaged your clothes due to a mishap.
- urgently need to make a phone call.
- have no place to sleep.
- have been robbed.

 The station mission also offers travel assistance on regional routes within Bavaria.

**Advice centres on private debt and private insolvency - Attachment protection account**

**Help with debts: Debtor and insolvency counselling**

Debtor and insolvency counselling helps people who have debts. It provides tips and support.

#### Our services:

- **Checking your debts:** We take a look at your financial situation.
- **Secure basic needs:** We help to make sure you have enough money for the essentials.
- **Make a budget plan:** We plan your income and expenditure together.
- **Talk to creditors:** We negotiate to find solutions.
- **Attachment protection account (P-account):** We issue a certificate so that your account is protected.

💡 Our advice is free of charge. If you have any questions, please get in touch.

### **Caritas Ingolstadt | Schuldner- und Insolvenzberatung**

📍 [Jesuitenstraße 1, 85049 Ingolstadt](#)

✉️ [@schuldnerberatung@caritas-ingolstadt.de](mailto:schuldnerberatung@caritas-ingolstadt.de)

☎️ [+49 \(0\) 8413090](tel:+49(0)8413090)

🌐 <https://www.caritas-kreisstellen.de/alle-kreisste...>

### **Diakonie Ingolstadt | Schuldner- und Insolvenzberatung**

📍 [Schrannenstr. 5, 85049 Ingolstadt](#)

✉️ [@schuldnerberatung@dw-in.de](mailto:schuldnerberatung@dw-in.de)

☎️ [+49 \(0\) 8419330920](tel:+49(0)8419330920)

🌐 <https://dw-in.de/portfolio-items/schuldnerberatun...>

## **Recognition of foreign educational qualifications**

### **Certificates and their importance in Germany**

Certificates are important in Germany. They show what someone has learnt at school, at university or at work. A job reference describes your performance in your job.

A certificate proves what knowledge and skills you have. This helps when looking for a job. You also need a certificate for admission to a school or university.


If you have certificates from abroad, you can have them recognised. An authority will check which qualifications the certificate confirms. This allows you to categorise your achievements correctly.

If certificates are missing, there are alternatives. You can prove your professional experience and skills through tests

### **Recognising school qualifications from abroad**

Anyone who has obtained a school-leaving qualification outside Bavaria should contact the Bavarian State Office for Schools. This authority checks whether the qualification is equivalent to a German school-leaving qualification. The examination is free of charge.

## **Bayerisches Landesamt für Schule | Bewertung von allgemeinbildenden Schulabschlüssen aus dem Ausland, Prüfung der Gleichwertigkeit von bestimmten ausländischen Berufsabschlüssen**

 [Stuttgarter Str. 1, 91710 Gunzenhausen](#)

 [@zast@las.bayern.de](mailto:zast@las.bayern.de)

 [+49 \(0\) 98315166444](tel:+49(0)98315166444)

 <https://www.las.bayern.de/zeugnisanerkennung/zeug...>


## **Recognising professional qualifications from abroad**

Anyone who has completed a vocational or academic qualification abroad can get support. The bfz (Berufliche Fortbildungszentren der Bayerischen Wirtschaft) helps with recognition.


The bfz offers

- Advice on recognition
- Help with the application
- Support with the costs
- Assistance with the assessment of the decision
- Information on further training

## **Berufliches Fortbildungszentrum der Bayerischen Wirtschaft (bfz) | Berufliche Aus- und Weiterbildungen, Unterstützung bei der Vermittlung in Job oder Ausbildung und bei der Integration ins Berufsleben**

 [Viehmarktplatz 9, 85055 Ingolstadt](#)

 [@info-in@bfz.de](mailto:info-in@bfz.de)

 [+49 \(0\) 84198150](tel:+49(0)84198150)

 <https://www.bfz.de/>

## **Professional qualifications: Important information**

The Bavarian State Office for Schools also examines vocational qualifications from abroad. This examination costs money. However, you can apply for a grant. You can find more information here:

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



Three major websites offer information on the recognition of foreign qualifications:

["Anabin"](#) evaluates educational certificates from abroad. Authorities, employers and private individuals use this data.

["Recognition in Germany"](#) helps skilled workers with foreign professional qualifications. They can find out whether they need official recognition.

The ["BQ-Portal"](#) is aimed at chambers and companies. It helps to correctly assess foreign professional qualifications.

## Anti-discrimination, victim counselling

### **B.U.D. - Counselling. Support. Documentation for victims of right-wing extremist violence**

#### **What is the B.U.D.?**

B.U.D. is a Bavaria-wide counselling service for those affected by right-wing, racist and anti-Semitic violence.

B.U.D. helps people who have been insulted, threatened or attacked by right-wing extremists or racists, or who have witnessed an attack.

They can talk about their fears and their emotional situation.

#### **How does the B.U.D. help?**

B.U.D. explains the course of an investigation procedure to you.

We will accompany you to the police and to court if you wish.

We also help you to find a lawyer or a therapist.

Counselling is free and confidential.

We will come to you.

We can also organise interpreters.


B.U.D. is independent of state authorities. You decide for yourself how B.U.D. can support you.

#### **Contact details:**

### **B.U.D. - Counselling. Support. Documentation for victims of right-wing extremist violence**

@

[info@bud-bayern.de](mailto:info@bud-bayern.de)

 [+49 \(0\) 15121653187](tel:+49(0)15121653187)



[www.bud-bayern.de](http://www.bud-bayern.de)

## Anti-Discrimination Centre of the City of Ingolstadt

### Anti-Discrimination Office of the City of Ingolstadt

[Rathausplatz 4](#)

85049 Ingolstadt

 [0841/305-1165](tel:08413051165)

[@a ntidisk](mailto:@a_ntidisk_riminierungsstelle@ingolstadt.de) [riminierungsstelle@ingolstadt.de](mailto:riminierungsstelle@ingolstadt.de)

[www.ingolstadt.de/Antidiskriminierungsstelle](http://www.ingolstadt.de/Antidiskriminierungsstelle)

 Please understand that an appointment is required for a counselling session.

We also ask for your understanding that we are responsible for Ingolstadt.

 For enquiries from other locations, please contact the [Federal Anti-Discrimination Agency](#):

### What does discrimination mean?

Discrimination = someone is treated less favourably because of their skin colour, origin or religion, for example

Anti-discrimination = no one may be treated less favourably because of their skin colour, origin or religion, for example

### Who is the Ingolstadt Anti-Discrimination Centre for?

You feel discriminated against by others (= treated less favourably).

You are treated unfairly by others, for example because of your origin.

### What does the Anti-Discrimination Office do?

It offers counselling.

It offers support.

It refers you to other contact centres.

It acts in accordance with the General Equal Treatment Act (**AGG**).

### The AGG prohibits discrimination on six grounds:

1. you must not be discriminated against because of your skin colour, language or origin.
2. you must not be treated badly because of your gender.
3. you must not be discriminated against because of your religion.
4. you must not be discriminated against because you are disabled.
5. you must not be discriminated against because you are "too young" or "too old".
6. you must not be discriminated against because you are, for example, homosexual, bisexual or transsexual.

### Experiences with discrimination

Treating people unequally because of certain characteristics is prohibited in Germany. But it is still widespread. Whether when looking for accommodation, at work, in authorities, schools,

doctors' surgeries, in leisure time or with the police. Discrimination can happen in all areas of life.

However, you do not have to simply accept discrimination. You have the right to defend yourself against it.

All people in Germany have this right. Regardless of their origin or residence status. This is enshrined in the German Basic Law as one of the human rights. You can take legal action against discrimination.

## Have I been discriminated against?

Sometimes you don't know exactly whether you have been discriminated against. You are unsure because other people don't see a problem with an action or don't think the discrimination is bad. This is where counselling can help. The staff at the counselling centre will take your experiences seriously. They can tell you whether your experience is also legally considered discrimination and what legal options you now have. But even if your experience is not legally considered discrimination, the counselling centre can help you. The staff can help you to come to terms with what you have experienced and develop strategies for the future.

## Anti-discrimination counselling centres

- support all people who have experienced discrimination and would like counselling.

 [Federal Anti-Discrimination Centre](#)

The staff speak German. Counselling is free of charge and anonymous if desired.

 [+49 \(0\) +49 \(0\) 185551855](tel:+49(0)185551855)


The counselling centre can be reached

Monday 13:00 - 15:00

Wednesday 09:00 - 12:00

Friday 09:00 - 12:00

 You can also ask the [Anti-Discrimination Centre of the City of Ingolstadt](#) for help.

 Alternatively, you can also contact a [migration counselling service for adults](#) or the [youth migration service](#). The staff often speak many languages and can help you with all problems relating to life in Germany.

## What do I do if I have been discriminated against by the police?


You can also experience discrimination at the hands of the police. One experience that many people in Germany have, for example, is so-called racial profiling. When a person is stopped, questioned, searched or even arrested by the police simply because they appear suspicious because of their skin colour or similar characteristics, this is known as "racial profiling". But discriminatory insults, abuse or assaults can also happen. Victims of police brutality or police violence can report police officers.

Police officers are not above the law. What they may and may not do is regulated in the Criminal Code, the Code of Criminal Procedure and police law. You can find out more [here](#).

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

## What can queer refugees do against violence and bullying?

### Contact points

There are numerous  [contact points](#) with various services for LGBTI refugees in Germany.

## What can you do as a queer refugee to combat violence and bullying?

Queer people with a history of flight who experience LGBTIQ\* hostility are significantly more likely to be affected by depression, stress and a lower level of satisfaction.

Are you or someone close to you experiencing LGBTIQ\* hostility, discrimination or violence? You can report the incidents and seek counselling. In dangerous situations, we advise you to call the police.




### [Federal Anti-Discrimination Agency](#)

Here you will find information on the subject of discrimination. You can report cases and get legal advice.


We will inform you about your rights and how you can assert them. In cases that are suitable for an amicable settlement, we can endeavour to resolve the conflict.

Our counselling service cannot replace legal advice in individual cases. We are unable to inspect files or provide evidence. However, we can tell you whether there are further possibilities for local support. These may be, for example, counselling centres that work together with lawyers or that can assist you in court.

### Material

You can find [information](#) for LGBTI refugees at . Information is also available for people who work with or support them.

### Videos

 [Here](#) you will find videos with information on what to look out for in the asylum procedure and accommodation.

[German](#), [English](#), [Français](#), [Русский](#), [Español](#), [Türkçe](#)

[Farsi](#) - [Arabic](#), [Urdu](#)

## Counselling and contacts for queer people - LSBTQIA+

### LGBTIQ\*

In Germany, everyone is free to live out their sexual orientation. Same-sex couples have been able to marry since 1 October 2017. This law supports freedom, equal rights and equal treatment of people. Regardless of sexuality or lifestyle.

Women in Germany are allowed to love and marry other women. And men are allowed to love and marry other men.

In addition to the two genders "male" and "female", Germany has recently introduced a third gender entry, "diverse". Transgender people can have their gender entry and name changed in Germany.

Many LGBTIQ\* people have come to Germany. They cannot live freely in their home country or are persecuted. Many LGBTIQ organisations in Bavaria support them and offer contacts and information.

You will also find acceptance and support in the city of Ingolstadt. There are organisations here that look after the LGBTIQ\* scene.

It's all about:

- Equal rights and equal treatment
- Combating discrimination and misanthropy
- Educating the LGBTIQ\* scene

 **Counselling hotline for gay, bisexual, queer and trans\* men**

 [089/856 346 42](tel:08985634642)

### These organisations offer advice and advocate for the interests of LGBTIQ\* people:


**pro familia Ingolstadt e.V.**

 [Holzmarkt 2](#)


85049 Ingolstadt

 [0841/379 289 0](tel:08413792890)

 [ingolstadt@profamilia.de](mailto:ingolstadt@profamilia.de)

 [www.profamilia.de/angebote-vor-ort/bayern/ingolstadt](http://www.profamilia.de/angebote-vor-ort/bayern/ingolstadt)

**QueerUferlos on Radio Lora**

 [Queeruferlos.de](http://Queeruferlos.de) broadcasts every 1st to 3rd Thursday of the month 9:00 pm - 10:00 pm on Radio Lora Munich on DAB+ and FM 92.4 and online at [lora924.de](http://lora924.de).

**Trans-Ident Ingolstadt**

Self-help group for people with transgender feelings:

These are people who physically belong to either the male or female gender. However, they perceive themselves as belonging to the opposite sex.

💡 You can contact  [here](#).


### **The Caritas LGBTIQ+ advice centre in Upper Bavaria**

The LGBTIQ+ Counselling Centre Upper Bavaria is a full-time office in Upper Bavaria that offers psychosocial counselling and networking in the context of sexual and gender diversity.

Everyone is welcome:

- regardless of gender,
- age (from 18 years),
- origin and culture,
- nationality and religion,
- disability
- or sexual and gender identity.

Counselling is free of charge and can be anonymous if desired. The counsellor is generally bound by confidentiality.

The  [LGBTIQ+ Counselling Centre Upper Bavaria](#) can be used by all interested parties in Upper Bavaria. Counselling sessions can therefore take place either online or in person.

For contact via video call: Click on the Online Counselling button. You will be redirected to the Caritas Association's online platform.

In Munich and towns that already have counselling services, please go there.

### **Here you will find further counselling and support:**

 [Queer Network Bavaria Ingolstadt](#)

## **Counselling and help in cases of violence, abuse, crises and forced marriage**


### **Support, counselling and help in the event of (imminent) forced marriage**

#### **Support, advice and help in the event of (imminent) forced marriage and violence in the name of honour**

**Terre des femmes** has published a parenting brochure in eight languages and encourages parents to focus on the well-being and happiness of their children.

The brochure explains rights and terminology. It clarifies religious prejudices and, above all, draws attention to the danger of violence in marriage.

The brochure is available in German, English, French, Turkish, Kurdish, Arabic, Romani and Farsi:

 [TERRE DES FEMMES - Menschenrechte für die Frau e.V.: Parents' brochure "Strong families have strong daughters" in eight languages \(frauenrechte.de\)](#)

Nationwide support is offered by **Papatya - Coordination Centre against Abduction**.

It is aimed directly at affected girls and those around them, such as friends.

The nationwide help hotline for women

+49 (0) 8000116016

24 hours a day in 17 languages free of charge and anonymously if desired.


It answers questions and provides concrete help. On the phone, on the Internet and in chat:

 [ww.hilf-telefon.de](http://ww.hilf-telefon.de)

The **nationwide men's helpline** also provides help

+49 (0) 8001239900

Monday to Friday - free of charge and anonymous on request, as men can also be affected by forced marriage.

 [ww.maen-nerhilfetelefon.de](http://ww.maen-nerhilfetelefon.de)

## Help with violence and abuse - Are you a woman in need?

### Help with violence and abuse:

#### Are you a woman in need?

As a woman, you can turn to the following centres:

- if you are threatened by violence or
- are a victim of abuse:

### Nationwide women's refuge search

You can move your mouse directly over the map > [www.frauenhaus-suche.de/](http://www.frauenhaus-suche.de/)

The coloured symbols on the map are women's refuges and shelters. Some information is displayed when you hover over the symbol. You can find more information on the respective women's refuge or shelter by clicking on it. It cannot be guaranteed that all women's refuges/shelters are shown.

Below the map you have the option of entering a location, postcode and other selection criteria.

The locations of the women's refuges and shelters are generally anonymous. The coloured symbols on the map do not correspond to the actual locations.

This website does not yet contain a complete overview of all women's refuges/shelters nationwide. You can find more women's shelters here: [Frauenhauskoordination e.V.](http://Frauenhauskoordination.e.V.)


Available languages: German, Easy Language, English (English), Français (French), Türkçe (Turkish), عربي (Arabic), Русский (Russian)

### Women's refuge Ingolstadt


The women's refuge helps women who experience or are threatened by violence.

It belongs to the Caritas district centre in Ingolstadt, but has a secret address.


This keeps women safe there.

 Available around the clock - even at night, at weekends and on public holidays.

## Frauenhaus Ingolstadt

 [Jesuitenstr. 1, 85049 Ingolstadt](#)

 [@frauenhaus@caritas-ingolstadt.de](mailto:frauenhaus@caritas-ingolstadt.de)


 [+49 \(0\) 841309700](tel:+49(0)841309700)

 <https://frauenhaus-ingolstadt.assisto.online/>

 **Diakonie refuge centre for women**

## Zufluchtstätte für Frauen in Not

 [Schrannenstr. 5, 85049 Ingolstadt](#)


 [+49 \(0\) 843160288](tel:+49(0)843160288)

 <https://dw-in.de/portfolio-items/zufluchtstaette-...>

 **Immediate help in case of danger**

### Are you or others in acute danger?

Then call the **police** immediately :


 **110** (free of charge, available at any time)

 **"Violence against women" helpline**


- Anonymous and free of charge
- Counselling in **17 languages**
- Telephone: [116 016](tel:116016)
- Internet: [www.hilfetelefon.de](http://www.hilfetelefon.de)
- **Available: 24 hours a day, 7 days a week**

## Counselling centres for domestic violence:

### Interventionsstelle | Beratung bei häuslicher Gewalt

 [Jesuitenstr. 1, 85049 Ingolstadt](#)

 [@interventionsstelle@caritas-ingolstadt.de](mailto:interventionsstelle@caritas-ingolstadt.de)

 [+49 \(0\) 841309199](tel:+49(0)841309199)

 <https://www.caritas-kreisstellen.de/alle-kreisste...>

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## Fachberatungsstelle bei sexualisierter Gewalt

[!\[\]\(b6caec9f099fb8657f94ea092216c378\_img.jpg\) Am Stein 5, 85049 Ingolstadt](#)

[@beratungsstelle@wirbelwind-ingolstadt.de](mailto:beratungsstelle@wirbelwind-ingolstadt.de)

[!\[\]\(72b4cf351241b08691672e806c1604b7\_img.jpg\) +49 \(0\) 84117353](tel:+49(0)84117353)

[!\[\]\(befdcdf329f4bc1566e8bd49d7971740\_img.jpg\) https://www.wirbelwind-ingolstadt.de/](https://www.wirbelwind-ingolstadt.de/)

## Familien- und Lebensberatung

[!\[\]\(784bf2e4d7fa94d6a886b9dc39d8ea88\_img.jpg\) Schrankenstr. 1a, 85049 Ingolstadt](#)

[@info@skf-ingolstadt.de](mailto:info@skf-ingolstadt.de)

[!\[\]\(179f6b45bf59a6537d86a5664856855b\_img.jpg\) +49 \(0\) 841937550](tel:+49(0)841937550)

[!\[\]\(3a91434fb6b4bec5a2c52d3fbe2b9c14\_img.jpg\) https://www.skf-ingolstadt.de/familienberatung-2/](https://www.skf-ingolstadt.de/familienberatung-2/)

## Staatlich anerkannte Beratungsstellen für Schwangerschaftsfragen

[!\[\]\(a7b41fb1134ffaedd465ed3a2efd9b2d\_img.jpg\) Schrankenstr. 1a, 85049 Ingolstadt](#)

[!\[\]\(5d1236892fa2d2fe9c75eccd9edb8b57\_img.jpg\) +49 \(0\) 8413708303](tel:+49(0)8413708303)

[!\[\]\(8259257197cab443c75179f9ad75467a\_img.jpg\) https://www.frauenberaten-in.de/](https://www.frauenberaten-in.de/)

## Counselling centres for violence or discrimination

## Gleichstellungsbeauftragte | Gleichstellungsstelle

[!\[\]\(c67a00132448dcc33ac651d07660c904\_img.jpg\) Rathausplatz 4, 85049 Ingolstadt](#)

[@gleichstellungsstelle@ingolstadt.de](mailto:gleichstellungsstelle@ingolstadt.de)

[!\[\]\(d5a12bb761eead0fc2403f737e18d286\_img.jpg\) +49 \(0\) 8413051166](tel:+49(0)8413051166)

[!\[\]\(2b1e208fb45fcc4bad892a5765ff278d\_img.jpg\) https://www.ingolstadt.de/Leben/Diversit%C3%A4t/G...](https://www.ingolstadt.de/Leben/Diversit%C3%A4t/G...)

## Antidiskriminierungsstelle

[!\[\]\(908dc35c550b88069a12378f73d4e544\_img.jpg\) Rathausplatz 4, 85049 Ingolstadt](#)

[@antidiskriminierungsstelle@ingolstadt.de](mailto:antidiskriminierungsstelle@ingolstadt.de)

[!\[\]\(89ee8c2eca6d64257942ed3f07401e57\_img.jpg\) +49 \(0\) 8413051165](tel:+49(0)8413051165)

[!\[\]\(ea1c6ab1505194223fc4c2e624548812\_img.jpg\) https://www.ingolstadt.de/Leben/Diversit%C3%A4t/A...](https://www.ingolstadt.de/Leben/Diversit%C3%A4t/A...)

**Counselling by telephone**

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### † Telephone counselling service (Protestant)

- ☎ +49 (0) 8001110111
- w [ww.telefonseelsorge.de](http://ww.telefonseelsorge.de)
- Free of charge, around the clock
- Also counselling via chat

### † Telephone counselling service (Catholic)

- ☎ +49 (0) 8001110222
- w [ww.telefonseelsorge.de](http://ww.telefonseelsorge.de)
- Free of charge, around the clock
- Chat counselling also possible

### ☪ Muslim counselling hotline (MuTeS)

- ☎ +49 (0) 30443509821
- [www.mutes.de](http://www.mutes.de)
- Available every day - 24 hours a day
- Counselling on the phone or in chat
- Counselling in many languages: e.g. German, Turkish, Arabic, English, French, Bosnian, Kurdish, Urdu, Persian, Somali and others
- Counsellors are trained Muslims working on a voluntary basis

### ☎ Telephone Doweria (Russian-speaking)

- ☎ +49 (0) 30440308454
- w [www.diakonien-portal.de/telefon-doweria](http://www.diakonien-portal.de/telefon-doweria)
- Available daily - 24 hours a day
- For Russian-speaking women
- Organisation: Diakonisches Werk Berlin-Brandenburg
- Counsellors are migrants themselves or of Jewish faith

### ☎ Weißer Ring - victims' hotline

- Help for victims of violence and crime
- ☎ [116 006](http://116006.de)
- Daily from 7 a.m. to 10 p.m.
- Free of charge nationwide
- Can be contacted outside of these hours via the police

### ☎ Advice on criminal offences

Police Headquarters Upper Bavaria North

- ☎ +49 (0) 84193431077
- Help for victims of crime

### ☐ **Psychiatric crisis service**

- Help with mental health emergencies
- ☎ +49 (0) 8006553000
- Free of charge, around the clock

## **Allgemeiner Sozialdienst**

📍 [Adolf-Kolping-Str. 10, 85049 Ingolstadt](#)

✉ [@sozialdienste@ingolstadt.de](mailto:sozialdienste@ingolstadt.de)

☎ [+49 \(0\) 84130545401](tel:+49(0)84130545401)

🌐 <https://www.ingolstadt.de/Amt-f%C3%BCr-Jugend-und...>

On-call service available outside opening hours via the police

## **Trauma, acute crises and psychological stress**

Flight and migration happen when people have to flee from war and violence. This puts them in very difficult situations. Many people suffer the consequences for the rest of their lives. Some only receive help at a late stage. Trauma support is not therapy. But it can help people to live with the consequences of trauma.

There are brochures designed to help people. These are for people who have experienced unbearable situations. Some are for people who look after affected children or young people. Others are for adults who are affected themselves. These brochures are designed to help people cope better with everyday life after such events. They provide practical tips and advice on how to cope better in the new situation.

Here is some helpful information and contacts for trauma support. Especially for refugees and other affected persons:

If you live in ANKER accommodation, get in touch with the Malteser counsellors at the accommodation. You can arrange an online consultation (IPSO-Care).

### **General information and help**

🌐 [Help for traumatised refugees](#)

- Information in various languages.
- Tips for self-help.

🌐 [Psychotherapy online](#)

- The "Ilajnafsy" programme offers psychological support via the Internet.
- Especially for people from the Arabic-speaking world.


- For people suffering from depression and trauma.
- It is available in English, German and Arabic.

 [Trauma picture book](#)

- Is available in many languages.
- Helps children to understand their experiences.

[Help for traumatised children](#)

- Tips for parents on how to help their children.

 [Brochures](#) from Unfallkasse Berlin on the subject of "Trauma - what to do?", also available in several languages.

- Information for relatives and helpers of traumatised children and young people: Describes the behaviour of traumatised children and young people. Gives tips on how to deal with them.
- Information for acutely affected adults and their relatives: A brochure on coping with everyday life after a traumatic event.

[Parents' guide for refugees](#)

- How do traumatised children behave depending on their age?
- And how can parents react correctly?

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Here you can also find contacts for telephone counselling and crisis support.

**Psychiatric crisis service:**

Telephone counselling and crisis support

 [+49 \(0\) 8006553000](tel:+49(0)8006553000) free of charge

**Danuvius Clinic Ingolstadt**

**Trauma outpatient clinic**



[Preysingstraße 3-5](#)

85049 Ingolstadt

 [+49 \(0\) 8419339800](tel:+49(0)8419339800)


**Ingolstadt Hospital**

**Trauma outpatient clinic**



[Krumenauerstr. 25](#)

85049 Ingolstadt

 [+49 \(0\) 8418800](tel:+49(0)8418800) / [+49 \(0\) 8418802205](tel:+49(0)8418802205)

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## Exchange and networking

Ingolstadt offers many opportunities for networking and mutual exchange.


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### Neighbourhood centres in Ingolstadt

There are several neighbourhood centres in Ingolstadt. These offer various services such as counselling, courses and events. The services are usually free or cost little money for the residents of the neighbourhood.

#### Do you live in the Piusviertel neighbourhood?

#### Stadtteiltreff Piusviertel | Sozialer Treffpunkt für alle Bewohner aus dem Piusviertel , Sie sind herzlich willkommen

 [Pfitznerstr. 19a, 85057 Ingolstadt](#)

 [@stadtteiltreff-piusviertel@ingolstadt.de](mailto:@stadtteiltreff-piusviertel@ingolstadt.de)

 [+49 \(0\) 84130545840](tel:+49(0)84130545840)

 [https://www.ingolstadt.de/Stadtteiltreff\\_Piusvier...](https://www.ingolstadt.de/Stadtteiltreff_Piusvier...)

There are various offers for the neighbourhood in the Piusviertel district meeting place. Whether you have questions or simply want to get to know people from the neighbourhood - you are welcome here. You can find more information on the current offers and opening hours on the [website](#).

#### Do you live in the Augustinviertel neighbourhood? Or do you live in the Monika neighbourhood?

#### Stadtteiltreff im Augustinviertel | Sozialer Treffpunkt für alle Bewohner aus dem Augustin- und Monikaviertel , Sie sind herzlich willkommen

 [Stollstrasse 2, 85053 IngolstadtIngolstadt](#)

 [@stadtteiltreff-augustinviertel@ingolstadt.de](mailto:@stadtteiltreff-augustinviertel@ingolstadt.de)

 [+49 \(0\) 84130545820](tel:+49(0)84130545820)

 <https://www.ingolstadt.de/Leben/Soziales-Wohnen/S...>

There is also a neighbourhood meeting point in the Augustinviertel. You can take part in events here. You can get advice or simply find a place to socialise. You can find more information online on the meeting centre's [website](#).


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## Do you live in the Konradviertel?

### Stadtteiltreff im Konradviertel | Sozialer Treffpunkt für alle Bewohner aus dem Konradviertel , Sie sind herzlich willkommen

 [Oberer Taubentalweg 65, 85055 Ingolstadt](#)

 [@stadtteiltreff-konradviertel@ingolstadt.de](mailto:@stadtteiltreff-konradviertel@ingolstadt.de)


 [+49 \(0\) 84130545830](tel:+49(0)84130545830)

 <https://www.ingolstadt.de/Konradviertel>

Many events and courses also take place in the Konradviertel. Whether young or old, there is something for everyone. The exact offers and opening hours can be found on the [website](#) of the neighbourhood meeting place.

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## Café International

 What is Café International?

☐☐☐☐ Café International is an open meeting place for all people - regardless of their country, language or religion.

☐ People have been meeting there since 2016 to spend time together.

☐ The café is jointly organised by:  
the youth migration service ☐☐,  
the Office for Social Affairs of the City of Ingolstadt ☐,  
the Cantina International ☐,  
and volunteers ☐♂☐♀.

☐ When and where?

**Please note: The venues change.** You can find the times at




[Café International](#).

☐ Location: Workshop foyer in the Ingolstadt City Theatre ☐

☐ Days: Monday and Wednesday

☐ Time: 15:00 to 17:30

## Stadttheater Ingolstadt | Café International

 [Schloßlände 1, 85049 Ingolstadt](#)

 [@integrationslotsin@ingolstadt.de](mailto:@integrationslotsin@ingolstadt.de)

 [+49 \(0\) 84130550298](tel:+49(0)84130550298)

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<https://theater.ingolstadt.de/mitmachen-vermittlu...>

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## Community centre - multigenerational centre of the city of Ingolstadt

### Bürgerhaus Neuburger Kasten | Familienbildung

[Fechtgasse 6, 85049 Ingolstadt](#)

[@buergerhaus@ingolstadt.de](mailto:buergerhaus@ingolstadt.de)

[+4984130550053](tel:+4984130550053)

<http://www.buergerhaus-ingolstadt.de/Organizer.as...>

### Bürgerhaus "Alte Post" | Treffpunkt

[Kreuzstraße 12, 85049 Ingolstadt](#)

[@buergerhaus@ingolstadt.de](mailto:buergerhaus@ingolstadt.de)

[+49 \(0\) 84130550051](tel:+49(0)84130550051)

<http://www.buergerhaus-ingolstadt.de/Index.aspx?M...>

People of all ages and cultures meet at the community centre. It is a place where everyone is welcome. Further information can be found on the [website](#).

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## IN VIA Bayern e.V. - Reality of life in Bavaria

This association supports girls and women through [social programmes and projects](#). The events are aimed at women and children of all nationalities.

### IN VIA Bayern e.V. | Veranstaltungen für Frauen und Kinder aller Nationalitäten

[Maistraße 5, 80337 München](#)

[@info@invia-bayern.de](mailto:info@invia-bayern.de)

[+49 \(0\) 89512661911](tel:+49(0)89512661911)

<https://www.invia-bayern.de/angebote/migration-in...>

Information can be [found here](#).

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## Cultural clubs and associations

There are many associations in Ingolstadt that offer cultural and social projects. The city's Integration Officer works closely with the Migration Council and other bodies to coordinate these programmes.

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A list of cultural organisations in Ingolstadt can be found on the city's [website](#).


## Problems in the family

### Problems in the family

Do you have big problems in the family? Are you having a bad argument with your children? Call here.


Parents' helpline (anonymous, free of charge):

 [0800/1110550](tel:08001110550)


 [ww.numm](http://ww.numm.ergegenkummer.de) ergegenkummer.de

Does your child have big problems? Sometimes it's easier to talk to a stranger. Your child can find help here.

**Child and youth helpline** (anonymous, free of charge):

 [116 111](tel:116111)

 [ww.numm](http://ww.numm.ergegenkummer.de) ergegenkummer.de

 [ww.1161](http://ww.116111.eu) 11.eu

## Reason for fleeing queer: Queer Refugees Germany

### The project "Queer Reason for Flight: Queer Refugees Germany"

The project helps queer refugees in Germany. It connects people, gives advice and offers support.

The "[Queer Refugees Welcome](#)" website is aimed at lesbian, gay, bisexual, trans\*, inter\* and queer people.

It offers clear information and practical help.

On the website you will find

- Addresses of advice centres in your area,
- information on asylum, health and protection against discrimination,
- contacts for helpers and organisations.
- The site is available in several languages.

You can view all the important information organised by topic. Have a look at these links:

 [queerrefugeeswelcome.de](http://queerrefugeeswelcome.de)

 [queer-refugees.com](http://queer-refugees.com)

 [prideplanet.com](http://prideplanet.com)

The programmes strengthen queer refugees and make their everyday life in Germany easier.

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## Why is this important?

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Many LGBTIQ+ refugees experience persecution or violence in their countries of origin. In Germany, they often face additional burdens: Asylum procedures, language, new culture and sometimes discrimination. They need good information, counselling and safe places so that they can live safely here.

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## **i Instructions for use**

The services are usually free of charge and confidential.

Ask for support in your language - many centres offer multilingual advice or have interpreters.

If possible, use materials in plain language. These will make your start in Germany easier.

### **Return to the home country**

#### **Return to your home country**

#### **Central return counselling**

Do you want to return to your home country? Are you in the asylum procedure and have received a negative decision from the BAMF? Are you on tolerated stay? Do you want to return despite having a residence permit? You don't know how to get your passport back? Or do you need financial help for your return journey?

The Central Return Counselling Service (ZRB) will advise you on how to leave the country voluntarily. After the counselling, you decide for yourself whether you want to leave voluntarily or not.

[Central Return Counselling South Bavaria \(zrb-suedbayern.de\)](https://zrb-suedbayern.de)

You will receive counselling on the following topics:

Passport and travel documents

Assumption of travel costs

Financial support (e.g. in case of illness, disability)

Information about the situation in your home country

Individual qualification offers

The **return counselling** service in **Augsburg** is responsible for Ingolstadt:

[ZRB Südbayern in Augsburg \(zrb-suedbayern.de\)](https://zrb-suedbayern.de)

[Lange Gasse 4](#)

86152 Augsburg

☎ [0821/5089632](tel:08215089632)

@i [nfo@zrb-suedbayern.de](mailto:nfo@zrb-suedbayern.de)

#### **The office in Augsburg is open at the following times:**

Monday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.

Tuesday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.

Wednesday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.

Thursday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.

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Friday 9:00 am - 12:00 pm

## A new start at home

Startfinder advises people who have returned to their country of origin and need help there. For example, how to find a job after their return or how to set up their own business. The counselling teams also offer information on medical and psychosocial support, childcare and education and finding accommodation.

Counselling for these countries:

Afghanistan, Egypt, Albania, Gambia, Ghana, Iraq, Kosovo, Morocco, Nigeria, Pakistan, Senegal, Serbia or Tunisia.

[Homepage | Startfinder](#)

Information is also available here:

[Information portal on voluntary return and reintegration \(returningfromgermany.de\)](#)

## Help from volunteers

### Language centres in Ingolstadt

#### **Café International**

#### **When?**

Every Monday and Wednesday

15:00 to 17:30

No meetings during the school holidays

#### **Where?**

Foyer of the Werkstattbühne, Schlosslände 1, 85049 Ingolstadt

During the summer holidays: in other rooms

#### **What is this?**

A meeting place for people from all countries

Everyone is welcome

#### **Special offer:**

Every 1st Wednesday of the month: "Café International-Special"

**i** More information:

[Ingolstadt City Theatre - Encounters](#)

 [Café International](#)

## Integrationslotsin / Netzwerk Asyl | Unterstützung der Integration

 [Hohe-Schul-Straße 3, 85049 Ingolstadt](#)

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[@integrationslotsin@ingolstadt.de](mailto:@integrationslotsin@ingolstadt.de)

[+4984130550298](tel:+4984130550298)

<https://www.ingolstadt.de/Asylangelegenheiten/ind...>

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## □ International discussion group for women

### □ When?

Every Monday  
14:00 to 16:00

### □ Where?

Vronis Ratschhaus, Donaustraße 1, 85049 Ingolstadt

### □ Who can take part?

Women with German language skills from B1 level

## Integrationslotsin / Netzwerk Asyl | Unterstützung der Integration

[Hohe-Schul-Straße 3, 85049 Ingolstadt](#)

[@integrationslotsin@ingolstadt.de](mailto:@integrationslotsin@ingolstadt.de)

[+4984130550298](tel:+4984130550298)

<https://www.ingolstadt.de/Asylangelegenheiten/ind...>

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## □ International discussion group for men

### □ When?

Every Saturday  
15:00 to 17:00

### □ Where?

Vronis Ratschhaus, Donaustraße 1, 85049 Ingolstadt

### □ Who can take part?

Men with German language skills from B1 level

## Integrationslotsin / Netzwerk Asyl | Unterstützung der Integration

[Hohe-Schul-Straße 3, 85049 Ingolstadt](#)

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[@integrationslotsin@ingolstadt.de](mailto:@integrationslotsin@ingolstadt.de)

[+4984130550298](tel:+4984130550298)

<https://www.ingolstadt.de/Asylangelegenheiten/ind...>

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## ☐ Café Deutsch

### ☐ When?

Every Tuesday  
16:30 to 18:00

### ☐ Where?

## Café Deutsch | Deutsch üben

[📍 Oberer Grasweg 18, 85055 Ingolstadt](#)

### ☐☐☐ What is it?

- Practise German with volunteers
- Speak and practise in a relaxed atmosphere

## Integrationslotsin / Netzwerk Asyl | Unterstützung der Integration

[📍 Hohe-Schul-Straße 3, 85049 Ingolstadt](#)

[@integrationslotsin@ingolstadt.de](mailto:@integrationslotsin@ingolstadt.de)

[+4984130550298](tel:+4984130550298)

[🌐 https://www.ingolstadt.de/Asylangelegenheiten/ind...](https://www.ingolstadt.de/Asylangelegenheiten/ind...)

## The Ingolstadt Migration Council

### The Migration Council in Ingolstadt

The Migration Council helps migrants when they need support. It submits applications which the city council examines.

💡 Would you like to find out more about the Ingolstadt Migration Council? Click [🌐 here](#).

### How do you vote for the Migration Council?

#### You are entitled to vote:

- All foreigners who are legally resident in Ingolstadt,
  - Germans who also have foreign citizenship,
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- Eligible voters who are at least 18 years old and have lived in Ingolstadt for more than three months.

The members of the Migration Council are elected for a period of six years. The Integration Officer chairs the Migration Council.

### **The council consists of:**

- 16 members representing migrants,
- 9 members of the city council,
- 3 representatives of public authorities,
- 9 representatives of groups appointed by the City Council,
- the integration officer of the city of Ingolstadt.

💡 Want to know more about the election? 🗳️ [Election of the Migration Council](#).

### **How do you vote?**

Eligible voters receive a notification before the election. During the one-week election period, they can vote at the town hall.

On the last day, they can also vote in the neighbourhood centres (Konradviertel, Piusviertel, Augustinviertel).

Proof of identity is required.

Each voter has two votes. Each candidate may only receive one vote. The candidates will be announced before the election. There is a sample ballot paper on the back of the notification.

### **How does the Migration Council work?**

The Migration Council works voluntarily and independently. All meetings are open to the public. Anyone can attend and express their opinion. The Migration Council meets four times a year. The topics and documents are available [online](#).

If necessary, the Migration Council sets up [working groups](#) on specific topics.

### **What does the Migration Council do?**

The Migration Council represents the interests of migrants. It helps them and gives advice. The Migration Council launches projects that improve coexistence in Ingolstadt.

### **What does the Migration Council do?**

The Migration Council is committed to:

- Equal rights for everyone in Ingolstadt,
- the end of prejudice and discrimination,
- better education and language support,
- the recognition of foreign qualifications,

- more job opportunities,
- good health care,
- good co-operation between migrant associations and the city.

## **What does the Migration Council organise?**

The Migration Council organises

- Festivals and events,
- meetings for the exchange between cultures and religions,
- the opening of municipal facilities to different cultures.

## **Full-time integration guides of the city of Ingolstadt**

### **Help us - Volunteering in Ingolstadt**

#### **What do the integration guides do?**

Integration guides support people who volunteer or would like to volunteer in the areas of refugees, new immigrants and integration.

Volunteers can turn to these central points of contact with all questions relating to integration and asylum. They also organise training courses on these topics and exchange meetings.

#### **How does the Asylum Network help?**

The Asylum Network supports refugees in Ingolstadt. Volunteers help them in everyday life. They accompany them to public offices and doctors. They also offer tutoring and help with homework. Many volunteers also organise leisure activities for children and adults. Those who are new to Germany can practise their German in conversation groups.

#### **Why is help important?**

There are 1,500 refugees living in Ingolstadt. They need support to find their way in their new everyday lives. Volunteers help them to settle in and provide guidance.

#### **How can I help?**

Barbara Blumenwitz can help with any questions. She can be contacted on [084130550298](tel:084130550298) or by email at [integrationslotsin@ingolstadt.de](mailto:integrationslotsin@ingolstadt.de).

This project is funded by the Bavarian State Ministry of the Interior, Sport and Integration.



**Gefördert durch**

**Bayerisches Staatsministerium des  
Innern, für Sport und Integration**

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## Amnesty International Group Ingolstadt

### Amnesty International Group Ingolstadt

We stand up for human rights. We work for the protection of refugees.  
A working group on this topic meets in Ingolstadt.

More information here: [Amnesty International Group Ingolstadt](#)

Write us an e-mail: [info@amnesty-ingolstadt.de](mailto:info@amnesty-ingolstadt.de)

## Get involved in the city society as a volunteer

### Participating in Germany: this is also possible for foreign citizens

Get involved in Germany even without German voting rights. Take part in social life and help shape your neighbourhood.


### Getting involved locally

A lot is possible by getting involved in clubs and associations. Lead sports groups, help organise cultural events or support neighbourhood projects. Schools are happy to have help with festivals or you can supervise study groups. Realise ideas with citizens' initiatives and help shape your city.

### Voluntary work

Voluntary work creates contacts. Work as a coach in a sports club. Or as a helper in refugee work. Or as a mentor for young people. Such activities bring people together and make it easier to socialise. You get to know new people and help at the same time.

### Have a say in local politics

Many cities have integration councils. Migrants represent their interests there. Some members come from the migrant community, others from politics. These councils discuss issues such as education and housing. One option is to be elected to the  [Ingolstadt Migration Council](#). Get actively involved and have a say.

### Membership of trade unions

Trade unions play an important role in the world of work. Become a member and campaign for better conditions in the workplace. Trade unions often also offer training and legal advice. Educate yourself as a member and receive support.

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## Contact for your involvement in Ingolstadt

### Volunteer Agency Ingolstadt e. V.

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[Kreuzstr. 12](#), 85049 Ingolstadt

 [+49 \(0\) 8419516755](tel:+49(0)8419516755)

 [nfo@ehr](mailto:nfo@ehr) enamt-in.de

 [www.frei](http://www.frei) willigenagentur-in.de

Monday 09:00 a.m. - 12:00 p.m.


Wednesday 09:00 am - 12:00 pm

Thursday 09:00 am - 12:00 pm

## Special commitment for refugees and migrants

If you would like to volunteer, set up new projects or develop existing ones, you can contact the **integration counsellor** Barbara Blumenwitz at any time. She can be reached at

 [+49 \(0\) 84130550298](tel:+49(0)84130550298)

 [ntegrat ionslotsin@ingolstadt.de](mailto:ionslotsin@ingolstadt.de)

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## The Ingolstadt project **Dein Einsatz. For you. For Ingolstadt. For people in need.**

Get involved as a volunteer in an aid organisation

You have the opportunity to volunteer in the medical service, rescue service and disaster control.

The special thing about it: You can immediately help out in operations and gain experience! We welcome people from all nations.

By volunteering, you help people and ensure the safety of the population in Ingolstadt. You are not alone, but always together with experienced emergency personnel in a team.

 [Your commitment. For you. For Ingolstadt. For people in need.](#)

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## Voluntary help with filling out forms

Become a volunteer to help fill out forms. For many people, filling out forms is an insurmountable obstacle - whether due to language barriers or other personal reasons - there are many reasons for this.

City of Ingolstadt - Office for Social Affairs

[Auf der Schanz 39](#), 85049 Ingolstadt

Project: Help with forms in voluntary work

 [+49 \(0\) 84130550209](tel:+49(0)84130550209)


 [ormular](mailto:ormular) hilfe@ingolstadt.de

Monday 08:00 - 15:00

Tuesday 08:00 - 15:00

Wednesday 08:00 am - 11:00 am

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 Each of these activities brings people together. This creates an exchange that strengthens respect and cohesion. People learn from each other and understand each other better.

## Important information on the Internet

There are many sites on the Internet where you can find interesting and important information. For migrants who want to work in Germany. For people seeking protection. There is information on applications, training and finding a job. But also on migration and asylum procedures.


We would like to recommend the following websites:

### [Homepage Basic knowledge on asylum](#)

This page provides an overview of various topics relating to life in Germany. They are relevant for refugees and their supporters. You will find a collection of further materials and publications. There is a multilingual section on many of these topics.

For example:

- How does an asylum procedure work?
- What rights apply at work?
- How does vocational training work?
- What childcare options are available for children from refugee families?

 The information is available in various languages.

### [Portal "Belonging - Integration in Bavaria"](#)

The portal is intended for immigrants, locals and volunteers. This website provides information about living together in Bavaria, contact points and useful links. Here you will find practical examples of integration.

For example:


- Information on living together in Bavaria,
- Contact points for immigrants,
- important terms relating to asylum and integration,
- migration and work.


If you have found any other interesting websites, please let us know:

 [ntegrea](mailto:ntegrea@ingolstadt.de) t@ingolstadt.de

## Trace the Face - DRK Tracing Service

### Trace the Face - Suchdienst

Wenn Sie Angehörige auf den Migrationsrouten nach Europa verloren haben, kann Ihnen das Suchinstrument  [Trace the Face](#), eine Online-Fotogalerie von Suchenden, helfen.

 [Suchdienste](#) vom Roten Kreuz, vom Roten Halbmond und das Internationale Komitee vom Roten Kreuz helfen Ihnen:

- Ihre vermissten Familienangehörigen wieder zu finden,
- eine Nachricht von Ihnen an Ihre Familie zu senden oder
- eine Haftbescheinigung für Personen zu erhalten, die inhaftiert wurden.

- Wenn Sie ein Flüchtling sind, können wir Ihnen vielleicht auch dabei helfen, dass Sie wieder mit Ihrer Familie vereint werden.
- Wenn Sie Spätaussiedler sind, können wir Sie und Ihre Familie bei der Aussiedlung nach Deutschland unterstützen.
- Wenn Sie Gewissheit über das Schicksal eines im Zweiten Weltkrieg verschollenen Angehörigen suchen, können wir auf unsere seit 1945 gesammelten Erkenntnisse zurückgreifen.

Tracetheface.org ist derzeit in sieben Sprachen verfügbar: Arabisch, Dari, Englisch, Französisch, Paschtu, Somali und Spanisch. Weitere Sprachen werden folgen.

[Flyer BRK-SD-Counselling Centres E.pdf](#)

[Flyer BRK-SD-Counselling Centres E.pdf](#)

[TracetheFacePosterGermanRC.pdf](#)