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Refugees


Registration


Information for people seeking asylum in Germany

Have you arrived in Germany and want to apply for asylum? Then you must register with one of the following state authorities as soon as possible after your arrival:

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

Here you will find general information on registration:

 [BAMF: Arrival and registration](#) (Arabic, German, English and French)

 [Handbook Germany](#): Registering as an asylum seeker (in 9 languages)

What happens during registration?

Your personal data will be recorded and stored centrally. It is checked:

- Whether you are applying for asylum in Germany for the first time
- Whether you have already applied for asylum in another European country
- Whether data about you has been recorded by the Federal Criminal Police Office

What happens after registration?

After registration, you will receive a "proof of arrival". This document is very important. It confirms that you are authorised to stay in Germany for a certain period of time. Only with this proof can you receive state support. For example, with accommodation, medical care, essentials and food.

The asylum procedure can only begin once you have proof of arrival.

Counselling centres for further information

If you need more information or help, you can contact these advice centres:


 [General advice centres](#)


Apply for asylum


How does the asylum procedure work?

The asylum procedure in Germany is complicated.

The  [Federal Office for Migration and Refugees \(=BAMF\)](#) decides on your asylum.

The  [video](#) explains the asylum procedure:
(Languages: German, English, Albanian, Arabic, French, Persian)

This  [video](#) from the Bavarian Refugee Council provides more information:
(Languages: German, English, Arabic, Farsi, French, Russian, Spanish, Turkish)

The  [brochure](#) explains your rights and obligations in the asylum procedure:
(Languages: German, English, Arabic, Albanian, Farsi, French)



How can you get asylum ?

- You have just arrived in Germany.
You must register with a **government agency** .
For example: police, immigration office, reception centre, ANKER centre.
You can register at the border or at another location.
- You will be **registered**.
Your personal data will be written down.
For example: Name, age, language, country of origin.
Everything is saved.
You will be photographed and fingerprinted.
==> Please only register once!
==> You will receive a proof of arrival.
The proof of arrival is very important! It proves that you are authorised to stay in Germany.
Keep the proof in a safe place!
- You will now come to an **ANKER centre**.
Here you will live with other people seeking asylum.
Here you will receive food, toiletries, clothing and other necessities.
You will get help here if you are ill.
- You may have to move to another federal state.


Applying for asylum

Say it simply: Important  [information on applying for asylum](#).

Say it simply: Important  [information about the interview appointment](#).

- You submit your **asylum application** at the ANKER Centre or the Arrival Centre.
You will be informed when you can submit your asylum application in person.
An interpreter will help you.
- Now you have to wait for your **personal interview at the BAMF** .
This is your **most important appointment!**
The interview is a kind of interview.
An interpreter will help you.
Here you explain why you have come to Germany.
You can bring evidence with you.
This shows why you fled to Germany.
For example: photos, letters, documents.
Think carefully about what you say.
You can seek advice beforehand.
Have a look at  ["Behördenunabhängige Asylverfahrensberatung"](#) or  ["Flüchtlings- und](#)

[Integrationsberatung im ANKER](#)".

 [Important information](#) on the hearing date
(Languages: German, English Albanian, Amharic, Arabic, Farsi, French, Kurdish-Kurmanji, Macedonian, Pashto, Russian, Serbian, Somali, Tigrinya, Turkish, Urdu)

Your asylum application will be decided

You will have to wait after the interview.
The BAMF will examine your asylum application.
This may take some time.
Then you will receive a **letter from the BAMF**.
Are you allowed to stay in Germany?

=> Yes!

Your asylum application will be granted.
You will receive a **favourable decision**.
You will receive one of four protection authorisations.
These are: **Entitlement to asylum, refugee protection, subsidiary protection, prohibition of deportation**.

=> No!

Your asylum application is rejected.
You will receive a **negative decision** and a **request to leave the country**.

[What can you do if the answer is "no"?](#)

That is difficult.
You have very little time!
Therefore, seek help!

Who can help you?


A lawyer: You will have to pay money for a lawyer.

Social counselling:

You don't have to pay any money.

Look at  "[Behördenunabhängige Asylverfahrensberatung](#)" or  "[Flüchtlings- und Integrationsberatung im ANKER](#)".

What else can you do?

You can leave Germany voluntarily.
This means that you return to your country of origin without being forced to do so.
You can sometimes get money for this departure.
There are various offers.
Search  [for](#) your country and find out more.
Have a look at "[Return to your home country](#)"

What happens if you don't leave?

You no longer have permission to stay in Germany.
This can lead to  [deportation](#).

This means that the immigration office and the police will force you to leave.
You will be taken directly from your residence to the **airport** .
You will have to fly back to your country of origin.

Sometimes the police will also take you into **deportation detention**.
You will have to wait in special **accommodation** until you are taken to your country of origin.

Deportations are not always possible.

For example:

If deportation is not permitted in your country of origin because there is a war there.

If your country of origin does not want to accept you.

If you do not have a passport from your country of origin.

If you are very ill.

=> If you cannot be deported for important reasons, you will receive a **tolerated stay**.

This means that you can stay in Germany for a certain period of time.

=> [Further information](#) on tolerated stay can be found here: 🗎

Further information on the asylum application:

The 🗎 [App "Ankommen"](#) also informs you about asylum.
(Languages: German, English Arabic, French, Persian)

Residence status

Everyone in Germany has an ID card. This ID helps to identify people. As an asylum seeker, you also need an ID card. This allows the authorities to recognise your status. Your status determines whether you are allowed to work or not.

There are 5 different documents:

1. proof of arrival

Status: Asylum seeker

Background: You have told the authorities that you need asylum. The authorities have registered you in the system. However, you have not yet applied for asylum. This card is valid until you submit your application. You submit the application to the Federal Office for Migration and Refugees (BAMF).



2. residence permit

Status: Asylum seeker

Background: You have applied for asylum. A group of people will decide on your application. This

often takes a very long time. This permit is valid until the decision is made. The Federal Office for Migration and Refugees (BAMF) decides on the asylum application.

Note: Has your application been rejected as unfounded? Then you can appeal against it. You can do this at the administrative court. You are allowed to stay in Germany until the administrative court has made a decision.

This permit tells you whether you are allowed to work. The permit says where you can live.

- Would you like to work? Do you need a permit for this? You can obtain this from the [Ingolstadt Office for Foreigners and Migration](#). Your employer or you as an employee can apply for this.
- Would you like to find work? Go to the [Employment Agency](#)
- Do you need financial help? Go to the [Ingolstadt Social Welfare Office](#)



3. fictitious certificate

Status: Recognised refugees

Background: You have submitted an application to the Foreigners' Registration Office. This application is intended to extend your right to stay. The authority then often issues a certificate. This certificate authorises you to stay. This is important because your application has not yet been processed.



4. residence permit

Status: Recognised refugees

Background: Your application for asylum has been accepted

The residence permit is a temporary residence title. It is issued for a specific purpose.

- You can later obtain an unlimited right of residence (settlement permit)
- You have unrestricted access to the labour market
- The [Ingolstadt job centre](#) can arrange work and social benefits for you



5. tolerated stay

Status: Tolerated person

Background: Your application for asylum has been rejected

With a tolerated stay you will not be returned to your home country. The tolerated stay is granted for a certain period of time. Sometimes deportation is impossible for legal, factual, humanitarian or personal reasons.

- There is a general rule. This allows certain groups to be tolerated for a maximum of 3 months. You cannot be returned to your home country for this period.
- A work permit is generally required. You can apply for this at the [Ingolstadt Office for Foreigners and Migration](#).
- Would you like to find work? Go to the [Employment Agency](#)
- Do you need financial help? Go to the [Ingolstadt Social Welfare](#) Office



Accommodation for refugees in Ingolstadt

What is an ANKER facility?

ANKER facility

Asylum seekers who come to Bavaria are initially accommodated in one of the ANKER centres. ANKER is the abbreviation for "Arrival, Decision, Repatriation".

The ANKERs are houses in which newly arrived asylum seekers live.

Many important organisations for the asylum procedure are directly on site. For example: Federal Office for Migration and Refugees (BAMF) and the Refugee and Integration Counselling Centre.

There are 2 locations in Ingolstadt:

- [Max-Immelmann-Kaserne, Am Hochfeldweg 20, 85051 Ingolstadt](#)
- [Neuburger Str. 105, 85049 Ingolstadt](#)

People should stay in an ANKER facility for a maximum of 24 months. Families with underage children are only obliged to live in an ANKER centre for a maximum of six months.

The ANKER centre is run by the  **government of Upper Bavaria** .

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.

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...>

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...>

 See notice board in the accommodation centres.

Independent asylum procedure counselling (AVB)

Help for the asylum procedure (AVB)

We help people who live in the ANKER centre. Counselling is free of charge and confidential. It is independent of government agencies.

How does the counselling help?


- You will receive information about the asylum procedure.
- We help you to find and explain your personal reasons for seeking protection.
- We show you how to collect evidence and send it to the authorities.
- We will help you to prepare well for the interview. The transcript will also be explained.
- You will learn what a BAMF decision means and what the consequences are.
- We will put you in touch with lawyers and help you with legal action.



Where can you find us?

Our locations:

MIK : Max-Immelmann barracks
[Am Hochfeldweg 20](#), 85051 Ingolstadt


or
[Immelmannstr. 11](#), House 16, 85077 Manching

Please send us an e-mail:
 VB-Anke.r-Manching@caritasmuenchen.org

Your contact person:
Mona Meilinger
 ona.Meilinger@caritasmuenchen.org
 [+49 \(0\) 16091006460](tel:+49(0)16091006460)

Contact Head of Specialist Services:
Gabriele Pulm-Muhr
 [+49 \(0\) 15143812933](tel:+49(0)15143812933)
 abriele.Pulm-Muhr@caritasmuenchen.org

 Please note: You must make an appointment.

 Important for you: We will accompany you throughout the entire process. You are not alone!

Offers at the ANKER facility

Offers at ANKER

Leisure activities

In all ANKER accommodation centres, volunteers offer support for the residents:

- Translation for doctors and authorities
- Free clothing
- Computer room
- German course

All information is available on posters in the accommodation centres or from the refugee and integration counselling service or the integration guide of the city of Ingolstadt

@integrationslotsin@ingolstadt.de

☎ 0 8413055 0298

💡 All residents of the ANKER accommodation centres can also take part in the offers in the city of Ingolstadt (see "[Exchange and networking](#)").

💡 Malteser Werke employees offer leisure activities for children and adults in each accommodation centre. The weekly programme is displayed in the accommodation.

School

All children aged 6-16 must go to school in Germany, including in the ANKER.

In the Max-Immelmann-Kaserne there is a school for these children and a school for young adults (16 - 21 years).

Health

There are consultation hours for doctors and a nurse in the accommodation centres.

Dates and times on posters in the accommodation centres

Follow-up accommodation

Subsequent accommodation for refugees

Refugees who no longer have to live in initial accommodation are placed in so-called follow-up accommodation. This means that they are given new accommodation where they can stay for longer. The distribution of people to this accommodation is based on fixed rules set by the federal states.

Types of follow-up accommodation

There are two options for where refugees can live:

- Shared accommodation:
 - Several people live in one large building.
 - They often share a kitchen, bathroom and other rooms.
 - This type of accommodation is often used in smaller towns.
- Decentralised accommodation:

- Refugees live in individual flats or smaller houses.
- This form gives people more privacy.
- They often feel better integrated into society as a result.

How does the accommodation in Ingolstadt work?

There is only decentralised accommodation in Ingolstadt. Refugees live here in flats spread throughout the city. There is no shared accommodation in Ingolstadt.

If you have any questions about accommodation, please contact:

Office for Social Affairs - Department for Asylum Seeker Affairs

[Hohe-Schul-Str. 3](#)

Ground floor office

85049 Ingolstadt

☎ [+49 \(0\) 84130550280](tel:+49084130550280)

@ unterbringung-asyl@ingolstadt.de

Counselling and support

For advice or assistance please write to

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

Fees for the use of municipal asylum accommodation

Fees for the use of municipal asylum accommodation

If you have an income, you may also have to pay a fee for your accommodation.

You will receive a notification of this from the Office for Social Affairs.

If you have any further questions, please contact the 🌐 [Amt für Soziales - Asylbewerberleistungsgesetz](#).

Fees for accommodation in decentralised refugee accommodation

Do you receive social benefits? Then the relevant authority will pay the fees for your accommodation.

Do you earn money or have money? Then you will have to pay all or part of the fees yourself.

Here you can find out what it costs to live in an asylum centre:

📄 [Statutes of the City of Ingolstadt on the use of municipal asylum accommodation 162.pdf](#)

📄 [Statutes of the City of Ingolstadt on the levying of fees for the use of municipal asylum accommodation 163.pdf](#)

Private residence

Private residence

During the asylum procedure, you must live in an asylum centre. In certain cases, you can apply to live privately. This is possible if one of the following reasons applies:

- **Health reasons:** You cannot live in shared accommodation because your health does not allow it. You will need a medical certificate for this.
- **Financial independence:** You have a permanent job or enough money to pay for your own living expenses. A job is considered secure if the probationary period is over and the contract is open-ended. As proof, submit your employment contract, payslips and bank statements.
- **Family reasons:** Your family has different residence statuses, but at least one person is allowed to move out of the accommodation. Then the whole family can get a private flat.

How do you apply for private accommodation?

The responsibility depends on

- where you currently live and
- where the new flat is located.

If you have any questions

Flüchtlings- und Integrationsberatung | Personen im laufenden Asylverfahren und Bleibeberechtigte bzw. Geduldete

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

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

☎ [+49 \(0\) 84130550250](tel:+49084130550250)

🌐 <https://www.ingolstadt.de/Fl%C3%BChtlings-und-In...>

1. the flat is located in Ingolstadt

If the flat is located in Ingolstadt, the Office for Social Affairs - Refugee and Integration Counselling will check your application. You can submit the application informally. Please enclose copies of these documents:

- Copy of your identity card
- Proof of health reasons, income, assets or residence permit
- If available: Details of the rental costs

2. the flat is located in Bavaria, but not in Ingolstadt

If the flat is located outside Ingolstadt (for example in the district of Eichstätt), you must submit an application for reallocation to the government of Upper Bavaria. You can submit the application by e-mail or post. It must be signed.

[\[Application for redistribution form\]](#)

3. the flat is located in another federal state

If you would like to move to another federal state, this is a cross-border redistribution. In this case, please contact the counselling centre of the Office for Social Affairs - Refugee and Integration Counselling.

Transitional home

Transitional accommodation

If you are new to Germany, you will initially live in a transitional accommodation centre. Here you will receive support and help.

Address

[Marie-Curie-Straße 17](#)

85055 Ingolstadt

On-site counselling

Caritas works in the temporary accommodation centre. They will help you with many things. They will answer your questions. They will give you information about life in Germany. They will help you with problems.

You can ask about:

- Documents: What documents do you need and how do you get them.
- Life in Germany: Information about life in Germany, e.g. how to find a flat or look for a job.
- Problems: Help with other problems you may have.

Your contact person

Bianca Stieglmeier



[+49 \(0\) 1755322537](tel:+49(0)1755322537)



[bianca.s](mailto:bianca.s.tieglmeier@caritas-ingolstadt.de) tieglmeier@caritas-ingolstadt.de

Ibrahim Taha Caglibulanik



[+49 \(0\) 16095042434](tel:+49(0)16095042434)



[taha.cag](mailto:taha.caglibulanik@caritas-ingolstadt.de) libulanik@caritas-ingolstadt.de

Lilly Oblinger



[+49 \(0\) 15173010222](tel:+49015173010222)



lilly.oblinger@caritas-ingolstadt.de

Do you have any questions?

If you have any questions, please call us or send us an e-mail.


Benefits under the Asylum Seekers Benefits Act (AsylbLG)

Benefits under the AsylbLG

What are benefits under the [Asylum Seekers' Benefits Act \(AsylbLG\)](#)?

You can apply for benefits under the AsylbLG at the Social Welfare Office.

AsylbLG benefits include food, clothing, health care, housing, etc.

You must submit an application for this. You can do this in person on site or by e-mail, see  ["Your contact to us"](#).

Who is entitled to benefits under the AsylbLG from the Ingolstadt Social Welfare Office?

People who live in the city of Ingolstadt and who are entitled to benefits in accordance with [§ 1 AsylbLG](#), i.e. people who have the following residence status

- Residence permit
- Asylum application made, but asylum application not yet submitted
- Residence permit
 - due to war in their home country in accordance with [§ 23 Para. 1 AufenthG](#)
 - in accordance with [§ 25 Para. 4 S. 1 AufenthG](#)
 - in accordance with [§ 25 Para. 5 AufenthG](#), if the decision on the suspension of deportation was made less than 18 months ago
 - Tolerated stay according to [§ 60a AufenthG](#)
 - Enforceable deportees, even if the threat of deportation is not yet or no longer enforceable, e.g. GÜB
 - Spouses, life partners or underage children of persons to whom the above applies without themselves fulfil the requirements stated therein

- Follow-up application according to [§ 71 AsylG](#) or second application according to [§ 71a AsylG](#) has been submitted
- Residence permit according to [§ 24 AufenthG](#) applied for

For further requirements, please refer to [§ 1 AsylbLG](#)

What benefits can you apply for

You can apply for the following benefits:

- Benefits to cover your
 - necessary needs for
 - food
 - Accommodation and heating
 - clothing
 - Health care
 - household durables and consumer goods
 - and your necessary personal needs
- Benefits in the event of illness, pregnancy and birth
- One-off needs, e.g. initial equipment for pregnancy, initial equipment for babies, initial equipment for the home
- Additional needs (e.g. during pregnancy)
- Education and participation (e.g. school supplies for your child, sports club for your child, music lessons, etc.)
- Family planning fund (various contraceptives)

There are many other benefits for your different life situations. Just get in touch with us!

💡 Please contact us to apply for benefits under the Asylum Seekers' Benefits Act. You can do this in person on site or by e-mail, see "[Your way to us](#)"

In what form do I receive benefits?

Bavaria has introduced a payment card for the granting of benefits in accordance with the Asylum Seekers' Benefits Act (AsylbLG).

Benefit recipients under the AsylbLG living in Ingolstadt will receive their benefits for July 2024 on the new payment card for the first time.

Further information can be found [here](#).

What documents do you need to bring?


- Application for benefits under the AsylbLG
- ID, proof of arrival, authorisation to stay or toleration, national passport if applicable, visa, residence permit from another country, etc.
- If you do not speak German or English, a person you trust who speaks these languages.
- It is important that you can communicate with the social welfare office.


- Proof of income and assets, for example
 - Employment contract and payslips for the last 3 months
 - Job centre or housing benefit notification
 - Notification of child benefit
 - Notification of education grant or BaföG
 - Bank statements for the last 3 months from all bank accounts in Germany and abroad, etc.)
- If you live with other people, e.g. spouse or children, their proof of income and assets (e.g. payslips, bank statements for the last 3 months from all bank accounts in Germany and abroad, etc.)
- if available:
 - Your rental certificate
 - Your health insurance card


Notes on requesting bank statements

You may black out or make the following unrecognisable on the account statements:

- Passages of the recipient and posting text for expenditure postings.
- Posting texts that contain information on specially protected data, e.g.
 - racial and ethnic origin,
 - political opinions,
 - religious and philosophical beliefs,
 - trade union membership,
 - health or sex life.

 The transaction must remain traceable for the audit (e.g. when transferring membership fees for political parties, the name of the party could be blacked out if the purpose of the transfer remains recognisable as "membership fee").

 It is important that you are able to communicate with the Social Welfare Office. If you do not speak German or English, please speak to a person who speaks these languages and whom you trust.

 The Social Welfare Office can only check the application if all the information has been provided in full and all the documents are available.

Your obligations - What must you tell the Social Welfare Office immediately?

In order to check whether you are entitled to benefits, you must co-operate in accordance with § 60 SGB I. If you do not do this, benefits may not be granted to you or may be withdrawn again.

You may be required to repay the benefit or, in the worst case, you may even be fined. Therefore, please always inform the Social Welfare Office immediately of any changes in your personal and financial circumstances.

For example

- Marriage
- Separation from spouse/partner
- pregnancy
- Birth of children
- Death of a person in the family
- Moving to another flat or accommodation
- Moving in or out of flatmates
- Relatives or a partner moving in
- Hospitalisation
- Staying in prison
- Gifts of money from friends or relatives
- Start of training, studies or school
- Starting a job
 - As soon as you have accepted a job, you have 3 days to report this to the Social Welfare Office.
 - The Social Welfare Office will need the employment contract (and your work permit if applicable) and later your payslips.

💡 Important:

- If you work, you are no longer entitled to the full benefits under the AsylbLG, as your income is taken into account in the calculation.
- However, allowances and work equipment are taken into account so that not all of your wages are taken into account.
- In any case, your income means that you are in a better position.
- Your notification does not mean that you have to live without money for a month.
- Your salary will only be taken into account once you have received it.
- For example:
 - You start work on 10 August 2023 and receive your salary at the end of August 2023:
 - You will still receive full benefits for August and your wages will only be offset against the benefits for September 2023.

Payment card for asylum seekers

Payment card for Bavaria

Bavaria has introduced a payment card for the granting of benefits under the Asylum Seekers Benefits Act (AsylbLG).

All important information about the new payment card can be found here:

 [Homepage - bezahlkarte.eu](https://bezahlkarte.eu)

Where can I pay?

- In many shops
- Look out for the orange / red Mastercard® symbol
- The card only works in your authorised area (postcodes)
- In justified exceptional cases (e.g. appointments with public authorities) it is also possible to authorise the card for other areas.
- Please contact the Social Welfare Office for authorisation.

How much money do I have on the card?


The credit balance can be viewed on the website meine.bezahlkarte.eu. You must register here.

- In the app
On the website meine.bezahlkarte.eu
 - Log in with card ID and PIN - these can be found on the letter with the card.
- or by telephone on +49 (0) 8161-9654-300 (in over 100 languages)

How much cash can I withdraw?

- As a rule, you can withdraw €50 cash per person per month.
- You can withdraw cash in many shops at the till or twice a month at ATMs.

How can I pay?

- Insert the card or place it on / hold it against the machine.
- You must insert the card after 5 payments at the latest.
- If required: Enter the PIN (PIN on the letter with the card - 4 digits).
- If you enter the wrong PIN three times on the device, your card will be blocked.
- Unblocking can be initiated at  bezahlkarte.eu.

What is not possible?

- Payments outside your authorised area of residence (postcodes).
- Withdrawing your entire credit balance in cash.
- Purchases on the Internet (except public transport).
- Transfers to unauthorised recipients.
- In justified exceptional cases, we can authorise additional recipients for you. Please contact the Social Welfare Office for authorisation.

💡 If you have any questions, please contact the Social Welfare Office ["Your way to us"](#).

Your way to us - Contact details Office for Social Affairs

Your way to us

Address:

Office for Social Affairs Ingolstadt

Auf der Schanz 39

85049 Ingolstadt

Opening hours:

Monday 08:00 to 12:30 and 13:30 to 16:00

Tuesday 08:00 to 12:30 and 13:30 to 16:00

Wednesday 08:00 am to 12:30 pm

Thursday 08:00 a.m. to 12:30 p.m. and 1:30 p.m. to 5:30 p.m.

Friday 08:00 am to 12:30 pm

Please make an appointment in advance.

Please contact:

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

If you live in the ANKER centre: ☎ [0841/305-50268](tel:084130550268)

If you live in the shared, decentralised and private accommodation: ☎ [0841/305-50264](tel:084130550264)

Medical aid

What is medical assistance?

In Germany, you have the opportunity to see a doctor if you are ill or have a complaint.

💡 Doctors must be able to speak to you. Please clarify before medical treatment whether you can communicate with the doctor. If not, please take a trusted person with you to translate the treatment.

In exceptional cases, you can apply for the costs of an interpreter to be covered. This must be requested in advance. If necessary, please speak to the [Social Welfare Office](#) in good time (before the appointment).

Which doctor can you see?

If you live in the ANKER centre

Please go to the camp doctor. This is located on the grounds of the ANKER facility. You can make an appointment there. Your local accommodation manager will be able to help you.

The camp doctor will decide whether you need to see a specialist. In this case, your local accommodation management will help you to make an appointment.

Important: If you make an appointment with a specialist yourself, you must always

- a referral from the camp doctor **and**

- a health treatment voucher from the Office for Social Affairs.

Without these documents, you will not usually be treated at the practice. Therefore, please always contact the camp doctor and the counsellors at the ANKER Centre first.

If you live in decentralised refugee accommodation, in shared accommodation or privately

If you do not yet have a health insurance card: You must apply for a health treatment voucher at the Social Welfare Office.

You can go to these doctors with the health treatment voucher

- General practitioner
 - Gynaecologist
 - Paediatrician
 - dentist
 - ophthalmologist
1. To do this, you must make an appointment with a doctor of your choice in the Ingolstadt city area.
 2. Then inform the Social Welfare Office of your appointment in good time.
 3. The Social Welfare Office will examine your case and then issue a health treatment voucher.
 - You can do this in person on site or by e-mail, see "[How to contact us](#)".

💡 You are not allowed to see another specialist doctor with this.

💡 You may only see another specialist if the above-mentioned doctors issue you with a corresponding referral.

How do you get a health insurance card?

Under certain conditions, you can obtain a health insurance card after 18 months. The Social Welfare Office will check the requirements for this without being asked, see [§ 2 AsylbLG](#).

Medical aids, therapies and operations

Sometimes people need medical aids, for example

- a wheelchair,
- a corset,
- therapy, e.g. physiotherapy
- an operation, e.g. for a broken bone.

The doctor must issue a prescription for medical aids and therapies. For an operation, the doctor must write a doctor's letter explaining the diagnosis and your need.

If you do not yet have a health insurance card, an **application** must be submitted to the **Social Welfare Office** with this prescription/doctor's letter.

The Social Welfare Office will check whether the requested treatment is eligible for cover and will usually contact your doctor directly. You will often also be asked to obtain a cost estimate or to consult an expert.

💡 In the event of illness, the Social Welfare Office can only cover the costs that are absolutely necessary

- to treat acute illnesses and painful conditions or
- to prevent significant damage to health or
- to avert danger to the general public.

Family planning fund

Family planning fund

Everyone has the right to family planning, no matter how much money they have. The city of Ingolstadt offers a family planning fund. Women and men can use this fund to obtain free contraceptives.

Who can use the service?

The service is available to

- People who have their primary residence in Ingolstadt and are at least 22 years old.
- People who have an [IngolstadtPass](#) or receive state support.

State support

Here are some examples of state support:

- Assistance with living expenses: support in accordance with the third chapter of SGB XII.
- Basic income support in old age and in the event of reduced earning capacity: Benefits in accordance with the fourth chapter of SGB XII.
- Citizen's allowance: Ongoing benefits to secure subsistence in accordance with SGB II.
- Benefits for asylum seekers: Benefits in accordance with the Asylum Seekers Benefits Act (AsylbLG).
- Housing benefit: Support in accordance with the Housing Benefit Act (WoGG).
- Child allowance: Benefits according to § 6a of the Federal Child Allowance Act (BKGG).
- Support for child day care centres: Benefits according to § 90 para. 3 and 4 SGB VIII.
- BAföG: Support for students.
- Vocational training allowance: Assistance for trainees.
- Benefits for trainees: Support according to § 27 SGB II.
- Voluntary social or ecological year: Support for people doing a voluntary year.
- Federal Voluntary Service: Support for people doing this service.
- Unmarried children under the age of 25 who live with a person entitled to SGB II benefits and are not entitled to SGB II benefits due to child benefit can also use the benefit.

Application and further information

Click here for more information.

 [Family planning fund \(ingolstadt.de\)](https://www.ingolstadt.de/familyplanningfund)

Work opportunities (AGH)

Work opportunities (AGH)

What are work opportunities?

Work opportunities in accordance with Section 5 of the Asylum Seekers' Benefits Act (AsylbLG) enable benefit recipients to integrate into society and earn extra money.

Carrying out the activities does not result in an employment relationship or an employment relationship subject to health and pension insurance.

What specific activities are possible?

The work must serve a public or charitable purpose.

Examples

- Support at an animal shelter
- Support in social facilities, such as nursing homes
- Maintenance and cleaning of parks, facilities and streets

These jobs may not replace existing jobs, but must be created in addition.

The work must not be full-time. If protective clothing (e.g. helmets, shoes) is required, this must be provided. Activities involving particular hazards are not possible. The working hours specified by the job provider must be adhered to.

Who can work as an AGH employee?

Recipients of benefits under the AsylbLG (not under SGB II) who are able to work, not gainfully employed and no longer of school age.

Can an offered AGH position be rejected?

A job offer must always be accepted and can only be refused for special reasons (e.g. illness).



If the job opportunity is rejected without good reason, the benefits under the AsylbLG can be reduced or cancelled.

How much is the payment?

The pay is €0.80 per hour.

 It is not counted as income or pay under the AsylbLG. It is therefore an additional income.

City of Ingolstadt
Office for Social Affairs
[Auf der Schanz 39](#)
85049 Ingolstadt

@ [leistung](mailto:leistung-asyl@ingolstadt.de) -asyl@ingolstadt.de
 www.ingolstadt.de/Asylbewerberleistungsgesetz
 www.ingolstadt.de/FAQ-Asyl

Opening hours


Monday 08:00 a.m. - 12:30 p.m., 1:30 p.m. - 4:00 p.m.
Tuesday 08:00 a.m. - 12:30 p.m., 1:30 p.m. - 4:00 p.m.
Wednesday 08:00 a.m. - 12:30 p.m.
Thursday 08:00 a.m. - 12:30 p.m., 1:30 p.m. - 5:30 p.m.
Friday 08:00 a.m. - 12:30 p.m.

IngolstadtPass

What advantages does the IngolstadtPass offer me?

The IngolstadtPass has been available since the end of 2019 so that everyone can take advantage of the city's offers.

If you show the IngolstadtPass, you pay less for admission to various leisure activities.

The  [offer](#) is getting bigger and bigger. Do you have any questions? Then the staff at the Job Centre, the Office for Social Affairs, the Housing Office or the Office for Childcare and Education can help you.

Who can receive the IngolstadtPass?






If you live in Ingolstadt and receive one of these benefits, you can apply for the pass:

- Citizen's allowance
- social benefit
- Basic income support in old age and in the event of reduced earning capacity
- Assistance with living expenses
- Housing benefit
- Benefits under the Asylum Seekers Benefits Act, provided you are not accommodated in the
 - ANKER centre or one of its branches.
- War victims' welfare
- Payment of contributions to day care centres or waiver of fees
- Child allowance
- Participants in a voluntary social or ecological year.
- Participants in the Federal Voluntary Service
- You do not receive any of the benefits listed above? But you receive an old-age pension. Please ask about the income limits.

A separate IngolstadtPass is issued for each eligible person, including children.

Where can I get the IngolstadtPass?

You can obtain the IngolstadtPass on application from the municipal office from which you also receive your social benefit:


-  [Job Centre](#),
-  [Office for Social Affairs](#),
-  [Housing Office](#) or
-  [Office for Childcare and Education](#).
- If you receive a child supplement, please contact the  [job centre](#).

 [You can submit an online application here.](#)

What documents do I need to present?

- Please bring your identity card, residence permit or passport with you.
- You receive a child supplement. Please present the benefit notification from the family benefits office.
- If you are renewing your IngolstadtPass, please bring your IngolstadtPass with you.

 You do not need a written application to extend your IngolstadtPass.

 You do not need to make an appointment in advance to apply for or extend your IngolstadtPass.

How long is my IngolstadtPass valid for?

Your IngolstadtPass is valid until the end of the year printed on it. An extension for the following year is possible in November at the earliest.

Further information on the IngolstadtPass

General information

- Please always present your ID with the IngolstadtPass.
- The IngolstadtPass is not transferable to third parties. As a rule, we do not replace lost passes.
- Please return the IngolstadtPass if you move away from Ingolstadt.
- We can confiscate the IngolstadtPass if it is misused.

The IngolstadtPass as a social pass

The [IngolstadtPass](#) entitles you to discounts from several providers.

Information for refugees: When am I allowed to work?

💡 The foreigners authority decides whether you are allowed to work. You must therefore submit an application for a work permit to the foreigners authority. There are certain rules that you must observe.

What applies to asylum seekers with proof of arrival or permission to stay in AnKER?

- You are not allowed to work for 6 months (work ban).
- After 6 months, you are entitled to a work permit if you fulfil the following criteria:
 - You do not come from a safe country of origin.
 - Your asylum application has not been rejected by the BAMF as manifestly unfounded.
- The priority check does not apply. The Federal Employment Agency checks the working conditions beforehand.

💡 What are [safe countries of origin](#)

💡 As a rule, you can live in the AnKER centre for a maximum of 18 months. An extension of up to 24 months is possible. Families with children may live in the AnKER centre for a maximum of 6 months.

What applies to asylum seekers with proof of arrival or a residence permit outside the AnKER centre?

- You are not allowed to work for 3 months (work ban).
- After 3 months, the foreigners authority will decide whether you can obtain a work permit.
 - This only applies if you do not come from a safe country of origin and have applied for asylum after 31 August 2015.
 - For Georgia and the Republic of Moldova, it applies if you have applied for asylum after 30 August 2023
- You are entitled to a work permit after 6 months if you fulfil the following criteria
 - You do not come from safe countries of origin with asylum application after 31/08/2015 (Georgia and Republic of Moldova with asylum application after 30/08/2023).
 - Your asylum application has not been rejected by the BAMF as manifestly unfounded.
- The priority check does not apply. The Federal Employment Agency checks the working conditions beforehand.

What applies to tolerated persons in AnKER?

- After 6 months of toleration, the immigration authority "should" issue the work permit.
 - This only applies if you do not come from a safe country of origin and have applied for asylum after 31 August 2015.
 - It applies to Georgia and the Republic of Moldova if you submitted your asylum application after 30 August 2023
- There is one exception: In the case of specific measures to terminate residence, the immigration authority "may" issue the work permit.
- Persons with a tolerated stay due to unclear identity (§ 60b AufenthG) are always prohibited from working

- The priority check does not apply. The Federal Employment Agency checks the working conditions beforehand.

What applies to tolerated persons outside AnKER?

- You are not allowed to work for 3 months (work ban).
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- There is one exception: In the case of specific measures to terminate residence, the immigration authority "may" issue the work permit.
- Persons with a tolerated stay due to unclear identity (§ 60b AufenthG) are always prohibited from working.
- The priority check does not apply. The Federal Employment Agency checks the working conditions beforehand.

What applies to refugees with a residence permit?

- If you have a residence permit, you have full access to the labour market. This means you have no restrictions

Do you have any questions?

There are advice centres in Ingolstadt that can help you.

 [Job Centre City of Ingolstadt](#)

 [Ingolstadt Employment Agency](#)

 [Ingolstadt Immigration and Migration Office](#)

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 [ozialed](mailto:ozialed@ingolstadt.de) ienste@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 🌐.

Family asylum and international protection for family members

You have been granted asylum in Germany.

A member of your family also needs asylum. You can submit an application. The member of your family will be granted the status of a person entitled to protection.

For the purposes of family asylum, members of families include

- Spouses or registered partners,
- Your minor or unmarried children,
- the parents of minor or unmarried children,
- other adults who have custody of minor or unmarried children,
- the minor or unmarried siblings of minors.

💡 Parents must have custody of their children. They must therefore be able to look after their children.

Do you want to bring your husband or wife to Germany? You must already be married in your country of origin. Then your husband or wife can also be granted asylum. The marriage must be recognised by Germany. The application for asylum must be submitted before or at the same time as your application. You must be entitled to protection.

Your child was born in Germany.

You have already applied for asylum? You have subsequently had a child in Germany? A separate asylum application can be made for your child. You or your partner must still be in the asylum procedure. Please inform the Federal Office for Migration and Refugees about the birth. The foreigners authority can also inform the Federal Office. The asylum application is then automatically deemed to have been submitted. The parents can submit their own reasons for asylum for their child. If they do not do this, the same reasons apply as for the parents. Here too, an appeal is possible in the event of a negative decision by the Federal Office.


💡 To protect the child, underage children are not and must not be returned separately from their parents in the event of a negative decision.


Further information can be found directly at the BAMF.

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

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](#)

Reason for fleeing queer: Queer Refugees Germany

The project "Fluchtgrund queer: Queer Refugees Deutschland" 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 from discrimination,
- contacts for helpers and organisations.
- The website is available in several languages.

You can find everything you need to know organised by topic. Take a look at these links:

 queerrefugeeswelcome.de

 queer-refugees.de

 prideplanet.de

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

IN VIA - Offers for women - Life in Bavaria

IN VIA Bayern e.V.

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

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

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

The courses are organised by the Bavarian State Ministry of the Interior, Sport and Integration:

- for people with a migration background who are entitled to stay permanently,
- Asylum seekers with good prospects of staying
- Persons who are in possession of an "Beschäftigungsduldung" according to § 60d of the Residence Act.

Reality of life in Bavaria

The "Lebenswirklichkeit in Bayern" project is a programme for women and children with a migration background who are entitled to stay in Bavaria.

The aim is to strengthen the women's self-confidence and their own abilities.

Life in their new home is often a challenge for foreign women. They therefore need competent support and guidance in order to familiarise themselves with German culture and values.

The project participants are supported in their integration efforts by means of practical, everyday activities. They learn how to actively organise their everyday lives and participate in social life. Their culture and existing resources are recognised, valued and encouraged.

You can find all information here  [**IN VIA BAYERN E.V. - Lebenswirklichkeit in Bayern**](#)

Life in Bavaria

The aim of the course is to provide participants with practical help for their life in Bavaria and to familiarise them with our way of life.

- How does everyday life work in Bavaria?
- How do we want to live together?
- What are the underlying values?
- What is important for our peaceful coexistence?