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## Public Authorities, Bureaus, and Consultation

### Authorities

#### Asylum application and BAMF

Are you registered in Germany and living in a reception facility? What happens next? The following steps are shown here:

##### 1.1 Personal application for asylum

You apply for asylum at the  [Bundesamt für Migration und Flüchtlinge /Federal Office for Migration and Refugees](#), abbr. BAMF.

**Important:** you must file your application in person; you cannot send it by post.

You will receive the date and the relevant BAMF office along with your proof of arrival. If you have not received an appointment, consult your accommodation supervisor.

##### 1.2 First interview appointment (asylum application)


- Once your interview date has been determined, go with your documents to the [Amt für Soziales](#) (Social Welfare Office) several days before your appointment in order to be reimbursed for your travel costs.

##### 1.3 Personal interview

The second interview date is the actual hearing. BAMF decides on your asylum application. It then sends you a decision letter.

a) What you can do if the decision is negative:

If the decision is negative and you wish to challenge it, go immediately to your [refugee and integration counseling center](#). There you can receive information on what can be done and consult with specialist lawyers.


If you decide to leave voluntarily, you can receive financial support for your new start in your home country. Consult the  [Zentrale Rückkehrberatung in Südbayern](#) (Central Repatriation and Advice Center in Southern Bavaria), abbr.ZRB, or the [Abteilung öffentliche Sicherheit und Ordnung](#) (Department of Public Safety and Order).

b) If the decision is positive, i.e. you are recognized as a refugee, what are the next steps?

Electronic Residence Permit (eAT): Immediately after the BAMF decision has been delivered, it is necessary to acquire an identity document or the equivalent. Consult the [Abteilung öffentliche Sicherheit und Ordnung](#) (Department of Public Safety and Order).

Job Center: You no longer receive your money from the Sozialamt (Social Welfare Office), but have to submit an application to the [Job Center](#).

Living: helpful tips for finding accommodation can be found under [Everyday Life and Housing](#).

All information about this and much more is included in the  [Arrival App](#).

**Department of Public Safety and Order, Ausländeramt (Foreigners' Office)**

## Department of Public Safety and Order

The Abteilung Ausländerrecht (Department of Foreigners' Law) is responsible for all measures relating to residence law and, in some cases, passport law for citizens of foreign countries. The Abteilung Staatsangehörigkeitsrecht (Department of Citizenship Law) is responsible for naturalizations.

What you can do in these matters:

- apply for a residence permit and a permanent residence permit
- request prolongation of proof of arrival
- apply for and request an extension of the Aufenthaltsgestattung, (temporary residence authorization for the time of the asylum process)
- request permission to change address: applies to "Geduldete" (persons granted a temporary suspension of deportation) and persons with residence obligation
- apply for a Blue Card EU (a work and residence permit for highly qualified persons)
- Application for a work permit
- Residence permit
- seek advice on entry issues (e.g. reuniting of families)
- attend integration courses
- seek advice on leaving the country voluntarily
- seek advice on naturalization

**Note:** our official language is German. Foreigners who do not speak German are obligated to bring an interpreter to appointments at the Foreigners' Office.

If you have submitted your asylum application (1st interview) to the Federal Office for Migration (BAMF), you will receive an identity card (Aufenthaltsgestattung). from the Foreigners' Office. Please always carry your identity card with you.

City of Kaufbeuren


Department of Public Safety and Order (Öffentliche Sicherheit und Ordnung)

■ [Am Graben 3, Room: 101N, 87600 Kaufbeuren](#)

■ [08341/437-448](#)

■ [Foreigners' Office](#) (Contact Ausländeramt)

■ [Ausländeramt Kaufbeuren](#)

 Mo 8:00 - 16:00

Tue, Wed 8:00 - 12:00

Thu 8:00 - 12:00, 14:00 - 16:00

Fri 8:00 - 12:00

## Abteilung Arbeit und Soziales (Department of Labor and Social Affairs)

### Department of Labor and Social Affairs

The Department of Labor and Social Affairs, in many municipalities referred to as the Sozialamt (Social Welfare Office) is responsible for social security in the city of Kaufbeuren. The people of Kaufbeuren have a broad and multi-faceted range of advice, support and

assistance at their disposal.


The services can be provided through preventive help planning, integration services or, if priority social security systems such as family, labor market, public and private insurance do not work, through adequate financial assistance. The primary objective of the Department of Labor and Social Affairs is always to provide the people of our city who, for whatever reason, find themselves in need with the help they require to cope with or alleviate their difficult situation.


The Abteilung Arbeit und Soziales (Department of Labor and Social Affairs) is responsible for the following tasks:

- Asylbewerberleistungsgesetz (Asylum Seeker Benefits Act)
- funeral expenses
- Berufsausbildungsförderungsgesetz, abbr. BAföG (Educational Training and Support Law, always referred to in German as BAföG)
- guardianship and care authority
- education and participation support
- quality development and supervision in the sector of health care and nursing facilities
- basic support in old age and in cases of reduced earning capacity
- basic support for job seekers, SGB II (Social Law Register II)  
Job Center
- livelihood support
- help in other life situations (SGB XII)
- war victim assistance
- persons with disabilities
- Sozialberatungsstelle (Social Counseling Center)
- Versicherungsamt/Rentenberatung (Insurance Bureau/Pension Advice)
- Wohngeldbehörde (Housing Financial Support Authority)

Stadt Kaufbeuren


Arbeit und Soziales (Labor and Social Affairs)

 [Am Graben 3, 87600 Kaufbeuren](#)

 [08341/437-346](#)

 [Social Welfare Office](#) (Contact Sozialamt)

 [Department of Labor and Social Affairs](#)

 Mo 8:00 - 16:00

Tue, Wed 8:00 - 12:00

Thu 8:00 - 12:00 / 14:00 - 16:00

Fri 8:00 - 12:00

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

If your asylum application is still pending (Aufenthaltsgestattung) or if you are temporarily allowed to stay in the country (Duldung), then the Employment Agency (Agentur für Arbeit) is your contact for questions regarding the transition from school to work (vocational counseling), job placement and counseling on continuing vocational training, and for

employer counseling (Arbeitgeber-Service).

Have you been granted asylum? Then the [jobcenter](#) is your contact person for counseling and placement in the labor market.

### **Agentur für Arbeit Kaufbeuren (Employment Agent)**

■ [Otto-Müller-Straße 2, 87600 Kaufbeuren](#)

■ [www.arbeitsagentur.de/](http://www.arbeitsagentur.de/)

■ [0800 4 5555 00](tel:08004555500)

🕒 Mo - Fri 8:00 - 12:00

Matters dealt with by the Employment Agency:

For refugees with a high probability of remaining, there is a basic offer of placement and counseling:

for example job application training and advice, placement in suitable jobs and

apprenticeships, training grants through to internships with the employer

vocational guidance for pupils in vocational integration classes

unemployment benefits I

learning German

recognition of diplomas

See also: [www.arbeitsagentur.de/fuer-menschen-aus-dem-ausla...](http://www.arbeitsagentur.de/fuer-menschen-aus-dem-ausla...)

## **Job Center**

### **Job Center Kaufbeuren**

The Job Center is your contact in case of unemployment and need for help: it supports you in placing you in work and education and can - depending on your individual needs and necessities - provide you with comprehensive advice on qualifications, language courses or many other kinds of support and assistance.

Further information on counseling and placement in the labor market can be found here: [Arbeitsmarktzugang](#) (Access to the labor market)

If you have an Aufenthaltsgestattung, which means that your asylum procedure is still ongoing or your asylum application has been rejected but you are allowed to remain temporarily (this is called "Duldung," or toleration), then the Bundesagentur für Arbeit (Federal Employment Agency) is responsible for employment and related support issues.

### **Steps after a positive decision**

You have received a positive decision from [BAMF](#); the asylum procedure is therefore completed positively, i.e. you are recognized.

Then these steps have to be taken:

#### **1. personal interview**

- You have to go to the Job Center during opening hours.
- There you will be registered as a client.
- Two consultation appointments are arranged: one in the Leistungsabteilung (Benefits and Claims Department), another in the Employment Agency, another involving job placement

with two advisers in the Job Center.

- You will be registered as a job seeker.

## 2. Leitungsabteilung (Management Department)

- **Important:** advice is given only by appointment.
- Services by appointment are requested from the responsible service administrator.

## 3. Job Placement

**Important:** advice is given only by appointment.

If you are obligated to attend an integration course or have received confirmation of participation in an integration course, please bring the document with you. If you have documents about school attendance, training, job references, recognition of qualifications obtained abroad, etc., please bring them with you.

Report any special skills (craft, trade, language skills, etc.).

Consider in advance which types of work are possible.

**Note:** Job Center staff members are not allowed to pass on information about Job Center clients. For a volunteer accompanying person, a power of attorney is required, which must be completed in full and signed by both parties.

Jobcenter Kaufbeuren

[Gewerbestraße 46f, 87600 Kaufbeuren](#)

[08341 437 700](#)

[Contact Jobcenter Kaufbeuren](#)

[Jobcenter Kaufbeuren](#)

 Mon - Wed 8:00 - 12:00

Thu 8:00 - 12:00 / 13:00 - 17:00

Fri 8:00 - 12:00

## Bürgerservice (Citizen Service)

### Bürgerservice (Citizen Service)

In order to make it as easy and uncomplicated as possible for citizens to deal with matters relating to the city administration, the Citizen Service Department was set up in the entrance area of the new town hall building. In the open-plan space with the registration office there is the Bürgerbüro (Citizens' Office) as the first point of contact.

In addition to the main tasks concerning passports and registration, the Citizen's Office is also responsible for the dog tax, matters involving severely handicapped persons, lost-and-found items, and special parking rights for residents of the Old Town and severely handicapped persons, the issuing of visitor visas, and telephone connections and information. In addition, applications can be made for certificates of good conduct, exemptions from radio license fees and for the certification of documents.

You can already apply for a wide range of services online via the Bürgerserviceportal.. Under the respective links you will find detailed information and, if necessary, forms to download.


Stadt Kaufbeuren

[Bürgerbüro, Am Graben 3, 87600 Kaufbeuren](#)

[08341 437-250](#)

[Bürgerbüro \(Citizens' Office\)](#)

[Bürgerserviceportal](#)

 Mo 8:00 - 16:00

Tue, Wed 8:00 - 14:00

Thu 8:00 - 19:00

Fri 8.00 - 14:00

## Counseling

Counseling gives you orientation and support in case of unclarity or problems in different aspects of life. Various institutions offer free counseling by professionally and socially competent people. Information from the counseling interview is passed on only if it is necessary for clarification, if it supports your integration process, and if you give your consent. Confidentiality is maintained.

### Social Outreach Clinic (Soziale Beratungsstelle, ASD)

The Allgemeiner Sozialer Dienst (General Social Service), abbr. ASD, is an open advisory service for all Kaufbeuren citizens and registered inhabitants, from young adults to senior citizens. The ASD is open to all population groups.

It offers personal counseling in exceptional circumstances to overcome social difficulties and to cope with crisis situations and everyday problems.

The ASD team offers counseling in:

- disability
- relationship conflicts, parent-child problems etc.
- threatening or existing homelessness
- psychosocial problems (crisis intervention)
- applications for social benefits
- addiction problems, mental disorders
- economic difficulties

Senior citizens and their relatives can seek advice on various issues related to old age and aging. The main areas of counseling are:

- assistance in coping with difficult life situations
- need for care (questions about forms of help, levels of care)
- financing of assistance and care
- outpatient and semi -outpatient care (meals on wheels, nursing services, day care)
- housing matters, in particular housing adaptation and adjustment

- assistance in coping with age-related limitations
- assisted living and senior-friendly living
- questions about and search for home and care facilities

Stadt Kaufleuten, Abteilung Arbeit und Soziales (Department of Labor and Social Affairs)

■ [Am Graben 3, 87600 Kaufbeuren](#)

■ [08341 437-348 or -358](#)

■ [Contact ASD](#)

■ [Social Outreach Clinic](#) (Soziale Beratungsstelle, ASD)

Mo 8:00 - 16:00

Tue - Fri 8:00 - 12:00

Thu 8:00 - 12:00, 14:00 - 16:00

and by appointment

### **Family Affairs Commissioner of the City of Kaufbeuren (Familienbeauftragte der Stadt Kaufbeuren)**

For families with their residence in the city of Kaufbeuren, the following services are offered:

- help and support for newly relocated families
- family counseling and family education offers
- help for families to get quick, unbureaucratic information
- offers for children and families, e.g. holiday pass
- information material and brochures
- promotion of the compatibility of family and career (e.g. holiday childcare for children during the summer holidays)

Stadt Kaufleuten, Abteilung Familienstützpunkt & Gleichstellung

(Family Support Point & Equality Department)

■ [Außenstelle \(Branch Office\), Berliner Platz 4, 87600 Kaufbeuren](#)

■ 08341 437 762

■ [Contact Family Affairs Commissioner](#) (Kontakt Familienbeauftragte)

■ [Family Affairs Commissioner of the city of Kaufbeuren](#) (Familienbeauftragte der Stadt Kaufbeuren)

Mo - Fri 9:00 - 12:00 and by appointment

### **Familienstützpunkte (Family Support Points) in Kaufbeuren**

The Family Support Points (FSP) are contact points for families. They provide:

offers for children, teenagers, parents / grandparents  
information and contacts  
advice, help and support

There are 5 family support points in Kaufbeuren:



### **FSP Apfelkern (Apple Core) in Oberbeuren**

■ Marktoberdorfer Straße 25

■ [08341 9082171](tel:083419082171)

### **FSP Familien-Kompetenz-Zentrum (Family Competence Center) in the city center**

■ [Spitaltor 4](#)

■ [08341 902314](tel:08341902314)

### **FSP "Hand in Hand" in the parish center St. Peter and Paul in the Haken district**

■ [Barbarossa Street 23](#)

■ [08341 9082383](tel:083419082383)

### **FSP in the Catholic kindergarten Herz-Jesu Neugablonz Süd**

■ [Proschwitzer Straße 33](#)

■ [0170 9832262](tel:01709832262)

### **FSP at the youth center "Fun Factory" Neugablonz Nord**

■ [Turnerstraße 10](#)

■ [08341 437 566](tel:08341437566)

■ [Family support points in the city of Kaufbeuren](#)

## **Integrationslotsin (Integration Facilitator, or Integration Pilot)**

Integration can only succeed if many participants work together locally and if there are organized and established contact persons.

The tasks of the Integration Pilot include the following areas:

- recruitment and support of volunteers in the field of integration
- contact liaison for the various departments and bureaus of the city of Kaufbeuren, the coordination office for civic engagement (Generation House), family support points, asylum social work, schools and kindergartens
- promotion of integration projects and networking of the various offerings
- recognizing current needs and developing proposed solutions

Current projects:

- "Teestube" (Tea Room) as a meeting place for Germans and migrants Mondays 18:00 - 20:00 in the Jugendzentrum (Youth Center) Kaufbeuren: ( ■ [Hauberrisserstraße 8](#))
- monthly meeting of AK Asyl (Working Group Asylum)
- referral of family and language-tutoring sponsorships
- "Kaufbeurer Frauentreff" (International Women's Club), 1st Saturday of the month at Generationenhaus, Hafenmarkt 6-8 Kaufbeuren
- bicycle repair shop of the AK Asyl in [Kaufbeuren](#)

Cornelia Paulus has been the coordinator of volunteers for the AK Asyl since September 2016 (sponsored by the Protestant Dreifaltigkeitskirche) and Integration Pilot for Kaufbeuren since January 2018.

■ [Ludwigstraße 24, 87600 Kaufbeuren](#)

Mo - Fri 9:00 - 12:00

■ [08341 9081052](#)

■ [paulus@arbeitskreis-asyl-kaufbeuren.de](mailto:paulus@arbeitskreis-asyl-kaufbeuren.de)

■ [www.arbeitskreis-asyl-kaufbeuren.de](http://www.arbeitskreis-asyl-kaufbeuren.de)

## Working Group Asylum Kaufbeuren

The Working Group Asylum is a group of volunteers.

Every Monday (except on public holidays) from 18:00 - 20:00 there is an open meeting with counseling for refugees and asylum seekers in the Jugendzentrum (Youth Center), abbr. JuZe, Kaufbeuren ( ■ [Hauberrisserstraße 8](#)).

Contact person for the AK-Asyl is the [integration pilot](#) Cornelia Paulus.

Further information under ■ <http://www.arbeitskreis-asyl-kaufbeuren.de>

## Educational conseling

The city of Kaufbeuren maintains a neutral counseling center for all population and age groups.

This center is located in Kaufbeuren at the Volkshochschule, abbr. vhs (Adult Education Center) Kaufbeuren.

The counseling is free of charge and independent.

In definite terms, people seeking advice can contact the educational counseling service on topics such as the following:

- school-leaving qualifications
- career choice
- education and training
- career reorientation
- career re-entry
- funding opportunities
- ■ [competence testing](#)

In addition to the neutral educational counseling service, information points, educational guides and educational counseling networks are also available. You can find further information on this in our brochure ■ ["Stufenmodell Bildungsberatung in Kaufbeuren"](#) (Step by Step Educational Counseling).

■ vhs Kaufbeuren, Herr Wendlinger

■ [Spitaltor 5, 87600 Kaufbeuren](#)

■ [08341 999690](#)

■ [wendlinger@vhs-kaufbeuren.de](mailto:wendlinger@vhs-kaufbeuren.de)

■ Educational Counseling Kaufbeuren

## JustBest

JUGEND STÄRKEN Bridges to independence (JUST BEst)

The project JUST BEst is a free and voluntary programme for young people between the ages of 14 and 26.


The team offers help and counselling for

- Money problems
- Questions about work and training
- Changes in life
- Problems at school
- Lack of a place to sleep
- Trouble and arguments in the family

JUST BEst Team

gfi Kempten, Kaufbeuren branch

Bergstraße 2a, 87600 Kaufbeuren

 [08341 9662018](tel:083419662018)

 [@justbest-kf@die-gfi.de](mailto:justbest-kf@die-gfi.de)

 [die-gfi.de](http://die-gfi.de)

## Job counsellor - help on the way to work, training or study

Jobbegleiter is a free counselling service for migrants aged 25 and over in Kaufbeuren and Ostallgäu.

We help and accompany you on your way to work, training or study.

We also support companies that want to employ people with a refugee background.

Give us a call. We will be happy to arrange an appointment.

Gerhard Waldner

Andreas Schubert

 [jobbegleiter.ostallgaeu@daa.de](mailto:jobbegleiter.ostallgaeu@daa.de)

DAA Kaufbeuren

87600 Kaufbeuren  
Mindelheimer Street 17  
■ [08341 99757 24](tel:083419975724)

Appointments are only available in Kaufbeuren by appointment.

## **Debtor, energy and insolvency consulting**

Allgemeine Schuldnerberatung (General debt counseling)

Your account is overdrawn and the bank no longer pays any money? The bailiff is at the door? Do you have financial problems? For these and many other questions, the Schuldnerberatungsstelle (Debt Counseling Office) provides advice and information. The advice is free of charge and confidential.

Daniela Herschmann  
Debtor and insolvency counseling, general social counseling

Caritas Kaufbeuren, e.V (Registered Association)  
■ [Alleeweg 8, 87600 Kaufbeuren](https://www.alleeweg8.de)

■ [08341 9092411](tel:083419092411) or [08341 9092420](tel:083419092420)  
■ [daniela.herschmann@caritas-kaufbeuren.de](mailto:daniela.herschmann@caritas-kaufbeuren.de)

Utilities debts

You cannot pay bills for household or heating electricity, household or heating gas, hot water or district heating due to ongoing money problems? This means that you have utilities debts. These are so-called primary debts, which are regarded as debts that can directly endanger the economic survival of you and your household members.

You can inquire at the [Job Center](#) or at the Abteilung [Arbeit und Soziales](#) (Labor and Social Affairs Department) of the city of Kaufbeuren as to whether you can apply for a loan to cover the utilities debts.

Energy consulting by eza!

Free service of the city of Kaufbeuren in cooperation with eza!, the Energy and Environment Center Allgäu, and the Verbraucherzentrale (Consumer Office of Bavaria):

eza! energy consultant Andreas Kaufmann provides advice on all questions relating to energy and energy saving and gives free tips on energy-related construction and renovation as well as on the relevant subsidy programs.

eza Energieberatung (energy consultation) Kaufbeuren  
■ [Spitaltor 5](#), environmental office (Umweltamt) vhs Building 87600 Kaufbeuren  
■ 08341 437 328  
every 2nd and 4th Thursday of the month, 15:00 - 17:00  
■ [eza energy consulting](#)

## Counselling centre for domestic violence

In Kaufbeuren there is a specific offer for women, children and young people who have experienced domestic violence or are currently experiencing it.

Counselling is confidential, anonymous if desired, and we are bound by confidentiality.

■ [08341 9993227](tel:083419993227)

■ [Valentina Würsching](#)

## Emergency call and counseling center for sexual violence Kaufbeuren-Ostallgäu

In Kaufbeuren there is a specific offer for women, children and young people who have experienced or are currently experiencing sexual violence.

Counseling is confidential, anonymous if desired, and we have a duty of confidentiality.

■ Schäferstr. 11, 87600 Kaufbeuren

■

[08341 9080313](tel:083419080313)

■

[notrufstelle.kaufbeuren@skf-augsburg.de](mailto:notrufstelle.kaufbeuren@skf-augsburg.de)

## Consultation hours against racism and discrimination

There are consultation hours at Kaufbeuren for people who have been discriminated against or racially insulted.

These are free of charge. There is no legal counselling.

The location is at Eckpunkt, Schmiedgasse 17.

Registration is required immediately on ■ [08341 437 427](tel:08341437427).

Or @ [juergen.schick@kaufbeuren.de](mailto:juergen.schick@kaufbeuren.de).

## Schwubis Kaufbeuren Counselling centre for gay and bisexual men

Counselling centre for gay and bisexual men

 [Schwubis Councelling Centre](#)

[Schwubis 2024.pdf](#)