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Authorities and counselling


First points of contact



Asylum seekers

Asylum application and registration

Applying for asylum

Have you come to Germany to seek protection from persecution and other dangers in your home country?


- You can **apply for asylum** at the state initial reception centre in Bochum ( [Gersteinring 50, 44791 Bochum](#)).
- During your [asylum procedure](#) , you **will** live in centralised accommodation in the state.
- After completion of the asylum procedure or a certain time after the rejection, you will be **allocated** a **city** in which you can or must live.

💡 If you need a train ticket to travel to the state reception centre in Bochum, you can contact the police (for example  [Hansastraße 25, 47799 Krefeld](#)) or the foreigners authority ( [Am Hauptbahnhof 5, 47798 Krefeld](#)).

Only a few people can apply for asylum outside of a central centre. These include **minors** who have come to Germany unaccompanied by their parents.
have come to Germany. In this case, you will be assigned a guardian who will look after you.

💡 If you are under the age of 18 and unaccompanied by your parents, please register with the police or the immigration office.

Registration

If you have already been assigned to the city of Krefeld, the Foreigners' Registration [Office](#) ( [Am Hauptbahnhof 5, 47798 Krefeld](#)) is your most important local contact for your legal residence matters. There

- Your permit/tolerated stay will be extended,
- a decision will be made about a work permit,
- It will be discussed whether it is necessary to leave the country under certain conditions.

You must always make an appointment for an appointment.

Further steps

You will receive support for the next steps at various points:

- **Accommodation** : Once you have registered, the immigration office will also allocate you a place to live.

- **Financial support:** If you are in need of assistance, you can apply for asylum seeker benefits from the [Central Department](#).
- **School:** If you have children between the ages of six and 18, you can obtain a school place through the [Integration Department](#)'s lateral entry counselling service.
- **Learning German:** You can find all information on the subject of language [here](#).

Further support

- **Social worker:** A social worker from the city of Krefeld will contact you in the next few days to help you with any questions you may have.
- **Counselling :** Information on free counselling centres can be found [here](#).
- **Contact person in everyday life:** Information on volunteer support can be found [here](#).

Chancen-Aufenthaltsrecht (§104c Aufenthaltsgesetz)

The right of residence (§104c) is intended to give people who have been living in Germany for years, are well integrated and have a tolerated stay permit the prospect of staying.

Do you need support to apply for a residence permit in accordance with Section 104c of the Residence Act?

Or do you already have a residence permit in accordance with Section 104 of the Residence Act and need further support? For example, are you looking for a German course or a job? Or do you need to apply for a passport?

Then please contact the following advice centres:

[KIM - Case Management](#)

@KIM@krefeld.de

[Internationaler Bund IB West gGmbH for education and social services](#)

@JMD-Krefeld@ib.de

[Refugee Council Krefeld e.V.](#)

@info@flu echtlingrat-krefeld.de

[Caritas Association for the Krefeld Region e.V.](#)

@info@caritas-krefeld.de

EU citizens

Registration

If you are a citizen of the EU and want to live in Germany, you do not need a residence permit to stay in Germany. As an EU citizen, you enjoy freedom of movement throughout Germany and can live, work and reside wherever you want. However, you must **register** your place of residence **with the [Foreigners' Registration Office](#)**.

All information on this and a link to the online appointment system can be found [here](#).

Under the link you will also find the submission of a **landlord's certificate**. You will need this certificate from your landlord confirming that you have actually moved into the flat in order to register.

💡 Your right to freedom of movement may be lost if you claim excessive social benefits or commit criminal offences. In this case, you can contact the immigration authorities.

Further steps

You can obtain support for the next steps from various sources:

- **Financial assistance for living expenses:** if you are looking for work and in need of assistance, contact the [job centre](#). The job centre will also support you in your search for work.
- **Social support:** You can obtain support for special life situations, for example due to a disability, old age or for school and education expenses for your children from [the Department of Social Affairs, Senior Citizens and Housing](#).
- **Accommodation:** If you are looking for a flat or a room, you can find offers on online platforms (for example [Immowelt](#), [Immoscout24](#) or [WG Gesucht](#)) or in the local newspapers.
- **School:** If you have children between the ages of six and 18, you can obtain a school place through the [integration department's](#) lateral entry counselling service.
- **Learning German:** All information on language courses can be [found here](#). Students can also attend a course at the [Language Centre of the Hochschule Niederrhein](#).
- **Counselling:** Information on free counselling centres can be found [here](#).

Third-country nationals

Registration

Have you come to Germany to study, work or live with your family? You probably already have a visa and the Foreigners' Registration Office is already familiar with your case.

- **Visa:** Regardless of whether you arrived with or without a visa, you must apply for a residence permit immediately. This document allows you to stay in Germany for longer. The residence permit is issued by the [Foreigners' Registration Office](#). You must apply for the document while your visa is still valid.

💡 To ensure that the application is deemed to have been submitted on time, it is sufficient to complete the form for the appointment. You can find the form as well as the written application [here](#).

- **Application:** If you already have a residence permit and have moved to Krefeld, you only need to register your place of residence. You can make an appointment [here](#). There you can also download the form for the landlord's certificate of residence, which is required for registration.

💡 If you would like to move to Krefeld, but are only allowed to live in the city of your previous place of residence ("**residence requirement**"), you must first apply for a change of decision at your previous foreigners authority.

Further steps

You can obtain support for the next steps from various sources:

- **Financial assistance** : If you are looking for work and in need of assistance, contact the job [centre](#). The job centre will also support you in your search for **work**.
- **Social support**: You can obtain support for special life situations, for example due to a disability, old age or for school and education expenses for your children from the [Department of Social Affairs, Senior Citizens and Housing](#).
- **Accommodation** : If you are looking for a flat or a room, you can find offers on online platforms (for example [Immowelt](#), [Immoscout24](#) or [WG Gesucht](#)) or in the local newspapers.
- **School**: If you have children between the ages of six and 18, you can obtain a school place through the [integration department](#)'s lateral entry counselling service.
- **Learning German**: All information on language courses can be found [here](#). Students can also attend a course at the [Language Centre of the Hochschule Niederrhein](#).
- **Counselling**: Information on free counselling centres can be found [here](#).

Important offices

Migration Department (Foreigners' Registration Office)

What are the functions of a foreigners authority?

To stay in Germany for a longer period of time, you need a special "permit". There are different types, such as a visa, a residence permit, an EU Blue Card, a settlement permit or a permanent residence permit. These are all residence permits. If you have one of these, you are allowed to stay in Germany as a foreigner.

After your arrival in Germany, you should report to the Foreigners' Registration Office. In Krefeld, the foreigners authority is called the "Migration Department". You can apply for a residence permit there. This title is also called an electronic residence permit. [Here](#) you [will](#) find information on how to apply for your electronic residence permit.

What else you can do at the Immigration Office:

- You can extend your proof of arrival.
- The foreigners authority will give you permission to stay here and extend it. This is also known as a residence permit.
- You can apply for a work permit.
- You can register and deregister your place of residence. If you move house, for example, you will receive a new registration certificate. This is a document that tells you where you are registered.

- You will receive a residence permit and an exemption authorisation for travel.

The Migration Department

If you do not have German citizenship, the Migration Department in Krefeld is often the first authority you come into contact with. The Migration Department helps people who come from other countries and want to live in Germany. It takes on the tasks of the Foreigners' Registration Office, the Naturalisation Office and the Residents' Registration Office for foreign nationals.

The Migration Department has various departments that work together.

The **front office** is the first place you can get help. There you can:

- Order and collect residence permits
- Submit declarations to invite family members from abroad
- make appointments, for example to register your residence. Further information and appointments for residence registration can be [found here](#).

You can still register your place of residence by appointment. Since March 2024, it has also been possible to **register your place of residence without an appointment**.

Consultation hours without an appointment have been introduced for this purpose.

These are the times when you can come:

Monday: 08:30 to 12:00, 14:00 to 15:30

Tuesday: 08:30 to 12:00

Thursday: 08:30 to 12:00, 14:00 to 17:00

Friday: 08:30 am to 12:00 pm

The **Asylum and Refugee Affairs Department** is responsible for

- The extension of your permit
- Deciding on applications for work permits
- Issuing a residence permit if your asylum application was successful
- If your asylum application has been rejected, the staff will discuss with you the possibility of leaving the country or check whether there are grounds for a tolerated stay.

The following issues are decided in the **area of residence and naturalisation** :

- The granting of visas for entry
- Temporary and permanent residence permits
- Naturalisation.

In the **area of return management** , decisions are made on the deportation of people who have, for example, committed serious criminal offences.

Contact:

Department of Migration and Integration, Migration Division

📍 [Am Hauptbahnhof 5, 47798 Krefeld](#)

☎ [02151/862333](tel:02151/862333)

@ auslaenderamt@krefeld.de

Please make appointments for questions regarding residence law [here](#).

Citizen service

The Citizens' Services Department of the City of Krefeld offers many services for the citizens of Krefeld. These include, for example

- Registration and re-registration in Krefeld
- Identity card matters
- notarisations
- Applying for a certificate of good conduct
- Registration matters after the birth of your child
- Marriage matters
- Change of address on documents
- Registration certificate
- Registration information
- Change of name
- Parking concessions for special groups
- Applying for a disabled person's pass
- Death matters
- Elections and voting

If you would like to make an appointment for passport and registration matters, you can do so via [this link](#) or you can make an appointment by calling the service hotline([02151/861610](tel:02151/861610)).

Contact citizen service: ☎ [02151/861602](tel:02151/861602) @ FB31@krefeld.de

💡 If you have recently moved to Krefeld, you must register with this office within two weeks:

- People from a third country or from an EU country must register their move with the [Foreigners' Registration Office](#).
- All others must register their move with a citizens' [office](#). These citizens' offices are located in Krefeld Mitte, Bockum, Fischeln, Hüls, Traar and Uerdingen.

Registry office

The registry office has several tasks. These are, for example

- Notarisation of births
- marriages
- Issuing certificates
- Notarisation of deaths

Births

A birth certificate is the most important document for a newborn child and for you as parents. Only when your child has a birth certificate will you receive child benefit from the state and be able to apply for health insurance.

The hospital is responsible for informing the registry office of the birth of a new child. They will need the following original documents:

- Birth certificates of the parents
- Marriage certificate of the parents
- National passports of the parents

Be sure to bring these documents with you to the hospital for the birth. You will receive your documents back in the post after a few days.

💡 If the father or mother was not born in the EU, you must have your birth certificates and marriage certificates notarised and translated. Your child cannot be registered at the registry office before this. Sometimes it takes several months before you receive the certificates. **You should therefore contact your registry office @geburten@krefeld.de as soon as you find out about your pregnancy.** They will tell you which documents you need to apply for.

Marriage

If you wish to get married, you must register [this](#) in writing at the registry office. If you would like to know which documents you need for the wedding, you can enquire [here](#).

Krefeld certificates

You can order Krefeld certificates directly via the [certificate portal](#).

Contact: 📍 [Rheinstraße 138, 47798 Krefeld](#) @ standesamt@krefeld.de

Economic aid in accordance with AsylbLG

You are entitled to economic aid in accordance with the Asylum Applicants Benefits Act (AsylbLG) if you are in need of help and have

- a temporary residence permit (Aufenthaltsgestattung)
- exceptional leave to remain (Duldung)
- a residence permit (Aufenthaltserlaubnis) under international law or on humanitarian grounds

In this case the state will pay you benefits for

- living costs (food, clothes, accommodation)
- treatment for illness, pregnancy and childbirth
- other situations (meeting the special needs of children, for example)

💡 If you are no longer entitled to benefits in accordance with AsylbLG, for example because you are a recognised asylum seeker, you will receive benefits from other welfare providers (such as the [Job Centre](#) or [Basic Income \(Grundsicherung\)](#)).

Please make an [appointment](#) with your advisor. As well as [all identity papers](#), please bring the following documents with you:

- proof of immigration status (e.g. residence permit)
- documents regarding personal and economic circumstances

📍 [Am Hauptbahnhof 5, 47798 Krefeld](#)

Integration department

The Integration department offers a wide range of services for people from other countries and for better coexistence.

A social worker in Krefeld is available for people who have a history of flight. This person will contact you soon and visit you in person. You will have the opportunity to discuss any important questions that have arisen in your new life situation in Krefeld.

The following services offered by the Integration Department for new immigrants are of particular interest:

Counselling

If you are looking for advice on integration issues (e.g. recognition, further training, labour market, other hurdles), you can contact the case managers of the [Municipal Integration Management \(KIM\)](#). They will help you with your questions.

School enrolment

If you have school-age children and would like to register them for school, you do not have to take care of this on your own. You can arrange a counselling appointment [here](#). The staff will make sure that a school place is found for your children.

Holiday language courses

During the holidays, your children can take part in [Holiday Intensive Training - FIT in German](#). Here they can improve their German language skills in a fun way, play with other children and get to know the city of Krefeld better.

Volunteer interpreters

If you need support for an official appointment because you still have problems with the German language, you can ask for a [volunteer interpreter](#). Volunteer interpreters are people who accompany you to your appointment free of charge and help you to understand the information in the conversation. You can ask where you have the appointment if someone can be there to help you translate.

Family pilots

The family guides support migrant parents with their children, especially when the children are still small. The parents are supported in everyday life with their children. The children are thus encouraged in their abilities and have a better chance of a good education.

The programme is primarily aimed at parents who are still living in collective accommodation.

Integration guides

Young volunteers between the ages of 17 and 25 have the opportunity to meet up with an immigrant of the same age and discover the city together. You can spend your free time together, do sports and talk to each other over a cup of tea or coffee. If you would like to take part, please contact @ vielfalt@krefeld.de using the keyword "ILOS".

Support for migrant organisations

Migrant organisations can apply for funding from the [Komm-An NRW](#) project to run their own programmes.

📍 [Hansastrasse 32, 47799 Krefeld](#)

Employment Agency

The [Federal Employment Agency](#) is responsible for everything to do with employment. If you are looking for a job, need help choosing a career in Germany, need your qualifications recognised or similar, the Employment Agency is your point of contact. In some cases, the employment agency will also cover the costs of job application training, a skills assessment (what can I do and how much is this in demand from employers?) or the provision of professional skills (including language courses). Talk to your responsible case worker about this.

The Employment Agency is responsible for you in the following cases:

- If your asylum procedure is still ongoing (Aufenthaltsgestattung)
- If you have a tolerated stay permit
- If you have been recognised and have been employed for at least one year subject to social insurance contributions.

Address of the Employment Agency:

- Postal address: Krefeld Employment Agency, 47796 Krefeld
- Visitor address: [Philadelphiastraße 2, 47799 Krefeld](#)

Are you recognised but have not been in employment subject to social security contributions for the last twelve months? Then the [job centre](#) is your point of contact.

Job centre

This [jobcenter](#) is responsible for you if you:

- 1) have a secure residence status and
- 2) you are unemployed or
- 3) your income is very low and not enough to live on.

The job centre supports you financially, helps you to find work and finances qualifications for you. For example, it will enable you to take part in a language course, arrange career counselling or have certificates recognised. Further information can be found in the chapter on [access to the labour market](#).

Job Centre staff are not permitted to pass on any information about their customers. If another person is to contact the Job Centre on your behalf, this person will always need a power of attorney that you sign.

💡 If you have a residence permit (**asylum procedure is still ongoing**) or a tolerated stay permit (**asylum procedure has been legally rejected**), the job centre is not responsible for your search for a job and qualification. [Agentur für Arbeit](#) is responsible for your search for a job and qualifications. For financial benefits during this time, the [Stadt Krefeld – Fachbereich Migration und Integration – Wirtschaftliche Hilfen nach dem Asylbewerberleistungsgesetz](#) is responsible.

Address of the job centre:

- Visitor: 📍 [Willy-Brandt-Platz 1, 47805 Krefeld](#)
- Mail: 📍 Jobcenter Krefeld, Postfach 100162, 47701 Krefeld

Steps after a positive decision on the asylum procedure

Have you been recognised as entitled to asylum or have you been granted refugee protection? Then these are your next steps:

1. personal interview

- You can apply to the job centre for basic benefits in accordance with SGB II.
- Your education and professional experience will be recorded.
- Two appointments will be arranged:
 - A counselling appointment with the [benefits department](#).
 - An appointment with the [job centre](#).

2. benefits department

Would you like to apply for benefits in accordance with SGB II? You can do this in person, in writing, by telephone or online.

Once we have received your application, the Jobcentre's customer centre will contact you by telephone to ask for initial relevant information and advise you.

You can see which documents you need at
<https://www.jobcenter-krefeld.de/antrag-stellen.h...>

3. job centre

💡 There is no counselling without an appointment

The job centre will support you in your search for qualifications and work.

- Please bring the following documents with you if you have them:
 - Obligation to attend an integration course or confirmation of participation in an integration course.
 - Documents relating to school attendance, training, job references, recognition of qualifications, etc.
- Tell us what skills (trade, language skills, etc.) you have.
- Before the interview, think about what kind of work would be suitable for you in Germany.

The "Jobcenter-App" starts on 14 January

On 14 January 2025, „Jobcenter-App“ will be launched and can be downloaded from the app stores.

The app offers you many advantages.

From 14 January 2025, you can use the app to


- submit an application
- Upload documents
- communicate changes
- send messages via the mailbox service.

Department of Social Affairs and Senior Citizens


Help in many life situations: Social affairs and senior citizens

The Department of Social Affairs and Senior Citizens of the City of Krefeld helps people in many life situations - especially if you need support or certain documents. This includes, for example

- **Social assistance:** money for people who do not have enough to live on.
- **Education and participation:** Help for children and young people from families with little money.
- **Krefeld Pass:** discounted offers for people on low incomes.
- **ID card for people with severe disabilities (Schwerbehindertenausweis):** Proof for people with a disability.
- **Care counselling and assistance for the elderly:** Support with questions about care.

If you have any questions or need help, you can find your contact person  [here](#).

 [Von-der-Leyen-Platz 1, 47798 Krefeld](#)

 Social assistance is usually paid every month.

Package for education and participation (BuT)


The package for education and participation (BuT) helps children, teenagers and young adults from families with little money.

You can receive this support if you:

- **Citizen's allowance** (SGB II),
- **social assistance** (SGB XII),
- **housing benefit**,
- **child supplement** or
- **receive benefits under the Asylum Seekers Act.**

The BuT package helps with

- Day trips to school or kindergarten
- School trips with overnight stays
- School materials such as satchels or pens
- Travel costs to school
- tutoring
- Lunch at school or day care centre
- Sports club, music school or other leisure activities

 You can find more information about the BuT package [here](#).

 [St.-Anton-Straße 69-71, 47798 Krefeld](#), entrance Von-der-Leyen-Platz.

 Please make an appointment before your visit.


Krefeld Pass

With the Krefeld Pass, you pay less for admission to cultural and sporting facilities in the city of Krefeld.

The following people can apply for the pass free of charge at all Krefeld [municipal offices](#) :

- Recipients of citizen's allowance, social assistance, asylum seeker benefits or housing benefit.
- Young unemployed people under the age of 21.
- Children and young people in Krefeld children's homes if they receive assistance in accordance with the German Child and Youth Welfare Act (SGB VIII, i.e. the German Social Code).

The Krefeld Pass is valid for one year and can be extended once.


 You can find more information on how to apply [here](#).

Severely disabled passes

People with a severe disability often have a hard time in everyday life. They have to spend more money on medication, a car without obstacles (a so-called "barrier-free" car) or on care.

The **severely disabled person's pass** is designed to **make life easier** for people with a degree of disability of 50 or more.

For example, the card protects you from being dismissed from your job and gives you more holiday days. You can also receive tax reductions and have to pay less for tickets for museums, swimming pools, buses or trains.

You can apply for the card at the Department of Social Affairs and Senior Citizens. You can find more information and the application form at  [here](#). You can also send your questions by email:


@schwerbehindertenausweis@krefeld.de

Care counselling and assistance for the elderly - Care support centre NRW

Here, people in need of care and their relatives can find information and advice on all aspects of care. The staff at the advice centre advise and help with applications and provide information on health insurance and long-term care insurance benefits and state social benefits. They offer advice and support in the search for and selection of services and care provision and organise individual care that meets needs and requirements.

In addition, information is offered on health care proxies, living wills and guardianship law. The advice centre has contacts with the providers of outpatient, semi-residential and inpatient care and support services in Krefeld and provides up-to-date overviews of the services on offer.


On request, the staff will support people in their search for a place in a care home.

 [Here](#) you can obtain information on all aspects of care and are supported in applying for state benefits. The advice centre knows what is currently available if you need outpatient, semi-residential or inpatient care and support.

Counselling sessions are available at the advice centres or at your home:

 [St.-Anton-Straße 69-71, 47798 Krefeld](#)

 [Virchowstr. 128, Entrance C, 47805 Krefeld](#)

 [Konventstraße 17, 47839 Krefeld](#)

You can find an overview of contact persons and contacts at  [here](#).

Housing counselling for older people and people with disabilities

Many people want to live in their own home for as long as possible.

As you get older or have a disability, your home can become dangerous - for example due to tripping hazards or narrow paths. Accidents often happen in your own home.

The good news is that even small changes can help you to live more safely.

We will be happy to advise you in your own home.

We will show you:

- **How you can make your home safe and comfortable**
- **Where there are barriers or tripping hazards**
- **How to plan and carry out conversions**



We can also help you:

- When talking to the landlord or landlady
- When contacting health or care insurance companies
- In the search for suitable tradespeople
- With information on financing the conversions

Talk to us. We will be happy to help you.

You can find more information and contacts at  [here](#).

 [St.-Anton-Straße 69-71, 47798 Krefeld](#)

 Activate Chrome's translation function to read the content of external pages in your language. How does this work? You can find an explanation  [here](#).

Youth welfare office

Children's rights (best interests of the child) must be observed when bringing up children and young people. You can find out more about this in the chapter [Living together in Germany](#). The Youth Welfare Office helps parents and other legal guardians to bring up children and young people. Anyone can contact the Youth Welfare Office free of charge, including children and young people if they have problems. Don't worry: the discussions are treated confidentially.

The Youth Welfare Office is responsible for

- supporting young people in their individual and social development
- counselling and supporting parents in matters relating to parenting
- the protection of children and young people
- creating positive living conditions for young people and families
- the prevention and reduction of disadvantages

When your child is born, the youth welfare office will contact you after a few weeks to make a home visit and introduce themselves. You will then receive a folder with information and services for your child and your family. You must register your child at the registry office in the first few days after the birth. You can find more information about this [here](#).

The Youth Welfare Office is also responsible for unaccompanied foreign minors. In these cases, it works together with various organisations that offer, for example, accommodation and care and assume guardianship for the young people.

Contact details:

Youth Welfare and Employment Promotion Department

📍 [Von-der-Leyen-Platz 1, 47798 Krefeld](#)

☎ [02151/863201](tel:02151/863201)

@ fb51@krefeld.de

Advice centres

Migration counselling for adult immigrants (27 years and older)

The **Migration Counselling Service** supports everyone with an international family background aged 27 and older with

- a permanent residence permit (Aufenthaltstitel) in Germany.
- a mobility permit (Freizügigkeitserlaubnis).
- a right to stay (Bleiberecht, for recognised refugees).

These centres provide free advice. There is help, support, information and education available on the following topics:

- Authorities, for example, explaining notices/procedures
- Topics specific to foreigners, such as right to residence and work permit
- Financial support; help with applications
- Integration courses/language courses (German)
- Recognition of foreign school-leaving qualifications or university degrees (orientation counselling/initial counselling)

- Education systems and social security systems (information and education)
- Living and working in Germany
- Reuniting children, spouses and families
- Advice on psychosocial issues
- Limited range of services for language learning and day-to-day guidance

Where to go:

[Caritas Krefeld](#)

📍 [Hansa-Haus, Am Hauptbahnhof 2, 47798 Krefeld](#)

[Diakonie Krefeld & Viersen](#) 📍 [Dreikönigenstraße 48, 47799 Krefeld](#)

💡 Teenagers and young adults aged between 12 and 27 can make use of their own counselling service: [Youth Migration Service \(Jugendmigrationsdienst\)](#).

Youth migration service

The [Krefeld Youth Migration](#) Service ([JMD](#)) helps and supports young people with a migration background aged between 12 and 27. The counselling takes place regardless of residence status and provides guidance on everyday life in Germany. The topics covered are varied and are tailored to the individual needs of the young people. The support and counselling services include :

- Help in finding a suitable school, training programme or profession
- Help in finding suitable language and integration courses
- the recognition of certificates
- the offer of help with forms
- Help with authorities such as the job centre, employment agency or immigration office
- Support with personal problems

Do you need help? Then please contact the Youth Migration Service:

Internationaler Bund IB West gGmbH for education and social services 📍 [Steinstraße 147, 47798 Krefeld](#) ☎ [02151/978707](#), [0160/3396147](#) @ J [MD-Krefeld@ib.de](#)

Counselling takes place after an appointment has been made.

Counselling for refugees

Flüchtlingsrat Krefeld e.V.

The Refugee Council campaigns for the rights of refugees in the city of Krefeld. It aims to strengthen the voice of refugees and improve their living conditions. The Refugee Council offers:

- Help to ensure that refugees and their families receive good social, medical and legal support
- Support in applying for asylum and the right to stay.

The Refugee Council campaigns for better living conditions and a peaceful future for refugees.

The advice centre for refugees is available every week on the following days:

- Tuesday and Thursday.

Please make an appointment in advance for counselling:

☎ [01590142 6552](tel:015901426552)

@milena.curkovic@fluechtlingsrat-krefeld.de

You can also find more information about Flüchtlingsrat Krefeld e.V. on [Facebook](#).

📍 [Bleichpfad 15a, 47799 Krefeld](#)

☎ [02151/4123857](tel:021514123857)

@info@fluechtlingsrat-krefeld.de

Caritasverband für die Region Krefeld e.V.

Are you in the asylum procedure or in the revocation procedure? Do you have a residence permit for humanitarian reasons? Do you have a tolerated stay permit?

Then the Caritas refugee counselling service can help you.

Do you still have questions about the asylum procedure? Would you like to bring someone from your family to Germany? Do you need social security? Would you like to learn the German language? Do you have problems in your family? Would you like to return to your home country?

The Caritas staff will be happy to advise you on any questions you may have. They speak Arabic, German, English, Turkish and Polish.

📍 [Am Hauptbahnhof 2, 47798 Krefeld](#)

☎ [02151/63950](tel:0215163950)


@info@caritas-krefeld.de

General social counselling

Advice on all everyday issues and personal problems (for example, if you have to visit a public authority, if your income is insufficient, if you have problems in the family) can be obtained free of charge from various organisations:

IN VIA Krefeld e.V.

 [Am Konnertsfeld 29, 47804 Krefeld](#)

 [02151/804492](tel:02151/804492)

Katholischer Verein für soziale Dienste in Krefeld (SKM) e.V.


Open consultation hours Monday, Tuesday, Thursday and Friday 9.00 am - 11.30 am

 [Marktstraße 186, 47798 Krefeld](#)

 [02151/363370](tel:02151/363370)

Sozialdienst katholischer Frauen (SkF) e.V.

 [Dionysiusplatz 22, 47798 Krefeld](#)

 [02151/62910](tel:02151/62910)

@sozialberatung@skf-krefeld.de

Project "Wir im Quartier - Plus" (WiQ) of the city of Krefeld

For families who live in the Hardenbergviertel, Stephanplatz, Alt-Innrath and Dieselstraße and receive citizen's allowance or are at risk of poverty, there is also the "Wir im Quartier - Plus" (WiQ) project run by the city of Krefeld. Through social counselling and support, you will receive assistance with your integration into society and the labour market and with improving your children's educational opportunities.

Fabrik Heeder

📍 [Virchowstraße 128 C, 47805 Krefeld](#)

☎ [02151/864065](tel:02151/864065)

@ wiq@krefeld.de

KIM - Case Management

The case managers of the Municipal Integration Management (KIM) of the City of Krefeld and Caritas offer counselling for people with an international family history in a variety of problem situations.

Questions can be, for example: How do I find a job? What should I look out for when starting a new job? Where can I learn German? How can I get ahead professionally? What help is available for financial problems? Who can help me with family issues? How can I find a flat? How can I find support in everyday situations?

Open consultation hours: Monday, 09:00 - 11:30 and Thursday, 14:00 - 16:30.

📍 [Hansastraße 32, 47799 Krefeld](#)

☎ [02151/862369](tel:02151/862369), [02151/863692](tel:02151/863692)

@ casemanagement-KIM@krefeld.de

mbeon – online advice

Multilingual advice via chat

There are many local counselling centres in Germany. If the counselling centre is closed or far from where you live, then digital chat counselling can help.

Finding information online and getting advice via chat is easy with mbeon.

[mbeon](#) allows for counselling via chat. All counsellors are qualified professionals from Migration Counselling for Adult Immigrants (MBE; Migrationsberatung für erwachsene Zuwanderer). They guarantee a response within 48 hours and can help with any questions or problems that may arise when living in a new environment. The counselling is anonymous, secure and free of charge.

The app also contains extensive information on topics ranging from work and career to health, learning German, housing, family and residency. In addition, mbeon can help you get in touch

with migration counselling centres and other important contact points.

The app is available in German, English, Russian and Arabic. You can get counselling in more than 19 different languages.

The app has many benefits:

- The app is flexible. You can use it anywhere and anytime.
- Counselling is provided in your mother tongue.
- The app is secure. Documents can be sent quickly and securely.
- The app and counselling are free of charge.
- The counselling is anonymous.

You can download the app for free from the Google Play Store and the AppStore.

 [mbeon in the Google Play Store](#)

 [mbeon in the App Store](#)

More information is available on its [multilingual website](#) and [Facebook page](#).

Anti-Discrimination Centre Krefeld


Krefeld Anti-Discrimination Centre

The Krefeld Anti-Discrimination Centre actively campaigns against discrimination. Discrimination means that people are disadvantaged, excluded or physically attacked because of their gender, skin colour, origin or orientation, for example.

Has someone discriminated against you at work, at school or in your everyday life (for example when looking for accommodation)? We offer you counselling and support.

Contact us for further information or support.

You can contact us Monday to Thursday (09:00 to 15:00), Friday (9:00 to 13:00) and every 1st Saturday of the month (10:00 to 13:00) at

 [02151/ 8934310](tel:02151_8934310) by telephone.

Or you can send us an e-mail:

@mail@antidiskriminierungsstelle-krefeld.de

Our address is  [Mühlenstraße 30-32, 47798 Krefeld](#).

Please make an appointment by phone or e-mail.

The Krefeld Anti-Discrimination Centre is at your side!

Form help

The language used by authorities is often difficult to understand. It is particularly important for new immigrants who do not know German or the official language used in letters and forms to have help when filling them out. Incorrect information or a wrong cross can quickly lead to problems.

You can get free support at various locations in Krefeld to help you understand letters and fill out forms and applications. You can get help with enrolments for private tuition and courses or if you need to contact nurseries, schools or authorities.

Do you already understand some of the fields on a form (e.g. surname, first name, street, house number)? Then fill in these fields. The people at the form help centre can check this so that no errors remain on the form.

💡 Did you know that some forms are already officially available in several languages? The application for child benefit is an example ([Kindergeld](#)). You can find more translated forms [here](#).

💡 You can complete and submit the City of Krefeld's online forms in more than 100 languages. To do this, activate the "[Google Translate](#)" function in your Chrome browser.

Caritas

The [Caritas Krefeld e.V.](#) service has the following opening hours:

- Mondays 16.30 - 19.30
- Thursdays 13.00 - 15.00

📍 Hansa Haus, Fachdienst für Integration und Migration, [Am Hauptbahnhof 2, 47798 Krefeld](#)

Die ECKE

The form help in the corner is an offer of the [Bürgerinitiative Rund um St. Josef e.V.](#)

and has the following opening hours:

- Wednesdays 15:00 - 17:15

📍 [Südstraße 29, 47798 Krefeld](#)

Please make an appointment in advance by telephone:

☎ [02151/843840](tel:02151843840)

@info@bi-krefeld.de

Forms help in the Samtweberei

The form help in the Samtweberei is also an offer of the citizens' initiative Rund um St. Josef e.V. and has the following opening hours:

- Fridays 14:00 - 17:00

📍 [Lewerentzstraße 104, 47798 Krefeld](#)

☎ [02151/843840](tel:02151/843840)

@info@bi-krefeld.de

Quartiersbüro Schinkenplatz

The service in the Schinkenplatz neighbourhood office has the following opening hours:

- Mondays 12.00 - 15.00
- Tuesdays 10.00 - 13.00
- Wednesdays 13.00 - 15.00

📍 [Alte-Linner Str. 68, 47799 Krefeld](#)

Sozialdienst muslimischer Frauen Krefeld e.V.

The Social Service of Muslim Women Krefeld e.V. has the following opening hours:

- Mondays 12.00 - 15.00
- Thursdays 11.00 a.m. - 1.00 p.m.

📍 [Moerser Str. 25, 47799 Krefeld](#)

Inter.aktion e.V.

Inter.aktion e.V. has the following opening hours:

- Thursdays 14:30 - 17:30

📍 [Bleichpfad 15 B, 47799 Krefeld](#)

☎ [02151/4179929](tel:02151/4179929)

@info@inter-aktion.com

Jugendmigrationsdienst Krefeld

For young people (between 12 and 27 years old), the Krefeld Youth Migration Service offers help with filling out forms.

Just drop by:

Mondays, 10.00 - 12.00

If you make an appointment, we can also offer you support on other days.

📍 [Steinstraße 147, 47798 Krefeld](#)

@imd-krefeld@ib.de

Voluntary support

Support groups

There are people in Krefeld who volunteer to help others without receiving any money in return. These people are called "volunteers" and they can help you with various things.

For example, volunteers can help you find your way around your new neighbourhood, take part in leisure and sports activities and learn some German. If you have any questions about everyday life, you are welcome to ask a volunteer. For example, if you don't understand a letter in German or if you would like to know where there are good and affordable shopping and sports facilities or how bus and train travel works. Volunteers can also help you with questions about your bank account. Some volunteers also offer [free German courses](#).

These centres can advise you and help you find a volunteer and provide you with suitable support services:

Krefeld Volunteer Centre

📍 Westwall 97, 47798 Krefeld

☎ [02151 566 100](tel:02151 566 100)

@kontakt@freiwilligenzentrum-krefeld.de

You can obtain information about active organisations, offers from other players, as well as your own players, from the [Integration Department of the City of Krefeld](#). They will also advise you if you would like to join a group yourself (e.g. a migrant organisation) and become active.

Voluntary civic engagement

People who devote their time to other people or a cause are called volunteers. These people volunteer in their free time without pay. It's also sometimes known as civic engagement or voluntary work. Voluntary work provides insights into other spheres of life, expands social skills, offers contact opportunities, and reinforces a sense of community responsibility. If you want to help others, there are lots of opportunities to get involved in volunteering, for example:

- Schools and nurseries
- Sports clubs
- Cultural institutions
- Social facilities
- Homes for the elderly

- Hospitals
- Museums

Do you have any questions about civic engagement? Please contact:

[Freiwilligenzentrum Krefeld](#)

📍 [Westwall 97, 47798 Krefeld](#)

☎ [02151 566100](#)

@ kontakt@freiwilligenzentrum-krefeld.de

Neighbourhood meeting place Bleichpfad

The Nachbarschaftstreff Bleichpfad is an open meeting place for people from the inner city. The association [Interaktion e.V.](#) helps there with forms and offers leisure activities. You can also take a free German course there or learn to read and write.

📍 [Bleichpfad 15 B, 47799 Krefeld](#)

☎ [02151/4179929](#)

@ info@inter-aktion.com