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Emergency

A call is free of charge and possible 24/7.

Police 110

e.g. assault, violence, sexual harassment, burglary, theft, road traffic accident

Fire brigade 112

e.g. in case of fire, explosion, flooding

Ambulance/emergency doctor 112

e.g. life-threatening injuries, accident, poisoning

Important information for an emergency call:

Who is calling (your name)?

Where has something happened (address)?


What has happened?

How many injured or sick people are there?

Wait for further enquiries!

Remain calm.

Speak slowly and clearly.

 You can find further contact details, addresses and advice centres [here](#).

Wellcome! Important authorities

Welcome to Germany, welcome to the District of Segeberg



Chief Executive of the District of Segeberg,
Jan Peter Schröder

Have you just arrived here?

Then I would like to welcome you warmly to Germany and to the District of Segeberg!

In this app you will find a lot of helpful information on the German language, work and training, studying, health, family, voluntary work and everyday life to help you make a successful start.

- Where do I find what I'm looking for in the District of Segeberg?
- How does health insurance work?
- What do I have to look out for when I sign a contract?
- Why is a day-care centre good for my child?
- How can I network with other migrants?
- What integration services are available? And of course: where specifically can I learn German?

You can find answers to all these questions in the Integreat app of the District of Segeberg – always in the specific context of your personal surroundings.

The app provides everyone who comes to us from a different country with important options for obtaining information in their own language and it is also available offline.

I hope you enjoy exploring it!

District Chief Executive

Jan Peter Schröder

The district of Segeberg


The district of Segeberg


Strong economic centres close to Hamburg Airport and beautiful places to relax - that's what makes the district of Segeberg so special.

Around 272,000 people live here in five towns and 90 other municipalities on an area of around 1,344 km²

The Segeberg district administration

The public administration in the district of Segeberg is divided into a district administration and the local administrations of your place of residence.

 [Here](#) you will find a list of all towns, offices and municipalities.

 [Here](#) you will find a map of the district with the towns, offices and municipalities.

 [Here](#) you can find the administration responsible for your enquiry.

Guide for migrants

First steps in the Segeberg district

Welcome to the district of Segeberg!

Here you will find a guide for migrants. It is intended to help you find your way around our district quickly and easily.

We offer various contact points and useful information to help you integrate well. Whether you are looking for advice centres or leisure activities - in the guide you will find important addresses and contacts to help you get started.

You can find the guide in the following languages here:

- [Guide in German](#)
- [Guide in English](#)
- [Guide in Arabic](#)
- [Guide in Farsi](#)
- [Signposts in Ukrainian](#)
- [Signposts in Russian](#)
- [Signposts in Turkish](#)

Contact for municipalities/authorities/local councils

[Schleswig-Holstein contact finder](#)

Municipalities, authorities, local councils in the District of Segeberg

Bad Bramstedt Municipality

Bleek 17-19
24576 Bad Bramstedt
Tel. [04192 / 506-0](tel:041925060)
zentrale@bad-bramstedt.de
www.bad-bramstedt.de

Bad Segeberg Municipality

Lübecker Straße 9
23795 Bad Segeberg
Tel. [04551 / 964-0](tel:045519640)
info@badsegeberg.de
www.badsegeberg.de

Kaltenkirchen Municipality

Holsteinstraße 14
24568 Kaltenkirchen
Tel. [04191 / 939-0](tel:041919390)
info@kaltenkirchen.de
www.kaltenkirchen.de

Norderstedt Municipality

Rathausallee 50
22846 Norderstedt
Tel. [040 / 535 95-0](tel:040535950)
info@norderstedt.de
www.norderstedt.de

Wahlstedt Municipality

Markt 3
23812 Wahlstedt
Tel. [04554 / 701-0](tel:045547010)
info@wahlstedt.de
www.wahlstedt.de

Bad Bramstedt-Land Authority

König-Christian-Straße 6
24576 Bad Bramstedt
Tel. [04192 / 2009-0](tel:0419220090)
info@amt-bad-bramstedt-land.de
www.amt-bad-bramstedt-land.de

Boostedt-Rickling Authority

Twiete 9
24598 Boostedt
Tel. [04393 / 9976-0](tel:0439399760)
info@amt-boostedt-rickling.de
www.amt-boostedt-rickling.de

Bornhöved Authority

Am Markt 3
24610 Trappenkamp
Tel. [04323 / 9077-0](tel:0432390770)

info@amt-bornhoeved.de
www.amt-bornhoeved.de

Itzstedt Authority

Segeberger Straße 41
23845 Itzstedt
Tel. [04535 / 509-0](tel:045355090)
info@amt-itzstedt.de
www.amt-itzstedt.de

Auenland Südholstein Authority

Kirchenweg 11
24568 Nützen
Tel. [04191 / 5009-0](tel:0419150090)
info@auenland-suedholstein.de
www.auenland-suedholstein.de

Kisdorf Authority

Winsener Straße 2
24568 Kattendorf
Tel. [04191 / 9506-0](tel:0419195060)
info@amt-kisdorf.de
www.amt-kisdorf.de

Leezen Authority

Hamburger Straße 28
23816 Leezen
Tel. [04552 / 9977-0](tel:0455299770)
info@amt-leezen.de
www.amt-leezen.de

Trave-Land Authority

Waldemar-von-Mohl-Straße 10
23795 Bad Segeberg
Tel. [04551 / 9908-0](tel:0455199080)
info@amt-trave-land.de
www.amt-trave-land.de

Ellerau Local Council

Berliner Damm 2
25479 Ellerau
Tel. [04106 / 7686-0](tel:0410676860)
gemeinde@ellerau.de
www.ellerau.de

Henstedt-Ulzburg Local Council

Rathausplatz 1
24558 Henstedt-Ulzburg
Tel. [04193 / 963-0](tel:041939630)
gemeinde@h-u.de
www.henstedt-ulzburg.de

Public authorities

You will find all the relevant authorities and offices in the District of Segeberg in the [Schleswig-Holstein contact finder](#).

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.

Is your asylum procedure still ongoing? Or are you tolerated? Then the Employment Agency is your point of contact. They will help you with questions about the transition between school and work (career counselling). They will place you in work. And they will advise you on further vocational training.

App as a direct line to the employment agency

Many issues relating to unemployment benefits, job searches and other matters can be dealt with using the BA-mobil app on your smartphone. A photo upload for documents has recently been added to the app's existing functions. It also provides push notifications with updates on applications or new job vacancies.

Customers can also use BA-mobil to send messages to their personal contact at the employment agency. Changes or sick notes can also be sent to the employment agency online via the app.

The app can be used by people who are


- are registered as unemployed or looking for work,
- have a personal contact person at the employment agency and
- have an account on the Federal Employment Agency's online portal.

 [Link App Store IOS](#)

 [Link Google Play](#)

 [Link to the Federal](#) Employment Agency

 [Link to the employment agency in the Segeberg district](#)

 Are you recognised? Then the [>>Jobcenter](#) is your contact for advice and placement in the labour market.

Immigration office

What is the foreigners authority?

The Foreigners' Registration Office is an authority that looks after people who were not born in the country in which they live. It helps these people to obtain their residence permit and other important documents. The foreigners authority also checks whether foreigners comply with the law while they are in the country. If foreigners have problems or questions, they can

turn to the foreigners authority for help.

Do you not have German citizenship? Do you want to deal with matters relating to your residence and work permit? Then contact the Foreigners' Registration Office.

What can you do at the Foreigners' Registration Office?

- You can register and deregister. You can obtain a registration certificate here.
- You can get your residence permit and settlement permit here.
- You can extend your proof of arrival here.
- You can obtain and extend your residence permit (asylum) here.
- You can apply for a work permit here.
- You can obtain residence permits and special permits for travelling here.
- You can apply for certificates of good conduct here.
- You can submit a declaration of commitment here if you wish to invite foreign guests.
- You can deal with immigration matters (e.g. family reunification) here.
- You can terminate your residence here (termination of residence).
- You can apply for naturalisation here.

Opening hours:

- **Monday - Friday** 08:30 - 12:00
- **Tuesday and Thursday** 14:00 - 16:00
- The specialised service is closed to the public on **Wednesdays**

Important: Please make an appointment. You can only gain access with an appointment.

Online appointment allocation (Link)

Important: You can **only** use the online appointment system for these matters:

- Change of address
- Transfer of the passport number to the residence permit


Telephone consultation hours from 01 January 2025

- **Monday 10:00 - 12:00**
- **Thursday 11:00 - 12:00**

 **Here you will find a list of all contact persons and telephone numbers.**

General/EU and naturalisation area:

The Naturalisation Office is responsible for the naturalisation of interested foreign nationals. In addition, basic questions about citizenship law can be clarified here.

Please make an appointment by email before your appointment:  einbuengerungen@segeberg.de

Registry office supervision

The registry office supervisory authority is the supervisory authority for the local registry offices. It can also clarify basic questions on civil status law.

Foreigners' Registration Office: Important information on the creation of passport photos

Since 1 May 2025, there has been a new law for passports and ID cards. It states that passport photos must be transmitted securely and forgery-proof. Therefore, biometric passport photos may only be taken directly at the authorities.

Or in photo studios that can send the photo digitally and securely to the authorities. You are therefore not allowed to bring your own photo with you.

This regulation also applies to the Foreigners' Registration Office in the district of Segeberg and the **issuing of electronic residence permits** and **travel documents**.

Important: Please **do not** bring any printed passport photos with you (i.e. no photos on photographic paper).

Such photos will no longer be accepted.

- **Our recommendation for the quickest possible process:** Have the digital passport photo taken **before your appointment** in a photo studio or in certain drugstores (e.g. dm). They will send the photo to the authorities **electronically and securely**. You will also receive a **QR code** from the photo studio or drugstore, which you should bring with you to your appointment.
- **Please note:** It is currently **not** possible to take photos on site at the Foreigners' Registration Office in the district of Segeberg. This is due to construction work.

Exceptions: The changes do not apply to the issuing of

- Permanent residence permits for EU nationals
- Tolerated stays for persons obliged to leave the country and
- Residence permits for people in the asylum procedure

In these exceptional cases, please continue to bring **biometric passport photos on photographic paper**.

Integration assistance

What is integration assistance?

Integration assistance for adults is support for people with disabilities so that they can participate better in social life. People with disabilities are entitled to [inclusion](#) in society. The aim is to enable people with disabilities to live more independently. It should help them to cope better in areas such as work, education and everyday life.

Integration assistance for adults is there to support people with disabilities so that they can lead as independent and fulfilling a life as possible.

Contact details:

Integration Assistance District of Segeberg
Hamburger Straße 30
23795 Bad Segeberg

☎04551 / 951 9371

☎04551 / 951 9718

@Eingliederungshilfe-Erwachsene@segeberg.de

What is integration assistance for minors?

Integration assistance for minors is support for children and young people with disabilities so that they can participate better in life and develop well. All children and young people have a right to [participate](#) in society.

The aim is for children and young people with disabilities to have the best possible development and participation in life.

It should help them to cope better at school, in their leisure time and in everyday life.

Eingliederung-Hilfe für Minder-Jährige is there to support children and young people with disabilities so that they can develop well and participate in life as independently as possible.

Contact details:

Integration assistance for minors in the district of Segeberg
Hamburger Straße 30
23795 Bad Segeberg

☎04551 / 951 9471

@Eingliederungshilfe-Minderjaehrige@segeberg.de

Residents' registration office (Einwohnermeldeamt)

The residents' registration office in your municipality is responsible for registering and deregistering your place of residence, issuing registration certificates, and much more.

>>[Contact for municipalities/authorities/local councils](#)

Job centre

The job centre will help you if you are unemployed and need help. It pays money and helps you find work and training, depending on your needs and qualifications. For example, it will enable you to take part in a language course, arrange career counselling or have certificates recognised.

💡If you have a residence permit, which means that your asylum procedure is still ongoing or your asylum application has been rejected (Duldung), then the [Employment Agency](#) is responsible for questions relating to employment promotion.

Steps after a positive decision

You have received a positive decision from the BAMF, i.e. the asylum procedure has been concluded positively, i.e. you are recognised. The following steps are now due:

1. personal interview

- You must go to the job centre during opening hours
- You will be registered as a customer there
- You will receive the application form to apply for Alg II
- A counselling appointment will be arranged with the job centre.
- You will be registered as a jobseeker

2. benefits department

- You hand in your application for Alg II at the reception desk in the Job Centre. The benefits department processes your application and writes to you if anything is missing.

3. job centre

- Bring your integration course obligation or confirmation of participation in an integration course.
- If you have documents relating to school attendance, training, work certificates, recognition of qualifications obtained abroad, etc., please bring these with you.
- Report any special skills (crafts, language skills, etc.).

IMPORTANT:

Counselling without an appointment is not possible. If you would like an appointment for a consultation, please speak to your [local job centre](#) during opening hours. You will receive a suggested appointment there.

🗨️ Job Centre staff are not permitted to pass on any information about Job Centre customers. A power of attorney is always required as a voluntary accompanying person. This must include the scope of the authorisation, the full name and address of the authorised representative and the Jobcentre customer, as well as a copy of the customer's ID as an attachment. If the customer number and BG number are known, please also enter these in the authorisation. Please bring your ID with you as the authorised representative.

Youth welfare office

The [youth welfare office in the district of Segeberg](#) will help you with:

- **Counselling:** The Youth Welfare Office provides advice and information on parenting and family.
- **Help with problems:** If there are problems in the family, the youth welfare office can offer support and help to find solutions.
- **Financial support:** Families can receive money or other financial assistance, for example for childcare.
- **Childcare:** The youth welfare office helps to find suitable childcare, such as nurseries or childminders.

- **Family help:** There are special programmes that support families in everyday life, such as household help or parenting advice.
- **Child protection:** If children are at risk or living in danger, the youth welfare office ensures that they are protected.
- **Support for children and young people:** The youth welfare office helps when children need special support, such as with learning difficulties or special needs.
- **Adoption:** The Youth Welfare Office helps with the placement of children for adoption and supports the adoptive parents and biological parents during the process.
- **Custody:** If there is a dispute or uncertainty about the custody of a child, the Youth Welfare Office can help to find solutions and clarify custody.

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

Social welfare office

The Social Welfare Office


The Social Welfare Office helps people who have problems and need support. Here are some of the things the Social Welfare Office does:

- **Counselling:** The Social Welfare Office talks to people about their problems and tells them what help they can get.
- **Financial support :** The social welfare office gives people money if they don't have enough to live on. This can be social welfare, unemployment benefit or other assistance.
- **Help for special needs:** The social welfare office supports people who need special help, such as the elderly or people with disabilities. For example, this can mean that the social welfare office organises or pays for care services so that people are well looked after at home or in a care home.
- **Advice on other help:** The social welfare office can also tell you where else you can get help, for example with problems with housing or work.

The social welfare office is there to help people in difficult situations and ensure that they are well looked after and can participate in social life.

In order to receive help from the social welfare office, there are certain requirements that must be met:

- **Neediness:** you must be able to prove that you have financial problems and do not have enough money to live on.
- **Residence:** In most cases, you must live in the area for which the social welfare office is responsible.
- **Application:** You must submit an application and provide all the necessary documentation to show why you need help.
- **Co-operation:** You must co-operate with the social welfare office by providing all the information requested and speaking to them when necessary.
- **Compliance with rules:** There are certain rules and regulations that you must adhere to in order to get help from social services. For example, you may have to prove that you are looking for work if you are able to work.

 [Link to the social security website of the Segeberg district administration](#)

 [List of towns, offices and municipalities](#)

Registry office

The registry office takes care of important documents and life events.

For example, when a child is born, the parents are obliged to report the birth of the child to the registry office in person (birth certification). If you want to get married, the registry office is responsible for registering your marriage.

The registry office ensures that all important life events are officially documented.

Here are the main tasks of the registry office:

- **Births:** the registry office registers babies when they are born.
- **Marriage certificates:** It helps register marriages and issues marriage certificates.
- **Deaths:** When someone dies, this is reported to the registry office and a death certificate is issued.
- **Civil status:** The registry office records all important personal data, such as births, marriages and deaths.

Find your registry office here ⇒ [Contact cities/offices/municipalities](#)

Payment card

Important information about the payment card


Status 02/2026

The payment card is a new form of benefit provision for people entitled to benefits under the **Asylum Seekers' Benefits Act**.

Once you have received your payment card and registration details from your benefits authority (social welfare office), the social benefits are loaded onto the card by bank transfer. The payment card replaces the previous issue of social benefits in the form of cash, cheques or vouchers.

What is the payment card?

- The payment card is like a bank card.
- Benefits under the Asylum Seekers' Benefits Act (AsylbLG) are transferred to the payment card as a credit balance.
- You can use the payment card to pay in shops that offer VisaCard payment.
- You can use the payment card to withdraw up to 50 euros in cash.
- You can only spend as much money as is on the card.

 This is what the payment card looks like. You can see your personal card number in the highlighted area.



Here you will find **explanatory videos and answers to frequently asked questions (FAQs)** in several languages.

Scan the QR code or [click here](#).



How does the payment card work?

It is a credit-based card without a bank account. As a SocialCard holder, you can use the card for both contactless payments and cash withdrawals. Because the card is part of the Visa network, you can use it at many locations in **Schleswig-Holstein**.

Important: To be able to use all the functions of the card, you must register in the **online portal** or in the **My SocialCard app**. The login details (user name and password) from the My SocialCard app are also valid for the online portal.

Regional use

The card can **only** be used in bricks-and-mortar stores **in Schleswig-Holstein**. Use in another federal state must be applied for and justified in writing to the responsible authority. Use abroad is not permitted.

Who receives the payment card?

All people of legal age in Schleswig-Holstein who receive state support in accordance with the Asylum Seekers' Benefits Act. Exceptions are possible.

Benefits for underage children are generally booked to the mother's card. Please inform the responsible benefits authority if the money for the children should not be booked to the mother's card.

What can you do with the payment card?

Withdraw cash:

Each person can withdraw up to 50 euros per month with the payment card. You can currently withdraw cash free of charge from various merchants in over 15,000 shops throughout

Germany.

Important: The first two ATM withdrawals per month are free of charge. **From the third withdrawal onwards, you will have to pay a fee of 0.65 EURO.**

In special cases, the benefits authority may also allow you to withdraw more money. Please enquire directly with the benefits authority.

Use in bricks-and-mortar shops:

You can use the card in shops that accept Visa debit cards. Look for the Visa symbol: **VISA**
Enter your PIN for this when paying.

Use in online shops:

You can use the card at all Visa merchants throughout Germany. Two-factor authentication via the My SocialCard app may be required when using the card in online retail.

How can I make transfers with the card?

Transfers can only be made with the payment card to authorised payees.

The request to authorise a payee must be sent to the relevant benefit authority via your **online portal** or the **app**. Please inform the benefits authority of your current payment obligations when you receive your card.

- A request can only be processed if the payee's details are complete and correct.
- Requests can only be authorised in German and on presentation of written proof (e.g. rental agreement, mobile phone contract, electricity bill).
- There is no legal entitlement to the authorisation of individual payees.

Please check whether the service can be authorised before concluding the contract.
The approval of payees by the benefits authority can take up to 10 working days.

Important: If you do not have sufficient funds in your account or if you improperly authorise a direct debit mandate, you will incur a fee of **25.00 euros** as compensation. You must bear the costs.

Are there problems with certain transactions?

Use of the card is blocked for the following sectors. Goods or services from merchants with a corresponding industry affiliation cannot be paid for with the card.

- Gambling
- Escort and dating
- Adult content
- Weapons and ammunition shops
- Money transfer services
- Cryptocurrency
- traveller's cheques
- Cash disbursement service providers,

- Merchandise services from financial institutions
- Broker services (shares, funds, ETFs)

Can others also pay with the card?

The payment card is secured with a PIN. The card and PIN may not be passed on to other persons.

The PIN can be found in the envelope containing the card. The PIN is printed at the bottom right of the envelope behind a security window.

How can the card be blocked?

You can block the card in the event of

- misuse of the card or
- loss

in the **online portal**, the My SocialCard app or by dialling **116 116**.

The block can be cancelled by the relevant benefits authority on request.

You can find more information about the SocialCard in various languages here:

The website www.socialcard.de provides information in many languages. There is also a "My SocialCard" app, which is important, for example, when a TAN is needed for online payments. After logging in, you can use the services to check whether your card is authorised for online payments, for example. You can also find out in which shops you can withdraw cash.

🔗 **Click here or scan the QR code to access the online portal:**



Explanatory videos on the payment card

Here you will find **explanatory videos** and answers to frequently asked questions (FAQs) in several languages.

Simply click on the link here.

🌐 <https://www.socialcard.de/>

You will then be redirected to the SocialCard homepage.

Select the language in which you would like to receive the information and videos.

Counselling and help

Migration counselling in the Segeberg district

Migration counselling - what is it?

Migration counselling - what is it?

At the beginning, many things will be strange and unfamiliar to you in Germany. Even if you have been living in Germany for some time, you may have questions that you need answers to. Individual counselling will help you right from the start. It offers concrete support for almost all situations in daily life. As a result, you will learn to take matters into your own hands and make decisions independently.

Who can get advice from the Migration Advice Centre?

Anyone who comes to Germany from another country or already lives here and needs help can seek advice from the migration advice centre. This could be people with a refugee background, family members of migrants, EU citizens, students or labour migrants, for example.

Possible topics and questions for migration counselling are

- **Child reunification, spouse reunification, family reunification:**
Help with reuniting family members, such as children or spouses, who wish to come to Germany from abroad.
- **Integration courses/language courses (German):**
Courses to help people who have recently arrived in Germany to learn German and integrate here.
- **Recognition of foreign school/university qualifications (orientation counselling/initial counselling):**
Help with having foreign school or university qualifications recognised in Germany so that they are recognised here.
- **Education and social security systems (information and clarification):**
Information about the education system and the social security system in Germany to help people find their way around.
- **Authorities, e.g. explanation of decisions and options for action:**
Help with understanding letters or documents from authorities and knowing what to do.
- **Financial support, help with applications:**
Support with applying for financial assistance, for example if someone has no income.
- **Topics specific to foreigners, such as right of residence or work permits:**
Information and support on special topics that are important for people from abroad, such as the right to stay here or getting a work permit.
- **Living and working in Germany:**
Help and information about living and working in Germany so that people can find their feet here.

The difference between the Youth Migration Service (JMD for short) and Migration Counselling (MB for short)

Youth Migration Service:

The Youth Migration Service helps young people with a migration background to find their feet in Germany and organise their lives here. They offer support on topics such as school, training, work, housing and integration.


Migration counselling:


Migration counselling is for people of all ages with a migration background. It helps people to find their way in Germany and offers support on various topics, such as residence, work, education, health and family.

 [Here you can find](#) more information and the current contact details for an individual counselling appointment at your place of residence.


The following organisations offer migration counselling in the Segeberg district (see above).


Diakonisches Werk des Kirchenkreises Plön/Segeberg GmbH


 Kirchstraße 9a - 23795 Bad Segeberg


 04554 955 330

Diakonisches Werk Altholstein GmbH


 Bahnhofstraße 3 - 5 - 24568 Kaltenkirchen


 04191 860 766

 Bleek 23 - 24576 Bad Bramstedt


 04192 906 020 25


Diakonisches Werk Hamburg-West/Südholstein

 Ochsenzoller Straße 85 - 22848 Norderstedt


 040 526 2688


Caritas Association for the Archdiocese of Hamburg e.V.

 Falkenkamp 2 - 22846 Norderstedt

 04106 823 75

Arbeiterwohlfahrt Landesverband Schleswig-Holstein e.V. (AWO)

 Rathausallee 72 - 22846 Norderstedt

 0173 720 8238

Internationaler Bund (IB) Freier Träger der Jugend-, Sozial- und Bildungsarbeit e.V.

📍 Hermann-Löns-Weg 9 - 22844 Norderstedt

☎️ 040 554 031 80

Migration counselling Contacts and addresses**Bad Segeberg****Migration counselling**

👤 **Mrs Dina Kembouche-König**

✉️ [@dina.kembouche-koenig@kirche-ps.de](mailto:dina.kembouche-koenig@kirche-ps.de)

📍 Kirchstraße 9a - 23795 Bad Segeberg

👤 **Mr Axel Fricke**

🗣️ **German, English**

📅 Mon., Tue. and Thu. 9:00 - 11:00 and by appointment

☎️ [04551/955555](tel:04551955555)

✉️ [@axel.fricke@kirche-ps.de](mailto:axel.fricke@kirche-ps.de)

📍 Kirchstraße 9a - 23795 Bad Segeberg

Perspective and return counselling

👤 **Mr Emad Almalak**

🗣️ **German, English, Arabic, Kurdish**

📅 Tues. 10:00 - 12:00, Thurs. 13:30 - 16:00 and by appointment

☎️ [04551/955309](tel:04551955309)


✉️ [@emad.almalak@kirche-ps.de](mailto:emad.almalak@kirche-ps.de)

📍 Kirchstraße 9a - 23795 Bad Segeberg


Bad Bramstedt**Migration counselling**

🗣️ **German, English**

📅 Appointments by arrangement

 [04192/90602025](tel:04192/90602025)


[@migration-bb@diakonie-altholstein.de](mailto:migration-bb@diakonie-altholstein.de)


 Bleeck 23 - 24576 Bad Bramstedt

Kaltenkirchen


Migration counselling

•  **German, English**

 Appointments by arrangement


 [04191/860766](tel:04191/860766)

[@migration-kaltenkirchen@diakonie-altholstein.de](mailto:migration-kaltenkirchen@diakonie-altholstein.de)

 VHS Kaltenkirchen
Bahnhofstraße 3 - 5 - 24568 Kaltenkirchen


Youth migration service (12 - 27 years)

 **German, Turkish**

 Appointments by arrangement

 [0175/8806758](tel:0175/8806758)

[@nuri.kazak@ib.de](mailto:nuri.kazak@ib.de)


 Education meeting point
Lakweg 2 - 4 - 24568 Kaltenkirchen


Wahlstedt

Migration counselling


 **Mr Axel Fricke**

 **German, English**

 on the 2nd and 4th Tues. of the month from 9:00 - 11:00 a.m. and by appointment

 [04551/955555](tel:04551/955555)

[@axel.fricke@kirche-ps.de](mailto:axel.fricke@kirche-ps.de)


 Town Hall
Market 3 - 23812 Wahlstedt

Norderstedt

Migration counselling


Mrs Olga Verkhovodova


 German, Russian

 [0162/2470171](tel:01622470171)

 [@olga.verkhovodova@caritas-im-norden.de](mailto:olga.verkhovodova@caritas-im-norden.de)

 Mon - Fri 09:00 - 17:00 by appointment

- ** iINTERPUNKT**
Rathausallee 72 - 22846 Norderstedt

 Mon - Fri 09:00 - 17:00 by appointment

- ** Oadby-And-Wigston-Straße 81 - 22846 Norderstedt**

Mr Mike Shorina

 German, English


 [0151/23441427](tel:015123441427)

 [@mike.shorina@diakonie-hhsh.de](mailto:mike.shorina@diakonie-hhsh.de)

 Mon. 10:00 - 14:00


- ** Family Centre Glashütte**
Mittelstraße 45 - 22851 Norderstedt

 Tue. 10:00 - 13:00, Thu. 10:00 - 13:00 and Fri. 10:00 - 13:00

- ** Diaconal work**
Ochsenzoller Straße 85 - 22848 Norderstedt


Mr Benito Zagari

 German, Dari


 [0151/18186501](tel:015118186501)

 [@benito.zagari@diakonie-hhsh.de](mailto:benito.zagari@diakonie-hhsh.de)

 Wed. 10:00 - 16:00


- ** iINTERPUNKT**
Rathausallee 72 - 22846 Norderstedt


 Fri. 10:00 - 13:00

-  Diaconal work
Ochsenzoller Straße 85 - 22848 Norderstedt


 **Mrs Raphaela Shorina**

 **German, English**

 Fr. 10:00 - 13:00 o'clock


 [0151/2386293](tel:01512386293)


 [@raphaela.shorina@diakonie-hhsh.de](mailto:raphaela.shorina@diakonie-hhsh.de)

 Diaconal work
Ochsenzoller Straße 85 - 22848 Norderstedt

 **Mr Tim Ludwig**

 **German, English**

 Mon - Fri 09:00 - 17:00 by appointment


 [0173/6119363](tel:01736119363)

 [@tim.ludwig@caritas-im-norden.de](mailto:tim.ludwig@caritas-im-norden.de)

 Oadby-And-Wigston- Straße 81 - 22846 Norderstedt

 **Mrs Saltanat Goldemannch**

 **German, Russian**

 Mon - Fri 09:00 - 17:00 by appointment


 [0151/46338610](tel:015146338610)


 [@saltanat.goldemann@caritas-im-norden.de](mailto:saltanat.goldemann@caritas-im-norden.de)

 Oadby-And-Wigston- Straße 81 - 22846 Norderstedt

 **Mrs Barbara Ruff**

 **German, English**

 Mon - Fri 09:00 - 17:00 by appointment


 [0174/9472437](tel:0174/9472437)


 barbara.ruff@caritas-im-norden.de

 Oadby-And-Wigston- Straße 81 - 22846 Norderstedt

 **Mrs Shahla Barzingy**

 **German, Arabic**

 Mon - Fri 09:00 - 17:00 by appointment

 [0162/2970978](tel:0162/2970978)

 shahla.barzingy@caritas-im-norden.de

 Oadby-And-Wigston- Straße 81 - 22846 Norderstedt

Youth Migration Service (12 - 27 years)


 **Mr Nuri Kazak**

 **German, Turkish**


 [0175/8806758](tel:0175/8806758)

 nuri.kazak@ib.de

Appointments by arrangement

-  Internationaler Bund e.V.
Hermann-Löns-Weg 9 - 22848 Norderstedt


Friday appointments by arrangement


-  iINTERPUNKT
Rathausallee 72 - 22846 Norderstedt

Refugee counselling


 **Mrs Elena Wrede**

 **German, Bulgarian, Russian**

 Appointments by appointment (by phone, e-mail or on site on Tues. 14:00 - 18:00 and Thurs. 09:00 - 13:00)


 [0173/7208238](tel:01737208238)


 [@elena.wrede@awo-sh.de](mailto:elena.wrede@awo-sh.de)

 iINTERPUNKT
Rathausallee 72 - 22846 Norderstedt


 **Mr Anis Albasha**

 **German, Arabic, English**

 Appointments by appointment (by phone, e-mail or on site on Tues. 14:00 - 18:00 and Thurs. 09:00 - 13:00)

 [0175/2943888](tel:01752943888)

 [@anis.albasha@awo-sh.de](mailto:anis.albasha@awo-sh.de)

 iINTERPUNKT
Rathausallee 72 - 22846 Norderstedt

Online migration counselling - mbeon

Online migration counselling - mbeon

Mbeon is an app that helps people with a history of migration. It offers them information and support if they live in Germany. With this app, users can ask questions and receive answers from qualified counsellors. You can get advice on various topics. Possible topics include integration, work, school, housing and health. Mbeon allows users to communicate in their own language, as the counsellors can speak different languages. The app offers a simple and confidential way to get help and support without having to go to a counselling centre in person.

You can find more information about the mbeon app [here](#).

Online migration counselling for young people - Youth Migration Service (JMD for short)

Young migrants (up to the age of 27) can seek counselling online. Here you can ask your questions publicly via a chat function. You will receive answers from experienced JMD employees.

The service is available in these languages

- [German](#)
- [English](#)
- [Russian](#)
- [Turkish](#)
- [Arabic](#)

AVB - Asylum procedure counselling independent of authorities

Confidential and free counselling independent of the authorities:

- What is an asylum application and how does the asylum procedure work?
- Why is the interview important and how do I prepare for it?
- What do I need to know about the asylum decision and what happens afterwards?
- What is an asylum appeal procedure and what do I need to do?
- What is the Dublin procedure and what should I do?

Bad Segeberg


 **Mrs Julia Lucas and Mrs Jaouadi-Fredj**

 Access to the premises and the building is only possible by appointment.


 [04551-90816289](tel:04551-90816289)

 nfo.avb@utsev.de

 [Link to asylum procedure counselling](#)


 Bad Segeberg state accommodation centre
House 11

Segeberger Straße 106a - 23795 Bad Segeberg

 Here you can find a flyer of the counselling service: [UTS AVB 2024 Flyer.pdf](#)

Norderstedt


 **Mrs Britta Schmunz**

 By appointment

 [040-55403180](tel:040-55403180)


 [0178-9323694](tel:0178-9323694)

 britta.schmunz@ib.de

 International Federation

Hermann-Löns-Weg 9 - 22844 in Norderstedt

 Here you can find a flyer of the counselling service: [Flyer IB AVB.pdf](#).

 You can find directions here:

- [AVB Flyer German.pdf](#)
- [AVB Flyer Arabic.pdf](#)
- [AVB Flyer Farsi.pdf](#)

Asylum procedure counselling for queer and other vulnerable people seeking protection

Special asylum procedure counselling

Asylum procedure counselling with a focus on legal advice for queer and other vulnerable people seeking protection

Task


The service helps people who need protection to understand how the asylum procedure works and what happens during it. They are also told what rights they have and what they need to do. This enables them to better decide what is best for them.

The help is free of charge and independent of any authority. The counsellors talk to each person individually and personally, and everything that is discussed remains confidential.

Target group

The service is aimed at people who have applied for asylum in Germany. This may also be a follow-up or second application.

The service specialises in helping certain groups. For example, queer people or people with mental illnesses are counselled. They also help people who are very sad or ill because they have experienced something terrible. This can be things like violence, torture or other bad experiences that have taken a lot out of them.

 [You can find](#) more information and the contact details of the counsellors [here](#).

Protection and Supply Compass Schleswig-Holstein

Protection and care compass

The **Schleswig-Holstein** [Protection and Care Compass](#) is an internet platform for people who have fled their home country or have recently arrived in Germany.

Refugees often face major challenges. Some also have special needs. For example, because of an illness, a disability or because they find themselves in dangerous situations.

These people have a right to protection, suitable accommodation and help that suits them. It is important to note that there is no "one group", but many different life situations. A person often faces several pressures at the same time.

The [Protection and Care Compass](#) shows where you can find help in Schleswig-Holstein. On the site, you can search for specific services that match your situation.

Who is particularly vulnerable?

Particularly vulnerable people are, for example

- People with disabilities or health restrictions
- People who have been victims of human trafficking
- Queer people (e.g. LGBTQ+)
- People who have experienced genital mutilation
- People who have been affected by domestic or sexual violence
- People with trauma-related disorders.

 [Click here for the protection and care compass.](#)

Migrant Parents Network Schleswig-Holstein (MEN SH)

The Migrant*innen-Elternnetzwerk Schleswig-Holstein (MEN-SH) introduces itself:

Many children with a history of flight and migration have a hard time. There can be various reasons for this. For example, because they are just learning German, their parents do not yet speak German well or some people treat them unfairly.

Parents are important for their children's education. That is why MEN SH helps parents to know and utilise their rights. The MEN SH is a group of parents with a history of flight and migration, migrant associations and representatives of these associations. The network supports parents with a history of migration or flight so that their children have better and equal opportunities at school.

The aim of MEN SH is to connect, inform and activate parents with a history of migration or flight so that they can realise their potential and overcome challenges in the education system together.

The MEN SH sees itself as a mouthpiece for immigrant parents, breaking down barriers, promoting dialogue and providing a strong voice for decision-makers in politics, education and administration.

💡 Here you can find the flyer from MEN SH with further information and contact details: [MEN SH-Fyer.pdf](#)

🌐 [Click here for the MEN SH info page.](#)

Help and support for children and young people

🌐 Youth Not Mail

- Online counselling is for children and young people
- **Free of charge. Confidential. Available 24/7. Without taboos.**

💡 Also available as an app

📞 **Number against grief 116 111** / 🌐 Online counselling

- **Free of charge. Confidential. Anonymous.**
- Here you can find help with issues such as bullying, stress with parents, friends or classmates, being ripped off online or in the classroom, anxiety, abuse, eating disorders, depression or addiction.

📞 **Sexual abuse helpline 0800 2255 530** / 🌐 Online counselling

- **Free of charge. Anonymous. Multilingual.**
- [You can find more information here: Guide: Protection from violence for women and children](#)

☎ **Muslim counselling service Phone 030 443 509 821 /**

- **Free of charge. Anonymous. Confidential. Understanding.**
- Anyone can call, regardless of religion, origin, age or gender.

Help and support for women

Pastoral care

☎ **Pastoral care telephone number: 0800 111 0 111**

- **Free of charge. Anonymous. Confidential. Understanding.**
- Because there are simply situations that push us to our limits: Heartbreak, for example, or being made redundant, loneliness, addiction problems. Some people lose the will to live. A conversation can help you to sort out your thoughts, see things more clearly again and tackle problems.

☎ **Muslim counselling telephone number: 030 443 509 821**

- **Free of charge. Anonymous. Confidential. Understanding.**
- Anyone can call, regardless of religion, origin, age or gender.

Violence against women

☎ **Help telephone number: 116 016**

🌐 **Link to online counselling**

- The counselling service is **free, anonymous, barrier-free** and **multilingual**.
- Here you can find help with various problems such as
 - Domestic violence, for example psychological, physical and sexual violence in relationships.
 - Violence outside of relationships, including psychological, physical and sexual violence.
 - stalking
 - bullying
 - Forced marriage
 - Violence in the name of "honour"
 - Trafficking in women
 - Violence in the context of prostitution
 - genital mutilation
 - Sexual harassment in the workplace
 - Sexual harassment in public spaces

Pregnant women in distress

 **Help telephone number: 0800 40 40 020**

 **Link to [online counselling](#)**

- The service is **free, anonymous, barrier-free** and **multilingual**.
- The service is aimed at pregnant women, their immediate environment and also professionals can contact the counsellors around the clock before and after the birth, who know suitable offers of help.
- The counsellors support you regardless of gender, origin, faith, sexual orientation and sexual identity.
- You can seek advice on the possibility of a confidential birth.

Sexual abuse

 **Help telephone number: 0800 22 555 30**

 **Link to [online counselling](#)**

- The counselling service is **free, anonymous** and **multilingual**.
- [You can find the guide here: Protection from violence for women and children](#)

Specialist centre for sex workers in Schleswig-Holstein

- The service offered by the specialist centre is **free of charge, anonymous** and **multilingual**.
- You can obtain counselling locally in Kiel, Lübeck and Flenburg.
- You can get advice by telephone.
- They will be happy to help you if you would like to talk about your work and if you have questions about your self-employment.
- They will be happy to help you with questions about the tax office, job centre, health insurance, housing benefit and social security.
- They will help and advise you if you want to leave sex work.

Specialist centre against trafficking in women in Schleswig-Holstein

-  **Help telephone number: 0431 / 55 77 91 91**
- @contra@frauenwerk.nordkirche.de
- The service is **free of charge, barrier-free** and **multilingual**.
- Contra advises and supports women who are affected by human trafficking, violence, exploitation and forced prostitution.
- Contra advises and supports women who are affected by forced labour or extreme exploitation of their labour.

- Contra counsels and supports women affected by exploitation and extortion in marriage (marriage trafficking).

Women's counselling centres and women's shelters in the district of Segeberg

☎ Telephone number: 04551 / 38 18

- Consultation hours: Mon., Tue., Wed., Fri. from 10:00 - 12:00 and Thurs. from 14:00 - 16:00
- 🌐 Link to [online counselling](#)
- The service is **free** and **anonymous**.
- The service is aimed at women and girls aged 14 and over.

You can reach the women's counselling centre Frauzimmer e.V. in Bad Segeberg at

- ☎ 04551 / 38 18
- @ frauzimmer-badsegeberg@t-online.de

You can reach the women's counselling centre Frauenräume e.V. in Norderstedt and Kaltenkirchen on

- ☎ 040 / 529 69 58 in Norderstedt
- ☎ 04191 / 856 99 in Kaltenkirchen
- @ info@frauenraeume-ev.de

Women's refuge Norderstedt

- ☎ 040 / 529 66 77
- @ frauenhaus.norderstedt@diakonie-hhsh.de

Weisser Ring - Counselling for victims of crime

- ☎ Help - Telephone: 116 006
- 🌐 Link to [online counselling](#)
- The counselling service is **free of charge** and **anonymous**.
- You can find personal counselling and help on site [here](#).

Further counselling and support for women and pregnant women can be found [here](#).

What is domestic violence?

- Domestic violence refers to violence in an existing and former partnership.
- Domestic violence occurs
 - by using words that hurt

- when contact is monitored or forbidden
- when access to money is monitored
- when you are physically attacked
- if you are forced to perform sexual acts (rape, harassment, abuse of children, sexual harassment on the internet)

Confidential forensics without (immediate) reporting

If someone has hurt you (domestic or sexualised violence), you can have a "confidential forensic examination" carried out. This means that doctors will look after you and collect evidence without the police finding out about it. You can decide whether or not you want to go to the police later. It is important to have the examination done quickly after the incident. Here is a [list of hospitals](#) that can help you with this.

Help and support for men

Pastoral care



Pastoral care telephone number: 0800 111 0 111

- **Free of charge. Anonymous. Confidential. Understanding.**
- There are moments that are very difficult for us humans. For example, when you are heartbroken, lose your job, feel lonely or have problems with an addiction. Some people then lose the will to live. A conversation can help you to organise your thoughts, think more clearly and tackle problems.



Muslim counselling telephone number: 030 443 509 821

- **Free of charge. Anonymous. Confidential. Understanding.**
- Anyone can call, regardless of religion, origin, age or gender.


Violence against men

-  **Help telephone: 0800 / 12 39 90 0**
-  **[Link to online counselling](#)**
- The counselling service is free of charge and anonymous.
- The service is aimed at men who have experienced violence and want to talk about it.



Specialist counselling centre for sexualised violence and sexual abuse against boys and men

-  **Help telephone: 040 / 39 84 26 62**
-  **[Link to online counselling](#)**
- The counselling service is **free of charge** and **anonymous**.
- Counselling is available for boys and men who have been victims of sexual violence.
- Counselling is available for relatives of victims.

Packhaus counselling centre

-  Link to further [information and the counselling centre's services](#)
- The counselling centre offers counselling for young people and adult men who have been victims of violence or sexualised violence.

Weisser Ring - Counselling for victims of crime

-  **Help telephone: 116 006**
-  **Link to [online counselling](#)**
- The counselling service is **free of charge** and **anonymous**.
- You can find personal counselling and help on site [here](#).

Help for people with disabilities and impairments

Tasks and objectives of the Disability Officer

Anyone who is physically, mentally or emotionally disabled or may soon have a disability has the right to help and support. No one may be disadvantaged because of their disability. This is enshrined in German law.

People with disabilities and their families have many questions and uncertainties. But there are also many ways to make everyday life easier.

Disability representatives advocate for the rights and needs of people with disabilities. They ensure that people with disabilities receive the support they need.

The Disability Ombudspersons are committed to the following points:

- equal living conditions in all areas of social life.
- the promotion of accessibility. They work to remove obstacles so that everyone can get around easily everywhere.
- for issues and interests of people with disabilities.
- for information events on the integration of people with disabilities. They provide information about the rights and opportunities for people with disabilities.

The disability representatives...

- are contact persons for people with and without disabilities.
- help and refer you to the relevant authorities. For example, they offer advice and assistance on topics such as housing, work and education.
- promote and strengthen cooperation between disability organisations. Advocate for the interests of people with disabilities with the authorities and in politics.
- sensitise society to the concerns of people with disabilities. They work specifically towards an inclusive society.

Disability representatives help to ensure that people with disabilities can live on an equal footing and without barriers.

The disability representatives are confidants and contact persons for all matters relating to disabilities.

📍 Segeberg district administration
Hamburger Straße 30
23795 Bad Segeberg

👤 **Mrs Altenhöner**
☎️ 04551 / 951 9321

👤 **Mr Luckow**
☎️ 04551 / 951 8114

👤 **Mrs McMillan**
☎️ 04551 / 951 8859

@b [ehinder](mailto:ehinder@segeberg.de) tenbeauftragte@segeberg.de

🗓️ **Please call in advance to make an appointment.**

Important contact details

Addresses and information

1. state office for social services

State Office for Social Services
Schleswig-Holstein
Office Lübeck
📍 Große Burgstraße - 23552 Lübeck

☎️ [0451-14060](tel:0451-14060)
@p ost.hl@lasd.landsh.de

Tasks:

- Determination of disabilities and
- Determination of assistance according to the law for the severely disabled
- Identification cards for the disabled
- Money for the blind
- Aid for the blind

2. job centre district of Segeberg

Contact:

Segeberg district job centre
📍 Location Bad Segeberg

Birkenring 16 a - 23795 Bad Segeberg

☎ [04551-90830](tel:04551-90830)

🌐 obcente_r-segeberg.standort-bad-segeberg@jobcenter-ge.de

Tasks:

- Promotes retraining
- promotes further training,
- contacts employers
- contacts important contacts, e.g. when it comes to setting up a workplace.

3. social organisation Germany

The social organisation helps people who need support, for example with money or health problems. They stand up for people's rights and help if you have questions about laws or applications.

German Social Association

Regional Association Schleswig-Holstein e.V.

📍 Social Counselling Centre

Preußerstraße 1-9 - 24105 Kiel

☎ [0431-99047070](tel:0431-99047070)

@i nfo@sov-d-sh.de

4 German Pension Insurance North

The German Pension Insurance Centre ensures that people who can no longer work receive money when they get older or are ill. It also helps people to find out how much money they will receive in old age and provides support with questions about pensions.

German Pension Insurance North

Lübeck location

📍 Ziegelstraße 150 - 23556 Lübeck

☎ [0451-4800](tel:0451-4800)

@i nfo@drv-nord.de

Free service telephone ☎ [0800-100048022](tel:0800-100048022)

5 Workers' Welfare Association - Segeberg District Association

The Workers' Welfare Association helps people in difficult situations, such as problems with family or housing. It offers support in caring for the elderly and helps with many other things to make life better and easier.

Workers' Welfare Association - Segeberg District Association

📍 Lübecker Str. 14 - 23795 Bad Segeberg

☎ [04551-3005](tel:04551-3005)

@k reisver_band-segeberg@awo-sh.de

6 German Red Cross

German Red Cross
 Segeberg District Association
 Kurhausstraße 57
 23795 Bad Segeberg

☎ [04551-9920](tel:04551-9920)

@i info@drk.segeberg.de

Services offered:

- Disability support
- Leisure activities for people with disabilities
- Help hotline
- Assisted living
- Day support centres
- Training flats
- and much more

7. care support centre in the district of Segeberg

Care support centres help people who need care and their families. They offer advice and support to help people find the right care and find out what help is available.

Care support centre in the district of Segeberg

📍 Heidbergstraße 28 - 22846 Norderstedt

☎ [040-52883830](tel:040-52883830)

@i info@pflegestuetzpunkt-se.de

8 Lebenshilfe Bad Segeberg e.V.

Lebenshilfe advocates for the rights of people with intellectual disabilities and their families.

Lebenshilfe Bad Segeberg e.V.

📍 Theodor-Storm-Straße 7 - 23795 Bad Segeberg

☎ [04551-8950510](tel:04551-8950510)

@i info@lebenshilfe-se.de

9 Crossroads - Do you need help? We are happy to advise you?

We help refugees with disabilities and their families with a free phone call to clarify initial questions.

Our counselling service supports refugees with disabilities and their families:

- We answer simple questions on topics such as help from the social welfare office or job centre, residence or asylum, childcare (daycare, school) and learning the language.

- We look for offers of help in your area and help you get in touch with local advice centres. These centres know the area well and can help you for longer.
- Until you have found suitable help in your area, we will continue to support you on the phone and be there for you.

💡 You can make a counselling enquiry [here](#).

🌐 You can find more information [here](#).

10 ZSL Nord e.V. - Centre for Self-determined Living Northern Germany e.V.

We are committed to the participation and self-determination of people with disabilities in northern Germany: We advise those affected and their relatives, organise events and get involved in politics.

What makes us special?

We are people with disabilities ourselves. We organise our association autonomously and independently and represent ourselves and our interests ourselves.

🌐 [You can find](#) more information about the association and its counselling services [here](#).

Debt counselling centres in the Segeberg district

Some people have little money. They can't pay their bills and have debts. The debts get bigger and bigger. So do the worries. Debt counselling helps to solve the money problem.

People come to debt counselling when they

- cannot pay for their home.
- Are afraid they won't be able to get electricity at home.
- Are afraid of losing their job.
- Can't pay their bills.
- Don't know what they have to pay.
- Want to manage their money better.
- Need a bank account that nobody can access.

Services and tasks of the debt counselling centres in the district of Segeberg:

- (Acute) counselling
- Information on over-indebtedness
- Analysing the debt situation
- Development of solutions
- Help with applications
- Arrangement of instalment payments

- Support with budget plans
- Strengthening self-efficacy
- Aftercare
- Public relations work
- Debt prevention
- Connection to further counselling services

[Debt counselling in the district Segeberg \(Flyer\)...](#)


Here you will find all the locations where counselling is offered. Please make an appointment.

If you would like counselling at the job centre, appointments are made via the job centre.

Bad Bramstedt | Schuldenberatungsstelle


 [Altonaer Straße 2, 24576 Bad Bramstedt](#)

 schuldenberatung@drk-segeberg.de


 [+49 \(0\) 45519920](tel:+49(0)45519920)

 <https://www.drk-segeberg.de/angebote/beratungsste...>

Bad Segeberg | Schuldenberatungsstelle

 [Kurhausstraße 2, 23795 Bad Segeberg](#)

 schuldenberatung@drk-segeberg.de


 [+49 \(0\) 45519920](tel:+49(0)45519920)

 <https://www.drk-segeberg.de/angebote/beratungsste...>

Henstedt-Ulzburg | Schuldenberatungsstelle

 [Rathausplatz 3, 24558 Henstedt-Ulzburg](#)

 schuldenberatung@drk-segeberg.de

 [+49 \(0\) 45519920](tel:+49(0)45519920)

 <https://www.drk-segeberg.de/angebote/beratungsste...>

Kaltenkirchen | Schuldenberatungsstelle

 [Süderstraße 2a, 24568 Kaltenkirchen](#)

 schuldenberatung@drk-segeberg.de

+49 (0) 45519920

<https://www.drk-segeberg.de/angebote/beratungsste...>

Stadtbücherei Kaltenkirchen | Schuldenberatungsstelle

[Am Markt 10, 24568 Kaltenkirchen](#)

[@schuldenberatung@drk-segeberg.de](mailto:schuldenberatung@drk-segeberg.de)

+49 (0) 45519920

<https://www.drk-segeberg.de/angebote/beratungsste...>

Jobcenter Bad Segeberg | Schuldenberatungsstelle

[Birkenweg 16a, 23795 Bad Segeberg](#)

Jobcenter Kaltenkirchen | Schuldenberatungsstelle

[Kisdorfer Weg 7a, 24568 Kaltenkirchen](#)

Jobcenter Norderstedt | Schuldenberatungsstelle

[Heidbergstraße 100, 22846 Norderstedt](#)

Emergency housing counselling in the Segeberg district

For many people, losing their own flat or house is a major burden. There are many reasons for seeking advice. One reason may be, for example, a cancellation due to personal use. There may also be problems with the tenancy agreement.

People who have no home or are about to lose their home can get help in the Segeberg district. Help is available at the advice centres of the housing emergency advice service. People receive quick support there. The counselling is designed to help people keep their flat or find a new one.

Men, women and families in the district of Segeberg can contact the advice centre.

Tasks of the housing advice centres in the district of Segeberg:

- Advice on tenancy law including protection against dismissal
- Help with rent arrears
- Help with terminations without notice
- Help with eviction proceedings
- Help with difficulties with landlords
- Help with eviction and homelessness
- Avoidance of loss of housing
- Support in finding and applying for social benefits
- Aftercare

Here you will find all locations where counselling is offered. Please make an appointment.

Bad Bramstedt | Wohnungsnotlagenberatung

📍 [Altonaer Straße 2, 24576 Bad Bramstedt](#)

@wohnungsnotlagen@drk-segeberg.de

☎ [+49 \(0\) 45519920](tel:+49(0)45519920)

🌐 <https://www.drk-segeberg.de/angebote/beratungsste...>

Bad Bramstedt | Wohnungsnotlagenberatung

📍 [Bleek 23, 24576 Bad Bramstedt](#)

@wmb-Segeberg@diakonie-altholstein.de

☎ [+49 \(0\) 4551530786900](tel:+49(0)4551530786900)

🌐 <https://www.diakonie-altholstein.de/den-alltag-me...>

Bad Segeberg | Wohnungsnotlagenberatung

📍 [Kurhausstraße 2, 23795 Bad Segeberg](#)

@wohnungsnotlagen@drk-segeberg.de

☎ [+49 \(0\) 45519920](tel:+49(0)45519920)

🌐 <https://www.drk-segeberg.de/angebote/beratungsste...>

Bad Segeberg | Wohnungsnotlagenberatung

📍 [Lübecker Straße 10-12, 23795 Bad Segeberg](#)

@wmb-Segeberg@diakonie-altholstein.de

☎ [+49 \(0\) 4551530786900](tel:+49(0)4551530786900)

🌐 <https://www.diakonie-altholstein.de/den-alltag-me...>

Bornhöved | Wohnungsnotlagenberatung

📍 [Lindenstraße 5, 24619 Bornhöved](#)

@wmb-Segeberg@diakonie-altholstein.de

☎ [+49 \(0\) 4551530786900](tel:+49(0)4551530786900)

<https://www.diakonie-altholstein.de/den-alltag-me...>

Henstedt-Ulzburg | Wohnungsnotlagenberatung

[Rathausplatz 3, 24558 Henstedt-Ulzburg](#)

[@wohnungsnotlagen@drk-segeberg.de](mailto:wohnungsnotlagen@drk-segeberg.de)

[+49 \(0\) 45519220](tel:+49(0)45519220)

<https://www.drk-segeberg.de/angebote/beratungsste...>

Henstedt-Ulzburg | Wohnungsnotlagenberatung

[Rathausplatz 3, 24558 Henstedt-Ulzburg](#)

[@wnb-Segeberg@diakonie-altholstein.de](mailto:wnb-Segeberg@diakonie-altholstein.de)

[+49 \(0\) 4551530786900](tel:+49(0)4551530786900)

<https://www.diakonie-altholstein.de/den-alltag-me...>

Kaltenkirchen | Wohnungsnotlagenberatung

[Süderstraße 2, 24568 Kaltenkirchen](#)

[@wohnungsnotlagen@drk-segeberg.de](mailto:wohnungsnotlagen@drk-segeberg.de)

[+49 \(0\) 45519920](tel:+49(0)45519920)

<https://www.drk-segeberg.de/angebote/beratungsste...>

Kaltenkirchen | Wohnungsnotlagenberatung

[Flottkamp 13b, 24568 Kaltenkirchen](#)

[@wnb-Segeberg@diakonie-altholstein.de](mailto:wnb-Segeberg@diakonie-altholstein.de)

[+49 \(0\) 4551530786900](tel:+49(0)4551530786900)

<https://www.diakonie-altholstein.de/den-alltag-me...>

Stadt Norderstedt | Wohnungsnotlagenberatung

[Rathausallee 50, 22846 Norderstedt](#)

[@sozialamt@norderstedt.de](mailto:sozialamt@norderstedt.de)

[+49 \(0\) 4053595436](tel:+49(0)4053595436)

<https://www.norderstedt.de/Soziales-und-Familie/L...>

Wahlstedt | Wohnungsnotlagenberatung

📍 [Waldstraße 1, 23812 Wahlstedt](#)

✉️ wmb-Segeberg@diakonie-altholstein.de

☎️ [+49 \(0\) 4551530786900](tel:+49(0)4551530786900)

🌐 <https://www.diakonie-altholstein.de/den-alltag-me...>

If you would like advice at the job centre, appointments are made via the job centre.

Jobcenter Bad Segeberg | Wohnungsnotlagenberatung

📍 [Birkenweg 16a, 23795 Bad Segeberg](#)

Jobcenter Kaltenkirchen | Wohnungsnotlagenberatung

📍 [Kisdorfer Weg 7a, 24568 Kaltenkirchen](#)

Addiction counselling

In Germany, addiction is an **illness** and not a personal weakness or a personal failure. Addiction or dependency is also not a question of guilt.

It is an illness and you can get help: for example, medical help and/or counselling.

What can you become addicted to? These include, for example:

- Alcohol, nicotine, cannabis, medication (so-called **substance-related** addictions)
- Internet, eating disorders, mobile phones, gambling addiction (so-called non-substance-related addictions)
- You can become emotionally (psychologically) and/or physically (physically) dependent.

The transition from "normal use" to an addiction or dependence on "something" is not easy to recognise. It often develops slowly and over time. For this reason, it is dangerous.

- When does the normal use of a substance end?
- Where does abuse begin?
- When does a drug become habitual?
- Where does dependence/addiction begin?

There are counselling centres for people with dependency/addiction problems in almost every municipality.

Trained and experienced counsellors work there.

Even those affected, relatives and parents can turn to these centres.

Their information is **always** treated confidentially. Like doctors, the staff are bound by a duty of confidentiality. Your information will not be passed on, not even to the police, even if it concerns illegal drugs."

If you have any questions about addiction or if you need help, ask your family doctor or find out where an addiction counselling centre is located.

📍 Here are some contacts of **addiction counselling centres in the district** (not a complete list of counselling centres in the district)

Addiction counselling in [Bad Segeberg](#)

Addiction counselling [Norderstedt](#)

Addiction counselling [in Kaltenkirchen](#)

📍 Parenting and family counselling and/or addiction issues in:

- [Kaltenkirchen](#)
- Bad Bramstedt
- [Henstedt-Ulzburg](#)

💡 There are also so-called **self-help groups** in which addicted people organise themselves and support each other in overcoming their addiction. You can find addresses here: [KIS](#) contact and information for self-help groups

💡 As a parent you see that your child is changing and you are worried that this has something to do with drugs and addiction? Information [here](#)

💡 [Explanatory video for refugees](#) (Publisher: Hessische Landesstelle für Sucht - Fragen e.V. (HLS))

💡 Multilingual short video on the subject of [alcohol](#)

Help with discrimination

What is discrimination?

Discrimination means that someone is treated worse than others simply because he or she (apparently) has certain characteristics, for example a certain skin colour, religion, gender or disability.

Discrimination means, for example, ostracising someone from a group, insulting or harassing them. Discrimination makes people feel unfairly treated.

Discrimination can occur at work, in leisure time or in an office, for example.

Reasons for discrimination

There are various reasons why a person may discriminate against another person.

Sometimes people experience discrimination because these people, for example

- come from another country
- are a woman or a man
- do not feel like a woman or a man
- have a different faith
- think differently
- have a disability

- are old or young
- love another person

If you are discriminated against, you have certain rights. These rights are set out in a law. This law is called: Allgemeines Gleichbehandlungsgesetz. In short: AGG.

The law states:

- All people should be treated equally.
- **No** person may be treated worse than other people.
- Discrimination is prohibited.

There are various forms of discrimination. The following forms of discrimination are listed in the AGG.

- **Direct discrimination**

This occurs when someone is treated less favourably than other people in a similar situation because of a certain characteristic mentioned in AGG.

- **Indirect discrimination**

This happens when rules or procedures appear to be neutral, but they may disadvantage people because of a particular characteristic stated in the law. There may be exceptions.

- **Harassment**

This happens when someone experiences unwanted behaviour that is intended to or has the effect of violating that person's dignity and creates a hostile or humiliating environment.

- **Sexual harassment**

This occurs when someone experiences unwanted sexual behaviour, words or touching or is shown pornographic images.

- **Instruction to discriminate**

This means that it is not permitted to discriminate against someone or treat them unfairly, even if the instruction to do so comes from another person, such as the boss. This means that you must not simply follow discriminatory instructions, but must resist or reject them.

- **Multiple or multidimensional discrimination**

This means that someone is discriminated against on the basis of several different characteristics or identities. For example, a person could be discriminated against not only because of their gender, but also because of their ethnic origin or disability. This means that this person experiences several types of discrimination that reinforce each other and make the situation even more difficult.

 Here you will find a link to the Federal [Anti-Discrimination Agency](#).

What you can do against discrimination:

A person discriminates against you. Write down the offence:

- What happened?
- When did it happen?

Other people can also help you:

- Ask other **witnesses** for help.
- Talk to a **trusted person** immediately.
- Talk to your **employer**.
- Talk to one of the following **counselling centres**.

Are you affected by discrimination and xenophobia or would you like counselling?

The following advice centres will be happy to help you:

[Link: Regional counselling teams against right-wing extremism Schleswig-Holstein](#)

- The counselling service is **free of charge** and **anonymous**.
- The service includes counselling for people who have been victims of right-wing extremist, xenophobic or anti-Semitic violence.
- The service includes counselling for people who want to leave extremist groups or distance themselves from them.
- The service includes counselling for parents and family members.
- The service includes counselling for professionals, teachers, refugee helpers and social workers.

[Link: Anti-discrimination organisation Schleswig-Holstein e.V.](#)

- The counselling service is **free of charge** and **anonymous**.
- The association offers anti-discrimination counselling.
- The association offers labour and social law advice for migrants.

[Link: Zebra - Centre for victims of right-wing attacks e.V.](#)

- The counselling service is **free of charge** and **anonymous**.
- You will receive counselling if you are affected by or have witnessed racist, anti-Semitic and other right-wing attacks. Right-wing attacks can be threats (also on the internet), targeted damage to property or acts of violence.

[Link: LIDA - SH - State-wide information and documentation centre on anti-Semitism](#)

- LIDA - SH is a centre that only deals with anti-Semitic incidents in Schleswig-Holstein. It works independently. The data is **anonymous**.
- The reporting centre collects and investigates the incidents.
- It also records incidents that may not (yet) have been reported to the police or are not considered a criminal offence.
- People who have been affected by anti-Semitic incidents or have heard about them can contact LIDA. These can be family members, friends, witnesses or other people.
- Anti-Semitic incidents can take many forms.

 **Link: [PROVENTION](#) - Prevention and counselling centre against religiously motivated extremism**

- PROVENTION advises you if you are worried that someone in your environment might be developing extremist thoughts.
- PROVENTION will advise you if you are thinking about leaving the Islamist or Salafist scene yourself.
- Counselling is **free of charge** and **anonymous**.
- Counselling is available in German, English, Turkish, Persian and Arabic.
- You can call the telephone number: 0431 - 73 94 926 (Monday to Friday 08:00 - 17:00)

 **Link: [RefugeeCouncil Schleswig-Holstein e.V.](#)**

The Refugee Council publicly campaigns against discrimination. It fights to ensure that all refugees are allowed to stay and that they have the same rights in society.

Attention! Exploitation!

In the event of acute danger or suspicion, contact the police and dial  110!

Welcome to Germany

Many private individuals, volunteers and aid organisations will offer you help. Unfortunately, there are also people who want to take advantage of the emergency situation and put you in exploitative situations.

Be careful

- Never give your passport and mobile phone to other people for safekeeping
- Inform your family or friends where you are travelling or staying
- Be sceptical if you are offered work as soon as you arrive
- Leave the accommodation or flat if you do not feel safe
- Be sceptical if you are asked for money or pressured into doing something you don't want to do
- Remember: counselling and help with residence or social law issues are free of charge

If you have the feeling that you are being exploited in your emergency situation situation, you can contact the following counselling centres (in the Segeberg district) **free of charge**

counselling centres free of charge:

- **[Help and support for children](#)**
- **[Help and support for women](#)**
- **[Help and support for men](#)**


Further information

- Flyer with safety advice for people on the move from IOM and the violence against women helpline
 - [Be safe on the way](#) (GER, long)
 - [Be safe on the way](#) (EN, long version)
 - [Be safe on the way](#) (UA, longversion)

Further offers in the Segeberg district

Alleineinboot e.V.

The association alleineinboot e.V. wants to help refugees to integrate into society. This means that we want to help them become part of the community and make them feel welcome. We want to promote dialogue between people. This means that we want to promote exchange between people from different cultures. We believe that this can help people to understand and respect each other better. We are very committed to ensuring that everyone has the same opportunities, regardless of where they come from. We want to create a community where everyone feels welcome and where everyone is treated fairly.

 Church Square 7
23795 Bad Segeberg

 [Here you will find](#) further information and current offers.


 [Presentation alleineinboot e.V.pdf](#)

Bildungstreff Kaltenkirchen

At Bildungstreffpunkt in the town of Kaltenkirchen, people with a migration background and refugee experience learn, for example, how to live properly, how to handle money and how to behave correctly in traffic. Various educational and counselling offers also take place regularly at the educational meeting point.

Interested volunteers can exchange ideas with the refugees, make friends or take on sponsorships.

If you are interested, please contact the municipal social worker, Mrs Wichelmann.

 Mrs Wichelmann
Lakweg 2
24568 Kaltenkirchen
Tel. 04191 / 956 1757
Mobile: 0173 / 654 6606

 [Here you will find](#) further information and current offers.

Willkommen-Team Norderstedt e.V.

The Verein Willkommen-Team Norderstedt e.V. helps people in need who have recently arrived in Norderstedt. They help people from Germany and people from every other country. The organisation is made up of people who live in Norderstedt. Some of them have grown up in

other countries. They help and support asylum seekers and refugees living in Norderstedt on a voluntary basis. They want them to be able to integrate well. The association has almost 200 members. They work on various projects to help refugees in different accommodation centres and flats.

📍 Fadens Tannen 30
22844 Norderstedt
Tel. 040 / 638 612 61
Tel. 0162 746 148 0

✉ buero@willkommen-team.org

🌐 [Here you will find](#) further information and current offers.

Language

Information

The key to successful integration is the language. The official language in Germany is German. Learning German is very important for you. For one thing, it is only possible to find a job and earn money if you have sufficient knowledge of German. On the other hand, it is also essential for social integration.

There are many different ways to learn German. On the following pages are some of the different options. However, the prerequisite is always the willingness and motivation to learn.

German for children and young people

Children and young people can learn German in the following ways, for example:

- There are special DaZ school classes. DaZ means German as a second language. Pupils learn German intensively here until they can take part in normal lessons in German.
- Pupils who are already in a normal class receive additional German lessons if required. More information is available at the school.
- There are BIK-DaZ classes at vocational schools. These are so-called vocational integration classes. They teach German as a second language from Monday to Friday and focus on vocational training.
- Pupils who attend a vocational school also receive extra German lessons.

German for adults

German course compass

German course compass

Central coordination centre for initial language orientation courses

The Deutschkurs-Kompass coordination centre supports the structures for initial language orientation at municipal level in Schleswig-Holstein. Our goal: There should be good German courses for refugees and immigrants everywhere.

What does the Deutschkurs-Kompass coordination centre do?

- We adapt the [STAFF.SH](#) and [EOK.SH](#) German courses to meet demand.
- We help refugees and immigrants to find the right German course.
- We strengthen local integration.
- We find out which special courses are needed, for example for:
 - Pregnant women
 - Parents with a baby
 - Parents with children under the age of 6 and a lack of childcare
 - People caring for a person in need of care
 - People with physical or mental impairments
 - Deaf and hearing-impaired people
 - Blind and visually impaired people

The German Course Compass includes the [German Course Finder](#). Here you can find all [EOK.SH](#) and [STAFF.SH](#) German courses in your area and online.

You can register directly for a course. Or you can tell us which course you need. People with special needs can also contact us. We offer special courses, for example

- Online courses for parents with few classes per day
- On-site courses with childcare
- Courses for people with disabilities

On the website you will also find information on:

- German courses from the federal government (integration courses, vocational language courses)
- Self-learning
- examinations
- other special courses

The website is available in German and other languages.

If you have any questions about German courses on offer, if you see a need for a German course on offer locally, or if you would like to support refugees and immigrants in their search for a German course, please feel free to contact us.

The Deutschkurs-Kompass project is funded by the [Ministry of Social Affairs, Youth, Family, Senior Citizens, Integration and Equality](#) and is organised by [vhs SH Projekt-gGmbH](#).

Initial orientation courses (EOK)

Initial orientation courses (EOK)

Initial orientation courses in Schleswig-Holstein

As part of the "EOK.SH - Initial Orientation Courses in Schleswig-Holstein" project, there are simple courses in which you can learn the German language and important information about Germany.

The courses are free of charge.

Who can take part?

Adult refugees and immigrants who live in Schleswig-Holstein and have not (yet) attended an integration course can take part.

- People with a residence permit
- People with a tolerated stay permit
- People with a residence permit / residence title
- EU immigrants

What can you learn in the courses?

The courses cover important topics such as living together in Germany, working, doctor's visits and health insurance, school and kindergarten.

You learn how people live and interact with each other in Germany. You will also learn appropriate phrases and simple sentences.

You will also find out which advice centres are nearby and where you can get help.

An EOK (initial orientation course) comprises

- 300 teaching units
- Afterwards: A1 or A2 exam

Following an EOK course, you can attend a STAFF advanced course (A2/B1).

Links to EOK and other language courses in Schleswig-Holstein:

 [Link to EOK](#)

 [Link to the German course finder](#)

STAFF.SH - "Starter package for refugees in Schleswig-Holstein"

STAFF.SH - "Starter package for refugees in Schleswig-Holstein"

As part of the "STAFF.SH - Starter Package for Refugees in Schleswig-Holstein" project, there are German courses for adult refugees and immigrants.

The course teaches basic linguistic and cultural skills so that you can communicate in German and cope with everyday life. You also learn more about the way of life and manners in Germany and receive important information about local counselling and support services.

The project is subsidised by the state of Schleswig-Holstein.
The courses are free of charge.

Courses

There are normal German courses and courses for people who cannot yet read and write properly. These courses are called literacy courses.

The **literacy courses** consist of two parts:

- a basic course with 400 lessons
- an advanced course with a further 400 lessons

At the end of the advanced course you take an A1 exam.

A normal **basic course** has 300 lessons. At the end of the basic course you take an A1 exam.

You can then take an advanced course with a further 300 lessons.

At the end of the advanced course there is an exam for A2 or B1.

If you do not pass the exam, you can attend a refresher module (100 lessons) and retake the exam.

Who can take part in the courses?

Adult refugees and immigrants who live in Schleswig-Holstein and who are not obliged or entitled to take part in a language course organised by the Federal Office for Migration and Refugees (e.g. an integration course) can take part.

In addition:

People can take part in a **basic course** if they have to wait longer than three months for a language course from the Federal Office for Migration and Refugees.

People can only take part in an **advanced course** in exceptional cases, for example:

- If they have a physical or mental impairment
- If childcare is not possible
- If they are caring for relatives
- If the distance to the course is too far

Links to STAFF and other language courses in Schleswig-Holstein:

 [Link to STAFF.SH](#)

 [Link to the German course finder](#)

Integration and literacy courses

In the general **integration course**, you will learn German up to level B1 in 600 class hours. During an additional 100 class hours, you will gain insights into the culture, politics and social

customs of Germany. There are also special forms of the integration course, which in some instances include more or less teaching units. The integration courses are free of charge for refugees and other target groups who receive social benefits.

You may be required to participate in an integration course by the Job Centre, Social Services or the Immigration Office. If you are not obliged to participate in an integration course but want to do so, you can apply for an integration course through the BAMF. If you need assistance with the application, please contact >>[immigration counselling](#). You will also get help there with choosing an integration course provider.

You will find further information about [integration courses](#) on the BAMF website.

Voluntary language courses

There are many opportunities to learn German in the Segeberg district. People who speak German as their mother tongue lead these groups. Sometimes they are also former teachers. Anyone can join these groups, even if they have not been in Germany for long.

If you would like to know more, ask the volunteer networks in your town or take a look at the list - [Ehrenamtliche Sprachangebote Juli 2024.pdf](#)

Current language course overview in the district

You can find a current overview of the language courses offered in the district here [Übersicht Sprachangebote Februar 2026.docx.pdf](#) and in the [BAMF-NAVl](#) .

Do you have a waiting period for an integration course? Do you not have access to the integration course?

Register here for another German course in Schleswig-Holstein: [German course finder](#).

[Learn German in Schleswig-Holstein: Search and find courses](#)

Do you offer language courses and can't find them in the overview? We would be happy to publish your offer, please contact us.

All regularly funded German language courses can also be found on KURSNET: [KURSNET](#)

On this page you will find suitable language courses in your area throughout Schleswig-Holstein - an online tool from **Alle an Bord!** [ALLEANBORD](#)

Language schools and contact addresses

Volkshochschule der Stadt Norderstedt

Rathausallee 50
22846 Norderstedt
040-53595900

Volkshochschule Kaltenkirchen-Südholstein GmbH

Bahnhofstr. 3-5
24568 Kaltenkirchen
04191-91760

Volkshochschule Henstedt-Ulzburg e.V.

Hamburger Str. 24a
24558 Henstedt-Ulzburg
04193-7553000

Volkshochschule Bad Segeberg e.V.

Lübecker Str 10a
23795 Bad Segeberg
04551-96630

JobB - Junge Menschen in offener beruflicher Bildung GmbH

Marienstr. 37
23795 Bad Segeberg
04551-88930

Wirtschaftsakademie Schleswig-Holstein

Heidbergstraße 100
22846 Norderstedt
040-234625864

BQOH gGmbH: Beschäftigung und Qualifizierung Ostholstein

Standort Kursverwaltung in Eutin
Gorch-Fock-Straße 19-21
23795 Bad Segeberg
04521-790075022

bb gesellschaft für beruf + bildung mbh schleswig-holstein

Borsigstr. 8-10
24568 Kaltenkirchen
04191-722 77 15

Learning the language online**Links and tips**

You can learn German on your smartphone or on your computer (also free of charge). Use these great services to learn German more quickly and easily.

- **[Ich-will-Deutsch-lernen \(I want to learn German\)](#)**

This portal is run by the German Association of Adult Education Centres and offers exercises at level A1 to B1+ and a wide range of literacy courses for second language learners. In the “language and careers” area you will find 30 scenarios with a wealth of practice materials for job-related communication up to level B1+. You need to register. The portal is free of charge.

- The new [free A1 German course](#) of the German Association of Adult Education Centres is intended to support German courses and to be used in learning cafés. Learners with no knowledge of German and without support can also use the A1 German course independently, however. Learners are supported by a tutor. The menus and instructions are translated into 18 languages.
- The [language learning app “Einstieg Deutsch” \(Introduction to German\)](#) ([Android](#)) offers you exercises for your first linguistic steps. It is based on an elementary and direct need to use the language and is intended to help people to speak basic German quickly. After a short time, the most important words and phrases are already familiar and learned sentence patterns can be varied.
- [Ankommen \(Arrival\) app](#)
This app has a self-study course for your first weeks in Germany, from level A1
- The **Goethe Institute** offers several interesting apps for learning German in [“German trainer A1”](#): Practice materials with vocabulary and language structure for beginner's level A1, in German
- [Die Stadt der Wörter \(“City of Words”\)](#): App for fun vocabulary learning for those without previous knowledge – in German, English, French and other languages
- Deiaa Abdullah’s [YouTube channel](#) (Arabic): “Deutsch lernen” (“Learn German”)
- [Serlo ABC](#)

Finding translators and interpreters

Are you looking for an interpreter or translator for your language?

You can search for translators and interpreters in the national database of translators and interpreters. Using appropriate search criteria, you will be able to find an expert for the language you need in your local area.

<http://www.justiz-dolmetscher.de/Recherche/de/Suc...>

A **translator** works with texts: he or she translates one written language into another.

An **interpreter**, on the other hand, works with the spoken word: he or she translates one spoken language into another.

asylum and residency

Information material for refugees

The Schleswig-Holstein Refugee Council has produced various information booklets:

Booklet: Compass - Information for refugees and supporters in Schleswig-Holstein

In the booklet "Kompass" you will find information on many different topics. These include, for example, the topics of volunteering, housing and health. You will also find useful addresses and contacts for further counselling and support.

- [Compass.pdf](#)

Booklet: Pocket compass

The pocket compass explains the German asylum procedure to you briefly and easily. It is available in many languages: German, Arabic, Farsi, Pashto, Turkish, English and Russian.

The contents are intended as a guide and do not replace qualified legal advice. In the booklet you will find tips and advice centres.

- [Pocket Compass.pdf](#)

Booklet: Information for refugees from Iraq

The booklet provides general information for refugees from Iraq. It can give you a first impression.

- [Booklet in German and Kurmançî](#)
- [Booklet in Sorani and Arabic](#)

Asylum

The asylum procedure in Schleswig-Holstein

The asylum procedure in Schleswig-Holstein:

1 Arrival and registration

If you are seeking asylum, you first register at a reception centre, for example in Neumünster. Your personal details will be recorded there, fingerprints registered and an initial health check carried out.

2. accommodation

After registration, you will be accommodated in an initial reception centre. You will stay there until your procedure moves on to the next phase.

3. submit your asylum application

You submit your asylum application to the **Federal Office for Migration and Refugees (BAMF)**. In this step, you explain why you have fled and state your reasons for applying for asylum.

4. examination of the application

The BAMF examines your application in several steps:

- **Interview:** You describe your flight history in detail in a personal interview.
- **Dublin procedure:** The BAMF checks whether another EU country is responsible for your application.
- **Decision:** The BAMF decides whether you will be granted protection.

5th decision

There are four possible outcomes:

- **Recognition as a refugee:** You receive full protection rights.
- **Subsidiary protection:** You receive temporary rights if there is danger in your country of origin.
- **Ban on deportation:** You may not be deported, but you will not receive official protection status.
- **Rejection:** Your application is rejected and you must leave the country or take legal action against the decision.

7. living during the procedure

While your procedure is ongoing, you will either live in shared accommodation or later in a flat. You will receive financial support and may be allowed to work under certain conditions after a waiting period.

You can find more information here:


 Video: "[Information on the asylum procedure. Your rights and obligations.](#)" The video is available in different languages.

 Chart "Asylum procedure in Schleswig-Holstein"

Application for asylum

If you are not yet registered in Germany:

If you are entering Germany as an asylum seeker, you first need to get registered and submit all the documents about yourself that you have. Your stay in Germany is considered illegal without registration. If you did not register as an asylum seeker already when you entered the country, you need to register with the police, an [Immigration Office \(Ausländerbehörde\)](#), a reception facility or directly at an arrival centre. After registering, you will either be given a proof of arrival document (Ankunftsnachweis or AKN) at the reception facility or you will be

sent to an initial reception facility by the police or Immigration Office. From there, you will be transferred to your temporary place of residence, where you will either be housed in shared or decentralised accommodation.

If you are already registered in Germany:

The next steps are explained here:

1. Personal application for asylum

- You can apply for asylum at the Federal Office for Migration and Refugees (**BundesAmt für Migration und Flüchtlinge -BAMF**).
- **Important:** You can only submit your application in person; you cannot send this application by post.
- You will receive the appointment and notification of the responsible BAMF office with your proof of arrival. If you have not received an appointment, ask your accommodation facility management team.

2. First interview appointment (asylum application)

- After your first appointment, you must present yourself at the >>[Immigration Office \(Ausländerbehörde\)](#).

3. Personal hearing

- The second interview appointment is the actual hearing. The BAMF decides on your application for asylum. Then it sends you a decision letter.

a) The decision is negative

- If the decision is negative and you want to appeal (meaning that you do not agree), immediately go to the >>[Migration Advice Service](#). There they can discuss with you what can be done and you can consult with specialised lawyers.
- If you decide to leave the country voluntarily, then you can receive financial support for your new start in your home country. >>[Advice on returning is available](#).

b) The decision is positive, meaning that you are recognised as an asylum seeker. What are the next steps?

Following a positive decision from the BAMF, please contact the >> [Immigration Office](#). You will be told which documents are required for the subsequent process.

Collection

You will receive a letter informing you that you can collect your documentation.

Living

You will be transferred from the initial reception centre to your final place of residence.

You will remain in your place of residence until your asylum procedure has been completed.

Important:

You are not allowed to leave the district of Segeberg permanently! This is called "residence obligation". This applies until the asylum procedure has been finalised. If you have to leave the district of Segeberg in urgent cases, you will need authorisation from the [Immigration office](#) Office. If you are found outside the area without authorisation, you may have to pay a fine.

You must stay in the district of Segeberg for at least three months. After that you can Germany. Then the residence obligation no longer applies. However, you are not allowed to move and must be contactable.

You will receive important letters by post, so please check your letterbox regularly.

You must continue to live in Schleswig-Holstein for three years after the end of the asylum procedure.

three years after the end of the asylum procedure. If you would like to move, ask your [Immigration office](#) beforehand. Otherwise there is a risk that you will no longer receive financial support.

Family asylum

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,
- unmarried children who are minors,
- the parents of unmarried minor children,
- other adults who have custody of unmarried minor children,
- unmarried minor 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.

Born in Germany:

You have already applied for asylum? Have you 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 so, 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.




Likewise, and for the protection of 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.](#)

Deadline regulation

Important note: For persons who have been granted protection status in an asylum procedure (see list above), a deadline applies: The application for family reunification must be submitted to the competent authorities (foreign mission in the country of residence of your family members and the immigration authority in the district of Segeberg) within **three months of incontestable recognition**. In this case, the other requirements, such as a secure livelihood and sufficient living space, do not necessarily have to be met.

Further information on family reunification for persons with protection status can be found here:

-  [Federal Office for Migration and Refugees](#)
-  [Foreign Office](#)
-  [Immigration office](#)

If you do not know where your relatives are, the [International Family Tracing Service](#) can help you.

Financial support

The [Social welfare office](#) is responsible for your financial support.

Please bring your documents with you to the appointment. Please bring your proof of arrival (AKN) for asylum seekers. All persons named on the certificate must come to the appointment.

It is good if you bring a translator with you. The translator will help you to understand everything. The translator must speak your language and German.

If you are recognised as a refugee or asylum seeker and have received a residence permit from the [immigration office](#), you can no longer receive any further benefits from the social welfare office.

Once your asylum procedure has been completed, the [job centre](#) is responsible for securing your livelihood and placing you in work. The payments end at the end of the month in which you are recognised. An application must then be submitted immediately to the relevant job centre!

Return

Are you obliged to leave because you do not have the right to remain in Germany? And do you want to leave voluntarily as a result? Do you plan on returning to your homeland before the BAMF has made a decision on your application for asylum? Are you uncertain how to get your passport back or do you need financial help for the journey?

There are various organisations that can help. The advice is impartial. This means that, after your advice session, you decide for yourself whether or not to leave voluntarily.

If you do not have the right to remain in Germany, you will still be obliged to leave.

The >> [Migration Advice Service](#), >>[the Immigration Office](#) and [GIZ](#) will be happy to provide advice in this connection.

Other helpful links:

<https://www.returningfromgermany.de/de/page/volun...>

[BAMF - Federal Office for Migration and Refugees \(Bundesamt für Migration und Flüchtlinge\)](#)
[ecoi.net-Länderinformationen](#)

[IOM - Internationale Organisation for Migration](#)

[Micado Migration GmbH](#)

[ZAV - International Work Placement Service \(Zentralstelle für Arbeitsvermittlung\)](#)

Refugee minors

Persons under the age of 18 are minors. Minors must be travelling with adults who have legal permission to do so. If they are travelling alone, they are called **unaccompanied minor refugees (UMA for short)**. UMA are first received by the [Youth Welfare Office](#) and then placed with a suitable person or in a suitable facility.

Suitable persons can be relatives or other attachment figures. Suitable facilities specialise in the care of unaccompanied refugee minors. The minors should initially be given a protected environment.

During this time, the youth welfare office checks how old the person is. If the person is a minor, the youth welfare office calls the family court. The family court then decides who will look after the person and where they will live.

The guardian takes on the role of the parents. Relatives who have reached the age of majority can also be guardians. [This booklet](#) explains what guardianship means and what the duties of a guardian are. The content is available in several languages.

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

Minors can live with relatives in Germany. They can also live with other unaccompanied friends in a centre.

Unaccompanied refugee minors have the right to the help they need. Even when they turn 18, they can still receive help. Certain conditions must be met for this.

If there are language problems, an interpreter is brought in for discussions.

Residence permit

For migrants

Residence permit - what is it?

People who do not come from an EU country need a permit to stay in Germany for longer than 90 days. This permit is called a residence permit. With a residence permit, you can live and work in Germany. A residence permit is a special permit that you receive for a specific purpose and for a longer period of time.

What is the difference between a visa and a residence permit?

A tourist visa is usually sufficient for a holiday in Germany. With this visa, you can stay in the entire Schengen area for 90 days. For a longer stay - to study or work - you will need a residence permit as a non-EU citizen.

Residence permit in Germany

A residence permit is an important document. The document shows that a person from another country is authorised to live and stay in Germany. There is a residence law in Germany. The law regulates when people who were not born in Germany are allowed to come to Germany. It also determines how long the person is allowed to stay here. There is a difference between people from the EU and people from other countries. If a person comes from a country that does not belong to the EU, the person is called a third-country national. Exceptions are Iceland, Liechtenstein, Norway and Switzerland.

People from other countries need a residence permit to enter and stay in Germany. This is a general term. It defines the rights that are set out in the Residence Act and authorise residence. These rights can be found in § 4 of the Residence Act.

Residence permit

Status: Recognised refugees, labour migrants, students, family members, people with permanent residence in EU countries

Background: You have a positive asylum decision, a work visa or a student visa.

The residence permit is a temporary residence title. The residence permit determines the period during which you may legally stay in the country. You receive the title, for example, for humanitarian reasons, for training or study. The reasons are set out in the Residence Act. A residence permit is issued by the foreigners authority.



The residence permit

- forms the basis for a permanent right of residence.
- opens up the possibility of a permanent right of residence at a later date.
- allows you access to the labour market without a work permit.

European Union (EU) Blue Card

Status: Labour migrants

Background: You have a work visa.

The EU Blue Card is issued to you by a member state of the European Union as a residence permit. In your case, this is Germany. You need a university degree or similar qualification and an employment contract for this title.

People with an EU Blue Card can obtain a settlement permit after 33 months. Provided that you have worked and paid pension insurance contributions during this time. This means that you can stay in Germany forever. If you can prove that you have a good command of German (level B1) after 21 months, you can also obtain a settlement permit earlier.

Settlement permit

Status: Persons with similar rights to German nationals

Background: You have lived in Germany for at least five years and fulfil other conditions.

The settlement permit is an unlimited residence title in Germany. This means that you are allowed to stay in Germany forever. With this permit, you are allowed to work without restrictions.

You must fulfil the following conditions:

- You must have lived with a residence permit for at least five years
- You must have sufficient language skills
- You must be able to finance your own living expenses
- You must also be able to finance the living expenses of your family members
- If you are a qualified worker, other conditions may apply

EU permanent residence permit

Status: People with this permit have almost the same rights as German citizens.

Background: You have been living in Germany for at least five years and fulfil other conditions.

The EU permanent residence permit is a residence title that does not expire. This means that you are allowed to live in Germany permanently.

You can get an EU permanent residence permit if you have been living in Germany with a residence title for five years.

Further requirements are:

- Your livelihood is secured.
- There is enough living space.
- You speak German and are familiar with the German legal and social system.
- You do not pose a threat to public safety and order.

Naturalisation / acquisition of German citizenship

There are many rules for obtaining German citizenship or being naturalised. You often have to pass a test and must not have a criminal record.

You can find an overview of the rules and requirements [here](#).

With German citizenship, you can vote in Germany.

Citizens from EU and European Economic Area (EEA) countries

Citizens from EU and EEA states may reside within the entire EEA area. They may work without additional authorisation.

The following **countries belong to the EU**: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

The following countries belong to the EEA: Iceland, Liechtenstein and Norway.

💡 For further information, please contact your local immigration office.

 Link to the [foreigners](#) authority

For refugees

There are 5 different residence documents for refugees:

Proof of arrival

Status: asylum seeker

Background: This document is issued to foreigners seeking asylum. It is valid from the moment they say they want asylum until they submit the official asylum application to the Federal Office for Migration and Refugees (BAMF).



Residence permit

Status: Asylum seeker

Background: This document is issued so that the asylum procedure can be carried out. It is valid until the Federal Office for Migration and Refugees (BAMF) makes a decision.



The identity card for asylum seekers states whether they are allowed to work, where they have to live and where they are allowed to stay at the beginning.

If you need a work permit, you can apply for one at the [immigration office](#).

If you would like to work and are looking for a job, the [Employment Agency](#) will help you.

Fictitious certificate

Status: Recognised refugees

Background: This document is issued after a positive decision in the asylum procedure and is valid until the residence permit is issued.



Tolerated stay

Status: Tolerated persons

Background: Negative asylum decision

A tolerated stay means that deportation is temporarily halted. It is not an official residence permit. It is issued if deportation is not possible for legal, practical, humanitarian or personal reasons.



- For certain groups, a general regulation on toleration can be issued, which is decided by the highest state authority. This regulation can last up to 3 months and means that no deportations take place during this time. This is called a deportation stop.
- You generally need a work permit. If you have any questions, you can contact the [Immigration and Asylum Service](#).
- If you would like to work and are looking for a job, the [Employment Agency](#) will help you.

💡 Residence permit

- [For migrants](#)
- If you have any questions, the [Foreigners' Registration Office](#) will be happy to help you.

Residence status: further links

💡 [Forms of protection](#) video

🌐 ["Residence Permit"](#) Handbook Germany

🌐 You can obtain further information [about staying in Germany from the BAMF](#) in German, English, Russian and Turkish.

Brexit: Information for British nationals and their family members on the right of residence after the withdrawal agreement in [German](#) and in [English](#).

Work - Training - University studies

Information

Whether you are allowed to work in Germany depends on your residence status. You can find information on this under [⇒When am I allowed to work?](#)

If you have completed a school or vocational qualification abroad, you should make sure that this qualification is recognised. You can find more information under [⇒Recognition of foreign qualifications](#).

There are around 400 training occupations in Germany. If you are looking for vocational training, you can find more information and contacts under [⇒Training](#).

Children and young people have to go to school from the age of six. You attend a general education school before starting an apprenticeship or a degree programme.

If you would like to study, you will find suitable information and contacts under [⇒Studies](#).

When can I work?

Work permit

People from a country of the **European Union (EU for short)**, the **European Economic Area (EEA for short)** or **Switzerland** do not need a work permit. This also applies to people who are recognised as asylum seekers. The [job centre](#) can advise you in these cases.

For others, the following applies: The work or training must be authorised in advance by the [Immigration office](#).

Whether you are allowed to work as a new immigrant depends on your residence permit, the so-called [residence title](#).

Asylum seeker with proof of arrival or residence permit:

You will receive a work permit at the earliest three months after you have registered as an asylum seeker in Germany. Asylum seekers or persons with a temporary residence permit require a work permit. This can be applied for at the Foreigners' Registration Office. After 48 months, you have full access to the labour market. There are no more restrictions. However, this must be stated in your residence permit.

Tolerated person:

If you have a tolerated stay permit, it is the foreigners authority that decides on your work permit. The foreigners authority can prohibit you from working in Germany.

💡 Here you can find information on labour market access for refugees:

- [Labour market access \(German\).pdf](#)
- [Labour market access \(Arabic\).pdf](#)
- [Labour market access \(English\).pdf](#)
- [Labour market access \(Persian\).pdf](#)
- [Labour Market Access \(French\).pdf](#)
- [Labour Market Access \(Russian\).pdf](#)
- [Labour market access \(Turkish\).pdf](#)

Refugee with a residence permit:


If you have a residence permit, you have full access to the labour market, i.e. no restrictions.


I am not allowed to work - What can I do instead?

Even if you do not have a work permit, you can still make good use of your time. You can volunteer with a non-profit organisation.

You can find more information under [Voluntary work](#).

You can find more information here:

 [Here](#) you can find more information about working and living in Germany.

 [Here](#) you can find information for international skilled workers "Make it in Germany"

Information for companies

For questions relating to appointment and employment of foreign nationals, the following links provide helpful information:

1. [Federal Employment Agency "Employment of foreign workers" brochure](#)
2. [Federal Employment Agency "Employing refugees"](#)
3. [District of Segeberg Job Centre - Information for employers](#)
4. [District of Segeberg Job Centre - StellWERK](#)
5. ["Make it in Germany" appointment of foreign professionals](#)
6. [Company network for integration of refugees](#)
7. [IHK Lübeck "Refugees in Schleswig-Holstein"](#)
8. [HWK Lübeck "Services for people with a migration background \(including recent arrivals\)"](#)
9. [LKSH "Welcome Guides for better integration of refugees"](#)
10. [District of Segeberg - Information on language courses](#)


Voluntary ecological year for refugees

Freiwilliges Ökologisches Jahr (FÖJ) for refugees in Schleswig-Holstein

The Freiwillige Ökologische Jahr (FÖJ) is an ecological education year. It gives young people the opportunity to spend a year working in environmental and nature conservation and to orientate themselves.

The FÖJ programme lasts 6 to 24 months. During this time, participants get involved in nature conservation and environmental protection. You can exchange ideas with other volunteers at the seminars. You also deal with ecological topics.

At the end, you will receive a certificate. This can help you in your future career.


 It is possible to have the FÖJ recognised as the practical part of your higher education entrance qualification.

Requirements for participation in FÖJ:

- between the ages of 18 and 26
- Good knowledge of the German language
- an application for asylum has already been submitted
- have been in Germany for at least 3 months
- the foreigners authority agrees to an FÖJ

You can find more information here:

 [Voluntary Ecological Year in Schleswig-Holstein.](#)

 Multilingual flyer

- [FÖJ Flyer.pdf](#)
- [FÖJ Flyer Ukrainian.pdf](#)

Federal Voluntary Service

The Federal Voluntary Service (BuFDi) offers young people who have completed their full-time compulsory schooling the opportunity to do something for themselves and others as volunteers. It lasts between 6 and 24 months. During this time, participants work in an institution (e.g. a hospital) and can also attend educational programmes (e.g. seminars). At the end of the programme, you will receive a certificate. This can help you in your future career.

Ask the foreigners authority beforehand whether you need a permit.

You can find more information about the Federal Volunteer Service [here](#).

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

Non-profit, voluntary work is also a good way to learn German and gain qualifications. For example, you can get involved with the voluntary fire brigade or sports clubs.

How do I find a job or a training course?

Search for job vacancies and get information online

- JOBBÖRSE (JOB BOARD): free app from the Federal Employment Agency for Android and iPhone.
You can find job vacancies from the Employment Agency here
Download for Android: [click here](#)
Download for iPhone: [click here](#)
- Job board for refugees: www.workeer.de
- [Make-it-in-Germany](#) is the official multilingual online portal for international professionals
- [Ausbildung Klarmachen](#)
- [Information for asylum seekers, job seekers and employers](#)
- [Integration Through Qualification Network \(IQ\)](#)
- ["careers4refugees" job board](#)
- [Chamber of Industry and Commerce \(IHK\) apprenticeship board](#)
- ["Apprenticeship radar" from the Chamber of Trade \(HWK\)](#)
- [Apprenticeships in agriculture - Chamber of Agriculture \(LKSH\)](#)

You can find contacts for individual advice at ⇒ [Advice service](#)

Recognition of qualifications

Recognition of certificates and qualifications from your home country

- Have you learnt or studied a profession in your home country?
- Do you want to work in your profession again in Germany?

A recognition centre can check your qualifications and your profession.

You can apply for your profession to be recognised in Germany.
This is like a German certificate for your profession or your studies.
Recognition helps you to find a good job in Germany.
A recognition centre will check your qualifications and your profession.

💡 [You can find](#) more information and contacts in many languages [at](#) .

💡 [Here you can find](#) a fact sheet from the IQ network on the subject of IQ recognition and qualification counselling.

💡 [Here you](#) can [find](#) a fact sheet from the IQ network on the topic of migrant organisations.

💡 [Here you can](#) find a fact sheet from the IQ network entitled "At a glance - The IQ funding programme".

🌐 [Here you](#) can find **more** information about the IQ Network - Integration through Qualification

Internship

Not sure which profession is right for you or which job suits you best? A work placement can help you decide. You can find out whether you like a job in practice and whether it suits you. An internship is also a good opportunity to improve your German language skills or prepare for an apprenticeship.

What should you bear in mind?

Your residence permit determines whether you are eligible for an internship or whether you need to obtain prior authorisation from the authorities. It is essential that you first speak to your advisor at the employment agency or job centre and ask the foreigners authority before starting.

How do I find an internship?

In principle, a work placement is possible in any company or institution. Find out which companies there are and which activities you would like to familiarise yourself with. A personal enquiry is often worthwhile.

You can use the job exchange of the Federal Employment Agency on the Internet to search for an internship. [Or you can talk to your contact person at the employment agency or job centre.](#) They will be happy to help you find an internship.

You can also search for internships [here](#).

Education

In Germany, it is good to have **vocational training** before you start working. People with vocational training earn more money in life, are less likely to be unemployed and are less likely

to have fixed-term employment contracts than people without vocational training.

Dual vocational training

In Germany, there is dual vocational training. In dual training, you spend around a third of your time at [vocational school](#) and two thirds of your time in a company. This means you learn theory and practice at the same time and earn money during your training.

There are short videos [here](#) that explain what dual training is.

Depending on the type of profession you would like to learn in a dual apprenticeship, you should contact the appropriate organisation:

Chamber of Crafts (HWK)

The Chamber of Crafts (HWK) is responsible for skilled trades professions. This covers professions such as baker, bricklayer or painter.

 [Contact HWK](#)

Part-time training for everyone!

The Lübeck Chamber of Skilled Crafts supports interested parties with career orientation, reviewing application documents and finding a suitable company. search for a suitable company. It also advises on financial support, which should be secured as early as possible. as early as possible. Parents should also arrange childcare for their children, including during school holidays and in the event of illness.

 You can find more information here: [Karte Teilzeit Interessenten.pdf](#)

Chamber of Industry and Commerce (IHK)

The Chamber of Industry and Commerce (IHK) is responsible for professions in industry, trade and services. These include professions such as plant mechanic or wholesale and foreign trade clerk.

 [Contact IHK](#)

Chamber of Agriculture (LKSH)

The Chamber of Agriculture is responsible for professions in agriculture and forestry. These include professions such as farmer, gardener or housekeeper.

 [Contact LKSH](#)

Pre-school training at the vocational school

In Germany, there is not only dual training, but also training at a vocational school. The vocational school offers theoretical and practical training without an apprenticeship in a company. It normally lasts two to three and a half years. Lessons are full-time and include vocational and general subjects. As the vocational schools differ in many ways, you should

enquire at the respective school.

- [Contact vocational training centre Bad Segeberg \(BBZ\)](#)
- [Contact Vocational Training Centre Norderstedt \(BBZ\)](#)

Vocational school

Vocational school

If you are between 15 and 18 years old and no longer go to school, you have to go to vocational school (this is compulsory). There you will learn German and also be taught other things. Please come in person to one of the two vocational training centres (BBZ) as soon as you are in the district of Segeberg. Bring all your school documents with you (e.g. school reports) and your identity card.

What are the vocational integration classes (BIK classes for short)?

This educational programme is intended for young people with a migration background who have only recently arrived in Germany and need help learning German (German as a second language). It is aimed at young people and young adults who do not yet have a first school leaving certificate (Hauptschulabschluss) or do not have a recognised qualification and cannot speak German well.

Training content

The aim is to enable young people to obtain their first general school-leaving certificate (Hauptschulabschluss). They can then start a vocational training programme or continue at school. The aim of the programme is to learn the German language and prepare for gaining initial professional experience in a vocational field. Lessons take place five days a week. There are an average of 25 lessons per week in the subjects German, maths, English, society, religion and culture as well as in the various workshops and laboratories at BBZ Bad Segeberg.

💡 You can register here:

- [Vocational Training Centre in Bad Segeberg](#)
- [Vocational training centre in Norderstedt](#)

University study

Information

Refugees have the opportunity to study in Germany. However, they must fulfil the same requirements as other foreign students. They must also speak and write German very well (usually C1, at least B2).

💡 More information under "[Studying in Germany](#)".

There are professions for which you need a **university degree**.

Universities organise open days. You can get to know professions there. You get to know the university and can talk to students and professors. You can find out more about different degree programmes and ask questions.

You have many options after graduating. You can do different jobs. It is good to do internships during your studies to gain experience.

General information

The federal states determine what types of universities there are and what they do. This can be found in the higher education laws of the federal states.

In addition to on-campus study, there is also the option of distance learning. You can find more information [here](#).

A basic distinction is made between these types:

Universities of Applied Sciences (FH):

The degree programme there is less theoretical than at a university. It concentrates more on practical matters. There are fewer subjects than at university. The focus is usually on technology, social studies, business and media.

Universities:

Universities focus on scientific theory and research. You can get a doctorate there. Universities teach subjects such as philosophy, political science, medicine, pharmacy, law, theology, teaching and sport.

Possible degrees:

- Bachelor's degree
- Master's degree
- State examination (Staatsexamen)
- Doctorate

💡 **Note: You do not need a degree for every profession. You can also do [an apprenticeship](#).**

I would like to study

Refugees can study in Germany. However, they must fulfil the same requirements as other foreign students. This includes being able to speak and write German very well. As a rule, a level of C1 is expected, but at least B2.

General information

There are many different degree programmes in Germany. There are also different types of higher education institutions:

- Universities (academically orientated)
- Universities of Applied Sciences (practice-orientated)
- Dual universities (very practice-orientated)
- Art, film and music colleges (for artistic subjects)


There are state universities and private universities. The quality of private universities is not always better. However, you have to pay high tuition fees.

Helpful websites:

 [University Compass](#) (all degree programmes and universities in Germany)

 [Study in Germany](#) (information for refugees)

 [Employment Agency](#) (study orientation)

 [German Academic Exchange Service](#) (DAAD - All study programmes in Germany)


Prerequisites

Would you like to study in Germany? Then you need a university entrance qualification. This can be an Abitur. It can also be an entrance qualification for universities of applied sciences. Have you passed the Abitur in your home country? You may be able to use it to study in Germany. You can have this checked.

You can find more information on the [Anabin](#) website. Go to the information portal "Recognition in Germany". You can also contact the [German Academic Exchange Service DAAD](#).

You must also provide proof that you have a good command of German (language level C1). This can be the "German as a foreign language" test. Or the German language test for university entrance. Or telc Deutsch C1 Hochschule.

Some universities also offer preparatory semesters. You will also learn German there.

 Find out more at the university where you would like to study. Most universities offer counselling services. There are deadlines for applying to a university. These are known as application deadlines. Observe these deadlines. Universities do not accept late applications.

No university entrance qualification

You can study in your home country with your school-leaving certificate? But not in Germany? You can catch up on your university entrance qualification at a preparatory college. Preparatory colleges are specially designed for foreign applicants. They prepare you for studying in Germany.

You can find more information here:

 Pre-study programme at the University of Flensburg: [Ready to go](#)

 Free preparatory course for university studies in Germany: [Ready for Study](#)

 Free online university for refugees: [KIRON Open Higher Education](#)

I have studied

If you want to have your completed degree recognised in Germany, these pages are helpful:

- [Recognition of degrees](#)
- [Recognition in Germany](#)

Financing and scholarships

Financing university study

You can finance your studies in various ways:

- [Student loan \(Bafög\)](#)
- [Dual courses](#)
- Scholarship
 - [Stipendiumplus.de](#)
 - [Deutschlandstipendium](#)
 - [DAAD-Stipendiendatenbank](#)
- [Working \(maximum 20 hours a week\)](#)
- [Support \(from parents\)](#)

Note:

Social Services cannot meet the costs of university study. Please check whether you are entitled to a student loan.

Independence

Are you self-employed or would you like to become self-employed?

There are many rules in Germany that you must observe. Not everyone is allowed to become self-employed.

💡 The website "www.wir-gruenden-in-deutschland.de" offers support for people with a migration background who want to become self-employed and realise their own business idea in Germany.

- Federal Ministry for Economic Affairs and Energy "[Business start-up portal](#)"
- If the job centre or [employment agency](#) is responsible for you, ask them for advice.

The application

If you want to start an apprenticeship or work in Germany, you must apply in writing. In most cases, you apply to a company because it has placed a job advert. This means that the company is looking for new employees. The job advert states what kind of work or training is involved and what the company expects from the employee. It also states where and how you should apply.

If the company is interested in you, you will usually be invited to an interview where you can introduce yourself in person. Please allow plenty of time and make sure you arrive on time for the interview. It is best to prepare for the interview in detail beforehand and gather important information about the company. Visit the website and read through the history of the company and find out about the products or services. If you arrive on time for the appointment and ask questions during the interview, you will show the company your motivation and interest in the apprenticeship or job.

[Here](#) you will find information on the search for apprenticeships and jobs.

An application usually consists of three parts:

Cover letter: In your personal cover letter, you briefly introduce yourself and say why you are suitable for the vacancy. For example, describe what experience you have already gained in your home country. Find out more about the company and describe why you would like to work there. Your cover letter should fit on one page. Sign your cover letter. There are many templates and aids on the Internet. It is important that you do not simply copy and paste. Your cover letter must suit you and the position.

Curriculum vitae: The CV lists all your experience and is structured like a large table. Write from when to when you worked at which company. Write where you completed your training or studies. Write where you went to school and what school-leaving qualification you obtained. You don't have to include a photo in your CV, but many companies like it if you do.

Certificates and supporting documents: It is important that you send copies of your certificates (no originals!). Certificates are your school leaving certificate, your degree and work references from the past. The certificates should be in German or English, otherwise they should be translated. You should also send proof of internships, further training relevant to the job or certificates from your German course.

The job advert will tell you how to apply. Read exactly what it says.

In writing: Buy a nice application folder and put your cover letter, CV and certificates in it. Then send the application to the address given in the job advert.

E-mail: Many applications are now sent by e-mail. Combine your cover letter, CV and references into one PDF file and send this as an attachment to the e-mail. In the e-mail, write a short text addressed to the person who will receive your application.

Online: Large companies have their own website where you have to apply. You have to register there with your e-mail address and can then send your application there.

Help on site

If you have any questions about applications or need support, please contact your local [employment agency](#) (Agentur für Arbeit or job centre). The >> [Migration Counselling](#) Service can also help you.

You can find further helpful tips for your application at [Planet Beruf](#).

Europass

Europass is a multilingual online portal (over 20 languages) that helps migrants to visualise their skills and knowledge. It offers a free online tool to create a language passport or a CV. You can also find important tips for good job applications on Europass.

<https://europa.eu/europass/de>

Help with your application:

Here you can create a CV and cover letter free of charge. In some cases, you can also import your data from Xing or LinkedIn. It is also possible to write your own texts in the template or import files.

<https://generator.bewerbung.net>

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

<https://www.lebenslauf2go.de/>

Further information:

Here you will find information and templates for cover letters and CVs:

<https://www.bewerbung2go.de>

<https://www.bewerbungswissen.net>

<https://karrierebibel.de/bewerbungsschreiben/>

Language exercises

On the VHS learning portal "I want to learn German" and the Goethe-Institut website "Deutsch für dich" you will find exercises on the subject of job applications and the world of work in general. This will help you learn about the world of work and improve your German language skills:

<https://b2-beruf.vhs-lernportal.de/wws/9.php#/wws...>

<https://www.goethe.de/prj/dfd/de/home.cfm>

Job interview

You can find more helpful tips for job applications at [Planet Beruf](#).

Counselling

Contact person

Employment Agency

- Job placement, career counselling, unemployment benefit I
- It is responsible for people who do not yet have permanent residence in Germany, for example if their asylum application is still being examined or has already been rejected
- You can find your local employment office [here](#)


Job centre

- Job centre - Unemployment benefit II
- Responsible for recognised refugees whose asylum procedure has been successfully completed
- You can find your local job centre [here](#)


FRAU & BERUF Segeberg - free career counselling for women

- if you would like to start working again
- if you only work a few hours or part-time and would like to change this
- if you could soon be unemployed or are looking for part-time training

FRAU & BERUF

 [Kurhausstraße 1, 23795 Bad Segeberg](#)

 @staecker@wep.de

 [+49 \(0\) 15758213587](tel:+49(0)15758213587)

 <https://beratung-frau-und-beruf.de/>

FRAU &
BERUF

EIN PROJEKT DES FÖRDERVEREIN
FÜR ARBEIT UND BILDUNG IN
STORMARN E.V.



Welcome counsellors of the chambers

The welcome counsellors help companies and refugees. They support refugees in their search for work, an apprenticeship or an internship. Personal career counselling is also possible by prior appointment.

Contact the welcome counsellors:

- [Chamber of Industry and Commerce \(IHK\)](#)
- [Chamber of Crafts](#)
- [Chamber of Agriculture](#)

Youth Employment Agency, JBA for short, in the district of Segeberg

Are you between 15 and 25 years old and wondering what you should become?

We can provide you with advice and help from a single source!

The Youth Employment Agency in the district of Segeberg supports you in all aspects of training, studying, careers, secondary school and many other issues.

We are an association of the employment agency, job centre, Segeberg district and the town of Norderstedt in cooperation with the schools.

Women's network on the labour situation e.V.

Women's Network for the Labour Market e.V.

Since 1985, we have been working as a non-profit association for the self-determination and self-design as well as more equal opportunities for women in the labour market. The aim of the

association is to strengthen and support women in working life and to improve the quantity and quality of women's opportunities on the labour market.

Project FRESH(Women EmpowermentSchleswig-Holstein)

Women who

- have their own migration experience
- have their centre of life in Germany
- have a basic knowledge of the German language
- live in Germany with permission
- have only limited experience in education, work or both.

The FRESH Women's Empowerment Schleswig-Holstein project is aimed exclusively at women with migration experience.

We offer social support in individual counselling sessions and accompany them on their way into working life. We also offer a language café as a group programme.

Counselling is free of charge, confidential and individually tailored.

Women's network for the labour market e.V.

📍Kaltenkirchen

👤Mrs Denise Peters

☎Tel: +49 (0) 17643888211

✉E-mail: denise.peters@frauennetzwerk-sh.de

📞Please call to make an appointment for counselling.



©www.frauennetzwerk-sh.de

Children, Youth and Family

Information

Special protection for children, young people and families

Children, young people and families enjoy special protection in Germany. This protection begins during pregnancy and continues until the child reaches the age of 18. In Germany, for example, it is forbidden to beat children. Education in Germany must not involve the use of violence. Every child must go to school.

The youth welfare office and the child protection organisation ensure that a child is not harmed by its environment (including the family).

Free counselling and support

For families and parents, mothers and fathers, there are many offers for free counselling and support in the district of Segeberg, which you are welcome to use:

- [Support and counselling for family planning, pregnancy and birth](#)
- [Support and counselling for parenting and everyday family life](#)
- [Support and counselling](#)

Education and social contacts

Your child can attend a day care centre (Kita) before school. There your child will meet other children and can learn together with them, speak German, discover new things and play. The daycare centre is important for your child's future and helps to prepare them well for school. You can find more information here: [Childcare for children from 1 to 6.](#)

School attendance is compulsory in Germany. This means that all children in Germany between the ages of 6 and 15 have to go to school. You can find more information here: [School for children aged 6 to 15.](#)

There are also places where mums, dads and families can meet up with their children to chat and play. There are also programmes for children and young people. You can find more information here: [Meeting places and playgroups.](#)

Refugee minors and adults

Refugees under the age of 18 who have travelled to Germany unaccompanied are called unaccompanied minor foreigners. The Youth Welfare Office looks after them. You can find more information here: [Underage refugees without parents.](#)

In Germany, a person reaches the age of majority on their 18th birthday. You can find more information here: [Coming of age.](#)

Child benefit and supplementary child allowance

Child benefit in Germany is money from the state and part of the family benefit equalisation system. The [Family Benefits Office of the Federal Employment Agency](#) supports you with child benefit, child supplement and other financial assistance.

You can receive child supplement if your income is sufficient to cover your own living expenses, but not enough or only just enough to cover all your family's needs.

In 2026, child benefit amounts to 259 euros per month for each child. Since 1 January 2025, the child supplement has been up to 297 euros per month per child. However, it depends on your family's situation. This includes the immediate supplement of 25 euros per month per child.

You can apply for child supplement and child benefit directly [online!](#)

You can apply for child benefit if...

- your child is under the age of 18 (under certain conditions, you can also apply for and receive child benefit for children of full age),
- you look after your child regularly and they live in your household (this also applies to stepchildren, grandchildren or foster children) and
- your place of residence is in Germany, another EU country, Norway, Liechtenstein, Iceland or Switzerland. You can find out more on the page [Child benefit for people living in or from abroad](#).

The payment of child benefit is not dependent on your income!

You can receive child supplement if...

- Your child lives in your household, is under 25 years old and is not married or in a registered civil partnership,
- you receive child benefit (or a comparable benefit) for your child,
- Your family's gross income is at least 900 euros (couples) or 600 euros (single parents),
- you would have enough money to support your family if you received child supplement and possibly housing benefit in addition to your income.

Tip! If you want to find out quickly whether you can receive child supplement: Simply enter your personal details in the [interactive video tool "KiZ-Lotse"](#) and find out your entitlement!

Migrant Parents Network Schleswig-Holstein (MEN SH)

The Migrant*innen-Elternnetzwerk Schleswig-Holstein (MEN-SH) introduces itself:

Many children with a history of flight and migration have a hard time. There can be various reasons for this. For example, because they are just learning German, their parents do not yet speak German well or some people treat them unfairly.

Parents are important for their children's education. That is why MEN SH helps parents to know and utilise their rights. The MEN SH is a group of parents with a history of flight and migration, migrant associations and representatives of these associations. The network supports parents with a history of migration or flight so that their children have better and equal opportunities at school.

The aim of MEN SH is to connect, inform and activate parents with a history of migration or flight so that they can realise their potential and overcome challenges in the education system together.

The MEN SH sees itself as a mouthpiece for immigrant parents, breaking down barriers, promoting dialogue and providing a strong voice for decision-makers in politics, education and administration.

💡 Here you can find the flyer from MEN SH with further information and contact details: [MEN SH-Fyer.pdf](#)

🌐 [Click here for the MEN SH info page.](#)

Support and counselling for family planning, pregnancy and birth

Counselling and support for women and pregnant women

If you are pregnant, you can find free counselling centres in the District of Segeberg to support you.

There you can get advice on legal, financial or medical issues. Even if you are not sure if you want to have the baby or you are having difficulties.

The counselling centres are there if you need support, even after you give birth.

Counselling can provide you with professional support.

All conversations are kept confidential and anonymous.

Who can help?

- Personal advice on **contraception, family planning and termination of pregnancies** can be obtained from [pro Familia](#).
- The women's counselling centres [Frauenzimmer e.V.](#) or [Frauenräume e.V.](#) are also happy to help.
- Multilingual information on sexuality and your rights is also available from www.zanzu.de.
- [The Segeberger FrauenNetzwerk](#) has put together a brochure containing "[help, information and contact persons](#)".

You can find more information about pregnancy [here](#).

Early help: Support for pregnant women and families with children aged 0 to 3 years

Early help offers support for parents and families when they are still at the very beginning, i.e. before their child is born or at the very beginning when the child is newborn.

- **Counselling:** Parents receive tips and advice on how to prepare for the baby and raise it well.
- **Everyday help:** Support with daily tasks, such as dealing with a newborn or organising family life.
- **Special support:** If parents have special needs or difficulties, there are special offers of help tailored to their situation.
- **Connection to other services:** Early help shows what other services and support are available that could be helpful.

The aim is to strengthen families and help them to take good care of their child and solve potential problems at an early stage.

💡 You can find more details in the **information booklet** [Frühe Hilfen Angebote Adressen.pdf](#)

🌐 Further information and contact addresses can be found [here](#).

The Early Help programme is funded by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth.

Childcare for children from 1 to 6

Day care centre or day care facilities

Your child is entitled to a place in a day care centre from the age of 1 / one. Kita is a short word for Kinder-Tages-Einrichtung and is a form of childcare. Before your child starts school, they can attend a day-care centre. There your child can meet other children and learn together with them, discover new things or play. Your child will be supervised by nursery school teachers and will learn a lot of important things. There are daycare centres for children from 0 to 3 years old, they are called crèches. Day-care for 3 to 6 year olds, are called kindergartens.

Why is a day-care centre good for my child?

In a day-care your child can learn German and discover new things. It has contact with other children and thus gets to know friends. The day-care is important for your child's future, so take advantage of the opportunity. Attending a children's daycare centre is also good preparation for school.

Who can support me?

There are people in the District of Segeberg who can help you settle in at the day-care. They are called Kita guides. Kita guides are women with a migrant background who understand your language. You can discuss your questions about the day-care with the Kita guides. Here you will find the contact persons:

- [Henstedt-Ulzburg Family Centre](#)
- [AWO Family Centre Pustebblume Trappenkamp](#)
- [Bad Segeberg Südstadt Family Centre](#)
- [Wahlstedt Family Centre](#)

Daycare costs money, but there are ways to be partially or fully exempt from the costs. More information is available [here](#).

Childminding

Another form of childcare is childminding. There, your child will be cared for by a well-qualified childminder on a regular basis. The number of children is smaller than in a day-care. The care usually takes place at the day nanny's home. Here too, your child learns many new things and plays with other children. The children's day care places are arranged through the Servicebüro Tagespflege (Day Care Service Office).

Contact details for the Servicebüro der Tagespflege:

- [Ev. Bildungswerk of the Plön-Segeberg church district](#): Responsible for the cities of Bad Segeberg and Wahlstedt and the boroughs of Leezen and Trave-Land

- [Diakonisches Werk Altholstein](#): Responsible for the town of Bad Bramstedt and the districts of Bad Bramstedt-Land, Boostedt-Rickling and Bornhöved
- [Tausendfüßler Foundation](#): Responsible for the town of Kaltenkirchen and the districts of Kaltenkirchen-Land, Kisdorf and Itzstedt, and the communities of Henstedt-Ulzburg and Ellerau
- [Ev. Familienbildung Norderstedt](#): Responsible for the city of Norderstedt
- Additional information: [District of Segeberg, Department of Social Affairs, Youth, Education, Health / Childcare, Youth, School, Culture Service](#)

Find a day-care place

There are several ways to find a day-care place that can help you.

You can find a daycare or childcare place for your child on the [Kita-Portal Schleswig-Holstein](#) .

Our Kita guides will also help you in your search for a day-care place. Kita guides are women with a migrant background who understand your language and have learned everything that needs to be considered at a day-care. Here you will find the contact persons:

- [Henstedt-Ulzburg Family Centre](#)
- [AWO Family Centre Pustebume Trappenkamp](#)
- [Bad Segeberg Südstadt Family Centre](#)
- [Wahlstedt Family Centre](#)

Furthermore, you can ask your accommodation management or in the [cities, offices or municipalities in your region](#).

Financing of the day-care place

Fees must be paid for childcare in Segeberg. The amount depends on the age of your child, the number of hours of childcare and the facility. There are possibilities for financial support if you make little or no money.

You can find out how to finance a Kita place from your accommodation management or from the [cities, offices or municipalities in your region](#).

Meeting Places and Playgroups

Information

In the Segeberg district, parents can attend many free courses and playgroups with their children. There you can meet other parents from different countries. You can exchange ideas, learn new things and have a great time. Further information on the courses and playgroups can be obtained from the [family centres](#).

You can also find further offers for families, children and young people [here](#).

Family centre

What is a family centre?

A family centre is a place where families can get help and support. There are people there who can help you with various things, such as questions about parenting, problems in the family or help with homework. In family centres, there are also often meetings or groups where parents and children can come together to play or exchange ideas. It is a place where families should feel welcome and supported. Many of the programmes are free of charge.

💡 For further information on contacts and services, please contact the relevant family centres directly. Each family centre is responsible for its specific location and the surrounding region.

Family centres in the Segeberg district

📍 In **Kaltenkirchen** and the surrounding area you will find the [Tausendfüßler family centre](#)

📍 In **Bad Bramstedt** and the surrounding area you will find the [Mullewapp](#) family centre

📍 In **Trappenkamp** and the surrounding area you will find the [AWO Family Centre Pustebume](#)

📍 In **Henstedt-Ulzburg** and the surrounding area you will find the [Henstedt-Ulzburg](#) Family Centre

📍 In **Nahe** and the surrounding area you will find the [Nahe](#) Family Centre

📍 In **Wahlstedt** and the surrounding area you will find the [Wahlstedt](#) Family Centre

📍 In **Bad Segeberg** and the surrounding area you will find

- [the family centre Spurensucher and](#)
- [the family centre Südstadt Bad Segeberg](#)

📍 In **Norderstedt** and the surrounding area you will find

- [the Family Centre Mitte/Harksheide,](#)
- the [Friedrichsgabe](#) Family Centre
- [the Garstedt Family Centre and](#)
- [the Glashütte Family Centre](#)

School for children from 6 to 15 years

Information

School attendance is compulsory in Germany. This means that all children in Germany between the ages of 6 and 15 must go to school. The parents or guardians of the children are obliged to ensure that the children attend school regularly. School attendance at state and municipal schools is free of charge.

Parents often receive written information from the school which their children bring home with them. It is important that you read this information.

Children without knowledge of German

Children without any knowledge of German learn the German language in the DaZ centres (DaZ - German as a second language). Parents enrol their children in the school closest to their home. This school informs the school authority of the Segeberg district administration of the registration and the child is then assigned to a DaZ centre. The travel costs are covered.

There are DaZ centres for primary school pupils (the children are 6 - 10 years old) and DaZ centres for secondary school pupils (the children are 10 - 16 years old).

Frequently asked questions from parents

Where do I register my child for school?

You enrol your child at the respective school in your region.

Are there childcare facilities at the school?

Please enquire at the respective school to find out what childcare services are available locally.

Support for school materials, subsidies for meal vouchers and reimbursement of travel costs?

In some cases, you can receive "Bildung und Teilhabe" ("Education and Participation") cards that provide for subsidies. Please enquire about this with => [the towns, offices and municipalities in your region](#).

When and how to report sick?

In Germany, school attendance is compulsory for all children. If your child cannot come to class, parents are obliged to inform the school immediately.

The school keeps lists of attendance. If your child is frequently absent without excuse, the youth welfare office can be informed.

Support and counselling in parenting and everyday family life

Information

Children's rights must be respected when raising children and young people. The following are particularly important: **freedom from violence, health, education and freedom of expression.**

There are often many questions in everyday family life, for example about the development and upbringing of children. Talking to a specialist often helps.

There are also sometimes difficult situations in the family. These can be problems at school, puberty, long-lasting conflicts between parents, separation and divorce and much more.

Sometimes parents notice anxiety in their children, delays in development, problems with sleeping, eating or speech. If you are worried about your child, you can find counselling and help.

There are various advice centres and institutions that can offer you professional support and advice. All consultations are confidential.

Where can I find counselling or help?

- [Early help centres](#) (for pregnant women, parents and families with children aged 0 to 3 years)
- [Educational counselling centres](#)
- [Child protection organisation](#)
- [Youth welfare office](#)

Education and participation for children from financially disadvantaged families

So that all children can take part!

Not everyone has the same amount of money available each month. It is therefore very important that every child - regardless of how poor or rich their parents are - can participate in social life without being marginalised.

- Are you struggling to raise the necessary money for your children's school supplies?
- You can't afford your child's next school trip or can only afford it with great difficulty?
- Does your child need extra tuition?
- School lunches cost too much?
- Then you can get financial support for this:

With the benefits for education and participation, also known as the education package.

When am I entitled to the benefits?

You are entitled to benefits for education and participation if you or your children receive one of the following state benefits:

- Basic income support for jobseekers (**Bürgergeld or Sozialgeld**),
- **Social assistance** (subsistence assistance or basic income support in old age and in the event of reduced earning capacity),
- Benefits according to the **asylum seeker benefits**,
- **housing benefit** and
- **child supplement**.

The **local authority** or [job centre](#) **responsible for** you will advise you on benefits for education and participation.

Where do I make an application?

- If you are currently looking for work and receive unemployment benefit II or social benefit, please contact the job centre.
- If you receive child supplement, housing benefit, asylum seeker benefits or social assistance, then apply for education and participation benefits from your local authority via the state portal.

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

💡 [You can find more information here.](#)

💡 [Click here to go to the education card website.](#)

Parenting Counselling Centre

There are several Erziehungsberatungsstellen (Parenting Counselling Centres) in the District of Segeberg that can help your family in various areas. For example with:

- questions on child development and education,
- educational difficulties,
- behavioural problems,
- developmental delays,
- psychosomatic disorders,
- forms of mental disability in school children,
- parent-child conflicts,
- child abuse,
- sexual abuse,
- enuresis,
- eating and sleeping disorders and
- in questions of partnership, separation and divorce as well as with regard to the exercise of the right of access of non-custodial parents.

Contact details for the Erziehungsberatungsstellen (Parenting Counselling Centres) in the District of Segeberg:

[Parenting and life counselling West](#) in Kaltenkirchen

[Parenting and life counselling North](#) in Bornhöved

[Parenting and family counselling](#) in Bad Bramstedt

[Parenting and family counselling](#) in Wahlstedt

[Parenting and family counselling](#) in Henstedt-Ulzburg

[Deutscher Kinderschutzbund Segeberg gGmbH Educational counselling](#) in Bad Segeberg

Who else can help?

The [Segeberger Frauen Netzwerk](#) also offers further help, information and contact persons.

Multilingual information on sexuality and your rights is also available from www.zanzu.de.

Child protection organisation

What is the Kinderschutzbund?

The Kinderschutzbund Segeberg GmbH is an association. The Kinderschutzbund is an organisation that looks after the welfare of children and protects them. It is committed to the rights and protection of children and young people. The aim of the Child Protection Association is a child-friendly society. The Kinderschutzbund is an organisation that helps and protects children. It offers counselling, support and leisure activities and stands up for children's rights. Children, parents and others can turn to the Kinderschutzbund if they need help. The Child Protection Association promotes the mental, psychological, social and physical development of children and young people.

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

Youth welfare office

What is the Youth Welfare Office?

The youth welfare office is a department within the administration of a town or municipality. It looks after children, young people and families if you and your child need support or help.

You can find the tasks of the Youth Welfare Office [here](#).

Contact details and further information can be found [here](#).

Refugee minors without parents

Refugees under the age of 18 who have travelled to Germany **unaccompanied** are known as **unaccompanied minor aliens = umA**. These young people are reported to the youth welfare office. The youth welfare office talks to the young people and establishes their age. The age assessment determines whether the Youth Welfare Office will take care of the minor (under 18 years of age) and place them in accommodation specifically for young people ("Inobhutnahme"). If the youth welfare office says that the person is "of age" (over 18), the person receives a rejection notice and is treated as an adult. The youth welfare office will bring an interpreter to the interview.

Important: If you are not yet 18 years old on your proof of arrival, but the Youth Welfare Office gives you a rejection notice, the Youth Welfare Office must enter a new date of birth on the notice. 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) are travelling without their parents, but **with relatives** (e.g. with an uncle or aunt, cousins or older siblings). Your accommodation service will

report this to the Youth Welfare Office after your arrival. The Youth Welfare Office will talk to the minor and the adult relatives and 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 will bring 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.

What is a [guardianship](#)?

A guardianship is appointed by the state to look after a child without parents living in Germany. The guardian organises matters such as the child's accommodation, upbringing, schooling, education, healthcare and finances.

Family reunification?

You can find answers at the [Federal Foreign Office](#).

Adulthood

What is adulthood?

In Germany, a person becomes an adult on their **18th birthday**. The person may then, for example:

sign contracts without the consent of their parents (e.g. employment contracts, training contracts, purchase contracts), rent accommodation, (buy alcohol), get married and much more.

What does “help for young adults” mean?

Young people aged 18 to 21 who have not yet received help from the =>> [Youth Welfare Office \(Jugendamt\)](#) and want support can also get it from the relevant Youth Welfare Office. They have to apply to the Youth Welfare Office for this.

Help and advice

Help and support for women

Pastoral care

☎ Pastoral care telephone number: 0800 111 0 111

- **Free of charge. Anonymous. Confidential. Understanding.**
- Because there are simply situations that push us to our limits: Heartbreak, for example, or being made redundant, loneliness, addiction problems. Some people lose the will to live. A conversation can help you to sort out your thoughts, see things more clearly again and tackle problems.

Muslim counselling telephone number: 030 443 509 821

- **Free of charge. Anonymous. Confidential. Understanding.**
- Anyone can call, regardless of religion, origin, age or gender.

Violence against women

Help telephone number: 116 016

[Link to online counselling](#)

- The counselling service is **free, anonymous, barrier-free** and **multilingual**.
- Here you can find help with various problems such as
 - Domestic violence, for example psychological, physical and sexual violence in relationships.
 - Violence outside of relationships, including psychological, physical and sexual violence.
 - stalking
 - bullying
 - Forced marriage
 - Violence in the name of "honour"
 - Trafficking in women
 - Violence in the context of prostitution
 - genital mutilation
 - Sexual harassment in the workplace
 - Sexual harassment in public spaces

Pregnant women in distress

Help telephone number: 0800 40 40 020

[Link to online counselling](#)

- The service is **free, anonymous, barrier-free** and **multilingual**.
- The service is aimed at pregnant women, their immediate environment and also professionals can contact the counsellors around the clock before and after the birth, who know suitable offers of help.
- The counsellors support you regardless of gender, origin, faith, sexual orientation and sexual identity.
- You can seek advice on the possibility of a confidential birth.

Sexual abuse

Help telephone number: 0800 22 555 30

Link to online counselling

- The counselling service is **free, anonymous** and **multilingual**.
- [You can find the guide here: Protection from violence for women and children](#)

Specialist centre for sex workers in Schleswig-Holstein


- The service offered by the specialist centre is **free of charge, anonymous** and **multilingual**.
- You can obtain counselling locally in Kiel, Lübeck and Flenburg.
- You can get advice by telephone.
- They will be happy to help you if you would like to talk about your work and if you have questions about your self-employment.
- They will be happy to help you with questions about the tax office, job centre, health insurance, housing benefit and social security.
- They will help and advise you if you want to leave sex work.

Specialist centre against trafficking in women in Schleswig-Holstein

-  **Help telephone number: 0431 / 55 77 91 91**
- [@contra@frauenwerk.nordkirche.de](mailto:contra@frauenwerk.nordkirche.de)
- The service is **free of charge, barrier-free** and **multilingual**.
- Contra advises and supports women who are affected by human trafficking, violence, exploitation and forced prostitution.
- Contra advises and supports women who are affected by forced labour or extreme exploitation of their labour.
- Contra counsels and supports women affected by exploitation and extortion in marriage (marriage trafficking).

Women's counselling centres and women's shelters in the district of Segeberg

Telephone number: 04551 / 38 18

- Consultation hours: Mon., Tue., Wed., Fri. from 10:00 - 12:00 and Thurs. from 14:00 - 16:00
-  **Link to [online counselling](#)**
- The service is **free** and **anonymous**.
- The service is aimed at women and girls aged 14 and over.

You can reach the women's counselling centre Frauzimmer e.V. in Bad Segeberg at

-  04551 / 38 18
- [@frauzimmer-badsegeberg@t-online.de](mailto:frauzimmer-badsegeberg@t-online.de)

You can reach the women's counselling centre Frauenräume e.V. in Norderstedt and Kaltenkirchen on

- ☎ 040 / 529 69 58 in Norderstedt
- ☎ 04191 / 856 99 in Kaltenkirchen
- @i info@frauenraeume-ev.de

Women's refuge Norderstedt

- ☎ 040 / 529 66 77
- @ frauenhaus.norderstedt@diakonie-hhsh.de

Weisser Ring - Counselling for victims of crime

- ☎ Help - Telephone: 116 006
- 🌐 Link to [online counselling](#)
- The counselling service is **free of charge** and **anonymous**.
- You can find personal counselling and help on site [here](#).

Further counselling and support for women and pregnant women can be found [here](#).

What is domestic violence?

- Domestic violence refers to violence in an existing and former partnership.
- Domestic violence occurs
 - by using words that hurt
 - when contact is monitored or forbidden
 - when access to money is monitored
 - when you are physically attacked
 - if you are forced to perform sexual acts (rape, harassment, abuse of children, sexual harassment on the internet)

Confidential forensics without (immediate) reporting

If someone has hurt you (domestic or sexualised violence), you can have a "confidential forensic examination" carried out. This means that doctors will look after you and collect evidence without the police finding out about it. You can decide whether or not you want to go to the police later. It is important to have the examination done quickly after the incident. Here is a [list of hospitals](#) that can help you with this.

Help and support for children and young people

Youth Not Mail

- Online counselling is for children and young people
- **Free of charge. Confidential. Available 24/7. Without taboos.**

💡 Also available as an app

📞 **Number against grief 116 111** / 🌐 **Online counselling**

- **Free of charge. Confidential. Anonymous.**
- Here you can find help with issues such as bullying, stress with parents, friends or classmates, being ripped off online or in the classroom, anxiety, abuse, eating disorders, depression or addiction.

📞 **Sexual abuse helpline 0800 2255 530** / 🌐 **Online counselling**

- **Free of charge. Anonymous. Multilingual.**
- [You can find more information here: Guide: Protection from violence for women and children](#)

📞 **Muslim counselling service Phone 030 443 509 821** /

- **Free of charge. Anonymous. Confidential. Understanding.**
- Anyone can call, regardless of religion, origin, age or gender.

Health

Emergency

📞 **Call the patient service 116 117**

- You can call free of charge and 24/7.
- e.g. for non-life-threatening complaints such as high fever, severe abdominal pain or vomiting

The patient service will help you if you are ill.

- If you are unwell and don't know what to do.
- If you need medical help and the doctor's surgery is closed.
- If you are looking for a doctor or psychotherapist.


💡 Use 116 117 as an app

- [Download in the App Store](#)
- [Now on Google Play](#)

🌐 [Use the website](#) (available in different languages)


📞 **Dental emergency service**

- Available **from 15:00 on Fridays until 06:00 on Mondays**

 Here you will find an open [emergency practice](#).

Pharmacy emergency service

- Outside of Öffnungszeiten you can find an [emergency pharmacy near you](#) here.

 **Further emergency numbers for the fire brigade, police and ambulance can be found [here](#).**


Non-life-threatening medical emergency

Call the patient service 116 117


- You can call free of charge and 24/7.
- e.g. for non-life-threatening complaints such as high fever, severe abdominal pain or vomiting

The patient service will help you if you are ill.

- If you are unwell and don't know what to do.
- If you need medical help and the doctor's surgery is closed.
- If you are looking for a doctor or psychotherapist.


 Use 116 117 as an app

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Pharmacy emergency service

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General information

Multilingual health information

[Migration and health](#)

There is a lot of information about health on the Migration and Health website. This information is available in more than 40 languages. The content is updated regularly and new topics are constantly being added.

[Healthcare](#)

It is important to know where you can go if you are ill. This is the only way to get help quickly and safely.

Here you can find out more about

- the German healthcare system
- Doctors and hospitals
- what you need to do in an emergency
- organ donation

[Health & prevention](#)

If an illness is detected early, it can be treated more effectively. Then the chances of getting well again are good.

Find out more here:

- Prevention and early detection of diseases
- Vaccinations
- Exercise and a healthy diet
- Children's health
- Pregnancy and birth
- Sexuality
- hygiene
- Medication
- Physical and mental health

[care](#)

Some people need help and care. This can be the case in old age. But also if you have a physical or mental impairment.

Here you can find out more about

- what you need to do when care is required
- what care services are available
- practical tips for care

Addiction & drugs

Addiction can severely damage your health. Various things can be addictive.

Find out more about them here:

- Alcohol
- Tobacco and nicotine
- drugs
- gambling
- Medication
- Computer games and other media
- How abuse and addiction develop

social insurance

Five types of insurance: health insurance/nursing insurance/accident insurance/pension insurance/and unemployment insurance form the basis of what is referred to as **social insurance** in Germany.

You should ensure that everyone has social insurance.

In Germany, health insurance is obligatory.

The payments (contributions) to and for these five types of insurance come into a common fund (pool). If necessary, you can obtain support from the common fund e.g. to cover the costs of an essential operation.

This means that

citizens are not solely reliant on themselves.

The community of contributors help one another (supportive society).

The German healthcare system

Link to: [Health for all](#)

The guide provides people who have come to Germany from other countries with simple information about health and how the healthcare system works here. It also shows what you can do if you are ill or want to take care of your own health. The guide is divided into five parts.

1. Health insurance
2. Medical care
3. In an emergency
4. Health care
5. Long-term care insurance.

Health insurance/health card and exemption card

Everyone in Germany must have health insurance.

Compare the health insurance companies!

Who has which offer and at what contribution costs (if you work).

And! Health insurance companies do not always cover all the costs of treatment, sometimes you have to pay something extra. Please ask your doctor in advance about possible co-payments (the health insurance catalogue of benefits).

You can obtain your [health card](#) from the health insurance companies.

You will receive an [exemption card](#) if you are exempt from co-payments for medication or hospitalisation. For example, if you are an asylum seeker or suffer from a chronic illness. Please enquire with your health insurance company whether this also applies to you.

Please make sure you take your health card with you to all medical appointments. You will need the exemption card if you go to a pharmacy to get the medication prescribed by your doctor.

As a refugee in Germany, you are only entitled to basic medical care for acute illnesses and pain.

See a doctor if:

You are acutely ill or in pain

you are pregnant

you are chronically ill, for example with diabetes, if you have epilepsy or a mental illness.

If you have already been to the doctor or hospital because of the illness, please also bring the results with you.

If you have any remaining medication or the package leaflet for your medication, please bring this with you to the doctor's appointment (template).

You are also entitled to every officially recommended immunisation and preventive check-up. In addition, you will receive free medical services that are absolutely necessary to safeguard your health.

The district of Segeberg has concluded a contract for refugees with the health insurance company "Novitas BKK" so that you can be issued with a health card and an exemption card as quickly as possible.

Initially, you will be covered by health insurance under the Asylum Seekers' Benefits Act (AsylbLG).

This usually changes either

after 15 months. You will then be transferred to a health insurance fund of your choice. This also involves an increase in your asylum seeker benefits to the amount of money you receive from the job centre.

Both are cancelled if you try or have tried to extend your stay in Germany unlawfully.

or only after 18 months!

Please enquire at your local social welfare office to find out what applies to you.

After this change and/or as soon as you have a residence permit, you must register with a health insurance fund. You are free to choose a health insurance company.

You will then receive a new insurance card and will be fully entitled to the benefits of statutory health insurance.

Information about health insurance [here](#)

Electronic patient file (ePA)

On **15 January 2025**, a new digital patient file called the **electronic patient file (ePA)** was introduced in Germany. This file stores all important health data, such as what the doctor has found out about your health, what medication you are taking or what examinations you have had.

Everyone with statutory health insurance automatically receives this ePA. If you do not want this, you can object.

Doctors and patients can access health data quickly and easily via the ePA. But only people who are authorised to do so are allowed to see the data. This keeps the data secure.

How can insured persons refuse to set up an ePA? What deadlines apply?

If someone no longer wants to use the ePA at a later date, they can have it deleted. The aim is to enable doctors and patients to work together faster and better to improve health.

If someone wants to refuse the ePA, they must inform their health insurance company. If they do not do this, the EPR will be created automatically.

Important details about the ePA. What do you need to bear in mind?

Contents of the EPC:

- All important information from your visits to the doctor is automatically included in the EPR if it is available in digital form. This means, for example, that findings or diagnoses that the doctor writes down are transferred to the EPR.
- You can also upload information such as vital signs (e.g. your height or weight) or older medical documents to the ePA yourself.
- Since 15 January 2025, there has been a digital list of medications you are taking in the ePA. This will be supplemented by a special medication plan in the course of 2026.
- The medication plan will not only show which medication you have been prescribed. It will also explain how you should take the medication and at what time.

Access rights:

- You can specify which doctors or hospitals are authorised to access your ePA. If you want to make changes, you can do so via the ePA app or contact the ombudsman's office of your health insurance company.
- If your health card is read at a doctor's surgery or hospital, they will have temporary access to your ePA for 90 days unless you object.

Use and accessibility:

- You can manage the ePA via a special app on your smartphone. Each statutory health insurance fund offers its own ePA app, which you can download free of charge from the

App Store (for iOS) or the Google Play Store (for Android).

- If you do not have a smartphone, you can get support from pharmacies or special centres to access your ePA.

Legal regulations:

- The ePA for all was first launched in some regions on 15 January 2025. These include Hamburg and parts of North Rhine-Westphalia, for example. From 29 April 2025, the ePA was gradually introduced throughout Germany. Since 1 October 2025, doctors' surgeries, hospitals and pharmacies, for example, have been required to use the ePA.
- Privately insured persons can also use an ePA. Whether this is possible depends on the private health insurance provider.

Advantages:

- The ePA facilitates communication between doctors, hospitals and other medical facilities. It gives you a better overview of your health data.
- The ePA also increases the safety and accuracy of medication.

Challenges:

- Not all documents, such as old paper medical reports, are automatically digitised. However, you can ask your health insurance provider whether they can take over digitisation.
- There may be technical difficulties at the beginning because some doctors have to adapt their practice software.
- Another problem is that there is no multilingual information, i.e. no translations into other languages.

The ePA is an important step towards digitalisation in the healthcare sector. It should improve medical care. It also provides a basis for research.

Would you like to find out more? You can find more information here:

 [Questions and answers on the electronic patient file \(ePA\) by the KBV](#)

 [Information from the consumer advice centre about the ePA](#)

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You can also upload information such as vital signs (e.g. your height or weight) or older medical documents to the ePA yourself.

From 2025, there will be an automatic overview of all the medication you are taking. This will later be supplemented by a special medication plan.

Access rights:

You can specify which doctors or hospitals are authorised to access your ePA. If you want to make changes, you can do so via the ePA app or contact the ombudsman's office of your health insurance company.

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If you do not have a smartphone, you can get support from pharmacies or special centres to access your ePA.

Legal regulations:

The introduction of the ePA will initially begin in Hamburg and North Rhine-Westphalia. It will then be available throughout Germany from February 2025.

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Advantages:

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The ePA also increases the safety and accuracy of medication.

Challenges:

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Child health / Adolescent health

Children's health

Children are usually examined by paediatricians.

Regular check-ups and immunisations are important for a child's health.

The check-ups are called "U examinations" and are carried out free of charge at a specific time.

There are ten early detection examinations (U1-U9 and J1).

This means that children are regularly examined and their development monitored up to the age of 6.

The U1 and U2 examinations usually take place in the clinic.

For further examinations, you must make an appointment with your paediatrician.

When registering at kindergarten or school, you may be asked to provide proof of complete early detection examinations may be requested.

Important:

If your child attends nursery or school, they must be vaccinated against measles.

- [Early detection examinations](#) - In Germany, all children must be examined at an early age in order to recognise health problems at an early stage. Parents are responsible for ensuring that these examinations are carried out.
- Here you can find the [immunisation recommendations](#) for children aged 0-12 years.
- Here you will find the [immunisation recommendations](#) for adolescents aged 12-17 years.

Doctor, specialist and certificate

IMPORTANT: If you are not yet able to speak German or English, you should take someone with you to translate for you so that the doctor can understand you and treat you properly. In individual cases, the costs for the necessary language mediation can be reimbursed. An application must be submitted to the social welfare office in good time.

As an asylum seeker, you have your Novitas BKK health insurance card for your basic medical care.

Urgently needed operations will also be billed via the Novitas BKK during your basic care.

General information

In Germany you can choose your own doctor.

This is not possible in a hospital. You will be treated by the medical staff on duty.


In Germany, men also treat women and women also treat men.

 **You can search for the right doctor here:**

 **Link to the [doctor search](#)**

 **Link to the [foreign-language doctor search](#)**

 **Link to the [foreign-language doctor search](#)**

 **Link to [Queermed](#)**, where you can find sensitised doctors and therapists

 **Link to the [paediatrician search](#)**

 **Here you can find help in an emergency**

- [Emergency](#)
- [Not a life-threatening emergency](#)

General practitioners

In Germany, a general practitioner is initially responsible for all illnesses. He or she provides basic care and is the first point of contact for all health complaints. He or she carries out an initial examination and decides on further treatment.

A general practitioner is the first point of contact for all illnesses. Do you feel well treated? Then always go to this doctor. He or she is then your family doctor. GPs carry out important examinations. They also decide on necessary medication.

Specialists

Specialists specialise in a particular medical field and carry out further examinations and treatments after being referred by the general practitioner.

The general practitioner then receives information/a report and has a complete overview of your medical history and is an important partner and guide for you in the healthcare system.

Paediatricians

Children are examined by paediatricians. The paediatrician carries out check-ups. This means that he or she checks whether your child is healthy and developing well. These examinations must be carried out. They are compulsory. These examinations are called "U examinations".

They always take place at a specific time and are free of charge. Please ask your paediatrician about these examinations with your child.

Paediatricians also carry out vaccinations. They are very important for your child's health. They protect against diseases.

Dentists

If you have a toothache, go to a dentist.

Gynaecologists (gynaecologists)

It is important that women are regularly examined by a gynaecologist. This allows diseases to be recognised in good time. This is called a check-up. You can also discuss the topic of contraception there.

Opening hours

General practitioners and specialists are normally open from Monday to Friday.

Doctors' surgeries are usually closed on Wednesday afternoons.

Opening hours vary depending on the doctor.

In Germany, you need an appointment to see a doctor.

Please enquire with your doctor.

Medical confidentiality

Doctors are not allowed to pass on any information about you to others without your consent - neither to official bodies (e.g. authorities), nor to your employer or family members.

In some cases, this also applies to information about the health of your children over a certain age. For example, your 16-year-old daughter's gynaecologist is not allowed to give you the results of a medical examination without your daughter's consent.

If you want someone to be informed, you must issue a "release from confidentiality".

Medical certificate

If you are unable to go to work or school, you must go to the doctor. Because you need a medical certificate. This is a certificate stating that you are unable to work or go to school. This certificate is called a certificate of incapacity for work, or AU for short.

The doctor sends the sick note directly to the health insurance company. Your employer receives your sick note from your health insurance company.

If your child is ill, you will receive a certificate on paper. Hand this certificate in at school.

If your sick child is under the age of 12, you are allowed to stay home from work. This allows you to look after your sick child. But make sure you inform your boss. You will receive your salary from your health insurance fund during this time. However, only 90%. And a maximum of 30 working days per year.

Preventive medical check-ups

What is a preventive medical check-up?

For many illnesses, the chances of recovery are better if the illness is recognised early. Even if you feel completely healthy, you go for a check-up.

During a preventive medical check-up ("screening"), an examination is carried out to see if there are any abnormalities in your body.

For example, women are examined to see if there are any hardenings in their breasts. After the examination, the doctor will discuss the results with you.

There are different screening examinations for women, men and children.

There are different check-ups for different ages

Examples: Dental health, breast cancer, bowel cancer, sexually transmitted diseases.

If you are pregnant, there are special check-ups.

You can find more information about pregnancy [here](#).

Important: Ask your health insurance provider before the examination whether the costs will be covered.

Many check-ups are covered by health insurance.

It is best to enquire here:

- Paediatrician
- General practitioner
- Health insurance company
- Health authority
- Migration counselling for adult immigrants
- Counselling services offered by the district

 [Early detection - You are entitled to these check-ups](#)

 [Early detection and screening for women](#)

 [Early detection and screening for children and adolescents](#)

Physical and mental disability

Disability? What is disability?

If someone is permanently and extensively unable to participate in social and economic life, they are said to have a disability. The reason for this can be that people are physically, mentally, intellectually or sensory impaired over a longer period of time and their participation is restricted by unfavourable environmental factors (barriers).

However, every person with a disability, disadvantage, mental illness or on the autism spectrum should have the opportunity to participate in social life. This is especially true at a young age in school and education.

Is a disability an illness?

A disability is not an illness - but an illness can cause a disability.

In fact, only three per cent of all disabilities are congenital. 89 per cent of disabilities occur in the course of life due to illness. Other causes can be accidents.

What types of disabilities are there?

There are many different types of disability. They can be categorised as follows:

- physical disability
- mental disability
- mental / psychological disability
- learning disability
- Sensory disability (blindness, deafness, hearing impairment)
- Speech impediment






Depending on how severe it is, each disability has very different effects on professional and social participation. One measurement is the degree of disability, or GdB for short.

What is the "degree of disability" / GdB?

The degree of disability (GdB for short) expresses how severe a disability is. This ranges from 20 to 100 in increments of ten, with a GdB of 50 or more being a severe disability. People who are diagnosed with a severe disability can apply for a severely disabled person's pass. This card gives you special rights, e.g. better protection against dismissal in an employment relationship.

💡 You can find more information and offers of help here:

If your child is affected, it is important to support them early on. Here you can find help for families who have a child with a disability. Here you can find information on the topic "Frühförderung".

-  Link to the [family guide - early intervention](#)
-  Link to [integration assistance for children and adults](#)
-  Link to the [application for a severely disabled person's pass](#)
-  Link to the [Segeberg district's disability officers](#)
-  Link to the [care support centre in](#) the district of Segeberg

Mental health and traumatisation

Mental and psychological illnesses

It is important that you bring someone with you to your appointment who speaks German or English if you cannot speak it yourself. This will help the doctor to understand you better and find the right treatment for you. Sometimes the costs for the translation can be covered. To do this, you must apply to the social welfare office before you go to the doctor.

Mental and psychological illnesses

We do a lot for the health of our bodies. But the health of the soul is also very important.

If you have questions about mental illnesses or believe that someone close to you may have a mental illness, seek counselling.

You may also notice conspicuous changes in your own behaviour and suffer from them - then get help.

In Germany, mental or psychological health problems are taken just as seriously as physical health problems.

You are not crazy!

What could be signs of mental illness?

- You are not feeling well.
- You are worried.
- Bad memories or thoughts.
- You are homesick.
- You can't sleep.
- Your concentration is poor.
- You are often afraid.

Examples of mental illnesses are depression, anxiety disorders, addictions or trauma. There are specialised doctors for mental illnesses.

Talk to your family doctor. Your GP will be able to refer you for help.

💡 [Here you will find help and support.](#)

💡 You can obtain further information from your family doctor, from your helper group, from the accommodation service or from the [district administration's counselling team](#).

Trauma

Trauma

Flight and migration due to war and displacement are omnipresent and put people in unbearable situations. Many suffer from the consequences of these situations for the rest of their lives.

Mental trauma is a serious injury to the soul. Events such as natural disasters, serious accidents, wars, the death of loved ones or physical and sexual violence can trigger such trauma.

Sometimes something so bad happens that the body and mind cannot immediately understand it. With a condition called PTSD (which stands for post-traumatic stress disorder), you often don't realise the consequences of a bad experience until later.

This can make everyday life difficult. Some people get headaches, have difficulty sleeping or often feel very anxious.

If you suspect trauma and/or PTSD, please seek medical help.

💡 [You can find more information and help here.](#)

[Link Trauma picture book](#) for refugee families and their supporters

The book is available to you free of charge and in 14 languages!

The trauma picture book attempts to present a difficult topic in an understandable way: A child experiences an overwhelming situation of fear due to war. The fear continues to haunt the child even after the terrible situation has passed.

It can help children, parents and their supporters to better understand this invisible and life-restricting burden. The book shows what can help the child. This can be practical help in everyday life, comforting messages from parents and perhaps the path to therapy.

As a family, you can read the trauma picture book online, print it out, look at it with your children and use the colouring templates. You can also pass it on to your friends. Further tips for parents can be found in the picture book.

Mental health support services - contacts and addresses


If you have the feeling that you are not feeling well in your soul or in your head, or if you have experienced something really bad, then it is important to talk to a doctor about it.


There are also organisations that can help you. This help costs nothing and is there for you.

Centre for Integrative Psychiatry (ZIP)

The Centre for Integrative Psychiatry (ZIP) offers comprehensive psychotherapeutic and psychiatric treatment services at its Kiel and Lübeck locations, which can be provided on an inpatient, day-care and outpatient basis.


Kiel


 [0431-5000](tel:0431-5000)

 Schwanenweg 20 - 24105 Kiel

 [Link to ZIP Kiel](#)

Lübeck


 [0451-50098710](tel:0451-50098710)


 Ratzeburger Allee 160 - 23562 Lübeck


 [Link to ZIP Lübeck](#)


Psychosocial centre for traumatised refugees


Services offered: Counselling for traumatised refugees and their families, support with social and immigration law issues, referral to therapies, group offers, supervision for interpreters.


 [0431-70559491](tel:0431-70559491)

 [0431-70559492](tel:0431-70559492)

 [0431-70559493](tel:0431-70559493)

 sz@bruecke-sh.de

 Rendsburger Landstraße 7 - 24113 Kiel

 [Psychosocial centre for traumatised refugees](#)

The team consists of psychologists and social education workers who can provide counselling in Farsi, Russian, Ukrainian and English in addition to German. They have extensive experience and transcultural expertise.

Online: [Refugee Trauma Help](#)

Perhaps you have had to leave your home country, lost loved ones or suffered physical pain. Now you may be in a reasonably safe environment and can find some peace and quiet. Perhaps your soul is now asking you one of the following questions:

- How can I go on living with my worries / my memories of stressful things?
- How can I continue to live with the current news from my home country?
- How can I continue to live with the homesickness for those who have stayed behind?

💡 Whether it is through a conversation with a trusted person, professional therapy or the first step to a counselling centre - the most important thing is to seek help to process your trauma or to deal with a mental illness. Every support counts and can be the beginning of a path to healing and inner stability.

Pregnancy

Pregnancy, delivery and aftercare

💡 On the ["Zanzu"](#) portal you will find information in 13 languages on topics such as family planning and pregnancy. There is also a dictionary of medical terms.

Pregnancy

Expectant mothers are under special protection in Germany. They have the right to counselling and medical care.

If you are pregnant, it is important to go to a gynaecologist first. There you will have a check-up. You will be given a maternity pass which confirms that you are pregnant. It contains important information about your health and the health of your baby.

💡 **You can find counselling and support services [here](#)**

Always carry your maternity pass with you, also in case of emergencies. Notify your accommodation provider of the impending birth. They will check whether there is enough space for the child in the accommodation and order the necessary furniture for the baby.

Where possible, families with newborns are given preference for accommodation in flats.

Delivery and aftercare

Your gynaecologist will refer you to a maternity clinic. Ask there for a midwife for aftercare. If the clinic does not provide a midwife, you can contact ["Frühe Hilfen"](#).

You will receive a birth certificate from the clinic. You will need a birth certificate to apply for a birth certificate for your child at the registry office. You will also need the birth certificate if

you apply for parental allowance.

💡 **You can find information on register** ing at the registry office [here](#)

Counselling and support for pregnant women

💡 On the "[Zanzu](#)" portal you will find information in 13 languages on topics such as family planning and pregnancy. There is also a dictionary of medical terms.

💡 Guide to maternal health

The "Guide to Maternal Health" provides answers to many specific questions. It is available in five languages:

- [Guide Arabic.pdf](#)
- [Guide to German.pdf](#)
- [Guide to English.pdf](#)
- [Guide to Russian.pdf](#)
- [Guide Turkish.pdf](#)

What to do in the event of an unwanted pregnancy?

Sometimes you don't want to get pregnant. There is help in the Segeberg district if you need support.

The [pregnancy counselling](#) service provides advice if

- women want to terminate the pregnancy ("pregnancy conflict counselling") or
- nobody should know about the birth ("confidential birth").

Termination of pregnancy (abortion)

Sometimes women want to terminate the pregnancy. This is possible up to the 12th week without it being a criminal offence.

To do this, they must do the following:

- Go to a state-approved counselling centre and seek advice. There they will be issued with a certificate of counselling.
- Three days must elapse between the counselling and the abortion.
- The abortion is carried out by a doctor.

🌐 You can find information on abortion in several languages [here](#).

Counselling is free of charge and anonymous if you wish.

You can find further counselling services for women [here](#).

Financial aid and family benefits

Pregnant women in the asylum procedure or with a tolerated stay permit

If you are pregnant and have a maternity pass, you can apply for support from the Social Welfare Office from the 7th month of pregnancy. You will then receive a voucher for a pram. Six weeks before the birth, you will also receive a shopping voucher for your child's initial equipment.

You can also apply to the social welfare office for maternity clothes.

After the birth, you will receive another shopping voucher for baby clothes four to six weeks after the birth with your birth certificate.

Pregnant women with a residence permit

If you have a maternity pass, you can receive financial help from the Job Centre from the 13th week. You can also apply to receive money for maternity clothes and your baby's initial equipment.

After the birth of your child, you can also apply for [parental and child benefit](#).

For all pregnant women in an emergency

You can also apply for further financial assistance from the [Federal Foundation Mother and Child](#). To apply, you must go to the [pregnancy counselling centre in](#) your area.

💡 Only one application per pregnancy can be submitted to the Federal Foundation!

Family benefits

In order to receive the following financial assistance, your **asylum procedure must have been concluded with a positive decision**. This means that you must already have a German residence permit. Unfortunately, you cannot apply for this financial aid if you have a temporary residence permit or a tolerated stay permit.

Child benefit

All children in Germany are entitled to child benefit from birth until their 18th birthday (sometimes even longer). You must apply for child benefit at the family benefits office of the Federal Employment Agency

🌐 You can find forms and applications for child benefit in several languages [here](#).


Child supplement

If you receive child benefit and work, you may also be entitled to child supplement. There are certain rules for the child supplement. You must not earn too much or too little money to receive the child supplement.

🌐 You can find forms and applications for the child supplement in several languages [here](#).

Parental allowance

Parental allowance is financial support for (working) parents in the first year of their child's life. It is intended to enable them to choose between working and caring for their child personally. Parental allowance is paid to the parent who gives up full-time employment in favour of the child. If the parents alternate in caring for the child for at least two months, the period for which the parental allowance is paid is extended to fourteen months.

 You can find information on parental allowance [here](#).

 You can find more information about [child benefit and child supplement](#) here.

Notification to the registry office and acknowledgement of paternity

Notification to the registry office

The maternity clinic is responsible for notifying the registry office of the birth.


If the child is not born in a hospital, you are obliged to inform the registry office yourself.

You will receive a birth certificate for your child at the registry office on presentation of your passport, the birth notification from the clinic and your marriage certificate. If you are not married, please bring your own birth certificate with you.

If you do not have all the documents or if you have any further questions, please contact the registry office.

Recognition of paternity

If the parents are married, the father and mother are registered as parents. If the parents are not married, the father must recognise paternity at the registry office or youth welfare office.


 The child's mother must agree to the acknowledgement of paternity.

Recognising paternity results in rights and obligations for the father:

For example, the father may be obliged to pay maintenance, which means that he must pay financial support to ensure that his child is cared for. In return, he has a right of access to the child. This is particularly important if the child's parents do not live together or separate before the birth.

If you have any questions about maintenance or access rights, please contact the [youth welfare office](#).

Contraception and sexual counselling

 On the "[Zanzu](#)" portal you will find information in 13 languages on topics such as family planning and pregnancy. There is also a dictionary of medical terms.

You can decide for yourself whether and how many children you want to have. Nobody is allowed to force you to have children. You can also say that you have the right to family planning.

Contraception

Contraception prevents a woman from becoming pregnant. If you want to have sexual intercourse but do not (yet) want to have children, you can use contraception to prevent pregnancy. The responsibility for contraception lies with both partners. Talk to your partner about which **contraceptive method** you want to use as a couple. **Both of you** should be in **agreement**.

Contraception **does not** make a woman **less fertile**. If she stops using contraception, she can have children.

There are different **contraceptive methods**. You can choose which method is best for you and your partner. Some contraceptive methods are better suited to a person's lifestyle, age and physical conditions than others.

Contraceptive methods

Important: Please seek advice on contraceptive methods from a **gynaecologist** or a **counselling centre**.

Here are just a few examples:

Barrier methods:

- Condom, diaphragm and others
The condom is a contraceptive method that also protects you against HIV. It also reduces the risk of contracting a sexually transmitted infection (STI).

Methods with hormones:

- Pill, IUD and others

Emergency contraception

- If you have **sexual intercourse without contraception**, there is a chance that you could become pregnant, even if you don't want to. Mistakes can also happen when using contraception. Then you will become pregnant despite using contraception. For example, the condom can slip off. You can also forget to take the pill or you have had severe diarrhoea and the pill could not work properly.
You can take the "**morning after pill**". You must take this as soon as possible, preferably **in the first twelve hours after sexual intercourse**. You can buy the morning-after pill from a pharmacy without a prescription. You can get advice on this at a pharmacy or from a doctor.

Important: Do not use the morning-after pill **as a contraceptive method**.


💡 You can find more information [here](#).

Sexual counselling

Sexual self-determination means choosing for yourself how and with whom you want to have sex. **You must not be forced to do anything.** You can talk about your sexuality at a sexual counselling session. In **sexual counselling**, you can ask questions about your body, sexual orientation and sexual difficulties such as lack of desire or erection problems. Experiences of sexual violence can also be discussed.

Sexual counsellors **do not talk to other people** about what you discuss with them.

Counselling centres

 You can find counselling centres near you [here](#).

Medication

Medication

Pharmaceutical [information is available in Arabic from Aponet here](#).

Pharmacies

Pharmacies are generally open from Monday to Saturday. The opening times vary from pharmacy to pharmacy.

If you urgently need medication at night or at weekends, you will find a notice at each pharmacy with the name and address of a pharmacy that is open for emergency service. You can also find this information on the internet

[Search for the pharmacy emergency service.](#)

Please enter your place of residence in the link for the search function to start.

Taking medication

Tell all doctors and all pharmacies about **all** of the medication that you take (prescribed by a doctor or bought over the counter).

Always read the leaflet that comes with the medication or get someone to explain it to you. Never throw the leaflet away.

Observe the use-by date on medication. Do not take it if it is out of date!

Take medication only on instruction from the doctors who are treating you.

You frequently have to continue taking medication even when you feel better. Please do not simply stop taking the medication yourself. Either take the tablets until the course is complete or consult your doctor.

Any effect of a medication may also have side effects. Please follow the instructions in the leaflet or ask about them.

Do not take (consume) anyone else's medication and do not pass your medication on to other people!!

Medication and addictive substances (e.g. alcohol, pot, etc.)

Please remember that taking medication and using addictive substances such as alcohol, marijuana, pills are never compatible. The effect of the medication may be stronger or weaker, and either can be dangerous to you.

Fasting periods

People who are ill are usually exempt from fasting. This is also important for taking medication! Please do not simply stop taking your medication during a fasting period, but discuss it in advance (!) with your doctor.

Vaccination protection for adults

Every day we come into contact with a variety of pathogens such as viruses, bacteria and fungi. However, not every contact automatically leads to illness.

The body's own defences can often deal with the attackers on their own. Vaccinations offer effective protection against some infectious diseases.

Thanks to vaccinations, some diseases no longer exist in Germany, or only rarely.

Nevertheless, it is important to immunise yourself and your relatives so that you do not become ill yourself and do not spread diseases. Your doctor can best advise you on which vaccinations are advisable and necessary for you.

[You can find](#) more information about the [immunisation process here](#).

Above all, make sure that your child is up to date with immunisations.

 [You can find a vaccination calendar in several languages here](#).

 [You can find more information about infectious diseases here](#).

Dependence/addiction

In Germany, addiction is an **illness** and not a personal weakness or a personal failure. Addiction or dependency is also not a question of guilt.

It is an illness and you can get help: for example, medical help and/or counselling.

What can you become addicted to? These include, for example:

- Alcohol, nicotine, cannabis, medication (so-called **substance-related** addictions)
- Internet, eating disorders, mobile phones, gambling addiction (so-called non-substance-related addictions)
- You can become emotionally (psychologically) and/or physically (physically) dependent.

The transition from "normal use" to an addiction or dependence on "something" is not easy to recognise. It often develops slowly and over time. For this reason, it is dangerous.

- When does the normal use of a substance end?
- Where does abuse begin?
- When does a drug become habitual?
- Where does dependence/addiction begin?

There are counselling centres for people with dependency/addiction problems in almost every municipality.

Trained and experienced counsellors work there.

Even those affected, relatives and parents can turn to these centres.

Their information is **always** treated confidentially. Like doctors, the staff are bound by a duty of confidentiality. Your information will not be passed on, not even to the police, even if it concerns illegal drugs."

If you have any questions about addiction or if you need help, ask your family doctor or find out where an addiction counselling centre is located.

📍 Here are some contacts of **addiction counselling centres in the district** (not a complete list of counselling centres in the district)

Addiction counselling in [Bad Segeberg](#)

Addiction counselling [Norderstedt](#)

Addiction counselling [in Kaltenkirchen](#)

📍 Parenting and family counselling and/or addiction issues in:

- [Kaltenkirchen](#)
- Bad Bramstedt
- [Henstedt-Ulzburg](#)

💡 There are also so-called **self-help groups** in which addicted people organise themselves and support each other in overcoming their addiction. You can find addresses here: [KIS](#) contact and information for self-help groups

💡 As a parent you see that your child is changing and you are worried that this has something to do with drugs and addiction? Information [here](#)

💡 [Explanatory video for refugees](#) (Publisher: Hessische Landesstelle für Sucht - Fragen e.V. (HLS))

💡 Multilingual short video on the subject of [alcohol](#)

Daily Life

Opening hours and public holidays

In Germany, opening hours and public holidays vary from state to state.

In the Segeberg district, most large shops are usually open from Monday to Saturday from 08:00 to 20:00. The smaller shops usually close earlier in the evening. Usually at 18:00. Sunday is a day of rest when all shops are closed. Petrol stations, restaurants, cafés and some bakeries are nevertheless open from time to time.

There is no work on a public holiday and all shops, doctors' surgeries and schools are closed. There are public holidays throughout Germany and public holidays that vary from state to state.

Public holidays 2024 in Schleswig-Holstein

January

- Monday, 01 January 2024 (New Year)

March

- Friday, 29 March 2024 (Good Friday)

April

- Monday, 01 April 2024 (Easter Monday)

May

- Wednesday, 01 May 2024 (Labour Day)
- Thursday, 09 May 2024 (Ascension Day)
- Monday, 20 May 2024 (Whit Monday)

October

- Thursday, 03 October 2024 (Day of German Unity)
- Thursday, 31 October 2024 (Reformation Day)

December

- Wednesday, 25 December 2024 (Christmas Day)
- Thursday, 26 December 2024 (Second Christmas Day)

Public holidays 2025 in Schleswig-Holstein

January

- Wednesday, 1 January 2025 (New Year's Day)

April

- Friday, 18 April 2025 (Good Friday)
- Monday, 21 April 2025 (Easter Monday)

May

- Thursday, 1 May 2025 (Labour Day)
- Thursday, 29 May 2025 (Ascension Day)

June

- Monday, 09 June 2025 (Whit Monday)

October

- Friday, 3 October 2025 (Day of German Unity)
- Friday, 31 October 2025 (Reformation Day)

December

- Thursday, 25 December 2025 (Christmas Day)
- Friday, 26 December 2025 (Second Christmas Day)

💡 **Public holidays and school holidays in Schleswig-Holstein can be found [here](#).**

Mobility

All relevant places in [Stadt] and the surrounding areas can be easily reached by public transport ([verfügbare Verkehrsmittel in der Stadt, Bus, U Bahn etc.]). A healthy, economical and environmentally friendly alternative to getting from A to B is by bicycle.

Public transport

Public transport includes means of transport such as buses, trains and trams that run within a city or region. These means of transport are accessible to everyone and have fixed timetables and stops. They are a cheap and environmentally friendly alternative to the car.

You can travel by **bus and train** in the Segeberg district. Senior citizens and people with disabilities get cheaper fares. Please find out more about this.

Important: If you travel without a ticket, i.e. fare dodging, you will be penalised. You always need a valid ticket for every journey.

You can find information about timetables and tickets here.

 www.bahn.de

 www.nordbahn.de

 www.nah.sh

 www.hvv.de

 www.busliniensuche.de/

Germany ticket

With the Deutschland-Ticket, you can use many means of transport in Germany for €49 per month from May 2023. The ticket is only available as a subscription. It can be cancelled monthly.

The Deutschlandticket can be purchased online, via app or in a local shop.

Where can I use the Deutschlandticket?


On regional and local transport throughout Germany.

This includes

- Regional trains
- trams
- buses
- Underground

You can find more information here:

 [deutschlandticket](#)

 The Deutschlandticket is not valid on IC, ICE and EC trains.


OLAV - Online application for student tickets

What is OLAV?

OLAV stands for the online application procedure for school travelcards. It enables parents, pupils and guardians to apply online for school travelcards for the daily journey to school. The entire process is handled digitally and simplifies the application process considerably.

How does OLAV work?

1. **Registration and login:** Create a user account or log in if you are already registered.
2. **Fill in the application form:** Enter the required information about the pupil's school and route to school. OLAV will guide you through the form step by step.
3. **Upload documents:** Add any required supporting documents, such as school certificates, directly in the system.
4. **Submit and check status:** Submit the application online and then track the processing status conveniently in your user account.

 Click here to go to the OLAV website and submit your application: <https://www.ticket-olav.de/home>

Germany Student Ticket

The **Deutschland-Schülerticket** is a low-cost ticket that pupils can use throughout Germany. With this ticket, they can travel on buses, trams and regional trains anywhere in Germany. They do not need an additional ticket.

The monthly contribution per ticket is 38 euros. The district of Segeberg adds 20 euros per month.

Pupils living in the district of Segeberg can easily apply for tickets online via OLAV.

You can submit an application here: <https://www.ticket-olav.de/home>

When the application is submitted, it is checked whether the chosen school is the nearest publicly funded general education school. It will also be checked whether your child attends a class in grades 1-10. Pupils who live at the school location are excluded.

You can find more information about OLAV and the Deutschland-Schülerticket here:

 [Flyer OLAV digital.pdf](#)

 [OLAV Elterninfo.pdf](#)

Bicycles

If you know that you will be living in the district of Segeberg for a longer period, it is worth buying a bike. This is cheaper than travelling by bus or train.

Important traffic rules for cyclists (excerpt)

- Always ride on the right side of the road
- Do not cycle side by side, but rather one behind the other (single file)
- If available, you must use the cycle lanes (also on the right hand lane in the direction of traffic)
- Only children up to the age of 11 years may cycle on pavements.
- Cycling while using a mobile phone is forbidden.

You can find more information about cycling in Germany in various languages [here](#).

Purchase and repairs

When making a purchase, ensure that your bicycle has the following equipment and is thus roadworthy. Otherwise, the police may impose fines during a police check:

- Lights at the front and rear
- Reflectors at the front and rear
- Reflectors in the spokes (2 per wheel)
- Reflectors on the pedals
- Bell
- Two independent brakes

For addresses of used bicycle shops and repair workshops, please consult your >> [help groups](#).

Pedestrians and road traffic

Things to know about "[Pedestrians and road traffic](#)"

Car

Have you already obtained a driving licence in your country of origin?
[Here you can find](#) information on whether your driving licence is also valid in Germany.

The [driving licence office](#) of the Segeberg district administration will be happy to help you. The staff can answer your questions. They will tell you whether you are allowed to drive in Germany.

You can register your car at the district's [vehicle registration office](#) in Bad Segeberg and [Norderstedt](#).

Please find out in advance whether you need an appointment and what documents you need to bring with you.

Mobility: further links

💡 [Instructions for Germany - how to use a bus](#)

💡 Instructions for Germany "[Mobility](#)"

💡 [German Road Safety](#)

Housing

House hunting

You can search for flats in the local newspapers or on the Internet:

www.immobilienscout24.de

www.wohnungsboerse.net

www.immowelt.de

www.immonet.de

www.kleinanzeigen.ebay.de/anzeigen

www.wg-gesucht.de

www.studenten-wg.de

www.fluechtlinge-willkommen.de

Would you like to offer accommodation for rent? Then please register this with your local authority!

Important abbreviations:

1. OG = first floor
 App. = Apartment
 DB/D`bad = Shower room
 EG = Ground floor
 EBK = Fitted kitchen
 HK = heating costs
 incl. = inclusive
 Deposit = deposit
 MM = rent per month
 NK = additional costs
 sof. free = immediately free
 partly furnished = partly furnished
 WG = shared flat
 Whg. = flat
 living area = living space
 Zi. = room
 ZKB = room-kitchen-bathroom

You will find an e-mail address or telephone number in the adverts. You must call them and make an appointment to view the flat. You will then view the flat with the landlord. If you do not yet speak German well, take a friend or acquaintance with you.

When viewing the flat, you can ask the following questions:

How much does the rent cost per month? How much is the deposit?
 How much does electricity, heating, gas and water cost?
 Does the flat use a lot of energy?

Signing the rental agreement

You must read the tenancy agreement carefully. If you don't understand everything, ask someone who can help you. The tenancy agreement is important! If you agree with what is in the tenancy agreement, then sign it. Do not pay any money until you have signed the tenancy agreement!

You can also get advice from the >>Verbraucherzentrale [Schleswig-Holstein eV.](http://www.verbraucherzentrale-schleswig-holstein.de) or the [Deutscher Mieterbund e.V.](http://www.deutscher-mieterbund.de), for example.

If you are registered with a job centre, the job centre must check and approve the tenancy agreement before you sign it. You can only sign the contract once the job centre has given its approval. (Rotenburg Wümme)

You should note that you will have to pay some costs yourself, such as electricity.

Moving in, deposit, housing benefit

You must write your name and that of your family members on the doorbell and letterbox so that you can receive post. You will find a list of things you need to think about when moving in in the [Move-in checklist](#).

Please remember **to re-register**, i.e. you must report your new address (in person) to the [residents' registration office](#). If you are an asylum seeker, you must report any change of address to the Federal Office for Migration and Refugees (BAMF).

The **deposit** is a sum of money that you pay to the landlord at the beginning. The deposit is security for the landlord if something breaks in his flat. If you move out again and nothing has been damaged in the flat, you will get the money back.

If you and the people living in your household earn little money, you can get a subsidised flat. You will need a **certificate of eligibility for subsidised housing**. Under certain conditions, you are also entitled to **housing benefit**. If you receive money from the state for yourself and your family, you do not usually need to apply for housing benefit. You can also get help with the application process from the



[Migration counselling in the Segeberg district.](#)

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

Neighbours

There are times in Germany when the volume in your own home should only go up to **room volume**. This is to ensure that the night is protected as a time for rest and relaxation.

IMPORTANT: Keep to the **quiet times** between 10 pm and 6 am. On Sundays, there is also a lunch break from 1 pm to 3 pm. Certain activities, such as mowing the lawn, are prohibited on Sundays.

You can find more information in this video:

Handbook Germany "[Rest periods](#)"

If you share a house with several neighbours, there are some rules for everyone. These are called **house rules** >>Living: [further links "Living"](#). These may deal with cleaning the stairwell and the path in front of the house. You will receive the house rules from your landlord when you move in.

You can find more information in this video:

[Instructions for living in Germany: Living together](#)

Energy and waste

When you move into a property, you need a contract for electricity. In some apartments, you also need one for gas. You can choose your provider yourself. It is important to save energy and recycle waste. But how exactly [do you save energy?](#)

Please ensure that you always sort your **rubbish** correctly:

- paper should go in the paper rubbish.
- Plastic and packaging waste goes in yellow sacks or yellow bins.
- Only the remaining waste goes in the black bins.

A [poster about sorting waste](#) is available in several languages here.

In Germany, refuse is collected regularly by the refuse service ([collection dates for the District of Segeberg without Norderstedt/collection dates for Norderstedt](#)). On those dates and times, leave the waste bin or yellow bag and paper/cardboard outside by the kerb. Bulky waste (Sperrmüll) means large objects that don't fit into the bins, such as furniture, mattresses or carpets. There are additional collection dates for bulky waste

You can find more information here:

Handbook Germany "[Separating waste](#)"

Heating and ventilation

The correct use of heating and ventilation ensures that you feel comfortable. If used incorrectly, mould can form. This is detrimental to your health and the health of your children.

Ventilating living spaces has three objectives:

- Improving air quality
- Removal of humidity
- Regulating the temperature

Make sure rooms are warm but not overheated. Ventilate regularly for short periods, but with the window wide open. Switch off the heating!

Here you will find [tips on how to improve the air quality](#) in your home.

[Video "Saving in the home"](#)

Living: further links

💡 Handbook Germany "[Living](#)"

💡 Handbook Germany "[Registering with the police](#)"

💡 [Federal Office for Migration and Refugees](#)

💡 [Video "Your first home of your own"](#)

Shopping

Food board

What is the food bank?

The food bank is a place where people with little money can get food. The food comes from supermarkets or bakeries that can no longer sell it, even though it is still good.

For example:

- Bread that is from the previous day,
- Fruit and vegetables that no longer look fresh,
- other food that is about to expire.

The food bank distributes this food to people so that nothing is thrown away and nobody goes hungry.

Who can go to the food bank?

The Tafel is there for people who don't have enough money for food. You often have to show a valid Tafel card, for example from the job centre, which shows that you need help. Sometimes you also pay a small amount to get food.

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

💡 [Here](#) you can find a food bank near you.

Tips for the food bank

- Bring your own bags: You often need to bring your own bag or baskets to carry the food.
- Find out about the opening and serving times.

Shopping for clothing and household goods

You can find lots of things that you can get cheaply or even for free in clothing stores and charity shops.

What are clothes banks and charity shops?

Clothes shops are places where people hand in used clothes that they no longer need. People who don't have much money can get clothes there. It often costs nothing or very little.

Social department stores are shops that sell cheap furniture, toys or things for the home, such as pots or plates. These items have been donated so that others can use them.

What advantages do these facilities offer?

- **Favourable prices:** The items are much cheaper than new things from normal shops.
- **Help for everyone:** These places are there for people who need help.

What can you find there?

Clothes shops

- Clothes for adults and children
- Shoes and accessories
- Seasonal items (e.g. winter jackets)

Social department stores

- Furniture (e.g. beds, tables, cupboards)
- Household items (e.g. crockery, pots and pans)
- Electrical appliances (e.g. washing machines, lamps)
- Toys and prams

Who can use these services?

The offers are mainly aimed at people with a low income. Proof of social benefits (e.g. unemployment benefit II, asylum seeker benefits) is often required. However, some facilities are also open to everyone.

💡 Find out in advance whether proof of your financial situation is required.

How can I find a clothing store or social department stores' near me?

💡 Social department stores in the Segeberg district

- **Bad Segeberg**
📍 Gorch-Fock-Straße 19 - 23795 Bad Segeberg
🕒 Please find out about the opening hours
- **Bad Bramstedt**
📍 Maienbeeck 6 - 24576 Bad Bramstedt
🕒 Please enquire about the opening hours

💡 **Ask at social welfare offices, job centres or migration advice centres.**

💡 **Local parishes often offer a clothing store.**

Internet and WIFI

Free WLAN is available in many public places in the district.

For refugees:

As an asylum seeker in Germany, you are unfortunately not legally entitled to Internet access (WIFI) in your accommodation. Therefore, there is usually no WIFI (WLAN) in the accommodation centres.

If there is a telephone connection in the accommodation, it is possible for you to conclude a WLAN contract yourself. Ask your [>>helper groups](#) to help you choose a good contract. Talk to the people living in the accommodation about payment beforehand. Consider whether a contract that you can cancel at any time is better than a contract that is valid for a long time (e.g. 2 years).

Before signing the contract, ask your accommodation provider whether Wi-Fi is technically possible at all and how you can give the technician access.

Current account (Girokonto)

Information before opening an account

You choose the bank where you would like to open an account. Make an appointment to open the account. Please bring an identification document with you to the appointment: Proof of arrival, residence permit or identity card. You will also need a registration certificate from [the residents' registration office](#) and your tax ID.

💡 **Important:** If you do not speak German or English, please bring an interpreter with you.

💡 Here you can find a [checklist before opening an account](#).

💡 You can find more information on bank accounts and finances [here](#).

Current account

The current account

With a current account you can make payments and receive money. Your money is always available in your current account.

With a current account you can:

- make transfers,
- receive cashless payments (payments from public offices / authorities (social benefits) are often made cashless, i.e. transferred to a personal current account),
- set up standing orders,
- participate in direct debits,
- cashing cheques,
- make cashless payments with the EC/Maestro card,
- withdraw cash at bank counters or ATMs and
- print out your account statements.

Important: Make sure that you have enough money in your account for all withdrawals and payments.

💡 A current account usually costs a fee. The costs vary from bank to bank. You also get different services depending on the bank. Therefore, find out about the different conditions at the banks.

💡 Important information

- After opening the account, you will receive an EC card with a four-digit PIN code. Sign the back of the EC card. Memorise the PIN code. You will need the PIN code for cashless payments and for withdrawing money from ATMs. Always keep your card and PIN code separate from each other! If someone else finds your card and your PIN code at the same time, they can use your card to make purchases.
- For cash withdrawals, it is best to use an ATM from your bank. Then the withdrawal costs nothing. However, you can now also withdraw money from supermarkets or drugstores. This is also free of charge. You usually have to make a purchase there for a minimum amount.
- You must enter the PIN code carefully at the ATM. You only have three attempts. After that, the EC card will be withdrawn and blocked. In this case, you must ask your bank about further steps.
- Sometimes an EC card is lost or stolen. If this happens, you should block your EC card immediately. Use this telephone number: **116 116 (for all EC cards, 24 hours a day)**. Tell them your sort code and account number. You can then ask your bank for a new EC card.

Contracts and insurance

Even if you unintentionally cause harm to a person in Germany, you must pay damages according to the law. This applies to personal injury, material damage and property damage in the private sector. For example, if you cause a traffic accident or if your child breaks a window with a ball.

In Germany, you can take out personal liability insurance that will pay for this damage to you and your family/children. You can decide for yourself if you want to take out insurance. However, we strongly recommend it. Your help centre can assist you in finding a good offer for personal liability insurance.

The most important facts about contracts

You need a contract for many things.

For example

- Rent a flat
- getting electricity and heating at home
- buying a car
- access the Internet

- making calls at home or on a mobile phone
- get care at home or in a nursing home
- work out at the gym

A contract is concluded between two partners. The contract is valid if both parties are in agreement. In a contract, the partners have rights and obligations.

The contract determines

- How much money you have to pay
- When you have to pay
- What you get for the money
- How long the contract is valid for
- How to get out of the contract
- What you can do if the service or purchase is poor
- What happens if you pay too late

How the consumer advice centre can help:

- We give advice and explain the contract. So you can make better decisions.
- We provide answers to your questions.
- We warn you if the contract is bad.
- We help you to get out of a contract - if this is possible.

Further information from the Consumer Advice Centre Schleswig-Holstein can be found at [>>Schuldnerberatung](#) and >>Verbraucherzentrale[Schleswig-Holstein](#).

Our advantage:

We work for people and are independent.
The counselling remains confidential.

[Consumer advice centre Schleswig-Holstein](#)



Particularly important: Never sign anything that you do not understand or cannot read. Otherwise you may end up signing a contract or agreement under which you have to pay something. It is sometimes very difficult to undo this. Always check and compare several offers and take your time to decide. Don't let anyone pressure you into signing a contract.

You can find a video on contracts here:

[Conclude - honour - terminate contracts. How German civil law works](#)

Mobile phones

In Germany, there are two different types of mobile phone (“Handy”) contract: **Pre-paid contract** and **fixed-term contract**

. The prepaid contract does not have a fixed term. The fixed-term contract has a minimum contract period. This contract will be renewed automatically if it is not terminated. If you do not want this contract to be renewed automatically, you have to make this known in writing. Make sure you observe the notice period.

Ask your >>[help group](#) for help, so that you can choose and finalise a good contract.

11 important questions about taking out a contract:

- How high is the monthly fee? Does the fee increase after a certain period?
- Is there a minimum monthly usage amount (minimum costs each month)?
- What is the contract period (e.g. 12 or 24 months)?
- If I don't terminate the contract, will it be renewed automatically?
- When do I have to terminate the contract if I do not want it to be renewed?
- How much are the fees for setting up, changing or deactivating the service?
- What is the charging period (60/1, 10/10)?
- How much does a minute cost (different/own network)?
- What are the costs for buying a mobile phone with and without a contract?
- How much does internet access cost?
- How much does it cost to call abroad?

A [checklist for mobile phones](#) is available here.

[“Mobile phone contract” video](#)

Liability insurance

Liability insurance

Even if you cause damage to someone in Germany without intending to do so, the law requires you to pay compensation. This applies to damage to persons, property and finances in the private sphere. For example, if you cause an accident or if your child breaks a window with a ball.

In Germany, you can take out private liability insurance that pays for damages for you and your family. You decide for yourself whether you want this insurance. However, we highly recommend it. Your helper organisation can help you find a good offer for private liability insurance.

Further questions and answers about insurance are answered here:

 [Consumer advice centre Schleswig-Holstein](#)

 [Video "Private liability insurance"](#)

Contracts and insurance: further links

 [Contracts and complaints](#)

 [Insurance checklist](#)

 [Social insurance](#)

 [Additional insurance](#)

 [The Federal Government - Consumer protection in Arabic](#) - [WEBTiPP](#)

Leisure and sport

Social life

In Germany, many people spend their free time volunteering or in clubs.

“Volunteering” means getting involved with a project outside of your work for no financial gain. This project might be nature conservation, a volunteer fire brigade, religious activities, music, sports, helping refugees or many other things. People often gather in clubs to do this. Clubs are places where people with similar interests can come together.

You can become a volunteer, too, and get to know people in your area. Your >>[support networks](#) or the >>[Volunteer Coordination Centre](#) have a list of clubs in you region. Get involved!

Clubs in the District of Segeberg (selection)

[Volunteer fire brigade](#)

[District youth fire brigade](#)

[Music and marching bands of the fire brigades](#)

[Rural youth organisation](#)

[Rural women's organisation](#)

[Target shooting clubs](#)

Your >>[municipalities/authorities/local councils](#) can provide you with further information about local clubs.

Further information can also be found at:

[Wahlstedt](#)

[Norderstedt](#)

[Kaltenkirchen](#)

[Henstedt-Ulzburg](#)

Sport

Having fun when exercising is one thing. But sport offers you another benefit, too: it is a great and proven way to settle in and integrate into a new environment. The rules of sport do not know any cultural or national boundaries and are usually understood without a common language. Sport offers a good, informal way of making contact with locals through personal contact.

Those interested in sport have a lot of opportunities to take part in the district of Segeberg. Most clubs are part of the District Sports Association. Here you can find a list of clubs and you can drop in for a free taster.

 [District Sports Association](#)

 [Club search](#)

It costs money to join a club. But some people get discounts. Ask the club in question.

Cultural facilities

Migrant organisations in the District of Segeberg and surrounding area

Norderstedt

- Freunde von Kohtla-Järve und Johvi und Umgebung e.V.
- Türkisch-Deutscher Freundschafts- u. Kulturverein Norderstedt u. Umgebung e.V.
- Türkische Islamische Gemeinde zu Norderstedt e.V.
- Interkultureller Garten für Norderstedt e.V.
- Förderverein deutsch/ungarische Melodien e.V.
- Chaverim - Freundschaft mit Israel e.V.
- [Forum for Migrants in Norderstedt](#)

Wahlstedt

- Centro Cultural Espanol
- Landsmannschaft der Deutschen aus Russland e.V.
- Portugese Club

Bad Segeberg

- [alleineinboot e.V.](#)

District of Segeberg

- Forum for Migration, Equality and Diversity [>>[I want my say!](#)]

Hamburg

- [Hamburg Migration Skills Centre](#)

Lübeck

- [Migrant organisations in Lübeck](#)
- [Haus der Kulturen Lübeck](#)

Neumünster

- [AWO IntegrationsCenter Neumünster](#)

Kiel, Lübeck, Neumünster, Elmshorn, Pinneberg etc.

- [Türkische Gemeinde Schleswig-Holstein e.V.](#)

Elmshorn

- [Einwandererbund e.V.](#)

Further information is available from your >>[help groups](#).

Tourism in the District of Segeberg

[Homepage of the District Administration](#)

[Museums and collections](#)

Churches and religious institutions

[The Protestant Church in Germany](#)

- [Protestant-Lutheran Church in North Germany](#)

[The Catholic Church in Germany](#)

- [Catholic communities in Schleswig-Holstein](#)

[Central Council of Jews in Germany](#)

- [Regional Association of Jewish Communities of Schleswig-Holstein](#)

[Zentralrat der Muslime in Deutschland e.V.](#)

- [Regional associations](#)
- [German Conference of Islam](#)

[The Orthodox Church in Germany](#)

- [Orthodox communities in Germany](#)

[Buddhism in Germany](#)

- [Buddhistische Zentren Norddeutschland e.V.](#)

[Hinduism in Germany](#)

- [Berlin Hindu temple](#)

[New Apostolic Church in Germany](#)

- [Northern and eastern Germany](#)

Leisure: further links

[Adult education centres in the District of Segeberg](#)

[Verein für Jugend- und Kulturarbeit im Kreis Segeberg e.V.](#)

[“Leisure activities” video](#)

[Free offers in and around Segeberg for all nationalities](#)

Nature and the environment

Environmental protection

Environmental protection is very important in Germany. That is why there are many laws designed to protect the environment. There are exhaust emission values for cars and motorbikes that must be adhered to. Resources should be conserved and recycled where possible. One example of this is the deposit system: you can return many bottles to deposit machines in supermarkets. You hand in the receipt at the checkout and the amount is deducted from your purchase.

You are not allowed to barbecue everywhere in Germany. However, there are special barbecue areas in parks or by lakes where this is permitted.

There are also nature reserves where there are rare animals or plants. In these places, you are only allowed to walk along the designated paths. Playing football or leaving the designated paths is not permitted here. Some nature reserves may not be entered at all. This is to give nature the chance to recover.

So-called local recreation areas are there for people to relax. This is why you don't listen to loud music here, but enjoy the peace and quiet.

💡 You can find more information here

- Link to the [state government of Schleswig-Holstein](#)
- Link to the [Bund für Umwelt- und Naturschutz Deutschland](#) (BUND for short)
- Link to the Schleswig-Holstein [Nature](#) and Biodiversity [Conservation](#) Union (NABU for short)

Animal welfare

There are many rules on animal welfare in Germany. The aim is to enable animals to lead a species-appropriate life. They must not be subjected to suffering, pain or harm. There are regulations for the species-appropriate keeping of animals at home, in public zoos and animal parks as well as for the keeping of livestock.

In Germany, many animals are kept as "pets", especially dogs. These must be kept on a lead in certain areas (forests, nature reserves, parks, children's playgrounds). Dogs can also help in everyday life. Guide dogs help people with visual impairments in road traffic.

Many Germans also have other small animals as pets. Birds, dwarf rabbits or fish, for example, are popular. There are shops selling pet food and accessories.

In addition to pets, there are also "farm animals". Farm animals such as cows, pigs, sheep, geese, ducks and chickens are kept in the countryside and on farms.

In Germany, hunting and fishing are only permitted after an examination and authorisation. The authorisation is called a hunting or fishing licence. Hunting and fishing is only permitted in certain areas and waters!

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

Debt

Paying bills

If you get letters from companies that demand payment of an amount of money, first check if you have received services from these companies (e.g. as a mobile app). If this is the case, settle these bills quickly. You can often make the payments in instalments, instead of all at once. Speak to the company, write a short letter and explain your situation.

If you disregard demands for payment (reminders) several times, the company will bring in debt collectors. They make sure you pay the bill. You have to pay extra money for reminders and debt collectors, so this means your debts will keep increasing.

Never just put letters with demands for payment to one side! Companies don't forget about their money, and it gets even more expensive for you!

Further information about [collection letters](#) is available here.

💡 ["Credit rating companies and debt collection" video](#)

Debt: further links

💡 [Shopping online](#)

💡 ["Online shopping" video](#)

💡 [Credit rating companies](#)

Lost property office

If you have lost something, someone may find it and hand it in to the city's lost property office. It may take a few days for the item to be registered in the lost property office.

If you find something that someone may have lost, please also hand it in to the city's lost property office.

Lost property can be collected from the lost property office during opening hours. Please bring (proof of ownership and) your identity card or passport with you to collect the item.

There are lost property offices in every town/office (>>contact [towns/offices/municipalities](#)) and also at the >>public [transport](#) operators. Your



[Support groups](#) will be happy to help you.

Schleswig-Holstein Consumer Advice Centre

The Consumer Advice Centre is an association that helps consumers. That is anyone who uses or buys something.

Consumers come to us if they:

- are having problems with their telephone bill.
- need to save on gas and electricity.

- want to know why they need insurance.
- want to terminate a contract.
- are having problems paying a bill.
- have questions about food.
- need a good bank account.
- want to buy a house or apartment.
- want to save money.

You can find our >>[debt advice service](#) here.

Here you will find >>[key information about contracts](#).

This is our approach:

- We advise and inform. We want consumers to make the right decisions.
- We answer your questions before you conclude a contract.
- We help with problems relating to a contract.
- We help with writing letters.
- We represent your interests in dealing with service providers and political bodies.

The benefit to you:

We work for people and are independent.
The advice remains confidential.

[Schleswig-Holstein Consumer Advice Centre](#)



Laws and rights

Important laws in Germany

The Basic Law

In every country, there are rules that everyone must abide by. The most important law in Germany is the Basic Law. It has 146 articles. Each article stands for a law, i.e. a rule. These rules determine how people in Germany live together. The fundamental rights protect the freedom of each individual. These fundamental rights are set out in Articles 1 to 19 of the Basic Law.

Here you can find the [Basic Law](#) in German, Arabic, Farsi, English, French, Kurdish-Kurmanci, Russian, Spanish and Turkish.

This [film](#) clearly shows how the German legal system is structured.

German Civil Code (BGB)

The German Civil [Code](#) (BGB) regulates private matters such as family law and purchase, rental and service contracts([contracts and insurance](#)).

Social Code (SGB)

The [Social Security Codes SGB I to XII](#) regulate social security in Germany. These include basic income support for jobseekers, statutory health insurance, housing benefit and child benefit.

Whether and how much of these benefits you can receive depends on your [residence permit](#), the length of your stay in Germany and other factors.

The [Migration Social Counselling](#) Service can help you and advise you on any questions you may have.

Immigration Act, Residence Act, Asylum Act

Citizens from EU countries are subject to different rules([residence regulations](#)) than immigrants from third countries or asylum seekers. Please contact the [Migration Social Counselling](#) Service for help.

Road Traffic Regulations (StVO)

The Road Traffic Regulations (StVO) contain the rules for driving in Germany. It states, for example, how you must behave in road traffic in order to avoid accidents. For example, how fast you are allowed to drive or who has right of way.

You can find more information under [Mobility](#).

Criminal Code (StGB)

The German Criminal Code (StGB) defines what constitutes a criminal offence in Germany and how it is punished. The [police](#) help to solve criminal offences.

Your rights in Germany

The Basic Law

In every country, there are rules that everyone must abide by. The most important law for Germany is the [Basic Law](#). It is a collection of 146 articles. Each article stands for a law, i.e. a rule. These rules determine how we live together in Germany. The basic rights protect the freedom of each individual. They are set out in Articles 1 to 19 of the Basic Law (catalogue of basic rights).

🌐 Here you can find the Basic Law in 11 languages: [Arabic](#), [Chinese](#), [English](#), [French](#), [Italian](#), [Persian](#), [Polish](#), [Russian](#), [Serbian](#), [Spanish](#), [Turkish](#) and [German](#).

🎬 This film clearly illustrates how the German constitutional state works: [German](#), [Dari](#), [Arabic](#), [English](#), [French](#), [Pashto](#), [Urdu](#).

Universal Declaration of Human Rights

Human rights are important rights that always apply to all people all over the world. Human rights are rights that every person has by virtue of being human. They protect the dignity of every human being. They apply equally to all people. No distinction is made between people.

There are 30 rights. The most important are

- All people are worth the same.
- Everyone is allowed to have their own opinion.
- Everyone has the right to peace and security.

🌐 Here you can find the complete [United Nations Universal Declaration of Human Rights](#)

Children's rights

As a child, you need special protection. That's why you have special rights. These rights are set out in the Convention on the Rights of the Child. The General Assembly of the United Nations adopted the Convention in 1989.

The UN Convention on the Rights of the Child can be divided into four groups: the right to life and personal development, equal treatment, the best interests of the child and participation. In detail, this means

- Every child has the right to all the things they need to live. This includes, for example, food and drink or medical treatment.
- The right to go to school is also a child's right, as is the right to play and leisure.
- All girls and boys have the same rights and no child should be treated worse than other children.
- Every child has the right to grow up healthy, cared for and protected from violence.
- Every child has the right to live with their parents or, if the parents are separated, to have contact with both parents.
- All girls and boys have the right to form their own opinion and to stand up for it.

💡 Are there issues that affect you as children? Then adults must listen to your opinion and take it into account when making decisions.

🌐 You can find a clear explanation of the 10 important children's rights here: [German/Arabic](#) and [German/Persian](#).

Are you experiencing violence? Do you feel unfairly treated? Then the [Youth welfare office](#) can advise you.

Women's rights

In addition to the Basic Law, there are other rights that particularly affect women.

These include, in particular, rights relating to physical integrity. These rights also apply in other areas of life.

You can find an overview of your rights [here](#).

Video [Gender equality](#)

Disability rights

People with disabilities have special rights in Germany that are designed to support them.

The Segeberg district administration's [integration assistance](#) service will be happy to help you.

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

Anti-discrimination

The Basic Law provides initial protection against discrimination.

In addition, there is further legal protection against discrimination in the form of a separate law and an associated state institution ([Federal Anti-Discrimination Agency](#)).

Video [anti-discrimination](#)

If you feel discriminated against, you are welcome to seek advice from the [Anti-Discrimination Association of Schleswig-Holstein \(ADVSH e.V.\)](#). You can request counselling in German, English and Arabic.

Right to vote

Depending on your [>>residence](#) title and your length of stay in Germany, you may have the right to vote and to stand for election. The active right to vote means that you can vote and the passive right to vote means that others can vote for you as their representative in politics. From a certain minimum age, as a German citizen you can vote in Bundestag, Landtag, municipal and European elections, as an EU citizen you can vote in municipal elections after three months' residence in Germany and always in European elections.

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

[Political participation & parties](#)

If you do not have the right to vote or would like to be politically active in another way, you can become a member of a political party or work there as a non-member. Or you can become a member of the Forum for Migration, Equal Opportunities and Diversity (>>'I'min!).

You can also be politically active by becoming a member of and working with a migrant self-organisation (see >>[Cultural institutions](#)) or another initiative or interest group.

Laws and rights: further links

- [Lesbian, gay, bisexual, transsexual, transgender, intersexual and queer \(LGBTTIQ\)](#)
- [Zanzu - My body in words and images](#)
- Video [Freedom of opinion](#)
- Video [Religious freedom](#)
- Video [Protection of marriage and the family](#)
- Handbook Germany "[Women's rights](#)"

Participation

Participation means: I have my say!

Would you like to have your say? Do you have ideas?

Since April 2018, the Segeberg district has had the ["Forum für Migration, Chancengleichheit und Vielfalt"](#)

You are welcome to become a member free of charge.

We welcome every new member.

Together we can achieve better cooperation!

You can find more information about the forum on the homepage: [Forum für Migration, Chancengleichheit und Vielfalt](#)

European elections from 06 to 09 June 2024

The European Union is facing many challenges: Climate change, the economy, migration and safeguarding democracy are just some of the pressing issues. The EU elections give citizens the opportunity to elect their representatives in the European Parliament and thus directly influence the shaping of European policy.

Voting in the EU elections is not only an expression of our democratic rights, which are enshrined in the German constitution. It is also an obligation to play an active role in shaping our common future in Europe. Only through a high voter turnout can we ensure that the

diverse voices and interests of citizens are heard and that democracy in Europe is strengthened.

The EU elections are important. It gives us the chance to have a say and shape the future of Europe.

Every vote counts - for a strong, democratic and united Europe

💡 Further information on the 2024 European elections can be found here

- [Facts about the election](#)
- [Who is standing for election?](#)
- [Which party suits me?](#) Election-O-Mat

Voluntary work

Information

What is voluntary work?

Volunteering is voluntary work without pay. This means that people do this alongside their actual work in their free time without a salary.

Volunteers decide for themselves how and when they want to help other people. Volunteering is fun: you get to know people and can share what you enjoy doing with others.

Support groups

What is a helper group?

In many cities, there are groups that help people without payment. The volunteers can help you find your way around your neighbourhood, take part in leisure and sports activities and learn some German. If you have questions about everyday life, ask the volunteers. For example, if you don't understand a letter in German or if you want to know where there are good shopping and sports facilities or how bus travel works. Volunteers can also help you with questions about a bank account. Many volunteer groups also offer help if you would like to learn German.

Volunteer groups in the Segeberg district

In many places in the district, volunteers have formed teams. This not only promotes the regular exchange of knowledge, but also offers the opportunity to support each other.

An overview of existing volunteer groups is available from the Segeberg district administration's volunteer management team.

If you need help yourself or if you would like to help, please contact

Julia Grigor

District of Segeberg

Volunteer Coordination
Office for Equal Opportunities and Diversity
Hamburger Straße 30
23795 Bad Segeberg
Phone: 04551-951-9871
E-mail: teilhabe17.00@segeberg.de

Insurance cover for volunteers

💡 Liability insurance:

Volunteering is important, meaningful and fun. But it can also have risks. For this reason, all volunteers in Schleswig-Holstein have been covered by liability insurance since 2006. You can find more information [here](#).

💡 Registering your voluntary work:

If you would like to work as a volunteer, you can contact the [Segeberg District Volunteer Management](#) and register.

Event calendar for volunteers and those interested in voluntary work

Event calendar

To support the volunteers and provide information to interested parties and the public in general, there are lecture evenings, seminars, meetings and workshops on interesting topics relating to migration.

 [Here](#) you will find an overview.

Current information

Information from the Federal Foreign Office and the Federal Office for Migration and Refugees

Information from the Federal Foreign Office and the Federal Office for Migration and Refugees

Here you can find out what is important at the moment - for example, what the current [situation](#) is. You can also find rules here if you want to enter Germany or if you need a visa.

We have already written down some important questions and answers for you:

I am in Germany without a visa - what can I do now?

If you come from Ukraine, you do not currently need a visa to come to Germany. From the day you arrive, you can stay here for up to 90 days without special permission. You can even stay in Germany without a special residence permit until **4 March 2027**.

During the 90-day visa exemption period, you can consider whether you would like to stay in Germany for longer. There are various options for this:

1. You can apply for a residence permit under Section 24 of the Residence Act within 90 days of your first entry into Germany. This provision specifically regulates the situation for war refugees from Ukraine on the basis of the EU decision. You can find out who is eligible for a residence permit under Section 24 of the Residence Act [here](#). You can find answers to the procedure [here](#).
2. You can apply for a residence permit for another purpose within 90 days of your first arrival in Germany. For example, to study or for gainful employment. This may be more favourable for you. You can seek advice on this from the authorities if you have an appointment, or you can find out more in advance on the website: <https://www.make-it-in-germany.com/>.
3. Alternatively, you can apply for asylum. However, this option is not recommended due to the less favourable legal consequences - such as the restriction on taking up employment and the obligation to live in an initial reception centre.

Do you have a valid residence permit in accordance with Section 24 of the Residence Act as of 1 February 2026?

Your residence permit will be automatically extended and will then be valid until 4 March 2027. You do NOT need to visit the immigration office for this. You can find more information on [Germany4Ukraine](#).

What happens when you arrive in Germany?

When you come to Germany, there are a few important steps that you have to take one after the other. This is how it works:

- First, you register - this is called registration.
- If you need help from the state (for example money or food), you will be told where you can live.
- Then you register your new address, i.e. where exactly you now live.
- Finally, you apply for a permit so that you can stay in Germany for longer.

You can find more information on this [here](#).

Can I work in Germany with a residence permit for temporary protection?

Yes, you can. However, before you can work, the immigration authority must authorise it. The immigration authority will often already enter in your residence permit that you are allowed to

work - even if you do not yet have a job. This is good, because then you no longer need an extra permit from another authority.

The immigration authorities will issue so-called fictitious certificates as soon as you submit your application. These bridge the right of residence until the actual residence title can be issued and granted. The foreigners authority will also enter "Gainful employment permitted" in the fictitious certificate. This fictitious certificate therefore authorises you to work in Germany either as a self-employed person or as an employee. Special professional access requirements (such as a licence to practise medicine or a permit for a trade requiring a licence) naturally apply to persons with temporary protection in the same way as to all others. However, the procedures for recognising foreign professional qualifications are also open to those affected, just like everyone else.

Persons with a residence permit for temporary protection in Germany can also receive counselling and placement services from the employment agencies in accordance with SGB III.

Should people from Ukraine apply for asylum?

No, that is not necessary. The necessary protection is granted in a different, faster procedure. It is therefore recommended that you do not apply for asylum. However, if you want to apply for asylum later, you can still do so.

As a result of the decision to admit war refugees in accordance with Article 5 (1) of Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection, a residence permit in accordance with Section 24 of the Residence Act (AufenthG - Residence Permit for Temporary Protection) will be granted to the group of persons covered by the decision upon application.

Registration upon entry does not constitute an application for asylum. The asylum procedure requires an application for asylum to be submitted to the responsible branch office of the Federal Office for Migration and Refugees.

For these reasons, it is not necessary to file an asylum application to secure a right of residence or to claim social benefits.


Information portal of the German government

The Federal Ministry of the Interior and Homeland offers a digital information portal in German, English, Russian and Ukrainian. Here you will find all official information about residence and living in Germany.

 [Germany4Ukraine](#)

Embassy of Ukraine in Berlin

 [+493028887128](tel:+493028887128)

 [Albrechtstraße 26, 10117 Berlin](#)

Offers of assistance

Offers of help for people seeking protection from Ukraine:

- [👥 Support groups](#)
- [Here you will find offers for counselling and help in the district of Segeberg](#)
- [Here you will find important authorities in the district of Segeberg](#)
- [Click here for the information hotline of the state of Schleswig-Holstein](#)
- [Click here to go to the website of the North German Ukrainian Aid Organisation](#)
- [Here you can find counselling and help for displaced persons and refugees with mental stress](#)

Here you will find information if you would like to help others:

- [If you would like to offer voluntary support for Ukrainians in the Segeberg district.](#)
- [Click here for the North German Ukrainian Aid Organisation](#)
- [Click here to go to the State Association of Jewish Communities in Schleswig-Holstein](#)

💡 Here you can find information about [life in Germany](#)

Intercultural Week

What is the Intercultural Week?

What is the Inter-Cultural Week?

The Inter-Cultural Week (IKW) has been organised at the end of September since 1975.

During the Inter - Cultural Week, many events always take place at different locations.

The aim of the colourful programme is to celebrate the diversity of people.

Through encounters and contacts, a better mutual understanding develops.

In this way, everyone helps to break down prejudices and create better conditions for Germans and immigrants to live together.

More information

1. [official IKW website](#)
- 2nd [IKW page from the district of Segeberg](#)
- 2nd IKW [leaflet](#)

What is offered at an IKW?

The Intercultural Week always takes place in September. More than 500 towns and communities in Germany take part in this week of action. Intercultural Week has also become a firm tradition in the district of Segeberg.

The idea is for people to get to know each other better and break down prejudices. In this way, we can all live in a more peaceful and understanding society. Intercultural Week promotes togetherness and respect between cultures.

What does the Intercultural Week offer?

Typical events organised during Intercultural Week are

- **Cultural events:** There is music, dance, theatre and art exhibitions showcasing different cultures.
- **Workshops and discussions:** You can talk to others about topics such as integration, diversity and living together.
- **Culinary experiences:** There are various markets and cookery courses. For example, you can cook dishes from other cultures and countries together.
- **Celebrating together:** There are many festivals and events during Intercultural Week. You can celebrate and socialise with people from other cultures.

💡 [You can find more ideas and examples here](#)

Who's allowed to join?

Who's allowed to join? Basically all people!

Either you attend or plan an event.

It is easier to plan something in a group:

- Recreational clubs
- Cultural associations
- Sports clubs
- social and educational institutions
- Schools and kindergartens
- public and private institutions
- Full-time and voluntary staff
- International companies
- Companies with internal or external intercultural services
- non-profit or commercial catering
- Arts and crafts
- other communities
- People with intercultural experience

Where and with whom do I have to register?

Contact:

To be included in the IKW programme, you must register with the Office for Equal Opportunities and Diversity.

This is done every year by a certain deadline in mid-June.

You can register your event directly online on the [district's website](#) .

However, it is also possible to contact the Office for Equal Opportunities and Diversity beforehand without obligation.

We take care of the coordination and promotion of the Intercultural Week.

Each organiser is responsible for the registered programme items.

We look forward to your ideas!



[🌐 Official Homepage](#)

[💡 The Office for Equal Opportunities and Diversity](#)

[@teilhabe17.00@segeberg.de](mailto:teilhabe17.00@segeberg.de)

Current programme

Download the current programme

From 2 September to 6 October, the IKW will take place for the 14th time in the district of Segeberg. Everyone is welcome to all events - regardless of age, gender, skin colour, origin or faith.

Welcome to the IKW!

- [Segeberg district IKW programme](#)
- [District of Segeberg postcard IKW.pdf](#)
- [District of Segeberg Poster IKW.pdf](#)

Here you can find current information about the programme!



Office for Equal Opportunities and Diversity

Information on

"We are convinced that living diversity and valuing this diversity has a positive impact on our organisation and on society in Germany."

This is stated in the [Charta der Vielfalt](#).

The politicians from Bad Segeberg liked this idea, which is why the district administration signed Charta der Vielfalt in **2014** and is also authorised to use the logo.

People are different but equal. All people should have the same opportunities to participate and make decisions about their lives.

There are many laws for this:

The most important law in Germany is the [Grundgesetz](#). Article 3 states that all people in Germany have the same rights and must not be disadvantaged.

But it still happens in everyday life or at work. This should be prevented [Allgemeine Gleichstellungsgesetz](#), kurz AGG schützen.

For people with a disability, there is also the [Bundesteilhabegesetz](#) in short BTHG.

Es gibt noch mehr Gesetze. All people, stakeholders and organisations in Germany must abide by the law.

Office for Equal Opportunities and Diversity

Everyone in the Segeberg district must also abide by these laws. The Office for Equal Opportunities and Diversity aims to help create good conditions for equal opportunities in the district of Segeberg. It was founded in 2016.

The team currently consists of eight people and the representatives for people with disabilities. All of them are committed to these goals through their work. More information on the following pages here: [Presentation Office for Equal Opportunities and Diversity](#)

The Office for Equal Opportunities and Diversity



charta der vielfalt



Goals

Participation for all!

The team at the **Office for Equal Opportunities and Diversity (BfCV)** is committed to equal access and opportunities for all citizens.

These are our goals:

- **Participation** : Everyone can speak and be heard. Everyone is part of our society and participates as they can and want to.
- **Diversity** (= variety): No matter what age, gender, sexual orientation, religious affiliation, origin or disability a person has.
- **Inclusion**: No one should be excluded. Everyone belongs!
- **Equal opportunities**: No matter in which areas of life, such as work, school, leisure, culture, health, housing and sport: all people should have the same opportunities.

What needs to be done to achieve these goals?

Enable participation! This means that all people have the same rights. Everyone should be able to participate socially and politically. Every opinion is important and everyone should have a say when a decision affects his or her area of life.

Promote anti-discrimination! Discrimination means that some people are treated worse than others. Another word for discrimination is disadvantage. We are committed to living together without discrimination.

Develop interculturality! In order for us all to become more intercultural, we need to learn. Learning is a process and is good for the quality of coexistence in every organisation. This learning process must take place at all levels. Interculturality must be considered in all offers, services, structures and processes.

Break down barriers! [Language and knowledge of a culture](#) are important tools for integration.

The [Coordination Office](#) (KIT) is responsible for authorities, advice centres, institutions, organisations and service providers when it comes to the integration of immigrants.

💡 The organisation chart shows who works in the Office for Equal Opportunities and Diversity and what tasks the individual employees have.

[Organisation chart BfCV \(as of 09.25\).pdf](#)

Tasks and contact

What does the Office for Equal Opportunities and Diversity do?

- The office provides and publishes important information and offers of help. For example via the [IntegreatApp](#).
Contact IntegreatApp: merith.huebner-rothe@segeberg.de

- The office organises projects and events, such as the [Intercultural Week](#) of the district of Segeberg.
- The office collects social data, analyses figures and identifies needs. This is the only way the office can recommend measures and check whether they are effective.

Contact the Office for Equal Opportunities and Diversity:



<https://www.segeberg.de/Chancengleichheit-und-Vie...>
 @teilhabe17.00@segeberg.de

Who takes care of what?

- The [Coordination Centre \(KIT\)](#) is responsible for the integration of migrants.
- The Advice Centre for [Volunteering](#) looks after people who help migrants in their free time.
- The office looks after migration advice centres and the [Forum for Migration, Equal Opportunities and Diversity](#).
- The social planning department analyses data, identifies needs and plans new measures on many social issues together with partners. Here you will find, for example, [inclusion projects](#) in which the office is involved.
- The [representatives for people with disabilities](#) provide further assistance when it comes to the topic of disability.

Interesting inclusion projects

The official website of the commissioner for people with disabilities and her contact details can be found [here](#).

There are some interesting projects on the subject of inclusion:

1. [MoBaKa](#)

This is a project in which anyone can take part and improve an app. This app shows on a map whether a place is accessible or not. Here is a short info: [Flyer MoBaKa.PDF](#)

2. [inclusion on site](#)

This is a project in which anyone who is affected by barriers or can help to remove them can take part. Here is a short info: [Flyer 01 Inklusion vor Ort.pdf](#)

3. [network inclusion district Segeberg 4.0](#)

This is a project in which all partners work together to improve inclusion in the district of Segeberg.

Coordination centre for integration and participation

Coordination centre for integration and participation (KIT for short)

Coordination centres for integration and participation help people who are new to Schleswig-Holstein. They also help them to integrate well into society. They offer information and support in various areas, such as language, work and education.

The KIT also helps people from different cultures to understand each other better and live together. For example, they organise courses, counselling and events. The aim of the KIT is to promote coexistence.

What is the task of the **coordination centres**??


- For example, they talk to advice centres and institutions that work with immigrants. They liaise with them to improve structures and processes for immigrants.
- They publish important information in different languages.
- They plan measures and projects to promote integration.


The KIT in the district of Segeberg is part of the Office for Equal Opportunities and Diversity.

Here you will find the tasks and contact details of KIT

Mrs Heitmann is responsible for the technical management of KIT and the topics:

- [Work and training](#)
- [everyday life](#)
- [participation](#)
- [Anti-discrimination](#)
- [Intercultural opening](#)

 Contact Mrs Heitmann


 04551/951-7937

 [@johanna.heitmann@segeberg.de](mailto:johanna.heitmann@segeberg.de)

Mrs Kanava is responsible for the following topics

- [Language](#) and integration courses
- [Family education](#)
- Welcome pack

 Contact Mrs Kanava




 04551/951-8159

 [@elmira.kanava@segeberg.de](mailto:elmira.kanava@segeberg.de)

Mrs Hübner-Rothe takes care of the topics:

- [IntegreatApp](#)

- [Housing](#)
- [Health](#)

 Contact Mrs Merith Hübner-Rothe
 04551/951-7685
 @m erith.huebner-rothe@segeberg.de

The coordination centre is funded by



Integreat App - Data protection and legal information

The Integreat app is an application from [Tür an Tür - Digital Factory gGmbH](#).

The Integreat [app](#) supports you in your everyday life. You will find important addresses, contacts and tips and tricks to help you find your way around the district of Segeberg.

The Integreat app has several chapters. Each chapter deals with a different topic. For example, you will find information on

- [language](#)
- [Work and training](#)
- [Study](#)
- [Children, youth and family](#)
- [Health](#).

There are also two chapters with ideas on what you can do in your free time:

- [Volunteering](#)
- [Everyday life](#).

The information and offers change and we update them regularly. That's why it's a good idea to check your mobile Integreat app often to find out about current activities and events.

You can also use the Integreat app offline if you don't have internet access. When you are back online, the app will update itself.

We hope that the Integreat app will make your stay in the district of Segeberg easier. We look forward to welcoming you to the district of Segeberg.

Data protection:

You can read the privacy policy for the use of the Integreat website [here](#).

You can read the privacy policy for the use of the Integreat app [here](#).

Imprint:

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Forum for Migration, Equal Opportunities and Diversity

Participation means: I have my say!

Would you like to have your say? Do you have ideas?

Since April 2018, the Segeberg district has had the ["Forum für Migration, Chancengleichheit und Vielfalt"](#)

You are welcome to become a member free of charge.

We welcome every new member.

Together we can achieve better cooperation!

You can find more information about the forum on the homepage: [Forum für Migration, Chancengleichheit und Vielfalt](#)

Information on

The forum represents the interests of migrants living in the district of Segeberg.

The forum meets regularly 4 times a year.

Meetings can be convened more frequently if necessary.

The meetings always take place once a quarter.

The meetings are open to the public and guests are always welcome!

In order to reach as many people as possible, the meetings take place at different locations in the district.

Regional groups

The Forum for Migration, Equal Opportunities and Diversity in the district of Segeberg would like to establish regional groups in the district in order to better incorporate local needs into the forum's work.

A regional group was founded in Henstedt-Ulzburg in January 2025. The meetings take place every last Monday of the month at 17:00.

Further information on the regional group can be found here [Flyer_RG-HU.pdf](#).

More information:

[1. rules of procedure](#)

[2. homepage](#)

Flyers in various languages

- [Flyer in Arabic](#)
- [Flyer in German](#)
- [Flyer in Russian](#)
- [Flyer in Turkish](#)