

Table of Contents

Wellcome! Important authorities	2
Welcome to Germany, welcome to the District of Segeberg	2
The district of Segeberg	3
Guide for migrants	3
Contact for municipalities/authorities/local councils	3
Public authorities	6
Employment Agency	6
Immigration office	6
Integration assistance	8
Residents' registration office (Einwohnermeldeamt)	8
Job centre	9
Youth welfare office	10
Social welfare office	10
Registry office	11

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](tel:04323) / [9077-0](tel:9077-0)
info@amt-bornhoeved.de
www.amt-bornhoeved.de

Itzstedt Authority

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

Auenland Südholstein Authority

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

Kisdorf Authority

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

Leezen Authority

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

Trave-Land Authority

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

Ellerau Local Council

Berliner Damm 2
25479 Ellerau
Tel. [04106](tel:04106) / [7686-0](tel:7686-0)
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' Registration Office?

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 are obeying 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.

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 authority 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.

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 area is responsible for registering and deregistering your place of residence, for example, issuing your registration certificate and many other matters.

>> [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](#)