
Table of Contents

Help for people from Ukraine	2
Protection in the EU	2
Hotline and contacts	2
Registration after arrival	4
Register and log in	6
Services and financial assistance for refugees from Ukraine	7
Further steps and everyday life	9
German courses	11
How I can help	13
FAQ: Entry from Ukraine and residence in Germany	16

Help for people from Ukraine

Protection in the EU

Ukrainian refugees receive help. From the European Union. And therefore also from Germany. They receive fast and unbureaucratic help.

What does that mean?

- Immediate protection in the EU for one to three years
- Admission without an asylum procedure
- Health insurance and medical care
- accommodation
- social benefits
- Access to the labour market
- Right to education and school attendance
- Protection for unaccompanied children and young people

Who can receive this protection?

- displaced Ukrainian citizens and their families
- non-Ukrainian nationals and stateless persons who have protection status in Ukraine (and their families)
- non-Ukrainian nationals and stateless persons who have a permanent right of residence in Ukraine and cannot return to their home country

This does not apply to all Ukrainians. There are many Ukrainians who were in Germany before 24 February 2022. The rules do not apply to them. The reason: the aid is for Ukrainians who are fleeing the war in Ukraine. The war began in February 2022.

Keywords: Ukraine, flight, fled, help, protection, reception, Germany, EU, European Union

Hotline and contacts

Information on the current situation

The Federal Foreign Office provides information on the current situation in Ukraine. You can find all the important information [here](#).

Questions about entry or offers of assistance

Do you have questions about travelling to Ukraine? Or do you want to find out about offers of help? Then you've come to the right place:

Ukraine-Hotline Bavaria

☎ [08954497199](tel:08954497199)

@k ontakt@ukraine-hotline-bayern.de

Monday to Friday: 8 am to 8 pm

Saturday to Sunday: 10 am to 2 pm

Questions and answers on entering Germany from Ukraine

You can find the most important questions and answers on entering Germany from Ukraine [here](#) on the website of the Federal Ministry for Migration and Refugees

- [in German](#),
- [in English](#)
- [in Ukrainian](#) and
- [in Russian](#).

Crisis hotline of the Federal Foreign Office:

The Federal Foreign Office has set up a crisis hotline:

☎ [030 50003000](tel:03050003000)

Consulate General of Ukraine in Frankfurt

The Consulate General of Ukraine is located in Frankfurt. You can also go there:

☎ [06929720920](tel:06929720920)

@ gc_def@mfa.gov.ua

📍 [Vilbeler Str. 29, 60313 Frankfurt am Main](#)

Information for the district of Augsburg

All important information for Ukrainian refugees in the district of Augsburg can be found [here](#) in Integreat and on the [website of the district of Augsburg](#).

Help hotline "Violence against women"

Many women are affected by violence. You can now also find support in Ukrainian. On request, the counsellors will add an interpreter in the required language to the conversation. Counselling is free of charge, anonymous and confidential. Do not hesitate to get in touch! The counsellors will be happy to help you.

☎ [08000 116 016](tel:08000116016)

🌐 <https://www.hilfetelefon.de/das-hilfetelefon/bera...>

Keywords: Ukraine, current situation, information, questions, entry, help, crisis, district of Augsburg, help hotline, violence against women

Registration after arrival

Registration for people in private flats or decentralised asylum accommodation

Ukrainian refugees often live in private flats. Or in decentralised asylum accommodation. They are all registered with the [Office for Foreigners and Integration of the Augsburg District Office](#). All Ukrainian refugees should register. Even those who have found private accommodation. For example, with relatives or acquaintances.

📍 Office for Immigration and Integration, [Prinzregentenplatz 4, 86150 Augsburg](#)

Registration procedure

The registration process is as follows:

1. fill out the form

You fill in the [form](#). It is specially designed for a simplified initial registration. A few days later you will receive a letter. It contains a certificate. With this certificate you are then authorised to look for work.

2. interview at the Office for Foreigners and Integration

Next, you need an appointment at the Office for Immigration and Integration. You have to go there. It is best to make an appointment online:

- Go to this page: [Online appointment system](#)
- Select " **Residence permit for humanitarian reasons (asylum)**" .
- Then select **the place of residence and the number of people**.

In the online appointment system you will find all appointments for the next four weeks. No appointments are displayed? Then all appointments are fully booked.

New dates are regularly activated. Try again at a later date! You should be patient. Many people need an appointment at the moment.

You should bring a few documents with you to the appointment. This is what you need:

- **Passport and birth certificate** (alternatively: other proof of identity that proves your origin from Ukraine)
- If available: **Allocation notice** for the district of Augsburg
- Registration of **residence** at the responsible residents' registration office
- **Biometric photo**

3. register your place of residence

Register your place of residence. You do this at your local authority. To do this, go to the town hall. Please make an appointment at the residents' registration office.

Registration after arrival at the anchor centre

Some Ukrainians do not have private accommodation. You will find a first point of contact at the **ANKER centre of the Swabian government**. You can find the ANKER centre [here](#).

You should register there. Registration is very important. **This is the first important step towards a humanitarian residence permit.**

You can register at the ANKER centre in Swabia. There is an authority centre there.

📍 ANKER Centre of the Government of Swabia, [Aindlinger Straße 16, 86167 Augsburg](#)

The registered persons receive a so-called "**White Paper**". This is the basis for further necessary steps. And for official procedures.

Do you have questions about entry and residence? Then the website of the Federal Ministry of the Interior can help you [here](#).

Unaccompanied refugee minors

More and more people are being forced to leave their homes because of the war in Ukraine. Among them are numerous accompanied and unaccompanied children and young people.

The [Office for Youth and Family Affairs](#) is looking for people who take in children and young people without a legal guardian. Some people have accompanied children and young people to Germany without their parents. They should contact the Office for Youth and Family Affairs.

You can find a sample power of attorney for custody here:

- [Parental power of attorney for custody](#)


- [Power of attorney for custody for a third person](#)

For the application, you will need the identity documents of the person granting and the person receiving the power of attorney.

Would you like to take in children and young people from Ukraine? Then contact the Youth and Family Office:

[Office for Youth and Family](#)

 **Ulrich Kappl**

 [Volkhartstr. 4-6. 86152 Augsburg](#)

 [082131022786](tel:082131022786)

 [@Ulrich.Kappl@LRA-a.bayern.de](mailto:Ulrich.Kappl@LRA-a.bayern.de)

Keywords: registration, arrival, registration, Ukraine, escape, refugees, fugitives, asylum, entry, Ankerzentrum, ANKER centre, AnKER, Anker

Register and log in

Applying for a residence permit

Have you registered? Then you can now apply for a residence title (here: residence permit). You can do this at the [Office for Immigration and Integration](#). You can find the office at the Augsburg District Office.

You can also find the application online [here](#).

Appointment at the Office for Immigration and Integration

Do you want to submit the application? Then you need an appointment at the Office for Immigration and Integration. You have to go there in person. You can book the appointment online [here](#).

How to book an appointment online:

- When booking an appointment online, you will first see "Your appointment has expired". You must then click on "**Book new appointment**".
- You must select "**Residence permit for humanitarian reasons (asylum)**" as the "Service".
- Then enter the number of people who require a residence permit under your **place of residence**. Including the children.

You may have to wait longer for an appointment. The waiting time can be around 4 weeks. Please be patient. A lot of people need an appointment at the moment.

You must bring the following documents with you to the appointment:

- Passport and birth certificate, alternatively: other proof of identity that proves your Ukrainian origin
- If you are accommodated in the ANKER centre: Registration as a person seeking protection via ANKER Schwaben, Aindlinger Straße 16, 86167 Augsburg (admission certificate/"white paper")
- if available: Allocation notice for the district of Augsburg
- Registration of residence at the responsible registration office

The address for the appointment:

📍 **OFFICE FOR FOREIGNERS AND INTEGRATION, [Prinzregentenplatz 4, 86150 Augsburg](#)**

💡 You don't speak German well yet? Then bring an interpreter with you to the appointment.

The residence permit also gives you permission to take up gainful employment with unrestricted access to the labour market.

For further information, please contact the [Office for Immigration and Integration at the Augsburg District Office](#).

Keywords: registration, application, registration, application, Ukraine, escape, fugitives, refugees, residence permit, asylum

Services and financial assistance for refugees from Ukraine

Refugees from Ukraine can apply for benefits from the Job Centre. The job centre will take over the benefits from 1 June 2022.

This applies to people who

- able to work,
- in need of assistance and
- aged between 15 and 65 years and 10 months.

And also for their family members.

Do you belong to this group of people? Then please submit an **application to the Job Centre Augsburger Land** as soon as possible.

Information on the change of legal status

Responsibility for refugees from Ukraine will change on 1 June 2022. They will then be looked after by the job centre. They will switch from the Asylum Seekers' Benefits Act (AsylbLG) to basic income support (SGB II).

Basic security benefits for jobseekers according to the Second Book of the Social Code (SGB II)

You receive benefits from the [Jobcenter Augsburg Land](#).

Do you want to apply for benefits at the job centre? Then these requirements apply:

- [Registration](#) after entering the Federal Republic of Germany
- [Application for a residence permit](#) at the Foreigners' Registration Office of the Augsburg district.

What are benefits according to SGB II?

- You will receive money to secure your livelihood.
- You will receive support in your search for work or training.
- If you live in private accommodation with relatives or friends, you will receive money to cover the costs of your accommodation.

You can find all the important information [here](#).

How can you submit an application?

You can find the applications, information sheets and documents [here](#).

You can find a checklist for submitting an application [here](#).

💡 Make sure that your application is complete.

What happens after the benefits have been approved?

Have you been approved for benefits under SGB II? Then you will receive a written notification. The money will be paid into your bank account. The money always arrives at the beginning of the month.

💡 **Important:** You must take out [health insurance](#) as soon as possible. Health insurance is compulsory in Germany. Every person must have health insurance.

Social welfare benefits according to the Twelfth Book of the Social Code (SGB XII)

Certain people receive benefits under SGB XII instead of SGB II.

This applies to people who...

- are over 65 years and 10 months old
- are permanently fully incapacitated for work (the assessment is made by a German pension insurance institution)
- cannot receive benefits from the job centre for other reasons.

Could you be affected by this regulation? Then contact the [social welfare administration](#) responsible for your place of residence.

💡 Important: Do you receive benefits according to SGB XII? Then you must have health insurance. If you do not currently have health insurance, then health care will be provided with the involvement of the social welfare administration. You can choose the statutory health insurance provider yourself.

Keywords: Ukraine, refugees, no money, money, need money, finances, benefits, social benefits, social assistance, help, support

Further steps and everyday life

Health care

Are you ill? Or have a medical emergency? Then you can go to a doctor's surgery or - in an emergency - to a hospital.

You can also claim benefits in the event of illness, pregnancy and childbirth. This applies as soon as you receive benefits under the AsylbLG.

This primarily applies to the treatment of acute illnesses and pain.

Do you need treatment? Then the doctor's surgery or hospital needs a medical treatment voucher. You can request this directly from the Office for Immigration and Integration. As a rule, you do not have to do this yourself. The health treatment certificate is a written authorisation for your treatment.

Is your treatment an emergency? Then the treatment can also take place before the medical treatment certificate. The costs can also be covered after the treatment. Your doctor will tell you whether your treatment is an emergency.

Attending school and daycare centre

You can register your children for school. You can do this directly at the school (primary or secondary school). This applies to all children and young people between the ages of 6 and 15. Please note: A primary or secondary school is responsible for certain areas. You must go to the school responsible for your neighbourhood!

💡 Children are [required to attend school](#) in Germany. For asylum seekers, this begins three months after arrival.

Is your child under 6 years old? Then you can register it at a day care centre. Contact your local authority.

After nine years of schooling, young people are no longer required to attend school. Did the young person attend a secondary school in Ukraine? Then he or she may be accepted at a

secondary school. Ask the school directly.

Meeting points and advice centres

[Ukrainian Association Augsburg](#)

The association coordinates various initiatives. They help asylum seekers from Ukraine. The association also provides the necessary information and counselling services. The association offers a teaching programme for children as part of the [Ukrainian Saturday School Augsburg](#).

[German-Ukrainian dialogue](#)

The association supports people in need in their everyday lives. It provides refugees with help and advice. It promotes integration and offers a wide range of educational programmes.

[Migration counselling](#)

People seeking protection receive advice from the refugee and integration counselling service and the migration counselling service:

- [Diakonie Augsburg](#)
- [Caritas Augsburg: Counselling for refugees](#)
- [Caritas Augsburg: Migration counselling](#)

Interpreting and translating

Interpreting or language and cultural mediation can help you with language barriers. For example, at appointments at the immigration office or the education authority.

People with their own migration experience work in language and cultural mediation. They have been specially trained in linguistic and cultural mediation. This means that they translate the conversation. And they clear up cultural misunderstandings.

Some authorities and institutions offer **free** language and cultural mediation for counselling sessions. Ask directly when making an appointment.

You can also bring an interpreter with you. You will have to pay for this yourself.

The Augsburg interpreter pools will help you find an interpreter:

[Augsburg interpreter pools](#)

Interpreter pool "Babel"

📍 [Barfüßerstraße 4, 86150 Augsburg](#)

☎ [+49 157 51583993](#)

🕒 Mon - Fri from 10.00 - 13.00

@ babel@assyrer-augsburg.de

"kunterMund" language and cultural mediators

📍 [Oberbürgermeister-Dreifuß-Str. 1, 86153 Augsburg](#)

☎ [0821 597760](#)


@ eb@diakonie-augsburg.de

"Violence against women" helpline

Women affected by violence can now also find support in Ukrainian. On request, the counsellors will add an interpreter in the required language to the conversation within one minute.

Counselling is free of charge, anonymous and confidential.

"Violence against women" helpline

 [08000 116 016](tel:08000116016)

 www.hilfetelefon.de/das-hilfetelefon/beratung.html

Keywords: everyday life, health care, sick, medical emergency, doctor, hospital, corona vaccination, school, day care centre, meeting points, counselling, counselling centres, interpreter, interpreting, translating, help, violence against women

German courses

Integration courses

Adult refugees from Ukraine have the opportunity to take part in an [integration course](#) free of charge. A certificate of eligibility is required to take part in an integration course. The certificate of eligibility can be obtained either from the job centre or from the BAMF.

Certificate of eligibility from the job centre

If you are registered with the job centre and receive benefits (AlgII), the job centre has obliged you to attend an integration course since July. This means that the job centre will send you a certificate of eligibility. You can use this to register for a German course at a language school. Anyone who is registered with the job centre and is obliged to attend an integration course **must** register for a German course.

You can find out which language schools offer integration courses and when new courses start on an overview list, which is updated monthly for the district and city of Augsburg. The current list can be found on the District Office website [here](#) under "Downloads" under "Integration courses".

Authorisation certificate from the BAMF

You can apply for the authorisation certificate from the Federal Office for Migration and Refugees (BAMF).

As soon as the refugees have received a fictitious certificate (= temporary residence permit from the foreigners authority) or their residence title, they can submit a voluntary application for admission to the integration course to the BAMF. You can find the application form on the BAMF website [here](#).

Step 1: Complete the application for admission to the integration course:

- Enter your personal data
- Year of entry: 2022
- Reason for travelling to Germany: "Other reasons: War in Ukraine"
- Reason for applying for admission to the integration course: "Other reasons
Reasons: German required to live and work in Germany"
- Signature of the applicant
- "I apply for exemption from the cost contribution to the integration course: I am financially needy for other reasons" (Proof does not need to be enclosed, as refugees from Ukraine are automatically exempted from the are automatically exempt from the cost contribution obligation and can therefore attend the course free of charge).
- Signature of the applicant

Step 2: Make a copy of the identity card

- Make a copy of the fictitious certificate or residence permit and attach it to the application

Step 3: Send the application

- Send the completed application together with the copy of the identity card to the following address:

Federal Office for Migration and Refugees,
Streitfeldstr. 39
81673 Munich

Step 4: Wait for a reply from the BAMF

- As soon as the BAMF has processed the application, you will receive the authorisation certificate by post.

Step 5: Find a language school and register

- With the authorisation certificate from the BAMF, you can register at a language register for an integration course at a language school.
- You can find out which language schools offer integration courses and when new courses start can be found on an overview list, which is updated monthly for the district and the city of Augsburg. The current list can be found on the website of the District Office [here](#) under "Downloads" under "Integration courses".

You can also find **more information** about integration courses on the BAMF website [here](#).

You can get **help with the application process** and other questions on the subject from the [language counselling](#) service at the Augsburg District Office.

💡 And finally, a tip: Until you receive your residence permit and then, in a second step, the authorisation certificate for an integration course from the BAMF, you may be able to bridge the gap with free online courses. A list of links and tips for online learning can be [found here](#).

Language course counselling in Ukrainian and Russian

The following language schools offer language course counselling in Ukrainian and Russian:

BIB Augsburg gGmbH

■ [Memminger Straße 6, 86159 Augsburg](#)

☎ [0821 2585 8136](#) or [0162 1383042](#)

@ merima.alic@bibaugzburg.de

bfz Augsburg

🕒 Monday to Friday from 8 a.m. to 6 p.m.

☎ [089 189 55 29 111](#)

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

Keywords: integration course, language school, German course, German, German, language course, learn German, counselling learn German

How I can help

Refugees from and people in Ukraine need help. Would you like to help? Then you can stand up for them.

How can you do that? The district of Augsburg has created an overview on its website:

🌐 www.landkreis-augsburg.de/ukraine

There you will also find information about residence options in Germany. This information is specifically for people from Ukraine.

If you have any questions, you can contact the district office via this e-mail address:

@ukrainehilfe@LRA-a.bayern.de

Donations in kind and money

You can support people from Ukraine through donations. You can donate money or things.

It is best to give your donations to an (aid) organisation or an association. Many organisations are involved in providing aid to Ukraine.

But you have to be careful: Not all of them are reputable! You can find a list of reputable organisations [here](#).

Offer of a larger building for longer-term use as refugee accommodation

The district office is looking for accommodation for refugees. Do you have accommodation available? Then get in touch with the district office.

Please contact the building management of the Augsburg District Office:

@gm@lra-a.bayern.de

Further contact persons

Do you have questions about accommodation or care for Ukrainian refugees? If so, the Augsburg district's integration advisor, Ms Zimmermann, can help you. You can find her contact details [here](#).

Otherwise, you can also contact the Augsburg District Office at

@ukrainehilfe@lra-a.bayern.de.

Voluntary work

There are a large number of volunteer support groups in the district of Augsburg. They have been helping and supporting people seeking protection for many years. Volunteers are always needed. You can contact the integration counsellor if you would like to get involved:

Astrid Zimmermann

 [08234 9591896](tel:08234 9591896)

@astrid.zimmermann@diakonie-augsburg.de

Christine von Gropper

☎ [0162 2160021](tel:01622160021)

.

@

christine.vongropper@diakonie-augsburg.de

.

Maryna Sidak

☎ [0162 1649038](tel:01621649038)

@ maryna.sidak@diakonie-augsburg.de

Unaccompanied refugee minors

More and more people are being forced to leave their homes because of the war in Ukraine. Among them are numerous accompanied and unaccompanied children and young people. Many people are wondering how they can take in these children and young people. The [Office for Youth and Family](#) is the point of contact.

Some children and young people travel to Germany and their parents remain in Ukraine. They are accompanied by people. These people should also contact the Youth and Family Office.

Such persons require a power of attorney for custody. You can find a sample here:

- [Power of attorney for parental custody](#)
- [Power of attorney for custody for a third person](#)

The application must be accompanied by the relevant identity documents of the person giving and receiving the power of attorney.

Would you like to find out more about the admission of children and young people from Ukraine?

Then please contact the Office for Youth and Family Affairs:

🌐 [Office for Youth and Family](#)

📍 [Volkhartstraße 4-6, 86150 Augsburg](#)

Ulrich Kappl

☎ [0821 3102 2786](tel:082131022786)

@ Ulrich.kappl@lra-a.bayern.de

Keywords: Ukraine, refugees, help, aid, donations, monetary donations, donations in kind, accommodation, care, volunteering, volunteer work, reception, helper groups

FAQ: Entry from Ukraine and residence in Germany

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 need a visa to come to Germany until **4 December 2025**. From the day you enter the country, you can stay here for up to 90 days without a special permit. You can even stay in Germany without a special residence permit until **4 March 2026**.

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 2025?

Your residence permit will be automatically extended and will then be valid until 4 March 2026. 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 need 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. An application for asylum must be submitted to the responsible branch office of the Federal Office for Migration and Refugees in order for an asylum procedure to be carried out.

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](#)