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## Advice and Assistance

### Anti-Discrimination Centre

An **anti-discrimination office** is a counselling centre for people who experience discrimination.

The anti-discrimination office helps you if you have been treated unfairly because of:

- Age
- Gender
- ethnic origin
- Religion
- sexual orientation
- an impediment


If the discrimination happened at work, search for accommodation, education, or everyday life, the Anti-Discrimination Office is the place to go.

If discrimination has happened in another area of your life, we are still happy to help.


Any person affected by discrimination can contact the anti-discrimination office.

#### Contact

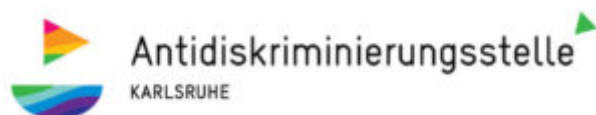
 [Anti-discrimination office](#)

 [Moltkestraße 20, 76133 Karlsruhe, Germany](#)

 [@ads@stja.de](mailto:ads@stja.de)

 [07211335607](tel:07211335607)

 [017685648590](tel:017685648590)



### Asylum counselling


Counselling sessions are always free of charge and strictly confidential. They can take place in person or on the phone.

### Baden-Württemberg Refugee Council

The Baden-Württemberg Refugee Council is a large organisation that works on behalf of refugees. It helps with a lot of information about the rights of refugees, politics and the situation in the countries of origin.

 [Hauptstätter Straße 57, 70178 Stuttgart](#)

 [@info@fluechtlingsrat-bw.de](mailto:info@fluechtlingsrat-bw.de)

 [07115532834](tel:07115532834)

 [www.fluechtlingsrat-bw.de](http://www.fluechtlingsrat-bw.de)



## Freundeskreis Asyl Karlsruhe e.V.

This association offers counselling where lawyers can help. They are very familiar with the laws for refugees.

📍 [Marienstraße 63, 76137 Karlsruhe](#)

✉ [info@fka-ka.de](mailto:info@fka-ka.de)

☎ [072178193356](tel:072178193356) or [07219663937](tel:07219663937)

🌐 [www.fka-ka.de](http://www.fka-ka.de)



## Friends for Foreigners e. V.

Freunde für Fremde e. V. (Friends for Foreigners) supports you with questions relating to immigration law and dealing with the authorities.

☎ [0721845341](tel:0721845341) (Mondays to Fridays 9.00 - 12.00)

✉ [freunde-fuer-fremde@gmx.de](mailto:freunde-fuer-fremde@gmx.de)

🌐 [www.freunde-fuer-fremde.de](http://www.freunde-fuer-fremde.de)

## Freunde für Fremde e. V.



eine Initiative zur Begegnung von Flüchtlingen, Ausländern  
und Einheimischen zur Verständigung und gegenseitiger Hilfe

**Counselling in cases of violence against women**

**Violence against women helpline**

☎ [08000116016](tel:08000116016)


 [www.hilfetelefon.de](http://www.hilfetelefon.de)

The **violence against women** helpline provides advice to women affected throughout Germany. It provides information and, if necessary, refers them to suitable local support centres. The counsellors on the helpline provide advice on all forms of violence against women. Online counselling is also possible via the website. The counselling sessions are confidential and can be conducted anonymously. No personal data is requested or stored either on the phone or on the website. Counselling is available in many languages with the help of interpreters. Hearing-impaired or hard of hearing people can use an interpreting service free of charge via the website. The conversation with the staff at the helpline is translated into German sign language or written language.

**If you are a woman who has experienced violence, you can contact the following organisations:**

**Frauen helfen Frauen und Mädchen e.V. Rastatt**

 [Engelstraße 37, 76437 Rastatt](#)

 [0722237722](tel:0722237722)




@[kontakt@fhf-rastatt.de](mailto:kontakt@fhf-rastatt.de)

**Sexual abuse helpline**

 [08002255530](tel:08002255530)

Monday, Wednesday, Friday 9:00 - 14:00; Tuesday, Thursday 15:00 - 17:00

In the event of (sexual) violence, you can also contact all police stations. In emergencies, contact  [110](tel:110).

 **Signal for help - help sign for domestic violence / emergency gesture**

The signal for help is a one-handed gesture with which a person shows others on visual contact - especially via an electronic video link - that they feel threatened and need help.

**Execution:**



<https://www.youtube.com/watch?v=AFLZEQFlm7k>

### Advice on care

A need for care exists if a person has been in need of help for at least 6 months. This includes support in everyday life. You can get help with care and housekeeping. In order to receive financial support from public health care, you must be a member of a health insurance company. All persons with statutory health insurance are automatically insured in the long-term care insurance.

For the assessment of the degree of care, the following areas are considered:

- mobility (for example, physical mobility, getting up and going to bed, getting dressed and undressed, walking, standing, climbing stairs, leaving and returning to the home)
- Cognitive and communicative skills (e.g. recognition of persons, orientation to place and time, understanding and speaking, controlling everyday actions)
- Behaviour and psychological problems (for example fears and aggression, restlessness at night)
- Self-sufficiency (for example, personal hygiene, washing, eating and drinking, independent use of the toilet)
- dealing with illness-related and therapy-related stresses (for example, the ability to take medication independently, measuring blood sugar, independent visits to the doctor)
- Organisation of everyday life and social contacts (for example, ability to organise one's own daily routine and to come into direct contact with other people)

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

The care support point in the district of Rastatt is the contact point for all questions in a care situation:

#### **Pflegestützpunkt Rastatt**

📍 [Am Schlossplatz 5, 76437 Rastatt](#)

☎ [072223812152](tel:072223812152)

@ [pflegestuetzpunkt@landkreis-rastatt.de](mailto:pflegestuetzpunkt@landkreis-rastatt.de)

#### **Teilpflegestützpunkt Gaggenau**

at the Gaggenau town hall, room 3

📍 [Hauptstraße 71, 76571 Gaggenau](#)

☎ [072223812850](tel:072223812850)

#### **Teilpflegestützpunkt Bühl**

in the town hall Bühl, room 16

📍 [Friedrichstraße 6, 77815 Bühl](#)

☎ [07223935574](tel:07223935574)

Please make an appointment!

You can find more information, interesting links and flyers [here](#).

### **Pregnancy counselling**

If you are pregnant and need help, there are various organisations that can support you. Here you can talk about your situation and clarify any questions you may have. The counsellors will help you if you are unsure about what to do and inform you about your options. You will also receive help with topics such as financial support or postnatal care.

### **Pregnancy counselling and pregnancy conflict counselling**

Rastatt District Office, Health Department

📍 [Am Schlossplatz 5, 76437 Rastatt](#)

☎ [072223812315](tel:072223812315)

@ [c.klein@landkreis-rastatt.de](mailto:c.klein@landkreis-rastatt.de)

Social welfare organisation Rastatt

📍 [Kaiserstr. 70, 76437 Rastatt](#)

☎ [0722235021](tel:0722235021)

@ [schwanger@diakonie-bad-ra.de](mailto:schwanger@diakonie-bad-ra.de)

Diakonisches Werk Bühl

📍 [Aloys-Schreiber-Str. 8, 77815 Bühl](#)

☎ [07223900067](tel:07223900067)

@ [schwanger-buehl@diakonie-bad-ra.de](mailto:schwanger-buehl@diakonie-bad-ra.de)

### **Helpline for pregnant women in need:**

The helpline offers anonymous help around the clock for women in need. Counselling is free of charge and will help you if you don't know what to do.

Counselling and birth CONFIDENTIAL  
anonymous and safe

#### **Helpline for pregnant women in distress**

☎ [08004040020](tel:08004040020)

🌐 [www.hilfetelefon-schwangere.de](http://www.hilfetelefon-schwangere.de)

#### **Counselling for sexualised violence in childhood and adolescence**

#### **Feuervogel Rastatt e.V.**

Feuervogel e. V. is a specialised counselling centre against sexualised violence in childhood and adolescence.

Our counselling offers trustworthy and competent help for those affected as well as their relatives or confidants.

This help is available anonymously if desired and is free of charge.

You are welcome to contact us...

- if you are worried about a child and have a suspicion.
- or if you want to know how you can protect your child.
- If you yourself need help as a victim of sexualised violence.

Feuervogel Rastatt e.V.

📍 [Engelstraße 37, 76437 Rastatt](#)

☎ [07222788838](tel:07222788838)

@ [info@feuervogel-rastatt.de](mailto:info@feuervogel-rastatt.de)

Lena Ehinger ☎ [017660491182](tel:017660491182)

Ulrike Fritsch ☎ [01794102718](tel:01794102718)



#### **Counselling for sexually transmitted diseases**

The counselling centres inform and advise you personally on the topics of HIV/Aids, hepatitis and other sexually transmitted diseases and infections, such as chlamydia, syphilis and gonorrhoea (= gonorrhoea). The consultation can take place via telephone or in person during office hours. Counselling is free of charge and is provided anonymously. They also offer initial psychosocial counselling for people with HIV and AIDS, their partners and relatives.

#### **Test offers:**

- HIV (the risk contact should have taken place at least 6 weeks ago)
- Hepatitis B and C
- Lues (syphilis)


- Chlamydia
- Gonorrhoea (clap)


## Office hours:

### Rastatt District Office

Health Department Room A 0.21

 [Am Schlossplatz 5, 76437 Rastatt](#)

 [072223812308](tel:072223812308) and [072223812314](tel:072223812314)

 Mondays 2pm to 6pm

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


## Counselling for senior citizens

Older people and their relatives often wonder how they will live and reside in old age and what assistance they can call on.

If you would like advice, contact the **Rastatt district's specialist counselling and social planning service for the elderly:**

### Mrs A. Frischkorn


 [Am Schlossplatz 5, 76437 Rastatt](#)

 [072223812195](tel:072223812195)

 [a.frischkorn@landkreis-rastatt.de](mailto:a.frischkorn@landkreis-rastatt.de)

### Mr U. Richarz

 [Am Schlossplatz 5, 76437 Rastatt](#)

 [072223812194](tel:072223812194)

 [u.richarz@landkreis-rastatt.de](mailto:u.richarz@landkreis-rastatt.de)

Social planning provides you with a [signpost](#) for your questions.

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


## Counselling and help with addiction


Addiction is an abnormal, compulsive dependency on a substance such as alcohol or drugs. Specific behaviours such as gambling addiction and computer addiction are considered non-substance-related addictions.

The transition from “normal” use of a substance to addiction is dangerous and not always easy to recognise. If you have questions about addiction or need help, you can find the counselling centres in the district of Rastatt here.

All addiction counselling centres have a duty of confidentiality and advise anonymously. Partners, relatives and friends can also get help and support. Consultations are free of charge.

### Rastatt Addiction Centre


 [Kaiserstr. 20, 76437 Rastatt](#)


 [072224058790](tel:072224058790)

 [fs-rastatt@bw-lv.de](mailto:fs-rastatt@bw-lv.de)



## Youth counselling centre and drug counselling centre

 [Sinzheimer Str. 38, 76532 Baden-Baden](#)

 [0722199647830](tel:0722199647830)

 [@drobs-baden-baden@bw-lv.de](mailto:@drobs-baden-baden@bw-lv.de)

[Here](#) you can find out more about the addiction support services and how to access the addiction support system.

Information on drugs and addiction can be found [here](#) .

You can find more useful information, interesting links and flyers [here](#).

## Counselling centre for forced marriage

Everyone is allowed to decide for themselves whether and who they want to marry. Nobody is allowed to force you to marry someone you don't want to.

Forced marriage is forbidden in Germany and is a very serious matter.

Are you afraid that you will be forced to marry against your will?


Or do you know someone who is afraid of this?

Then it's important to get help early on. Talk to someone you trust or seek support from a counselling centre. They can help and protect you.


## An overview of the most important counselling centres and services

### Counselling centre YASEMIN

**(for those affected and trusted third parties)**

 [071165869526](tel:071165869526) or [071165869527](tel:071165869527)

 [@info@eva-yasemin.de](mailto:@info@eva-yasemin.de)

 [www.eva-stuttgart.de](http://www.eva-stuttgart.de)

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### Online counselling SIBEL von Papatya

**(For those affected and trusted third parties)**

 [@beratung@papatya.org](mailto:@beratung@papatya.org)

[Here](#) you can make an enquiry using the contact form or by creating an account.

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### Help hotline "Violence against women"

**(for victims and trusted third parties)**

 [08000116016](tel:08000116016) (available 24 hours a day)

Online counselling: by email, appointment chat or instant chat

 [https://www.hilfetelefon.de/no\\_cache/das-hilfetel...](https://www.hilfetelefon.de/no_cache/das-hilfetel...)


### "Violence against men" helpline


(for victims and trusted third parties)


 [080001239900](tel:080001239900) (Mon - Thu: 8h-20h; Fri: 8h-15h)  
Online counselling by e-mail  
[@beratung@maennerhilfetelefon.de](mailto:@beratung@maennerhilfetelefon.de)  
Online counselling via instant chat (Mon-Thu 12h-13h; 17h-19h)  
 [www.maennerhilfetelefon.de](http://www.maennerhilfetelefon.de)


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## Rastatt District Youth Welfare Office/ General Social Services

City of Rastatt  
 [072223812551](tel:072223812551)

Rastatt surrounding area  
 0 [7222381](tel:7222381) 2256


Gaggenau  
 [072223812238](tel:072223812238)

Bühl  
 [072223812240](tel:072223812240)

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## Contact persons on the subject of forced marriage in the district of Rastatt:

**Tamina Hommer**  
 [072223814325](tel:072223814325)  
[@t.hommer@landkreis-rastatt.de](mailto:@t.hommer@landkreis-rastatt.de)

**Anna Lena Bleier**  
 [072223812863](tel:072223812863)  
[@a.bleier@landkreis-rastatt.de](mailto:@a.bleier@landkreis-rastatt.de)

Here you can find the Rastatt district's **work aid** on **the topic of forced marriage**:  
[Working aid](#)

Here you will find **contact points for help with domestic violence** in the district of Rastatt:  
[Guide](#)

## Women's and child protection centre

The women's and children's refuge offers protection, refuge and support to women and their children who are affected by physical and/or psychological violence.

Here they can come to rest and recover from their stressful experiences. The staff at the shelter are available around the clock to support the women affected and their children. They not only offer a safe haven, but also emotional support and counselling in difficult life situations.

The women receive help in planning their next steps, whether it's legal support, finding a new home or dealing with the authorities. There are also special programmes for children, who often suffer silently from violence in the family. In a protected environment, they can regain confidence, play and calm down.

The shelter ensures that those affected are not alone and shows them ways in which they can free themselves from the spiral of violence in the long term.

## Contact

### Baden-Baden and Rastatt District Women's and Child Protection Centre

 [07222774140](tel:07222774140)

 [info@frauenhaus-baden-baden-rastatt.de](mailto:info@frauenhaus-baden-baden-rastatt.de)

 [www.frauenhaus-baden-baden-rastatt.de](http://www.frauenhaus-baden-baden-rastatt.de)



### FGM/C (Female Genital Mutilation and Cutting) - central contact point


Are you or a friend affected?

Does the issue of genital mutilation or circumcision (FGM/C) exist in your family, your community or in your home country?

The central advice centre in Baden-Württemberg helps women and girls who are affected or threatened by genital mutilation or circumcision.

Professionals and authorities can also obtain information and support there.

### Contact the centre

 [+49 \(0\) 71619191860](tel:+49(0)71619191860) (Mon to Thu - 10.00 to 15.00)

 [info@fgmc-bw.de](mailto:info@fgmc-bw.de)

 [www.fgmc-bw.de](http://www.fgmc-bw.de)

### Youth migration service

The **youth migration services** help young immigrants between the ages of 12 and 27 to settle in Germany as quickly as possible. They support you in finding your feet and settling in well in Germany.

The counsellors will help you with:

- Questions if you do not know your way around or are unsure
- School, training and work

- personal problems or questions
- financial and legal matters

 [www.caritas-rastatt.de](http://www.caritas-rastatt.de)

## Contact person

**Peter Rettig**

 [Carl-Friedrich-Straße 10, 76437 Rastatt](#)

 [p.rettig@caritas-rastatt.de](mailto:p.rettig@caritas-rastatt.de)

 [07222775528](tel:07222775528) / [01733290887](tel:01733290887)

[Here](#) you can find a youth migration service centre near you.

## Migration counselling for adult immigrants (aged 27 and over)

The **migration counselling** service supports all people with a migration background who:

- are older than 27 years,
- have a permanent residence permit for Germany OR
- are recognised as refugees.

Counselling is free of charge.

You will receive help and information on many topics, for example

- How does it work with authorities? We explain letters from the authorities and tell you what you can do.
- [Residence](#) and [work permits](#): What do you need to know?
- What financial support is available and how do you apply?
- Information about German and [integration courses](#)
- How are foreign school or university qualifications [recognised](#)?
- Advice on education, work and social security
- Tips on living and working in Germany
- How does [family reunification](#) work if you want your spouse or children to come to Germany?

There is a special counselling service for young people between the ages of 12 and 27 - the [Youth Migration Service](#).

The asylum counselling service primarily helps people living in [shared accommodation](#).

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## Migration counselling centres for adult immigrants (MBE) in the district of Rastatt:

### Caritas

 [Buchenstraße 5, 76437 Rastatt](#)

 [www.caritas-rastatt.de](http://www.caritas-rastatt.de)

### **Natalia Burik**

@[n.burik@caritas-rastatt.de](mailto:n.burik@caritas-rastatt.de)

☎[07222775562](tel:07222775562)

### **Diakonie**

Office Rastatt

📍[Kaiserstraße 70, 76437 Rastatt](https://www.kaiserstrasse70.de)

☎[07222502770](tel:07222502770)

🌐[www.diakonie-bad-ra.de](http://www.diakonie-bad-ra.de)

### **Deutsches Rotes Kreuz**

📍[Rotkreuzstraße 1, 77815 Bühl](https://www.rotkreuzstrasse1.de)

🌐[www.drk-buehl-achern.de](http://www.drk-buehl-achern.de)

### **Justyna Wajer**

@[justyna.wajer@drk-buehl-achern.de](mailto:justyna.wajer@drk-buehl-achern.de)

☎[015165735684](tel:015165735684)

### **Christina Cherdron**

@[christina.cherdron@drk-buehl-achern.de](mailto:christina.cherdron@drk-buehl-achern.de)

☎[015158511277](tel:015158511277)

### **Psychological counselling, trauma and acute crises**

If you have psychological problems, recurring or chronic stress disorders, you can seek help at the counselling centres. Clinical and outpatient treatment is also available in the psychiatric outpatient clinics and specialist hospitals.

### **Social psychiatric service**

The services are for adults with mental illness and their attachment figures. They are free of charge and the counsellors must keep them confidential.

The Socio-Psychiatric Services have a regional competence. Contact and registration can be done in person, by phone or email:

#### **Sozialpsychiatrischer Dienst Rastatt**

Caritasverband für den Landkreis Rastatt e. V.

📍[Stadionstraße 3, 76437 Rastatt](https://www.stadionstrasse3.de)

☎[07222783710](tel:07222783710)

@[cv-info@caritas-rastatt.de](mailto:cv-info@caritas-rastatt.de)

🌐[www.caritas.de](http://www.caritas.de)

### **Psychological counselling centres for parents, children and youth**


Counselling is aimed at parents, children, adolescents and young adults up to and including the age of 26. The children's parents can help them in all questions of upbringing, child development or in stressful situations.

Counselling is free of charge and subject to confidentiality.

Children and adolescents have the right to make use of the counselling centres on their own.

#### **Psychologische Beratungsstelle Rastatt**


 [Am Schlossplatz 5, 76437 Rastatt](#)

 [072223812258](tel:072223812258)

 [pb.rastatt@landkreis-rastatt.de](mailto:pb.rastatt@landkreis-rastatt.de)

#### **Psychologische Beratungsstelle Bühl**


 [Robert-Koch-Straße 8, 77815 Bühl](#)

 [0722398142254](tel:0722398142254)

 [pb.buehl@landkreis-rastatt.de](mailto:pb.buehl@landkreis-rastatt.de)

#### **Psychologische Beratungsstelle Gaggenau**

 [Hauptstraße 36b, 76571 Gaggenau](#)

 [07225988992255](tel:07225988992255)

 [pb.gaggenau@landkreis-rastatt.de](mailto:pb.gaggenau@landkreis-rastatt.de)

You can find more information, info flyers and interesting links [here](#).


### **Psychological counselling centres for marriage, family and life issues**


For these problems and conflicts, you can come forward for counselling:

- in marriage and partnership
- in the family
- in separation situations
- at work / on the job
- in difficult phases of life
- with yourself and with others


#### **Psychologische Beratungsstelle für Ehefragen, Familienfragen und Lebensfragen**

 [Marktplatz 10, 76530 Baden-Baden](#)

 [0722122000](tel:0722122000)

 [EFL-baden-baden@web.de](mailto:EFL-baden-baden@web.de)

 [www.efl-baden-baden.de](http://www.efl-baden-baden.de)

 Telephone hours: Monday, Thursday and Friday: 09:00 to 12:00; Tuesday: 2:00 PM to 5:00 PM

The counselling sessions are confidential and open to everyone, regardless of denomination or nationality.

The cost contribution is based on their financial circumstances.

### **Return counselling**

Do you want to return to your home country before the Federal Office for Migration and Refugees (BAMF) has decided on your asylum application? You don't know how to get your passport back? Or do you need money for your return journey? Then the Central Return Counselling Service can help you.

Here you can get advice on how you can voluntarily return to your home country. The counsellor will explain the options and support you.

💡 The counselling is open-ended. This means that you decide for yourself after the counselling whether you want to leave voluntarily or not.

The counselling is primarily intended for people in the district of Rastatt who are thinking about returning to their home country. This could be, for example

- People without permanent residence in Germany (e.g. tolerated persons)
- People who have applied for asylum but have not yet received a decision
- People with a temporary residence permit for humanitarian reasons
- People with a permanent residence permit but who have no money and receive social benefits
- Victims of human trafficking or forced prostitution

## Contact the

### German Red Cross District Association Bühl-Achern e. V.

#### Sophia Steinel

Return and perspective counselling

📍 [Rotkreuzstraße 1, 77815 Bühl](#)

✉ [@sophia.stein@drk-buehl-achern.de](mailto:@sophia.stein@drk-buehl-achern.de)

☎ [072239877536](tel:072239877536) / [015173060940](tel:015173060940)

## Pastoral care

Pastoral care means the personal spiritual accompaniment and support of a person in particular life crises.

Pastoral care means that someone is there for you when you are very unwell, sad or desperate. The people who work in pastoral care listen to you and try to help you. They can talk to you about anything that is bothering you - including about God or about faith, if you wish.

You can call them or even write to them in chat if you prefer.

### Telephone counselling (also chat counselling):

☎ [08001110111](tel:08001110111)

☎ [08001110222](tel:08001110222)

☎ [116123](tel:116123)

### Number against grief for young people:

☎ [116111](tel:116111)

### Telephone self-help counselling for families:

☎ [022871002425](tel:022871002425) (in German, English, French and Arabic)

🕒 Monday, Tuesday and Wednesday 10am to 12pm and 2pm to 3pm

### Muslim counselling hotline

☎ [030443509821](tel:030443509821)

✉ [@info@mates.de](mailto:@info@mates.de)

## Self-help groups

### What are support groups?

Support groups are self-organised groups of people who have the same problem or illness and want to do something together to make them better.

### What happens in a support group?

- The participants exchange information and exchange ideas. Examples: How do other affected persons deal with the disease or problem in specific situations in everyday life? What information is available about specific diseases or problems?
- The participants support and help each other.

💡 Self-help groups are not a substitute for medicine or therapy. But they are a very good and important addition. Things said in support groups are kept confidential. Everything is voluntary, nobody is forced.

There is a contact point / information point for self-help at the health department in the district office of Rastatt, which is responsible for the district of Rastatt and the city district of Baden-Baden. More generally, the Contact Point is committed to health promotion in the form of self-help-friendly framework conditions. It provides information on whether there is a suitable self-help group locally for a particular clinical picture.

### Contact point and information centre for self-help in the district of Rastatt and the city of Baden-Baden

Rastatt District Office

📍 [Am Schlossplatz 5, 76437 Rastatt](#)

☎ [072223812375](tel:072223812375)

@ [n.komm@landkreis-rastatt.de](mailto:n.komm@landkreis-rastatt.de)

### Which groups are there?

[Here](#) you can find out more about the self-help groups in the district of Rastatt.

### How do you find the groups?

- [Psychosocial groups](#)
- [Addiction groups](#)
- [Chronic diseases](#)
- [Family self-help](#)
- [Hospice / Bereavement groups](#)
- [Sports groups](#)