

## Table of Contents

<b>Advice and Assistance</b>	<b>2</b>
General social counselling	2
Anti-discrimination centre	2
Asylum counselling	3
Counselling in cases of violence against women	4
Advice on care	6
Pregnancy counselling	7
Counselling for sexualised violence in childhood and adolescence	8
Counselling for sexually transmitted diseases	8
Counselling for victims of human trafficking	9
Counselling for women in prostitution and sex work	10
Counselling for senior citizens	11
Counselling and help with addiction	11
Counselling centre for forced marriage	12
Women's and child protection centre	13
FGM/C (Female Genital Mutilation and Cutting) - central contact point	14
Integration management (social counselling for refugees in follow-up accommodation)	14
Youth migration service	15
Migration counselling for adult immigrants (aged 27 and over)	15
Psychological counselling, trauma and acute crises	17
Return counselling	18
Pastoral care	19
Self-help groups	20

## Advice and Assistance

### General social counselling

The **general social counselling** service is a place where people can get help if they are unwell or have problems. Counselling is free and confidential. All people receive help regardless of where they come from, how old they are or what they believe in.

The **general social counselling** service helps with these issues, for example:

- Filling out forms: Help with important applications and understanding letters from public authorities
- Help in difficult times: with unemployment, debt or when people lose their home
- Social law issues: for example, health insurance, care or pensions
- Psychosocial support: to help people feel better and more stable.


In the district of Rastatt, help is available from **Caritas** and **Diakonie**. They offer general social counselling.

#### **Caritas Association for the District of Rastatt e.V.**

General social counselling for **Rastatt and the district**

Carl-Friedrich-Straße 10

76437 Rastatt

 [+49 7222 775-500](tel:+497222775500)

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


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

#### **Caritas Association for the District of Rastatt e.V.**

General social counselling in **Bühl**

Mühlenstrasse 12

77815 Bühl

 [+49 7222 775-472](tel:+497222775472)


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

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

#### **Diakonie Baden-Baden, Rastatt, Bühl**

Werderstr. 6

76437 Rastatt

 [+49 7222 502770](tel:+497222502770)

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

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

### Anti-discrimination centre

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

The anti-discrimination centre will help you if you have been treated unfairly because of


- age
- gender
- ethnic origin
- religion
- sexual orientation
- disability

If you are discriminated against at work, when looking for accommodation, at school or in everyday life, you can go to the Anti-Discrimination Office. We are also happy to help you in other areas of life


Anyone affected by discrimination can contact the Anti-Discrimination Agency.

### Contact

 [Anti-Discrimination Office](#)

 [Moltkestraße 20, 76133 Karlsruhe](#)

 [@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 campaigns 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)




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### 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

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### Working Group Asylum e.V.

Arbeitskreis Asyl e.V. in Baden-Baden offers personal counselling. Appointments can be arranged with Ludwig Herfs via WhatsApp or by telephone.

 +49 152 28944 755  
 [bb.akasyl@online.de](mailto:bb.akasyl@online.de)  
 <https://www.akasyl-bad.de>

**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).

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#### **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

You are in need of care if you have needed help in everyday life for at least 6 months. This includes assistance with care and household chores. In order to receive money from the long-term care insurance fund, you must be insured with a health insurance company. If you have statutory health insurance, you are automatically covered by social long-term care insurance.

The following areas are checked to determine the level of care:

- **Mobility:** How well can the person move, stand up, lie down, get dressed, undress, walk, stand or climb stairs?
- **Thinking and communication:** Can the person recognise other people, orientate themselves, speak and understand, manage their everyday life themselves?
- **Behaviour and psychological problems:** Does the person have anxiety, aggression or is restless at night?
- **Self-care:** Can the person wash themselves, eat, drink or use the toilet?
- **Dealing with illness:** Can the person take their own medication, measure their blood sugar or go to the doctor alone?
- **Everyday life and social contacts:** Can the person organise their daily routine and have contact with other people?

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

## Contact

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

### **Pflegestützpunkt Rastatt**


 [Am Schlossplatz 5, 76437 Rastatt](#)


 [072223812451 \(secretariat\)](tel:072223812451)

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

### **Teilpflegestützpunkt Gaggenau**

in Gaggenau town hall, room 3

 [Hauptstraße 71, 76571 Gaggenau](#)

 [072223812424](tel:072223812424)

### **Teilpflegestützpunkt Bühl**

 [Bühlertalstraße 11, 77815 Bühl](#)

 [072239357130](tel:072239357130)

### **Please make an appointment!**

Further information, interesting links and flyers can be found [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 victims of human trafficking

The **Oase counselling centre** supports women who have been victims of human trafficking and sexual exploitation. Women who have experienced violence during their flight also receive help at the advice centre.

The staff offer them a safe environment in which they can talk about their experiences without being judged. The work is based on respect and appreciation for every person who seeks help. The counselling centre focuses particularly on women who come from third countries and are often in difficult situations due to their experiences.

Counselling centre oase

Kaiserstr. 63 - 76131 Karlsruhe

 Tel. 0721 821 027 30

 <https://www.thejusticeproject.de/beratungsstelle-...>

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**Freija - Aktiv gegen Menschenhandel** is a centre that helps people affected by human trafficking and sexual exploitation.

The staff listen and help free of charge. Everything remains confidential if the person wishes. They also help people to understand their own rights and find support, for example from lawyers or in matters relating to residence law.

**Freija** is there for people from all countries - whether girls, women or other genders.

[Flyer on the services offered by Freija.](#)

### Freija Freiburg

Dreisamstr. 3-5

79098 Freiburg i.Br.


 0761 205741-220

 [@freija.freiburg@diakonie.ekiba.de](mailto:freija.freiburg@diakonie.ekiba.de)

### Freija Kehl

Marktstr. 3

77694 Kehl

 0 78 51 / 70 86 620

 [@freija@diakonie-ortenau.de](mailto:freija@diakonie-ortenau.de)

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The **Women's Information Centre FiZ** is an advice centre for migrant women, refugee women, victims of human trafficking and victims of labour exploitation.

The counsellors listen, advise and support them. The help does not cost any money. Counselling is provided in German, English, Spanish, Russian, Romanian and Thai. Interpreters are available for other languages

Counselling takes place by appointment.

### **FiZ counselling team**

Moserstrasse 10

70182 Stuttgart

☎0711 23941-24

✉[fiz@vij-wuerttemberg.de](mailto:fiz@vij-wuerttemberg.de)

## **Counselling for women in prostitution and sex work**

### **Mariposa counselling centre in Karlsruhe**

Mariposa helps people who work or have worked in prostitution or sex work in Karlsruhe and the surrounding area. Everyone is treated with respect regardless of origin, religion, gender or sexual orientation.

### **Online counselling**

People who need help can ask anonymous questions via the Internet. They can speak to employees via chat, video or e-mail. On the Mariposa website you can find out when you can make an appointment for a counselling session.

### **Mariposa women's café**

People can meet at the women's café on certain days. It is a place where you can relax, talk to others or get help. There are also tips on important topics such as health or support with problems.

### **Mariposa advice centre**

Kaiserstr. 63

76131 Karlsruhe

☎0721 669 977 33

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

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**Freija - Aktiv gegen Menschenhandel** is a centre that helps people affected by human trafficking and sexual exploitation.

The staff listen and help free of charge. Everything remains confidential if the person wishes. They also help people to understand their own rights and find support, for example from lawyers or in matters relating to residence law.

Freija is there for people from all countries - whether girls, women or other genders.

[Flyer on the services offered by Freija](#)

### **Freija Freiburg**

Dreisamstr. 3-5

79098 Freiburg i.Br.

☎0761 205741-220

[@freija.freiburg@diakonie.ekiba.de](mailto:@freija.freiburg@diakonie.ekiba.de)

### **Freija Kehl**

Marktstr. 3

77694 Kehl

☎ 0 78 51 / 70 86 620

[@freija@diakonie-ortenau.de](mailto:@freija@diakonie-ortenau.de)

## **Counselling for senior citizens**

Older people and their relatives often ask themselves how they should live and live in old age and what help they can make use of.

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

### **Mrs A. Frischkorn**

📍 [Lyzeumstr. 23, 76437 Rastatt](#)

☎ [072223812410](tel:072223812410)

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

### **Mrs C. Machauer**

📍 [Lyzeumstr. 23, 76437 Rastatt](#)

☎ [072223814211](tel:072223814211)

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

Social Planning will provide you with a [guide to](#) answer your questions.

Further information is available [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>

### **"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)

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

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## Youth Welfare Office District of Rastatt/ 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 can 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)

### Integration management (social counselling for refugees in follow-up accommodation)

If you are a refugee living in private accommodation or in municipal accommodation, you can contact Integration Management.

Here you can get support with many issues, for example

- when applying for [social benefits](#), [residence permits](#)
- with support in everyday life (for example, explaining letters)
- in personal and family matters
- with contacts to [authorities](#)

- with other questions

A personalised plan can be drawn up to support your integration in Germany.

## Contact us

Do you need help or support? Give us a call and make an appointment. You can find the contact details here:

 [www.integration-landkreis-rastatt.de/kontakte/int...](http://www.integration-landkreis-rastatt.de/kontakte/int...)

## Important: Always make an appointment!

### 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](https://www.google.com/maps/place/Carl-Friedrich-Stra%C3%9Fe+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
- have been in Germany for no longer than 3 years.

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](#)

 [07222502770](tel:07222502770)

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

### Deutsches Rotes Kreuz

 [Rotkreuzstraße 1, 77815 Bühl](#)

 [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 from the counselling centres. There are also clinics and hospitals where you can receive treatment.

## Social psychiatric service

The services are for adults with mental illness and their carers. They are free of charge and confidential.

## Sozialpsychiatrischer Dienst Rastatt

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

[+497222783710](tel:+497222783710)

<https://www.caritas.de/adressen/caritasverband-fu...>

## Psychological counselling centres for parents, children and adolescents

Counselling is aimed at parents, children, adolescents and young adults up to and including the age of 26 in all matters relating to parenting, child development or stressful situations.

Counselling is free of charge and confidential.

Children and young people have the right to make independent use of the counselling centres.

## Psychologische Beratungsstelle Rastatt

[Am Schlossplatz 5, 76437 Rastatt](#)

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

[+4972223812258](tel:+4972223812258)

## Psychologische Beratungsstelle Bühl

[Robert-Koch-Straße 8, 77815 Bühl](#)

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

[+4972223812254](tel:+4972223812254)

## Psychologische Beratungsstelle Gaggenau

[Hauptstraße 36b, 76571 Gaggenau](#)

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

[+4972223812255](tel:+4972223812255)

Further information, information flyers and interesting links can be found [here](#).

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


You can seek counselling for these problems and conflicts:

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

## Psychologische Beratungsstellen für Ehe-, Familien- und Lebensfragen

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

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

 [+49722122000](tel:+49722122000)

 <https://www.efl-baden-baden.de/>

 Telephone hours: Monday, Thursday and Friday: 09:00 to 12:00; Tuesday: 14:00 to 17:00

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

The cost contribution is based on your financial circumstances.

## Victim and trauma outpatient clinic Karlsruhe/Baden

 [072166982089](tel:072166982089)


Monday to Friday 11:00 to 15:00

 [www.hilfe-fuer-opfer.de](http://www.hilfe-fuer-opfer.de)

## 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
- 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


 Friedolin-Stiegler-Str. 11, 77815 Bühl

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


 [+49 \(0\) 72239877536](tel:+49072239877536) / [+49 \(0\) 15173060940](tel:+49015173060940)

#### Eveline Seifermann

Return and perspective counselling

 [Friedolin-Stiegler-Str. 11, 77815 Bühl](#)

 [eveline.seifermann@drk-buehl-achern.de](mailto:eveline.seifermann@drk-buehl-achern.de)

 [07223 9877-403](tel:072239877403) / [01515 4446494](tel:015154446494)


## 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@mut.es.de](mailto:info@mut.es.de)

## Self-help groups

### What are self-help groups?

Self-help groups are groups of people who have the same problem or illness and want to do something together to get better.

### What happens in a self-help group?

- The participants exchange ideas and information. Examples: How do other sufferers deal with the illness or problem in certain situations in everyday life? What information is available on certain illnesses or problems?
- The participants help each other.

💡 Self-help groups are no substitute for medicine or therapy. But they are a very good and important supplement. What is said in the self-help groups is confidential. Everything is voluntary, nobody is forced.

There is a contact centre for self-help in the Rastatt district office that can help you find a self-help group. The contact centre serves the district of Rastatt and the city of Baden-Baden. If you are looking for a self-help group for a specific illness, you can enquire there.

### Contact 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 to find the groups?

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