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Advice and Assistance

What is a counselling centre?

You can go to a counselling centre if you have questions or problems. There you will get professional support and advice from trained staff.

These centres provide free advice. The staff members are bound by professional secrecy. This means that they are not allowed to pass on any information if you do not want them to. Often counselling is also possible anonymously. This means you do not have to say your name.

You can ask if the staff speak another language besides German and English. You can also bring someone yourself who can translate. In some cases, the state also pays for a translator or interpreter. Ask at the counselling centre.

In some counselling centres you need to make an appointment for counselling. You can do this beforehand by telephone.

If you don't immediately find the right counselling centre, ask! The counselling centres usually know each other and can send you to the right address.

Migration Counselling Centres for Adult Immigrants (27 Years and Older)

Migration counselling supports all people with a migration background older than 27 years who have a permanent residence title for Germany, or a freedom of movement permit or a right to stay (keyword: recognised refugees). These centres provide free advice. There is help, support, information and education available on the following topics:

- Government offices, for example, explanation of decisions/procedures
- Topics specific to foreigners such as right to residence and work permit
- Financial support, help with applications
- Integration courses/language courses (German)
- Recognition of foreign school-leaving qualifications/study qualifications (orientation counselling/initial counselling)
- Education systems and social security systems (information and education)
- Living and working in Germany
- Child reunification, spouse reunification, family reunification

💡 There is a separate counselling service for adolescents and young adults between the ages of 12 and 27: the [youth migration services](#).

Migration counselling for adult immigrants at Diakonisches Werk

📍 [Marie-Curie-Straße 1, 63457 Hanau](#)

✉️ [@kontakt.dwh@ekkw.de](mailto:kontakt.dwh@ekkw.de)

+49 (0) 61819234035

<https://diakonie-hanau.de/unsere-angebote/fluecht...>

Office hours: Wednesday 9.00 - 12.00 and by appointment

Migration counselling for adult immigrants at the Caritas Association

Dechant-Diel-Haus

[Im Bangert 4, 63450 Hanau](#)

@sekretariat@caritas-mkk.de

+49 (0) 6181923350

<https://www.caritas-mkk.de/hilfe-beratung/beratun...>

Office hours: Monday and Wednesday 9.00 - 11.00 a.m. and by appointment

Jugendmigrationsdienste

The Migration Services for Young People (JMD) help young people aged 12 to 27 who have recently arrived in Germany. They help you to settle in Germany as quickly as possible and support you with the following topics:

- Questions about general orientation
- School, training, career
- Personal questions
- Financial and legal matters

Counselling is free of charge and confidential. Please make an appointment in advance.

Migration counselling for young people with a migration background at the Caritas Association

[Im Bangert 4, 63450 Hanau](#)

@sekretariat@caritas-mkk.de


+49 (0) 6181923350

<https://www.caritas-mkk.de/hilfe-beratung/beratun...>


Dechant-Diel-Haus

Hanau Youth Migration Service


Internationaler Bund

 [Marktstraße 3, 63450 Hanau](#)

 [@jmd-hanau@ib.de](mailto:jmd-hanau@ib.de)

 [061819230821](tel:061819230821)

 <https://www.jugendmigrationsdienste.de/jmd/hanau>

 Consultation hours: daily 8.00 - 18.00 and by appointment

Where can I get help?


In many neighbourhoods, there are groups that work for you without pay. The volunteers can help you to orientate yourself in your surroundings, take part in leisure activities and sports and learn your first German. If you have questions about daily life, you can ask the volunteers. For example, if you don't understand a letter in German or if you want to know where to find affordable shopping and sports facilities or how bus travel works. The volunteers can also help you with questions about a bank account. Many help groups also help you to learn German.

In Maintal, you can get help at various places:

for refugees:

City of Maintal - Asylum Service

Fachdienst Asyl der Stadt Maintal - Büro Neckarstraße

 [Neckarstraße 11, 63477 Maintal](#)

 [@asyl@maintal.de](mailto:asyl@maintal.de)

 <https://www.maintal.de/seite/415629/flucht-asyl.h...>

 Office hours:

Monday, 8.00 - 12.00 hrs

Wednesday 8.00 - 12.00 and 13.00 - 16.00


Friday 8.00 - 12.00

and by appointment

Working Group Asylum - Diversity in Maintal e.V.

 [Klingstraße 4, 63477 Maintal](#)

 [@asyl-maintal@t-online.de](mailto:asyl-maintal@t-online.de)

 [+49 61817018631](tel:+4961817018631)

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

 Office hours:

Saturday from 13:00 to 16:00

and by appointment


for all:

Bischofsheim NeighbourhoodCentre

Stadtteilzentrum Bischofsheim

 [Dörnigheimer Weg 25, 63477 Maintal](#)

 info@stadtteilzentrum-bischofsheim.de

 [+49 6109698280](tel:+496109698280)

 <https://stadtteilzentrum-bischofsheim.de/>

 Office hours:

Tuesday from 9.00 to 11.00 a.m

Wednesday from 13:30 to 17:00


Thursday from 3pm to 6pm

City of Maintal - Civic representative

Bürgerschaftliche Beauftragte

 [Klosterhofstraße 4-6, 63477 Maintal](#)

 bb@maintal.de

 [+49 6181400354](tel:+496181400354)

 <https://www.maintal.de/buergerschaftliche-beauftra...>

Many [religious communities](#) also like to help and have volunteers who get involved.

Online advice



mbeon - Multilingual consulting via chat

There are many local counseling centers in Germany. If the counseling center is closed or far from home, digital chat counseling can help.

Finding information online and getting advice via chat is easy with mbeon.

mbeon enables consulting via chat. All counselors are qualified professionals of the Migration Counseling for Adult Immigrants (MBE). They are guaranteed to respond within 48 hours and help with any questions or problems that life in the new environment may bring. The consultation is anonymous, data secure and free of charge.

The app also contains extensive information on topics such as work and career, health, learning German, housing, family and residence. In addition, mbeon arranges contact with migration counseling centers as well as other important points of contact.


The app is available in German, English, Russian and Arabic. You can receive the consultation in more than 19 different languages.


The app has many advantages:

- The app is flexible. It can be used anywhere and anytime.
- The consultation will be in your native language.
- The app is data secure. Documents can be sent quickly and securely.
- The app and consultation are free of charge.
- The consultation is anonymous.

The free app can be downloaded from the Google Play Store and the AppStore.

 [mbeon in Google Play Store](#)

 [mbeon in the AppStore](#)

 Further information is available on the [multilingual website](#) and [Facebook page](#).

Asylum Service - City of Maintal

In order to give refugees in Maintal a chance to participate in social life and to provide access to health care, education, housing and work, the team of the Asylum Service exists in Maintal.

The main tasks include:


- Social pedagogical support for the refugees
- Supporting integration, for example, by arranging language courses, training and further education opportunities
- Accompaniment and help with all questions of daily life, for example in the health sector
- Initialisation and organisation of projects and events
- Mediation and arbitration in conflict situations
- Cooperation with the Main-Kinzig district and other authorities
- Accommodation of asylum seekers assigned to Maintal and supervision of the city's own communal accommodations
- Close cooperation with network partners, for example the asylum working group, schools and educational institutions, Bürgerhilfe Maintal, Welle and the Landessportbund (state sports

association)

- Help in the search for adequate housing

City of Maintal - Asylum Service

Fachdienst Asyl der Stadt Maintal - Büro Neckarstraße

 [Neckarstraße 11, 63477 Maintal](#)

 [@asyl@maintal.de](mailto:asyl@maintal.de)

 <https://www.maintal.de/seite/415629/flucht-asyl.h...>

 Office hours:

Monday, 8.00 - 12.00 hrs

Wednesday 8.00 - 12.00 and 13.00 - 16.00

Friday 8.00 - 12.00

and by appointment

Asylum working group

The **working group Asyl - Vielfalt in Maintal e.V. (Asylum - Diversity in Maintal)** is committed to helping refugees in Maintal and supports them in all questions of everyday life. The members work on a voluntary basis and receive no money for it. They do it in their spare time.

To this end, it offers many activities and events in the meeting house at Klingstraße 4:


- Counselling every Saturday from 13.00
- A meeting café Saturday from 15.00 - 18.00 hrs
- Language courses
- Work in the garden
- Yoga
- Music for mice
- Language courses in mother tongues for children
- Books and games rental
- Depot Children's Clothing and Toys
- Exhibitions and events

Further information at www.ak-asyl-maintal.de or on [Facebook](#)


Working Group Asylum - Diversity in Maintal e.V.

 [Klingstraße 4, 63477 Maintal](#)

 [@asyl-maintal@t-online.de](mailto:asyl-maintal@t-online.de)

 [+49 \(0\) 61817018631](tel:+49(0)61817018631)

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

 Office hours:
 Saturday from 13:00 to 16:00
 and by appointment

Become a member

Become a member of AK Asyl - Vielfalt in Maintal e.V. and support the work.

Social counselling Maintal

The **social counselling service of the town of Maintal** is a service for people in acute personal and social emergencies.

Perhaps you have already experienced situations that you were unable to resolve on your own. There are always situations in which things seem to get stuck. Problems often cannot be solved alone. This can be the case with

- Unemployment
- financial difficulties
- personal crises
- family crises
- problems with the authorities.

Then someone from outside can help you. This is where social counselling can help you.

It provides support if you

- need social benefits
- have problems with the authorities
- need help
- have personal difficulties
- would like a confidential discussion


Counselling is free of charge and confidential. The contents of the counselling session will not be passed on to other people without your consent.

City of Maintal


Bürgerschaftliche Beauftragte

 [Klosterhofstraße 4-6, 63477 Maintal](#)

 [@bb@maintal.de](mailto:bb@maintal.de)

 [+49 6181400354](tel:+496181400354)

 <https://www.maintal.de/buergerschaftliche-beauftra...>

 Appointments can be made in writing or by telephone in all parts of the city.

Welcome Centre Hesse

Start your career in Hessen!

Information and support for international employees, specialists and managers, trainees and students.

Are you new to Hessen? Then you probably have many questions about living and working in your new home. For example:

- German courses in your area
- Job search
- Support with visa matters
- Preparing your application documents (CV, cover letter)
- Preparation for a job interview?

Then you've come to the right place!


We also offer workshops on various topics related to the application process in Germany.

We are happy to help - free of charge and in German, English, Spanish and Kiswahili.

We are also happy to advise Hessian companies, businesses and administrations. We help to employ international workers, specialists and managers.

Contact us by e-mail or telephone to arrange an appointment.

We will be happy to advise you in person, by video, by telephone or by e-mail.

 [Fischerfeldstraße 10-12, 60311 Frankfurt](#)

 [@info@welcomecenterhessen.com](mailto:info@welcomecenterhessen.com)

 [+49 \(0\) 8006665788](tel:+49(0)8006665788)

 [+49 \(0\) 6997172122](tel:+49(0)6997172122)

 <https://www.work-in-hessen.de/welcomecenter-hesse...>

We look forward to your enquiry!

Your WELCOMECENTER Hessen



Counselling for senior citizens


A new phase in life also brings challenges. Your everyday life may have to change as you get older or you may need support from other people. Change can often be unsettling. That's why you'll find a sympathetic ear in Maintal at the senior citizens' office.

City of Maintal - Senior counselling

Senior*innenberatung

 [Klosterhofstraße 4-6, 63477 Maintal](#)

 [@seniorenberatung@maintal.de](mailto:seniorenberatung@maintal.de)

 [+49 \(0\) 6181400365](tel:+4906181400365)


 <https://www.maintal.de/seite/210165/senior-innenb...>

The senior counselling service offers various services:


Home care for people with and without dementia

 [Care at home for senior citizens](#)

Care groups for senior citizens

 [Care groups](#)

Housing counselling for seniors

 [Housing counselling](#)

You can find lots of interesting information in the Main-Kinzig district's guide to [living in old age](#). There you will also find, for example, a list of outpatient care services in Maintal and the surrounding area.

Living in old age

If you can no longer live alone in your own home, there are various options available. People who only need a little support in everyday life can move into assisted living. If you can no longer live alone, a care home may be right for you.


There are three **residential centres for senior citizens** in Maintal:

- DRK Senior Citizens' Centre Maintal-Bischofsheim
- DRK Senior Citizens' Centre Maintal-Dörnigheim
- DRK Senior Citizens' Centre Maintal-Hochstad

Living and care in old age in Maintal gGmbH

 [Am Frauenstück 3, 63477 Maintal](#)

 [@info@seniorenzentren-maintal.de](mailto:info@seniorenzentren-maintal.de)

 [+49 \(0\) 61096063](tel:+49061096063)

 <https://www.seniorenzentren-maintal.de/>

Consumer Advice Centre


The consumer advice centre is an independent organisation that stands up for citizens (consumers) and helps you with problems with companies.

The consumer advice centre informs and supports consumers in the area of private consumption. Here, consumers get up-to-date and reliable information and independent advice on topics such as money, insurance, food, environment, health and care, energy, travel and contracts.

Counselling is subject to a fee! You can see what counselling costs in Hesse [here](#).

Information from the consumer advice centre on various topics for migrants is available in several languages [here](#).

Consumer Advice Centre Hessen - Advice Centre Frankfurt

 [Große Friedberger Straße 13-17, 60313 Frankfurt am Main](#)

 [@vhz@verbraucherzentrale-hessen.de](mailto:vhz@verbraucherzentrale-hessen.de)


 [069972010900](tel:069972010900)

 <https://www.verbraucherzentrale-hessen.de/beratun...>

 Office hours:

Monday - Thursday 10.00 - 18.00h

Friday 10.00 - 14.00

 The consumer advice centre does not give advice on asylum and labour law.

Help for girls and women

Domestic violence is violence between adults who live together or have lived together. It can occur in partnerships or between related persons and can take place once or permanently. Mostly women are affected by it; about every fourth woman in Germany has experienced violence from her (ex-)partner at some point in her life. This is independent of origin, profession and age. Domestic violence and what can be done about it is explained by the [Marburg Women's Shelter](#) in Arabic, Dari/Farsi, Turkish, Somali, English, Kurdish and French.

Sexualised violence as a form of domestic violence is when a person is forced to have sex or is sexually harassed.

In an emergency, always dial  110 !

Women's shelter

A women's shelter offers women and their children protection and refuge in case of violence by their partner or other family members. You can call at any time, even at night! A staff member will arrange a meeting point with you. The address of the women's shelter is not disclosed for


your protection.

Counselling Centre for Domestic Violence Hanau and Women's Shelter Hanau

Frauen helfen Frauen e.V. (Women Helping Women)

 [Eberhardstraße 3, 63450 Hanau](#)

 [@frauenhaus-hanau@t-online.de](mailto:frauenhaus-hanau@t-online.de)

 [+49 \(0\) 618112575](tel:+49(0)618112575)

 <http://www.frauenhaus-hanau.de>


 Office hours:

Monday - Friday 9.30 a.m. - 12.00 p.m

Lawine e.V. - Counselling, therapy, prevention of sexual violence

 [Chemnitzer Straße 20, 63452 Hanau](#)

 [@mail@lawine-ev.de](mailto:mail@lawine-ev.de)

 [06181256602](tel:06181256602)

 <https://www.lawine-ev.de/>

 Office hours by telephone:

Monday 14.00 - 16.00

Tuesday and Thursday 10.00 - 12.00 hrs

 Advice is also provided via video chat

Help hotline

The "Gewalt gegen Frauen" (Violence against women) helpline provides counselling for affected women everywhere in Germany. It provides information and, if needed, can put you in contact with suitable support organisations in your area. The (female) counsellors on this helpline provide advice for all forms of violence against women. Online counselling is also available on the website. All conversations are confidential and can be anonymous if you wish. You will not be asked to provide any personal information, and any information you share will not be recorded. This applies to both the telephone helpline and the website. Counselling is available in many languages with the help of interpreters. If you have a hearing impairment, you can request an interpreter (free of cost) through the website. The conversation with the help line staff is translated into German sign language or written language.

Relatives, friends and professionals also receive counselling anonymously and free of charge.

 [0800116016](tel:0800116016)

 www.hilfetelefon.de

Advice in 18 languages around the clock.

Addiction counselling

An addiction is a disease. People can be addicted to drugs, alcohol or medication. Gambling, the internet or computer games can also be addictive. Often there are problems in the family, with money, at work or with the police. It is difficult to distinguish between what is still normal and when someone is dependent.


If you or a family member or friend is addicted or you have questions about the topic, you can go to addiction counselling. You can get help there, also when it comes to illegal drugs. There is a duty of confidentiality, and the police are not informed either. Counselling is free of charge, anonymous if desired.

Information on alcohol and other drugs: [English](#), [Arabic](#), [Farsi](#), [French](#), [Pashto](#), [Bulgarian](#), [Polish](#), [Romanian](#), [Russian](#)

Outreach addiction counselling

 [Ascher Straße 62, 63477 Maintal](#)

 [@maintal@jj-ev.de](mailto:maintal@jj-ev.de)

 [06181492677](tel:06181492677)

 <https://maintal.jj-ev.de/>

Debt Counselling Service


You have money problems? Is your account overdrawn and the bank won't pay out any more money? Debt collectors demand money and high fees from you? You can no longer pay the rent, the electricity or your instalments? Is the bailiff at the door? The debt counselling service provides advice and information on these and many other questions. There are many reasons: Unemployment, illness, separation. Get help, just because you don't open the bills, they don't go away. The advice is free and confidential.

Diakonie debt counselling

Debt counselling service

 [Marie-Curie-Straße 1, 63457 Hanau](#)

 [@kontakt.dwh@ekkw.de](mailto:kontakt.dwh@ekkw.de)

 [06181923400](tel:06181923400)

 <https://diakonie-hanau.de/beratung/schuldnerberat...>

Educational counselling and family counselling

If you have problems with your child or in the family, there is help. Help can be, for example, a telephone number, a one-time personal conversation, a referral to specialists or assistance over a longer period of time.

These offices can help with any questions about family life. The help is there for parents, children, siblings, grandparents.

Family counselling and educational counselling centres

The family counselling centres and educational guidance centres provide counselling:


- to parents with questions about the development and raising of their children
- to parents with questions about partnership issues and about separation and divorce
- to families with internal conflicts
- Adolescents and young adults with self-esteem problems, fears, conflicts in the family
- Adolescents and young adults with problems at school, in training and with peers
- to women, men, adolescents and children in the event of terrible experiences such as physical abuse, mental violence, sexual abuse or neglect
- in financial emergency situations and mediation of economic assistance
- always inclusive and working closely with facilities for people with disabilities
- some advise and accompany adolescents, young adults and their parents in criminal proceedings

Mobile counselling wave


Mobile Beratung Welle

 [Hasengasse 28a, 63477 Maintal](#)

 [@beratungsstelle@welle-maintal.de](mailto:beratungsstelle@welle-maintal.de)

 [+49 \(0\) 6181497490](tel:+49(0)6181497490)

 <https://welle.website/fachbereiche/mobile-beratun...>

 Office hours by telephone:

Monday 10.00 - 12.00

Wednesday 14.00 - 16.00

Friday 10.00 - 12.00

ask family counselling

ask Familienberatung

 [Am Pedro-Jung-Park 11, 63450 Hanau](#)

[@info@ask-familienberatung.de](mailto:info@ask-familienberatung.de)

[+49 \(0\) 618127066620](tel:+49(0)618127066620)

<https://ask-hessen.de/unser-angebot/familienberat...>

 Office hours:

Monday to Thursday 9.00 - 16.00


Friday 9.00 - 13.00

Free legal advice on migration law and social law

Goethe University Law Clinic

The Goethe University Law Clinic is an institution of the Goethe University Frankfurt that offers free legal advice. The counsellors are specially trained law students.

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


 When? Fridays 10.00 a.m. - 12.00 p.m.


Goethe-Universität Law-Clinic

[Siolistraße 7, 60629 Frankfurt am Main](#)

[@glc@uni-frankfurt.de](mailto:glc@uni-frankfurt.de)

https://www.jura.uni-frankfurt.de/62842079/0_Goet...

 Registration for open consultation hours is not required.


 Please inform the Goethe Uni-Law Clinic one week in advance if you need a translator!

Frankfurt Legal Aid Committee for Foreigners e.V.

The Frankfurter Rechtshilfekomitee für Ausländer e.V. (Frankfurt Legal Aid Committee for Foreigners) advises people from other countries who have got into difficulties in the following areas of law:

- Migration law
- Asylum law
- Social law

You can find more information about the Frankfurter Rechtshilfekomitee für Ausländer e.V. [here](#).

 Tuesday 18.00 - 20.00

Frankfurter Rechtshilfekomitee für Ausländer e.V.

[Beethovenplatz 11, 60325 Frankfurt](#)

[+49 \(0\) 6947862120](tel:+49(0)6947862120)

<http://www.rechtshilfekomitee.de>

Counselling and support for pregnant women and families with young children



- for questions about pregnancy, birth and parenthood
- problems and worries
- for questions about everyday life
- in applying for parental and child benefits
- with financial problems by arranging subsidies and financial aid

SKF consultation hours **every Wednesday**

[Family Centre Ludwig-Uhland- Straße 15, 63477 Maintal](#)

Appointments by arrangement.

Sozialdienst Katholischer Frauen

[Friedrichstraße 12, 63450 Hanau](#)

[@info@skf-hanau.de](mailto:info@skf-hanau.de)

[+49 \(0\) 6181364500](tel:+49(0)6181364500)

<http://www.skf-hanau.de>

DRK Suchdienst

GRC Tracing Service - Support in the search for relatives

The Tracing Service is a service provided by the German Red Cross. It helps people to find their relatives if they have been separated from them. This may have happened as a result of armed conflict, flight, migration or disaster. Our aim is to find their relatives and re-establish contact. The families should be reunited.

The support is free of charge. Help and information is available on the following topics:

Search: We will help you if you are looking for someone you have lost while fleeing or in an armed conflict.

Investigation of cases from the Second World War to the present day. This also includes ethnic German repatriates.

Connection: We arrange messages and video calls between prisoners in war and conflict zones and their relatives.


Reunification: We advise you on family reunification during the asylum procedure and if you are a recognised beneficiary of protection in Germany.

Further information can be found on our [website](#).

DRK Suchdienst

 [Sophie-Scholl-Platz 2, 63452 Hanau](#)

 [@annika.fuchs@drk-hanau.de](mailto:annika.fuchs@drk-hanau.de)

 [+49 \(0\) 15121656548](tel:+49(0)15121656548)

 <https://www.drk-hanau.de/start/angebote/fluechtl...>