

## Table of Contents

<b>Advice &amp; Help</b>	<b>2</b>
Migration counselling for adults (aged 27 and over)	2
Counselling for new immigrants from Southeast Europe	2
Counselling for young migrants (12 to 27 years) - JMD	4
Counselling for international professionals	4
Counselling for refugees	7
Advice centres for jobseekers	9
Employment agency & job centre	9
Support for families with children	10
Baby equipment	10
Child benefit	11
Child supplement	12
Parental allowance	13
Education and Participation Package (BuT; Bildungs- und Teilhabepaket)	14
Family Pass / State Family Pass	15
Help in cases of domestic violence	16
Offers for LGBTIQ*	17
Advice from the consumer advice centre	19

## Advice & Help

### Migration counselling for adults (aged 27 and over)

Counselling is available to all migrants in Mannheim who are older than 27. The counselling is free of charge.

The counselling service offers help with these topics:

- German courses and integration courses
- Support with school and vocational qualifications
- Kindergarten, school, career, training
- Help with social emergencies
- Residence, naturalisation
- Work and unemployment
- Housing
- Leisure and socialising
- Opportunities to get involved as a volunteer

Here you will find a list of offers for people who are new to Mannheim: [Flyer MBE JMD Stand February 2025.pdf](#)

### Counselling for new immigrants from Southeast Europe

#### **MOVE ON: creating motivation, building trust, providing orientation, building networks in Mannheim:**

"MOVE ON in Mannheim" is an offer for people from the EU who have recently arrived in Mannheim. The counsellors help them with important questions, such as Where can you live? Where can you find work? How does school work here?

There are five centres in the city where you can get support. This makes it easier for newcomers to find their way around Mannheim and settle in more quickly.

#### **1st JUNGBUSCH: AWO, Caritas and Diakonie at the Jungbusch Community Centre**

📍 Jungbuschstr. 19, 68159 Mannheim

**Mrs Veit** Languages: Bulgarian, German

☎ 0176 39269999

@ [ehap-jungbusch@caritas-mannheim.de](mailto:ehap-jungbusch@caritas-mannheim.de)

**Mrs Pomarac** Languages: Romanian, German

☎ 01747272661

@ [ioana.pomarac@diakonie.ekiba.de](mailto:ioana.pomarac@diakonie.ekiba.de)

**Mrs Mete** Languages: Turkish, German

☎ 0151 15238786

@[a.mete@awo-mannheim.de](mailto:a.mete@awo-mannheim.de)

## 2. NECKARSTADT:

### Diakonie and AWO Mannheim

📍 Zeppelinstr. 45 , 68169 Mannheim

**Mrs Valchanova** Languages, Bulgarian, German

☎ 0171 9736646

@[vesselina.valchanova@diakonie.ekiba.de](mailto:vesselina.valchanova@diakonie.ekiba.de)

**Mrs Gerold** Languages: Turkish, German

☎ 0151 63386336

@[k.gerold@awo-mannheim.de](mailto:k.gerold@awo-mannheim.de)

### AWO Mannheim

📍 Murgstr. 3, 69167 Mannheim

**Mrs Draganska** Languages: Bulgarian, German

☎ 0151 14364733 @ [M.Draganska@awo-mannheim.de](mailto:M.Draganska@awo-mannheim.de)

**Mrs Mete** Languages: Turkish, German

☎ 0151 15238786

@[a.mete@awo-mannheim.de](mailto:a.mete@awo-mannheim.de)

## 3 RHEINAU: Diaconia in the Rheinau neighbourhood office

📍 Durlacher Str. 102/1, 68219 Mannheim

**currently not occupied**

## 4. INNENSTADT: Caritas Mannheim in the station mission

📍 Willy-Brandt-Platz 17 (main station platform 1), 68161 Mannheim

**currently not occupied**



Gefördert durch:



### Counselling for young migrants (12 to 27 years) - JMD

The **Youth Migration Service** supports young people with a migration background between the ages of 12 and 27. Young people who have immigrated and young people born in Germany whose parents have immigrated are counselled.

#### Services offered:

Counselling in everyday matters and problems, e.g.

- How do I learn a foreign language?
- Which type of school is right for me?
- How do I apply for a job properly?
- What do I need to look out for when dealing with the authorities?
- Accompaniment to authorities if required
- Group programmes (e.g. tutoring at school, learning German, IT courses, job application training)
- Information about leisure activities

You can find a list of contact persons in Mannheim [here](#).

### Counselling for international professionals

### Counselling on recognition and professional qualifications

The advice centres will help you to have your foreign professional qualification recognised in Germany. They also provide information on how you can continue your training.

Counselling topics:

- **Orientation: How you can best utilise your foreign professional qualifications**
- **Counselling on the recognition of qualifications**

The advice centre provides important information:

- How the recognition procedure works
- Which body is responsible for recognition
- Which further training courses help to ensure that a qualification is fully recognised
- Which jobs are possible afterwards
- What funding and financial assistance is available

**Important:**

Personal counselling is only available by appointment.

The counselling is free of charge.

Please bring the following to the counselling session (if available)

- Certificates and diplomas (preferably in German or with translation)
- Curriculum vitae
- Job references
- Letters or notifications from recognition centres

There are also alternatives to recognition:

For example, offers to check your professional knowledge - even if you don't have any certificates for it.

This can show your work experience, for example.

Contact our advice centres via the WebApp: <https://www.iq-webapp.de/anmeldung-bw>

or by e-mail or telephone:

**Interkulturelles Bildungszentrum Mannheim GmbH:**

📍 N4,1, 68161 Mannheim

✉ [@anerkennung@ikubiz.de](mailto:@anerkennung@ikubiz.de)

☎ 0621 400712-13

Monday to Thursday, 10am-12pm and 2pm-4pm

**Welcome Centre Rhine-Neckar**

The Welcome Centre Rhine-Neckar helps companies and people from other countries. It supports anyone who wants to work and live in Mannheim, Heidelberg or the surrounding area.

It particularly helps those who have completed an apprenticeship or degree programme. Counselling is free of charge.

**Offer:**

- **Entry and residence:** What you need to be allowed to live in Germany
- **Finding work:** Help with finding and applying for a job

- **Companies in the region:** Information about companies looking for employees
- **Recognition of qualifications:** Support if you want to practise your profession in Germany
- **Learning German:** Courses to help you speak German better
- **Further training:** Opportunities to learn new things for your job
- **Housing & childcare:** tips for finding accommodation and childcare
- **Leisure:** Ideas for hobbies and fun in the region

## Contact:

### Welcome Centre Rhine-Neckar

Counsellors at the Mannheim location:

☎ [06212934020](tel:06212934020)

@[info@welcomecenter-rn.de](mailto:info@welcomecenter-rn.de)

🌐 <https://www.welcomecenter-rn.de/>

For specific questions, please use the contact form:

🌐 [www.welcomecenter-rn.de/kontakt/](https://www.welcomecenter-rn.de/kontakt/)

### IRC: International Rescue Committee

#### "WIN": Your career start in Germany

The WIN project helps migrants who want to work in Germany. Counselling is available at many locations, including Mannheim.

Prerequisite: German language skills at level B1.

The offer is free of charge and includes, for example

- Regular courses on various topics, for example the application process in Germany
- One-to-one meetings with counsellors (coaching)
- Initial contact with employers in the Mannheim region

Contact: Mrs Grimm

☎ 0176 86669626

@[christina.grimm@rescue.org](mailto:christina.grimm@rescue.org)

### City of Mannheim / Department of Economic Development

#### Advice centre for international skilled workers in the Rhine-Neckar region

Advice centre for qualified employment for international skilled workers in the Rhine-Neckar region

We support international skilled workers with a foreign qualification and B2 language level from the MINT sector (mathematics, computer science, natural sciences, technology) in finding suitable work or qualifications in the Rhine-Neckar region. We help you get started in your

career with personalised coaching and support, also online and free of charge. Register with us at any time!

The advisor works together with the Employment Agency, the Welcome Centre, the Job Centre and companies in the Rhine-Neckar region.

Contact: Mrs Zeljkovic

☎ 0621 2933355

@[marina.zeljkovic@mannheim.de](mailto:marina.zeljkovic@mannheim.de)

Appointments by arrangement.

## **Counselling for refugees**

### **Integration management**

#### **Help for people who have recently arrived in Germany**

Integration management is a service for people who have had to flee their country and are now living in Germany. The employees there are called integration managers. They help refugees to find their feet in Germany - in other words, to settle in well here. This help costs nothing.

#### **What do they do?**

The employees talk to the refugees and see what they need.

They help with questions about everyday life - for example: "Where can I find a flat?", "How can I find work?" or "What can I do in Mannheim?"

They tell people where they can get more help and accompany them there.

They show people how to get to know clubs or groups in Mannheim in order to make new friends.

Important: The integration managers are not lawyers. They are not allowed to give legal advice.

#### **Contacts:**

- Caritas Association Mannheim:

<https://www.caritas-mannheim.de/hilfe-und-beratun...>

- German Red Cross Mannheim:

<https://www.drk-mannheim.de/angebote/migration-un...>

- Diaconal Work Mannheim:

[https://www.diakonie-mannheim.de/fremde.html?ta\\_i...](https://www.diakonie-mannheim.de/fremde.html?ta_i...)

- AWO Workers' Welfare Association:

<https://www.awo-mannheim.de/integrationsmanagemen...>

- Friends of Asylum:

<https://fka-ka.de/integrationsmanagement-mannheim/>

- City of Mannheim, Service Centre for Refugees

<https://www.mannheim.de/de/service-bieten/soziale...>

## **Help with difficult questions about asylum law**

Some refugees have legal questions, for example:

- What happens when I apply for asylum?
- Am I allowed to stay?
- Do I have to leave the country again?

There are people and organisations who are well versed in these questions and can help. The counselling sessions are free of charge and confidential - nobody will find out what is said.

### **Contact:**

Asylcafé

📍 [Mittelstr. 14 68169 Mannheim-Neckarstadt](#)

☎ 0621 1564157 (Monday to Thursday 3 to 6 pm)

🌐 <https://mannheim.asylcafe.de/>

### **Freundeskreis Asyl e.V.**

The Freundeskreis Asyl in Karlsruhe helps people who have fled to Germany. Lawyers who are well versed in the rules and laws for refugees also work there. Counselling is free of charge.

🌐 <https://fka-ka.de/integrationsmanagement-mannheim/>

### **Friends for Strangers e. V.**

The group "Freunde für Fremde" helps people from other countries if they have questions about the law or if they need help with appointments with the authorities.

🌐 <https://freunde-fuer-fremde.de/>

### **Pro Bono**

Pro Bono offers personal counselling sessions for hearings at the Federal Office for Migration and Refugees (BAMF). You can also contact Pro Bono with other matters relating to asylum law.

🌐 <https://probono-heidelberg.de/asylrecht/>



## **Baden-Württemberg Refugee Council**

The Baden-Württemberg Refugee Council is an independent and supra-regional network of local initiatives that work with and for refugees on a voluntary basis. They support local refugee work by providing comprehensive information on the social and legal situation in Baden-Württemberg, refugee policy and the situation in the countries of origin.

 <https://fluechtlingsrat-bw.de/>


## **Advice centres for jobseekers**

### **Employment agency & job centre**

#### **Mannheim Job Centre**

The Mannheim Job Centre is the point of contact for all questions relating to basic income support for jobseekers in accordance with the German Social Security Code II. It offers various advice and support services and helps people to achieve sustainable integration into the labour market.

 [Ifflandstr. 2-6 , 68161 Mannheim](#)

 [0621 17238 333](tel:0621 17238 333)

 [obcente r-mannheim@jobcenter-ge.de](mailto:obcente r-mannheim@jobcenter-ge.de)

 <https://jobcenter-mannheim.de/>

#### **JobBörsen Mannheim - job placement in the city districts**

There are ten job centres in Mannheim. There, all people from Mannheim can get help on the subject of work - in their neighbourhood, i.e. in the vicinity. Specialists arrange suitable jobs between employers and jobseekers. The JobBörsen are placement offices of the Mannheim Job Centre.


 <https://jobcenter-mannheim.de/jobboersen/>

 [Location map and contact persons](#)

#### **Job Centre Young Mannheim**

Young people from Mannheim under the age of 25 can get help at the Jobcentre Junges Mannheim. There are programmes there that are precisely tailored to the skills and strengths of young people. The important thing is: Nobody is forgotten! The aim is for young people to become independent and find work.

 [Hebelstr. 1, 68161 Mannheim](#)

 [0621 17238 555](tel:0621 17238 555)

@[jobcenter-mannheim.team-junges-mannheim@jobcenter...](mailto:jobcenter-mannheim.team-junges-mannheim@jobcenter...)


Monday to Friday from 08:00 to 12:00, appointments by arrangement


## Mannheim Job Centre - Initial application office

Are you over 25 years old and coming to the Mannheim Job Centre for the first time? Then you can get help at the Mannheim Initial Application Centre (MEAS). The following services are available:

- A quick appointment with an employment counsellor
- Support and motivation to become active yourself
- Counselling on your personal situation, with the aim of helping you to help yourself before you become dependent on public assistance
- Checking whether you need financial support
- Immediate assistance, for example with qualifications, employability, work for the community, entry-level benefits or wage subsidies
- Specialists who are familiar with relocation and maintenance law


 [Ifflandstraße 2-6, 68161 Mannheim](#)

 [0621 17238 333](tel:0621 17238 333)

 Monday to Friday from 08:00 to 12:00

## Federal Employment Agency

The Federal Employment Agency helps and supports you in your search for a suitable job or apprenticeship.

 [M 3a, 68161 Mannheim](#)

 [0800 4 5555 00](tel:0800 4 5555 00)

@M [annheim](https://www.arbeitsagentur.de) @arbeitsagentur.de

 [www.arbeitsagentur.de](https://www.arbeitsagentur.de)

## Support for families with children

### Baby equipment

Initial baby equipment is **financial assistance for pregnant women**. You can use it to buy baby clothes, prams, cots and similar items.

### Job centre pays for initial equipment

If you have little or no income, you can apply for income support or social assistance. After the twelfth week of pregnancy, the job centre or social welfare office will pay mothers additional needs and initial equipment for pregnancy and baby.

**Important:** Make an application first! Then you can buy maternity clothes or baby equipment. Keep the receipts in a safe place.

Some **foundations** pay for the initial baby equipment.

If the money from the state is not enough, foundations can help. The Federal Foundation Mother and Child, for example, provides additional support. It can also cover the costs of the initial baby equipment - if certain conditions are met.

The pregnancy advice centres of Caritas and Diakonisches Werk know how the foundation works. They will check whether an application makes sense for you.

Contact:

Sozialdienst Katholischer Frauen Mannheim e.V.

📍 [B5, 20 68159 Mannheim](#)

☎ [0621 120800](tel:0621120800)

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

🌐 [www.skf-mannheim.de](http://www.skf-mannheim.de)

Diakonisches Werk Mannheim: 📍 [M1, 1a 68161 Mannheim](#)

☎ [0621 28000 0](tel:0621280000)

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

🌐 [diakonie-mannheim.de](http://diakonie-mannheim.de)

## Child benefit

### Child benefit

You are entitled to child benefit if:

- the child is under the age of 18 (for children in training or studying up to the age of 25, for unemployed children up to the age of 21)
- the child lives in your household (also applies to stepchildren, grandchildren or foster children)

### **For EU or EEA nationals who have moved to Germany since August 2019, the following conditions apply:**

You must earn domestic income in the first three months after your arrival.

From the fourth month after your arrival, you must fulfil the requirements of the Freedom of Movement Act:

- You are self-employed or employed
- You are a jobseeker or involuntarily unemployed
- You have a family member who is entitled to freedom of movement
- You have sufficient resources or a permanent right of residence and health insurance

## Citizens of other countries

### Citizens of other countries must fulfil one of the following requirements:

- You are officially employed in Germany or you receive unemployment benefit or sickness benefit
- You have a valid settlement or residence permit that allows you to work in Germany
- You are an incontestably recognised refugee or person entitled to asylum


### How do I receive child benefit?


- You must submit an application to the Family Benefits Office of the Federal Employment Agency. Please also contact your benefit provider for more information.
- Note for asylum seekers: **You cannot receive child benefit during the asylum procedure.** This is **only** possible once you have received a **favourable decision from the BAMF.**

### If a child moves out, child benefit can still be paid under certain conditions:

- Studying: If the child is under 25 and is studying, they will continue to receive full child benefit.
- Own income: If the child moves into their own home and receives no maintenance from their parents, the child benefit can be paid directly to the child.
- Application for bifurcation: The child must submit a **diversion application** to the relevant family benefits office in order to receive the child benefit themselves.

## Contact details for the Baden-Württemberg West Family Benefits Office

 [Czernyring 22/11 69115 Heidelberg](#)

 [0800 4 5555 30](tel:0800 4 5555 30)

@

[Familienkasse-Baden-Wuerttemberg-West@arbeitsagentur.de](mailto:Familienkasse-Baden-Wuerttemberg-West@arbeitsagentur.de)

 [Family Benefits Office Baden-Württemberg West](#)

## Child supplement

### Child supplement: entitlement, amount, duration

Parents whose income is not enough or only just enough for the whole family can receive child supplement. However, you must submit a separate application for child supplement to the family benefits office.

The child supplement is calculated individually for each child. You will receive a maximum of 297 euros per child per month. This already includes the immediate supplement. If you have several children, a total amount is paid out. It is usually transferred to the person who also receives the child benefit.

You receive child supplement for 6 months. If the authorisation period has expired, you must submit a new application for child supplement.

Certain conditions must be met in order to be entitled to child supplement. It depends on what income and assets you, your partner and your children have.

If you already receive child supplement, the family benefits office must be informed of any changes to your personal circumstances and your family.

## Requirements for child supplement


- Your child lives in your household. The child is under 25 years of age and is not married or in a registered civil partnership.
- You receive child benefit (or a comparable benefit) for your child.
- Your family's gross income is at least 900 euros (couples) or 600 euros (single parents).
- You would have enough money to support your family if you received child supplement and possibly housing benefit in addition to your income.


You can obtain more information from the family benefits office or by clicking on the link:

 <https://www.arbeitsagentur.de/familie-und-kinder/...>

Contact:

## Family Benefits Office Baden-Württemberg West

 [Czernyring 22/11 69115 Heidelberg](#)

 [0800 4555530](tel:0800_4555530) (for questions about child benefit and child supplement)

 [@Familienkasse-Baden-Wuerttemberg-West@arbeitsagen...](mailto:Familienkasse-Baden-Wuerttemberg-West@arbeitsagen...)

## Parental allowance

### Parental allowance

Parental allowance is money that parents receive when they are looking after their baby and are therefore unable to work. It helps to balance out income when someone goes on parental leave or gives up work. How much parental allowance you receive depends on how much you earned in the year before the birth of your child. Parental allowance is paid for a maximum of 12 months if only one parent takes parental leave. If both parents take parental leave, they receive it for 14 months. Single parents can also receive parental allowance for 14 months.

The prerequisite for receiving parental allowance is that the parents or the parent

- are mainly resident in Germany

- live in the same household as the child
- look after the child
- have no or no full-time employment, i.e. work a maximum of 30 hours a week

**Parental allowance** is offset against **social benefits** .

To receive parental allowance, you must submit an application to the L-Bank. The forms for this are available online. It is also possible to submit the application directly online.

L-Bank  
Parental allowance department  
P.O. Box 10 24 43  
70019 Stuttgart

Make sure that all the necessary documents and information are included in the application.

 <https://www.l-bank.de/produkte/familienfoerderung...>

## **Education and Participation Package (BuT; Bildungs- und Teilhabepaket)**

If you receive **Bürgergeld** or **Kinderzuschlag** , you are entitled to benefits for education and participation (also called "education package") for your children under certain conditions.

Benefits from the education package are usually cash benefits or benefits in kind (in the form of vouchers). You can get them from your **city** or **municipality**.

These could be, for example:

- the costs for tutoring lessons are covered
- the membership fee of the sports club is subsidised
- the costs for a sports equipment or musical instrument are partially covered

Prerequisites for a claim:

If your family receives Bürgergeld or Kinderzuschlag, you can apply for benefits for education and participation if your child ..

- is younger than 25 years
- attends a day care centre (Kita) or a general or vocational school and does not receive a training allowance

## **Apply for benefits for education and participation**

As a rule, you will have to provide appropriate evidence in order for your application to be approved.

For more information, contact your city or municipality. On the website of the Federal Ministry of Labour and Social Affairs, you can find out who your local contacts are regarding the education package.

Note: If you receive Citizen's Income, the benefits for education and participation are applied for together with the application for Citizen's Income. This also applies to those services that serve to promote your child's learning.

Prerequisite for the reimbursement of costs

Provide the receipts for your expenses (for example, invoices, receipts or tickets). Only costs that you can prove will be reimbursed to you. One exception is school supplies, for which you receive a fixed amount.

### Examples of the benefits from the education package

**Personal school supplies:** They receive an annual lump sum for personal school supplies per child. Part of this is paid out in February and part in August. You must present a school certificate for this.

**Learning support (tutoring):** The costs are covered. Requirement: The school confirms the need and has no corresponding offer itself.

**Community lunch:** The costs for lunch at school, after-school care, day care centre or childminder can be subsidised.

**Offers in clubs, culture and leisure:** Children and young people receive a monthly flat rate. Please ask your job centre for the amount. Requirement: For example, they prove their membership in a sports club.

**Ride to school:** As a rule, there is a subsidy for the monthly ticket. Requirement: Pupils cannot reach the nearest school on foot or by bicycle. Your Job Centre will tell you the exact distance from which the monthly travel pass is subsidised.

Contact:

📍 [D1, 4-8, 68159 Mannheim](#)

☎ [0621 2932600](tel:06212932600) or [0621 18166500](tel:062118166500) (Bürgergeld/SGB II)

✉ [@BuT@mannheim.de](mailto:@BuT@mannheim.de)

## Family Pass / State Family Pass

### Mannheim Family Pass 2023

For 2023, the City of Mannheim is offering the Family Pass to all Mannheim families regardless of their income. The family pass is intended to encourage parents and children to spend their free time together and to make it easier for them to access the existing offers. The Family Pass (voucher booklet with entitlement card) is available to all families with children under 18 years of age who have their main residence in Mannheim. In 2023, parents whose children are

only in Mannheim for a certain period of time are still entitled to the family pass. In addition, up to three further adult accompanying persons, freely selectable and without proof, can be entered on the entitlement card. Again, there are also some vouchers that young people can redeem without being accompanied by an adult. The Family Pass can be ordered online free of charge.

### **Family Pass plus**

Since 2010, the Family Pass has been supplemented by the Family Pass Plus. In the same booklet of vouchers you will find further discounts and attractive offers for families and single parents who receive benefits according to SGB II or assistance for living expenses according to SGB XII or according to the Asylum Seekers' Benefits Act.

The Family Pass plus can also be ordered online. Please have the current notifications of benefits according to SGB II or assistance for living costs according to SGB XII or the Asylum Seekers' Benefits Act (Asylbewerberleistungsgesetz) ready, as these must be digitally enclosed with the application. However, only eligible benefit recipients with their children can redeem the Family Pass plus vouchers.

You can find more information on this and the link to the online application at:

<https://www.mannheim.de/de/service-bieten/kinder-...>

You can also order the Family Pass (plus) at Bürgerdienste.

For information on opening hours or to make an appointment, please contact:

<https://www.mannheim.de/de/service-bieten/buergerdienste/buergerservice/terminreservierung>

### **Help in cases of domestic violence**

Violence against women and girls is a human rights violation and violates not only their physical and psychological integrity, but also their right to self-determination. Violence prevents equal and dignified participation in social life.

If you experience violence or are threatened by violence, you are not alone. There are many different counselling services. Do not hesitate to seek help! Talk about it and get advice!

If you observe violence or suspect it, you can get professional, anonymous and free support!

Here you can find contact points that offer you support and assistance when you experience violence. Your information will be treated confidentially there.

### **Women's Information Centre of the Mannheim Women's Shelter e. V.**



Counselling for women on the expulsion from housing and the Protection against Violence Act after domestic violence, support in difficult separation and divorce situations and in cases of stalking.

☎ [0621379790](tel:0621379790)

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

🌐 [www.frauenhaus-fiz.de](http://www.frauenhaus-fiz.de)

## Overview of support services in Mannheim

You can find an overview of important support services and counselling centres on the website of the Equal Opportunities Officer of the City of Mannheim:

🌐 [www.mannheim.de/de/service-bieten/frauen-gleichst...](http://www.mannheim.de/de/service-bieten/frauen-gleichst...)

## Brochure with offers of help in several languages

Physical, psychological, sexualised, structural, institutional or even digital violence are part of the daily experience of many people in our society. The brochure "Gewalt hat viele Gesichter" (Violence has many faces) provides information about support services and contact points in Mannheim that support victims of violence and implement preventive services.

🌐 <https://www.mannheim.de/de/service-bieten/integra...>

## Offers for LGBTIQ\*

The City of Mannheim is specifically committed to the protection and rights of people with different sexual orientations or gender identities. This includes: **Lesbians, gays, bisexuals, transgender, intersex and queer people**. This is known as **LGBTIQ\*** for short. In Germany, all people have the same rights - including LGBTIQ\* people.

Many LGBTIQ\* people have fled to Germany because they were not safe in their home country. They were treated badly or persecuted there.

If you have fled and are lesbian, gay, bisexual, trans or diverse, there is help for you.

There are many LGBTIQ\* organisations in Mannheim and the region.

There you will find support, social contacts and important information.

You can find the **contact point of the city of Mannheim** and more information here:

🌐 [LSBTI | Mannheim.de](http://LSBTI | Mannheim.de)

## Counselling for refugees:

**PLUS Mannheim project Refugees Welcome** - Help and Participation for LGBTIQ refugees

🌐 <https://www.plus-rheinneckar.de/>

**The Lesbian and Gay Association in Germany (LSVD)** can help you.


It networks, advises and supports you. The project is called: Queer Refugees Germany

 [www.queer-refugees.de](http://www.queer-refugees.de)


## **Advice centres, networking, leisure activities & further information:**

### **PLUS Mannheim**

Psychological counselling for lesbians and gays in Mannheim.

 [Max-Joseph-Str. 1, 68167 Mannheim](#)

 0 6213362 110

 [eam@plus-rheinneckar.de](mailto:eam@plus-rheinneckar.de)

 [www.plus-rheinneckar.de](http://www.plus-rheinneckar.de)

 You can get help over the phone:

Tuesdays from 4 to 6 pm

Thursdays from 9 to 11 a.m.

### **Youth at PLUS**


These are offers for teenagers and young adults from PLUS e.V.

 [jugend@plus-rheinneckar.de](mailto:jugend@plus-rheinneckar.de)

 [youth.plus-mannheim.de](http://youth.plus-mannheim.de)

### **Queer Centre Mannheim e.V.**

This is where people meet, exchange ideas and organise events in Mannheim.


 [G7, 14, 68159 Mannheim](#)


 [info@qzm-rn.de](mailto:info@qzm-rn.de)

 [www.qzm-rn.de](http://www.qzm-rn.de)

### **That's good.**

Mannheim's queer youth centre

 G7, 14, 68159 Mannheim

 [gutso@plus-rheinneckar.de](mailto:gutso@plus-rheinneckar.de)

 Instagram: @gutsojugendtreff

 [www.plus-rheinneckar.de/seite/551778/jugend.html](http://www.plus-rheinneckar.de/seite/551778/jugend.html)

### **Open network LGBTTIQ Mannheim**

This is a joint platform of people from various organisations and groups.

They work together for the LGBTTIQ community in Mannheim and the surrounding area.

The network is non-partisan, i.e. it does not belong to any party.

 [www.schlimm-online.de](http://www.schlimm-online.de)

### **Frieda**

The network is for lesbian, bi, trans, inter and queer women\* in the Rhine-Neckar region

 [www.frieda.city](http://www.frieda.city)

**ILSE - Initiative of lesbian and gay parents e.V.** Rhein-Neckar

 [www.ilserheinneckar.wordpress.com](http://www.ilserheinneckar.wordpress.com)

### **Trans\*-Treff Mannheim**

People who are trans\* meet here.

They exchange experiences and help each other.

 [www.transtreff-mannheim.de](http://www.transtreff-mannheim.de)

### **mvd sports club - United in sporting diversity**

This is a sports club for LGBTTIQ people.

It offers many different sports:

Volleyball, swimming, fitness, yoga, self-defence, football and badminton.

 [www.mvd-mannheim.de/](http://www.mvd-mannheim.de/)

**CSD Rhein-Neckar e.V.** - Christopher Street Day in Mannheim for the Rhine-Neckar metropolitan region

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

### **LGBTIQ Network Baden-Württemberg**

This is an association of groups, organisations and initiatives from Baden-Württemberg. They work together so that they can exchange information and help each other better.

 [www.netzwerk-lsbttiq.net](http://www.netzwerk-lsbttiq.net)

### **DGTI German Society for Transidentity and Intersexuality**

Here you can find advice on various topics:

General questions, medicine and law.

 <https://dgti.org/uebersicht-beratungsstellen/>

### **Advice from the consumer advice centre**

The consumer advice centre is a place where people can go if they have questions or problems in everyday life. It helps with many (legal) issues.

They will help you with questions about:

- **Telephone, mobile phone & internet:** If the phone bill is too high or there is trouble with online shopping.
- **Contracts:** If something broken needs to be returned or a contract needs to be cancelled.
- **Money & Bank:** If there are questions about an account, a credit card or a letter from a debt collection agency.
- **Electricity & energy:** If someone wants to change their electricity provider, has questions about their bill or doesn't know how to save electricity.
- **Insurance:** If someone wants to know which insurance is important or how to get help in the event of a claim.

- **Food & drink:** If someone wants to know how long food lasts or where it comes from.

Information is also provided in **different languages** and via different media.

<https://www.verbraucherzentrale-bawue.de/beratung...>

## **Information and contact:**

### **Advice centre Mannheim (appointments by arrangement)**

📍 [N4 13-14, 68161 Mannheim](#)

☎ [0711669110](tel:0711669110)

Make an appointment online:

🌐 <https://www.verbraucherzentrale-bawue.de/beratung...>