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## Authorities and counselling


### First points of contact

#### Asylum seekers

##### Asylum

Have you come to Germany to seek protection from persecution or imminent danger in your home country?

- You can apply for asylum at the [state initial reception centre](#) in Bochum (  [Gersteinring 50, 44791 Bochum](#)).
- During your [asylum procedure](#), you will initially stay in centralised accommodation in the state.
- After successful completion of the [asylum procedure](#) or a certain time after rejection, you will be allocated a city in which you can or must live ([residence requirement](#)).

 If you are under the age of 18 and unaccompanied by your parents, please contact the police or the [integration office](#).

##### Assignment

If you have already been assigned to the city of Neuss by the district government, the Integration [Office](#) (




[Markt 2, 41460 Neuss](#)) is your most important local contact for your legal residence matters. There you will

- Your permit/tolerance will be extended,
- a decision will be made about a work permit,
- It will be discussed whether it is necessary to leave the country and under what conditions.

You must make an appointment for an interview.

Please send an e-mail with your name, date of birth and your request to

@M [igratio\\_n@stadt.neuss.de](mailto:igratio_n@stadt.neuss.de)

or by telephone at  [02131905757](tel:02131905757).

### Further steps

You can obtain support for the next steps from various sources:

- **Accommodation:** You will be allocated accommodation at Bergheimer Straße 250, 41460 Neuss.
- **Financial support:** If you are in need of assistance, you can apply for [asylum seeker benefits](#).
- **School:** If you have children between the ages of six and 18, contact the [Municipal Integration Centre \(KI\)](#)
- **Learning German:** You can find all information on the subject of language [here](#).

### Further support

- **Social worker:** After your arrival, you will be supported by a social worker from the Integration Office, who will help you with any questions you may have.
- **Counselling:** Information on free counselling centres can be found [here](#).
- **Contact person in everyday life:** Information on volunteer support can be found [here](#).

### EU citizens

#### Registration

As an EU citizen, you do not need a residence permit to live in Germany. You enjoy freedom of movement in Germany and may live, work and reside wherever you wish. You must register your place of residence in Germany at the [Citizens' Registration Office](#).

You can find all information on this and the online appointment procedure [here](#).

#### Further steps

You can obtain support for the next steps from various sources:

- **Financial assistance for living expenses:** If you are looking for work and in need of assistance, register with the [Job Centre](#). The job centre will also support you in your search for work.
- **Social support:** You can obtain support for special life situations, for example due to a disability, old age or for school and education expenses for your children from the Department of Social Affairs, Senior Citizens and Housing.
- **Accommodation:** If you are looking for a flat or a room, you can find offers on online platforms (for example [Immowelt](#), [Immoscout24](#) or [WG Gesucht](#)) or in the local newspapers ([NGZ](#), [Stadt-Kurier](#)).
- **School:** If you have children between the ages of six and 18, contact the [Municipal Integration Centre \(KI\)](#)
- **Learning German:** All information on language courses can be found [here](#).
- **Counselling:** Information on free counselling centres can be found [here](#).

### Third-country nationals

#### Registration

Have you come to Germany to study, work or live with your family? You probably already

have a visa and the Integration Office is already aware of your case.

- **Visa:** Regardless of whether you came to Germany with or without a visa, you must apply for a residence permit for the duration of your visa. This document allows you to stay in Germany for longer. The residence permit is issued by the Integration Office. You must apply for this document while your visa is still valid.
- **Application:** If you already have a residence permit and have moved to Neuss, you only need to re-register your place of residence. You can make an appointment at the [Bürgeramt](#). There you can also download the form for the landlord's certificate of residence, which is required for registration.

### Further steps

You can obtain support for the next steps from various sources:

- **Financial assistance:** if you are looking for work and in need of assistance, register with the Job [Centre](#). The job centre will also support you in your search for work.
- **Social support :** You can obtain support for special life situations, for example due to a disability, old age or for school and education costs for your children from the [social welfare office](#).
- **Accommodation:** If you are looking for a flat or a room, you can find offers on online platforms (for example [Immowelt](#), [Immoscout24](#) or [WG Gesucht](#)) or in the local newspapers([NGZ](#), [Stadt-Kurier](#))
- **School:** If you have children between the ages of six and 18, contact the [Municipal Integration Centre \(KI\)](#)
- **Learning German:** All information on [language courses](#) can be found [here](#).
- **Counselling :** Information on free counselling centres can be found [here](#).

### People from Ukraine

The legal regulations regarding Ukraine change frequently. You can find the latest information on what you need to do after arriving in Neuss [here](#).

For the next steps after your [registration](#) in Neuss, see the chapter on [third-country nationals](#).

## Important offices

### Citizens' office and registry office

The [Citizens' Office](#) offers many services for the citizens of Neuss. The following are probably of particular interest to you:


- Registration and re-registration in Neuss
- Identity card matters
- Notarisations
- Applying for a certificate of good conduct
- Registration matters after the birth of your child


- Marriage matters
- Change of address on documents
- Registration certificate
- Registration information
- Death matters
- Elections and voting


You can make appointments for passport and registration matters via [this link](#). Alternatively, you can also make an appointment by telephone. Under the link you will also find the submission of a landlord's certificate. You will need this certificate from your landlord confirming that you have actually moved into the flat for registration purposes.


If you have recently moved to Neuss, you must register with the following office within two weeks:

### **Bürgeramt Neuss**

 [Market 2, 41460 Neuss](#)

 [0 2131903 232](#)

 [buergeramt@stadt.neuss.de](mailto:buergeramt@stadt.neuss.de)

 [Making an appointment at the Neuss Citizens' Office](#)

 **Attention !!! Meerbusch, Jüchen, Korschenbroich, Grevenbroich and Kaarst belong to the [Rhine district of Neuss](#)**

### **Registry office**

The registry office has several tasks:

- Notarisation of births
- Marriages
- Issuing certificates
- Notarisation of deaths
- Change of name

#### Births

A birth certificate is the most important document for a newborn and for you as parents. Only when your child has a birth certificate will you receive child benefit from the state and be able to apply for health insurance.

The hospital is responsible for informing the registry office of the birth of a new child. They will need the following original documents:

- Birth certificates of the parents
- Marriage certificate of the parents
- National passports of the parents

Be sure to bring these documents with you to the hospital for the birth. You will receive your documents back in the post after a few days.

💡 If the father or mother was not born in the EU, you must have your birth certificates and marriage certificates legalised and translated. Your child cannot be registered at the registry office before this. Sometimes it takes several months before you receive the certificates. You should therefore contact your registry office ([Standesamt@stadt.neuss.de](mailto:Standesamt@stadt.neuss.de)) as soon as you find out about your pregnancy. They will tell you which documents you need to apply for and where.

### **Marriage**

If you wish to get married, you must register this in writing at the registry office. If you would like to know which documents you need for the wedding, you can enquire here.

@[Standesamt@stadt.neuss.de](mailto:Standesamt@stadt.neuss.de)

🌐 [Neuss registry office](#)

### **Integration Office**

### **Why a foreigners authority?**

In order to live in Germany as a foreigner, you need a residence permit. You can find more information [here](#).

### **Do you live in Neuss and have already registered with the [Citizens' Registration Office](#)?**

In order for the Integration Office of the City of Neuss to be responsible for your affairs, you must first register your place of residence at the [Citizens' Office](#).

#### **The Integration Office**

📍 [Markt 2, 41460 Neuss](#)

☎ [02131905757](tel:02131905757)

@[Migration@stadt.neuss.de](mailto:Migration@stadt.neuss.de)

🌐 [Website of the Neuss Integration Office](#)

#### **Opening hours:**

Monday 8:00 - 16:00

Tuesday 8:00 - 16:00

Wednesday 8:00 - 16:00

Thursday 13:00 - 18:00

Friday 8:00 a.m. - 12:30 p.m.

The **Servicepoint** is the first point of contact for most people. There you can:

arrange appointments, collect residence permits and be assigned to the right case worker.

☎ [0 2131905 757](tel:02131905757)  
@m [igration@stadt.neuss.de](mailto:igration@stadt.neuss.de)

You can [make](#) an appointment via the [service portal of the city of Neuss](#).

The Migration Department is divided into the following areas: **General residence matters, special residence matters, naturalisation.**

## Integration and granting of benefits

### Counselling

If you would like [advice](#) on recognition, further training or similar topics, please contact the Municipal Integration Management (KIM).

🌐 [www.rhein-kreis-neuss.de/KIM](http://www.rhein-kreis-neuss.de/KIM)  
📍 [Neumarkt 12, 41460 Neuss](#)  
@k [im@stadt.neuss.de](mailto:im@stadt.neuss.de)  
☎ [02131905788](tel:02131905788)

## School enrolment

If you would like to register your children at a school, please make an appointment for a consultation at the [Municipal Integration Centre](#).

## Volunteer [interpreters/guides](#)

You can ask the Integration Office for a language guide.

Language guides help with simple counselling or information sessions.  
This support is provided on a voluntary basis.

Please contact the Integration Office.

☎ [02131905753](tel:02131905753)  
@ [integration@stadt.neuss.de](mailto:integration@stadt.neuss.de)

## Support from [migrant self-organisations](#)

In Neuss, there are many different organisations run by and for migrants.

These are run on a voluntary basis and are very helpful for successful integration! Ask there too.

📍 [Market 2, 41460 Neuss](#)  
🌐 [Integration portal](#)

## Benefits under the Asylum Seekers Benefits Act (draft MMI)

Some people receive special support when they apply for asylum. The benefits are regulated by a law. It is called the Asylum Seekers Benefits Act. In short: AsylbLG. The law stipulates what kind of assistance people can receive during their asylum procedure or other legal proceedings.

This assistance includes, for example

A place to sleep  
food  
clothing  
Money for personal items

## Who can receive benefits?

These people can receive benefits:

Asylum seekers  
Persons with tolerated stay  
Persons with foreign citizenship who have to leave the country

## How do you get the benefits?

You must submit an application. You submit the application to the [Integration Office](#).

Do you have any questions? Then please contact the [responsible case officer](#). The specialists will be happy to help you!

## Employment Agency

The Federal Employment Agency is responsible for everything to do with employment. If you are looking for a job, need help choosing a career in Germany, need your qualifications recognised or similar, the Employment Agency is your point of contact. In some cases, the employment agency will also cover the costs of job application training, a skills assessment (what can I do and how much is this in demand from employers?) or the provision of professional skills (including language courses). Talk to your responsible case worker about this.

The Employment Agency is responsible for you in the following cases:

- If your [asylum procedure](#) is still ongoing (Aufenthaltsgestattung)
- If you have a tolerated stay permit
- If you have been recognised and have been employed for at least one year subject to social insurance contributions.

## **Federal Employment Agency (Neuss)**

📍 [Marienstr. 24, 41462 Neuss](#)

✉️ [@Neuss@arbeitsagentur.de](mailto:Neuss@arbeitsagentur.de)

☎️ [08004555500](tel:08004555500)



 [021614049900](tel:021614049900)

 <https://www.arbeitsagentur.de/vor-ort/moenchengla...>

## Job centre

If you have residence status and are unemployed or your salary is insufficient, the [job centre](#) will help you:


It will support you financially and help you find work. It will enable you to take part in a language course, arrange career counselling or have certificates recognised.

## Job Centre Rhein-Kreis-Neuss

 [Karl-Arnold-Straße 20, 41462 Neuss](#)

 [0213112400](tel:0213112400)

 [Job centre](#)

 If you have a **residence permit** or a **tolerated stay permit**, the employment agency is responsible for finding you a job and possible qualifications. During this time, your contact for applying for financial benefits is the [AsylbLG benefits](#) department.

## Social welfare office

The **social welfare office** is responsible for providing social assistance. This includes the following benefits:

Basic security in old age and in the event of reduced earning capacity

Care assistance

Assistance with living expenses

Integration assistance for disabled people

Assistance to overcome particular social difficulties

Assistance with health

Assistance in other life situations

The Social Welfare Office will advise and support you in all matters relating to these topics.

The social welfare office will ask you about your financial circumstances. You will therefore have to show whether you have any valuables such as jewellery or money. You will sign a number of documents and declarations. Please bring all your papers with you. All persons who are registered on your residence permit must accompany you to the appointment.


You will also receive the cheque for your living expenses here. You can exchange the cheque for cash (euros) at the bank. Please note that this money must last until your next appointment with the social welfare office (approx. 1 month). You will not receive any money until your next appointment with the Social Welfare Office.

## Social welfare office Neuss

 [Promenadenstr. 43-45, 41460 Neuss](#) (Entrance 8)

 [Neuss Social Welfare Office](#)

 [@soziales@stadt.neuss.de](mailto:soziales@stadt.neuss.de)

 [02131905001](tel:02131905001)

## Youth welfare office

The Youth [Welfare Office](#) supports parents and other guardians in bringing up children and young people. Anyone can contact the Youth Welfare Office free of charge, including children and young people if they have problems. Don't worry: the discussions are treated confidentially.


Responsibilities of the Youth Welfare Office:

- Supporting young people in their individual and social development
- Counselling and support for parents in parenting issues
- Protection of children and young people
- Positive living conditions for young people and families
- Prevention and reduction of disadvantages


When your child is born, the youth welfare office will contact you after a few weeks to make a home visit and introduce themselves. You will then receive a whole folder of information and offers for your child and your family. You must register your child at the [registry office](#) in the first few days after the birth if possible. You can find more information [here](#).

The Youth Welfare Office is also responsible for unaccompanied foreign minors. It works together with various organisations that offer accommodation and care and assume guardianship for the young people.

Youth Welfare **Office Neuss**

 [Michaelstr. 50, 41460 Neuss](#)

 [Youth Welfare Office Neuss](#)

 0 [2131905](tel:2131905) 101

 [@jugend@stadt.neuss.de](mailto:jugend@stadt.neuss.de)

## Counselling centres


### Migration counselling


- Counselling for personal or family concerns
- Support in dealing with authorities
- Placement in integration courses
- Clarification of entitlements, rights and obligations
- Assistance with the recognition of professional qualifications



Please contact one of the organisations listed below!

### **Caritas Social Services Rhein-Kreis Neuss**

 [Salzstr. 55, 41460 Neuss](#)

 [0213126930](tel:0213126930)

@[fim@caritas-neuss.de](mailto:fim@caritas-neuss.de)  
☎ [Caritas Rhein-Kreis Neuss](#)

### **German Red Cross Neuss**

📍 [Friedrichstraße 33, 41460 Neuss](#)  
☎ 0 [2131665](#) 2823  
@[fluechtlingsberatung@drk-neuss.de](mailto:fluechtlingsberatung@drk-neuss.de)  
☎ [DRK Neuss](#)

### **Social welfare organisation Rhein-Kreis Neuss**

📍 [Venloer Str. 68, 41462 Neuss](#)  
☎ [02131566817](#) or [02131566834](#)  
@<https://www.diakonie-rkn.de/kontakt/>  
☎ [Diaconia Neuss](#)

### **Catholic Women's Social Service (SKF)**

📍 [Bleichstrasse 20, 41460 Neuss](#)  
☎ 0 [2131920](#) 40  
@[info@skf-neuss.de](mailto:info@skf-neuss.de)  
☎ [SKF Neuss](#)

Neighbourhood work in Weckhoven (SKF)

📍 [Ferdinand-von-Lüninck-Weg 1, 41466 Neuss](#)  
☎ [02131476454](#)

### **Social Service for Catholic Men (SKM)**

Counselling for men

📍 [Hammer Landstraße 5, 41460 Neuss](#)  
☎ 0 [2131924](#) 80  
@[info@skm-neuss.de](mailto:info@skm-neuss.de)  
☎ SKM [Neuss](#)

Erfttal community centre (SKM)

📍 [Bedburger Str. 61, 41469 Neuss](#)  
☎ 0 [2131101](#) 776  
@b [uergerh@skm-neuss.de](mailto:uergerh@skm-neuss.de)  
☎ Erfttal community [centre](#)


### **Youth migration service**

The Youth Migration Service Rhein-Kreis Neuss (JMD) supports young people aged 12 to 27. The topics covered vary and depend on the needs of the young people.


The counselling services include:



- School, training, career
- Language course and integration course
- Recognition of certificates
- Help with forms
- Help with authorities
- Support with personal problems

### **Youth Migration Service Rhein-Kreis Neuss (IB)**


 [Fesserstr. 21, 41462 Neuss](#)

 [Youth Migration Service Neuss](#)


 [International Federation](#)

 [02131-1513631](#) or  [0175-7274925](#)

### **Youth Migration Service Rhein-Kreis Neuss (KJA)**

 [Hamtorwall 18, 41460 Neuss](#)


 [www.kja-duesseldorf.de](#)

 [0176-15063699](#)

### **General social counselling**

### **Workers' Welfare Organisation AWO Neuss**

 [Krefelder Straße 68, 41460 Neuss](#)

 [02131-7087170](#)

 [@sengueloeztas@awoneuss.de](#)

 [AWO Neuss](#)

### **Voluntary commitment**

Volunteering is a tradition in Germany: one in three citizens does voluntary work.

Volunteering is a great way to pursue individual interests and strengths. You get to meet new people, get actively involved in a good cause and learn new things in the process.

In the meantime, the volunteers have gained a lot of experience with refugees and pass this on to other volunteers. It has also been recognised that a good exchange of information helps them not to lose heart in difficult situations.

You can find free further training programmes here!







[Volunteer centre Neuss](#)



## Clubs

**Enclosed you will find the contact details of the organisations with which the city of Neuss cooperates:**

### **Neuss Hilft e.V.**

 <https://neuss-hilft.de/>  
 [Sternstraße 72, 41460 Neuss](#)  
 [@kontakt@neuss-hilft.de](mailto:kontakt@neuss-hilft.de)  
 [01712227761](tel:01712227761)

### **Schnelle Nothilfe e.V.**

 <https://www.schnelle-nothilfe.de/>  
 [Liedmannstr. 29, 41460 Neuss](#)  
 [@kontakt@schnelle-nothilfe.de](mailto:kontakt@schnelle-nothilfe.de)  
 [021311259590](tel:021311259590) **Swiff e.V.**  <https://www.swiff-online.de/>  [Schellbergstr. 27, 41469 Neuss](#)  
 [@info@swiff-online.de](mailto:info@swiff-online.de)  
 [021315125886](tel:021315125886)

## **Migrant associations and migrant organisations**

 [Here](#) you will find a list of migrant associations and migrant organisations in Neuss.