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Important authorities and offices

Agentur für Arbeit (Employment Agency)

The Employment Agency (Agentur für Arbeit) is your most important point of contact regarding employment.

Are you looking for a job? Do you need help choosing a career?

Then speak to the Employment Agency an.

If your [asylum procedure](#) is still ongoing([Aufenthaltsgestattung](#)) or if you are tolerated (Duldung), then the Employment Agency is your contact for all questions on the subject of training and work.

It offers job placement and qualification services and advises on the recognition of foreign qualifications, on Slanguage courses and on applying for a work or training permit.

Have you been recognised?

Then the [jobcenter](#) is your contact for counselling and placement in the labour market.

Responsible for the district of Neutadt/WN:

Weiden Employment Agency

📍 Weigelstr. 24

92637 Weiden

☎ [0800/4555500](tel:08004555500)



www.arbeitsagentur.de

Opening hours: Monday - Friday 08:00 - 12:00 hrs

Eschenbach office

📍 Jahnstr. 21

92676 Eschenbach

Opening hours: Monday and Wednesday 09:00 am - 12:00 pm

Vohenstrauß office

📍 Altenstädter Str. 13

92648 Vohenstrauß

Opening hours:uesday and Thursday 09:00 am - 12:00 pm

Social welfare office

Anyone can find themselves in need. The Social Welfare Office helps people who are in particularly difficult situations. This assistance is available under certain conditions. You should therefore check whether you are entitled to it. Below you will find a list of the assistance available from the Social Welfare Office.

What help can you receive from the Office for Social Benefits?

- Help with living expenses
- Basic income support in old age and in the event of reduced earning capacity
- Assistance with health
- Help to overcome particular social difficulties
- Assistance in other life situations
- Assistance under the AsylbLG
- Housing benefit or rent subsidy
- Help with financial hardship and debt counselling
- Help with rent debts / electricity debts
- Benefits for education and participation

Sozialamt Neustadt a. d. Waldnaab

📍 Am Hohlweg 2
92660 Neustadt

☎ [09602/790](tel:09602790)

✉ @asyl@neustadt.de für Asylbewerber

✉ @sozialamt@neustadt.de

🕒 Monday to Friday: 8:00 am to 12:00 pm
Tuesday and Thursday: 13:30 to 16:30

Payment card

What is a payment card?

- The payment card is like a bank card.
- Benefits under the Asylum Seekers' Benefits Act (AsylbLG) are transferred to the payment card as a credit balance.
- You can use the payment card to pay in shops and withdraw cash.
- You can only spend as much money as is on the card.
- You can also find information about the payment card in several languages [here](#)

Who gets a payment card?

- All persons aged 14 and over who receive benefits under the Asylum Seekers' Benefits Act (AsylbLG) receive a payment card.
- In benefit communities (e.g. families), each family member aged 14 and over receives their own payment card

Where can I get my payment card?

- If you receive benefits, you will receive a letter from the social welfare office with all the information and an appointment to collect it.
- You don't have to do anything else to get the payment card.

- If you are applying for benefits for the first time and they are approved, you will receive a payment card right from the start.

Which benefits go onto the payment card?

- Benefits under the Asylum Seekers' Benefits Act (AsylbLG) are paid onto the payment card.

💡 Do you receive other benefits (e.g. child benefit) or wages from an employer? Then you also need a current account.

How much money do I have on the card?

- Benefits under the Asylum Seekers' Benefits Act (AsylbLG) are paid onto the payment card.
- You can view your balance online at meine.bezahlkarte.eu and in the payment card app.
- You will need the card ID and PIN for this

💡 You will find your card ID and PIN in the letter you receive with your payment card.

Where can I pay with the payment card?

- You can pay with the payment card in all shops that accept Mastercard.
- 💡 Look out for the orange / red Mastercard® symbol.

Are there any regional restrictions?

- You can only pay with the payment card in your authorised area.
 - You can view this area online at my.paymentcard.eu and in the payment card app.
 - In some cases, the payment card is restricted to the district of Neustadt an der Waldnaab and the city of Weiden.
- In exceptional cases, payment may also be authorised at other locations (for example, if you need to visit your lawyer or an authority at another location).

💡 Please notify the social welfare office in advance by sending an e-mail to asyl@neustadt.de.

Are there problems with certain transactions?

- Yes, certain transactions are not possible.
- For example, you cannot use the payment card with money transfer services such as Western Union or MoneyGram.
- The purchase of certain goods or services is not excluded.

Can I withdraw cash from the payment card?

- Yes, you can withdraw cash.
- Each person in your benefit community can withdraw up to €50 per month.
- You can withdraw cash free of charge from ATMs or at the till in many shops.
- Withdrawals are only possible twice a month.

- After that, the card is blocked for further withdrawals.

Can I transfer money with the payment card?

- In certain cases, a bank transfer may be authorised.
- The recipient must first be authorised by the social welfare office. Please send an email to asyl@neustadt.de
- Please enter the IBAN and the name of the payee here
- This applies, for example, to invoices to your lawyer or payments in social department stores.

Can I pay by direct debit with the payment card?

- Yes, direct debit is permitted in certain cases.
- The recipient must first be authorised by the social welfare office. Please contact us by email at asyl@neustadt.de
- This applies, for example, to mobile phone contracts, public transport providers, WLAN vouchers and gym contracts or sports club membership fees.

Do I no longer need a current account?

- If you only receive benefits under the Asylum Seekers' Benefits Act (AsylbLG), you do not need another account.
- If you receive other benefits (e.g. child benefit) or wages from an employer, you also need a current account.


I have lost my payment card. What do I need to do?

- You can block your payment card online at my.paymentcard.eu.
- You can also block the card by calling 116116. This is possible in German or English. If you find the card again, you can reactivate it online at meine.bezahlkarte.eu.

Have you lost your payment card permanently?

- Then you must report the loss or theft to the social welfare office.
- The old card will be cancelled and you will receive a new one.
- The credit will be transferred to the new card.

Where can I get help?

- There is a support chat online at meine.bezahlkarte.eu and in the payment card app. This is available in several languages.
- A telephone bot is also always available for you in over 100 languages.
 [+49 \(0\) 81619654300](tel:+49(0)81619654300)

Where can I find information about the payment card?

- You can find lots of information about the payment card in several languages [here](#)

Registry office

The registry office has several tasks.

Have you had a child? Then you must report the birth to the registry office. The registry office will then notarise the birth for you.

Would you like to get married? Then the registry office will register your marriage.

The tasks at a glance

- Notarising births and deaths
- Concluding marriages and partnerships
- Receiving resignations from the church
- Changing names
- Issuing certificates (birth certificate, death certificate, marriage certificate)

There is a registry office in every municipality and town in the district.

Information on the opening hours for your registry office can be found on the homepage of your [municipality](#).

Immigration office

Would you like to live in Germany as a foreign national?

Then you will need a [Aufenthaltstitel](#).

You must apply for Aufenthaltstitel at the Foreigners' Registration Office immediately after arriving in Germany.

When do you have to go to the immigration office?

- After entering the country: Immediately after your arrival in Germany.
- Extension: If your residence permit is about to expire.
- Change: If your residence title is to change, e.g. after marriage.
- Loss: If you have lost your residence permit.
- New passport: If you have been issued a new passport.
- Change of conditions: If the conditions for your residence permit change, e.g. if you drop out of university or change jobs.
- Work permit: If you need a new work permit or want to change your work permit, e.g. with a new employer.
- Passport replacement documents: If you need a replacement German passport.
- Citizenship: If you want to apply for German citizenship.
- Invitation of guests: If you would like to invite foreign guests and need a declaration of commitment.

Elektronischen Aufenthaltstitel (eAT) Apply for

(1) Application

- You can submit the application online. To do this, use the ["online application"](#)
- You can also submit the application at the authorities. You will need an appointment for this.
- You also need an appointment for your fingerprints after an online application
- Please bring an interpreter with you to help you explain your request.

(2) Appointment

- The form has been received by the Immigration Office
- It has been processed
- You will then be allocated an appointment

💡 Important: Have a Fiktionsbescheinigung issued as a temporary document. You will need this, for example, for the [jobcenter](#).

(3) Collection

You will receive a letter when your residence permit is ready.
You will need another appointment to collect it.

💡 Important information:

- Bring all the necessary documents with you, such as your passport and photos
- Observe all deadlines to avoid problems.
- It helps to speak German or take an interpreter with you.

Ausländeramt Neustadt an der Waldnaab
📍 Am Hohlweg 2
92660 Neustadt

☎ [09602/790](tel:09602790)
✉ @auslaenderamt@neustadt.de

Youth welfare office

The Jugendamt supports parents in bringing up children and young people.
Anyone can contact Jugendamt free of charge.

Are you a child or a teenager? Do you have problems?
Then you can contact the Jugendamt .


Areas of responsibility of Jugendamts:

- Supporting young people in their individual and social development
- Advise and support parents with parenting
- Protecting children and young people
- It advises unaccompanied minors and takes care of their accommodation
- It clarifies questions about custody and maintenance
- Shaping the future in youth work


- It provides childcare
- It can provide financial support
- It advises on full-time care and adoption
- It represents children as a guardian
- It supports young people in criminal proceedings
- There are opportunities through youth social work
- Identifying the needs of children and young people and planning appropriate measures
- Avoiding and breaking down barriers

Are you a parent with questions about parenting or other concerns?
Get in touch.

It makes sense to make an appointment in advance

 Kreisjugendamt Neustadt an der Waldnaab
Zacharias-Frank-Straße 14
92660 Neustadt

 [09602/792525](tel:09602792525)

 Montag bis Freitag
8:00 Uhr bis 12:00 Uhr
Dienstag und Donnerstag
13:30 Uhr bis 16:30 Uhr

Public Health Department (Gesundheitsamt)

There is a public health department in every city and district.
The public health department is part of the health system in Germany.
Our health office is part of the Neustadt District Office.
The building is located in Weiden, Maistraße 7-9.
The public health department is responsible for the district of Neustadt a.d. Waldnaab and the city of Weiden.

What does the health department do?

The health department has various tasks.

Protection against infectious diseases

Anyone who has contracted an infectious disease must follow rules.
It must be prevented that other people also become ill.
The health department provides information about these rules.
More detailed information on various infectious diseases can be found under [Diseases & Hygiene](#)

Drinking water control

In Germany, water from the tap is drinking water.

This means that you can drink the water without hesitation.
The health department checks the water.

School Entrance Examination

Before a child enters first grade, he or she must have a school entrance examination.
The school entrance examination takes place at the health office.
At the health office we test vision, hearing and speech.
It is examined whether the child is well developed.
You get an invitation to the school entrance examination
You need to bring: yellow children's examination booklet (U examinations) and vaccination certificate
This examination is compulsory

Social service

The social educators at the health office offer counselling on various topics.
Counselling is free of charge.
You do not have to give your name.

General pregnancy counselling

The pregnancy counselling service at the health office helps with all questions and concerns about pregnancy and birth.
Examples:
What do I have to do?
What applications can or must I submit?
Where can I get help?
Where can I give birth?

Pregnancy conflict counselling

You have become pregnant unplanned / unwanted?
Are you thinking about giving birth?
In Germany, up to the 12th grade, one has In the first week of pregnancy, you have the option of having an abortion.
At the counselling centre they receive a counselling interview and the counselling certificate.
This certificate is mandatory for abortion.
No one will know about the conversation.
Counselling is free of charge

Confidential birth arrangements

You are pregnant but no one is allowed to know?
You do not have to give birth to your baby secretly and alone.
In Germany, there is a way to give birth safely and confidentially.
They do not have to reveal their name and identity.
The pregnancy counselling service at the health office provides support before and after the birth.

Counselling on HIV/Aids, sexual health, contraception

free and anonymous HIV test

Counselling on alcohol and addiction

Counselling for mental problems and crises

📍 Health Office Weiden-Neustadt
May Street 7-9
92637 Weiden

☎ [09602/796010](tel:09602796010)

🌐 www.neustadt.de/gesundheit-soziales/gesundheitsam...

🌐 [Health Department](#)