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## Authorities

### Job centre

Are you unemployed? Do you need help? The Jobcenter pays financial benefits. It also places you in work and training. This depends on your individual needs. Among other things, the job centre will enable you to take part in a language course. It can refer you to a careers counselling service. Or it can help you get your certificates recognised. Would you like to work? Then you can find information and advice here: [Access to the labour market](#).

💡 Job Centre staff are not allowed to pass on any information about customers. Do you have a voluntary companion? Then you must give them a power of attorney. This must be completed in full and signed by both parties.

👤 Is your asylum application still pending? Or your application has been rejected? Then the [Federal Employment Agency](#) is responsible for matters relating to employment promotion.

### 👤 Steps after a positive decision

You have received a positive decision from BAMF. This means that the asylum procedure has been successfully completed. You are recognised as entitled to asylum. Or you have been granted refugee protection. These are your next steps:

#### 1. personal interview

- You must go to the job centre during opening hours
- You will be registered as a customer there
- Your background will be recorded
- A counselling appointment will be arranged with the benefits department. An appointment will be made with the job centre
- You are registered as a jobseeker

#### 2. benefits department

**Important:** There is no counselling without an appointment.

- You can apply for benefits. You need an appointment for this. The person responsible for you will then help you.

#### 3. job centre

- **Important:** There is no counselling without an appointment.
- Have you already attended an integration course? Bring your certificate with you. If not, bring your commitment to the course with you.
- Do you have documents relating to school attendance or training? Do you have job references? Have your foreign qualifications been recognised? Please bring these with you.
- Tell us about any special skills you have (crafts, language skills, etc.).
- Think about which area of work you are interested in before the appointment.

## [Job centre Oberhausen](#)

### Employment Agency

Employment Agency

The [Federal Employment Agency](#) is responsible for everything to do with employment. Are you looking for a [job](#)? Do you need [help choosing a career](#)? Would you like to have your [vocational qualification recognised](#)? Then contact the Federal Employment Agency.

Bye bye waiting time - make an [appointment](#) online now!

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If you are looking for an apprenticeship or have questions about how you can continue your education, the [careers advice centre](#) is there for you!

Successfully completed vocational training offers you many opportunities on the labour market. The careers advice service at the Federal Employment Agency can help you with a wide range of services, for example finding a suitable occupation, finding an apprenticeship, clarifying questions about your application and much more. Click here to [make an appointment](#)

### Social affairs

#### Social affairs

Anyone can find themselves in need. The "Soziales" section helps people who are in particularly difficult situations. Our task is to enable our citizens to participate in social life.

Under certain conditions, assistance with living expenses or basic security benefits in old age are available. Benefits for reduced earning capacity and assistance with care are also possible. Disability support, assistance with education and participation and benefits under the Asylum Seekers Benefits Act are also available.

People who are seeking asylum, are tolerated or are fleeing war receive help in Germany for the most important things in life. They often receive basic assistance. More help is available for illness, pregnancy and childbirth. Sometimes they also receive a flat or money for rent.

The education and participation package helps children and young people up to the age of 18. They can use it to take part in school trips and excursions to day-care centres. Or they can receive school materials and tutoring. They can also take part in lunches at school or day care centres.

There are various forms of help available in our community:

- Money for the necessities of life if someone does not earn enough
- support for older people who do not have enough money
- help with care and health
- support for people with disabilities
- help to keep their home and with maintenance problems

We help citizens if they

- do not have enough money or assets
- cannot receive maintenance themselves
- need subsidies for care or care aids that are not covered by insurance
- have problems in everyday life or have to make applications due to a disability
- have difficulties with their home, such as unpaid rent

You will receive advice and support on all of the above benefits.

You will be asked about your financial circumstances at the Social Counselling Centre. You must complete an application and declarations for the benefits. Please bring the relevant documents with you.

You can receive cash benefits or benefits in kind for all the assistance mentioned if you are entitled to them.

Important: You will need an appointment for your first visit. You can obtain this at the reception desk in the Social Counselling Centre on the ground floor or by calling ☎ [02088254222](tel:02088254222)

An online appointment service is available for individual benefits.

🌐 [Terminverwaltung Stadt Oberhausen](#)

🌐 [Social welfare office Oberhausen - Section 3-2 / Social Affairs](#)

📍 [Essener Str. 53, 46047 Oberhausen](#)

☎ [02088254222](tel:02088254222)

@ [Sozialrathaus@oberhausen.de](mailto:Sozialrathaus@oberhausen.de)

## Municipal Integration Centre



Cities and municipalities are important for integrating people from other countries. The state Nordrhein-Westfalen helps the cities in this and promotes the establishment of municipal integration centres (KI). This support is set out in the [Participation and Integration Act](#).

The work of the city's KI Oberhausen is based on the objectives of the [2030 Participation and Integration Strategy](#):

1. the initial integration of new immigrants
2. Sustainable integration into the regular systems
3. the shaping of the migration society

The KI takes on many tasks in integration work and advises people locally. The KI is responsible for helping and organising institutions in the city. The KI also works very closely with authorities,


organisations and associations.

Here you can find more information about the KI receive:

 [Kommunales Integrationszentrum](#)

 [Mülheimer Str. 200, 46045 Oberhausen](#)

 [@kommunales-integrationszentrum@oberhausen.de](mailto:kommunales-integrationszentrum@oberhausen.de)

 [02088254451](tel:02088254451)

## Registry office

The registry office has many tasks.

Have you had a child? Then you must register the birth at 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

- We notarise births and deaths.
- We register marriages and partnerships.
- We accept resignations from the church.
- We change names.
- We issue certificates (birth certificates, death certificates, marriage certificates).

 [Standesamt Oberhausen](#)

 [Bahnhofstraße 66, 46145 Oberhausen](#)

## Foreign nationals and citizenship matters

Would you like to live in Germany as a person from another country? Then you need a [residence permit](#). This can be a visa or a residence permit. As an EU citizen, you will receive the Blaue Karte EU. You may also have a settlement permit or a permanent residence permit. Go to the Aliens' Registration Office and apply for a residence permit there.

## What else you can do at the immigration office:

- Extend the proof of arrival.
- Have your residence permit issued and extended.
- Apply for a work permit.
- Apply for a residence permit and special permits for travelling.

## The steps after a positive decision from the BAMF

### Apply for an electronic residence permit (eAT)

#### (1) The application process

- You can submit the application online. To do this, use the "Online application". You can also fill in the form "Application for a residence permit". You send this by post to the Foreigners' Registration Office. You can download the form online. Or you can obtain it at the information desk of the Foreigners' Registration Office. Please bring an interpreter with you when you apply. They can translate your request (the reason for the visit).

#### (2) The appointment

- The form has been received by the Foreigners' Registration Office. It has been processed. You will then receive an appointment by post. You will also receive a list of all the documents you need to bring with you.
- Important: Have a fictitious certificate issued as a temporary replacement document. You will need this certificate for the [job centre](#).

#### (3) The collection

- You will receive the collection notification by post

 [Ausländer- und Staatsangehörigkeitsangelegenheiten](#)

 [Bahnhofstraße 66, 46145 Oberhausen](#)

 [@fachbereich.auslaenderangelegenheiten@oberhausen.de](mailto:fachbereich.auslaenderangelegenheiten@oberhausen.de)

by fax: [02088255323](tel:02088255323)

### Children, youth and family

Children's rights are important. Every child deserves to be respected and loved. Do you have a child? Then bring it up in accordance with children's rights. This is important for the well-being of your child. You can find out more in the chapter on [children's rights](#).

The Youth Welfare Office supports parents in bringing up children and young people. Anyone can contact the Youth Welfare Office free of charge. Are you a child or young person? Do you have problems? Then you can contact the Youth Welfare Office.


Responsibilities of the Youth Welfare Office:

- Supporting young people in their individual and social development
- Advise and support parents in their upbringing
- Protecting children and young people
- Creating positive conditions for young people and families
- Avoiding and breaking down barriers

Have you had a child? Then the youth welfare office contacts you after a few weeks. You would like a home visit. You can get to know the Youth Welfare Office. You will then receive a whole folder with information and offers. These are important for your child and your family.

Unaccompanied minor refugees are also subject to youth welfare law. This means: The case goes to the Youth Welfare Office.

 [Kinder, Jugend und Familie](#)

 [Mülheimer Straße 6, 46049 Oberhausen](#)


 [+49 \(0\) 2088259390](#)

[@jugendamt@oberhausen.de](mailto:@jugendamt@oberhausen.de)

Fax: [+49 \(0\) 2088259310](#)

## Residents' registration

In principle, all people who come to Germany and wish to stay for longer than three months must register their residential address with the authorities after two weeks at the latest. Are you moving within Germany? Then you must inform the authorities of your new address.

 This registration has nothing to do with registering as an asylum seeker or registering with the [Foreigners' Affairs and Citizenship](#) Department. You must do this in addition.

## Who has to register and when?

All people who move to Germany or move within Germany must register or re-register at the Residents' Registration Office (often also called the Citizens' Registration Office or Citizens' Office). Registration within two weeks is mandatory. Are you registering too late or not at all? Then you may have to pay a fine.

You will receive a "Amtliche Meldebestätigung" when you register. Keep this document in a safe place. You can use it to prove - even without your ID - that you are registered in a municipality or city in Germany. This means that you are resident there.

## What do I need to bring with me to register?

You must register in person at the Residents' Registration Office or Citizens' Registration Office. You can find the address of your residents' registration office or citizens' registration office at the bottom of this page.


You must bring your ID (identity card, residence permit, residence document, etc.) with you when registering. Do you have a passport? Or passport replacement documents? Then bring these with you too. You must also fill in a registration form. You can obtain the form directly from the residents' registration office.


In some cities / municipalities, you will also need a so-called "Einzugsbestätigung vom Vermieter" for the registration. This is a document in which your landlord confirms that you are renting his or her flat. Sometimes your birth certificate or marriage certificate is also required for


registration. If you have these documents, bring them with you to the registration office as a precaution.

## Addresses of the residents' registration office

 [Residents' Registration Office](#)

 [Sterkrade Citizens' Service Centre](#)  
[Technical town hall](#)  
[Bahnhofstraße 66](#)  
[46145 Oberhausen](#)


 [Citizen service centre Osterfeld](#)  
[Osterfeld Town Hall](#)  
[Bottroper Straße 183](#)  
[46117 Oberhausen](#)

 [Citizen service centre Alt-Oberhausen](#)  
[Oberhausen Town Hall](#)  
[Schwartzstraße 72](#)  
[46045 Oberhausen](#)

## Health

This Gesundheitsamt is part of the healthcare system in Germany. It is designed to protect the population from infectious diseases. Or it deals with hygiene in companies. These can be hospitals and care centres. Or restaurants and cafés. Would you like to work in a restaurant? Then you need an instruction on infection protection. The public health department also has other tasks. It provides advice on AIDS. And looks after the medical service. In schools, they provide information on how to prevent diseases. And in general, it informs the population about health risks.


 [Health department](#)

 [Tannenbergr. 11-13, 46045 Oberhausen](#)

 [Bereich.Gesundheit@oberhausen.de](mailto:Bereich.Gesundheit@oberhausen.de)

 [02088252570](tel:02088252570)


## Police

The police are there to protect us from danger. They also solve crimes. It has nothing to do with the secret service or politics. Is there an emergency? Then you can contact the police at any time at  [110](tel:110) at any time. The call is free of charge. You can read [here](#) what you need to bear in mind when making an emergency call.

Laws stipulate what the police may and may not do. For example, they need a judge's authorisation to search a home. Unless there is great danger to a person in the home. Read




more about your rights vis-à-vis the police [here](#).

 Do not try to bribe the police. Attempts to bribe police officers are severely penalised in Germany.


## **When should I call the police?**

Are you or someone else in danger? Have you witnessed a crime? Then call the police. It could be a robbery. Or a burglary. Theft, arson and damage to property are also included. Sexual abuse, assault or threats are also a matter for the police. You should also call the police in the event of domestic violence.

If you call the  [110](#) the police will be with you as quickly as possible.

Important: If you have been the victim of right-wing, racist, anti-Semitic, Islamophobic, homophobic or transphobic violence, you can contact the police at any time. You can find out more about this in our chapter "[Discrimination](#)".

You can also call the police in the event of a so-called administrative offence. For example, if someone is not respecting quiet hours and is listening to loud music at night.

If you notice political or religious radicalisation of young adults in your area, you can also report this to the police. You can also contact the radicalisation advice centre at BAMF at  [09119434343](#) in several languages.