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## Welcome to Potsdam

### Things to Know About Potsdam



Potsdam is located in the immediate vicinity of Berlin and is the capital of the federal state of Brandenburg. The many palaces and historic buildings, the parks and the unique lake landscape make Potsdam one of the most beautiful places in Germany. A well-developed infrastructure including health care as well as many cultural and educational opportunities ensure a high quality of life. Potsdam is also an important location for business and science. The city has grown significantly in recent years, and more than 180,000 people now live here.

Cosmopolitanism and tolerance play an important role in the urban community. This is evident as well in Potsdam's more than 1000-year history: Over the centuries, many immigrants from different nations came to Potsdam. They have played a major role in shaping the cityscape.

Today, there are numerous projects and initiatives that help migrants find a new home here.

For more information:  [www.potsdam.de](http://www.potsdam.de).

### Advice and Assistance

#### Migrant Advisory Board of the state capital Potsdam





The [Migrant Advisory Board of the state capital Potsdam](#) advocates for equal, inclusive, and diverse coexistence in the city. The board is a democratically elected body for all immigrant and refugee residents of Potsdam who have lived in the city for at least six months. The board members are elected every five years by adult migrants residing in Potsdam.


The board is non-partisan and does not support any party interests. The board members work in a cross-party manner for the social, political, and legal equality of immigrant and refugee migrants. The board represents the interests of migrants to the mayor, the city council, and the city administration.

The Migrant Advisory Board collaborates with:

- All associations and organizations in the city that are active in migration work
- The Commissioner for Migration and Integration of the state capital Potsdam and the state of Brandenburg
- Self-organized migrant organizations
- Representatives of factions of the city council
- Employees of the city administration

#### **Office of the Migrant Advisory Board of the state capital Potsdam**

 [Hegelallee 6-10, 14467 Potsdam, House 1, Room 147/148](#)

 [03312893346](tel:03312893346)

 [@migrantenbeirat@rathaus.potsdam.de](mailto:migrantenbeirat@rathaus.potsdam.de)

 [www.potsdam.de/migrantenbeirat](http://www.potsdam.de/migrantenbeirat)



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

The **Migration Counselling Service (Migrationsberatung)** supports all individuals with an immigration background who are older than 27 and have a permanent residence permit (dauerhafter Aufenthaltstitel) for Germany, the freedom of movement or a right of residence (keyword: recognised asylum seekers). The consultation is free of charge. There is help, support, information and education available on the following topics:

- Authorities, e.g. explanation of decisions/procedure
- 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 educational qualifications (guidance/ initial counselling)
- Education and social insurance systems (information and explanations)
- Living and working in Germany
- Children, spousal reunification, family reunification

👤 There is a separate counselling service for adolescents and young adults between the ages of 12 and 27: [Youth Migration Services \(Jugendmigrationsdienst\)](#).

👤 The [Asylum Counselling Service](#) primarily offers you support in the local community accommodation centres.

## Diakonischen Werks Steglitz und Teltow-Zehlendorf e. V. | Beratungsfachdienst für Migrant\*innen Potsdam

📍 [Rudolf-Breitscheid-Straße 64, 14482 Potsdam](#)

@ [beratungsfachdienst@dwstz.de](mailto:beratungsfachdienst@dwstz.de)

☎ [+49 \(0\) 3312008381](tel:+493312008381)

☎ [+49 \(0\)](tel:+493312008381)

🌐 <https://dwstz.de/beratungsfachdienst-fur-migranti...>

## DRK Flüchtlingshilfe Brandenburg | Migrationsberatung für erwachsene Zugewanderte (MBE)

📍 [Oskar-Meßter-Straße 4 - 6, 14480 Potsdam](#)

@ [mbe@drk-fh-bb.de](mailto:mbe@drk-fh-bb.de)

☎ [+49 \(0\) 16094672134](tel:+493316094672134)

🌐 <https://www.drk-fh-bb.de/angebote/migrationsberat...>

## Welcome Center | Landeshauptstadt Potsdam

📍 [Behlertstr. 3a, 14467 Potsdam](#)




[@Welcome-Center@Rathaus.Potsdam.de](mailto:@Welcome-Center@Rathaus.Potsdam.de)

[+49 \(0\) 3312892870](tel:+49(0)3312892870)

<https://vv.potsdam.de/vv/produkte/willkommen-in-b...>

## **Bund der Vertriebenen Landesverband Brandenburg e. V.**

[Zum Jagenstein 3, 14478 Potsdam-Waldstadt](#)

 Tuesday 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. and Monday, Wednesday and Thursday 9:00 a.m. to 3:00 p.m.

[0331813686](tel:0331813686)

[@mbe@bdv-lv-brandenburg.de](mailto:@mbe@bdv-lv-brandenburg.de)

 [\*\*Further information on the topic of migration / integration\*\*](#)

## **Youth Immigration Services (Jugendmigrationsdienste)**

Youth Migration Services (Jugendmigrationsdienst; JMD) support young immigrants from 12 to 27 years old. It helps them settle into life in Germany as quickly as possible and provides support for the following issues:

- Applications for training, university study and work
- Searching for schools, courses of study and training opportunities
- Recognition of school-leaving qualifications and vocational qualifications
- Planning a career path
- Orientation for various hierarchies of the authorities
- Filing applications with authorities and agencies
- Overcoming language difficulties

## **IB Berlin-Brandenburg gGmbH Region Potsdam | Jugendmigrationsdienst**

[Charlottenstraße 30, 14467 Potsdam](#)

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

[+49 \(0\) 3312370976](tel:+49(0)3312370976)

<https://www.internationaler-bund.de/standort/2103...>

## **Counselling for Jewish Immigrants**

## **Zentralwohlfahrtsstelle der Juden in Deutschland e.V. (ZWST)**

[Schloßstraße 8, 14467 Potsdam](#)

[www.zwst.org](http://www.zwst.org)

[www.zwst.org/de/ueber-uns/einrichtungen](http://www.zwst.org/de/ueber-uns/einrichtungen)



## Counselling for Pregnant Women and Parents with Children up to 3 Years of Age

Counselling for Pregnant Women and Parents with Children up to 3 Years of Age

### **pro familia Potsdam, Deutsche Gesellschaft für Familienplanung, Sexualpädagogik und Sexualberatung**

📍 [Charlottenstr. 30, 14467 Potsdam, Brandenburg](#)

☎ [0331/860668](tel:0331860668)

@ [potsdam@profamilia.de](mailto:potsdam@profamilia.de)

🌐 [pro familia Potsdam - Schwangerschaftsberatung](#)

### **Caritas - Schwangerschaftsberatungsstelle**

📍 [Zimmerstr. 7, 14471 Potsdam, Brandenburg](#)

☎ [0331/710 -298](tel:0331710-298)

@ [schwangerschaftsberatung.potsdam@caritas-brandenb...](mailto:schwangerschaftsberatung.potsdam@caritas-brandenb...)

🌐 [Caritas Schwangerschaftsberatung](#)

### **EJF gemeinnützige AG - Beratungshaus Lindenstraße - Schwangerschaftsberatung**

📍 [Friedrich-Engels-Straße 24, 14473 Potsdam; Haus 1, 1. OG](#)

☎ 0331/28073 -16 oder -20

@ [schwangerenberatung.potsdam@ejf.de](mailto:schwangerenberatung.potsdam@ejf.de)

🌐 [EJF Schwangerschaftsberatung Potsdam](#)

The National Centre for Early Help (Nationale Zentrum Frühe Hilfen, NZFH) has compiled an overview of counselling services and important information for this target group in Ukrainian. The list also includes services in Russian and English. You can access the information here.

## Search service

### **DRK-Landesverband Brandenburg e.V. (German Red Cross)**

#### **DRK-Landesverband Brandenburg e.V. | Suchdienst**

📍 [Beyerstraße 8, 14469 Potsdam](#)

@ [suchdienst@drk-fh-bb.de](mailto:suchdienst@drk-fh-bb.de)

☎ [+49 \(0\) 33174036797](tel:+49%28033174036797)

🌐 <https://www.drk-brandenburg.de/angebote/bevoelker...>


## Anti-Discrimination Counselling

### **Opferperspektive e.V. | Antidiskriminierungsberatung**

📍 [Rudolf-Breitscheid-Str. 164, 14482 Potsdam](#)

@ [antidiskriminierung@opferperspektive.de](mailto:antidiskriminierung@opferperspektive.de)




 [+49 \(0\) 33158107676](tel:+4933158107676)

 <https://www.opferperspektive.de/verein/>

### **Counselling Centres Concerning Work**


#### **Agentur für Arbeit Potsdam | Bundesagentur für Arbeit**

 [Horstweg 102 - 108, 14478 Potsdam](#)

 [+49 \(0\) 3318802000](tel:+493318802000)

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

#### **Jobcenter Landeshauptstadt Potsdam | Bundesagentur für Arbeit**


 [Horstweg 102 - 108, 14478 Potsdam](#)

 [@jobcenter-landeshauptstadt-potsdam@jobcenter-ge.de](mailto:jobcenter-landeshauptstadt-potsdam@jobcenter-ge.de)

 [+49 \(0\) 3318804000](tel:+493318804000)

 <https://www.jobcenter-potsdam.de/>

#### **Welcome Center | Landeshauptstadt Potsdam**


 [Behlertstr. 3a, 14467 Potsdam](#)

 [@Welcome-Center@Rathaus.Potsdam.de](mailto:Welcome-Center@Rathaus.Potsdam.de)


 [+49 \(0\) 3312892870](tel:+493312892870)

 <https://vv.potsdam.de/vv/produkte/willkommen-in-b...>

#### **SOCIAL IMPACT LAB POTSDAM | Gründungsberatung**

 [Schiffbauergasse 7, 14467 Potsdam](#)

 [@potsdam@socialimpact.eu](mailto:potsdam@socialimpact.eu)

 [+49 \(0\) 03316207944](tel:+493316207944)

 <https://potsdam.socialimpactlab.eu/>

#### **Passgenaue Besetzung und Willkommenslotsen | Handwerkskammer Potsdam**

 [Am Mühlenberg 15, 14550 Götz](#)

 [@holger.muenster@hwkpotsdam.de](mailto:holger.muenster@hwkpotsdam.de)

 [+49 \(0\) 3320734325](tel:+493320734325)




 <https://www.hwk-potsdam.de/artikel/passgenaue-bes...>

## **Industrie- und Handelskammer (IHK)**

 [Breite Straße 2 a-c, 14467 Potsdam](#)


 [@info@ihk-potsdam.de](mailto:info@ihk-potsdam.de)

 [+49 \(0\) 33127860](tel:+49(0)33127860)


 <https://www.ihk.de/potsdam/>

## **Recognition and Qualification Counselling Centre in Potsdam**

### **Paulina Winiarczyk | IHK Projektgesellschaft mbH Ostbrandenburg**

 [Behlertstr. 3a, 14467 Potsdam](#)

 [@winiarczyk@ihk-projekt.de](mailto:winiarczyk@ihk-projekt.de)

 [+49 \(0\) 15111803323](tel:+49(0)15111803323)


 <https://www.brandenburg.netzwerk-ig.de/angebote/b...>

## **Counselling Centres for People with Inclusion and/or Care Needs**

People with disabilities and impending permanent health impairments and care needs as well as their relatives, accompanying persons and professionals can obtain free and independent care counselling at the following addresses:


**General social counselling in the area of integration assistance is provided by the supplementary independent inclusion counselling centres (ergänzende unabhängige Teilhabe-Beratungsstellen, EUTB):**

### **EUTB der Deutschen Multiple Sklerose Gesellschaft (German Multiple Sclerosis Society)**

 [Jägerstraße 18, 14467 Potsdam](#)

Contact persons: Ms Ewert, Ms Bieling

 [@eutb@dmsgbrandenburg.de](mailto:eutb@dmsgbrandenburg.de)


 [03312709863](tel:03312709863)

### **EUTB Sozialverband VdK (VdK Social Welfare Association)**

 [Friedrich-Ebert-Straße 57, 14469 Potsdam](#)

Contact person: Ms Endriss

 [@eutb.potsdam@vdk.de](mailto:eutb.potsdam@vdk.de)

 [033161901051](tel:033161901051) / [033161901052](tel:033161901052)



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## **EUTB Zentrum für Kultur und visuelle Kommunikation der Gehörlosen Berlin/Brandenburg e.V. (EUTB Centre for Cultural and Visual Communication for the Deaf)**

📍 [Wetzlarer Straße 18, 14482 Potsdam](#)

Contact persons: Ms Baumgärtner, Ms Marok, Ms Werlich

✉️ [@eutb.potsdam@zfk-bb.de](mailto:@eutb.potsdam@zfk-bb.de)

☎️ [033120076912](tel:033120076912)

## **EUTB of the Brandenburg State Office for Addiction Issues Counselling centre of Caritas on the campus of the St.-Josefs-Krankenhauses**

📍 [Zimmerstraße 7, 14471 Potsdam](#)

Contact persons: Ms Meyer, Ms Heyer

✉️ [@teilhabe@blsev.de](mailto:@teilhabe@blsev.de)

☎️ [033158138028](tel:033158138028)

**The following are counselling centres in Potsdam for children who have not yet started school and have a need for support in the area of early childhood development:**

### **AWO Counselling Centre**

(Outpatient and sensory-specific early intervention for the hearing impaired, as well as autism-specific support)

📍 [Neuendorfer Str. 39A, 14480 Potsdam](#)

☎️ [033173041951](tel:033173041951)

✉️ [@ffb@awo-potsdam.de](mailto:@ffb@awo-potsdam.de)

### **Counselling Centre of the EJF gAG**

(Outpatient and sensory-specific early intervention for the visually impaired)

📍 [Konrad-Wolf-Allee 1 - 3, 14480 Potsdam](#)

☎️ [033160060284](tel:033160060284)

✉️ [@fruehfoerderstelle@ejf.de](mailto:@fruehfoerderstelle@ejf.de)

### **Oberlinhaus gGmbH Counselling Centre**

(Outpatient early intervention and sensory-specific early intervention for the visually impaired and autism-specific early intervention)

📍 [Rudolf-Breitscheid-Strasse 24, 14482 Potsdam](#)

General early intervention

☎️ [03317634913](tel:03317634913)

✉️ [@martina.tonhaeuser@oberlinhaus.de](mailto:@martina.tonhaeuser@oberlinhaus.de)

**Independent counselling centre on the topic of care:**



## **Pflegestützpunkt Potsdam (Care Centre in Potsdam)**

📍 [Hegelallee 6-10, House 2, 14469 Potsdam](#)  
Visitor entrance: 📍 [Jägerallee 2 - 4, courtyard side](#)  
☎ [03312892213](tel:03312892213)  
✉ [@potsdam@pflegestuetspunkte-brandenburg.de](mailto:@potsdam@pflegestuetspunkte-brandenburg.de)

### **Note:**

Applications for integration assistance and assistance for care must be submitted to the Social Services and Integration Department of the state capital of Potsdam (Soziale Leistungen und Integration; contact: ✉ [hzi-asyl@rathaus.potsdam.de](mailto:hzi-asyl@rathaus.potsdam.de)) if there is a claim for benefits according to the Benefits for Asylum Seekers Act (AsylbLG) that lies within the responsibility of the state capital of Potsdam.

In addition, you can contact the staff of the corresponding working group in the Department of Social Affairs and Inclusion (Fachbereich Soziales und Inklusion) in the state capital of Potsdam for specific questions on the topic of integration assistance and assistance for care:

## **Provider of integration assistance for people with disabilities (Department of Social Affairs and Inclusion / Fachbereich Soziales und Inklusion) of the state capital of Potsdam**

Address for visitors: 📍 [Behlertstraße 3a \(House M/N\), 14467 Potsdam](#)  
Mailing address: Friedrich-Ebert-Straße 79/81, 14469 Potsdam  
✉ [@eingliederungshilfeerwachsene@rathaus.potsdam.de](mailto:@eingliederungshilfeerwachsene@rathaus.potsdam.de)

## **Provider of integration assistance for children and adolescents with disabilities (Department of Social Affairs and Inclusion / Fachbereich Soziales und Inklusion) of the state capital of Potsdam**

Address for visitors: 📍 [Behlertstraße 3a \(House M/N\), 14467 Potsdam](#)  
Mailing address: Friedrich-Ebert-Straße 79/81, 14469 Potsdam  
✉ [@eingliederungshilfekiju@rathaus.potsdam.de](mailto:@eingliederungshilfekiju@rathaus.potsdam.de)

## **Social welfare agency for people in need of care (Department of Social Affairs and Inclusion / Fachbereich Soziales und Inklusion) of the state capital of Potsdam**

Address for visitors: 📍 [Behlertstraße 3a \(House M/N\), 14467 Potsdam](#)  
Mailing address: Friedrich-Ebert-Straße 79/81, 14469 Potsdam  
✉ [@hilfezurpflege@rathaus.potsdam.de](mailto:@hilfezurpflege@rathaus.potsdam.de)

## **Important offices**

### **Welcome Centre Landeshauptstadt Potsdam**

The Welcome Centre is a counselling service for people with a migration background, regardless of their residence status and country of origin. We provide advice and support on the subject of work and employment.




Our counselling services:

- Help with the search for work and training
- Preparation for job interviews
- Advice on the labour market
- Help with job applications
- Help with the search for language courses
- Counselling on all aspects of the topic: Life, family, leisure time and everyday life in the state capital Potsdam.

Counselling is available in:

- German, English, Arabic, Kurdish, Turkish, Russian, Ukrainian and French.

## **Welcome Center | Landeshauptstadt Potsdam**

 [Behlertstr. 3a, 14467 Potsdam](#)

 [@Welcome-Center@Rathaus.Potsdam.de](mailto:@Welcome-Center@Rathaus.Potsdam.de)

 [+49 \(0\) 3312892870](tel:+49(0)3312892870)

 <https://vv.potsdam.de/vv/produkte/willkommen-in-b...>

## **Migration Office**

In order to be able to live as a non-German national in Germany, you need a residence permit (Aufenthaltstitel) (visa, residence permit, EU Blue Card, or permanent residence – of which there are two slightly different forms, "Niederlassungserlaubnis" and "Erlaubnis zum Daueraufenthalt"). To apply for a residence permit (Aufenthaltstitel), you must go to the Migration Office.

## **Other things you can do at the Migration Office:**

- Get or renew a temporary residence permit (Aufenthaltsgestattung)
- Issue and extend exceptional leaves to remain
- Apply for a work permit
- Residence permit (Aufenthaltserlaubnis) and special permits for travel
- Submit declarations of commitment

Please refrain from spontaneous visits and make an individual appointment instead. If you would like to make an appointment, please contact us by email and always include the following information in German:

- Surname, first name and date of birth for yourself and all family members who want to come with you (please write the surname and first name according to the spelling in the passport)
- The reason for your visit (e.g. first-time issue of a residence permit (Aufenthaltserlaubnis), extension of a residence permit, issue of a permanent residence permit)



(Niederlassungsserlaubnis)).

#### **Address for visitors**

 [Helene-Lange-Straße 6/7, 14469 Potsdam](#)

#### **Mailing address**

Landeshauptstadt Potsdam  
Migration Office  
Friedrich-Ebert-Straße 79/81, 14469 Potsdam

#### **Contact details**

### **Migrationsamt | Landeshauptstadt Potsdam**

 [Helene-Lange-Straße 6/7, 14469 Potsdam](#)

 [@mia@rathaus.potsdam.de](mailto:mia@rathaus.potsdam.de)


 [+49 \(0\) 3312891113](tel:+49(0)3312891113)

 <https://vv.potsdam.de/vv/oe/173010100000032290.php>

#### **Opening hours**

Monday 9:00 a.m. - 12:00 p.m.  
Tuesday 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 6:00 p.m.  
Wednesday by appointment only  
Thursday 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 4:00 p.m.  
Friday 9:00 a.m. - 12:00 p.m.

#### **Telephone consultation hours:**

The service hotline at  [03312891113](tel:03312891113) is available between 9:00 am - 12:00 am for telephone enquiries.

### **Community and Social Services (Sozialrathaus)**

#### **Fachbereich Soziales und Inklusion (38)**

The Department of Social Affairs and Inclusion (Fachbereich Soziales und Inklusion) offers support and advice on the following topics:

- Help with living costs
- Benefits under the Asylum Seekers' Benefits Act (AsylbLG; Asylbewerberleistungsgesetz)
- Guaranteed minimum pension for the elderly or those with reduced earning capacity
- Education and participation
- Upgrading Training Assistance Act (Aufstiegsfortbildungsförderungsgesetz, BAföG, BbgAföG)
- Financial support matters in social assistance law



- Inclusion for people with disabilities
- Inclusion for children and adolescents with disabilities
- Help with care
- Assumption of funeral costs under the German Social Insurance Code (SGB XII)
- Guardianship authority

#### Address for visitors

 [Behlertstraße 3A \(House M/N\), 14467 Potsdam](#)


#### Mailing address

Landeshauptstadt Potsdam

Fachbereich Soziales und Inklusion (Department of Social Affairs and Inclusion)

Friedrich-Ebert-Straße 79/81, 14469 Potsdam

#### Contact details

 [0331289-0](tel:0331289-0)

[@soziales-inklusion@rathaus.potsdam.de](mailto:@soziales-inklusion@rathaus.potsdam.de)

[@eingliederungshilfekiju@rathaus.potsdam.de](mailto:@eingliederungshilfekiju@rathaus.potsdam.de) (Inclusion for children and adolescents)

[@wirtschaftliche-hilfe-egh@rathaus.potsdam.de](mailto:@wirtschaftliche-hilfe-egh@rathaus.potsdam.de) (Inclusion for adults)

[@eingliederungshilfeerwachsene@rathaus.potsdam.de](mailto:@eingliederungshilfeerwachsene@rathaus.potsdam.de) (Inclusion for adults)

[@hilfezurpflege@rathaus.potsdam.de](mailto:@hilfezurpflege@rathaus.potsdam.de) (Assistance with care and assumption of funeral costs)

[@grundsicherung@rathaus.potsdam.de](mailto:@grundsicherung@rathaus.potsdam.de) (Guaranteed minimum pension for the elderly and those with reduced earning capacity)

[@hzi-asyl@rathaus.potsdam.de](mailto:@hzi-asyl@rathaus.potsdam.de) (Benefits according to the Benefits for Asylum Seekers Act (AsylbLG, SGB XII- 3rd chapter))

[@but@rathaus.potsdam.de](mailto:@but@rathaus.potsdam.de) (Education and inclusion benefits for children)

[@bafoeg@rathaus.potsdam.de](mailto:@bafoeg@rathaus.potsdam.de) (Granting of BAföG for pupils and apprentices, Meister-BAföG, equalisation benefits under the Rehabilitation Harmonisation Act (Rehabilitationsangleichungsgesetz, RehaG))

[@betreuungsbehoerde@rathaus.potsdam.de](mailto:@betreuungsbehoerde@rathaus.potsdam.de) (Counselling in matters of legal assistance)

#### Opening hours

Tuesday 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 6:00 p.m.

Thursday 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 4:00 p.m.

## Fachbereich Wohnen, Arbeit und Integration (39)

The Department of Housing, Employment and Integration (Fachbereich Wohnen, Arbeit und Integration) offers support and advice on the following topics:

- Housing for the homeless and refugees as well as family reunifications
- Accommodation entitlement certificate (Wohnberechtigungsschein)

#### Address for visitors

 [Behlertstraße 3A \(House M/N\), 14467 Potsdam](#)

#### Mailing address

Landeshauptstadt Potsdam

Fachbereich Soziales und Inklusion (Department of Social Affairs and Inclusion)


Friedrich-Ebert-Straße 79/81


14469 Potsdam



## Contact details

Available daily

 [0331 289-2448](tel:03312892448) (for the homeless & refugees)

 [0331 289-2694](tel:03312892694) (WBS, Benennung, Angemessenheit & Wohnungsangebote / WBS, Designation, Adequacy & Housing Offers)

 [unterkunftssuche-ukraine@rathaus.potsdam.de](mailto:unterkunftssuche-ukraine@rathaus.potsdam.de)

 [wohnungswesen@rathaus.potsdam.de](mailto:wohnungswesen@rathaus.potsdam.de)

## Business hours for initial counselling or urgently needed personal visits


Tuesday 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 3:00 p.m.

Thursday 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 3:00 p.m.

## Citizen Service Centre (Bürgerservicecenter)

The citizen service centre of the state capital offers the following services:

- Registration and re-registration of the main or secondary residence
- Issuing of identity cards and passports
- Re-registration of motor vehicles for private individuals
- Provision of application forms for various administrative and other matters
- Lost property office (Fundbüro)

You can access many services directly via an online service.  [Here you can find the online services.](#)

## Address for visitors/mailing address:

Landeshauptstadt Potsdam

Bürgerservice (Citizen Service Centre)


## Bürgerservicecenter | Landeshauptstadt Potsdam

 [Yorckstraße 22, 14467 Potsdam](#)

 [+49 \(0\) 3312894444](tel:+493312894444)

 <https://www.potsdam.de/de/buergerservicecenter>

## Contact details

 [03312891111](tel:03312891111)

 [buergerservice@rathaus.potsdam.de](mailto:buergerservice@rathaus.potsdam.de)

 [fundbuero@rathaus.potsdam.de](mailto:fundbuero@rathaus.potsdam.de)

## Opening hours

Monday 10:00 a.m. - 6:00 p.m.

Tuesday 8:00 a.m. - 6:00 p.m.

Wednesday 8:00 a.m. - 6:00 p.m. (no appointment)

Thursday 8:00 a.m. - 6:00 p.m.

Friday 8:00 a.m. - 2:00 p.m.

Saturday 8:00 a.m. - 12:00 p.m.

## Jobcenter



The Job Centre is your contact if you are in need of financial assistance or are unemployed. In addition to financial benefits for living expenses, it also offers counselling for placement in training or work, as well as for acquiring qualifications up to a vocational qualification, depending on individual needs. You can also get information on participation in a language course or support services for the recognition of certificates and vocational qualifications via the Job Centre. You can find more information here: [Access to the Job Market](#).

👤 If you have a temporary residence permit (Aufenthaltsgestattung) – meaning that your asylum procedure is still ongoing – or a certificate granting an exceptional leave to remain (Duldung) because your application for asylum has been rejected, then the [Employment Agency \(Agentur für Arbeit\)](#) is where you should go for career support.

#### **Please note:**

- Always contact the Job Centre in advance by phone or email to arrange a personal appointment.
- Please always indicate the language you require so that an interpreter can be on site for you if needed. Have all the information about yourself and your family members ready.
- The Job Centre will take down all the data by phone or in a personal appointment and give you the necessary application documents.
- The easiest way to fill out your application is to go to 🌐 [www.jobcenter.digital.de](http://www.jobcenter.digital.de) and then send it directly to the Job Centre.
- Please only come directly to the Job Centre in person in urgent cases. Advice will then be given in German only.
- Further information is available from the Job Centre staff.

### **Jobcenter Landeshauptstadt Potsdam | Bundesagentur für Arbeit**

📍 [Horstweg 102 - 108, 14478 Potsdam](#)

@ [jobcenter-landeshauptstadt-potsdam@jobcenter-ge.de](mailto:jobcenter-landeshauptstadt-potsdam@jobcenter-ge.de)

☎ [+49 \(0\) 3318804000](tel:+493318804000)

🌐 <https://www.jobcenter-potsdam.de/>

#### **📷 Availability**

Monday 8:00 a.m. - 4:00 p.m.

Tuesday 8:00 a.m. - 4:00 p.m.

Wednesday 8:00 a.m. - 4:00 p.m.

Thursday 8:00 a.m. - 4:00 p.m.

Friday 8:00 a.m. - 2:00 p.m.

You can find more information here: 🌐 [www.jobcenter.digital.de](http://www.jobcenter.digital.de).

### **Agentur für Arbeit (Employment Agency)**

### **Agentur für Arbeit Potsdam | Bundesagentur für Arbeit**


📍 [Horstweg 102 - 108, 14478 Potsdam](#)



 [+49 \(0\) 3318802000](tel:+493318802000)

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

### Contact details

 Telephone: [08004555500](tel:08004555500) (employee)\* / [08004555520](tel:08004555520) (employer)\*

\*This call is free of charge for you.

### Opening hours

Monday 8:00 a.m. - 1:00 p.m.

Tuesday 8:00 a.m. - 1:00 p.m. and 2:00 p.m. - 4:00 p.m.

Closed on Wednesday

Thursday 8:00 a.m. - 1:00 p.m. and 2:00 p.m. - 6:00 p.m.

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

and by prior appointment

You can find more information about the [Employment Agency \(Agentur für Arbeiten\) here](#).

### Standesamt (Registry Office)

The Register Office (Standesamt) has several tasks. If, for example, a child is born, the parents are obliged to report the birth of the child personally to the Register Office (Standesamt) (notarisation of the birth). And when you wish to get married, the Register Office (Standesamt) is responsible for registering your marriage.

### The tasks at a glance

- Certification of births and deaths
- Marriages and life partnerships
- Acceptance of church resignations
- Name changes
- Citizenships
- Issue of documents (birth certificate, death certificate, marriage certificate) and foreign attestations

### Address for visitors

Standesamt (Register Office)

### Standesamt | Landeshauptstadt Potsdam

 [Helene-Lange-Straße 14, 14469 Potsdam](#)

 [@standesamt@rathaus.potsdam.de](mailto:standesamt@rathaus.potsdam.de)

 [+49 \(0\) 3312891112](tel:+493312891112)

 <https://serviceportal.dikom-bb.de/landeshauptstad...>

### Mailing address

Landeshauptstadt Potsdam

Standesamt (Register Office)



Friedrich-Ebert-Straße 79/81  
14469 Potsdam

### Contact details

 [03312891112](tel:03312891112)

[@standesamt@rathaus.potsdam.de](mailto:@standesamt@rathaus.potsdam.de)

### Opening hours

Monday 9:00 am - 12:00 pm  
Tuesday 9:00 am - 6:00 pm  
Wednesday 9:00 am - 12:00 am  
Thursday 9:00 am - 4:00 pm  
Closed on Friday

### Kita-Tipp (Day Care Tips)

The '[Kita-Tipp' childcare service of the state capital of Potsdam](#) is the place to go if you have any questions about childcare. Our colleagues will inform and advise you in personal consultations on the following topics:

- Comprehensive initial counselling during pregnancy in preparation for child daycare
- Educational approaches, profiles of Potsdam's daycare centres, principles of educational work
- Daycare for children with disabilities
- Information about place capacities in the respective facilities
- Familiarisation in child day care
- Legal entitlement to child day care
- Childcare for children in and from other municipalities or Berlin
- Parental contributions

### Kita-Tipp Betreuungsplatzservice | Landeshauptstadt Potsdam

 [Hegelallee 6-10, Haus 1, 14467 Potsdam](#)

[@kita-tipp@rathaus.potsdam.de](mailto:@kita-tipp@rathaus.potsdam.de)

 <https://vv.potsdam.de/vv/oe/173010100000008722.php>



You can find more information here:  [Kita-Tipp of the state capital of Potsdam](#)

## Asylum and refugees


### Application for asylum

Asylum is a constitutionally protected right in Germany. The intent is for people fleeing violence, war and terror from other parts of the world to find protection in this country.







The asylum applications of persons seeking protection are examined in the asylum procedure. The  [Federal Office for Migration and Refugees \(BAMF, Bundesamt für Migration und Flüchtlinge\)](#), which has its headquarters in Nuremberg but also has locations throughout Germany, is solely responsible for conducting the asylum procedure. This federal authority examines on a case-by-case basis whether an asylum seeker meets the requirements for granting  [protection status](#).

## 1. Personal application for asylum

- You must apply for asylum at the  [Federal Office for Migration and Refugees \(BAMF\)](#)
- Asylum counselling can provide important information on the asylum process. Integration Counselling is responsible for this
- **Important:** You can only submit your application in person. In other words, you cannot send this application by post
- You will receive the appointment and the responsible BAMF office with your proof of arrival. If you have not received an appointment, ask your accommodation facility management team

## 2. First interview appointment (asylum application)

The first interview appointment takes place at the  Federal Office for Migration and Refugees (BAMF). In the asylum procedure, the BAMF first accepts the  [asylum application](#) and checks within the framework of what is known as the  [Dublin procedure](#) whether another European state is responsible for examining the asylum application. If Germany's jurisdiction is affirmed, a  [hearing](#) is held.

## 3. Personal hearing

The second interview appointment is the actual hearing. The BAMF decides on your asylum application and will send you their decision. This letter will contain a detailed description of the reasons for their decision.

### a) The decision is negative

- If the decision is negative and you wish to challenge it (i.e. you disagree), go immediately to your [Asylum Counselling Service](#). There they will discuss with you what you can do and you can be referred to specialised lawyers. One possible action for you is taking legal action to appeal the decision
- If you decide to leave the country voluntarily, you can receive financial support for your new start in your home country

### b) The decision is positive, meaning that you are recognised as an asylum seeker. The next steps are:

**Probationary permit (Fiktionsbescheinigung) or electronic residence permit (eAT):** If a positive BAMF decision has been given, it is necessary to arrange an identity document or equivalent immediately. You can obtain this from the [Bureau for Foreigners \(Ausländerbehörde\)](#).



**Job Centre:** You no longer get your money from the social welfare office, but have to apply to the [Job Centre](#).

## Family asylum and international protection for family members

Family members of those with subsidiary protection also receive asylum (by application) and the status of “person entitled to subsidiary protection” (right to asylum/status of refugee or subsidiary protection).

When it comes to family asylum, a family member is:

- A spouse or registered civil partner or cohabitant,
- any underage, unmarried children,
- the parents with custody ( custody usually includes the rights of parents with respect to their children) of underage, unmarried children,
- other adult persons, who are the registered guardians of underage, unmarried children,
- the underage, unmarried siblings of minors.

The requirement for spouses is that a valid marriage had already taken place in the country of origin, the application for asylum was submitted before or at the same time as the spouse with subsidiary protection, at the latest immediately after their arrival in the country, and as long as the subsidiary protection is incontestable and not to be withdrawn.

## Born in Germany:

If a child is born in Germany after the parents have applied for asylum, the legislator offers the possibility of a separate asylum procedure for the protection of children under certain conditions. To do so, the parents (of which at least one of them is still in the asylum process) or the Bureau for Foreigners (Ausländerbehörde) must inform the Bundesamt (Federal Office) of the birth. The application for asylum is thus automatically deemed to have been lodged - in the interest of the newborn child. Parents can submit their own reasons for asylum for their child. If this is not done, the same reasons as those of the parents will apply. Legal action remains open in this case should an application be rejected by the Bundesamt (Federal Office).

In addition, for the protection of the child, under-age children cannot be separated from their parents if an application has been rejected.

You can find more information on this at the BAMF.

[🔗Bringing family members to join you \(BAMF\)](#)

## Protection status extended until March 2026

**Your residence permit under § 24 (1) AufenthG remains valid until March 4, 2026, without the need to submit a new application at the Migration Office in Potsdam, if:**

- The residence permit is valid until February 1, 2025,
- This residence permit has already been fictitiously extended until March 4, 2025, through the first continuation ordinance,



- You are a Ukrainian citizen or had the following status in Ukraine on February 24, 2022: Family member of a Ukrainian citizen,  
Not a Ukrainian citizen but entitled to international protection + family member,  
Permanent Ukrainian residence permit.
- Rights:
  - Employment remains permitted.
  - Entitlement to benefits from the Jobcenter

**Your residence permit under § 24 (1) AufenthG ends on March 4, 2025, if:**

- You are not a Ukrainian citizen,
- You were not entitled to international protection in Ukraine on February 24, 2022,
- You only had a temporary Ukrainian residence permit on February 24, 2022.
- Legal consequences:
  - Obligation to leave the European Union and Schengen states.
  - A change of purpose to another residence permit may be possible. However, this does not apply to the following purposes: Studies, Search for a study place, EU-related internship, Research activity, Blue Card, Participation in the European Voluntary Service.
- Other rights and instructions: You have the right to apply for asylum at the Federal Office for Migration and Refugees.
- Applications must be submitted no later than March 4, 2025.
- Failure to comply with the obligation to leave the country may result in deportation at your expense.

Further information in multiple languages can be found on the assistance portal ["Germany4Ukraine."](#)

### Asylum procedure counselling

### Asylverfahrensberatung | DRK Flüchtlingshilfe Brandenburg gGmbH

📍 [Dortstr. 46, 14467 Potsdam](#)

✉️ [@avb.potsdam@drk-fluechtlingshilfe-brb.de](mailto:avb.potsdam@drk-fluechtlingshilfe-brb.de)

☎️ [+49 \(0\) 15111468767](tel:+49(0)15111468767)

🌐 <https://www.drk-fh-bb.de/angebote/asylverfahrensb...>

### Community life in Germany

#### The Basic Law (Grundgesetz)

In every country, there are rules that everyone has to follow. The most important law in Germany is the Basic Law. It is a collection of 146 articles. Each article stands for a law, meaning a rule. These rules determine how we live together here in Germany. The basic rights protect the freedom of each individual. They are stipulated in Articles 1 to 19 of the Basic Law (Catalogue of Fundamental Rights).



🌐 Here you can find the Basic Law in 11 languages: \* [Arabic](#), [Chinese](#), [English](#), [French](#), [Italian](#), [Persian](#), [Polish](#), [Russian](#), [Serbian](#), [Spanish](#), [Turkish](#), and of course in [German](#).

🌐 This film illustrates how the German legal state works:  
[German](#), [Dari](#), [Arabic](#), [English](#), [French](#), [Pashto](#), [Urdu](#).

## Universal Declaration of Human Rights

Human rights are important rights that apply to everyone all over the world. Human rights are rights that every person has on the basis of their humanity. They protect the dignity of every human being and apply to every person equally, regardless of " (...) race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status." (Article 2 of the United Nations' Universal Declaration of Human Rights of 10.12.1948)

There are 30 rights. The most important are:

- All people are equally worthy.
- Everyone is allowed to have their own opinion.
- All people have the right to live in peace and safety.

## Children's rights

Children need extra protection, which is why they also have special rights. The individual children's rights are stipulated in the Convention on the Rights of the Child. This was adopted by the UN General Assembly in 1989 and subsequently ratified by 196 countries. The UN Convention on the Rights of the Child includes 54 articles.

🌐 The 10 most important children's rights are visually explained here: [German/Arabic](#) and [German/Persian](#).

## Integration assistance

In many areas and districts, there are groups that volunteer to help you free of charge. The volunteers can help you find your bearings in your new home environment. They can help you participate in leisure and sport activities. They can help you learn your first German language skills. If you have questions about daily life, you can ask the volunteers. They can assist in many ways, such as helping you to understand a letter written in German, letting you know where there are cheap shopping options and sports facilities, or telling you how the bus system works. The volunteers can also help you with questions about a bank account. Many of these support networks can also help you learn German. You can contact the support networks via email.

## Social integration of refugees in Potsdam

**International Centre for Germans and Immigrants Center (ICDI e.V.)**

📍 [Leibnizring 10, 14480 Potsdam](#)

☎ [01778336258](#)

@[icdipdm@yahoo.de](mailto:icdipdm@yahoo.de)



**Erzählcafé for immigrant people**

Learning German/networking, service for all

📅 Every Thursday afternoon from 17 to 19

📍 [Dortustraße 46, 14467 Potsdam](#)

AWO Bezirksverband Potsdam e.V.

☎ [033173041770](tel:033173041770)

@[info@awo-potsdam.de](mailto:info@awo-potsdam.de)

**Sports and experiential education project for youths and young adults at Schlaatz**

Wildwuchs Streetnetwork Potsdam

🌐 <https://www.stiftung-spi.de/service/projekte/deta...>

☎ [03317407260](tel:03317407260)

☎ [01702855963](tel:01702855963)

@[info@stiftung-spi.de](mailto:info@stiftung-spi.de)

**Women's bicycle riding school: Learning to ride a bike and cycling together for women from all over the world**

**Leisure/sports**

Hand in Hand Potsdam e.V.

@[info@hand-in-hand-potsdam.de](mailto:info@hand-in-hand-potsdam.de)

**Network meeting for people from Afghanistan**

Hand in Hand Potsdam e.V.

@[info@hand-in-hand-potsdam.de](mailto:info@hand-in-hand-potsdam.de)

**Frauen für Frauen sponsorship programme**

Hand in Hand Potsdam e.V.

@[info@hand-in-hand-potsdam.de](mailto:info@hand-in-hand-potsdam.de)

**oskar. Drewitz meeting centre**

Learning German, cooking and other activities

Soziale Stadt ProPotsdam gGmbH

📍 [Oskar-Meißter-straße 4-6, 14480 Potsdam](#)

☎ [03315504169](tel:03315504169)

@[info@soziale-stadt-potsdam.de](mailto:info@soziale-stadt-potsdam.de)

**Intercultural / integration garden at Schlaatz**

📍 [Schilfhof 25, 14478 Potsdam](#)

@[integrationsgarten@gmail.com](mailto:integrationsgarten@gmail.com)

**International handicrafts in the museum house "Im Gölidenen Arm" and international women's group for joint handicrafts**

@[carla.villwock@kulturbund.de](mailto:carla.villwock@kulturbund.de)

**"Integration in Potsdam - Integration through shared experiences"**

Café Integra: 📍 [Friedhofsgasse 6, 14473 Potsdam](#)

AWO premises in the computer centre of the cultural centre: 📍 [Dortustraße 46, 14467 Potsdam](#)

Schillertreff meeting place: 📍 [Schillerplatz 20, 14471 Potsdam](#)

☎ [033173041770](tel:033173041770)

@[info@awo-potsdam.de](mailto:info@awo-potsdam.de)

**Intercultural and integrative neighbourhood breakfast at Schlaatz**

Always on Tuesdays 9 to 11



Community centre on the Schlaatz

📍 [Am Schilfhof 28, 14478 Potsdam](#)

☎ [033173041770](tel:033173041770)

@[info@awo-potsdam.de](mailto:info@awo-potsdam.de)

### **Counselling, accompaniment and integration of refugees in Kirchsteigfeld**

StadtteilLaden im Kirchsteigfeld e.V.

☎ [03316261505](tel:03316261505)

@[info@stadtteilladen.de](mailto:info@stadtteilladen.de)

### **Tell your story: Using the new reality for empowerment. Facing the new Reality-Connecting Refugees for their Empowerment.**

Refugees emancipation e.V.

☎ [016094626154](tel:016094626154)

@[info@mit-mach-musik.de](mailto:info@mit-mach-musik.de)

### **PlapperFix-Café 2023 - Stadtteilnetzwerk Potsdam-West e.V.**

Stadtteilnetzwerk Potsdam-West e.V.

☎ [015750100912](tel:015750100912)

@[info@stadtteilnetzwerk.de](mailto:info@stadtteilnetzwerk.de)

Listening to each other and sounding together - development project of MitMachMusik e.V. with  
Bürgerhaus am Schlaatz

☎ [016094626154](tel:016094626154)

@[info@mit-mach-musik.de](mailto:info@mit-mach-musik.de)

### **Heimatsounds - international choir**

Rehearsals in the Waschhaus (Schiffbauergasse), Mondays from 18:30

Contact person: Christian

🌐 [www.heimatsounds.de](http://www.heimatsounds.de)

☎ [015125270478](tel:015125270478)

@[heimatsounds@gmail.com](mailto:heimatsounds@gmail.com)

### **Integration café for Ukrainian women over 50**

Demokratischer Frauenbund - LV Brandenburg e.V.

☎ [03381794450](tel:03381794450)

@[dfb.brb@Tele2.de](mailto:dfb.brb@Tele2.de)

### **BETHI VI - Meetings, excursions, theme evenings and information**

INWOLE e.V.

📍 [Rudolf-Breitscheid-Straße 164, 14482 Potsdam](#)

☎ [033170476680](tel:033170476680)

@[info@foerderverein-inwole.de](mailto:info@foerderverein-inwole.de)

### **Refugee-Radio**

Making radio together

CULTUS gUG

☎ [017632539322](tel:017632539322)

@[office@freiland-potsdam.de](mailto:office@freiland-potsdam.de)

### **Various projects: Art, food, sports, literature, history and "Dialog-Café"**

Alexander-Haus e.V.

📍 [Am Park 2, 14476 Potsdam](#)



☎ [01705564649](tel:01705564649)

☎ [033201150551](tel:033201150551)

@[info@alexanderhaus.org](mailto:info@alexanderhaus.org)

## About Integreat

Integreat is a guide intended to help you with everyday life in Germany. Here you will find important addresses, contact persons, as well as tips and tricks to help you better orient yourself.

This guide has several chapters. Each chapter deals with a different topic. For example, you will find information on doctors, schools, German courses or other institutions. There is also a chapter with ideas on what you can do in your spare time. The information and leisure facilities often change and your community will update them regularly. That's why it is a good idea to take a regular look at your mobile app and get information about current activities and events. You can trust that the information in Integreat is reliable.

You can also use this app offline if you do not have Internet access. The app will update automatically when you are back online again.

We hope this app makes your life in Germany a little bit easier.

## About Integreat

This video explains how Integreat works in German sign language. You will learn what is possible. Click on the image to watch the video on YouTube.

