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Hacker attack - Rhein-Pfalz-Kreis district administration

[Information and notification according to LDSG & DS-GVO](#)

Welcome to the Rhein-Pfalz-Kreis



A warm welcome!

The Rhein-Pfalz-Kreis provides this app with information for orientation and support. It is aimed at

- all asylum seekers
- refugees
- all volunteer helpers
- all foreign nationals who have travelled to Germany and those who are interested

Here you will find answers to your questions about

- everyday help
- important documents
- procedures
- contact persons

The INTEGRATE app is first and foremost a support programme. It is a building block for successful integration into our community. It supports asylum seekers in the various steps and thus promotes social participation.

This guide has been written in simple language wherever possible. You will find many links and cross-references on the individual pages. These are usually underlined and/or coloured blue. They will take you to the relevant page or document with a single click. The amount of content has been kept to a manageable level.

This guide is a snapshot in time. It is subject to a constant process of change. In order to include new or additional information, the contents of this app will be constantly revised. We are also happy to receive comments or suggestions for changes.

If you have any questions or suggestions regarding the app, please contact the district administration team at integreat@rheinpfalzkreis.de.

Please recommend the app to others. Please use the app actively.

Clemens Körner

District Administrator

Note on use: We have compiled this information with the utmost care. Nevertheless, errors may occur. Should you notice any, please let us know. We would like to point out that the contents of this app do not constitute a legal claim to services or offers. The decisions of the authorities or courts are authoritative.

Contact persons in the district administration

Rhein-Pfalz-Kreis district administration



Rhein-Pfalz-Kreis

Da spriebt die Vorderpfalz

 [Europaplatz 5](#)

67063 Ludwigshafen

Phone: [0621/5909-0](tel:0621/5909-0)

Email: post@kv-rpk.de

Website: [Rhein-Pfalz-Kreis district administration](#)

Opening hours

General office hours

Monday to Thursday

09:00 - 12:00 and 14:00 - 16:00

Friday

09:00 am - 01:00 pm

Please note the different opening hours of the individual departments.

www.rhein-pfalz-kreis.de/verwaltung-region/oeffnu...

[Online appointment scheduling](#)

Youth Welfare Office (Jugendamt)

Phone: [0621/5909-0](tel:0621/5909-0) (Main office)

Bureau for Foreigners (Ausländerbehörde)

Phone: [0621/5909-0](tel:062159090) (Main office)

Immigration advice for adult immigrants

The counselling is aimed at immigrants over the age of 27 who already have a recognised residence status and live in the Rhein-Pfalz-Kreis.

Phone: [0171-9729151](tel:01719729151)

Email: migrationsberatung@zab-frankenthal.de

Appointments by phone or email

[You can download a flyer on migration counselling HERE.](#)

Contact Persons in the District Municipalities

Municipality of Bobenheim-Roxheim contact person



Bobenheim-Roxheim municipal administration

Mrs Iris Kern-Strache

Asylum affairs, coordination of voluntary refugee workers

 [Rathausplatz 1](#)

67240 Bobenheim-Roxheim

Phone: [06239-9261308](tel:062399261308)

Email: iris.kern-strache@bobenheim-roxheim.de

Municipality of Böhl-Iggelheim contact person



Böhl-Iggelheim municipal administration

📍 [Am Schwarzweiher 7](#)
67459 Böhl-Iggelheim

Mrs Claudia Schwarz

Asylum law

Phone: [06324-963-117](tel:06324-963-117)

Email: claudia.schwarz@boehl-iggelheim.de

Mrs Johanna Schließer

Family Office (Familienbüro)

Phone: [06324-963-121](tel:06324-963-121)

Email: familienbuero@boehl-iggelheim.de

VG Dannstadt-Schauernheim contact person



**Dannstadt-Schauernheim municipal association administration
(Verbandsgemeindeverwaltung)**

 [Am Rathausplatz 1](#)

67125 Dannstadt-Schauernheim

Mrs Sarah Liebchen

Asylum seekers, children and youth

Phone: [06231/401120](tel:06231401120)

Email: sarah.liebchen@vgds.de

Mrs Kühn, Mrs Mader, Mrs Pister, Mrs Speiser

Foreigners' affairs

Phone:

[06231/401180](tel:06231401180) or [06231/401181](tel:06231401181) or [06231/401182](tel:06231401182) or [06231/401183](tel:06231401183)

Email:

gabriele.kuehn@vgds.de

vera.mader@vgds.de

vanessa.pister@vgds.de

marleen.speiser@vgds.de

VG Lamsheim-Heßheim contact person



**Lamsheim-Heßheim municipal association administration
(Verbandsgemeindeverwaltung)**

 [Hauptstraße 14](#)
67258 Heßheim

Refugee assistance

Frau Jasmin Knorr

Telefon: 06233/3791314

E-Mail: j.knorr@lamsheim-hessheim.de

Herr Luca Krebs


Telefon: 06233/3791304

E-Mail: l.krebs@lamsheim-hessheim.de

Municipality of Limburgerhof contact person



Limburgerhof municipal administration

 [Burgunder Platz 2](#)
67117 Limburgerhof

Mrs Renate Huber

Asylum issues

Phone: [06236-691-137](tel:06236-691-137)

Email: huber@limburgerhof.de

Municipality of Mutterstadt contact person



Mutterstadt municipal administration

📍 [Oggersheimer Straße 10](#)
67112 Mutterstadt

Mrs Christine Franz

Equal opportunities commissioner, social work

Phone: [06234-9464-62](tel:06234-9464-62)

Email: christine.franz@mutterstadt.de

VG Rheinauen contact person



**Rheinauen municipal association administration
(Verbandsgemeindeverwaltung)**

📍 [Ludwigstr. 99](#)
67165 Waldsee

Refugee affairs

Ms. Hannah Ahuis

Phone: [06236/4182372](tel:06236/4182372)

E-mail: hannah.ahuis@vg-rheinauen.de

Ms. Gillian Elbs

Phone: [06236/4182373](tel:06236/4182373)

E-mail: gillian.elbs@vg-rheinauen.de

Ms. Maryna Zubkov


Phone: [06236/4182330](tel:062364182330)

E-mail: maryna.zubkov@vg-rheinauen.de

VG Römerberg-Dudenhofen contact person



**Römerberg-Dudenhofen municipal association administration
(Verbandsgemeindeverwaltung)**

 [Konrad-Adenauer-Platz 99](#)
67165 Waldsee

Mr Nizar Trabelsi

Social worker

Phone: [06232-656144](tel:06232656144)

Email: nizar.trabelsi@vgrd.de

"INFO SOZIALAMT" WhatsApp group in several languages at
[+49-170-4412932](tel:+491704412932)

Mrs Anna Ciucka

Administrator

Phone: [06232-656244](tel:06232656244)

Email: anna.ciucka@vgrd.de

Schifferstadt municipal administration contact person



Schifferstadt municipal administration

 [Marktplatz 2](#)
67105 Schifferstadt

Mr Wieland Oestreicher

Social education worker, refugee assistance coordinator

Phone: [06235-44-319](tel:06235-44-319)

Email: wieland.oestreicher@schifferstadt.de


Important offices

The following pages list the most important offices for asylum seekers and refugees.

It also briefly explains what the individual offices are responsible for and how people can be helped there.

Bureau for Foreigners (Ausländerbehörde)

Address:

 [Europaplatz 5](#)
67063 Ludwigshafen
Phone: [0621/5909-0](tel:0621-5909-0)

[Opening hours](#)

[Online appointment booking](#)

What you can do at the Bureau for Foreigners (Ausländerbehörde):

- Register and deregister the residence of third-country nationals (non-EU states)
- Issuance and extensions of residence permits (Aufenthaltstitel)
- Issue and extend a temporary residence permit (Aufenthaltsgestattung) in an ongoing asylum procedure
- Application for work permits for temporary residents (Aufenthaltsgestattung) and persons with exceptional leaves to remain (Duldung)
- Invitation of foreign guests (affidavit of support), insofar as there is a visa requirement
- Leaving the country
- Naturalisation

Important: Please bring all documents, proofs of identity, passports and certificates from your home country. Please bring an interpreter if you do not speak German well yet.

You are required to carry a valid residence permit (Aufenthaltstitel), temporary residence permit (Aufenthaltsgestattung) or exceptional leave to remain (Duldung) with you at all times.

Accommodation

When you arrive, you will be allocated accommodation. You will live there until your asylum procedure has been finalised.

Important: You are not allowed to leave the federal state of Rhineland-Palatinate! This is called "spatial restriction".

If you have to leave Rhineland-Palatinate in urgent cases, you must obtain a permit to leave from the relevant immigration authority.

This is valid for three months after registration (see BüMA). After that, the spatial restriction is cancelled - you can move freely in Germany.

The residence requirement remains in place.



There are quiet periods in the accommodation and everywhere in Germany. You and your neighbours in the accommodation and in the neighbourhood need quiet periods so that living together works and remains harmonious. You will find the quiet times in the "house rules" of your accommodation. The house rules regulate living together. Please observe the house rules and always respect the rules and quiet times.

[You can find a sample set of house rules here.](#)

Social Welfare Office (Sozialamt)

Address:

📍 [Europaplatz 5](#)

67063 Ludwigshafen

Phone: [0621/5909-0](tel:062159090)

[Opening hours](#)

[Online appointment booking](#)

The Social Welfare Office provides social assistance to people in need who are unable to work. All those who are able to work (under 65 years of age) receive livelihood assistance (ALG II or Hartz IV) from the [Jobcenter](#).

Social assistance is only available to people who cannot help themselves and who otherwise do not receive any further benefits. Social assistance includes, among other things,

- Livelihood support
- Guaranteed minimum pension
- Health support
- Integration assistance for disabled people
- Care support
- Help in overcoming particular social difficulties
- Help in other life situations

Asylum seeker benefits

You will receive benefits from the Social Welfare Office during the asylum procedure in accordance with the Asylum Seekers Benefits Act. These include a monthly sum of money to cover the costs of food, clothing, household goods and communications. Accommodation is also paid for. Basic facilities are available (bed, table, chair, cupboard, cooking facilities, refrigerator, washing machine), television and internet access are not. Persons with exceptional leaves to remain (Geduldete) also receive benefits from the Social Welfare Office (Sozialamt).

When receiving benefits under the Asylum Seekers Benefits Act, income from gainful employment, receipt of child benefits, other income and assets must be stated. If this is concealed, unjustified benefits will be reclaimed.

If you are ill and have to go to the physician, you will receive the health certificate at the Social Welfare Office. Further information on physician's visits and health certificates can be found [here](#).

Housing assistance

Households that have a low income and do not receive transfer payments, such as guaranteed minimum pension or ALG II benefits, can apply to the Social Welfare Office for housing assistance. The money is a subsidy for rent.

[Education and participation](#)

If parents receive social assistance, ALG II or housing assistance, they can apply for education and participation benefits for their children. Children and youth receive 100 euros per year for school supplies, 10 euros per month for participation in sports, culture and leisure (e.g. music school or sports club), a subsidy for communal lunch at school, after-school care or in the daycare centre (the families' own contribution is 1 euro per day), as well as support for learning if pupils can only achieve their educational objective in this way.

Jobcenter

The Jobcenter is where you go if you are unemployed and need support: it gives you financial support and can also help you to find a job or get qualifications, depending on what you need. It makes it possible, for example, to take part in a language course, to be placed in career counselling or to have certificates recognised.

If you have a temporary residence permit (Aufenthaltsgestattung), meaning your asylum procedure is still ongoing, then the Employment Agency (Agentur für Arbeit) is where you go for career support.

Steps after a positive decision

You have received a positive decision from the Federal Office for Migration and Refugees (BAMF). In other words, you are now officially recognised as a refugee. Then these steps are next:

1. Personal appointment

- You will have to go to the Jobcenter during opening hours and apply for benefits there
- You will be registered as a client there
- Your background will be registered
- A consultation appointment will be arranged. One with the benefits department and then with the employment service
- You will be registered as a jobseeker

2. Benefits department

- The application for benefits will be submitted to the competent benefits officer with an appointment.

3. Employment agency

- Bring along an integration course obligation or confirmation of participation in an integration course.
 - If you have documents about school attendance, training, references, recognition of qualifications obtained abroad etc., please bring them with you.
 - Report on special skills (craftsmanship, language skills, etc.).
 - Consider in advance which work area is favoured.
-

Jobcenter employees are not allowed to share information about Jobcenter clients. As a voluntary accompanying person, a power of attorney is required, which must be completed in full and signed by both parties.

Vorderpfalz-Ludwigshafen Jobcenter

📍 [Kaiser-Wilhelm-Straße 52](#)

67069 Ludwigshafen am Rhein

Phone: [0621-591330](tel:0621-591330)

Email: jobcenter-Vorderpfalz@jobcenter-ge.de

Servicepoint Migration (Team SePoM (Servicepoint Migration) / asylum and refuge)

Phone:

[0621-59133-0](tel:0621-591330) or [0800-4-5555-00](tel:0800-4-5555-00) (free calling)

Email:

Jobcenter-Vorderpfalz.SEPOM@jobcenter-ge.de and SEPOM@jobcenter-ge.de

Vorderpfalz-Ludwigshafen Jobcenter, Speyer branch

📍 [Bahnhofstraße 37a](#)

67346 Speyer

Eva-Maria Zimmermann

Team Leader Market & Integration

Phone: [06232-6016-204](tel:06232-6016-204)

Email: eva-maria.zimmermann@jobcenter-ge.de

Michael Welker

Team Leader Market & Integration

Phone: [06232-6016-700](tel:06232-6016-700)

Email: michael.welker@jobcenter-ge.de

Cornelia Steitz

Migration officer SGB II

Phone: [0621-5993-186](tel:0621-5993-186)

Email: cornelia.steitz@jobcenter-ge.de

Frankenthal Jobcenter

📍 [Carl-Theodor-Straße 13](#)

67227 Frankenthal

Phone: [06233-3152-0](tel:06233-3152-0)

Email: jobcenter-Vorderpfalz.Frankenthal@jobcenter-ge.de

Employment Agency

Ludwigshafen Employment Agency



 [Berliner Str. 23A](#)

67059 Ludwigshafen on the Rhine
Telephone: [0800/4555500](tel:08004555500) (free of charge)
Website: Ludwigshafen Employment Agency

Frankenthal Employment Agency



 [Synagogengasse 1](#)

67227 Frankenthal
Phone: [0800/4555500](tel:08004555500) (free of charge)

Are your asylum proceedings still ongoing (Aufenthaltsgestattung)? Are you tolerated (Duldung)?

Then the Employment Agency is your point of contact for questions about the transition from school to work (careers advice). It takes care of your work and helps with further training. But also for employer counselling (employer service).

Are you recognised?

Then the [job centre](#) is responsible for advising and placing you in the labour market.

Child benefit

Families receive child benefit for children. This must be applied for at the [Family Benefits Office](#) at the Employment Agency.

Youth welfare office

The [Youth Welfare Office](#) will help you with questions about your child.

Youth Welfare Office Rhein-Pfalz-Kreis

Address

 [Europaplatz 5](#)

67063 Ludwigshafen

Telephone: [0621/59090](tel:062159090)

[Opening hours, responsibilities and telephone numbers](#)

Services and possibilities of the youth welfare office

Youth welfare / educational assistance

There are various services and assistance available in youth welfare, e.g. day care centres, Haus der Jugend/ youth clubs, advice centres and counselling at the youth welfare office.

The tasks of youth welfare are regulated in a federal law, in Social Code VIII, the Child and Youth Welfare Act (KJHG).

Parents are responsible for the support and upbringing of their children.

Youth welfare helps to support young people in their development and contributes to preventing or reducing disadvantages.

It also helps to protect children and young people from danger and to maintain or create positive living conditions for young people and their families.

Youth work

This is about enabling girls and boys to pursue their interests and socialise in their free time.

Daycare centres, crèches, childminders and after-school care centres

Here, children are given the opportunity to play and learn with other children and parents have the opportunity to work by looking after their children.

Help with parenting

If parents are not (or no longer) able to cope with bringing up their children, they can go to the youth welfare office for counselling.

Children and young people also have the right to turn to the youth welfare office if they have problems with their parents.

The social services at the youth welfare office advise children, young people and parents. The decision as to what help is necessary and appropriate is discussed together with the parents and young people.


The costs for this help are usually borne by the youth welfare office.

In addition to counselling on all issues relating to parenting, the Youth Welfare Office also offers advice on psychosocial issues, school matters, separation and divorce and personal care.


The Youth Welfare Office is responsible for unaccompanied refugee minors.

Information for refugees from Ukraine


Information from the Federal Ministry of Labour and Social Affairs (BMAS):

The  [BMAS](#) helps people who have fled to Germany because of the war with the topics of work and social security.


News on the topic:

You can find all the latest information from the BMAS on the topic of Ukraine on this  [page](#)

Information from the Federal Foreign Office and the Federal Office for Migration and Refugees:

 [HERE](#) you will find the latest information and situation reports from the Federal Foreign Office. Entry regulations and visa requirements can also be found on these pages.

New help portal for refugees from Ukraine:

The German government is providing a central digital contact point at  www.germany4ukraine.de. Refugees can find a lot of information there for their start in Germany, e.g. on entry and residence, accommodation, medical care and much more.

The website is available in  [German](#),  [English](#),  [Ukrainian](#) and  [Russian](#).

Information page of the district administration of the Rhein-Pfalz district:

 [Ukraine war: News-Information-Help](#)

Further help pages - especially for women and children

 [Help in case of violence against women and children and for pregnant women in need](#)

 [Nora-notruf in ukrainian language](#)

 [nora-notruf in russian language](#)

 uvaga.de

Tracing services - Search for missing persons and relatives

Tracing services help people around the world to find relatives. They also help with all family reunification issues.

The tracing service helps families who have been separated by

- armed conflicts
- disasters
- flight
- displacement
- migration

It helps to find relatives, bring them back into contact with each other and reunite families.

Other international tracing services:

[German Red Cross Tracing Service](#)

[International Tracing Service Red Cross / Red Crescent Soc.](#)

Help for Ukrainians fleeing

Help for Ukrainians fleeing

 [MapaHelp](#)


MapaHelp collects and provides information about organisations, companies and people outside Ukraine. Ukrainians receive help here free of charge. The map shows points where they can get help such as food, housing and transport. But also psychological, medical and financial support.


Help for Ukrainians on the run

[MapaHelp](#) collects places where Ukrainians can get help in difficult situations. This assistance consists of shelter, food, psychological and medical help or transport.

Information for people from Ukraine

Information from the Federal Foreign Office and the Federal Office for Migration and Refugees

 [Here](#) you will find the latest information and situation reports from the Federal Foreign Office and the Federal Office for Migration and Refugees. Entry regulations and visa requirements can also be found on the pages.

Further information can be found on this  [page](#).

German Government Information Portal

The Federal Ministry of the Interior and for Home Affairs offers a digital information service in German, English, Russian and Ukrainian. Here you will find all the official information about residence and living in Germany.

 [Germany4ukraine.de](#)

Embassy of Ukraine in Berlin

 [030/28887128](#)

[Albrechtstraße 26, 10117 Berlin](#)

[Homepage](#)

Information from the Federal Foreign Office and the Federal Office for Migration and Refugees

Here you will find the latest information and situation reports from the [Federal Foreign Office](#) and the Federal Office for Migration and Refugees. Entry rules and visa requirements can also be found on the pages. We have included some important questions and answers here:

I am in Germany without a visa. What options do I have now?

Ukrainian Nationals do not need a visa if they enter Germany for the first time before **31st December 2024**. They do not need a visa or residence permit to stay in Germany legally for up to 90 days from the date they enter. So the last date on which it is possible to be in Germany legally without a visa or residence permit is **31st March 2025**.

During the 90 days in which you can stay in Germany legally without a visa, you can decide whether you would like to stay in Germany longer. If you decide to stay longer, you have the following options:

1. Within 90 days of entering Germany for the first time, you can apply for a temporary residence permit under section 24 of the Residence Act (Aufenthaltsgesetz, AufenthG). Section 24 deals specifically with the situation of refugees from the war in Ukraine based on the relevant EU decision. You can find out [here](#) who is eligible for a temporary residence permit under section 24 of the Residence Act, and you can find out more about the procedure [here](#).
2. Within 90 days of entering Germany for the first time, you can apply for a temporary residence permit for a different purpose, such as to study or work in Germany. This may be more advantageous for you. You can make an appointment with the relevant government authorities to ask them for advice. Or you can find out more by visiting the website www.make-it-in-germany.com.
3. Or you can apply for asylum. However, we do not recommend this option, because it comes with some disadvantages: your right to take up employment would be subject to restrictions, and you would have to live in an initial reception centre.

Do you have a valid residence permit in accordance with Section 24 of the Residence Act as of February 1, 2024?

Your residence permit will be extended automatically and will then be valid until March 4, 2025. You do NOT need to visit the Foreigners' Registration Office for this. You can find further information on [Germany4Ukraine](#).

What happens after I enter the country? Where can I register in Germany and where do I get accommodation and food?

The procedure is divided into four successive steps: First registration and (in the case of benefit recipients) distribution to a place of residence, as well as registration of the residential address at the destination and application for a residence title. You can find further

information [here](#).

Can I work in Germany with a residence permit for temporary protection?

Yes, you can. However, gainful employment must first be permitted by the foreigners authority. When the residence permit is issued, the foreigners authority will already enter in the residence title that gainful employment is permitted, even if no concrete job is in prospect yet. This means that no further work permit from another authority is required.

The foreigners authorities will issue so-called probationary certificates when an application is submitted. These bypass the residence law until the actual residence title can be issued and granted. The foreigners authority will also enter "gainful employment permitted" in the probationary certificate. Even with this probationary certificate, it is therefore possible to work in Germany on a self-employed basis or as an employee. Special professional access requirements (such as a licence to practise medicine or a permit for a trade requiring a licence) naturally apply to temporarily protected persons just like to everyone else. But the procedures for the recognition of foreign professional qualifications are also open to those affected, just like everyone else.

Persons with a residence permit for temporary protection in Germany are also eligible for advice and placement services in accordance with Social Code III (SGB III) through the employment agencies.

Should Ukrainian nationals have to apply for asylum?

No, that is not necessary. The required protection will be granted in another, faster procedure. Ukrainian nationals are therefore advised not to apply for asylum. However, the right to apply for asylum at a later stage continues regardless.

As a result of the Decision to admit war refugees pursuant to Article 5 para. 1 of Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection, a residence title pursuant to Section 24 of the Residence Act (AufenthG; Granting of residence for temporary protection) will be granted with immediate effect to the group of persons covered upon application.

Registration upon entry does not constitute an asylum application. The implementation of an asylum procedure requires an application for asylum to be filed at the competent branch office of the Federal Office for Migration and Refugees.

For these reasons, filing an asylum application is not required to secure a right of residence or to claim social benefits.

Information portal of the German government

The Federal Ministry of the Interior and Home Affairs offers a digital information service in German, English, Russian, and Ukrainian. Here you can find all official information about residence and life in Germany.

 [Germany4Ukraine](#)

Embassy of Ukraine in Berlin

+493028887128

Albrechtstraße 26, 10117 Berlin

Links general information

General information

<https://www.bamf.de/SharedDocs/Anlagen/RU/Integra...>

<https://www.berlin.de/einwanderung/ueber-uns/aktu...>

<https://www.auswaertiges-amt.de/de/service/UKR>

Integration

AsylNet with national overview

<https://www.asyl.net/schutzsuchende-ukraine>

<https://handbookgermany.de/de/ukraine-info/ua.html>

https://www.bamf.de/DE/Startseite/startseite_node...

<https://www.bamf.de/DE/Themen/AsylFluechtlingssch...>

FAQs on the current legal situation - Minor

Healthcare Guide - BMG

<https://www.wegweiser-gesundheitswesen-deutschlan...>

<https://www.demenz-und-migration.de/ru/informacij...>

<https://www.demenz-und-migration.de/fileadmin/use...>

Advice and support

Getting help - Local networks


Bobenheim-Roxheim - Social club Kunterbunt e.V.

this leads to the

[Homepage of the social club Kunterbunt e.V. in Bobenheim-Roxheim](#)

Contact person:

Mrs Dr. Andrea Rech
(1st Chairwoman)

 [Joh.-Sebastian-Bach Str.6](#)
67240 Bobenheim-Roxheim


Email: andrea.rech@sozialverein-kunterbunt.de

Phone: [06239-995588](tel:06239-995588)

Bobenheim-Roxheim - Asylum volunteer group

[Bobenheim-Roxheim volunteer group](#)

Mrs Iris Kern-Strache

 [Pfalzring 51a](#)
67240 Bobenheim-Roxheim
Phone: [06239-9269445](tel:06239-9269445)

Website: <https://www.ehrenamtskreis-asyl-bobenheim-roxheim...>

iris.kern-strache@bobenheim-roxheim.de

VG Rheinauen - Asylum network



"Asylum network" of the Rhineauen municipal association

The "asylum network" of the Rhineauen municipal association was founded at the beginning of 2015 on the initiative of the honorary first councillor of the municipal association, Dr Wolfgang Kühn, after he presented his ideas to the municipal association council and received unanimous approval.

In addition to the many individual volunteers, the Protestant and Catholic churches, the NOVA family centre in Neuhofen and the Naturspur association in Otterstadt are also involved. A central donation account was set up at the VG.

The members of the network always strive to involve the refugees in community life in order to reduce prejudices as well as fears.

[You can find more information on the "asylum network" and contact persons here.](#)

Schifferstadt - Team 31 e.V.



Team 31 e.V. in Schifferstadt

Team 31 e.V. is committed to being a contact for refugees in Schifferstadt. It offers sponsorships, language courses and accompaniment in everyday life.

(Represented by)

Mr Karl Fischer

Phone: [06235-1754](tel:06235-1754)

Email: team31e.v@gmail.com

Website: [Team 31 e.V. in Schifferstadt](#)

Maxdorf - Network help



Network help in Maxdorf

[NetzwerkHilfe neV](#)

Integration network

Network of full-time and voluntary workers from various institutions

Caritas-Zentrum Ludwigshafen

[Ludwigsstrasse 67-69](#)

67059 Ludwigshafen

Phone: [0621/59802-26](tel:0621/59802-26)

Email: caritas-zentrum.ludwigshafen@caritas-speyer.de

Family and children

Advice and Assistance

Raising children is not an easy task. This is why it is important for parents to seek advice and support for general parenting questions as well as for difficult, stressful situations at an early stage. The counselling centres in the Rhein-Pfalz-Kreis are available to help parents and offer

support in overcoming specific problems.

Protection of children and youth

Caring for and raising children is the natural right of parents.

Nevertheless, children, youth and families in Germany have special protections. This protection begins during pregnancy and continues until the child is 18 years old (of full age). In Germany, for example, it is forbidden to beat children and youth: No violence is allowed to be used in parenting. Every child has to go to school.

Special authorities make sure that children are not harmed by their environment – that can also be their close family. However, these authorities also provide advice, guidance and support to families who need help.

This task is performed by the Youth Welfare Office (Jugendamt) in the Rhein-Pfalz-Kreis.
[This is where you can ask for support.](#)

You can get more information here:

- [Counselling and help services for children, youth and parents from the Rhein-Pfalz-Kreis during the COVID crisis](#)
- [Nationwide counselling and help for children, youth and adults in need!](#)

Childcare

Your child can visit a day-care facility before beginning school, starting at about age 1. Here your child can make friends, learn German and discover new things by interacting with carers, children and other parents. Attending a day-care centre is a very important and good preparation for school. For you as a parent, childcare offers the possibility of visiting a German course.

⇒[Childcare in the Rhein-Pfalz-Kreis](#)

Childcare for children aged 1 and over: Children's day care

Play and learn with other children in a small group. Safe and regularly cared for by a well qualified day nanny. That is children's day care. Children feel at home here.

In Germany there are 2 official and state regulated options for child care: either with a day nanny or in a kindergarten.

The care provided by a day nanny is called children's day care.

The main difference is the size of the group: up to 5 children are cared for by one day nanny - in kindergarten the groups are larger. Almost all children over the age of three go to a kindergarten. The younger ones are cared for in a crèche or by a day nanny. It is good for

small children if a few children are looked after together.

Parents have time for their tasks

Parents have a lot of tasks. They must be working or looking for a job or training position. They must take care of their own flat and provide for the family. To be able to live in Germany, it is a good idea to learn German and attend courses. For this, too, parents need time in which their children are reliably and well cared for. Then they don't have to worry about their children and can be sure that their child is doing well.

Education and playing for children

Kids want to play. They want to learn and grow. While playing, the children learn everything they need for their later life. Day nannies support them in this and encourage them. It is a good idea to learn German in order to be able to communicate in Germany. Children will easily learn German through interaction with other children and through the day nanny.

What is a day nanny?

At a day nanny's, children can play and learn. They are well looked after while their parents do other important things. Day nannies have attended courses to qualify to care for children. They have a permit from the office responsible for the children (Youth Welfare Office (Jugendamt)) and they are regularly checked and reviewed. The premises are also inspected.

Day nannies are happy to accompany the children in their development and give them important motivation. Older children will prepare them well for school. For the child, the day nanny provides reliability and safety. Each day nanny takes care of a maximum of 5 children in her small group and respects the wishes of all children and their parents.

What does a day at a day nanny's look like?

In the morning, the parents drop their children off at the day nanny's. Then, breakfast is eaten together. Afterwards, the day nanny plays and sings with the children.

She encourages the children to work on their language development, stimulates them to learn and takes them outside. The children learn important things, such as the rules of the road, and observe nature and the environment. They develop their skills while playing in the house.

They get to know the routines of everyday life. They eat with the day nanny and have a nap. The day nanny also changes the children's nappies. In the afternoon, the children are picked back up. The day nanny has the same tasks as a kindergarten. The children feel at ease and are happy to have a good time with the other children and to keep growing.

How do you find a day nanny?

Day nannies are arranged by official agencies and authorities (Youth Welfare Office (Jugendamt), specialist service). You have to apply there, just like for a place in a kindergarten. All children in Germany have the right to education, a proper upbringing and care and are allowed to go to a day nanny or a day-care/kindergarten, even if the parents do not work.

How much does the care cost?

The amount of money parents have to pay to care for their children can vary somewhat from region to region. It depends on how much income they have. If the parents do not have much money, they do not have to pay anything. In some regions, childcare is free of charge for everyone.

Ask your local authorities (Youth Welfare Office (Jugendamt), specialist service) about this.

[Childcare for children aged 1 and over - Information on children's day care in various languages provided by the Bundesverband für Kindertagespflege](#)

> [German – deutsch](#)

> [English](#)

> [French – français](#)

> [Spanish - español](#)

> [Russian – по-русски](#)

> [Arabic - العربية](#)

> [Farsi - ىسرراف نابز](#)

> [Dari - ىرد](#)

> [Turkish - türkçe](#)

> [Kurdish – kurmancî](#)

> [Tigrinya - ተግርኛ təgrəñña](#)

More information on children's day care in different languages

Family

Families enjoy many benefits in Germany. These include family co-insurance and a wide range of discounts on the use of cultural, sports and leisure facilities. Families are also entitled to counselling and benefits as part of child and [parental allowances \(Elterngeld\)](#). In the Rhineland-Palatinate, day-care centres are also free of charge.



In this chapter you will find an overview of support services and information for families and children. You will also find many addresses on the topic of early help, pregnancy and childcare.

Your first points of contact are the Youth Welfare Office (Jugendamt) of the district administration and your local Family Office (Familienbüro).

Family mentors for young families in the Rhein-Pfalz district

Today, many families lack the social network of grandparents, friends and neighbours. People you can talk to and ask for advice. Helping hands who look after the children for a few hours so that you have a little time to catch your breath.

Family mentors support families and single parents. When help from relatives, neighbours and friends is not possible. But also when they have to live with burdens such as separation, illness, disability or unemployment.

Click here for the

[Homepage of the family mentors Rhein-Pfalz-Kreis](#)

You can find both

[find family mentors](#)

as well as

[become a family sponsor](#)

Contact persons:

**Bobenheim-Roxheim, VG Lamsheim Heßheim
Mutterstadt, VG Maxdorf, VG Dannstadt-Schauernheim**

Anne Metz

Phone: [0160/93387117](tel:0160/93387117)

E-mail: west@familienpaten-rpk.de

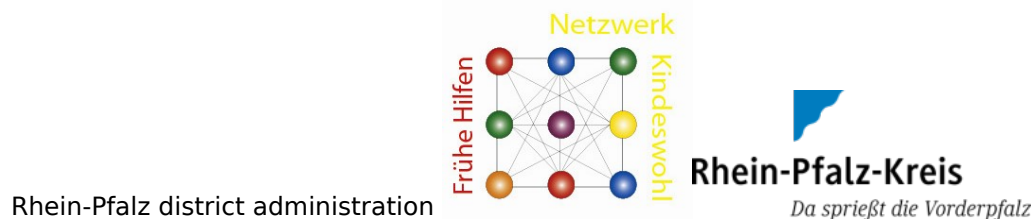
**Limburgerhof, VG Rheinauen, VG Römerberg- Dudenhofen,
Schifferstadt, Böhl-Iggelheim**

Constanze Eichhorn

Phone: [0175/4955627](tel:0175/4955627)

E-mail: ost@familienpaten-rpk.de

The Family Mentors project is supported by the Child Welfare / Early Help Network of the



NOVA Family Centre

The NOVA is there to support and relieve families. At our centre, everyone can also get creative or learn something new. There are research courses for children from the age of four, yoga for adults, do-it-yourself courses, baby massage courses, music school and much more.

We are a cooperation partner of the Rhein-Pfalz-Kreis family mentoring programme and also offer childcare for small children four mornings a week.

Find out more about the NOVA Family Centre at www.nova-familienzentrum.de

Telephone: [06236/479551](tel:06236479551)

E-mail: buero@nova-familienzentrum.de



Pregnancy and birth

Pregnancy

Expectant mothers are under special protection in Germany. They are entitled to counselling, medical care and support with new purchases for the child. Please consult a doctor if you are pregnant. Have the check-ups carried out there. These examinations are paid for by the health insurance company. You will then receive a maternity pass. This identifies you as an expectant mother. The maternity pass contains important information. Your state of health and that of your child are noted in it. **ALWAYS** carry this maternity pass with you. This information is very important in an emergency.

Initial equipment for the baby

Pregnant women can receive a higher allowance to cover additional needs. Certain conditions must be met for this. Further financial support options can be applied for. Please contact one of the pregnancy counselling centres in the Rhein-Pfalz district.

Birth and midwife

Your gynaecologist will refer you to a maternity clinic. Contact a midwife before the birth. They will support you and your baby in the first few weeks after the birth. Midwives are provided by the maternity clinics. If not, contact the Early Help Centre in the district administration (see below).

You will be issued with a birth certificate for your baby at the clinic. The costs for necessary check-ups and the delivery costs will be covered. The costs of care by a midwife after the birth will also be covered.

Notification to the registry office

Newborn children must be registered with the registry office and the accommodation management. Within one week of the birth, you must register your child at the registry office responsible for the place of birth. To register your child, you must present

- Your identity card
- the birth certificate from the clinic
- your marriage certificate, if applicable

You will then receive the (possibly provisional) birth certificate for your child.

Early detection examinations

The first U1 screening examination is carried out immediately after the birth. These examinations are documented in the yellow child examination booklet. You will receive this at the U1 examination. The costs for the early detection examinations (U1-U9 and J1) and the necessary immunisations for your baby are covered by your health insurance.

Films on parent information "Growing up mentally healthy":

<https://seelisch-gesund-aufwachsen.de>

(also available in Arabic, English, French, Russian and Turkish).

Counselling and support before and after the birth

The [Early Help Centre](#) in the Rhein-Pfalz district provides midwives. But also needs-based help and counselling before and after the birth.

Contact person:

Mrs Bettina Bohn

Telephone: [0621/59091401](tel:062159091401)

E-mail: bettina.bohn@rheinpfalzkreis.de

Further information can be found here:

- Counselling centres for parents and children
- Services and help for families
- [Early help Rhein-Pfalz-Kreis](#)
- [Nationwide counselling and help for children, young people and adults in need!](#)
- The most important information about the early detection examinations in childhood U1 to U9 in [Arabic \(pdf\)](#), [Russian \(pdf\)](#), [Turkish \(pdf\)](#), [English \(pdf\)](#) and [German \(pdf\)](#)
- [Calculate U-examination dates for your child](#)
- Films from the Federal Centre for Health Education **on the topics of bonding, playing, eating and language.**
www.kindergesundheit-info.de
Available languages: [German](#), [English](#), [Turkish](#), [Russian](#) and [Arabic](#)

Image-based support for health topics

Multilingual [web portal ZANZU](#) of the Federal Centre for Health Education in various languages, including Arabic, Farsi, Turkish, Romanian, Russian and English.

It serves as a concrete working and translation aid for daily counselling practice. Some of the information is provided in the native language. It offers a guide to the German health and counselling system. It provides discreet and direct access to knowledge (for reading and listening).

Range of topics: health, contraception, body knowledge, pregnancy and birth, rights and laws in Germany.

Parental allowance (Elterngeld)

Apply for parental allowance (Elterngeld)

As a parent, you can receive parental allowance (Elterngeld) if you primarily intend to take care of the child yourself and are therefore not employed or are employed for a maximum of 30 hours per week.

[You can find more information on parental allowance \(Elterngeld\) and contact persons in the Rhein-Pfalz-Kreis here.](#)

Language games and explanatory videos

One of the most popular German children's television programmes with explanations on



various things in Germany is also available in Arabic, Kurdish and Dari:

[⇒ Die Sendung mit der Maus International](#)

Discovery game "Willkommen in der Kindertagespflege" (Welcome to Children's Day Care) -
construction sheets for bilingual game versions from the Bundesverband für
Kindertagespflege:

[> English](#)

[> French - français](#)

[> Russian - по-русски](#)

[> Arabic - العربية](#)

[> Dari - ږرد](#)

[> Turkish - türkçe](#)

What is Covid? Why do we not have school? Why does washing your hands help? -
[Explanatory videos for children on the topic of COVID](#)



Unaccompanied foreign minors

If minors are travelling to Germany unaccompanied, they will be reported to the Youth Welfare Office. After an interview with the minor, an age assessment is carried out. This determines whether the minor is taken into care by the Youth Welfare Office or is considered an adult.



There are two options for minors who have travelled to Germany without their parents but as part of a family (e.g. with an uncle or aunt, with cousins or with older siblings).

The adult relative can apply to the family court for guardianship. With guardianship, he/she assumes full responsibility for the minor in place of the parents.

[Information brochure "Your guardian represents you" \(pdf\)](#)

Or:

The relative can exercise the right to parenting, which is informally transferred to him/her by the parents. Or it can be derived from the appropriate and responsible behaviour of the parties involved.

In both cases, the minor can remain in the family.

If the relative refuses both, or if the minor's remaining in the family unit poses a risk, the minor will be treated as an unaccompanied minor. The youth welfare office will then take the minor into care (see above).

Contact persons for unaccompanied foreign minors at the **District Youth Welfare Office** :

Mrs Ziden

Telephone: [0621/59091190](tel:0621/59091190)

E-mail: susanne.ziden@rheinpfalzkreis.de

Mrs Eberle

Phone: [0621/59091091](tel:0621/59091091)

E-mail: andrea.eberle@rheinpfalzkreis.de

Family Offices (Familienbüro)

In the Rhein-Pfalz-Kreis there are contact points for parents, children, youth and families. They are called **Family Offices (Familienbüro)**. You will find the addresses below.

Services offered by the Family Offices (Familienbüro):

- Help and advice for families in all situations
- Family education services
- Opportunities to meet
- Promoting a sense of community through festivals
- Outreach work with families
- Social counselling
- Counselling in day-cares and schools
- Networking with existing local services
- Integration work for people with disabilities, migrant backgrounds and asylum seekers, among others.

In addition to the general counselling centres, there are other counselling centres for **special topics**, such as the Consumer Advice Centre, counselling for addiction problems and counselling exclusively for women. Ask your Family Office (Familienbüro) about this. You can find all the important addresses and telephone numbers here.

Important: All consultations are free of charge! It can be helpful if you bring an interpreter with you.

Local Family Offices (Familienbüro)



You can find an overview of the Family Offices (Familienbüro) and services for families here:

[**Family Offices \(Familienbüro\) and services for families**](#)

and here:

[**Guide for advice and support for expectant and young parents in Frankenthal**](#)

[**Bobenheim-Roxheim Family Office \(Familienbüro\)**](#)

Family Office (Familienbüro) in the social club "Kunterbunt" e.V.

 [Joh.-Sebastian-Bach Str. 6](#)

67240 Bobenheim-Roxheim

Phone: [06239-7031](tel:06239-7031)

Email: andrea.hettmannsperger@kunterbunt-sozialverein.de

[**Böhl-Iggelheim Family Office \(Familienbüro\)**](#)

Mrs Johanna Schließer

Phone: [06324-963-121](tel:06324-963-121)

Email: familienbuero@boehl-iggelheim.de

Caritas-Zentrum Speyer, Maxdorf Family Office (Familienbüro)

 [Hauptstraße 79](#)

67133 Maxdorf

Phone: [06237-401-162](tel:06237-401-162)

Email: lisa.leininger@caritas-speyer.de

[More information on the topic of family](#)

Integration guides

Brückenbauer: Migrants engaging with migrants

The project "Integrationsbegleiterinnen und -begleiter als Brückenbauer" (Integration guides as bridge builders) is an initiative aimed at shaping the integration of and with migrants.

You can find all info and contact persons [HERE](#).

Phone: [0621/504-2576](tel:0621/504-2576)

Email: Projekt.Brueckenbauer.Integration@ludwigshafen.de

Migration Counselling Service (Migrationsberatung)

If you have any questions about residence and asylum law, support in administrative affairs and the use of educational and language support services, you should contact the Migration Counselling Centres for information. They offer individual counselling and can accompany you when dealing with administrative matters.

Immigration Advice for Adult Immigrants in the district office (Kreishaus)

Mr Horst Ketzer

Services:

The counselling is aimed at immigrants over the age of 27 who already have a recognised residence status and live in the Rhein-Pfalz-Kreis.

Contents:

Immigration Advice for Adult Immigrants (MBE; Migrationsberatung für erwachsene Zuwanderer) supports immigrants with their integration into the labour market and society. It offers individual and needs-based counselling on a case-by-case basis.

The counselling service is aimed at people who have immigrated to Germany and have questions about their professional and social situation, would like to find out about language courses, (further) education, qualifications, naturalisation or other topics.

Counselling services may include the following topics:

- Finding suitable language course providers
- Career choice
- Advice on training and studies
- Job search
- Information on the recognition of qualifications obtained at work, at university and at school
- Ways to meet and find social connections
- Volunteering opportunities
- Childcare services for children
- Opportunities to attend school

Advice includes individual psychosocial counselling in various areas of life. Cooperation with other institutions and networks is seen as an important part of this. Immigrants are introduced to the support of regular services.

Counselling is offered at the Rhein-Pfalz-Kreis district administration.



[Europaplatz 5](#)

67063 Ludwigshafen

Phone: [0171-9729151](tel:0171-9729151)

Email: migrationsberatung@zab-frankenthal.de

Appointments by phone or email

[You can download a flyer on migration counselling HERE.](#)

Specialist Service for Migration and Integration / Migration Counselling (Fachdienst für Migration und Integration / Migrationsberatung)

Immigration counselling services are primarily aimed at newcomers to Germany. They receive counselling and guidance on an individual basis.

[Haus der Diakonie Speyer](#)

Diakonie Pfalz

Haus der Diakonie Speyer

 [Ludwigstr. +30](#)

Phone: [06232/664-175](tel:06232664175)

Email: Elisabeth.ESSERT@diakonie-pfalz.de

Haus der Diakonie Ludwigshafen

Integration and Migration Specialist Service

Diakonie Pfalz

 [Falkenstraße 17/19](#)

67063 Ludwigshafen

Phone: [0621/52044-0](tel:0621520440)

Email: hdd.lu@diakonie-pfalz.de

Email: [migrationsfachdienst.ludwigshafen@diakonie-pfalz....](mailto:migrationsfachdienst.ludwigshafen@diakonie-pfalz.de)

Specialist migration services for persons residing in the Rhein-Pfalz-Kreis

[Information on specialist migration services for the Rhein-Pfalz-Kreis can be found here.](#)

Contact person:

**for persons with a residence in Schifferstadt, VG
Dannstadt-Schauernheim, Limburgerhof**



Mrs Heba Bankasli

Email: Bankasli@zab-frankenthal.de

Phone: [06235-9597381](tel:06235-9597381) or [0175-2619182](tel:0175-2619182)

Languages: Arabic, German, English

**for persons with a residence in VG Rheinauen, Böhl-Iggelheim,
VG Römerberg-Dudenhofen**



Mrs Johanna Hauck

Email: j.hauckMFD@lernzirkel-online.de

Phone: [0157-33900694](tel:0157-33900694)

Languages: German, French, English

Mr Eset Mavinehir

Email: e.mavinehirMFD@lernzirkel-online.de

Phone: [0157-33900681](tel:0157-33900681)

Languages: German, Turkish, Kurdish, Arabic, English

[Overview of counselling services for asylum seekers and refugees in Speyer](#), compiled by the Speyer Volunteer Agency, as of August 30, 2019.

Youth migration service

Youth Migration Services (JMD) in the Rhein-Pfalz district

The Youth Migration Services (JMD) support young people with a migration background aged 12-27 in their integration in Germany. They offer free help and counselling on almost all issues. In particular with the transition from school to training and work and with the recognition of school, vocational and diploma qualifications.

[IB Südwest gGmbH](#) in the multi-generation centre

Mrs Wertheim-Stauffer

[📍 Mahlastrasse 35](#)

67227 Frankenthal

Telephone: [06233/3558912](tel:06233/3558912)

Mail: claudia.wertheim@ib.de or e-mail: JMD-Frankenthal@ib.de

Opening hours: Mon. 12:00 - 16:00, Tue. 15:00 - 18:00, Thu. 15:00 - 17:00 and by appointment

[Caritas Centre Ludwigshafen](#)

[Ludwigstraße 67-69](#)

67059 Ludwigshafen

Telephone: [0621/598020](tel:0621/598020)

E-Mail: caritas.zentrum.ludwigshafen@caritas-speyer.de

[Youth Migration Service Ludwigshafen and Speyer](#)

Zahra Hassanpour

[Zedwitzstraße 2](#)

67065 Ludwigshafen

Phone: [0621/5980232](tel:0621/5980232)

E-mail: zahra.hassanpour@caritas-speyer.de

Social services and counselling

The district administration offers social services that provide services for different life situations.

You can find an overview of the social services here:

[Rhein-Pfalz-Kreis social services](#)

[General Social Service \(ASD; Allgemeine Sozialdienst\)](#)

The General Social Service (ASD) is a unit within the Youth Welfare Office (Jugendamt) of the Rhein-Pfalz-Kreis with social and educational specialists; it is intended to ensure basic psychosocial care in the district. [\(more info and contact person\)](#)

[Socio-Psychiatric Service \(Sozialpsychiatrischer Dienst\)](#)

The Socio-Psychiatric Service is a specialised service for people with mental illnesses and addictions, people in acute life crises as well as for elderly people with mental problems. ([more info and contact person](#))

Accommodation authorities (Unterbringungsbehörde)

The area of responsibility of the accommodation authorities includes the initiation and coordination of assistance and protective measures for mentally ill persons in accordance with the State Act on Mentally Ill Persons. ([more info and contact person](#))

Did you not find what you were looking for? - [Click here for the counselling guide of the Rhein-Pfalz-Kreis](#).

Further information on offers in your region or throughout Rhineland-Palatinate can also be found at:

[psychNAVI](#)

Is an online portal. It summarizes the support system for people with mental health problems/disorders throughout Rhineland-Palatinate. It is aimed not only at those affected and their relatives, but also at professionals.

[DigiAddiction](#)

Online counseling for those affected and their relatives. Online advice on drugs, addiction, substance use and media consumption. Help for those affected and their relatives.

Living in the Rhein-Pfalz district

The Rhine-Palatinate district

The Rhein-Pfalz-Kreis is part of the federal state of Rhineland-Palatinate. It is one of 24 administrative districts in Rhineland-Palatinate and is located in the south-east of the federal state. The Rhein-Pfalz-Kreis has an area of 305.01 square kilometres. 155,921 people currently live here (as of 31/12/2022). It borders 2 other federal states: Hesse and Baden-Württemberg. Together with local authorities in northern Baden and southern Hesse, it is part of the [Rhine-Neckar European metropolitan region](#). Within this metropolitan region, the Rhein-Pfalz-Kreis is surrounded by many independent cities. It is one of 24 administrative districts in the federal state of Rhineland-Palatinate. The administration of the district is located in the city of Ludwigshafen am Rhein. The city of Ludwigshafen is not part of the district. The Rhein-Pfalz-Kreis is divided into 25 municipalities. The most populous municipality is the independent town of Schifferstadt.

The coat of arms:



The logo:



Rhein-Pfalz-Kreis

Da spriebt die Vorderpfalz

Basic Law and human rights

Basic Law

All people living in Germany must abide by the central principles of the political and legal order.

The most important legal basis for life in Germany is the **Basic Law**. It is the constitution of the Federal Republic of Germany.



The Basic Law states that every person is free and self-determined.

No distinctions may be made on the basis of gender, origin (ancestry, language, homeland), skin colour, religion, faith or ideology, disability, age or sexual orientation.

Germany is a federal state consisting of **16 federal states**.

Germany is a **democratic state**, which means that **all state power emanates from the people**. People live in freedom. Everyone is free to express their opinion. The laws apply to all people. All people and the state must abide by the law. In free elections, the people decide who they want to be governed by. If they are not satisfied with the government, they can vote for a different government at the next election.

Germany is a constitutional state. **The decisions of the state - the government - are bound by the law**. The actions of the state can be scrutinised by the courts.

Germany is a welfare state. This means that, in principle, every citizen should provide for their own livelihood by working. However, the state helps people who cannot or can only partially support themselves.

The Federal Office for Migration and Refugees helps you to better categorise and understand life in Germany with the brochure "The Basic Law - the basis of our coexistence".

You can download this brochure in various languages (including Arabic, Farsi and Russian)[here](#).

The refugees.rlp.de website of the state of Rhineland-Palatinate provides information on the asylum procedure, life in Germany and rights and obligations.

Human rights


Human rights are important rights that always apply to all people all over the world. Human rights are rights that every person has by virtue of being human. They protect the dignity of every human being and apply equally to all human beings without distinction of any kind, such as "(...) 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 December 1948)

There are 30 rights. The most important are:

- All people are of equal value.
- Everyone is entitled to their own opinion.

- The right to peace and security.

The rules for living together in Germany are derived from these basic rights.

The State Office for Political Education of North Rhine-Westphalia has published the brochure  "["Demokratie für mich - Grundrechte in Deutschland"](#)" (March 2016), in which these rules are clearly presented. These rules and examples of what is and is not allowed in Germany are presented here under each keyword.

Rule of law

Germany is a democratic constitutional state. The Basic Law guarantees human dignity, freedom and justice. There are laws to ensure that human rights are respected.

Political decisions are made by representatives of the people. The representatives of the people are elected by the Germans in free elections.

The laws apply equally to all people in Germany. The state must abide by the laws. All people living in Germany must also abide by German laws.

This means, for example:

If people think that other people or the public administration are doing them wrong, they can appeal to a court. These courts are independent. This means that the government is not allowed to tell the courts how they should decide.

State courts decide whether someone should be punished. Punishments include fines, community service or imprisonment. There is no death penalty in Germany.

The police have the task of ensuring that everyone can live in freedom and safety.

The practice of religion must not violate the law. The law always takes precedence over religion.

This is not permitted in Germany, for example:

To incite hatred or violence.

To fight against the democratic system and its values.

These offences can lead to a prison sentence.

After serving their sentence, non-German nationals can, under certain circumstances, lose their right to stay and be deported.

Residence

Rhein-Pfalz-Kreis District Bureau for Foreigners (Ausländerbehörde)



Bureau for Foreigners (Ausländerbehörde)

 [Europaplatz 5](#)

67063 Ludwigshafen

Phone: [0621/5909-0](tel:0621/5909-0)

Email: auslaenderbehoerde@kv-rpk.de

Opening hours

Tuesday 08:00 - 11:30

Wednesday 14:00 - 15:30

Thursday 08:00 - 11:30 a.m.

**These opening hours do not apply to the Naturalization / Citizenship Office!
Outside of these times, you can only make an appointment.**

The telephone hotline 0621/59095500 is available from 14.05.2024 at the following times

Tuesday 14:00 - 16:00

Wednesday 09:00 am - 12:00 pm

Thursday 14:00 - 16:00

Inquiries can also be sent to the Immigration Office via auslaenderbehoerde@rheinpfalzkreis.de

Appointments

In the case of permanent residence, the settlement permit must be transferred to the new passport. An appointment for this can now be made online: [Citizen Service](#)

All other persons who have applied for a residence permit will be notified by post and given an appointment.

This also applies to initial issues and extensions of residence permits.

Without an appointment, during the above-mentioned opening hours

- submit application documents
- declarations of commitment can be submitted
- fictitious or other emergency certificates can be issued or extended

Please note: Processing is subject to the capacity of the Foreigners' Registration Office. Depending on the number of visitors, longer waiting times must be expected. Visitors will receive a waiting number when they arrive. If the rush is very high and the authority's capacity is exhausted, no new numbers will be issued on that day.

Entering the country and residence status

For matters relating to

- entry
- visa
- [extension/issuance of a residence permit \(Aufenthaltserlaubnis\)](#)
- [issuance of the settlement permit \(Niederlassungserlaubnis\)](#)
- reuniting families
- [application for affidavit of support](#)

we are available for you by phone from Monday to Wednesday between 2:00 p.m. and 4:00 p.m.
at:

[0621/5909-5210](#) /[-5220](#) /[-5400](#) /[-5590](#)

or by email any time at:

auslaenderbehoerde@kv-rpk.de

For applications and more information, simply click on the appropriate section.

Personal consultations are only possible by appointment.

Asylum / Employment

For matters relating to

- asylum procedure
- exceptional leave to remain (Duldung)
- employment permit
- temporary residence permit (Aufenthaltsgestattung)
- relocation
- removal of the residence requirement

we are available for you by phone at or at any time .

Phone:

[0621/5909-5670](tel:062159095670),

[0621/5909-5380](tel:062159095380),

[0621/5909-5431](tel:062159095431),

[0621/5909-5371](tel:062159095371)

Email: auslaenderbehoerde@kv-rpk.de

Personal consultations are only possible by prior appointment.

Employment permit

Persons with a temporary residence permit (Aufenthaltsgestattung) or exceptional leave to remain (Duldung) are generally only permitted to work with prior permission from the Bureau for Foreigners (Ausländerbehörde).

Anyone in possession of an exceptional leave to remain (Duldung), which was issued solely because of unclear identity, is subject to a ban on employment.

Employment permits must be applied for at the Bureau for Foreigners (Ausländerbehörde) using the appropriate form ([Application for Employment Permit](#)).

If the decision is positive, a corresponding entry will then be made in the temporary residence permit (Aufenthaltsgestattung) or exceptional leave to remain (Duldung).

The following restrictions apply:

as long as you are obliged to live in an initial reception center
You are an asylum seeker from a so-called "safe country of origin":
EU member states
Albania
Bosnia and Herzegovina
Georgia,
Ghana,
Kosovo,
Macedonia, former Yugoslav Republic of,
Montenegro,
Republic of Moldova,
Senegal and
Serbia

and have submitted your asylum application after August 31, 2015

if your asylum procedure was rejected as manifestly unfounded or inadmissible and no suspensive effect was ordered for your application

You are in possession of a tolerated stay permit that was issued solely due to unclear identity

An employment permit can be applied for/allowed if:

You have been permitted to stay in Germany for three months
you are no longer obliged to live in an initial reception center
You have found an employer who would like to employ you

You must apply for an employment permit at the Foreigners' Registration Office using the appropriate form (application for an employment permit).

If the decision is positive, the corresponding entry will be made in the residence permit or tolerated stay permit.

Naturalisation

If you are interested in naturalization and would like to make an appointment for an individual consultation, please find out more at:

[Bürgerservice - Abteilung Ausländerrecht/Einbürgerung/Staatsangehörigkeitsr...](#)

Telefon: [0621/5909-5430](tel:0621/5909-5430)

or by email at: einbuengerung@rheinpfalzkreis.de

Personal consultations are only possible by prior appointment.

Departure

Information on voluntary return

If you can no longer or no longer wish to stay in Germany, please contact the Foreigners' Registration Office for counselling

☎ Telephone: [0621/59095371](tel:0621/59095371)

or by e-mail: @ auslaenderbehoerde@rheinpfalzkreis.de

You can also find information on voluntary return in relation to your country of origin [here](#).

Residence documentation

residence permit (Aufenthaltstitel) - Refuge / asylum

Every person who comes to Germany to apply for asylum receives a residence document. It is often referred to as an "ID". The residence document provides details on your status in the asylum procedure and whether restrictions apply for any potential employment ("when am I allowed to work?").

There are five different documents:

1. Proof of arrival

Status: Asylum seekers

Background: Issued to persons who have requested asylum. Valid for the period between registration as an asylum requester and official application for asylum at the Federal Office for Migration and Refugees (BAMF).

2. Temporary residence permit (Aufenthaltsgestattung)

Status: Asylum seekers

Background: Issued to foreigners who have officially applied for asylum until their application has been considered. The Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge - BAMF) makes the decision to accept or reject your application. If the application for asylum is rejected for being unfounded, it is possible to appeal the decision before an administrative court. You are allowed to remain in Germany until the administrative court has reached its decision.

The ID card for asylum seekers includes conditions of employment, residence and possibly territorial limitations.

If you require an employment permit, apply for this permit at the competent Bureau for Foreigners (Ausländerbehörde) (through employer or employee)

3. Probationary permit (Fiktionsbescheinigung)

Status: Recognised refugees

Background: Document valid for the period after your application for asylum has been granted until you receive your residence permit (Erlaubnisfiktion) or during a period of review or extension of documentation (Fortgeltungsfiktion).

4. Residence permit (Aufenthaltserlaubnis)

Status: Recognised refugees

Background: Positive decision on the application for asylum

The residence permit (Aufenthaltserlaubnis) is a temporary residence permit (befristeter Aufenthaltstitel). It is issued in accordance with the Residence Act. For refugees, there are various types of residence permits (Aufenthaltserlaubnis) for humanitarian reasons.

- This opens up the option for a future indefinite right of residence (settlement permit (Niederlassungserlaubnis))
- Unrestricted access to the labour market

5. Exceptional leave to remain (Duldung)

Status: Person with exceptional leave to remain (Geduldete)

Background: Negative decision on the application for asylum

An exceptional leave to remain (Duldung) is a temporary postponement of deportation. This document is only granted if deportation is impossible for legal, practical, humanitarian or personal reasons.

- Employment is generally only possible with the prior approval of the Bureau for Foreigners (Ausländerbehörde).
- Employment ban if unresolved identity is the reason for the exceptional leave to remain (Duldung).

Save energy - protect the climate

Energy saving tips in several languages

[Video energy saving](#)

[Energy saving tips \(stromspar-check.de\)](https://www.umweltberatung.de/stromspar-check.de)

<https://www.umweltberatung.at/spartipps-mehrsprac...>

Save electricity

Saving electricity - German

Saving electricity - Bosnian-Croatian ŠTEDNJA STRUJE ISPLATI SE

Save electricity - Serbian ШТЕДЊА СТРУЈЕ ИСПЛАТИ СЕ

Save electricity - Turkish ELEKTRİK TASARRUFU

Save electricity - English SAVE ELECTRICITY

Save electricity - Arabic لاملل ري فوت ءابرهكلا ري فوت

Correct heating

Correct heating - german

Correct heating - Bosnian-Croatian PRAVILNO GRIJANJE

Correct heating - Serbian ПРАВИЛНО ГРЕЈАЊЕ

Correct heating - Turkish DOĞRU ISITMA

Correct heating - English THE RIGHT WAY TO HEAT

Correct heating - Arabic حيحص لكشب ءئفدتل

Save water

Saving water - German

Save water - Bosnian Croatian ŠTEDNJA VODE ISPLATI SE

Save water - Serbian ШТЕДЊА ВОДЕ ИСПЛАТИ СЕ

Saving water - Turkish SU TASARRUFU

Saving water - English SAVING WATER IS SMART

Saving water - arabic لاملل ري فوت ، ءاملا ري فوت

Healthy living

Healthy living - German

Healthy living - Bosnian-Croatian ZDRAVO STANOVATI

Healthy living - Serbian ЗДРАВО СТАНОВАТИ

Healthy living - Turkish SAĞLIKLILIK KÖNUT

Healthy living - English HEALTHY LIVING

Healthy living - arabic حيحصلا نكسل

More multilingual eco tips

Producing and using hot water efficiently

German

Turkish Sıcak su

Cool through the summer - cooling without air conditioners

German

Turkish Serin bir yaz geçirmek için

Heat from the socket - decision-making aids for heating with electricity

German

Turkish Prize takarak ısıtma

Mobility

Every town in the Rhein-Pfalz-Kreis can be reached by bus and some even by train. There are direct train connections to many cities in the surrounding area (e.g. Mannheim, Speyer, Landau, Ludwigshafen and Karlsruhe). Railway stations have other transportation connections as well.

After your arrival, you do not have to stay in your accommodation all the time. You can explore the city where you are staying and settle in. There are several ways to get around.

Public transport



Bus and rail services are interlinked in the Rhein-Pfalz-Kreis. This means you only need one ticket. Timetables, travel planning and ticket costs can be found on the website of the [VRN](#). The [railway](#) can also provide you with information on this.

Bicycles

In the long term, buying a bicycle will work out a lot cheaper than using public transport.



Important traffic rules for cyclists (selection)

- Always ride on the right-hand side of the road
- Do not ride next to each other, but one behind the other
- If available, cycle paths must be used (also on the right side of the road in the direction of travel)
- Children up to the age of 8 must bike on the pavement
- Children up to the age of 10 are allowed to bike on the pavement

- Always cycle with a bicycle light at dusk or in the dark. Turn the light on at the latest when the street lighting is on.

You can find more information about the traffic rules for cyclists here:

[German \(pdf\)](#)

[English \(pdf\)](#)

[French \(pdf\)](#)

[Arabic \(pdf\)](#)

[Farsi \(pdf\)](#)

Purchase and repairs

When making a purchase, ensure that your bicycle has the following equipment and is thus roadworthy, otherwise the police may fine you if they check the bike:

- Front and rear lights
- Front and rear reflectors
- Reflectors in the spokes (2 per wheel)
- Reflectors on the pedals
- Bell
- Two independent brakes

Broadcasting fees

Germany has independent radio, television and online programmes from ARD, ZDF and Deutschlandradio. They report free from economic and political influences. Everyone pays money for this. This is called the licence fee.

The law stipulates that a licence fee must be paid for every home in Germany. However, only one person per home has to pay the licence fee. This costs €18.36 per month and must be paid to the ARD, ZDF and Deutschlandradio contribution service.

You can find more information on the following website:

 [Broadcasting licence fee](#)

Some people can be exempt from paying the licence fee. For example, if you receive benefits under the Asylum Seekers' Benefits Act or other social benefits. An application must be submitted for exemption from the licence fee.

You can find the application for exemption at  [here](#).

Leisure time

There are many cultural and sporting activities. For example, there are local recreational opportunities at a bathing lake. Only a small selection can be given here. In Germany, most leisure activities are organised in clubs. Some are even free of charge.



People with the same hobby like to join together. There are sports clubs, choirs, cultural organisations and many more. In a club you can:

- Pursue your interests and hobbies,
- get to know people
- make new contacts

If you are interested in joining a club or group, please enquire at your family office.

If you are on a low income, the [education and participation package](#) can provide subsidies for membership fees in clubs for children and young people.

Current account

Almost all adults in Germany have a current account. You receive your money in it and use it to make your everyday payments. The current account is the basis for cashless payment transactions. Your money is available in your current account at all times. Make sure that you have enough money in your account for all withdrawals and payments.

With a current account you can:

- Deposit and withdraw money
- make transfers
- Set up standing orders
- Receive cashless payments (payments from public offices / authorities / social benefits are often made cashless, i.e. transferred to a personal current account)
- Participate in direct debits
- Cashing cheques

- Make cashless payments with the EC/Maestro card
- Withdraw cash at the bank counter or from an ATM
- Print out your account statements


Opening an account

Decide which bank you would like to have an account with. Make an appointment to open an account. Please bring one of your identification documents with you: Proof of arrival, residence permit, identity card. If no current address is noted on the legitimisation document, please also bring a registration certificate or a comparable document.

After opening the account, you will receive an EC card with a four-digit PIN code. Sign the back of the EC card and memorise the PIN code. You will need the PIN code for cashless payments and for withdrawing money from ATMs. Be sure to keep your card and PIN code separate!

If you want to withdraw cash, it is best to use the ATMs of the bank where you have your account. Then the withdrawal costs nothing. If the PIN code is entered incorrectly three times at the ATM, the debit card will be cancelled and blocked. In this case, you must ask your bank.

If your debit card is lost or stolen, have it blocked immediately. Call your bank and tell them your sort code and account number. Then ask for a new EC card.

The EC card can be blocked by telephone: call the emergency number  [116 116](tel:116116) around the clock. State the card number or your sort code and account number.

Different banks offer current accounts with different conditions. Find out exactly how much a current account costs each month and what services the bank offers in return.

If you do not speak German or English, please bring an interpreter with you.

If you need help using your EC card correctly, ask directly at the bank or savings bank.

Shopping (clothes, furniture, food)

In Germany, there are many inexpensive discount stores and slightly more expensive supermarkets that offer all the products you need for your everyday needs. There are also numerous second-hand shops. There are smaller, international supermarkets in many cities. If you only eat halal food, you will find meat and sweets mainly in Turkish and Arabic supermarkets.



The most important places where you can buy very cheap things for everyday life are the clothing stores and social department stores. You can buy second-hand clothes, crockery and furniture there. Sports and electrical equipment can also be bought very cheaply.



The food banks in Germany collect "surplus" but good quality food and pass it on to those in need. Many volunteers, donors and sponsors make this possible. There are certain registration times for new food recipients. Once you have registered, it is possible for you to receive food during the distribution times. Please bring your ID or your AKN with you as proof.



In Germany, the opening hours are regulated by law for each federal state. Shops usually open between 7:00 am and 8:00 am and close between 7:00 pm and 10:00 pm. Public holidays also vary from state to state.

Address overview of social department stores and food banks:

Deutscher Kinderschutzbund Rhein-Pfalz-Kreis e.V.

Children's clothes shop

(children's clothing, toys, etc.)

 [Rehbachstr. 4, 67105 Schifferstadt](#)

Telephone: [06235-98282](tel:06235-98282)

E-mail: info@dksb-rpk.de

The Tafel Germany:

 [Tafel Germany](#)

Here you can find the food bank in your area using the postcode of your place of residence.

Meeting Places and Social Cafés

Communication is essential for life in a society. Interaction in the community, in the neighbourhood, with work colleagues, with friends and acquaintances, in school and kindergarten only works if you can communicate. In this context, sharing a common language is a crucial tool, but not necessarily a prerequisite for making contacts and intercultural openness.



After some initial difficulties in communication, working together, living together and spending time together can promote integration and make it easier to learn the language. The best way to make new connections is through clubs and recreational events, such as neighbourhood and street festivals. Volunteering in associations and citizens' initiatives also offers the chance to actively participate in social processes and events and to get to know people.

You can get information on this from

Volunteer exchange

VehRA volunteer exchange

Mrs Sigrid Veller

Mr Jürgen Hundemer (1st Chairman)

📍 [Rathausplatz 20](#)

67059 Ludwigshafen

Mobile: [0179-67-33-846](tel:0179-67-33-846)

Phone: [0621-52-00-631](tel:0621-52-00-631)

Fax: 0621-52-00-632

Email: info@vehra-lu.de

Internet: www.vehra-lu.de

If you would like to exchange ideas and meet new people with people from your own country, other refugees or locals, locally organised meeting places and social cafés are a good place to do this.



Meeting Places and Social Cafés

currently no social café meetings are taking place due to Covid restrictions.

Orientation plans

At this point, we would like to show you how to obtain a free mobile city map even without Internet. You can find a free map application with the MAPS.ME mobile app. Here, you can also download a map of your federal state (Bundesland) within the app.



[Click here to download in the Android PlayStore](#)

Click here to [download in the Apple AppStore](#)

The card requires between 17 and 428 MB of memory on your mobile phone depending on the federal state. You can then use the map and navigation function without an existing Internet connection.

Beirat für Migration und Integration

Dear fellow citizens!

We see ourselves as the voice of people with a migration background living in our district. We are the interface between them, politics, administration, institutions and associations.

Our aim is to promote and secure the equal coexistence of people of different nationalities, cultures and religions in our district. We want to further develop the municipal integration processes in the Rhein-Pfalz district.

We want to achieve this by representing the concerns of immigrants to the district council, the administration and the public.

At the same time, we also address the concerns of the listed institutions and the public towards immigrants. We want to maintain and constantly expand our contacts with networks, associations and immigrant groups.

Mutual understanding is particularly important to us.

We are all facing major challenges in the area of integration. This will shape our common future. Through events with key topics, joint celebrations, information events and networking, we want to create opportunities to get to know each other and enter into dialog. Only together can we set sail for a secure and peaceful future in the Rhein-Pfalz district.

We look forward to meeting you at our activities.

Do you have any questions? Do you have a concern? Or would you like to support our work? Then we look forward to hearing from you.

Info and contact Migration Advisory Council Rhein-Pfalz-Kreis:

E-Mail.: Migrationsbeirat@kv-rpk.de

Language

What is language? - Language definition

Language is a special human ability to express all thoughts and feelings. It is a means of communication that characterises our thoughts and actions and that we can consciously learn and shape.

All languages consist of a complex system of signs and rules that we can combine with each other. They enable us to speak to each other.

Language definition

Language is a system of signs that combines sounds or written characters. This results in words, sentences and texts that enable us humans to communicate.

Language / Comprehension

Learning German is an essential step for successful integration into social life in Germany. It is also the key to finding training or employment. Learning German involves acquiring skills that will enable you to improve the quality of your professional and private life.



You will find options for learning German in this section. This can be done through online services and apps. Or even through language courses in your community.

Communication aids at the doctor's

Health

If you need to see a doctor, you can find [pictures and translation aids](#) here.

Alternatively, there is also the 'tip doc medic' app. You can find it in the Apple App Store or on Google play for Android. This can help the doctor diagnose and talk with you.

Learn German

The VHS-Lernportal (VHS Learning Portal) now offers free digital learning opportunities for German as a second language, literacy and basic education.

[To the VHS-Lernportal](#)

The highlight: the following German courses are approved by the BAMF as digital textbooks for integration courses. Anyone interested has free access and can prepare purposefully for the examinations.

ABC-German courses
A1-German course
A2-German course
B1-German course
B1-German course, carrer

[VHS-Lernportal - German courses](#)

You can find more free digital language learning offers at these providers, among others:

Web offers and apps

- at the [Goethe Institute](#)
- at [geezz.de](#)

Literacy

The Alpha Workbook [geezz.de](#)

Vocabulary trainers:

[Goethe Institut Deutschtrainer A1-App](#) (German trainer)

[PONS Vokabeltrainer](#) (Vocabulary trainer)

Writing, reading, arithmetic

[VHS-Lernportal: Reading - Writing - Arithmetic](#)

Preparation for graduation

[VHS-Lernportal preparation for graduation](#)

More links

[Information from the Federal Ministry of Labour and Social Affairs for asylum seekers on learning German](#)

[Information from the Ministry for Family Affairs, Women, Youth, Integration and Consumer Protection of the State of Rhineland-Palatinate](#)

[Continuing education portal of the State of Rhineland-Palatinate](#)

Language and Integration Courses

The federal [integration courses](#) are a language support programme for adults and youth who are no longer of school age. They are primarily aimed at recent immigrants. However, these courses are also open to people who have already lived in Germany for a longer period of time.

In addition, both the Jobcenter and the Bureau for Foreigners (Ausländerbehörde) can require people with poor German language skills to attend courses under certain conditions.



An integration course consists of a language course and an orientation course. The integration course consists of 700 classroom lessons and is divided into a language course with 600 classroom lessons and an orientation course with 100 classroom lessons. The orientation course follows the language course and offers an introduction to the legal system, culture and history of Germany.

There are [special integration courses](#) for special target groups (youth, parents, women, illiterate people).

The Aufenthaltsgesetz (Residence Act) provides different rules for participation and costs in integration courses. [You can find out which ones apply to you here.](#)

Information on integration and language courses can be obtained from the [Integration Office](#), among others.

You can find an overview of the integration and language course providers in and for the Rhein-Pfalz-Kreis [HERE](#).

[Kreisvolkshochschule Rhein-Pfalz-Kreis](#)

With its thirteen [branches](#), the Kreisvolkshochschule Rhein-Pfalz-Kreis is an educational and meeting place of the district for lifelong learning. Its services include courses in the areas of society, occupation, languages, health, culture and other special basic education courses.

 [Europaplatz 5](#)

67063 Ludwigshafen

Phone: [0621/5909-3500](tel:062159093500)

Email: kvhs@kv-rpk.de

Interpreting and Translation

Interpreters

You will need an interpreter when visiting authorities such as for the Bureau for Foreigners (Ausländerbehörde), Social Welfare Office (Sozialamt) and Education Authority (Schulamt), as well as when visiting doctors, attending parent evenings or at nursery.

Please contact one of the Asylum Counselling Centres or the interpreter agency itself to find one. If possible, they will provide you with a suitable interpreter who will accompany you to your appointment free of charge. Every request will be treated confidentially. Please note that interpreters do **not provide specialist advice or legal advice or representation**.



DOOR

- Interpreting for social institutions and authorities
- Languages: Arabic, Chinese, English, Hungarian, Italian, Kurdish, Polish, Portuguese, Russian, Spanish, Turkish, Ukrainian
- DOOR works free of charge. Only the travel costs will have to be covered.
Available Mon + Fri from 9:00 a.m. - 12:00 p.m. and Tues and Thurs from 1:00 p.m. - 4:00 p.m.

Contact person: Julia Lieb

 [Hintere Bleiche 34, 55116 Mainz](#)

Phone: [06131/14086-20](tel:061311408620)

Email: anfrage@arbeit-und-leben.de

Translation of documents

Official documents such as certificates, marriage or birth certificates may **only be transmitted in Germany by state-certified translators**. These translations can be expensive. It is best to check in advance whether you really need a certified translation.

For a rough translation there are several online services like, for example:

- [Google Translator](#)
 - [Reverso Translation](#)
-

Become an interpreter

Due to language barriers, help is often needed in communicating with recent immigrants. English is also usually spoken in the accommodation and at the authorities and institutions. Support people from your home country who don't speak English or German. Become the contact person and mediator in your accommodation.

School and education

School attendance is compulsory in Germany. Full-time compulsory schooling ends with the ninth or tenth year of compulsory schooling. Home schooling (pupils are taught by their parents or private teachers) is not permitted in Germany.

This means that all children living in Germany from the age of six have the opportunity and the obligation to attend school. We would like to provide you with the following information to ensure a smooth school enrolment process for your children:



School enrolment / compulsory school attendance (6 - 16 years)

In Germany, school attendance is compulsory for children and young people from the age of 6. If you have children of compulsory school age, **please register as soon as possible with the immigration office in your place of residence**.

Please note the responsibility for the schools:

- The primary schools are sponsored by the respective association municipalities.
- All secondary schools are sponsored by the district.

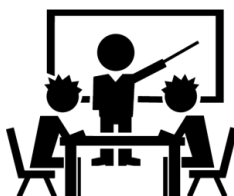
Helpful links:

- [🌐List of all schools in the Rhein-Pfalz district](#)
- [🌐Borrowing school books](#)
- [🌐School transport](#)

Vocational training and university studies

Many professions in Germany are learnt simultaneously at school (vocational school) and in the company (training company). In Germany, this is called dual vocational training.

During the three-year training period, the company pays a training allowance. If you perform well, you will have the opportunity to continue your training and later even take on management tasks in the company or become self-employed.



It is possible to make up for a missing graduation certificate in a vocational preparatory class. Within the framework of a dual training programme, the apprenticeship position is awarded directly by the company. Interested persons must apply to a company as they would for a normal job. The employment agencies can help with the placement process.

Many companies try to recruit trainees at a very early stage, so that training positions are often advertised and filled a year in advance. For some professions, such as nursing and education, the training is provided centrally by a special school.

In Germany, there are also different types of universities which offer different degrees and career paths. [You can find more information on the topic of studying here.](#)

You can find information on [training assistance \(BAföG\)](#) and [Aufstiegs-BAföG](#) here.

If you are looking for a suitable vocational training placement or degree programme, please contact the Career Information Centre at the Federal Employment Agency (Agentur für Arbeit). There, you will receive information on the content, structure and pre-requisites for specific vocational training or degree programmes.

[Bildungsberatung Garantiefonds Hochschule federal programme \(advice and support for immigrants wanting to study or work\)](#)

The Bildungsberatung Garantiefonds Hochschule (GF-H) is a federal programme funded by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (BMFSFJ).

It advises and supports young immigrants in starting or continuing an academic career. Together with the Otto Benecke Stiftung e. V., we implement the guidelines of the Garantiefonds Hochschule.

The central management is located at the office of the Bundesarbeitsgemeinschaft Katholische Jugendsozialarbeit (BAG KJS; Federal Association of Catholic Youth Social Work) e. V.

The Bildungsberatung Garantiefonds Hochschule programme has 22 [counselling centres](#) nationwide

Career Information Centre (BIZ; Berufsinformationszentrum) - find your location here

In addition, the Employment Agency (Agentur für Arbeit) also offers individual counselling by appointment.

Ludwigshafen Employment Agency (Agentur für Arbeit)



 [Berliner Str. 23A](#)

67059 Ludwigshafen am Rhein

Phone: [0800-4-5555-00](#) (free of charge)

Website: [Ludwigshafen Employment Agency \(Agentur für Arbeit\)](#)

Frankenthal Employment Agency (Agentur für Arbeit)



 [Synagogengasse 1](#)

67227 Frankenthal

Phone: [0800-4-5555-00](#) (free of charge)

Housing

Information

Finding an apartment is currently one of the biggest and most difficult tasks for new immigrants. In many cities, affordable housing is scarce and highly competitive. Sometimes it takes several months to find a suitable apartment. It is important to be patient if things don't go as planned.

Housing search

Before you look for housing, you must consider what exactly you are looking for (own flat, shared room), how high the rent may be (upper rent limits, see also Renting and Rental Contracts) and what the apartment needs to have (size, location, accessible to people with disabilities, etc.).

Where can you find a place to live?

In addition to advertisements in daily and weekly newspapers, there are now a large number of online portals offering rental and freehold flats.

A [List of Important Abbreviations](#) can help you to understand the property advertisements.

Search in the Newspapers

Many landlords publish their adverts in daily newspapers. The most important newspaper in the Rhein-Pfalz-Kreis is the [Rheinpfalz](#). It contains a property section every Friday. Adverts can also be viewed online.

Search Online

In addition to advertisements in daily and weekly newspapers, there are now a large number of online portals offering rental and freehold flats.

Search on the Internet:

Most rental offers can be found on the Internet at the following online portals, among others:

[Rheinpfalz](#)
[ImmobilienScout 24](#)
[WG gesucht](#)
[Null Provision](#)
[Cherryflats](#)
[Wohnungsbörse](#)
[Immowelt](#)
[Immonet](#)
[Ebay-Kleinanzeigen](#)

Registration with Housing Associations

In addition to private landlords, housing associations or housing cooperatives also offer private housing. You have to register with them, or get a priority notice. The Kreiswohnungsverband is a housing organisation affiliated with the municipalities and is responsible for the Rhein-Pfalz-Kreis and the municipalities.

[You can find out how to apply for housing with the Kreiswohnungsverband here.](#)

[You can find more information about the Kreiswohnungsverband here.](#)

[You can find an overview of the contact persons at the Kreiswohnungsverband here.](#)

WG (Shared accommodation)

Shared accommodations/flats (WG) are a special form of cohabitation. If you are a single person looking for a flat, shared flat can be a good alternative to your own flat. Living in a WG means that you usually share a flat with several (young) people. Every roommate has their own room there. You only share the common rooms/areas such as the bathroom, kitchen or living room.

The bFree rooms in shared flats are best found either on the website "[WG-gesucht](#)".

Housing Inspection

Currently, there are only a few free flats in the Rhein-Pfalz-Kreis, and many people are applying for them at the same time. The early procurement of important documents, such as SCHUFA information or tenant self-disclosure, are therefore very important and can increase the chances of getting a flat.

It is advisable to summarise the documents in an "application folder".

The application folder should contain the following documents:

- Cover letter (Who I/we are, what I do professionally, how old my children are, why I would like to rent the flat)
- [Tenant self-disclosure](#)
- Copy of identity card/temporary residence permit (Aufenthaltsgestattung) (attention: copy front and back)
- Copy of the decision of the Jobcenter/Social Welfare Office (Sozialamt) if you are not working
- Salary statements for the last three months if you work
- Copy of the Schufa report
- Copy of the freedom from rent arrears
- Proof of third-party liability insurance

Rent a flat

Renting means taking something into temporary use for a fee. This can be a flat, for example.

In a rental agreement, the landlord gives the tenant temporary use of an object. In return, the tenant owes the landlord a fee.

Renting and rental contracts

The amount of the rent is agreed in the lease contract. If the tenant signs the contract, he also agrees to the rental payment. The rent consists of the base rent, additional costs (refuse collection, operating costs) and heating costs.

The lease contract must contain the following points:

- Name and address of the landlord
- Address of the rental object
- Living space in m²
- Number of rooms
- Amount of the net base rent
- Amount of the operating costs
- Amount of heating costs
- Total rent
- Amount of damage deposit

The date that rent is due is agreed upon in the lease contract. If the rent is increasingly not paid on time, this can lead to termination of the lease contract.

Services of the Jobcenter

If you are unemployed and receive benefits from the Jobcenter, the Jobcenter pays the rent. However, only if you are in need of help and the rent is reasonable (not too high). Rental ceilings in the form of the gross base rent (net base rent + base operating costs without heating and electricity costs) are considered appropriate.

Everyone pays electricity costs on their own. The costs are not covered by the Jobcenter or the Social Welfare Office. They are included in the standard benefit.

Covering the costs of the Jobcenter - What should I bear in mind?

If you have found a flat and the rent is paid by the Jobcenter, you need the [Mietbescheinigung \(rental certificate\)](#) form from the Jobcenter. This must be completed and signed by the landlord. It is imperative that the Jobcenter checks and approves the adequacy of accommodation costs. The Jobcenter's decision on adequacy and acceptance of the deposit will be communicated immediately in a written rental confirmation. Only when the rental costs have been accepted may you sign the lease contract. At higher rental costs you have to pay the difference of the adequacy yourself.

If you live in a flat whose cost exceeds the appropriate gross base rent, you will have to find a cheaper flat. If you prove to the Jobcenter that you are looking for a flat, the higher rent will be paid for up to 6 months. To do this, you must provide the Jobcenter with proof of your housing search every month. The form "[Nachweis der Bemühungen zur Verringerung der Unterkunftskosten](#)" (evidence of efforts to reduce accommodation costs) is helpful for this.

Security deposit

The deposit is a security for the landlord. The maximum amount for the deposit is 3 net cold rents. If you move out of the flat, you will get the money back.

Important: You must not leave any damage behind when you move out of the flat. In the event of damage, the repayment of the deposit will be reduced.

The job centre can grant the deposit on a loan basis upon application. This is usually unproblematic and will be granted if the accommodation costs are reasonable. The deposit is

usually paid directly to the landlord by the job centre. The repayment of the loan to the job centre is automatically deducted from the monthly standard benefits (normally a maximum of 10%) and retained.

Initial equipment

If you receive benefits from the job centre, you can apply for an initial allowance for furniture and furnishings. You will be paid a lump sum according to the number of people, the size of the flat and the equipment required.

Initial furnishings include

- Furniture
- curtains
- mattresses
- cooking utensils
- crockery

if not available:

- cooker
- sink
- Refrigerator
- washing machine

Important: The application must be submitted **before** the furniture is purchased.

Caution: It may take some time before the money is paid out!

Moving into the flat

You have a flat: What do I have to do?

Having your own flat also means taking responsibility for it. With this in mind, the following section will address a number of key issues that need to be considered when moving into your flat.

You need to read the lease contract carefully. If you do not understand everything, ask friends or acquaintances. The lease contract is very important. Once it is signed, it cannot be terminated very quickly!

If you agree to what is in the lease, then sign it.

When you have moved into your home, you should remember to:

- write your names on the doorbell/buzzer and on the mailbox so you can receive mail.
- register your residence at the competent municipal or city administration.
- Report the new address to your employer, your bank and health insurance company, etc.

The house rules

If several people live together in a house, they must show consideration and tolerance for each other. The landlord can therefore lay down certain rules for tenants living together in a block of flats. These rules are then set out in the house rules.

The most important contents are

- Quiet times/noise
- Waste disposal
- Use of the communal areas
- Smoking
- Airing
- Cleaning the house and yard and garden, if applicable

[As an example, you can find the house rules of the Rhein-Pfalz-Kreis district housing association here](#)

Electricity / Ventilation

Electricity and gas

Normally the new tenants are automatically registered by the landlord with the local electricity provider (usually EnergieSüdwest AG). The local supplier is often more expensive than a special tariff with another supplier. It is therefore possible to terminate the contract with EnergieSüdwest and switch to a cheaper electricity and gas supplier.

An overview of suppliers and price comparisons is best found via the independent [Energy Consumer Portal](#).

Tip: With the following flyers, the Consumer Advice Centre informs you how you can save money by using as little electricity and hot water as possible. To prevent mould from forming in your home, proper heating and ventilation are essential.

[German version](#)

[English version](#)

[Arabic version](#)

[Russian version](#)

[Version in Farsi](#)

The [Consumer Advice Centre](#) can also be used by an expert in your home to analyse your energy consumption and give tips on how to save costs. If you get support from the Social Welfare Office or the Jobcenter, this energy advice is free of charge.

Phone: [0800-809-802-400](tel:0800-809-802-400)

Email: energie@vz-rlp.de

Ventilation and proper heating

Make sure that you ventilate regularly (open the window completely at least 3 times a day for 5 minutes) and heat properly. In this way you prevent mould from developing.

Internet/Television

Internet costs are not covered by the Jobcenter. Providers can also be freely chosen for this. It is important to note that the minimum contract duration is usually 24 months. Termination is only possible in special cases.

Every household in Germany has to pay the broadcast licence fee (GEZ). Some may be exempted from the broadcast licence fee obligation.

Exemption from broadcast licence fee obligation

As an ALGII recipient, you are exempt from paying the broadcast licence fees, but you must apply for the exemption. The printout from the Jobcenter, which is enclosed with each notification of approval, serves as proof. The exemption only applies for the duration of the approval and must be repeated with each new approval.

More information (also in other languages) can be found [here](#):

Information for asylum seekers

You have no legal right to television (TV) in your asylum accommodation. This means that there does not have to be a TV in the accommodation. If you have TV in your accommodation, you may be sent an invoice for the broadcast licence fee (GEZ). In this case, do not pay the bill and show it to the employees in the Social Welfare Office.

Waste and Resources

The aim of waste separation is to recycle as many materials as possible. All that remains is waste which cannot be utilised. This residual waste is incinerated in large waste incineration plants, whereby energy is recovered.



In the Rhein-Pfalz-Kreis, waste is separated as follows:



- Paper and cardboard are placed in the green paper bin
- Packaging made of plastic, composite material (for example, milk cartons, fruit juice cartons), and metal are placed in the yellow bag
- Glass (for example, bottle glass) is placed in the glass box

- organic waste (for example, leftovers) is placed in the organic waste bin
- Residual waste (for example, nappies, cigarettes, broken shoes) is placed in the grey bin

You can find more information on waste separation in the [WASTE GUIDE OF THE RHEIN-PFALZ-KREIS](#).

[2022_05_25 Trennhilfe Standard ukrainisch RPK.PDF](#)

as well as on the [homepage of the EIGENBETRIEB ABFALLWIRTSCHAFT of the Rhein-Pfalz-Kreis](#).

In addition, water, gas and electricity should only be used when needed. Handle these resources responsibly and do not squander them.

Waste separation

Waste disposal

[2022_05_25 Trennhilfe Standard ukrainisch RPK.PDF](#)



In Germany the waste has to be separated. You can find more information [here](#). Please ensure the separation of waste, as a large part of the waste is reused and it is an important part of environmental protection.

Recyclable material bags are used to separate waste. In the Rhein-Pfalz-Kreis, recyclable packaging materials and waste paper are collected in three different recyclable bags. These bags are available free of charge and in limited quantities at certain [DISTRIBUTION POINTS](#) in each district municipality. [You can find an overview of the distribution points as a PDF here.](#)

Yellow bag

Clean packaging made of plastic, metal and aluminium goes here. For example: Tins, milk cartons, plastic cups.

Waste paper bag (white) or waste paper bin

For paper packaging, printed materials and cardboard packaging. DO NOT PUT wallpaper, binders and hygienic papers (e.g. paper handkerchiefs, paper towels, kitchen paper towels) inside.

Glass bag (green)

Glass containers of all colours, such as disposable glass bottles and jars with screw tops, belong in the green bag. DO NOT PUT plate glass, light bulbs, drinking glasses and earthenware bottles in it.

Organic waste bin

Organic waste includes almost all decomposable waste from the kitchen and garden. Organic waste can be packed in newspaper, paper bags, cardboard, kitchen paper or ecovio bags (NOT plastic).

What can go in the organic waste bin?

Kitchen waste (food waste, bones, coffee/tea, trimmings and potted plants), garden waste (shrub cuttings, lawn, leaves, fallen fruit), plant-based pet bedding

What can NOT go in the organic waste bin?

All kinds of plastics (plastic bags, foils)
Residual waste (nappies, textiles, cigarette butts)
Mineral-based cat litter, stones, glass

Residual waste bin

Nappies, cigarette butts and any other waste that does not belong in one of the other bins.

Extra waste bags

If you have more waste than usual to dispose of, you can use so-called additional waste bags. These red 40-litre bags can be purchased for €3.00 each at certain points of sale (see distribution points above) in almost every district municipality.

The waste is collected regularly. You can find the times for your street in the [waste disposal calendar](#).

Bulky waste

In the Rhein-Pfalz-Kreis, bulky waste is collected "on demand" from residential properties. [You can get more information on bulky waste here.](#)

Old clothes and shoes

For **old clothes and shoes** there are containers at different places in the city.

Work

Work

You have come to Germany and would like to work here. It is already possible to work during the asylum procedure. Whether this is possible depends on your current residence status. The [Federal Employment Agency \(Bundesagentur für Arbeit\)](#) will advise you on the legal regulations. It will also help you to find employment.



Perhaps you would first like to look at your [training](#) options. The employment agencies are happy to advise you during a personal interview. How and where you can work will be discussed in detail.

If you are not yet receiving support from an Employment Agency (Agentur für Arbeit) or a Jobcenter, you should **register online**. You can already register with the Employment Agency (Agentur für Arbeit) during your asylum procedure.

Personal data and information about your qualifications and professional experience are required for this purpose. Once you have entered your details, they will be sent to the responsible Employment Agency (Agentur für Arbeit).

Note: This information is also available in the following languages: [Arabic](#), [English](#), [Français](#).

Ludwigshafen Employment Agency (Agentur für Arbeit)



[Berliner Str. 23A](#)

67059 Ludwigshafen am Rhein

Phone: [08004555500](#) (free of charge)

Website: Ludwigshafen Employment Agency (Agentur für Arbeit)

Frankenthal Employment Agency (Agentur für Arbeit)



[Synagogengasse 1](#)

67227 Frankenthal

Phone: [08004555500](#) (free of charge)

Child benefit

Ludwigshafen Employment Agency



 [Berliner Str. 23A](#)

67059 Ludwigshafen on the Rhine
Telephone: [0800/4555500](tel:08004555500) (free of charge)
Website: Ludwigshafen Employment Agency

Frankenthal Employment Agency



 [Synagogengasse 1](#)

67227 Frankenthal
Phone: [0800/4555500](tel:08004555500) (free of charge)

Are your asylum proceedings still ongoing (Aufenthaltsgestattung)? Are you tolerated (Duldung)? Then the Employment Agency is your point of contact for questions about the transition from school to work (careers advice). It takes care of your work and helps with further training. But also for employer counselling (employer service).

Are you recognised?

Then the [job centre](#) is responsible for advising and placing you in the labour market.

Child benefit

Families receive child benefit for children. This must be applied for at the [Family Benefits Office](#) at the Employment Agency.

Anyone who lives or is resident in Germany can receive child benefit. For foreign nationals, entitlement to child benefit depends on their residence status.

- People who have been granted and recognised asylum are entitled to child benefit. The money is paid if they are recognised as refugees.

Please note: No child benefit is paid while the asylum procedure is ongoing. Please only apply for child benefit once your asylum application has been approved.

Child benefit must be applied for at the [family benefits office of the Federal Employment Agency](#).

Legal framework

Access to the labour market is usually not easy for migrants. Recognising or assessing qualifications obtained abroad can help.

On the following pages you will find, among other things, information on career counselling and job searches. For further information and help, please contact the social counselling service or the employment agency. Here you will find the most important [information on access to training and the labour market.](#)



Ludwigshafen Employment Agency



 [Berliner Str. 23A](#)

67059 Ludwigshafen on the Rhine

Telephone: [08004555500](tel:08004555500) (free of charge)

Website: [Ludwigshafen Employment Agency](#)

Frankenthal Employment Agency



 [Synagogengasse 1](#)

67227 Frankenthal

Telephone: [08004555500](tel:08004555500) (free of charge)

If you have already been recognised as a refugee, you are allowed to take up any job.

If your asylum procedure is still ongoing, you are an asylum seeker. In this case, you may only start work once the foreigners authority has authorised this. This also applies if you have a tolerated stay. Asylum seekers and tolerated persons may only work after a waiting period of 3

months. Once you have found a job, contact the immigration office. They will take care of everything else.

Immigration office

After these three months, you can apply for a "subordinate" work permit from the Foreigners' Registration Office. If you have found a job, your employer must complete a job description. The foreigners authority will check whether a priority worker is available for this position. You cannot take up temporary work during this period.

After 15 months, this check no longer takes place. You will still need an **employment permit** from your local employment agency. This will check whether you are paid the usual wage and whether the working hours are adhered to.

After 48 months, you no longer need the approval of the employment agency. This should be noted on your residence permit as "**Employment permitted**".

Exceptions in the first three months after the 1st interview

Three months after entering Germany, you can carry out the following activities for which you do not require the approval of the Federal Employment Agency:

- Vocational training in a state-recognised or comparable regulated training occupation
- an internship that is part of your studies or school education or takes place as part of an EU-funded programme
- participation in a voluntary social year or the Federal Voluntary Service or other legally regulated voluntary services
- working for spouses or close relatives such as parents or children if you live together
- working as a so-called highly qualified person, e.g. as a scientist with special expertise.

Internship

Here you will find information from the Employment Agency on [internships and work placements](#) for asylum seekers and tolerated persons.

Advice and Services

Work is also an important key towards social integration in Germany for refugees. Work helps to restore self-esteem. It is crucial for human dignity and it enables financial independence. In addition, for refugees, integration into the labour market can be an essential prerequisite for long-term residence in Germany.



InProcedere - Right to remain through work 2.0

Counselling for labour market integration of asylum seekers and refugees, placement in language courses, counselling for recognition of foreign qualifications

More information can be found at [ProfeS GmbH](#).

[InProcedere - Ludwigshafen location](#)




[GABIS GmbH: Attractive jobs under fair conditions](#)

Lessingstraße 4-6
67346 Speyer

Telefon: 06232 10078-0
E- Mail: info@gabis.de

VFBB e.V. Speyer



 [Heinrich-Heine-Straße 2](#)
67346 Speyer
Phone: [06232-69896-34](tel:06232-69896-34)

Ludwigshafen Employment Agency (Agentur für Arbeit)



 [Berliner Str. 23A](#)

67059 Ludwigshafen am Rhein

Phone: [0800-4-5555-00](tel:0800-4-5555-00) (free of charge)

Website: Ludwigshafen Employment Agency (Agentur für Arbeit)

Frankenthal Employment Agency (Agentur für Arbeit)



 [Synagogengasse 1](#)

67227 Frankenthal

Phone: [0800-4-5555-00](tel:0800-4-5555-00) (free of charge)

Rund ums Geld

Exchange program

Since May 24, 2022

Hryvnia banknotes can be exchanged for euros.

Info under

[INTERNET www.bundesfinanzministerium.de](http://www.bundesfinanzministerium.de)

Refugees who have fled the war in Ukraine will be able to exchange their hryvnia banknotes for euros in Germany from May 24, 2022. This has been agreed by the Federal Ministry of Finance, the Deutsche Bundesbank, the German Banking Industry and the National Bank of Ukraine.

The Federal Ministry of Finance and the Deutsche Bundesbank have signed an agreement with the National Bank of Ukraine on an initial exchange volume of 1.5 billion hryvnia. The agreement is an important prerequisite for the exchange. The framework for the exchange was discussed with the German Banking Industry. The German Banking Industry wants to support the refugees and will implement the exchange program with its participating banks and savings banks.

The exchange into euros is carried out at the exchange rate published on the Bundesbank's website. The exchange is recorded in an online application provided by the European Central Bank to ensure that the individual maximum exchange amount is not exceeded. The identity of each adult refugee who wishes to participate in the exchange is recorded and checked.

exchange is recorded and verified. The documents that are also accepted for the opening of a basic account by refugees from the Ukrainian war zone are accepted. The data protection regulations are observed.

Address:

Wilhelmstraße 97
10117 Berlin
Press office
TEL +4930186824291
E-MAIL presse@bmf.bund.de

Any losses resulting from the exchange will be borne by the federal budget. The operational implementation of the banknote exchange with the banks and savings banks and the return of the banknotes to the National Bank of Ukraine will be carried out by the Deutsche Bundesbank. Further information is available from all banks and savings banks participating in the exchange program.

General information

Here you will find information on [banks and insurance companies](#). We also provide information about [benefits for refugees and asylum seekers](#).

The BAMF also gives you an overview on a [separate page "Banks and insurance companies"](#).

Benefits

Benefits according to the Asylum Seekers Benefits Act

Once the asylum seekers have been assigned to the district administration and divided among the municipalities, the municipalities are responsible for providing the services. Health assistance and education and participation benefits are provided by the district administration.

Asylum seekers receive basic benefits according to the AsylbLG mainly in the form of cash benefits to secure their livelihood (including costs of accommodation). In addition to ongoing benefits, one-off benefits (e.g. pregnancy supplies, baby supplies) can also be granted (also in the form of vouchers). Benefits are granted in kind for furnishings in the flats.



Accommodation services and the furnishing of furniture and household items are usually provided in kind. The accommodation shall be equipped with the necessary household items and furniture.

In almost all accommodation facilities, asylum seekers have the possibility to cook for themselves. For this purpose, cash benefits for the purchase of food and beverages are paid out to the asylum seekers together with an allowance.



The amount of the cash benefits and the value of the benefits in kind are determined by the level of regular needs. The amount of benefits is regularly adjusted and according to § 3a AsylbLG

Please note that part of the benefits (accommodation costs) is provided in the form of benefits in kind and that the above-mentioned amounts may therefore be reduced further depending on the individual case. Travel costs are usually covered by the allowance. For necessary trips, the district will pay the travel costs (applications can be made to the relevant municipality / municipal associations) for trips, for example to fulfil the obligation to cooperate in the asylum procedure, trips to obtain a passport or to a repatriation advice centre.

Payments are usually made twice a month in cash.

Persons entitled to benefits under the Asylum Seekers Benefits Act will receive benefits in accordance with SGB XII after a waiting period of 18 months.

Those who come to Germany as refugees via an official federal quota for Syrian refugees usually receive **benefits under SGB II (Hartz IV) or SGB XII (social assistance)**.

For the people who come to Rhineland-Palatinate via the Rhineland-Palatinate state reception order for Syrian relatives, their relatives with residence status living here, or third parties, provide accommodation and subsistence.

[Detailed information on the benefits can be found on the page of the Ministry of the Interior RLP.](#)

Guaranteed minimum pension for job seekers / unemployment benefit II and old-age benefits

Anyone who has received a residence permit (Aufenthaltserlaubnis) from the Bureau for Foreigners (Ausländerbehörde) cannot receive any further benefits under the AsylbLG. Payments shall cease at the end of the month in which recognition was granted. An application for further benefits must be submitted promptly. The Ludwigshafen Jobcenter, also in Speyer and Frankenthal, (unemployment benefit II) or the Rhein-Pfalz-Kreis district administration - Social Welfare Department- (basic old age security) is then responsible for ensuring your livelihood.


After completing your asylum procedure, the Jobcenter is responsible for ensuring your livelihood and finding you a job placement. Payments shall cease at the end of the month in which recognition was granted. An application must then be submitted to the responsible Jobcenter in good time!

More information on guaranteed minimum pension and the application documents for applying for a living allowance can be found [here](#).

Three Jobcenters are available for the Rhine-Palatinate:

Vorderpfalz-Ludwigshafen Jobcenter

[Keyword: migration](#)

 [Kaiser-Wilhelm-Straße 52](#)
67069 Ludwigshafen am Rhein

Phone: [0621-591330](tel:0621-591330)

Email: jobcenter-Vorderpfalz@jobcenter.ge.de

Servicepoint Migration (Team SePoM (Servicepoint Migration) / asylum and refuge)

Phone:

[0621-59133-0](tel:0621-59133-0) or [0800-4-5555-00](tel:0800-4-5555-00) (free calling)

Email:

Jobcenter-Vorderpfalz.SEPOM@jobcenter-ge.de and SEPOM@jobcenter-ge.de

Vorderpfalz-Ludwigshafen Jobcenter, Speyer branch

 [Bahnhofstraße 37a](#)

67346 Speyer

Eva-Maria Zimmermann

Team Leader Market & Integration

Phone: [06232-6016-204](tel:06232-6016-204)

Email: eva-maria.zimmermann@jobcenter-ge.de

Michael Welker

Team Leader Market & Integration

Phone: [06232-6016-700](tel:06232-6016-700)

Email: michael.welker@jobcenter-ge.de

Cornelia Steitz

Migration officer SGB II

Phone: [0621-5993-186](tel:0621-5993-186)

Email: cornelia.steitz@jobcenter-ge.de

Frankenthal Jobcenter

 [Carl-Theodor-Straße 13](#)

67227 Frankenthal

Phone: [06233-3152-0](tel:06233-3152-0)

Email: Jobcenter-Vorderpfalz.Frankenthal@jobcenter-ge.de

Exemption from broadcast licence fee (Rundfunkbeitrag)

Asylum seekers are exempt from the [broadcast licence fee](#). For this purpose, a [request for exemption](#) must be submitted.

You can find more information [here](#).

Education and Participation (Financial Support)

Education and participation package

Families with low incomes can apply for benefits under the education and participation package (Bildungs- und Teilhabepaket). Depending on the type of assistance, subsidies or full cost coverage

can be granted for school trips, school materials, lunch, club memberships, learning support and school transport.

The education and participation package (Bildungs- und Teilhabepaket) enables children in need to be able to better participate in the social and cultural life of the community.



Prerequisites

1.

Children and youth up to the age of 25 who are unable to cover their education and participation needs from their own income and assets or from the family's own income and assets.

2.

and who are therefore entitled to basic benefits for job-seekers or social assistance, benefits in accordance with the Asylum Seekers Benefits Act or whose families receive a child supplement or housing assistance are eligible to apply.

3.

Age limit for benefits for participation in culture, sport and leisure: 18 years old.

[You can download the necessary information here.](#)

Contact persons in the district administration:

 [Europaplatz 5](#)

67063 Ludwigshafen am Rhein

Phone: [0621-5909-2250](tel:0621-5909-2250)

Banks and insurance companies

Current account

A current account is an account managed by banks for bank customers to process payment transactions. The money in the current account is available at all times.

With a current account you can

- make transfers,
- receive cashless payments,
- set up standing orders,
- take part in direct debits,
- cash cheques,
- make cashless payments with the EC/Maestro card,
- withdraw cash at the bank counter or from an ATM and
- print out your account statements.



Make sure that all withdrawals and payments are covered by the balance in your account. If you spend more money than you have in your account, you will have to pay overdraft interest. These are usually higher than 10%!

Opening an account

Obtain confirmation from the [social benefits office](#) that you are authorised to open an account.

Make an appointment with the bank of your choice to open an account.

Bring the confirmation from the social benefits office and your ID or proof of arrival with you to the appointment.

If you do not speak German or English, please bring an interpreter with you.



Important information

After opening the account, you will receive an EC card with a four-digit PIN code. Sign the back of the EC card and memorise the PIN code. You will need the PIN code for cashless payments and for

withdrawing money from ATMs.

Be sure to keep your card and PIN code separate!



For cash withdrawals, use the ATMs of the bank where you have your account if possible. Then the withdrawal is usually free of charge. If you enter the PIN code incorrectly three times, the debit card will be cancelled and blocked. In this case, please contact your bank.

If your EC card is lost or stolen, have it blocked immediately.

The central 24-hour emergency number for blocking all EC cards is 116 116.

Enter your IBAN. Then contact your bank and apply for a new EC card.

Insurance policies

Taking out private liability insurance for yourself and, if applicable, for your family/children is voluntary, but highly recommended. In Germany, anyone who causes damage to a third party is legally obliged to pay compensation: This applies to personal injury, property damage and financial loss in the private sector. For example, if you cause a traffic accident or your child breaks a window pane with a ball. Your helper organisation can help you choose a suitable insurance company.



Information, legal advice and help with contracts and bills

The Rhineland-Palatinate Consumer Advice Centre provides information and advice on

- Problems with telephone, internet and television contracts
- Contracts concluded at the front door or on the Internet
- Invoices and reminders
- copyright warnings
- Questions about banks and current accounts
- Questions about health insurance and insurance companies
- Questions about food
- Questions about the licence fee

- Questions about [smartphones, apps, internet, data protection](#) (information in Arabic, Farsi, English, Turkish, Russian and Polish)
- Questions about heating, saving electricity, payment problems and bills from the electricity supplier


Counselling is provided exclusively in German.

Refugee helpers and counsellors can find information and tips on our [homepage](#). There is also the possibility of special information talks, lectures and workshops.

[Consumer advice centre Rhineland-Palatinate](#)



Support centre Ludwigshafen

 [Wredestrasse 33](#)
67059 Ludwigshafen

Telephone: [0621/512-145](#)

E-mail: via the [contact form](#)

Health

Emergency Call

Only in the event of an **emergency** (acute health threat outside of medical opening hours) may you be admitted to hospital without a medical treatment certificate (Behandlungsschein). You have to show your proof of arrival (AKN) or ID there as proof that you are an asylum seeker so that those costs can be settled by Social Welfare Office (Sozialamt).

Emergency numbers

Police: 110

Fire brigade, ambulance service, emergency doctor: 112

Area code free telephone numbers from all fixed and mobile networks.

The emergency numbers also work on mobile phones without credit!

Important information for a 112 emergency call:

- Who is calling?
- Where did it happen?
- What happened?
- How many injured or sick are there? Are they children or adults?
- What kind of injuries or illnesses are there?



Always keep calm and speak clearly so that you can be understood better. Do not end the conversation. The emergency service / police will end the call when all necessary information has been provided.

Notfall - Emergency

In an acute emergency, treatment can be provided without the need for a health certificate. Go to a hospital or emergency room for this purpose.



Ludwigshafen Hospital

 [Bremsenstr. 79](#)

67063 Ludwigshafen am Rhein

Phone: [0621/5030](tel:06215030)

Frankenthal City Hospital

 [Elsa-Brändström-Str. 1](#)

67227 Frankenthal

Phone: [06233/7711](tel:062337711)

Saint Vincentius Hospital Speyer

 [Holzstr. 4a](#)

67346 Speyer

Phone: [06232/1330](tel:062321330)

If asylum seekers are admitted to a hospital due to an acute emergency, the clinic will immediately inform the district administration, social assistance department, and apply for the costs to be covered. The costs will then be settled between the hospital and the district administration.



⇒ [More information on emergency benefits](#)

If there are signs of acute [trauma](#), specialist treatment is recommended. Trauma work cannot and must not be carried out by volunteers! It is recommended that you contact a counselling centre. Note: Trauma therapy often has to be financed by the affected person himself.



If you are pregnant, it is advisable to go to a counselling centre ([Caritas](#) or [Diakonie](#)) . It can assist both in applying for aid (e.g. application for initial supplies) and in finding a midwife. A midwife is financed by the Social Welfare Offices (Sozialämter).

Zentrale Notrufnummern im Landkreis Rhein-Pfalz-Kreis

Central emergency numbers in the Rhein-Pfalz district

Important numbers for emergencies

In many life situations, it is necessary to have a contact person available quickly to solve a problem. Our central emergency numbers for the Rhein-Pfalz district provide you with an overview of important contact options.

Are you looking for the national police emergency number for the Rhein-Pfalz-Kreis district or the fire department number for the Rhein-Pfalz-Kreis district?

You have a vehicle breakdown and urgently need the telephone number of the ADAC in the Rhein-Pfalz district?

Are you looking for the central emergency number for pharmacies in the Rhein-Pfalz-Kreis district, the information service for the Rhein-Pfalz-Kreis district, the telephone counseling service for the Rhein-Pfalz-Kreis district or the children and youth telephone in the Rhein-Pfalz-Kreis district?

Do you urgently need to block your bank card or other electronic media and need the corresponding telephone number?

No problem, we have compiled an overview of central emergency numbers for the Rhein-Pfalz-Kreis district below.

You can use these to get professional help for your particular situation.

The following list of central emergency numbers in the Rhein-Pfalz-Kreis district will provide you with important information on contact options.

Police emergency number: 110

Fire department emergency telephone: 112

ADAC landline phone: 01802222222

ADAC mobile phone: 222222

ADAC from abroad Phone: +4989222222

Pharmacy emergency service Phone: 22833

Information phone: 11833

Poison emergency telephone: 06131/19240

Telephone counseling service Phone: 08001110111 or 08001110222

Parents' hotline Phone: 08001110550

Children and youth hotline Phone: 08001110333 or 116111

Blocking bank cards Phone: 116116

Blocking electronic media Phone: 116116

Health

In principle, asylum seekers in Germany are entitled to basic medical care for acute illnesses and pain. They are also entitled to the officially recommended vaccinations and preventive medical check-ups. In addition, only those medical services are provided which are indispensable for "safeguarding health".

See a doctor if

- you are acutely ill or in pain.
- you are chronically ill (e.g. with diabetes, epilepsy, mental illness, etc.)
- you are pregnant.

If you still have any remaining medication or the package insert, bring it with you when you visit your physician.



[Here you will find multilingual health information for refugees and doctors.](#)

[The legal basis of health care for refugees is outlined here.](#)

General practitioners

In Germany, a general practitioner is initially responsible for all mental and physical illnesses. He takes over the basic care and is the first point of contact for all health complaints. He carries out an initial examination and decides on further treatment.

If further treatment by a specialist is necessary, the general practitioner will refer you there.

Specialists

Specialists are specialized in a medical field and take over the further treatment after referral by the general practitioner (Allgemeinarzt).

If an operation is necessary, ask your doctor for a cost estimate for the operation. **This cost estimate must be approved by the Social Welfare Office (Sozialamt) before the planned operation.** Otherwise the costs will not be covered. The same applies to psychotherapeutic treatments.

In life threatening situations, immediately call the emergency number (Phone: 112).

Medication and chemist's shops

If you need medication, your doctor will give you a prescription. You can redeem this prescription in any chemist's shop for these drugs. Even with a prescription, not all medications are free. If in doubt, check with your doctor. Without a prescription, drugs in the chemist's shop are always subject to a charge. Some drugs, such as antibiotics, require a prescription, which means that they are not available without a prescription.



You can recognise chemist's shops by a

All chemist's shops have information about the chemist's emergency service on the door. You can get medication around the clock from the chemist's emergency service.

Picture-based support for health issues

Multilingual [ZANZU Web portal](#) of the Federal Centre for Health Education in different languages, such as in Arabic, Farsi, Turkish, Romanian, Russian, English. It serves as a practical work and translation aid for the daily consultancy practice. The information is available in part to those whose first language is not German, offers pointers on the German health and consultancy system, and provides discreet and direct access to knowledge (for reading and listening).

Range of subjects: Health, contraception, knowledge of the body, pregnancy, childbirth and the rights and laws in Germany.

"Gesundheit für alle" (Health for all) - GUIDE to the German health system in 14 languages



[🌐 Gesundheit für alle - Ein Wegweiser durch das deutsche Gesundheitswesen](#)

You can also download the guide directly here in your language:

- [Download PDF Arabic](#)
- [Download PDF German](#)
- [Download PDF English](#)
- [Download PDF French](#)
- [Download PDF Italian](#)
- [Download PDF Kurdish](#)
- [Download PDF Pashto](#)
- [Download PDF Persian/Farsi](#)
- [Download PDF Polish](#)
- [Download PDF Romanian](#)
- [Download PDF Russian](#)
- [Download PDF Serb. / Croat. / Bosn.](#)
- [Download PDF Spanish](#)
- [Download PDF Turkish](#)

This guide was developed by the Ethno-Medizinisches Zentrum e. V. together with the Federal Ministry of Health to answer questions about health in Germany:

How can you get health insurance? Who can you contact if you or a family member is ill? Should you see a doctor first or go straight to the hospital? Which preventive and early detection examinations are useful and should be taken? What support benefits from the long-term care insurance are you entitled to?

Info on Services

Health benefits in case of illness

For treatment of acute illness and pain, asylum seekers are given or sent **medical treatment certificates** by the responsible [city/municipal association administration](#). The medical certificates are valid for the corresponding quarter or day of treatment.

It is especially important that asylum seekers with health problems **visit a general practitioner first** before going to a specialist. Appointments with specialists are only possible after receiving prior approval from the [municipal administrations and municipal association administrations](#).



General practitioners are not allowed to issue asylum seekers with referral slips to a specialist. If it is necessary to be **transferred to a specialist**, a general practitioner must submit a confirmation on the necessity of consulting a specialist to the responsible city / municipal association administration. A diagnosis that is as precise as possible and a detailed justification of the measure's necessity are required. Following a corresponding opinion from a public health officer, a medical certificate will then be issued for the specialist.



Emergency services

If asylum seekers are admitted to a hospital due to an acute event, the clinic will immediately inform the district administration and apply for the costs to be covered. The costs will then be settled between the hospital and the district administration.



Emergency treatment by a doctor (e.g. on the weekend) is billed by the doctor using an emergency certificate. Costs for **ambulance services** or necessary patient transport will be settled by the Accounting Centre and the responsible municipal association administrations.



Taxi rides can only be considered if the attending doctor deems it necessary to transport the patient. Otherwise, the asylum seeker must bear the costs themselves. A portion of this is included in the allowance.

Inpatient hospital stays and **operations** (also outpatient) are - apart from emergencies - always subject to prior authorisation. A corresponding order is to be submitted to the District Administration, Social Assistance Department. A public health officer will review the medical necessity.

Other services

The legislator wants to take the diversity of life into account with the other benefits in § 6 AsylbLG. In justified individual cases, other benefits may be granted if they are indispensable

- for ensuring livelihood (e.g. medical expenses, layette),
- health (e.g. long-term care benefits, hearing aids),
- for meeting special needs of children (e.g. support in integrated kindergartens) or
- for fulfilling an obligation to cooperate under administrative law (e.g. travel costs to the competent embassy or repatriation advice centre).

How can I find a doctor?



- [List of all doctors in the Rhineland-Palatinate](#) (also multilingual doctors)
- [App of the German Medical Association](#) (for iOS and Android)

Health information

[Multilingual health information](#) (including Arabic, German, English, French, Russian, Spanish, Turkish) on antibiotics, contraception, cancer prevention, asthma, etc. is offered by the Landesvereinigung für Gesundheit und Akademie für Sozialmedizin Niedersachsen e.V.

Vaccination protection

Protection against infectious diseases

Every day we come into contact with a variety of pathogens such as

- viruses
- bacteria
- fungi

Not every contact automatically leads to illness. The body's own defences can often deal with the attackers on their own. Vaccinations protect us from some infectious diseases. Simple [tips](#) can help prevent us from becoming ill.

Below you will find a link to the website www.infektionsschutz.de.

Here you will find [pathogen fact sheets on various infectious diseases](#) in six different languages - German, English, French, Turkish, Russian and Arabic.



Current vaccination recommendations

Up-to-date vaccination recommendations are available in the [vaccination calendar in 20 languages](#).

- [Albanian \(pdf\)](#)
- [Arabic \(pdf\)](#)
- [Bulgarian \(pdf\)](#)
- [Dari \(Afghanistan\) \(pdf\)](#)
- [German \(pdf\)](#)
- [English \(pdf\)](#)
- [Farsi \(pdf\)](#)
- [French \(pdf\)](#)
- [Croatian \(pdf\)](#)
- [Kurdish \(pdf\)](#)
- [Pashto \(Afghanistan, Pakistan\) \(pdf\)](#)
- [Polish \(pdf\)](#)
- [Romanian \(pdf\)](#)
- [Russian \(pdf\)](#)
- [Serbian \(pdf\)](#)
- [Spanish \(pdf\)](#)
- [Tigrinya \(Ethiopia, Eritrea\) \(pdf\)](#)

- [Turkish \(pdf\)](#)
- [Urdu \(Pakistan, India\) \(pdf\)](#)
- [Vietnamese \(pdf\)](#)

Counselling and Help with Trauma

The recognition of traumatisation is usually difficult, as in many cases the affected persons cannot talk openly about it and the symptoms often only appear later.

As a helper you should not assume the role of a trauma worker and leave this to the trained specialists. The best way to help in such situations is to organise help and counselling for the person concerned.

[Federal Association of Psychosocial Centres for Refugees and Torture Victims \(BAfF; Bundesweite Arbeitsgemeinschaft der Psychosozialen Zentren für Flüchtlinge und Folteropfer\)](#)

In Rhineland-Palatinate, there are a total of four psychosocial care centres for asylum seekers, which can be used by the refugees, especially after they have been assigned to the municipalities.

These are:

IN TERRA - Psychosoziales Zentrum für Flüchtlinge (Psychosocial Centre for Refugees),

Mayen

Caritasverband für die Region Rhein-Mosel-Ahr e.V.

📍 [St. Veit-Straße 14](#)

56727 Mayen

Phone: [02651-98690](tel:02651-98690)

Email: goepfert-m@caritas-mayen.de

Website: http://migration.caritas-rhein-mosel-ahr.de/psz1_zentrum.htm

Districts: Mayen-Koblenz, City of Koblenz, Rhein-Lahnkreis, Cochem-Zell, Bad-Neuenahr-Ahrweiler

Ökumenische Beratungsstelle für Flüchtlinge (Ecumenical Counselling Centre for Refugees),

Trier

📍 [Dasbachstraße 21](#)

54292 Trier

Phone: [0651-9910600](tel:0651-9910600)

Email: fluechtlingsberatung@diakoniehilft.de

Website: <https://www.caritas.de/adressen/oek.-beratungsste...>

Districts: Trier, Trier-Saarburg, Bitburg-Prüm, Bernkastel-Wittlich, Rhein-Hunsrück-Kreis (VG Kirchberg, VG Kastellaun, VG Simmern)

Psychosoziales Zentrum Pfalz (Palatinate Psychosocial Centre)

Diakonie Pfalz

📍 [Wredestr. 19](#)

67059 Ludwigshafen

Phone: [0621-49077710](tel:0621-49077710)
Email: psz-pfalz@diakonie-pfalz.de
Website: <https://www.diakonie-pfalz.de/ich-suche-hilfe/hil...>

Psychosoziales Zentrum für Flucht und Trauma (Psychosocial Centre for Escape and Trauma)

Caritasverband Mainz

 [Rheinallee 3a](#)

55116 Mainz

Phone: [06131-907460](tel:06131-907460)

Email: beratungszentrum@caritas-mz.de

Website: <http://www.caritas-mainz.de/caritas-vor-ort/mainz...>

How can traumatised refugees be supported?

Refugee workers often do not know how to adequately support traumatised refugees. That is why the Federal Chamber of Psychotherapists (BPTK; Bundespsychotherapeutenkammer) has published a guidebook for full-time and voluntary refugee workers and refugee parents. It provides information on how traumatic illness manifests itself and explains what refugee workers can do or should not do.

- [Guide for refugee workers German \(PDF\)](#)
- [Guide for refugee parents English \(PDF\)](#)
- [Guide for refugee parents German \(PDF\)](#)
- [Guide for refugee parents Arabic \(PDF\)](#)

Help in case of violence

[InterventionsZentrum against Domestic Violence South Palatinate](#)



The InterventionsZentrum is a special department of the Landau public prosecutor's office. As a matter of general principle, the court assistance service (social service of the judiciary) is called in for incidents involving domestic violence. In this context, court assistance takes on the role of initial intervention and also of clearing house. Aid workers also receive initial counselling here on how to deal with this issue.

 [Nordring 15c, 76829 Landau](#)

Phone: [06341/3819-22](tel:06341381922) (victim counselling centre)

Phone: [06341/3819-13](tel:06341381913) (offender work facility)

Email: info@haeusliche-gewalt.de

Women's shelter



There are ways to escape violence and opportunities for a future without violence.

In Rhineland-Palatinate, there are currently 17 women's shelters for women over the age of 18 and their children who are affected by violence. They offer refuge and support as well as information and advice. Women's shelters offer anonymity, safety and protection and are guided by the principle of helping people to help themselves.

You can find information on the women's shelter in your area here or via the [police](#), or at www.frauenhaeuser-rlp.de.

The addresses of the women's shelters remain secret for the protection of those affected. For this reason, please contact us by phone.

Ludwigshafen women's shelter

Phone: [0621-521969](tel:0621521969)

Email: Frauenhaus-LU.eV@t-online.de

Website: <http://frauenhaus-ludwigshafen.de/>

Speyer women's shelter

Phone: [06232/28835](tel:0623228835)

Email: frauenhaus-speyer@gmx.de

Website: <http://frauenhaus-speyer.de/>

Frankenthal women's shelter

Phone: [06233-6070807](tel:062336070807) or [06233-9695](tel:062339695)

Email: team@frauenhausft.de

Website: <http://frauenhaus-frankenthal.de/>

A nationwide help line can be reached at the following phone number: [08000-116-016](tel:08000116016). [You can find more help here.](#)

Equal opportunities commissioner of the Rhein-Pfalz-Kreis



The equal opportunities commissioner tackles new and forward-looking ideas and issues. She develops projects and concepts for the equality of men and women, as well as migrants in the Rhein-Pfalz-Kreis and for equal opportunities in the workplace.

Frau Kornelia Tildmann

📍 [Europaplatz 5](#)

67063 Ludwigshafen

Telefon: [062159093450](tel:062159093450)

oder

Frau Manuela See

📍 [Europaplatz 5](#)

67063 Ludwigshafen

Telefon: [062159093440](tel:062159093440)

oder

per E-Mail unter: gleichstellungsstelle@rheinpfalzkreis.de

[You can find more information on the topic of violence against women here.](#)

Violence/sexualised violence against women

Raising children is not an easy task. This is why it is important for parents to seek advice and support for general parenting questions as well as for difficult, stressful situations at an early stage. The counselling centres in the Rhein-Pfalz-Kreis are available to help parents and offer support in overcoming specific problems.

Intervention Centre against Violence in Close Social Relationships, Ludwigshafen/Rh. (IST)

The IST offers initial, rapid assistance following contact with the police. The staff approach the victims on their own initiative. With the consent of the victim, the police send their contact details to the intervention centre. The intervention centre contacts the woman as quickly as possible in order to facilitate a prompt counselling session.

Tel.: 0621-5292536 or e-mail: ist.lu@diakonie-pfalz.de

Women's shelters

Women affected can contact the women's shelters directly for counselling or refuge and protection.

Women's refuge Ludwigshafen/Rh. Tel.: 0621-521969

Speyer Women's Refuge Tel.: 06232-28835

Women's refuge Frankenthal/Pf. Tel.: 06233-6070807 or 06233-9695

Information on the women's refuge in your area can be found at www.frauenhaeuser-rlp.de.

Women's helplines

Women and girls who have been victims of sexualised violence can contact the women's helpline directly. They will receive support and help here.

Ludwigshafen/Rh.

Tel.: 0621-628165 or 0621-19740

Speyer

Tel: 06232-28833

Worms

Tel: 06241-6094

The nationwide helpline is accessible around the clock, barrier-free and multilingual.

Counselling is confidential and always anonymous: 0800/0116016

SOLWODI Rhineland-Palatinate, Ludwigshafen counselling centre

Help for refugee women and girls in need:

SOLWODI offers holistic psychosocial support and counselling, safe accommodation and much more for women affected by forced prostitution, forced marriage and relationship violence.

Tel: 0621-52 91 277 or email: ludwigshafen@solwodi.de

Further information on the addresses of the centres can be found under the heading

"Emergency numbers and offers of help" on the website of the **Rhineland-Palatinate**

Intervention Project against Violence in Close Social Relationships (RIGG) at [Das Projekt RIGG mffki.rlp.de](http://DasProjektRIGG.mffki.rlp.de)

Help numbers for women

Help portal and help telephone for sexual abuse

You can find help via the nationwide [sexual abuse help portal](#). Counselling centres, emergency services and therapists can answer your questions about sexual abuse.

The [Sexual Abuse Helpline](#) is the **nationwide, free** and **anonymous** point of contact. For anyone seeking relief, counselling and support. For anyone who is worried about a child, has a suspicion or a "funny feeling". For anyone who is unsure and would like to ask questions on the subject.

- The help telephone can be reached at [08002255530](tel:08002255530)
- The helpline also offers young people and adults [online counselling](#) via email or chat.

Violence against women helpline

The violence [against women](#) helpline helps women who are experiencing or have experienced violence. People from all countries, with and without disabilities, are supported 365 days a year. Relatives, friends and professionals also receive anonymous and free counselling. Under the telephone number

- [08000116016](tel:08000116016)
- or via [online counselling](#)

Information for helpers

Groups and initiatives

You can find links and addresses to higher-level associations, groups and initiatives here (non-comprehensive).

Nationwide

- [Amnesty International](#)
- [PRO ASYL e.V.](#) (Laws, guidelines, contact to lawyers, first aid advice by phone etc.)
- [UNHCR](#) (United Nations Refugee Agency)
- [Flüchtlingsrat Berlin](#)
- [Informationsverbund Asyl und Migration](#)
- [DGB Bildungswerk](#)
- [Pfarramt für Ausländerarbeit](#)
- [Federal Office for Migration and Refugees](#)
- [Federal government: The Commissioner for Migration, Refugees and Integration](#)

In Rhineland-Palatinate

[Arbeitskreis Asyl Rhineland-Palatinate](#)

 [Kurhausstr. 8](#)

55543 Bad Kreuznach

Email: info@asyl-rlp.org

Web: www.asyl-rlp.org

Networking work: Coordination of different organisations & representation in committees, lobbying for refugees, information, conferences/training etc.

[Ministry for Integration, Family, Children, Youth and Women of the State of Rhineland-Palatinate](#)

Protection provided by vaccination

In order to detect infectious diseases in the Federal Republic of Germany at an early stage and to then be able to take appropriate measures, the Infektionsschutzgesetz (Protection Against Infection Act) was enacted in January 2001.

The purpose of this Act is to promptly detect communicable diseases in people in the Federal Republic of Germany and to take the appropriate protective measures. For example, § 6 IfSG regulates the obligation to report various infectious diseases.



However, in order to take timely action even in the case of infections that are not described in detail, it is stipulated that, in the case of a disease event where it can be assumed that two people have the same disease and where it can be assumed that an infection event has occurred, this must also be reported to the responsible health authorities.

The overall aim is to ensure that appropriate detection methods and protective measures are implemented at the earliest possible stage. Since the increasing numbers of refugees, the Rhein-Pfalz-Kreis has not seen a higher than expected number of cases. Nevertheless, it is important to be alert regarding individual diseases when many people are admitted to society from sometimes hygienically precarious refugee conditions.

The following is a brief assessment of each disease and its treatment.

The spread of infectious diseases is especially possible in communal facilities where many people come together in a confined space. Some examples are listed below:

1. **Lice**

Head lice are flightless insects that infest humans and can be transmitted by direct contact from the infected person to the next head. The lice feed by feeding on blood, which they suck up from the scalp of infested people. The condition causes severe itching in the head area. Lice infestations do not cause any other health problems. For this reason, lice are referred to as "nuisances".

Treatment option:

Application of washing lotions that can kill them. Coordinated action is important so that lice infestations can be stopped promptly.

1. **Scabies**

This is a widespread infectious skin disease in humans caused by the scabies mite. The scabies mite belongs to the arachnid family and can cause very severe itching by digging small tunnels into the skin. Since the scabies mite is transmitted through direct body contact, the hands or the areas behind the ears are very often infested.

It is important to recognise scabies at an early stage, after which it is advisable to consult a medical specialist. There are special treatment creams available. Here, too, consistent and structured treatment is necessary.

1. **Tuberculosis**

Tuberculosis is a disease caused by bacteria that primarily affects the lungs. This causes a strong cough, sometimes accompanied by bloody sputum. In countries where consistent treatment of tuberculosis is not possible, tuberculosis can become trapped in the lungs, so that later in life, in the event of a serious illness or old age, for example, tuberculosis can break out again.

It is important to consult a specialist immediately if the cough lasts for a long time or if you develop symptoms such as weight loss and night sweats. Tuberculosis can be treated with modern antibiotics.

1. **Hepatitis (jaundice)**

There are different forms of jaundice that can be triggered by different types of viruses. Vaccination can provide effective protection against hepatitis A and hepatitis B. Hepatitis B, for example, is only transmitted through very close physical contact. If you feel unwell and have yellowing eyes, you should have a detailed examination.

Taking into account the increased number of refugees, it should be noted that at the present time there is no increase in notifiable infectious diseases in the Rhein-Pfalz-Kreis compared to previous years. In addition, initial medical examinations and the start of vaccination measures take place in the reception centres for asylum seekers (AfA; Aufnahmeeinrichtungen für Asylbegehrende).

Protection provided by vaccination

The following generally apply: Helpers should receive the standard vaccinations according to the STIKO recommendations. Furthermore, according to the RKI (Robert Koch Institute), occupational health check-ups (ArbmedVV; arbeitsmedizinischen Vorsorgeuntersuchungen) must be observed. The STIKO (Standing Commission on Vaccination) also recommends vaccinations against:

- Tetanus
- Diphtheria
- Polio
- Whooping cough (pertussis)
- Measles, mumps, rubella (for those born after 1970)
- Influenza (for women and men aged 60 and over; in season)

Furthermore, the STIKO advises the following vaccinations for occupational indications, which are given for employees and helpers in the facilities:

- Hepatitis A
 - Hepatitis B
 - Booster vaccination against polio, if the last vaccination was given more than 10 years ago.
 - Influenza (in season)
-

Vaccination for volunteers

Generally, it should be noted that the vaccination recommendations according to the STIKO guidelines apply to all citizens living in the territory of the Federal Republic of Germany. The necessary booster vaccinations should be carried out on a regular basis (e.g. booster tetanus/diphtheria vaccination every 10 years). For activities that involve particularly close contact in community facilities, such as medical care, vaccination against hepatitis B should be considered. Occupational health advice should be sought on this.

In order to be able to combat infectious diseases in time, it is necessary for all structures involved in medical care at federal, state and municipal level to act in a coordinated and concerted manner. However, at this point in time, there have been no unpredictable incidents of infection. For this reason, it is necessary to continue acting prudently but consistently and to close existing vaccination gaps.

- [Link to SIG](#)
- [Which insurance company pays for which vaccination?](#)

Insurance

The state government of Rhineland-Palatinate has taken out flat-rate accident and liability insurance for volunteers. It always applies if no other insurance covers the volunteer in the event of a claim. Volunteers in public voluntary positions, in church organisations, in charity work, in club sports or in aid and rescue organisations are generally insured by law or by the sponsor. The contracts concluded by the state government serve in particular the volunteers in small - legally dependent - initiatives, groups and projects. They protect individual volunteers against damage they suffer themselves (accident insurance) or cause to others (liability insurance).


- Further important information of insurance for volunteers can be found in the following flyer:
[Safety for volunteers](#)

If a claim has occurred, please report it immediately to Ecclesia Insurance Service using the following forms:

- [Notice of claim for liability insurance](#)
- [Claims notification for accident insurance](#)

The insured volunteers can claim benefits from the accident insurance directly from the insurer. Without the consent of the state as policyholder. The insurer pays benefits directly to the insured person.

If you have any questions about this agreement, the existing insurance cover or in the event of a claim, please contact the State Chancellery of Rhineland-Palatinate:

- Rhineland-Palatinate State Chancellery
Volunteering and civic participation centre
 [Peter-Altmeier-Allee 1, 55116 Mainz](#)

☎ [06131/16-4083](tel:06131164083)

@ leitstelle@stk.rlp.de

or to the insurance broker at the State Chancellery:

- Ecclesia Versicherungsdienst GmbH
- 📍 [Ecclesiastraße 1-4, 32758 Detmold](#)
- ☎ [05231/ 603 6112](tel:052316036112)
- @ ehrenamt@ecclesia.de

The Federal Ministry of Labour and Social Affairs has published a brochure on statutory accident insurance cover: [For your safety - accident insurance for voluntary work](#) It provides information on which voluntary activities are covered by statutory accident insurance and which can be voluntarily covered by statutory accident insurance. The insurance policies of associations and the collective insurance policies of the federal states are also highlighted.

Information on countries of origin, numbers, situation in the district

At the end of 2023, 117.3 million people worldwide (UNHCR Global Trends Report 2023) are refugees. This is 8.8 million more people than at the end of 2022. 69% of all refugees remain in countries neighboring their country of origin. During the year, the global refugee population rose to 43.4 million people. 47 million of all refugees are children. 2.6 million refugees and asylum seekers were living in Germany at the end of 2023.



Possible reasons for migration are political persecution, danger to life, limb and health due to gender, minority affiliation, sexual orientation, religion, nationality, (civil) war, natural disasters.

There are various forms of protection for refugees under German, European or international law, such as

- § 16a of the Basic Law
- Geneva Refugee Convention
- Subsidiary protection
- Quota refugees in the context of humanitarian aid operations

The distribution of asylum seekers, rejected asylum seekers, persons entitled to asylum, illegal entrants within the meaning of § 15a of the Residence Act (AufenthG; Aufenthaltsgesetz), foreigners admitted under § 22, 23 and 24 of the AufenthG, Jewish emigrants as well as war and

civil war refugees to the districts and cities independent of any district is carried out by the Supervisory and Service Directorate - Reception Centre for Asylum Seekers Trier.

It distributes the above-mentioned migrants according to a distribution formula based on the number of inhabitants, so that each district and each administratively independent city is allocated a certain share of the migrants arriving in Rhineland-Palatinate.

According to § 1 of the State Immigration Act, the municipalities are obliged to receive and accommodate the above-mentioned migrants.

[Situation in the countries of origin \(as of August 2015, pdf\)](#)

[European Country of Origin Information Network](#)

Further information for helpers

Thank you very much for your willingness to help asylum seekers.

What can I do as a volunteer to get involved in working for and with asylum seekers?

Start with your own skills and strengths, whether these are of a manual, linguistic, organisational, sporting or communicative nature.



Basic tips for helpers

Be aware of your own limits! You decide for yourself what you can or want to do. And how much time and money you want to give without jeopardising yourself, your family, your hobbies and your health.

It can be very nerve-racking and sometimes depressing to get involved in refugee work. Please take care of yourself. Be cautious in your contact with asylum seekers. Show interest, but don't ask them questions. Many refugees have suffered traumatic, life-threatening experiences and cannot or do not want to be confronted with them. Other asylum seekers, on the other hand, have a strong need to talk and may overwhelm you with their experiences. Set your boundaries. Protect yourself and seek relief or compensation, e.g. by talking to other volunteers. If a person or family has to leave the country again, it is not your fault! Always be aware of the fact that some of the neighbours, fellow human beings and friends you have grown so fond of will have to leave the country again.



But it is precisely these people who need your support and goodwill.

Limits of voluntary work

What you should not do:

Do not give legal advice - even if you may have acquired a great deal of expertise in the course of your work as a volunteer. Do not question decisions made by the Federal Office, the immigration authorities, lawyers or other full-time staff involved. If in doubt, always contact a counselling centre.

Do not call the Federal Office for Migration and Refugees (BAMF) or a branch office directly. Leave this to the specialised counselling institutions. Please also do not make any medical or psychological diagnoses or recommendations. Leave this to medical specialists.

The University of Thuringia has developed a [psychoeducational film for refugees](#). It provides information and encourages people to seek help.

Feedback, contact and possible engagement

We welcome your suggestions and criticism. But also praise. We can also answer your questions. Please send questions and suggestions to integreat@rheinpfalzkreis.de.

If you have further offers for asylum seekers, please contact the district administration with your request. You can reach Mr Andreas Straßner by e-mail at andreas.strassner@rheinpfalzkreis.de or by telephone on [0621/5909-2240](tel:0621/5909-2240).

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