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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



 [Europaplatz 5](#)

67063 Ludwigshafen

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

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:062159090) (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:0171-9729151)

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:06239-9261308)

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 Lambsheim-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.ciuka@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:

[0621-591330](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](#) (free of charge)

Website: Ludwigshafen Employment Agency

Frankenthal Employment Agency



📍 [Synagogengasse 1](#)

67227 Frankenthal

Phone: [0800/4555500](#) (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](#)

[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.

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 can find out what is important at the moment - for example, what the current [situation](#) is. You can also find rules here if you want to enter Germany or if you need a visa. We have already written down some important questions and answers for you:

I am in Germany without a visa - what can I do now?

If you come from Ukraine, you do not need a visa to come to Germany until **4 December 2025**. From the day you enter the country, you can stay here for up to 90 days without a special permit. You can even stay in Germany without a special residence permit until **4 March 2026**.

During the 90-day visa exemption period, you can consider whether you would like to stay in Germany for longer. There are various options for this:

1. You can apply for a residence permit under Section 24 of the Residence Act within 90 days of your first entry into Germany. This provision specifically regulates the situation for war refugees from Ukraine on the basis of the EU decision. You can find out who is eligible for a residence permit under Section 24 of the Residence Act [here](#). You can find answers to the procedure [here](#).
2. You can apply for a residence permit for another purpose within 90 days of your first arrival in Germany. For example, to study or for gainful employment. This may be more favourable for you. You can seek advice on this from the authorities if you have an appointment, or you can find out more in advance on the website: <https://www.make-it-in-germany.com/>.
3. Alternatively, you can apply for asylum. However, this option is not recommended due to the less favourable legal consequences - such as the restriction on taking up employment and the obligation 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 1 February 2025?

Your residence permit will be automatically extended and will then be valid until 4 March 2026. You do NOT need to visit the immigration office for this. You can find more information on [Germany4Ukraine](#).

What happens when you arrive in Germany?

When you come to Germany, there are a few important steps that you need to take one after the other. This is how it works:

- First, you register - this is called registration.
- If you need help from the state (for example money or food), you will be told where you can live.
- Then you register your new address, i.e. where exactly you now live.
- Finally, you apply for a permit so that you can stay in Germany for longer.

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

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

Yes, you can. However, before you can work, the immigration authority must authorise it. The immigration authority will often already enter in your residence permit that you are allowed to work - even if you do not yet have a job. This is good, because then you no longer need an extra permit from another authority.

The immigration authorities will issue so-called fictitious certificates as soon as you submit your application. These bridge the right of residence until the actual residence title can be issued and granted. The foreigners authority will also enter "Gainful employment permitted" in the fictitious certificate. This fictitious certificate therefore authorises you to work in Germany either as a self-employed person 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 persons with temporary protection in the same way as to all others. However, the procedures for recognising foreign professional qualifications are also open to those affected, just like everyone else.

Persons with a residence permit for temporary protection in Germany can also receive counselling and placement services from the employment agencies in accordance with SGB III.

Should people from Ukraine apply for asylum?

No, that is not necessary. The necessary protection is granted in a different, faster procedure. It is therefore recommended that you do not apply for asylum. However, if you want to apply for asylum later, you can still do so.

As a result of the decision to admit war refugees in accordance with Article 5 (1) of Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection, a residence permit in accordance with Section 24 of the Residence Act (AufenthG - Residence Permit for Temporary Protection) will be granted to the group of persons covered by the decision upon application.

Registration upon entry does not constitute an application for asylum. An application for asylum must be submitted to the responsible branch office of the Federal Office for Migration and Refugees in order for an asylum procedure to be carried out.

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

Information portal of the German government

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

 [Germany4Ukraine](https://www.germany4ukraine.de)

Embassy of Ukraine in Berlin

☎ [+493028887128](tel:+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...>