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Welcome to the Saale-Orla district

Greeting from the District Administrator

Dear users of the Integreat app,

Welcome to the Saale-Orla district.

The Saale-Orla district has around 80,000 inhabitants in an area of 1,151.32 km². The largest town with around 12,000 inhabitants is Pößneck.

This app is an information platform and a useful tool for all citizens. In addition to German, the information is also available in English.

With the Integreat app, we want to help you get to know life in the Saale-Orla district better. This will make it easier for you to find your way around and settle in more quickly. In the app you will find valuable information, addresses and contacts for many important areas such as health, family, children, housing, sport and culture.

Please make use of the information and advice provided in this app. Contact the organisations listed here and make use of their advice and help. Recommend the app to other people.

Keep yourself regularly informed in the Integreat app so that you are always up to date. The content and range of information will continue to be expanded and adapted.

With this in mind, we would like to welcome you and hope you enjoy discovering the Saale-Orla district.

Christian Herrgott
District Administrator of the Saale-Orla district

The Saale-Orla district

Welcome to the Saale-Orla district! We welcome you to our district.

Name

The Saale-Orla district owes its name to two rivers. The Saale flows through the district over a length of 86 kilometres. The Orla, which also gives the area its name, created the Orlasenke, a wide valley in the north, and is a 35-kilometre-long right tributary of the Saale.

District map

Saale-Orla-Kreis

Verwaltungsstruktur, Stand 2023



You can use this map view to orientate yourself in the Saale-Orla district: [Digital district map](#)
[Saale-Orla-Kreis here map](#)

District town

The district town of the Saale-Orla district is Schleiz. There are currently 8,866 inhabitants living here (as at 31/12/2022).

Location

The Saale-Orla district is located in the middle of Germany - directly on the federal motorway 9, exactly between Munich and Berlin, in the eastern part of the Thuringian Forest and in the border triangle of the Bavarian, Saxon and Thuringian Vogtland. Together with the neighbouring part of the Czech Republic, these regions form the "Euregio Egrensis".

Inhabitants

Around 80,000 inhabitants live in the Saale-Orla district. As of 31 December 2022, the State Office for Statistics for the Saale-Orla district recorded exactly 79,178 inhabitants, including 39,872 women and 39,306 men. Half of the population in the district is aged 50 and over.

When it was created in 1994, the district was home to 102,875 people. The largest town is Pößneck with 11,752 inhabitants.

You can find more information here: [Profile of the Saale-Orla district](#)

Contacts to cities, municipalities, administrative communities

Would you like to get to know the towns, municipalities and administrative communities in the Saale-Orla district? You are very welcome!

Here you will find the municipalities and administrative communities in our Saale-Orla district: [Overview of the municipalities](#)

You can find the contact information here: [Contact information for the municipalities](#)

You can also register at these offices at your new place of residence.

Schleiz

📍 [Schleiz](#) is the district town of the Saale-Orla district and is located in south-east Thuringia. Schleiz has about 8,866 inhabitants.

The Saale-Orla district owes its name to two rivers. The Saale flows through the district over a length of 86 kilometres. The Orla is a 35 long right tributary of the Saale.

The Saale-Orla district is located in the middle of Germany - directly on the federal motorway 9, right between Munich and Berlin.

Social counselling in Schleiz takes place as follows:

📍 [Gemeinschaftsunterkunft Löhmaer Weg 4, 07907 Schleiz](#)

Monday from 15:00 to 16:30

Friday from 10:00 to 11:30 a.m

👤 Dr Weber ☎ [01621954495](tel:01621954495)

📍 [Gemeinschaftsunterkunft Greizer Str. 40a, 07907 Schleiz](#)

Monday from 13:00 to 14:45

Wednesday from 13:00 to 14:45

Friday from 08:00 to 09:45

👤 Mrs Wohlleben ☎ [017614880016](tel:017614880016)

Outside office hours, you can make an [appointment](#) here.

Pößneck

📍 [Pößneck](#) has around 12,000 inhabitants and is the largest town in the Saale-Orla district in the Free State of Thuringia.

Here you will find the contacts of our social workers in Pößneck.

📍 [Wohlfarthstraße 3-5, 07381 Pößneck](#)

👤 Mrs Becker ☎ [017614880176](tel:017614880176)

👤 Mrs Glück ☎ [01707820410](tel:01707820410)

You can get help with applications from:

👤 Mrs Schwesig ☎ [015119425160](tel:015119425160)

You can book an [appointment](#) here.

Neustadt an der Orla

📍 [Neustadt an der Orla](#) is a small town in the Saale-Orla district in the east of Thuringia and has 9022 inhabitants.

You can reach our social worker for Neustadt as follows:

👤 Mrs Azzam ☎ [01703724860](tel:01703724860)

You can book an [appointment](#) here.

Triptis

📍 [Triptis](#) is a small town in the Saale-Orla district with 3,629 inhabitants.

You can reach our social worker for Triptis as follows:

👤 Mrs Azzam ☎ [01703724860](tel:01703724860)

You can book an [appointment](#) here.

Bad Lobenstein

📍 [Bad Lobenstein](#) is a small town in the Saale-Orla district of Thuringia. It has 5745 inhabitants.

You can reach our social worker for Bad Lobenstein as follows:

👤 Mrs Lämmerhirt ☎ [01721031046](tel:01721031046)

Hirschberg

📍 [Hirschberg](#) is a town in the south of the Saale-Orla district in Thuringia. It borders directly on the Free State of Bavaria. Hirschberg has 2110 inhabitants.

Social counselling in Hirschberg takes place as follows:

Tuesday and Thursday from 09:00 to 11:00

📍 [Schulstr. 48, 07927 Hirschberg](#)

👤 Mrs Wohlleben ☎ [017614880016](tel:017614880016)

You can book an [appointment](#) here.

Wurzbach

📍 [Wurzbach](#) is a rural town in the Saale-Orla district of Thuringia with a current population of approx. 2996.

You can reach our social worker for Wurzbach as follows:

👤 Mrs Lämmerhirt ☎ [01721031046](tel:01721031046)

Important offices

Jobcenter

Are you looking for work? Do you need help? The Job Centre provides financial support. It also helps you find work and get qualifications. This depends on your individual needs. The job centre also enables participation in a language course. It can help you get career guidance. Would you like to work? Then you can find information and get advice here: [Access to the Job Market](#).

💡 The Job Centre staff are not allowed to pass on information about clients. Do you have a volunteer accompanying you? Then you need to give them power of attorney. This must be completed in full and signed by both parties.

👥 Is your asylum process still ongoing? Or has your application been rejected? Then the [Employment Agency \(Agentur für Arbeit\)](#) is where you should go for career support.

👥 Steps to take after a positive decision

The Federal Office for Migration and Refugees (BAMF) has given you a positive decision. That means your asylum application has been successful. You are recognised as entitled to asylum. Or you have been granted protection as a refugee. Here are the next steps you need to take:

1. Personal visit

- You must go to the Jobcenter during opening hours
- You will be registered as a client there
- Your background will be registered
- A consultation appointment will be made with the “Leistungsabteilung” (benefits department) An appointment will be made with the “Arbeitsvermittlung” (employment service)
- You will be registered as a jobseeker

2nd Benefits department

- **Important:** There is no consultation without an appointment.
- You can apply for benefits. To do this, you need an appointment. The person responsible for you can help with this.

3. Employment agency

- **Important:** There is no consultation without an appointment.
- Have you already attended an integration course? Bring your certificate with you. Otherwise, bring your “Verpflichtung” (obligation statement) with you.
- Do you have documents about school attendance or training? Do you have work references? Have your foreign qualifications been recognised? Bring them with you.
- Tell us about the special skills you possess (your trade, language skills etc.).
- Before the appointment, think about which area of work you are interested in.

📍 [Jobcenter Schleiz, Pahlhornstr. 6, 07907 Schleiz](#)



Monday 08:00 - 12:00
Thursday 08:00 - 12:00 and 13:00 - 17:00

📍 [Jobcenter Pößneck, Wohlfarthstraße 3 - 5, 07381 Pößneck](#)



Tuesday 08:00 - 12:00 and 13:00 - 17:00
Friday 08:00 - 12:00

Agentur für Arbeit (Employment Agency)

The Employment Agency (Agentur für Arbeit) is your most important point of contact regarding employment. Are you looking for a job? Do you need help choosing a career? Would you like to get your qualifications recognised? Then contact the 🧑🏻 employment agency.

🧑🏻 Is your asylum process still ongoing? Or have you been given exceptional leave to remain (Duldung)? Then you should go to the Employment Agency. They can help if you have questions about the transition between school and work (careers advice). They can help you find work. And they can give advice on professional development.

🧑🏻 You are approved? Then you should go to the [Job Centre](#). They will give you advice and help you find a job.

Social Welfare Office (Sozialamt)

The 🧑🏻 social welfare office is responsible for **providing social assistance**. The social welfare office is located in the Saale-Orla district office, Oschitzer Straße 4, 07907 Schleiz.

Social assistance includes the following benefits:

- Guaranteed minimum pension for the elderly or those with reduced earning capacity
- Help with care
- Help with living costs
- Integration assistance for disabled people
- Help in overcoming particular social difficulties
- Health support
- Help in other life situations

The Social Welfare Office can **give advice and support** if you have any questions about these issues.

At the Social Welfare Office, you will be asked about your financial situation. So you will have to show if you have any valuables such as jewellery or money. You will sign some documents and statements. Please bring all your papers with you. Everyone who is registered on the residence permit (Aufenthaltsgestattung) must come to the appointment.

You will also receive a cheque for your living costs here. You can exchange the cheque for cash (euros) at a bank. Please note that this money must last until your next appointment at the Social Welfare Office (for about 1 month). You will not get any more money until your next appointment at the Social Welfare Office.

The Social Welfare Office is also your point of contact for the following topics:

- Vouchers for Baby Starter Kits and for your child's school supplies
- Money for train tickets to interview appointments
- Medical certificates, approval for operations and other medical procedures
- Educational and participation package (BuT)
- Activities and employment programme
- Applications for relocation, waiving of the residence requirement

[Social welfare office Schleiz](#)

Standesamt (Registry Office)

The Standesamt (Registry Office) has several responsibilities. Have you had a baby? Then you must register the birth with the Standesamt. The registry office will then officially certify the birth of your child. Would you like to get married? The registry office will then register your legal marriage.

The tasks at a glance

- Certifying births and deaths
- Registering marriages and civil partnerships
- Acknowledging withdrawals from churches
- Legally changing names
- Issuing documents (birth certificates, death certificates, marriage certificates)

📍 [Schleiz registry office](#)

📍 [Registry office Pößneck](#)

📍 [Registry office Neustadt an der Orla](#)

📍 [Triptis registry office](#)

📍 [Registry office Bad Lobenstein](#)

[Wurzbach registry office](#)

Ausländerbehörde (Immigration Office)

Would you like to live in Germany as a foreigner? Then you will need something called an [Aufenthaltstitel](#). This can be a visa. Or a residence permit. As an EU citizen, you will receive the EU Blue Card. You can also have a Niederlassungserlaubnis (settlement permit) or an Erlaubnis zum Daueraufenthalt (permission for permanent residence). Go to the Immigration Office (Ausländerbehörde). You can apply for an Aufenthaltstitel there.

Important: Other things you can do at the Immigration Office:

- Extend your proof of arrival
- Get or renew a temporary residence permit (Aufenthaltsgestattung)
- Apply for a work permit
- Apply for a residence permit (Aufenthaltserlaubnis) and special permits to travel

Steps following a positive decision from the BAMF

Apply for an electronic residence permit (eAT)

(1) Application for asylum

- You can apply online. To do so, use the "Online application". Alternatively, you can fill out the "Residence permit application" form. Then send the form by post to the Immigration Office. The form can be downloaded online. Or you can collect it at the information desk in the Immigration Office. Please bring an interpreter with you when making your application. He or she can translate for you (to explain the reason for your visit).

(2) Appointment

- The form has arrived at the Immigration Office. It has been processed. A letter giving you an appointment will then be sent to you by post. It will also tell you all the documents you need to bring with you.
- **Important:** Ask for a probationary permit (Fiktionsbescheinigung) to be issued as a temporary replacement document. You will need this for the [Job Centre](#).

(3) Collection

- You will receive a letter informing you that you can pick up your new permit

Here you will find the address, opening hours and telephone numbers of the [Schleiz Foreigners' Registration Office](#).

"Jugendamt" (Youth Welfare Office)

The tasks of the Youth Welfare Office:

The Youth Welfare Office generally fulfils the task of public child and youth welfare, unless a statutory assignment of tasks has been made to other public bodies or institutions.

Within the framework of public youth welfare, the youth welfare office is primarily responsible for supporting young people in their individual and social development, endeavouring to maintain or strengthen families' ability to bring up their children, and maintaining or creating positive living conditions for young people and their families as well as a child- and family-friendly environment.

The Youth Welfare Office works closely and in partnership with the independent youth welfare organisations and all official bodies that deal with the affairs of children, adolescents and young people and their families.

The youth welfare office appoints at least one person from among its members who is available to children and young people as a point of contact in matters concerning them.

Children's rights:

Children's rights are important. Every child deserves to be respected and loved. Do you have a child? Then make sure you bring them up in accordance with their rights as a child. This is important for the well-being of your child.

The Youth Welfare Office (Jugendamt) supports parents in raising children and youth. Everyone can contact the Youth Welfare Office free of charge. Are you a child or teenager? Do you have any problems? Then you can contact the Youth Welfare Office.

The Youth Welfare Office is responsible for

- support young people in their individual and social development
- Giving parents advice and support on bringing up children
- Protecting children and young people
- create favourable conditions for young people and families
- Avoiding and dismantling barriers

Have you had a baby? Then the Youth Welfare Office will contact you after a few weeks. They will want to visit you at home. You can familiarise yourself with the Youth Welfare Office. You will be given a whole folder with information and services. These are important for your child and your family.

Unaccompanied minor refugees are also subject to youth welfare legislation. Unaccompanied minor foreigners (abbreviated to "UMA") who have travelled to Germany unaccompanied by their parents are cared for and accommodated by the youth welfare office. Unaccompanied minors are cared for in special residential groups or in host families. Every unaccompanied minor is assigned a guardian. The guardian is the young person's personal and legal contact. He represents and supports him, for example in asylum proceedings and with the authorities.

It sometimes happens that underage refugees enter Germany without their parents, but with other family members (for example with an uncle or aunt, cousins or older siblings). Or they may already have family members in Germany. It is then checked whether family reunification can take place. In addition, under certain circumstances an adult relative can apply for guardianship.


💡 Taking on guardianship is a big responsibility. The youth welfare office can provide information about the tasks of the guardian.

You can find more information here:

 [Statutes from the Social Affairs and Youth](#)

 [Topics in the Youth Welfare Office](#)

 [Address and contact details for the youth welfare office](#)

 Landratsamt Saale-Orla-Kreis, Oschitzer Straße 4, 07907 Schleiz

Address Postfach 13 55, 07903 Schleiz

Opening hours:

Monday: 8:00 - 12:00

Tuesday: 8:00 - 12:00 and 13:00 - 18:00

Wednesday: closed


Thursday: 8:00 - 12:00 and 13:00 - 17:00

Friday: 8:00 - 12:00

 [03663488958](tel:03663488958)

Residents' registration office (Einwohnermeldeamt)

Everyone who comes to Germany and wants to stay for longer than three months must register their residential address with the public authorities within two weeks. Are you moving from one place in Germany to another? Then you must tell the authorities your new address.

 This registration has nothing to do with the registration as an asylum seeker or the registration with the foreigners authority. You must do those things separately. You can find out how to register in the chapter on [migration and asylum](#).

Who has to register, and where?

Everyone who moves to Germany from another country, or who moves from one place in Germany to another, must register (or re-register) with the residents' registration office (Einwohnermeldeamt, sometimes also called the Bürgeramt or Bürgerbüro). You must register within two weeks of moving to a new place. If you register too late, or don't register at all, you may have to pay a fine.

When you register, you will receive a registration certificate (Amtliche Meldebestätigung). Keep this document in a safe place. This allows you to prove that you are registered in a municipality or city in Germany even without your ID. It proves that this is where you live.

What do I need to bring with me to my registration appointment?

You must register in person at the residents' registration office (Einwohnermeldeamt or Bürgeramt). You will find the address of your residents' registration office at the bottom of

this page.

You must bring your identification documents (ID card, residence permit, other residence documents etc.) with you in order to register. Do you have a passport? Or passport replacement documents? Then bring them with you as well. You must also fill out a registration form. You will get this form at the residents' registration office.

In some cities and municipalities, you will also need a so-called "Wohnungsgeberbescheinigung" (landlord's certificate) for registration. This is a document where your landlord or landlady confirms that you live in his or her house. Sometimes your birth certificate or marriage certificate is also required for registration. If you have these documents, bring them with you to the registration appointment, just in case.

Residents' registration offices in the Saale-Orla district

 [Schleiz](#)

 [Pößneck](#)

 [Neustadt an der Orla](#)

 [Hirschberg](#)

 [Trientis](#)

 [Bad Lobenstein](#)

 [Wurzbach](#)

Public Health Department (Gesundheitsamt)

The **health department of the Saale-Orla district** is at your disposal for many services and counselling offers.

Would you like to work in a restaurant? Then you will need to be trained in how to prevent infections. But the Public Health Department has other responsibilities too. It provides advice on AIDS, for example. And it focuses on medical services. It visits schools to provide information about how to prevent diseases. And in general, it informs the population about health risks. The health department also carries out vaccinations.

Information, services and counselling from the public health department

Official medical service

The official medical service of the public health department is the right place for you with the following concerns: [Overview of official medical services](#)

Infection protection/hygiene

Prevent illness - maintain your health! The staff of the public health department from the infection control and hygiene department will support you. The causes of the transmission of pathogens are usually hygiene deficiencies. The right hygiene measures help to prevent the spread of pathogens and thus offer protection against infection. You can find more information on this topic here: [Infection control and hygiene](#)

Paediatric and adolescent medical service

The school enrolment examination is coming up? Do you have questions about your child's immunisation? Get in touch with us! The paediatric and youth medical service fulfils all tasks of the public health service relating to child and youth health in accordance with legal requirements: [Paediatric and adolescent medical service](#)

Paediatric and adolescent dental service

The paediatric and adolescent dental service plays an important role in promoting the oral health of children and adolescents. We would like to present some of these tasks to you: [Paediatric and adolescent dental service](#)

Socio-Psychiatric Service (Sozialpsychiatrischer Dienst)

The employees of the Social Psychiatric Service (SPDI) advise, support and care for people in difficult life situations, conflict situations, mentally ill and mentally disabled people who need support and help before, during or after treatment. The SPDI is also available to relatives and contact persons with its extensive range of services: [Social psychiatric service](#)

Tuberculosis treatment

Our health department is at your disposal for further advice. As tuberculosis must be reported, they have information on the current situation and extensive experience in dealing with the disease: [Tuberculosis care](#)

📍 Landratsamt Saale-Orla-Kreis, Fachdienst Gesundheit, Oschitzer Straße 4, 07907 Schleiz

☎ [03663488600](tel:03663488600)

@gesundheit@irasok.thueringen.de

Appointment booking

You can book an [appointment](#) here.

Living

First information

Living/House hunting

The search for your own apartment is one of the biggest and most difficult tasks. There are only a few available and affordable flats. But there are many people in search of an apartment. Unfortunately, it sometimes takes several months to find a suitable flat. So it may take some time to find your own place to live. It is important to be patient.

On the Internet, you can use the words "rent a flat" to find websites offering vacant flats.

When looking for accommodation, pay attention to the requirements of the job centre or social welfare office.

Remember that there is no free counselling service for finding accommodation. Assistance organisations and public agencies only provide limited help in finding accommodation.

General information about living

Accommodation during the asylum procedure

During the asylum procedure, refugees live in shared or individual accommodation. There are sometimes problems in the accommodation centres because many people with different cultures, religions and habits live in a small space. If you have any problems in the accommodation, please contact the carers on site.

There are rest periods in the accommodation centres and everywhere in Germany. The quiet hours are from 22:00 in the evening until 06:00 in the morning. Rest periods are regulated by law. Everyone should be calmer during this time. You are also not allowed to listen to loud music. This ensures that living together in the accommodation and in the neighbourhood remains harmonious. The rest periods and other rules can be found in the "house rules" of the accommodation. The House Rules are there to regulate how people should behave in communal settings. Please observe the house rules and always respect the applicable rules and rest periods.

Information on accommodation for refugees and possible cost sharing in the Saale-Orla district can be found [here](#).

Own apartment and shared apartment

Once you have received a positive decision from the BAMF (Federal Office for Migration and Refugees), you can move into your own flat. You need to consider where you can live.

After booking an [appointment](#), you will receive support from the Property Management team of the Immigration/Integration Department.

Upon assignment, you also receive a "Wohnsitzauflage" (residence requirement). This means that you can only search for a apartment in the place to which you are assigned. In exceptions (job or family) you can live elsewhere. You have to apply for this. Find out more at the "Ausländerbehörde" (Immigration Office).

Cost and rent

The costs for rent and heating are covered by the Jobcenter as long as you do not have a job. The job centre defines how much a flat may cost.

The total rent for a apartment is made up of the cold rent and the additional costs. The cold rent (KM) is the price without heating, electricity and water. The utilities include water, rubbish and other things.

You have to find an electricity supplier yourself, take out a contract and pay the electricity monthly. You also have to pay for telephone and internet yourself.

💡 Make sure you use water, electricity and heating sparingly. This costs extra money and is not included in the rental price.

Security deposit

Landlords of flats require a deposit from you. A deposit is an amount of money that you pay to the landlord before moving into the apartment and that you get back when moving out of the apartment. You only get the money back if the apartment is left clean and without damage.

In some cases, the Jobcenter can cover the cost of a deposit on a loan basis. However, this must be clarified individually with the person in charge.

Rental contract

You are the tenant and sign a tenancy agreement with the landlord. This is an important document for you to sign. Only sign what you understand.

💡 Important: If you receive benefits from the job centre, the job centre must agree before you sign the rental agreement, otherwise the costs will not be covered.

How do I find a place to live?

Freely available apartments are publicly advertised in local newspapers and on the internet. There are whole apartments or single rooms in a shared apartment (WG) for rent. In this case, you can rent a room and share the apartment with other people. Housing providers in the Saale-Orla district can be found [here](#).

If you are interested in a apartment or room, you must call the telephone number and ask for a viewing appointment. While at the appointment, you can have a look at the apartment. The landlord or flat-sharing community then decides who gets the flat or room.

Viewing the flat

You can find websites on the Internet with the words "Checklist for viewing flats" where you will find detailed examples. Take another person with you.

Please bring the following documents with you to the flat viewing:

- Your identity document
- Proof of wages for your work
- Your current SCHUFA information
- possibly proof from the job centre or social welfare office (declaration of assurance)

Rights and responsibilities

The landlord may not enter the flat without your knowledge. When you sign the tenancy agreement, you are obliged to pay the rent and ancillary costs on time. If you do not do this, the landlord may terminate the tenancy agreement and you will have to move out of the flat.

Some houses are built in such a way that they are very noisy (for example, walking on the floor, music, the washing machine) can disturb neighbours. To prevent this from happening, ask the landlord if there are house rules. If so, it contains the rules for living together with neighbours. If there are none, the rest periods from Monday to Saturday from 22:00 to 06:00 always apply in Germany. These apply all day on Sundays and public holidays. Pay attention to the cleaning

schedule and make sure you put your rubbish in the right bin.

Tenants' associations and consumer advice centres can help and advise you in the event of a dispute about your home.

Before and after the move

The notice period for the previous flat is important before moving. As a rule, this is three months. Everything else must be discussed in advance with the landlord.

Arrange an official handover date for both flats. The keys are then handed over there and a handover protocol is written. This document also contains the meter readings (electricity, possibly gas and water).

Electricity, gas, water

Are you renting a new flat? Then register with an electricity provider. You are free to choose your electricity provider.

💡 You can find an overview of providers and price comparisons on the independent [energy consumer portal](#).

You need gas and electricity for your home. You can use it to power various appliances such as the washing machine or mobile phone charger.

Many homes are heated using gas. You often pay a sum of money to your energy supplier every month. This amount of money is called a discount. The energy supplier bills you once a year. If you have used more gas and electricity than you have paid for in advance, you will receive a bill and have to pay in arrears. If you use less, you get money back. Use energy sparingly, save money and it's good for the environment.

The main place you need water is in the bathroom. In the kitchen you need water for cooking and washing up. Saving water pays off. You pay less for water and waste water. You also use less energy because you heat less water.

💡 Tips for saving water: You can install an economy shower head. You should repair dripping taps. You can find more tips and useful information from the consumer advice centre [at here](#).

Heating, ventilation, energy saving

Heating

When it's cold, you can use the radiators to keep your home warm. You can adjust the radiators using the thermostats. Heating energy (oil, gas, electricity) is very expensive in Germany - please use energy sparingly! Living areas are heated in Germany in autumn and winter. A maximum room temperature of 22 Celsius is specified for living areas. Also make sure you have warm clothing in your home.

Ventilation

Cooking, washing clothes, showering or bathing create humid air in the home. To prevent mould from forming, you need to ventilate regularly. We ask you to open the windows wide for 5 to 10

minutes at least three or four times a day. Please do not heat and ventilate at the same time. Before opening the windows, turn the heating to ZERO (0). Once the windows are closed again, you can turn the radiators back on.

Washing and drying laundry

Please make sure that washing and drying your laundry does not cause any damage to the flat - such as mould or water damage to floors or walls. Your House Rules will tell you where you can dry your laundry. Under no circumstances should wet laundry be dried indoors. Otherwise toxic mould will form.

💡 Further information from the consumer advice centre can be found [at here](#).

💡 You can obtain detailed information and helpful tips in [German](#), [English](#) and [Ukrainian](#) from the consumer advice centre.

Waste and waste separation

If you have any questions about rubbish, you should ask your landlord, because sometimes you have to take care of it yourself and sometimes it is organised by the property management.

The ZASO is responsible for waste management in the district. You must register your home or household for waste disposal there. Here you will also find the regular collection dates and further information: [ZASO collection dates](#)

Waste must be disposed of in the designated bin. There are different bins for plastic, paper and cardboard, fruit and vegetables (organic waste) and other waste. Please keep to waste separation, as a large proportion of waste is reused and it is an important part of environmental protection.

💡 Waste is separated according to packaging in Germany and is placed in different bins:

Yellow bin / Yellow sack

Packaging that is not made of paper or glass (e.g. tin cans, milk cartons, shampoo bottles, aluminium foil)

Blue bin

Paper or cardboard (e.g. newspapers, cigarette packets, paper bags, cardboard boxes)

Grey / black bin

Residual waste, household waste and waste that cannot be recycled (e.g. porcelain, glass, cigarette butts, nappies, toiletries)

Organic waste/ brown bin

Kitchen or garden waste (e.g. fruit peelings and scraps, eggshells, leaves, tea bags)

Glass container

Glass bottles for which there is no deposit (e.g. wine bottles, pickle jars, jam jars, preserving jars)

Housing providers

If you are looking for accommodation, you can find it through the regional housing associations, for example, but also through commercial and private providers on the free housing market.

📍 Schleiz

[Schleizer housing association](#)
[Immowelt](#)

📍 Pößneck

[GWG](#)
[WP Housing company](#)
[Immowelt](#)

📍 Neustadt an der Orla

[Residential ring](#)
[Immowelt](#)

📍 Triptis

[VG Triptis](#)
[GWG](#)

📍 Bad Lobenstein and Wurzbach

[Housing association Bad Lobenstein GmbH](#)
[Immowelt](#)

📍 Hirschberg

[WG Hirschberg](#)

Broadcast Licence Fee

Germany has independent radio, television and online services from ARD, ZDF and Deutschlandradio. For this, all people pay money together. This is called “broadcasting fees”.

According to the law: In Germany, a broadcast licence fee must be paid for each flat. However, only one person per home has to pay the licence fee. This currently costs €18.36 per month and must be paid to the ARD, ZDF and Deutschlandradio contribution service. Further information can be found on the broadcasting licence fee website, here also in various languages:

[Information sheet.](#)

The licence fee is explained for you here in simple language: [Easy language](#).

Alternatively, you can find information in several languages on the broadcasting licence fee website: [click here](#). This website offers information in German, English, French, Arabic and Russian.

Some people can be exempted from this payment. For example, if you receive benefits under the Asylum Seekers' Benefits Act or other social benefits. A written or digital application must be submitted for this purpose. You can find more information [here](#).

Internet, Wi-Fi and mobile phones

Cell phone

There are basically two different mobile phone contracts in Germany: Prepaid contract and fixed-term contract.

The prepaid contract

The pre-paid contract does not have a fixed term. There is no basic fee and no minimum turnover. You can buy a SIM card in supermarkets, drugstores or petrol stations and top it up with credit as required. It is also possible to book mobile Internet use.

The term contract

A fixed-term contract has a minimum contract term. This means that you have to sign a contract for at least 12 or 24 months and pay a certain amount to the operator each month. After the minimum term has expired, you can cancel the contract. Written notice of cancellation must be given in due time. You should be careful when mobile phones are offered at particularly low prices. Costs are often hidden in a fixed-term contract.

10 important questions for concluding a contract:

- What is the basic fee? Does the fee increase after a certain term?
- Is there a minimum use limit?
- How long is the contract term (e.g. 12 or 24 months)?
- How long is the notice period?
- Are there fees for setting up, switching and deactivating?
- What is the charging period?
- How much does a minute cost (external and own network)?
- How high are the purchase costs for a mobile phone with and without a contract?
- How much does it cost to use the Internet?
- How much does it cost to make calls when travelling abroad?

Internet

Asylum seekers have no legal right to internet access in Germany. WLAN is nevertheless available in some accommodation. In consultation with the accommodation management,

internet access can be set up for a fee if necessary. Free WLAN is available in some public places.

Everyday Life

First information

Everyone who lives in Germany has to abide by the central principles of political and legal order.

The most important legal basis is the [Basic Law](#), which is the constitution of the Federal Republic of Germany. The Basic Law also lists fundamental rights, which are above all other laws.

Germany is a federal state consisting of 16 federal states.

Germany is a democratic country, which means that all state power comes from the people.

Germany is a constitutional state. The decisions of the State – the government – are strictly bound to the law. The state's actions are supervised by courts.

Germany is a welfare state. This means In principle, all citizens should provide for their own livelihood through work. However, the state helps people who cannot or can only partially secure their livelihood themselves.

Basic values for living together in Germany

Everyone who lives in Germany has to abide by the central principles of political and legal order.

The most important legal cornerstone in Germany is the Basic Law, which is the constitution of the Federal Republic of Germany. The **Basic Law** also lists fundamental rights, which are above all other laws. The inviolability of human dignity, human rights and the freedom of the individual are fundamental principles of the Basic Law. The Basic Law is briefly explained in this film:

[German](#)

[Arabic](#)

[English](#)

[Farsi](#)

[French](#)

[This link](#) will take you to an overview of other films on the subject of the Basic Law.

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

Germany is a democratic state, which means that **all state power emanates from the people**.

Germany is a constitutional state. **The decisions of the state - the government - are bound by the law**. The state's actions are supervised by courts.

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Gender equality

The following video ["Gleichberechtigt leben in Deutschland" \(3 min\)](#) by TERRE DES FEMMES informs women and men about their rights and the prohibition of violence against women in Germany. In addition to domestic violence, forced marriage and other forms of violence against women, the film also deals with the freedom to choose one of the many possible ways of life.

 **Women and men have the same rights!**

Children's rights

Children and youth have rights. These rights are enshrined in the United Nations Convention on the Rights of the Child. This applies to all children and young people under the age of 18 in Germany. In addition, there are many other laws in Germany that specifically protect the lives, health and rights of children. Safeguarding children is always the main priority.


The following behaviour is not allowed in Germany:

- Children must not be neglected or abused.
- Children must not be hit or abused physically or psychologically in any way.
- Children may not be employed until they have turned 13 .
- When they are older, they are only allowed to work to a very limited extent. If they work, it must not negatively affect their health and development.
- Children must not be abducted or used as commercial objects.
- Sexual activity with children is forbidden.

Here you can find a video explaining children's rights: [Simply explained: The rights of the child!](#)

And here you can find the graphic "Rights of the Child" in different languages: [English](#), [French](#), [Italian](#), [Spanish](#), [Croatian](#), [Polish](#), [Romanian](#), [Russian](#), [Serbian](#), [Turkish](#), [Vietnamese](#), [Japanese](#), [Greek](#), [Arabic](#)

Child protection organisation and child helpline

The children's emergency hotline can be reached at the nationwide standardised number  08001110333. It is aimed at all age groups. Here, children and young people can talk to qualified counsellors about every conceivable problem. If necessary (e.g. if accommodation is needed at short notice), they can also provide information about a nearby advice centre. The nationwide toll-free telephone number can be reached Monday to Friday from 3 p.m. to 7 p.m. and is operated by the German Child Protection Association.

In addition to the youth welfare office in your district or city, you can also contact numerous counselling centres, such as child protection services and parenting, marriage, family and life counselling centres.

In addition, the child and youth helpline of the Free State of Thuringia offers children and young people another low-threshold service at ☎ 08000080080, which they can call at any time in a regional crisis or if they are experiencing problems to get advice, help and information.

The telephone counselling service of the Christian churches is available free of charge around the clock nationwide at ☎ 08001110111 and 08001110222.

We also refer to the [homepage of the district of Saale-Orla](#).

Freedom of religion

The state does not prescribe to anyone whether they should have religious beliefs or which god they should believe in. The state and religion are separate. There are many different religions in Germany. Lots of people follow a particular religion. They are organised in their own communities. For example, churches, mosques or synagogues.

This means, for example:

- All people have the freedom to choose and practice their religion and beliefs themselves.
- All people have the freedom to not follow a religion and to state that fact openly. If someone does not believe in God, they are free to state this publicly.
- Members of different religions and faiths are allowed to marry each other and have children.
- Marriage is only considered legally valid if it is recognised by the Registry Office. Marriages that have only been performed in a religious context are not considered legally binding in Germany.

This is not permitted in Germany, for example:

- Putting religious rules or traditions above the laws of the German state. One example would be a man married to multiple women at the same time, or slaughtering an animal without a special permit.
- Boys can only be circumcised if it does not negatively affect their well-being.
- Many people in Germany now work to ensure that there is dialogue between religions. The aim is the peaceful co-existence of people who are religious, those who are devout and those who do not belong to any religion.
- The state is committed to ideological neutrality. Provided that practising a religion does not endanger democracy or the separation of state and religion, it will be protected.

Here you will find the link to download the [International Calendar 2023](#).

Freedom of opinion

All people are allowed to form their own opinion, to express and spread it freely. People are also allowed to express those opinions in public. All media are also free, and everyone can obtain information from them. Anyone who expresses their opinion openly must be aware of respecting the personal honour and dignity of other people.

That means, for example:

- You are allowed to criticise the government.
- You are allowed to criticise religion.
- Artistic works are allowed to be provocative. Nobody is allowed to tell writers, musicians or visual artists what their work should be about.
- The government and religions may also be the subject of satire and critical art.
- If someone feels they have been slandered, insulted or defamed, or that their personal reputation or worth has been maligned, they can contact the police or a court.

This is not permitted in Germany, for example:

- The use of unconstitutional symbols and calls to overthrow democracy.
- Insulting statements of opinion that denigrate other people.
- Defamation of character or libel regarding other people.
- Incite hatred or violence.

Manners in everyday life

Here are some tips that can help you in everyday life:

- Greetings: Many people greet and say goodbye to each other with a handshake (formally). Friends, family and acquaintances usually embrace each other. Giving kisses is rarely customary in Germany.
- If you have a problem, you can ask other people and ask for help.
- Some people can seem distant or unfriendly. This may be because they do not want to be disturbed.
- It is customary to say directly what you think. This can seem rude, but is usually not meant to be.
- Many people in Germany take punctuality seriously. Even a delay of ten minutes can be perceived as rude by some people. If you know you are going to be late, you can let the other person know by phone.
- Most shops are closed on Sundays and public holidays. Petrol stations and restaurants are usually open on Sundays and public holidays.

Further information and good orientation aids for everyday life in Germany can be found in the [Refugee Guide](#) and in the [Ankommen app](#).

Insurance

Personal liability insurance

Personal liability insurance is very important. Anyone who causes damage to others through carelessness or recklessness must pay for it.

The most important facts in brief:

- According to the law, you are liable for all damage that you have culpably caused to someone else - to an unlimited extent.

- With private liability insurance, even gross negligence is covered. Damage that you have caused intentionally is excluded.
- It is essential to take out personal liability insurance. The insurance covers a risk that threatens the existence of the company.

Let us advise you.

Health Insurance

Asylum seekers and persons with tolerated status are entitled to basic medical care for "acute illnesses and pain".

Before you go to the doctor, you need a replacement treatment voucher and an exemption from co-payment. You will receive these by post in the first few days.

If you have an insurance card, you no longer need a replacement treatment voucher.

If you have taken up a job that is subject to social insurance contributions, you are insured under the statutory health insurance scheme. Here, a notification to the social insurance provider is made by the employer.

Further general information on health insurance:

Health insurance is cover against the financial risks associated with illness or injury. The health insurance fund reimburses the insured person in full or in part for the costs of treatment for illnesses, maternity and usually also after accidents.

Shopping

Food

In German food law, foodstuffs are all substances that are intended to be consumed raw, prepared, processed or treated by humans and thus serve the purpose of nutrition or enjoyment. This also includes food additives and food supplements.

Most food in Germany is bought in a supermarket or at the weekly market. In general, you should be able to find everything you need there. In some, usually larger towns, there are also Turkish, Arabic or Russian grocery shops, for example. There are various grocery shops selling food from other cultures.

‘Tafel’ and ‘Speisekammer’ food banks

‘Tafel’ or ‘Speisekammer’ food banks also exist in some places. People with low incomes who receive support from the ‘Sozialamt’ (Social Welfare Office) or the Job Centre can get food here. You will need to have your notification with you as proof of entitlement. There are also so-called "Tafel" food banks in our district (see [Tafel in Schleiz and Bad Lobenstein](#) and [Tafel in Pößneck](#)).

Travel and mobility

The **most important traffic rules in Germany** are explained in the following [video series](#).

Travel and mobility

You can explore your municipality and the Saale-Orla district. You can use public transport (bus and train) in the Saale-Orla district. In Germany you can travel (up to 2 weeks). The residence requirement of the foreigners authority must be observed.

There is no underground railway, suburban railway or tram in the Saale-Orla district.

Car (car driving licence)

If you drive a car in Germany, you must have a valid driving **licence** and always have it with you. In Germany, you are allowed to drink from the age of 18. You must be over the age of 18 and have a valid driving licence (for cars). There is also the possibility to get the driving licence at the age of 17. This means "accompanied driving from 17". However, you may only drive with when accompanied by certain people. These people provide you with safety while driving and are open to questions. Accompanying persons must fulfil certain requirements.

Public transport (bus and train)

You need a valid ticket for each journey. Travelling by bus or train without a ticket is not permitted and will be penalised! You need a valid ticket for each journey. Otherwise you will pay a large penalty.

You buy a bus ticket directly from the bus driver. You can buy a train ticket from ticket machines in the station or on the railway track (no 50 euro notes). You can find out when the buses and trains depart in the timetable.

In Germany, it is currently also possible to purchase a Deutschland-Ticket for €49.00 per person per month to travel comfortably throughout Germany. With the Deutschland-Ticket (D-Ticket), you can now travel on all public transport for just €49.00 per month (<https://www.bahn.de/angebot/regio/deutschland-tic...>).

Information on timetables and tickets can be found here:

[Timetable information Deutsche Bahn](#)

[Timetable information KomBus](#)

[Timetable information KomBus train and bus](#)

Bicycles

Important traffic rules for cyclists (selection):

- Always ride on the right side of the road.
- Do not drive side by side, but one behind the other.
- If there is a cycle path, you must ride on it (only on the right-hand side of the road in the direction of travel).
- Only children up to the age of 11 may use the footpath by bike.

- It is forbidden to use a mobile phone while cycling.

Acquisition and repairs: The bike must be roadworthy, if not, you will have to pay a fine if the police check it.

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

For further information, please refer to the link [Cycling: The most important rules, regulations and fines](#).

Contracts and debts

The following applies in Germany: Only those who are of legal age, i.e. 18 years old, have legal capacity and can therefore conclude contracts of all kinds independently. Rights and obligations apply to the contractual relationships. Persons of legal age are fully responsible and liable for the consequences of the contract.

It can quickly happen that you get into financial difficulties, especially if you are new to Germany. Concluding contracts that often incur regular costs over many months is particularly risky. **Never sign a contract if you have not understood everything! Always read the small print in the contract!**

Examples of contracts with fixed terms and costs:

- Fitness studio: In most fitness centres, contracts run for at least 12 months. You then have to pay the premium every month.
- Mobile phone contract: Most mobile phone providers have 2-year contracts (exception: prepaid SIM cards are purchased without a contract).
- Internet contract: Here, too, you should note the minimum term and cancellation period.

We would like to provide you with further information on **mobile phone contracts** in particular:

There is a very large mobile phone market in Germany. There are lots of providers, and lots of different contracts and costs. In Germany, there are generally two different types of mobile phone ("Handy") contract: Prepaid contracts and fixed-term contracts.

The pre-paid contract does not have a fixed term. You add money (credit) to your phone and can use it to browse the internet or make phone calls.

The fixed-term contract has a minimum contract period. It is usually 12 to 24 months. This contract is automatically renewed if you do not cancel. If you do not want the contract to be automatically renewed, you must cancel in writing. Pay attention to the deadline.

Once again the hint: Do not sign any contracts if you do not understand them!

Do you want to sign a contract? Then check the terms and conditions carefully first. Ask yourself whether a prepaid contract might suit you better. With both a fixed-term contract and prepaid, you can choose between three options:

- With a flat rate, you can make unlimited calls and text messages and use the Internet up to a certain data volume.
- An inclusive package gives you a fixed amount of phone calls you can make and text messages you can send, as well as a fixed amount of data when using the internet, for a fixed price. When you have used up your allowance, you can get more calls, messages or data. You will usually have to pay for this. Attention: Many providers automatically add more data when you use up your data allowance. This additional data can cost a lot of money. So we strongly recommend that you switch off automatic addition of data. You can do this via your provider's online portal or using their hotline. Get written confirmation that automatic addition of data has been switched off.
- You can also choose to pay for each call you make, each text message you send, and each time you use the internet. This is usually more expensive than a flat rate or an inclusive package, but it means you only pay for what you actually use. And there are no hidden costs.

Debt counselling

People who need legal, financial or psychosocial support in over-indebtedness situations or with debt problems can turn to debtor and consumer insolvency advice centres.

If you do not pay your bills, you will incur debts. Debt counselling can help you if you have financial problems. She works with you to see what has happened and supports you in getting out of debt. You can arrange instalment payments for outstanding bills with the debt counselling service. It is important that you bring all unpaid invoices with you to the consultation.

You will also find [counselling centres](#) in the Saale-Orla district.

Broadcast Licence Fee

Germany has independent radio, television and online services from ARD, ZDF and Deutschlandradio. For this, all people pay money together. This is called **"broadcasting fees"**.

According to the law: In Germany, a broadcast licence fee must be paid for each flat. However, only one person per home has to pay the licence fee. It costs €18.36 per month and must be paid to the ARD, ZDF and Deutschlandradio contribution service. Further information can be found on the website of the [broadcasting licence fee](#), here also [in different languages](#).

Some people can be exempted from this payment. For example, if they receive benefits under the Asylum Seekers' Benefits Act or other social benefits([see here](#)).

A written application must be submitted for exemption from the licence fee. You can find the application for an exemption [here](#).

Culture and Leisure

The Saale-Orla district offers many leisure activities. Cultural events, courses at an adult education centre or sports are popular activities.

Many offers cost money, but there are also free activities.

The [adult education centre in the Saale-Orla district](#) offers a wide range of courses.

If you would like to get to know the Saale-Orla district, you will find many excursion destinations, sights and event tips [here](#) or [here](#).

Local events can be found [here](#), among other places.

Children, teenagers and families

Children, youth and families are under special protection in Germany. This protection begins during pregnancy and lasts until the child is 18 years old (and therefore of legal age). In Germany, it is forbidden to hit children. Children must be brought up in Germany without using violence. All children must attend school. Special authorities also make sure that children are not harmed by their environment (or even by their family).

Further information for families can be found in the [family guide](#) (pdf) for the Saale-Orla district.

Families enjoy many benefits in Germany. This includes family co-insurance and many favourable offers for the use of cultural, sports and leisure facilities. Families are also entitled to counselling and benefits as part of child and parental allowances (Elterngeld).

Further information on [parental allowance](#) and [Child benefit](#) can be found here.

Families in Germany look very different. There are families in which the man and woman are married and have one or more children together. There are unmarried couples with children or families with only one parent (single parents). There are families with same-sex parents (two women or two men) who have children and there are families where the parents have children from a previous partnership (patchwork family) or have adopted children.

Parental and child benefits

Parental allowance

Parental allowance is a benefit for parents of infants and young children. It should enable parents to raise and care for their child. You can find all information [here](#)

Child benefits (Kindergeld)

You can apply for child benefit if ..

- Your child is under the age of 18 (under certain conditions, you can also apply for and receive child benefit for children of full age),
- You look after your child regularly and it lives in your household (this also applies to stepchildren, grandchildren or foster children) and

- Your place of residence is in Germany, another EU country, Norway, Liechtenstein, Iceland or Switzerland.

Find out more [here](#). The payment of child benefit is not dependent on your income.

The amount of child benefit: You receive 250 euros in child benefit per month per child. As a general rule, You are only entitled to child benefit for children who fulfil the requirements.

Child benefit is only ever paid to one person, usually one parent. If there are several children, the individual amounts are paid as one sum.

Youth leisure activities

You can find offers for young people [here](#).

Children, youth, family & Social affairs in the district

There is a wide range of offers for children, young people and their families.

More information is available here: [Overview for the Saale-Orla district](#)

Sports and Exercise

Integration in sport

People with and without a migration background should be able to participate in organised sport in Germany and help shape it.

Sport should help to enable people with a migration background to participate actively and sustainably in society, for example by making contacts in clubs, taking on voluntary positions or acquiring key skills.

Sport plays an important role in arriving in Germany. Sport not only promotes physical health, but also contributes to social integration. It's a good opportunity to get to know people and get actively involved.

Here you will find sports clubs:

[Schleiz](#)

[Pößneck](#)

[Neustadt an der Orla & Triptis](#)

[Hirschberg](#)

[Bad Lobenstein](#)

[Wurzbach](#)

[Club search](#)

Lesbian, gay, bisexual, trans, queer and intersex (LGBTQIA+) people

People of different religions, genders, origins and political views live together peacefully in Germany and have the same rights. This also applies to lesbians, gays, bisexuals and transgender and intersex people.

In addition to "male" and "female", the term "diverse" exists in Germany as a third gender. People who do not correspond to their assigned gender can have their name and gender changed in Germany. Women have the opportunity to love and marry women, and men can love and marry men.

Some LGBTI people have fled to Germany because they were persecuted in their home country. You can get advice and help here:

[Lesben- und Schwulenverband in Deutschland \(LSVD\) \(Lesbian and Gay Federation in Germany\)](#)

["Queer Refugees Deutschland" project](#)
@queer-refugees@lsvd.de

Deposit system

In Germany there is a deposit on drinks packaging. This means that when you buy a bottle, you pay an additional 25 cents (€0.25). When your drink is empty, do not throw the bottle away, but take it to a deposit machine, which is usually available in every supermarket. You will get your money back there. In this way, bottles can be recycled and less waste is produced.

The deposit system applies to (almost all) plastic and glass bottles (e.g. water, juice, beer). There are symbols on the bottles, which are explained in more detail here: [What the logos on the bottles mean.](#)

Migration and asylum


Settle permanently in Germany


If you live in the Saale-Orla district, you can obtain further information from your aliens' registration office.

Foreigners' Registration Office District Office Saale-Orla-Kreis

 [036634880](tel:036634880)

@auslaenderbehoerde@lasok.thueringen.de

 [Oschitzer Str. 4, 07907 Schleiz](#)

 Closed on Monday and Wednesday

Tuesday 08:30 - 12:00 and 13:00 - 18:00

Thursday 08:30 - 12:00 and 13:00 - 17:00

Friday 08:30 - 12:00

Appointments by prior arrangement only

Registration and accommodation

Registration

After arriving in Germany, every person must register as an asylum seeker. **Without registration, residence is illegal.** You can register at an initial reception centre, at an arrival centre or with the police. When you register, your personal data, your photo and fingerprints will be stored.

After registration, you will be assigned to an initial reception centre. A health examination will take place there and you will receive the Attestation of Arrival (=AKN). You can use this document to submit your asylum application.

Assignment

After **3 months** at the latest, you will be assigned to a municipality or city. You will stay here until the Federal Office for Migration and Refugees (BAMF) has decided on your asylum application. Most people live in shared accommodation during the asylum procedure.

Request for relocation

You cannot decide for yourself where you live during the asylum procedure. **Family reunification** is an exception. If your core family (spouse and children up to 18 years) lives elsewhere, there is the possibility to move. This is called **redistribution** and must be applied for in writing at the office of your foreigners authority. Only when the application is approved are you allowed to move.

Information on the asylum procedure

If you are registered in Germany and live in shared accommodation, here are the next steps you need to take.

1. Personal application for asylum

You apply for asylum at the **Federal Office for Migration and Refugees** ([BAMF](#))

Important: You can only submit your application in person. In other words, you cannot send this application by post.

You will receive the appointment and the responsible BAMF office with your proof of arrival. If you have not received an appointment, it will be sent to you by post by the Federal Office for Migration and Refugees.

2. First interview appointment (asylum application)

You must submit your documents and your application here.

3. Personal hearing

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

a) The decision is negative

If the decision is negative and you wish to contest it (i.e. you do not agree with it), you can, for example, take legal action against the decision.

If you decide to leave voluntarily, you can receive financial support for your new start in your country of origin.

b) The decision is positive, you are recognised as entitled to protection. The next steps are:

1. You apply for a residence permit.
2. You hand in the application at your foreigners authority.
3. You apply for an appointment at the Foreigners' Registration Office to have your biometric data recorded.
4. The electronic residence permit (eAT) is then ordered from the Federal Printing Office by the immigration authority.
5. After delivery, you will receive another appointment to collect your electronic residence permit.

Job Centre: You no longer receive your money from the asylum and social benefits office, but must apply to the [job centre](#) or the [basic income support](#).

There are four forms of protection that have different effects on your future stay:

1. Asylum authorisation and 2. Protection of refugees

- Residence permit for 3 years
- Refugee passport
- a settlement permit is possible after 3 years with language level C1 if the applicant is predominantly able to earn a living, otherwise after 5 years
- unrestricted access to the labour market - gainful employment permitted
- Entitlement to privileged family reunification (within 3 months of the decision, an application for family reunification must be submitted to the German diplomatic mission abroad with a visa application from the family member. The deadline is also deemed to have been met if you inform the Foreigners' Registration Office in writing of the intended family reunification.

3. Subsidiary protection

- Residence permit for 1 year, which can be extended by 2 years.
- a settlement permit is possible after 5 years
- unrestricted access to the labour market - gainful employment permitted

- no entitlement to privileged family reunification - but family reunification is possible under certain conditions
- a passport is required

4. Deportation bans

- Residence permit for 1 year, extension possible
- Settlement permit possible after 5 years
- no entitlement to privileged family reunification - family reunification only possible for reasons of international law or humanitarian reasons or to safeguard the political interests of the Federal Republic of Germany
- a passport is required

EU immigration

EU - Citizens

💡 You and your family members are entitled to freedom of movement. As an EU citizen, you may stay freely in Germany without a visa or residence permit.

💡 You and your family members are obliged to hold a valid passport or passport substitute for the duration of your stay in Germany.

💡 You do not need a separate work permit.

Important documents / residence status

Every person who seeks asylum in Germany needs to have an identification card (Ausweis). The card provides information about the status and whether any restrictions apply.

There are various documents:

1. Proof of arrival

A certificate of arrival (certificate of registration as an asylum seeker) is issued to a foreign person if he or she has applied for asylum and has been treated for identification purposes but has not yet applied for asylum. Valid for the period between registering as an asylum seeker and officially applying for asylum at the Federal Office for Migration and Refugees (BAMF).

2. Residence permit

Issued until the decision on the asylum application is made.

3. Exceptional leave to remain (Duldung)

In the event of a negative decision on the asylum application, a tolerated stay is granted.

4. Residence permit (Aufenthaltserlaubnis)

If the decision on the asylum application is favourable, a residence permit will be issued.

The residence permit is temporary.

Unaccompanied minor foreigners (umA)

Refugees under the age of 18 who have travelled to Germany unaccompanied are referred to as unaccompanied minor aliens = umA. These young people are registered with the youth welfare office. The Youth Welfare Office talks to the young people and determines their age. The age assessment determines whether the [youth welfare office](#) takes the minor (under 18 years of age) into care and places them in a special facility for young people ("taking into care"). If the youth welfare office declares the person to be "of age" (18 years or older), the person receives a rejection notice and is treated as an adult.

If your arrival certificate says that you are under 18 but the Youth Welfare Office gives you a notice of refusal, Youth Welfare Office will enter a different date of birth on the decision. Only then can you have your documents changed at the Foreigners' Registration Office and the Social Welfare Office.

Some minors (persons under the age of 18) travel without their parents, but with relatives (for example with an uncle or aunt, with cousins or with older siblings). Your accommodation support will report this to the Youth Welfare Office after your arrival. The Youth Welfare Office talks to the minor and the adult relatives and checks whether the minors can stay there. In addition, the Youth Welfare Office decides whether to give the young person a guardian. The Youth Welfare Office will provide an interpreter for the appointment.

The adult relatives can also apply for guardianship themselves at the family court. The guardianship gives the relative full responsibility for the minor instead of the parents.

Immigration of Skilled Workers

Skilled labour immigration refers to the immigration of skilled workers into a country to fill a shortage of specific labour. The foreigners authority can advise on this. Please make an [appointment](#).

Qualified means that you have completed a profession or a course of study.

Refugee counselling centres and voluntary services

Migration advice service

The **migration counselling** service supports all people with a migration background over the age of 27 who have a permanent residence permit for Germany, a permit to move here or a right to stay. Counselling is free of charge. There is help, support, information and education available on the following topics:

- Authorities, for example, explaining notices/procedures

- Foreigner-specific topics, such as residence law or work permits
- Financial support; help with applications
- Integration courses/language courses (German)
- Recognition of foreign school and university qualifications
- Education and social security systems
- Living and working in Germany
- Child reunification, spouse reunification, family reunification

You can find local counselling services under the following [links](#):

Language




Language Courses

Basic language skills





Learning German is important for finding work in Germany and for finding your way around. Here you will find options and people you can contact to help you find a German language course. There are different ways to learn German. Your residence status (Aufenthaltsstatus) determines which option you can choose. If you don't speak German very well yet, then you will need support. You can find contact details for the support you need here too.

Adult education centre Saale-Orla-Kreis  Wohlfarthstraße 3 - 5, 07381 Pößneck 
[03663488151](tel:03663488151)  <https://akademie-saalfeld-rudolstadt.de> @ integration@vhs-sok.de 
<https://www.vhs-sok.de/>

Academie Saalfeld-Rudolstadt GbR

 Poststraße 23a, 07356 Bad Lobenstein
 [036651654482](tel:036651654482)
 [@asr-slfu@gmx.de](mailto:asr-slfu@gmx.de)

Folkshochschule Saale-Orla-Kreis

 Löhmaer Weg 2, 07907 Schleiz
 [036634248282](tel:036634248282)
 [@integration@vhs-sok.de](mailto:integration@vhs-sok.de)
 <https://www.vhs-sok.de/>

Initial Orientation Courses

The German courses for initial language orientation are for beginners. In these courses, you will learn basic German. You will find out about life in Germany. The aim of the course is to make it easier for you to live in Germany. You will learn to handle everyday issues. A course consists of 300 units of 45 minutes each. The course covers various subjects. You will learn

about 'Health/Medical care', 'Work', 'Kindergarten/School', 'Housing', 'Local Orientation / Transport / Mobility'. Spoken communication is the main focus: Participants should learn as quickly as possible how to find their way around in everyday life. The course also teaches German values.

Initial orientation courses are primarily intended for asylum seekers with an unclear prospect of permanent residence. If there are still spaces available on the courses, recognised asylum seekers with good prospects of permanent residence may also attend. If you are still in school, these initial orientation courses are not for you. If you get a place in an [integration course](#), then you can switch to that course. The people in the courses have very different backgrounds. They can be people who are illiterate, and they can also be university graduates. Initial orientation courses are free of charge.

💡 The course language is German – interpreters are not provided for the course.

💡 Contact a migration advice service or your asylum advice centre. They will help you to find a suitable course.

Integration Courses

This course will teach you German. You will learn more than just the basics. At the end, your level of spoken German will be B1. You will also learn about the culture, politics and social customs in Germany. If you are still a minor, you can attend a special course for young people. The integration courses are free of charge for refugees and for other target groups who receive social benefits.

The integration course concludes with the "Deutschtest für Zuwanderer" (DTZ) and "Leben in Deutschland" (LiD) examinations.

The [Job Centre](#), the [Social Welfare Office \(Sozialamt\)](#) or the [Immigration Office \(Ausländerbehörde\)](#) can oblige people to attend an integration course. If you are not obliged to do so, but would like to attend a course anyway, then you can apply to attend an integration course at the Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge – BAMF). Do you need help with your application? Then contact your [asylum advice centre](#) or a [migration advice service](#). They will also help you choose an integration course provider.

Vocational Language Courses (DeuFöV)

This course will improve your German language skills. The aim is to improve your vocabulary. You will learn words relevant for professional careers. Do you already have a job? Are you still doing training or an apprenticeship? Would you like to start working soon? Then you should attend this course. Ideally, you will have already taken an integration course.

At the end of the course, your level of spoken German will be C1. Each of these courses concludes with a certificate examination. In addition to the basic courses, there are also various special courses with different emphases.

In order to participate in a vocational German course, you need either a certificate of admission or a certificate of obligation. You can get this either from the Job Centre or the Employment Agency (Agentur für Arbeit), or by applying to the Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge – BAMF).

💡 You must have a German fluency level of at least B1 in order to attend the course.

Online Language Courses and Online Studies

Online language courses

You can learn German on your smartphone or on your computer (also free of charge). Take advantage of some great offers to learn German quickly and make the best use of the time you have to wait before your language course begins. These offers can also be helpful while you are taking your language course. More information on the language levels (A1-C2) can be found [here](#).

[Lunes App](#): This app can help you at school. And in training. And at work. The app features lots of information about words used in different professions. There is a picture for each word. This way, you will learn the German words. And there is a read aloud function. Various exercises make learning fun. You can learn and memorise the vocabulary.

[Serlo ABC](#): A free app for learning to read, either as self-study or as a supplement to a language course. This app has been approved for use in integration courses.

[Mein Deutschbuch](#) (My German Book): An extensive resource for learning the German language. The website is aimed at learners and teachers, A1 to B2.

[Deutsch-Uni Online \(DUO\)](#) (German University Online): Language-learning programme for A1 to C2.

[Basic language course from Deutsche Welle](#): This online language course contains modules covering literacy and job-related language skills. There is also a placement test.

[“Die Stadt der Wörter” \(“City of Words”\)](#): An app and website for fun vocabulary learning for those without previous knowledge – in German, English, French and other languages.

[VHS-Lernportal](#): Free German language courses. You can also learn to read, write and do arithmetic. There are also resources to help you prepare for the school-leaving exams in German, maths and English.

[Einstufungstest Sprache \(Language Assessment Test\)](#): onSET-online language assessment test for refugees and for officials and volunteers to assess language ability.

Online studies

Many refugees and asylum seekers want to go to university. But it's hard for them, because it's expensive to study at a university, and they often need good certificates and documents. Kiron Higher Education has a good solution: Tuition fees aren't important for refugees and asylum seekers, and they don't need good certificates or documents. The university offers places to everyone. The first 2 years at the university are online. You can view the courses in English. You can also see subtitles in any language. The third year involves on-site study at the university. You can learn German while you study. You can also get further help and advice.

[Website Kiron](#)

Level of language ability and certificates

You can attend a German language class. There are six levels of language ability: A1, A2, B1, B2, C1 and C2. You start at level A1. You speak your mother tongue at level C2. The six steps in detail are:

A1: Beginner

You can understand and use simple words and sentences.

You can introduce yourself and others.

You can ask personal questions.

You can answer questions.

Someone is speaking slowly and clearly. You can have a conversation with them.

A2: Basic knowledge

You can understand full sentences and frequently used words.

You can express yourself in simple, everyday situations. You can describe where you come from, what kind of education you have and your surroundings.

B1: Advanced language skills

You can understand a lot. You can speak about topics you are familiar with and your personal interests. You can talk about experiences and events, dreams, hopes and goals. You can provide brief reasons or explanations for your plans and opinions.

B2: Independent language skills

You can understand the most important parts of complex texts on both specific and abstract topics. You can even understand expert discussions in topics you know well.

You can express yourself orally in a spontaneous and fluent manner. You can justify a position on a current issue by giving the pros and cons.

C1: Expert language skills

You can understand much of longer, complex texts. You can also grasp implicit meaning in the text.

You can articulate your opinion on complex topics clearly, extensively and in a well-structured way.

C2: (Approaching) native speaker proficiency

You can understand practically everything you read or hear without effort.

You can summarise information from a variety of written and oral sources. You can reproduce reasoning and explanations in a cohesive way. You can express yourself in a spontaneous, very fluid, precise and nuanced manner.

Here you will find the addresses of the adult education centre:

📍 [Schleiz: Löhmaer Weg 2](#)

📍 [Pößneck: Wohlfahrtstraße 3 - 5](#)

Interpreters

Finding an interpreter

Do you not yet speak German very well? If you need to go to an authority, then you will need an interpreter. An interpreter can also be helpful if you need to go to the doctor. Or for parent-teacher conferences at school. Or kindergarten. Then you will better understand what people are trying to tell you.

💡 Some public authorities and institutions have their own interpreters. They can use them in their consultations. When you arrange an appointment, please always ask if an interpreter will be provided free of charge.

💡 In Germany, official documents, such as certificates and marriage or birth certificates, may only be translated by certified translators. These translations can be very expensive. Please check beforehand whether you really need a certified translation and compare the translation prices.

[You will find an interpreting office in Gera. It's called World Contact.](#)

Become an interpreter

Do you speak very good English or German? Then you can support your compatriots who do not speak English or German. For example, you can accompany them to government offices or other appointments.

Day care and school

Daycare centre for children (Kindertageseinrichtung)

Day care centres: Kita is the abbreviation for child day care centre. Some also say kindergarten. When your child is one year old, he or she has a legal entitlement to a childcare place.

At the daycare centre, with a childminder, your child can make friends, learn German by interacting with the childminders, children and other parents and discover new things. Attending a daycare centre is a very important and good preparation for school. Childcare gives parents the opportunity to attend a German course or go to work.

Here you will find an overview sorted by city.

[Pößneck](#)

[Schleiz](#)

[Neustadt an der Orla](#)

[Triptis](#)

[Bad Lobenstein](#)

[Wurzbach](#)

[Hirschberg](#)

School

School for children from 6 to 18 years

School attendance is compulsory for all children aged 6 and over living in Germany. The social workers will help you with the registrations.

In Germany, there are different types of school that pupils can attend depending on their age and level of education. Here are the most important types of school in Germany:

Kindergarten

There are kindergartens for children aged between 3 and 6 years. It is also known as a day care centre, or Kita for short. However, these are not compulsory, but are good preparation for school. The children also learn German quickly.

Primary school - grades 1 to 4

Primary school is compulsory for children aged around 6 to 10 years and usually lasts four years (grades 1 to 4). The basic skills in subjects such as German, maths and general studies are taught here.

Secondary schools:

Secondary school - grades 5 to 9

Here, school education usually lasts until year 9. After that you can learn a trade.

Regular school - grades 5 to 10

Normal school usually lasts until year 10 and provides an extended general education. Graduates have the opportunity to start a vocational training programme or transfer to a grammar school.

The grammar school - grades 5 to 12

is for students who want to pursue an academic career. It usually lasts until grade 12. After the Abitur, you can study at a university or university of applied sciences. This means a university entrance qualification.

Vocational school

After completing the Hauptschule or Realschule, students can start a vocational training programme. This training takes place in the dual system, which means that students work in a company and attend vocational school at the same time.

Technical college and university entrance qualification:

How is my child going to join school?

School enrolment takes place in a different way when moving to a new school than when moving to a new place of residence:

If you have been assigned to a town or municipality in the district or if you have moved within the European Union:

If you have been assigned to a town or municipality as part of your asylum application, your school-age child will automatically be assigned to a school close to your place of residence by the district education authority. You will be informed of the allocation by letter.

This also applies if you have moved to the district from the EU.

Health check

The school will then arrange an appointment with the health authority for an examination of the child and inform you of this.

If support is needed for a translation, the school or health authority can apply for a lay language mediator free of charge from the Municipal Integration Centre.

From 31 July 2021, pupils who are to be newly admitted to a school must provide proof of **vaccination against measles**. Proof is provided by presenting a vaccination card or a vaccination certificate. The vaccinating doctor will issue a corresponding document after the vaccination.

Further information on vaccination can be found [here](#).

Language support groups and support classes

If your child's German language skills are not yet sufficient, there are language support groups at the schools. In these groups, pupils are given intensive German lessons over a period of two years to prepare them for entry into mainstream lessons as quickly as possible. This is called "initial funding". After the initial support, a child only takes part in the school's regular lessons and is graded in all subjects taught.

International support classes are available for young people at vocational colleges, where they are prepared for a school leaving certificate and possible entry into working life.

If you have changed your place of residence and your child has completed the initial support programme:

In this case, you must enrol your child at an appropriate school yourself. First contact the school by telephone at .

Schools in the Saale-Orla district

Schleiz

[Primary schools Schleiz](#)

[Schleiz regular school](#)

[Schleiz grammar school](#)

Pößneck

[Primary school Pößneck](#)

[Primary school Am Rosenhügel](#)

[Standard school Pößneck](#)

[Pößneck Grammar School](#)

Triptis

[Triptis Community School](#)

Neustadt an der Orla

[Primary school Neustadt an der Orla](#)

[Regular school Neustadt an der Orla](#)

[Castle school](#)

[Grammar school Neustadt an der Orla](#)

Bad Lobenstein

[Bad Lobenstein primary school](#)

[Normal school Bad Lobenstein](#)

Hirschberg

[Tanna primary school](#)

[Gefell primary school](#)

[Hirschberg mainstream school](#)

Wurzbach

[Wurzbach primary school](#)

[Wurzbach mainstream school](#)

Hoarding

What is an after-school care centre?

An after-school care centre is an afternoon care facility for children that takes place school. The after-school care centre offers the children a protected space where they can spend time after school. Various activities are offered here, such as homework help, games, handicrafts and leisure activities.

Parents can enrol their children in after-school care if they are unable to come home after regular school hours or if the parents work and need childcare for their children. The after-school care centre not only provides supervision, but also promotes social contacts and support with school matters. Here the children also make friends and learn German. We recommend that you enrol your children in the after-school care centre. Children love after-school care.

Education (dual training and full-time school)

Would you like to start working? Then having a **professional qualification** will give you a big advantage. People with professional qualifications earn more money on average over their career. They are less likely to become unemployed. They are less likely to get fixed, short-term contracts.


Dual training

A special feature in Germany is the dual training system. You can work at a business. At the same time, you can go to a school or college. That way, you learn both theory and practice. You spend two thirds of your time working. You spend one third of your time in school or college. Training takes 3 years. Depending on the profession, it may take longer. If you have the general qualification for university entrance (Abitur), you can complete your training more quickly.

Depending on the type of profession you would like to learn in dual training, you should contact the right place:

Chamber of Crafts (HWK; Handwerkskammer)

The Chamber of Crafts (HWK) is responsible for craft trades. These are professions like that of a baker, brick mason or painter.

Hauptverwaltung
Handwerkstraße 5, 07545 Gera
 [03658225-0](tel:03658225-0)

Chamber of Industry and Commerce (IHK Industrie- und Handelskammer)

The Chamber of Industry and Commerce (IHK) is responsible for professions in industrial manufacturing, trade and services. For example, as a plant mechanic or a trader in wholesale

and foreign trade.

📍 Gaswerkstr. 23, 07546 Gera

☎ [03658553-0](tel:03658553-0)

Preschool education at the vocational school

In Germany, however, there is also full-time education at a Berufsfachschule (vocational college). This type of training provides a completed vocational training in theory and practice outside of the dual training system (without an apprenticeship at a company). It usually lasts two to three and a half years. Classes are full-time. They include general education subjects as well as subjects related to the specific profession. Vocational schools vary greatly in terms of their training courses, admission requirements, duration of training and further education opportunities. So you should talk to the school you're interested in.

Work, vocational training and study

Work

Recognition of school qualifications

The recognition or assessment of qualifications obtained abroad can help with access to the labour market.

Depending on what profession you have, different recognition bodies are responsible.

You can find out who is responsible for recognising your profession on the Internet at anerkennung-in-deutschland.de or by calling the telephone hotline ☎ [03018151111](tel:03018151111).

Information in [German](#)

Information in [English](#)

Information in [Arabic](#)

Information in [Ukrainian](#)

Various documents are required to prove your qualification. If your application is approved, you will receive a "letter of recognition".

It is best to make an appointment with a refugee counselling centre in your area. The advice service regarding the recognition of qualifications is free and helps you if you have learned a profession abroad and would also like to work in this profession in Germany.

Documents

You should already have the following documents for the consultation:

- Certificates (with translations if you already have them)
- Curriculum vitae
- Letters and notifications from authorities if you have already applied for recognition
- References from your previous jobs
- Passport, ID card or residence permit

Advice

IQ network

Here is the [application](#) for the recognition of educational qualifications.

Information on [Ukrainian](#)

Further information on this topic:

- Information from the Employment Agency
- The [Anabin](#) information portal for information on the recognition of educational qualifications

Looking for work

Access to the Job Market

Regulations on access to the job market

👥 Do you come from an EU country? Do you now live in Germany? And would you like to work? Then it's easy for you to do so. All EU citizens are allowed to work in Germany. Without any restrictions.

👥 Are you a refugee in Germany? Then your residence status is important. It decides whether you are allowed to work. The following explains what to expect. You will also find information on related advice centres below.

👥 Asylum seekers with proof of arrival (Ankunftsnachweis) or temporary residence permit (Aufenthaltsgestattung):

Are you living in an Initial Reception Centre (EAE)? Or in an AnKER centre? Then you are not allowed to work at all for 9 months. After 9 months, you will normally be allowed to work. However, the decision is always made by the Immigration Office (Ausländerbehörde). So you must submit an application to the Immigration Office. There are certain rules you must follow.

In order for the Immigration Office to decide, you must meet the following requirements:

👥 Asylum seekers with proof of arrival (Ankunftsnachweis) or temporary residence permit (Aufenthaltsgestattung) in an AnKER or EAE:

- 9-month ban on working
- After 9 months, you are entitled to work. That is if you do not come from a safe country of origin. Or your asylum application must have been rejected by the Federal Office for

Migration and Refugees (Bundesamt für Migration und Flüchtlinge – BAMF) as obviously without reason.

- The priority check is not applicable. However, the Federal Employment Agency (Bundesagentur für Arbeit) will check the working conditions.

👥Asylum seekers with proof of arrival (Ankunftsnachweis) or temporary residence permit (Aufenthaltsgestattung) not in an AnKER or EAE:

- 3-month ban on working
- Do you not come from a safe country of origin? Did you make your asylum application after 31 August 2015? Then the Immigration Office will decide.
- Do you not come from a safe country of origin? Did you make your asylum application after 31 August 2015? Or has your asylum application been rejected as being without reason? Then you have the right to work after 9 months.
- The priority check is not applicable. However, the Federal Employment Agency (Bundesagentur für Arbeit) will check the working conditions.

👥People with exceptional leave to remain (Geduldete):

It is always the [Immigration Office \(Ausländerbehörde\)](#) that decides whether you are allowed to work or not. So you must submit an application to the Immigration Office. The Bureau for Foreigners (Ausländerbehörde) can impose a general work ban on you. There are certain rules you must follow.

People with exceptional leave to remain in AnKER centres:

- Do you not come from a safe country of origin? Did you make your asylum application after 31 August 2015? Does your exceptional leave to remain (Duldung) last for 6 months? Then the Immigration Office will decide if you are allowed to work.
- Persons with an exceptional leave to remain (Duldung) because of unclear identity (§ 60b AufenthG) are always prohibited from working.
- The priority check is not applicable. However, the Federal Employment Agency (Bundesagentur für Arbeit) will check the working conditions.

People with exceptional leave to remain (Geduldete) not in an AnKER centre:

- 3-month ban on working
- Do you not come from a safe country of origin? Did you make your asylum application after 31 August 2015? Does your exceptional leave to remain (Duldung) last for 3 months? Then the Immigration Office will decide if you are allowed to work.
- Persons with an exceptional leave to remain (Duldung) because of unclear identity (§ 60b AufenthG) are always prohibited from working
- The priority check is not applicable. However, the Federal Employment Agency (Bundesagentur für Arbeit) will check the working conditions.

👥Refugees with residence permits (Aufenthaltserlaubnis):

If you have been recognised by the BAMF as a person entitled to asylum, refugee or subsidiary protection, the [Immigration Office](#) will give you a residence permit (Aufenthaltserlaubnis). This entitles you to do any kind of job and therefore also gives you full

access to the job market.

💡 There are different rules for [self-employment](#)! A prerequisite for the above applications is ALWAYS a definitive job offer.

Employment contract

Anyone who starts a job gets an employment contract. It governs the most important conditions of your work. It explains when you work, how much holiday you get, and how much you are paid. Both sides – workers and employers – must abide by these agreements. When you sign the contract, it becomes legally binding. So you should only sign it once you fully understand its content.

Types of contracts:

Permanent job contract (Unbefristeter Arbeitsvertrag)

Usually, there is a probationary period of three or six months. During this period, employment can be terminated within two weeks. The employer can terminate the employment. Or you as the employee can terminate the employment. At the end of the probationary period, permanent employment begins. This gives you longer protection against dismissal. Working hours are usually up to 40 hours a week.

Fixed-term employment contract (Befristeter Arbeitsvertrag)

The employment ends at the agreed time, without the need for notice of resignation.

Minijob

The maximum monthly salary is €520 and is not taxed.

Labour law:

There are numerous laws that govern and safeguard the rights of employees in Germany. These include:

- Regulation of working time
- Minimum wage
- Leave claim
- Protection against dismissal
- Representation of interests in the workplace (Works council)
- Trade union labour regulations
- and a few more

Taxes and social security payments:

All employees in Germany pay part of their wages as taxes. These fund federal, state and local government spending. Employers, in turn, are required to pay social security contributions for their employees. These social security contributions fund the German social system. This system guarantees that you receive money from the state if you are unemployed.

Tax ID number:

Your tax ID is an 11-digit number and is used for income tax purposes. The number applies throughout your life. The number allows the authorities to identify you at all times. Your employer needs this number. Do you not have this number in any of your documents? Then you can get it in person from the registration office (Meldebehörde). Or you can fill out a form and send it to the Federal Tax Office ([Bundesamt für Steuern](#)).

Social security number:

For a job, you need a social security number. This can be obtained from your health insurer (for example AOK, DAK).

Illegal work:

You have paid work. But this work is not registered with the Tax Office (Finanzamt) or a health insurance provider. So you do not pay any taxes or social security contributions. That is **illegal**. It can be punished with fines and prison! Do you receive social benefits or unemployment benefit? But you work anyway? You didn't tell the Social Welfare Office, the employment agency or the Job Centre? That is also **illegal**. It means you are wrongly receiving state benefits, even though you are in paid employment.

Job applications and interviews

Would you like to start professional training or get a job in Germany? Then apply in writing. Many companies place job advertisements. Either in newspapers or online. It means they are looking for new staff. The job advertisement describes what type of work or professional training it involves. It also explains what the company expects from the employee. It includes information about where and how to apply.

Have you been invited to a job interview? Then the company is interested in you. The job interview is a chance for you to get to know each other. Please give yourself enough time to get to the interview. It's crucial that you arrive on time. It's best to prepare for the interview in detail beforehand. This might include finding out important information about the company. Visit the website and read through the company's history. Find out about their products or services. Do you want to show that you're interested in the job? Then you should ask questions during the interview. This will show that you are familiar with the company. And it will show that you are motivated.

An application usually consists of three parts:

Cover letter: Your personal cover letter briefly introduces yourself. You should say why you're suitable for the vacant position. For example, describe what previous experience you have gained in your home country. Find out about the company and explain why you want to work there. Your covering letter should fit on one page. Sign your covering letter. There are many templates and guides online. It is important not simply to copy something you find. Your cover letter needs to be unique to you and suitable for the position.

Curriculum vitae (CV): The CV lists all your experience. It is structured in the form of a large table. Write when you started and stopped working at each company. Include where you undertook training or a course of studies. Specify where you went to school and what type of

qualification you left with. You do not have to include a photo in your CV, but many companies prefer it if you do. The [Europass website](#) can help you create a CV. The website is available in lots of languages. You enter your details. You add your experience. Then it will create a CV for you. CVs look different in each country. It's important to use the format used in Germany. You can choose this in Europass.

Credentials and references: It is very important that you include copies of your credentials and references in the application (do not send the original documents!). They include your school-leaving certificate, your university degree and any job references from the past. They should be in German or English – if they are not, you should have them translated. You should also send certificates from any internships, work-relevant professional development courses, or German courses you have taken.

💡 The job advert provides information about how to apply. Please read it carefully.

Written (hard copy) applications: Buy a nice application folder and insert your cover letter, CV, and credentials and references. Then mail the application to the address mentioned in the job advertisement.

E-mail: These days, many applications are sent by email. Bring your covering letter, your CV and your certificates and references together into a single PDF file. Add the PDF file as an attachment to the email. Write a short text in the email to the person who will receive your application.

Online: Large companies have their own website through which you have to apply. You need to register with your email address before you can send your application through the website.

🌐 You can find some more helpful tips for your application at [Planet Beruf \("Planet Career"\)](#).

🌐 [Europass](#) is a multilingual (more than 20 languages) online platform that helps migrants make their skills and expertise obvious to others. It offers a free online tool for creating a "language passport" or CV (see above). You can also find important tips on writing good applications on Europass.

🌐 You can have a free CV and cover letter created here: [Bewerbung.net](#), [StepStone](#) or [Lebenslauf2go](#). You may also be able to import your data from Xing or LinkedIn. It is also possible to write your own text within the template or import files.

🌐 You can find more information and templates for cover letters and CVs here: [Bewerbung2go](#), [BewerbungsWissen](#), [Karrierebibel](#)

Language practice

🌐 You can find exercises for practising job applications and general aspects of starting a career on the [VHS learning portal "I want to learn German"](#) and on the [Goethe-Institut's website "German for you"](#). You can learn more about the professional world and improve your German language skills.

Vocational training

Postponement of deportation due to vocational training (Ausbildungsduldung)

Postponement of deportation due to vocational training (Ausbildungsduldung)

With a tolerated stay permit (Ausbildungsduldung), you are allowed to stay in Germany for the duration of your training.

The tolerated stay is granted for the duration of the training and is extended for 6 months after successful completion of the training in order to look for a job.

Once you have completed your vocational training, you are legally entitled to a residence permit.

The prerequisites for this are that you must be able to support yourself, have no criminal record and hold a valid passport from your home country.

You can download the application for a tolerated stay permit [here](#).

Search for training

Searching for an apprenticeship

You can find available apprenticeships [here](#).

If you do not yet know which training occupation you would like to learn, then seek advice from the Employment Agency.

See the [information](#) here.

And [here](#).

Full-time education

Full-time education

Vocational schools offer teenagers and young adults over the age of 15 a variety of opportunities after they stop attending a general-education school. Vocational schools train students for a specific profession, and there is also the option of completing general-education school degrees. Children and young people in Germany must attend school until the age of 18 - in other words, they are obliged to attend school.

You can find the contacts [here](#).

Berufsschule

Are you over 15 years old? Are you no longer in a general-education school (Allgemeinbildende Schule)? Then you have lots of opportunities at vocational schools. You can prepare for your future career. You can get a general school-leaving qualification. In Germany, everyone under the age of 18 must attend school!

The following types of schooling exist at vocational schools:

career-entry (Berufseinstiegsjahr - BEJ) year or career-preparatory year (Berufsvorbereitungsjahr - BVJ)

Vocational schools offer courses for schoolchildren whether or not they have qualifications from a Hauptschule (basic secondary school). Have you not yet confirmed a place on a training course? Do you not yet have a clear idea of where you want to work? This will give you insights into various professional fields. You can build on your Hauptschule qualification. Or you can get your Hauptschule qualification.

Vocational school (Berufsschule):

At these schools, training is through a dual-track system. Part of your training happens at the school. The other part happens at a company.

Vocational schools for specific professions (Berufsfachschule):

Vocational schools for specific professions can prepare you for your future career. The courses last between 1 and 3 years. You will get basic professional training. Or preparation for a profession. Or even a professional qualification. If you already have a school-leaving qualification, then you can get your next qualification here. Vocational schools are usually split into the following professional fields:

- commercial/business professions
- home economics/socio-educational care or nursing
- business/technical professions

Preparatory training school (Fachschule):

You can continue your professional training at a Fachschule. The courses usually last 1 or 2 years. Do you already have professional training? Have you worked before? These courses will expand your knowledge. Their aim is to go into more depth on what you know. Once you have completed these courses, you can work in middle management. Or you can become self-employed. These schools are likewise split up into the following subject areas:

- Engineering
- Economics
- Social work
- Agricultural economics
- Design

Vocational college (Berufskolleg):

You need an intermediate school-leaving certificate (mittlerer Bildungsabschluss) in order to attend a vocational college. A vocational college is a place where you can get more professional qualifications. You can also get an advanced technical college certificate. That means you can study at a university. There are vocational colleges for the following fields:

- Engineering
- Economics and administration

- Social education
- Health and nursing
- Home economics

Upper secondary vocational school (Berufsoberschule):

Have you already completed training? Do you have an intermediate school-leaving qualification? Then you can attend an upper secondary vocational school (Berufsoberschule). You will spend two years there. This school prepares you for the general higher education entrance qualification. To do this, you must learn a second foreign language. If you don't learn a second foreign language, you will get a subject-specific university entrance certificate. That means you can only study certain subjects. The following types of upper secondary vocational schools exist:

- Technical upper secondary school (Technische Oberschule)
- Upper secondary school for economics (Wirtschaftsoberschule)
- Upper secondary school for social work (Oberschule für Sozialwesen)

Vocational grammar school (Berufliches Gymnasium):

Would you like to study at a university? Then you will need an Abitur, the general qualification for university entrance. You can earn your Abitur at a vocational Gymnasium (grammar school). To do so, you need an intermediate school-leaving certificate. Your grades must be 3.0 or better on average. Then you can attend a vocational Gymnasium for three years. After the three years, you will get your Abitur. This type of school is likewise split up into corresponding subject areas:

- Technical subjects
- Economics
- Social work and healthcare
- Agricultural sciences
- Biotechnological subjects
- Nutritional science

Studies

University-level study

General information

In Germany, there are many different courses of study. There are also different types of universities:

- Universitäten = universities (more academically focused)
- Fachhochschulen = universities of applied sciences; polytechnics (more practically focused)
- Duale Hochschulen = "dual universities" (very practically focused)
- Kunst-, Film- und Musikhochschulen = universities for art, film and music (for the arts and performing arts)

There are public and private universities. Private universities are not necessarily better than public ones. However, you will have to pay high tuition fees at private universities.

Helpful websites:

🌐 [Hochschulkompass \(Higher Education Compass\)](#) (list of all courses of study and universities in Germany)

🌐 [Study in Germany](#) (information for refugees)

🌐 [Agentur für Arbeit](#) Studienorientierung (study programme orientation from the Federal Employment Agency)

🌐 [Deutscher Akademischer Austauschdienst \(German Academic Exchange Service\)](#) (DAAD - All study programmes in Germany)

Prerequisites

Would you like to study in Germany? Then you will need a qualification for university entrance. This can be an Abitur. It can also be an advanced technical college certificate. Do you have a qualification for university entrance in your home country? Then it may allow you to study in Germany. You can check that.

You can find more information on the [Anabin](#) website. On that site, go to the “Recognition in Germany” information portal. The same applies for the [“German Academic Exchange Service” \(DAAD\)](#)

You must also bring proof that you have a good knowledge of German (language level C1). This can be the “German as a Foreign Language” test. Or the German Language Examinations for Studies at German Universities. Or “Telc Deutsch C1 Hochschule”.

You can also get support from the “Garantiefonds Hochschule” educational advice programme.

Some universities offer preparatory semesters. These can be a chance to learn German.

💡 Find out more at the university where you would like to study. Most universities offer advice services. There are deadlines for applying to a university. These are called the application deadlines. Be aware of these deadlines. Universities will not accept applications after the deadlines.

Without a university entrance qualification

Are you able to study at a university in your home country with your school-leaving certificate? But are you not able to study in Germany? You can attend a preparatory college (Studienkolleg) to get your university entrance qualification. Studienkollegs are specifically intended for university applicants from other countries. They prepare you for university study in Germany.

Financing and Scholarships

As a student in Germany, you can get financial support. This comes from the Bundesausbildungsförderungsgesetz, a federal act for promoting higher education known as “BAföG” for short. The Federal Ministry of Education makes BAföG payments every month. In the best case scenario, you will be given funding throughout your studies. The monthly sum provided by the BAföG can be somewhere between €399 and €735. You must pay back half of the BAföG total after completing your course of study. The exact BAföG terms and conditions change regularly. For more detailed information, see the following link:

🌐 [Website about BAföG for refugees and migrants](#)

As an alternative to the BAföG, it is also possible to get a scholarship. Usually, you do not have to pay back a scholarship. Good grades are important in order to get a scholarship. The organisation providing the scholarship will also assess your voluntary work. You will usually get the same amount of money as the BAföG. There is also additional “Büchergeld”. This is a monthly book allowance of up to €300.

There are certain foundations which offer scholarships. Scholarships are given to people with lots of potential. These foundations are called “Begabtenförderungswerke” in German. The following foundations offer programmes, among other things, especially for refugees. The websites tell you how you can apply. They also explain what the foundations expect from you.

🌐 [Friedrich-Ebert-Stiftung \(FES\) - Scholarships for Refugees](#)

🌐 [Böckler-Aktion Bildung by the Hans-Böckler-Stiftung](#)

🌐 [Konrad-Adenauer-Stiftung \(KAS\) - Scholarships for Refugees](#)

🌐 [Villigst - Our Scholarships for refugees](#)

🌐 [Brot für die Welt - Flüchtlingsstipendienprogramm \(Refugee Scholarship Program\)](#)

One exception is the Otto Benecke Stiftung guarantee fund. The programme is aimed at young, newly arrived migrants. Do you want to get your university entrance certificate in Germany? Do you want to study in Germany? Do you want to work in academia? Then you can apply for a scholarship. There is also the “Deutschland-Stipendium” scholarship. This provides financial support of €300 a month. The Deutschland-Stipendium is awarded through the respective universities.

🌐 [University guarantee fund from Otto Benecke Stiftung in Bonn](#)

🌐 [Deutschlandstipendium: Become a scholarship holder](#)

You will find further information on the website for the ‘Hochschulaktion für Geflüchtete’ (College action for refugees).

🌐 [Hochschulaktion für Geflüchtete website](#)

Self-employment

Who can start their own business in Germany?

Are you still in the asylum procedure? Has your application been rejected? You have an exceptional leave to remain (Duldung)? Self-employment is then **prohibited**. All other people


have the opportunity to work independently.

More information

- [“GründerZeiten” online guide](#) (German and Arabic)
- [Business start-up portal](#) (German, French, Italian, Russian and Turkish)
- [Website of the IQ Competence Centre for Migrant Entrepreneurship](#) (German, English, French, Polish, Spanish, Pashto, Bosnian, Russian, Chinese, Ukrainian, Turkish, Tigrinya, Vietnamese, Arabic)

Health


The German healthcare system

You can find detailed information on the healthcare system and healthcare in Germany at  [here](#).



General information about health

Do you have an acute illness? Are you in pain? In Germany, you are entitled to basic medical care. In addition, you will receive free medical services which are essential to the safeguarding of health. Some vaccinations are officially recommended. You can get these vaccinations. Some medical check-ups are recommended. The aim is to stop you getting ill. You can get these medical check-ups. Some medical check-ups are very important for your health. You can get these free of charge from doctors. Seek medical advice if:

- You are acutely ill or in pain
- You are pregnant
- You are chronically ill, for example if you have diabetes, epilepsy or mental illness.

 Do you still have medication? Or do you have the instructions for your medication? Then bring them with you when you visit the doctor.

Have you previously been to see a doctor, or been in hospital, because of your illness? Please also bring the written findings with you.

 Do you have a residence permit? Then you must register with a regular health insurance scheme. There you will receive an insurance card ( the so-called chip card). This entitles you to benefits from doctors within the framework of statutory health insurance. Just like all citizens in Germany.

Health Insurance

In Germany, insurance is compulsory. Do you have a residence permit? Then you must register with a regular health insurance scheme. There you will receive an insurance card, the so-called chip card. This means that you receive the same benefits from statutory health insurance as everyone else in Germany.

If you have an acute illness in another country, you can also receive basic healthcare in many doctors' practices and hospitals in other countries. You can get information about this from your

health insurance provider.


You can choose a general practitioner as your family doctor of choice. Do you need treatment from a specialist? You will then receive a referral from your family doctor.


💡 Are you going to a hospital? Are you going to see a therapist? Are you going to see a doctor? Then take your insurance card with you. Please always carry this card with you.


Insurance card

The insurance card is very important. You can go to the doctor with it. The work of the doctors is paid for by your statutory health insurance. The card also insures you across Europe. It is called the European Health Insurance Card (EHIC). This means you can go to the doctor in any EU country.

💡 Travelling to a country outside the EU? Then you should get additional insurance. Insurance for other countries will protect you when you travel. It is called foreign health insurance ("Auslandskrankenversicherung"). And is to be paid privately by you.

Do you want to understand the German healthcare system? On this  [Website](#) you will find information. The information is available in German and English.

 [Here](#) you will find all the important information in 40 languages on the subject of "Health" and the "Health system in Germany". The website explains which insurance policies are available. It will tell you what you need to look out for.

👥 As refugees and asylum seekers, you do not yet have health insurance. You need a health insurance certificate. You can take this to your doctor. You can obtain these vouchers from the  [social welfare office](#).

Visiting a doctor


Family doctors and specialist doctors

If you are ill or not feeling well, consult a GP. You may choose this doctor yourself. Make an appointment at the doctor's surgery beforehand if you need help from a GP.

Your family doctor carries out important examinations and is your first point of contact in the event of illness. He or she will also decide whether medication is required and whether a specialist examination is necessary. Your family doctor is the doctor you trust.

If necessary, your GP will refer you to a specialist who will carry out further examinations. Such a specialist can be, for example, an ophthalmologist, an ear specialist, a urologist and an orthopaedist. However, there are usually long waiting times for free appointments here. You

must always make an appointment for the consultation.

 You can search for emergency service practices [here](#). These are doctors who can also help you outside normal opening hours.

Paediatricians


Children are examined and treated by paediatricians. Regular check-ups and vaccinations at the paediatrician are important for children's health. The prescribed preventive examinations are called "U examinations" and are always required within a set period, but are also free of charge. Please find out about the regular, prescribed examinations for your child. Your paediatrician can advise you on this. Make an appointment in advance.

Dentists

If you have a toothache, go to a dentist. Here, too, you will need an appointment for treatment. Your dental practice will also arrange regular preventive appointments and check-ups with you.

Gynaecologists

It is important that women are regularly examined by a gynaecologist. This helps detect illnesses early enough to treat them. This is called screening. You can also discuss contraception there.

 If you need help finding a suitable doctor, ask your helper organisation or your accommodation provider.

If you are an asylum seeker and need to see a doctor, you will receive a treatment voucher from the local social welfare office. With this "Behandlungsschein" (treatment certificate), the visit to the doctor is free of charge for you.

If an operation is needed, but it is not an emergency, the social welfare office will need to approve the hospital stay before the procedure can go ahead. Your doctor will issue you with a medical certificate. Only medically necessary interventions are covered.

Doctors in Hirschberg

Here you can find [doctors](#) in Hirschberg.

Doctors in Schleiz

Here you can find [doctors](#) in Schleiz.

Doctors in Pößneck

Here you can find [doctors](#) in Pößneck.

Doctors in Neustadt an der Orla

Here you can find [doctors](#) in Neustadt an der Orla.

Doctors in Triptis

Here you can find [doctors](#) in Triptis.

Doctors in Bad Lobenstein

Here you can find [doctors](#) in Bad Lobenstein.

Doctors in Wurzbach

Here you can find [doctors](#) in Wurzbach.

Pregnancy and childbirth

Pregnancy and birth

Pregnant women in Germany enjoy special protection and are entitled to counselling, medical care and support with new purchases for the child.

If you are pregnant, you must first go to the gynaecologist. The gynaecologist will carry out a medical check-up. You will then receive a maternity card. The maternity card is a document with important information about your pregnancy, your health, and your child's health. Always take your maternity pass with you in case of emergencies.

You can also find advice and help here: [Services in the Saale-Orla district.](#)

Midwife

Midwives are there to support women and their families from the beginning of pregnancy up until the end of breastfeeding. Midwives will give you advice during your pregnancy. They can help with the birth, introduce breastfeeding after the birth and also take care of the woman's physical and psychological recovery.

Every woman is able to get the help of a midwife. Most services are covered by statutory health insurance.

Delivery and aftercare

Your gynaecologist will refer you to a hospital or maternity clinic. After the birth, ask there for a midwife or a maternity nurse for aftercare. You will receive a birth certificate (birth certificate) from the clinic.

Registering a birth

Newborn children must be registered at the registry office. The maternity clinic reports the birth to the Registry Office. There you will receive the official birth certificate for your child together

with your ID and the birth certificate from the clinic.

Paediatricians

There are ten screening tests (U1-U9 and J1). Until the age of 6, children are regularly examined and supported in their development. The U1 (examination after birth) and U2 examinations usually take place in the clinic.

For further examinations, you must make an appointment with your paediatrician.

Medication and pharmacies/chemists

If you need medicine, you will get a prescription from your doctor. You can get your medication with this prescription at any pharmacy. Not all medication is free, even with a prescription. Some medication, such as antibiotics, require a prescription. Which means you cannot buy them without a prescription.

Chemist's shops are usually open from Monday to Saturday. The opening times vary according to each chemist. If you need medication urgently at night or on weekends, you will find a sign at every chemist's with the name and address of the chemist's that is available for emergency service. You can also find this information on the Internet: [Pharmacy search](#)

💡 As an asylum seeker, you will receive many medicines without a co-payment. Ask your doctor about it.

💡 If you do not have a prescription, you will always have to pay for the medication.

Vaccinations

Vaccinations

Due to vaccinations, some diseases no longer exist in Germany, or only rarely. Nevertheless, it is important to vaccinate yourself and your relatives so that you don't fall ill yourself and spread diseases. Your doctor is best placed to advise you on which vaccinations are advisable and necessary for you.

How do vaccinations work?

With a vaccination, an organism is specifically brought into contact with pathogens (antigens). These pathogens can no longer cause disease, but stimulate the immune system to produce the body's own defence substances (antibodies). Vaccination thus gently causes the same thing to happen in the body as a natural disease: The body's own immune defence reacts by producing antibodies, which later protect against the respective infectious disease. Certain vaccinations need to be refreshed from time to time in order not to lose protection. (Source: Kassenärztliche Bundesvereinigung: Immunisations - Questions and answers)

There is no requirement to be vaccinated in Germany. This means that every adult can decide for themselves and parents can decide which infectious diseases they want to vaccinate themselves and their children against.

The currently recommended vaccinations can be found in the Robert Koch Institute's [vaccination calendar](#) in 20 different languages.

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

Hospitals, clinics

There are two hospitals in our district.

📍 Krankenhaus Pößneck, Thüringen-Klinik Pößneck gGmbH, Hohes Gässchen 8-10, 07381 Pößneck

📍 Krankenhaus Schleiz, Sternbach-Klinik Schleiz GmbH, Berthold-Schmidt-Straße 7-9, 07907 Schleiz

A rehabilitation clinic is located in Bad Lobenstein.

📍 Median Klinikum Bad Lobenstein, Rehabilitationsklinik für Orthopädie und Psychosomatik, Am Kießling 1, 07356 Bad Lobenstein

You can find the addresses [here](#).

Care

The entitlement to care in Germany

Anyone who has statutory health insurance in Germany automatically has long-term care insurance. Long-term care insurance is there to cover the costs of caring for a person in need of care. For this purpose, it is checked whether and how a person is in need of care.

Who is in need of care is defined in a law (§15 SGB XI). It states that a person is only in need of care if certain characteristics of a need for care are fulfilled for at least 6 months. One example of this is: You or one of your relatives had an accident and now need support with care or everyday tasks for at least 6 months.

Care insurance can be used to employ a carer for this period. To do this, you or your relatives must apply for long-term care.

The application for the need for care

The application for the need for long-term care is submitted via the long-term care insurance. You or your relatives can submit the application independently. To do this, you or your relatives call the health insurance company and ask for a consultation with the care insurance company.

As soon as the application has been received by the care insurance fund, the care insurance fund commissions the medical service. The Medical Service is there to determine the need for care. The medical service will arrange an appointment with you or your relatives. The medical service staff will then visit you or your relatives at home. They ask questions to find out the current state of health. It is an unfamiliar situation and this can cause anxiety. Ask a trusted person or your relatives if they can accompany you to the appointment.

The degree of care awarded

As soon as the medical service has all the documents, the application for long-term care is analysed. You or your relatives will receive the result in a letter. The health insurance company also receives the result by letter. If the letter confirms a need for care, a care degree is awarded.

A care level describes how much care you or your relatives need. There are a total of five care levels, which build on each other. Care level 1 means a slight need for care and care level 5 means a severe need for care. Depending on the care level, the care insurance pays a fixed amount for care. You or your relatives decide who should provide the care.

Choose between professional care (care services) or a person from your family or circle of friends. If you or a relative provide care, the care insurance fund will pay a contribution to the person receiving care. The amount from the care insurance fund can be used to pay the carers. The care services are paid directly by the care insurance.

💡 Further information can be found [here](#).

📍 You can find the addresses and contact details of care homes in the Saale-Orla district [here](#).

Emergency numbers – SOS

An emergency is an acute threat to health. Do you have an emergency? Then call an emergency doctor at immediately.

Emergency contacts

Police 📞 [110](#)

Fire brigade, ambulance and ambulance service 📞 [112](#)

Ambulance, emergency doctor 📞 [112](#)

💡 The emergency numbers on mobile phones always work. Even if you don't have any credit/money on your phone, the number will still work!

Important information for an emergency call

- **Who** is calling (your name)?
- **Where** did it happen (address)?
- **What** has happened?
- **How many** injured or sick are there?
- **What kind** of illnesses or injuries are there?
- **Wait** for questions!

Stay calm. Speak slowly and clearly. This will help people understand you better. Do not end the conversation. Have you provided all the important information? The emergency call centre or the police end the call.

💡 Are you going to hospital? Don't forget your ID card and your proof of arrival (Ankunftsnaachweis). Are you registered with a health insurance provider? Then bring your insurance card too.

👤 As an asylum seeker, you may only go to hospital in an emergency without a treatment voucher. At the hospital, you must show your proof of arrival (Ankunftsnaachweis). This will show

the hospital that you are an asylum seeker. The Social Welfare Office (Sozialamt) will cover the costs.

Counselling centres and assistance services

You can find some counselling services [here](#).

Severe disability

You have been diagnosed with a degree of disability of at least 50.

You must first apply in writing or in person to have your disability recognised. If you have been assessed as having a degree of disability of at least 50, you can apply for a disability card.

The authority makes a note in the ID card. The degree of disability is given as a number rounded to 10 in the range from 50 to 100. In addition, the card may contain a history on the reverse side, i.e. it shows the date from which individual findings regarding the degree of disability and compensation for disadvantages have been verified.

Please contact the social welfare office for the issue and extension.

[Click here to contact us in the Saale-Orla district.](#)

Refugees and trauma

After a long, arduous journey from your home country, you may not be feeling well. Perhaps you have lost loved ones or had to endure physical pain. You may now be in a reasonably protected environment and can relax a little. Perhaps your soul will now respond with one of the following questions:

- How can I continue to live with my worries / my memories of stressful things?
- How can I continue to live with the current news from my home country?
- How can I continue to live with the homesickness for those who are left behind?

What to do in the event of trauma?

Therapy is probably the best way to overcome a trauma in the long term. A counselling centre or a doctor can provide you with more information on treatment options.

Unfortunately, professional therapy is often associated with a waiting period.

Immediate online help with Refugee Trauma Help

Refugee Trauma Help's online emergency assistance can help to bridge the waiting time for professional therapy that may be necessary.

[Refugee Dream Help](#)

💡 Refugee Trauma Help is also useful for refugee support networks. There they will find information on how they can support refugees with trauma.

Helpline for women experiencing violence

You can find help with violence against women and children in the Saale-Orla district [here](#).

Helpline for women experiencing violence

 [08000116016](tel:08000116016)

 www.hilfetelefon.de

The "Gewalt gegen Frauen" (Violence against women) helpline provides counselling for affected women everywhere in Germany. The (female) counsellors on this helpline provide advice for all forms of violence against women. If necessary, they can refer you to suitable local support organisations. Online counselling is also available on the website. The talks are confidential.

Would you like to remain anonymous? That's not a problem. You do not need to give any personal information over the phone. This also applies to the website.

If you have hearing problems, you can book a free interpreting service via the website. The conversation with the counsellors will be translated into German Sign Language. It can also be translated into writing. Counselling is available in many languages with the help of interpreters: Albania, Arabic, Bulgarian, Chinese English, French, Italian, Farsi/Dari, Kurdish (Kurmanji), Polish, Portuguese, Romanian, Russian, Spanish, Turkish, Ukrainian and Vietnamese.

Der Familienratgeber (The Family Counsellor)

Der Familienratgeber (The Family Counsellor)

www.familienratgeber.de


The "Aktion Mensch" organisation publishes a Family Guide. The Family Guide is aimed at people with disabilities. And their families. It provides information and addresses. There is also a website. You will find important information about living with disability on the website. This information is available in simpler and clearer German. From school, to work, leisure, accessibility, rights, housing, counselling, health and long-term care insurance and much more.

breastcare app

Breast cancer is the most common form of cancer worldwide. One in every eight women in Europe contracts breast cancer during the course of their lives. In Germany alone, around 70,000 women get breast cancer every year. The earlier the illness is detected, the higher the chance of recovery in most cases. Around 25 % of illnesses can be prevented through a healthy lifestyle. The breastcare app works on a scientific basis. It explains everything you need to know about breast cancer. It also covers early detection. And it will tell you how important it is to lead a healthy lifestyle. The app is currently available in seven languages: Arabic, German, English, Farsi, French, Spanish and Turkish.

The breastcare app

- reminds you to feel your own breasts with a calendar reminder
- explains how to feel by yourself with illustrated step-by-step instructions
- clarifies risk factors and symptoms and provides specific tips on a healthy lifestyle
- answers questions on early detection medical examinations in Germany
- links to numerous points of contact, such as breast centres, integration officers or support services to which women can refer in the event of questions
- tells the stories of women affected that provide encouragement

You can download the app from the Apple and Google app stores. The app is free. The app can be used without collecting personal data. It is free of advertising and set up for the long term. Further information in seven languages at:  www.breastcare.app

Aids counselling

Thüringer AIDS-Hilfen e. V. offers the following services:

- anonymous telephone counselling for all questions relating to HIV/AIDS and sexuality,
- personalised advice,
- Planning and implementation of events, project days, seminars and workshops on HIV and AIDS for a wide range of target groups,
- Information stands at events and for the general public,
- Establishment and promotion of self-help groups,
- Accompanying people with HIV and AIDS wherever they wish,
- Support for relatives or partners.

Counselling is also offered in [health authorities](#).