
Table of Contents

Welcome to the Schleswig-Flensburg district!	7
Greeting from District Administrator Dr Wolfgang Buschmann	7
The Schleswig-Flensburg district	7
Important addresses	8
The Migration Management Service	8
Cities, authorities and municipalities	8
The social centres of the district	9
Support for families at the job centre	10
Youth employment agency	11
All aboard - job placement for refugees	11
The foreigners authority	11
Migration counselling and youth migration service	11
The youth welfare office in the Schleswig-Flensburg district	12
Employment Agency Schleswig	12
Family guide of the Schleswig-Flensburg district	12
Residents' registration offices	12
Registry office	13
Language selection in the app: Explanation of languages/spelling/flags	13
Online services of the district administration	14
Arrange appointments online	14
Submit applications online	14
Online tutorial for residence permits	15
Ticket system in migration management	15
Entry, residence, asylum procedure and naturalisation	16
Entry and residence	16
Entry with a national visa	17
Entry and stay without a visa	17
Visitor visa	18
Family reunification	19
Spousal residence - independent right of residence	20
Unauthorised stay	22
Asylum procedure	22
Application for asylum	22
Family asylum	24
Financial support	25
Refugee minors	26
Your obligations in the asylum procedure	26
Dublin procedure	27
Residence permit	28
Apply for a residence permit online	28
EU permanent residence permit	28
Blue Card of the European Union (EU Blue Card)	29
Settlement permit	30
Visa	30
ICT card	31
Residence permit	32
EU and EEA citizens	34
Immigration of skilled labour	35
Declaration of commitment	36

Naturalisation and nationality law	37
Nationality law	37
Naturalisation	38
Multi-nationality	39
Online applications for naturalisation	40
Departure and deportation	41
Voluntary departure and return	41
Deportation	42
Residence obligation, residence requirement and application for redistribution	44
Residence obligation	44
Residence requirement	44
Request for redistribution	46
What ID documents are available?	47
Protection status	49
Refugee recognition	50
Subsidiary protection	51
Ban on deportation	51
Recognition of asylum	52
Apostilles & legalisation	52
ID cards and passport photos: Changes from May 2025 in Germany	53
Work, training and study	53
Information	54
When am I allowed to work? (work permit)	54
Support for people receiving citizens' income	55
Support for people who receive asylum seeker benefits	55
Job centre and employment agency	56
Information for companies	56
Advice on the labour market	57
Voluntary services	57
Voluntary Ecological Year	57
Federal Voluntary Service	58
Voluntary social year	59
How do I find job adverts?	59
How do I apply?	60
What types of employment contracts are there?	63
Internship	63
Education	63
Independence	65
Full-time work and part-time work	65
Mini job	65
Temporary and agency work	66
Recognition of qualifications	66
Study	66
What do I need to know if I want to study?	66
How can I have my studies recognised?	68
How can I pay for my studies?	68
Promoting the education of Romno	68
Promotion of special musical or sporting achievements	69
Help and advice	69
Help with questions about money	69
Not an emergency - but need a doctor!	69

Help for children and young people	70
Help for women	71
Help for men	72
Migration counselling and youth migration service	73
Migration counselling via the mbeon app	73
Help with discrimination	74
Help with anti-Semitism	74
Help with antiziganism	75
Help for people with disabilities and impairments	75
Debtor and insolvency counselling in the Schleswig-Flensburg district	76
Information on care	77
Help with language, work, career	77
Advice centre All on board - labour market prospects	77
Recognition of foreign qualifications	78
Equal opportunities in the labour market	78
Language mediators and cultural mediators	78
Education and participation package (BuT) and education card	79
Lesbian, gay, bisexual, trans* and inter* (LGBTIQ*)	80
Everyday life	82
What do I need to know about Germany?	82
Opening hours and public holidays	83
Mobility	84
Public transport	84
Bicycle	85
Car	85
Living	86
House hunting	86
Signing the rental agreement	87
Moving in, deposit, housing benefit	87
Submit housing benefit applications online	88
Neighbours	89
Energy and waste	89
Heating and ventilation	89
Broadcasting licence fee	90
Sample cover letter for a flat advert from the Internet	90
Internet and Free WIFI	91
Current account	91
General information on opening an account	91
Information after opening an account	92
Debts	92
Debtor and insolvency counselling	92
Pay bills	92
Contracts and insurance	93
The most important facts about contracts	93
Mobile phone	94
Liability insurance	94
Taxes and tax returns	95
Leisure and sport	95
Social life	96
Sport	96
Culture on site	96

Culture Pass	97
Environment and nature	97
Environmental protection	97
Animal welfare	98
Shopping	98
Grocery shopping	98
Shopping for clothes and household goods	99
Lost property office	99
Consumer advice centre Schleswig-Holstein	99
Laws and rights	100
Important laws in Germany	100
Human rights and voting rights	101
Religion and tradition	103
Important abbreviations	105
Important information about fighter planes in the sky and siren sounds	107
Health	107
What is healthcare like for refugees?	107
I am ill - what can I do?	108
My child is ill - what can I do?	109
When do I go to hospital?	109
What are medical specialists?	110
How does the German healthcare system work?	111
Why are there health insurance funds in Germany?	111
What is social insurance?	111
What is a non-life-threatening medical emergency?	112
Vaccinations	112
Child health	113
Medicines & Pharmacies	113
Women's health	114
Life in old age	114
Sexuality	115
Dying in a foreign country	116
People with disabilities	116
Psychological counselling centre for migrants	116
Children, youth and family	117
Information	117
Support and counselling for family planning, pregnancy and birth	118
Counselling centres Pregnancy, birth, contraception, partnership	118
Helpline for pregnant women in need	119
Early help: Support for pregnant women and families with children aged 0 to 3 years	119
Childcare for children from 1 to 6	120
Children's day-care centres (KITA)	120
Child day care	120
Financing the daycare centre place	120
Meeting places and playgroups	121
Information	121
Family centres	121
Holiday camps 2025: an offer for children and young people	122
School for children from 6 to 15 years	123
Information	124
Frequently asked questions from parents	124

Vocational school for young people aged between 15 and 18	124
Support and counselling for parenting and everyday family life	125
Information	125
Educational counselling centres	126
Child protection organisation	126
Youth welfare office	127
Teenagers	127
Youth centres	127
Holiday camps	128
Support for young people - empowering young people	129
Refugee minors without parents	129
Age of majority	130
Child benefit and supplementary child allowance	130
Language	131
Why should I learn German?	131
What types of German courses are there?	132
Initial orientation courses (EOK)	132
STAFF.SH - "Starter package for refugees in Schleswig-Holstein"	133
Integration course	133
Vocational language courses (BSK)	134
German for children and young people	135
Where are language courses offered?	136
Certified language schools and contact addresses	136
Learn a language online	137
How do I find a language course?	137
Which language course is right for me?	137
What do the different language levels mean?	138
Who pays for the language course?	139
Who can help me find a place on a language course?	139
InteGreat cookbook	140
Send us your recipes!	140
Farmer's breakfast	140
Djuvec made from rice and vegetables	141
Red fruit jelly	141
Eggs in mustard sauce	142
Turnip puree	142
Banana biscuits	143
AEbleskiver - Danish Christmas dish	143
Christmas biscuits	144
Serbian ajvar with aubergines	145
Satarasch - Serbian pepper vegetables	145
Kale with smoked pork loin and cooked sausage	146
Simple mandarin cheesecake	147
Baklava	148
Volunteering: I would like to help	150
Contact person on site	150
What is voluntary work?	150
What requirements do I have to fulfil to get involved?	151
I can get involved here	151
Where can I find other helpers?	151
Together next door in Kappeln. An offer of voluntary help	152

How can I get money for my event?	152
Am I insured if I work voluntarily?	152
Our podcast	153
Our information letter	153
Calendar of events for interested parties	153
Where can I turn if I want to get involved?	153
The healthy lunch box	153
What is Reading Aloud Day? What are reading mentors?	154
Emergency	154
Information Ukraine	154
PIK method	154
Current information on the right of residence	155
Language courses	155
Will my driving licence be recognised in Germany?	155
Information from the Federal Office for Migration and Refugees	156
Important addresses for people from Ukraine in Schleswig-Holstein	156
Debt collection and bill payment	157
Sample advert for a flat advert from the Internet	157
The most important facts about contracts	158
Psychological counselling centre	159
People with disabilities	160

Welcome to the Schleswig-Flensburg district!

Greeting from District Administrator Dr Wolfgang Buschmann

Welcome to the Schleswig-Flensburg district (Kreis Schleswig-Flensburg)!

I am delighted that you are now part of our diverse community.

A new start in an unfamiliar environment often brings with it many questions and challenges. For this reason, we would like to support you with the Integreat app.

This app is your digital guide, providing you with valuable information around the clock, free of charge and offline. You can use it to quickly find your way around us.

Here you will find helpful information on important topics such as residence permits, naturalisation and healthcare. It also lists contacts in our region. From authorities to suitable sports clubs, everything is included.

All this and much more is available in several languages and is updated regularly. This means you are always up to date.

We want you to feel that you are in good hands in the Schleswig-Flensburg district right from the start.

Take advantage of this offer and discover everything our district has to offer. Feel very welcome!



With best regards

District Administrator Dr Wolfgang Buschmann

The Schleswig-Flensburg district

The Schleswig-Flensburg district (Kreis Schleswig-Flensburg) is located in the north of Schleswig-Holstein. The district is 2,071 square kilometres in size. Approximately 201,000 people live here in 125 municipalities. The district town is Schleswig (Schleswig). The district borders Denmark to the north. To the east is the Baltic Sea. To the south with the district of Rendsburg-Eckernförde. To the west, the region borders the district of Nordfriesland (Kreis Nordfriesland).

The district administrator is Doctor Wolfgang Buschmann. He heads the administration. Walter

Behrens is the district president. He represents the district to the outside world. The Schleswig-Flensburg district is a good place to live. The Schleswig-Flensburg district does a lot to ensure that young and old feel at home here. The Schleswig-Flensburg district has good connections to the North Sea, the Baltic Sea and Scandinavia. There are many vacant industrial sites and there is a lot of agriculture. There is a lot of tourism.

Important addresses

The Migration Management Service

We are the Migration Management Service. Our team is made up of many different people. We all have a common goal: to help people with a migration background.

The specialist service was founded on 1 September 2021. We deal with various topics:

- Aliens law (i.e. residence permits and other papers),
- Social security (this means we help with money for living expenses) and
- Professional integration (this means we help you find a job)
- Social counselling (this means you can talk to us about issues that are important to you)

We work according to the motto "All services from a single source". This means that we provide people with a migration background with all the important help they need in one place. We support all people with a migration background in the entire district.

Our team is there for the people in the region!

📍 [You can find us here!](#)

Cities, authorities and municipalities

The Schleswig-Flensburg district consists of various offices, municipalities and towns. Offices are mergers of smaller municipalities. They fulfil tasks for the municipalities. This can include, for example, supporting refugees.

Would you like to find out which authorities and municipalities there are in the Schleswig-Flensburg district?

Then you will find an overview of all offices and larger towns and municipalities on the [district map](#). Simply click on the map. Then the overview of all offices and municipalities will open.



You will also find important links and information about your office here. For example, the addresses, opening hours and telephone numbers are listed here.

The social centres of the district

The social centres are places where people can get support. For example, you can apply for citizens' benefits or get help finding a job there.

Where are there social centres in the Schleswig-Flensburg district?

There are social centres throughout the district. They are responsible for the people who live nearby. The [Schleswig-Flensburg district website](#) shows which municipality belongs to which social centre. This division is in place so that people do not have to walk or drive too far to get help.

You can find the individual social centres on the InteGreat map:

-
- [Flensburg-Umland social centre](#)
 - [Eggebek social centre](#)
 - [Kappeln social centre](#)
 - [Schleswig Social Centre](#)
 - [Kropp Social Centre](#)
 - [Handewitt Social Centre](#)
 - [Migration management](#)

If you are not sure which social centre to contact, you can simply go to the one closest to you.

Support for families at the job centre

- Are you a single parent?
- Do you live in the Schleswig-Flensburg district?
- Do you receive income support?
- Would you like to work or start an apprenticeship?
- Do you need help finding childcare?
- You don't know how to reconcile everything?

Then please get in touch with me! As a representative for equal opportunities on the labour market, I can advise and support you.

Anika Nissen



@A nika.Nissen@schleswig-flensburg.de
☎ [+49 \(0\) 462187274](tel:+49%20462187274)

You can download my [postcard](#) here.

Youth employment agency

The Schleswig-Flensburg Youth Employment Agency helps young people to find a job or an apprenticeship. When you are young, there are many questions: What do I want to do? Where can I find help? Friendly staff work at the Youth Employment Agency. They listen and give tips. You can talk to them about different professions and find out which training programme suits you best.

The youth employment agency in the Schleswig-Flensburg district has three locations. They are located in [Schleswig](#), [Kappeln](#) and [Flensburg](#). All locations are very easy to reach because they are either in the city centre or located at the vocational school centres.

All aboard - job placement for refugees

If refugees need help finding a job, they can contact "[Alle an Bord](#)".

The foreigners authority

In the Schleswig-Flensburg district, the Foreigners' Registration Office is part of the Migration Management Department. You will find it in the district building in Schleswig. Click [here](#) to contact the Immigration Office.

Migration counselling and youth migration service

Who can help me with many questions when I have just arrived here?

The migration counselling service (Migrationsberatung) or the youth migration service (Jugendmigrationsdienst) can help you. You can go to the migration counselling service if you are over 27 years old. You can go to the Youth Migration Service if you are under 27 years old. You can talk to them about your asylum application. They will help you find a job. They will help you with your health insurance. They will help you with school and kindergarten. They will help you find accommodation.



Migration counselling:

-  Jens Engel
 [Flensburger Straße 7, 24837 Schleswig](#)
 [+49 \(0\) 462187807](#)
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The youth welfare office in the Schleswig-Flensburg district

[Here](#) you will find the website of the youth welfare office in the Schleswig-Flensburg district.


Employment Agency Schleswig

You can find the Schleswig Employment Agency at  [here](#).

Family guide of the Schleswig-Flensburg district

Over the years, many questions arise within the family, for example about parenting or career choices.

These topics are summarised in the family guide. You will find information on leisure activities for young and older children as well as for teenagers. You can also find out what financial support you can apply for when and where to start your career.

Here is the link to the  [family guide](#).

Residents' registration offices

The residents' registration office is an authority in every town or municipality. People register there when they move into a new home. In other words, they register where they now live.

What does the residents' registration office do?

- Registration: If you move, you must register within a certain period of time.
- Deregistration: If you move abroad, you must deregister.

-
- Information: The Residents' Registration Office can provide you with information about your place of residence. For example, you can obtain a registration certificate that you need for certain applications.
 - Changes: If something changes, such as your name or marital status, you must notify them. Why is this important? The residents' registration office helps to ensure that all important data about the residents of a city is up to date. This enables the city and other authorities to plan and organise better.

Where are the residents' registration offices?

The residents' registration offices are run by the [cities, offices and municipalities](#). They can therefore be found in the administrative centres.

Registry office

The registry office takes care of important documents and life events.

For example, when a child is born, the parents are obliged to report the birth of the child to the registry office in person. This is called "notarisation of the birth". If you want to get married, the registry office is responsible for registering your marriage.

The registry office ensures that all important life events are officially documented.

Here are the main tasks of the registry office:

- Births: the registry office registers babies when they are born.
- Marriage certificates: It helps register marriages and issues marriage certificates.
- Deaths: When someone dies, this is reported to the registry office and a death certificate is issued.
- Civil status: The registry office records all important personal data, such as births, marriages and deaths.

Find your registry office here ⇒ [Contact cities/offices/municipalities](#)

Language selection in the app: Explanation of languages/spelling/flags

If you use Integreat-App , you can select different languages in the national language and font. The Integreat-App can be used in 13 languages. To help you recognise which language you can select in the language settings, you will find an overview here:

Flagge	Sprache	Deutsche Übersetzung
	Українська	Ukrainisch
	Русский	Russisch
	Románá	Rumänien
	پښتو	Paschto (Kurdisch)
	سۆرانی	Sorani (Kurdisch)
	Dansk	Dänisch
	Deutsch	Deutsch
Symbol in der App: 	العربية	Farsi (Persisch)
Symbol in der App: 	فارسی	Arabisch
	Kurmanji	Kurmandschi
	Türkçe	Türkisch
	English	Englisch
	Polski	Polnisch

Online services of the district administration

Arrange appointments online

You can already book many appointments at the district administration online. For example, if you want to register your car, you can easily book an appointment. Simply click on the [online appointment system](#).

Soon, migration management appointments will also be available online. Download the app and you will receive a message from us as soon as you can book online appointments with us.

Submit applications online

In the Schleswig-Flensburg district, you can submit many applications online. This means you no longer have to travel to the district administration yourself. You can simply submit

applications from home.

Which applications can I submit online?

Applications for various residence permits and for naturalisation are currently available online. Simply click on the [link](#) here.

Online tutorial for residence permits

A user-friendly guide is now available to help you apply for a residence permit more quickly and easily. It shows step by step how to apply for or extend your residence permit online.



What does this explanation offer?

It guides you through the application process for various residence permits and explains what you can do from home. Applications can now be submitted completely online. This makes the whole process easier and you no longer have to go to the office as often.

The entire application process is explained. It starts with choosing the right form and ends with uploading the necessary documents. Practical examples make it easier to understand and help you see the next steps clearly.

Do I have to submit the applications online?

No, you don't have to. It is just an additional option.

Ticket system in migration management

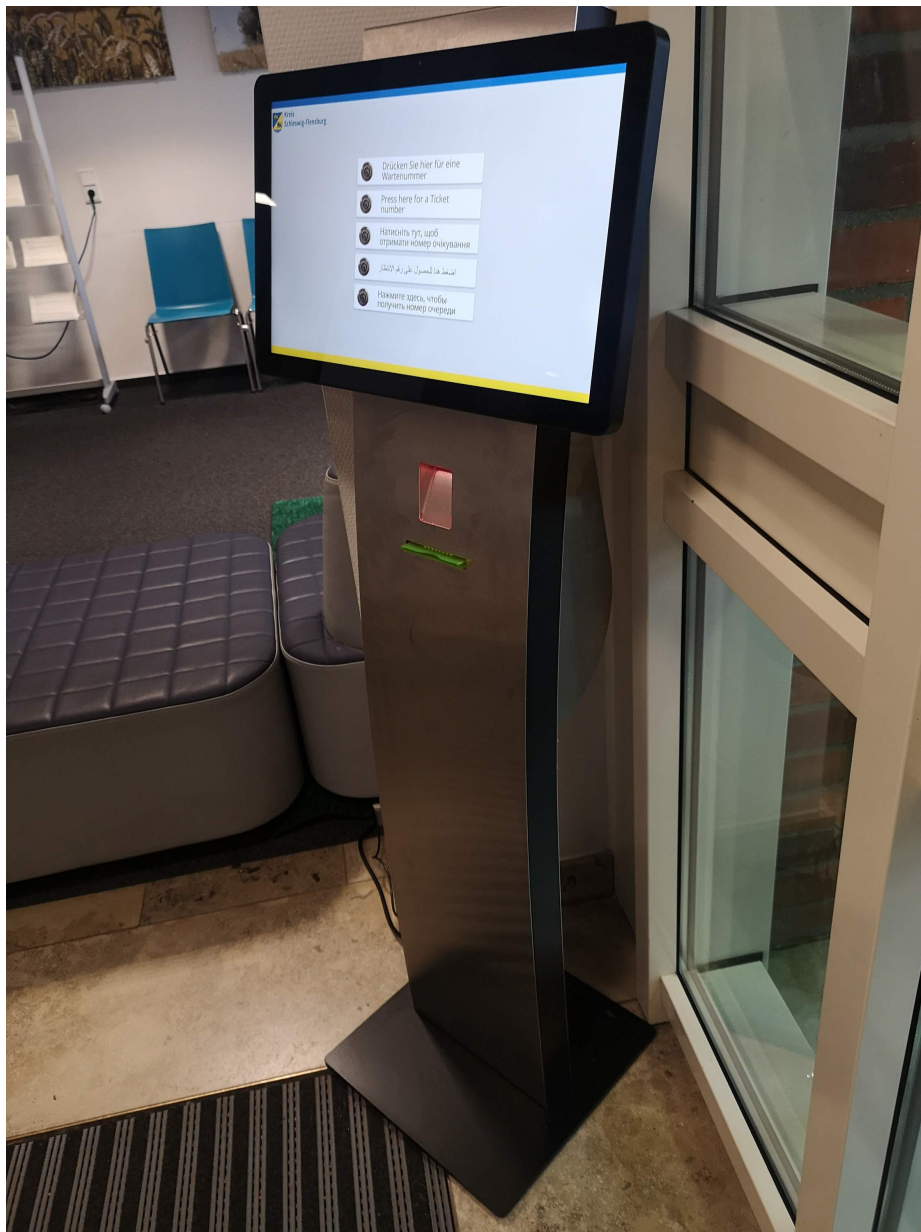
Dear visitors,

As many people visit Migration Management every day, we have switched to the waiting number system. This means you will always know when it is your turn.

Please sit down after you have drawn a waiting marker.

Migration Management is often very full from 10.00 a.m. onwards. So please come earlier if you can. This helps both you and us. Migration Management is open from 08:00 on Monday, Wednesday, Thursday and Friday.

Thank you very much!



Entry, residence, asylum procedure and naturalisation

Entry and residence

Foreigners must fulfil certain requirements in order to enter and reside in Germany. This also includes the person having a residence permit. This can be a visa, for example. A foreigner must

also have a reason for staying or travelling to Germany. They must also prove that they have enough money to finance their stay. There are exceptions if an application for asylum is made.

Entry with a national visa

How can I enter Germany with a national visa?

If you are travelling to Germany on a long-stay visa, you must observe the following after your arrival:


You must register at your chosen place of residence. German law stipulates a period of 14 days for this. In the Schleswig-Flensburg district, registration takes place at the relevant residents' registration office. You can find this office in the town hall or in the local administration office near your place of residence. In Germany, it is compulsory to register and inform the residents' registration office where you live. Once you have registered, you will receive a registration certificate.

The second step is to apply for a residence permit, as the national visa (category D) has been issued to you for entry. It is not valid for the planned duration of your stay. You therefore need a residence permit. If you live in the Schleswig-Flensburg district, you must apply for a residence permit at [📍 Migrationsmanagement Kreis Schleswig-Flensburg](#).

When do I have to apply for a residence permit?

It is important that you apply for a residence permit while your visa is still valid. The residence permit is limited in time and can be extended. Depending on the reason for your entry, the residence permit also regulates whether you are allowed to work or not. It also regulates which work you are allowed to accept and whether time restrictions apply to employment in Germany.

Can I have my residence permit extended?


Yes, you can. You must apply to extend your residence permit before it expires. There are various requirements for extending your residence permit. You can obtain information from the [migration counselling](#) service at .

Entry and stay without a visa

Who is allowed to enter Germany without a visa?


Citizens of the following countries may enter the [🌐 Schengen area](#) without a visa: Australia, New Zealand, the United Kingdom of Great Britain and Northern Ireland, Israel, Japan, Canada, the Republic of Korea and the United States of America. These are the so-called privileged countries. This means that people from these countries have special rights.

What if I am not from one of these countries?


Then you usually need a visa. You can check for yourself whether your home country is one of the countries for which a visa is required. There is a [list from the Federal Foreign Office](#) at .

How long am I allowed to stay in Germany?


You may stay in the Schengen area for up to 90 days within a 180-day period. If you are travelling several times or planning longer stays, you must take this into account. Set your departure date so that you do not exceed the 90 days in total.

The calculation often becomes complicated and visitors do not know whether they have already spent their 90 days in the Schengen area. It is therefore important to keep track of the days. This  [online calculator](#) can help.

Please note: Once the maximum period of stay has expired, you must not only leave Germany, but the entire Schengen area.

If you wish to stay or work in Germany for longer than three months, you must register with the relevant immigration office. If you take up residence in the Schleswig-Flensburg district, you must apply for a residence permit at  [Migrationsmanagement Kreis Schleswig-Flensburg](#).

What do I have to do if I cannot leave the country within the deadline?

If it is not possible to leave the country within the deadline, you must contact the  [foreigners authority](#). You must do this before the deadline expires.

If you exceed the visa-free period without having applied for a residence permit, you are not authorised to stay. The foreigners authority can terminate your stay and deport you. The immigration authorities can also issue a temporary entry ban for the entire Schengen area. You may also be subject to criminal proceedings in court.

Visitor visa

What is a visitor visa?

A visitor visa is a visa that is used to visit a family member, friend or acquaintance living in Germany.

Where can I apply for a visitor visa for Germany?

If you are planning a visit to Germany, make an appointment with the visa section of the relevant embassy in your home country. You must submit your complete visa application and supporting documents there in person. Once all the documents are available, your application will be forwarded.

Where can I obtain the application form for my visitor visa?

You can obtain the application form for a Schengen visa from the Federal Foreign Office. However, you can also complete your Schengen visa application form for Germany online on the [VIDEX](#) portal. An online assistant will help you fill in the form.

What do I have to do if I am applying for a visa for the first time?

Fingerprinting is required for your very first visa application. Therefore, you cannot submit your application online. Once the fingerprints have been taken, they will be stored for the next 5 years.

How long in advance do I apply for my visitor visa for Germany?

Apply for your visa as early as possible, as it may take a long time to process. It is important that you prepare your application documents well for your visit to friends or family. This will speed up processing by the embassy.

How much does the application for a visitor visa cost?

Applying for a visitor visa (Schengen visa C) costs €80 for adults. For children between the ages of 6 and 12 it costs €40. Children under the age of 6 and other selected groups of people such as schoolchildren and students are exempt from the fees.

Family reunification

What does family reunification mean?

Family reunification means that people with a German residence permit can bring their family from abroad to Germany.

Which family members can be brought to Germany?

- Spouse or partner
- Partner from a registered civil partnership
- own minor children
- Parents of underage children

Who is authorised to bring family members to Germany?

- Citizens of the EU and the EEA, citizens of Switzerland
- Citizens of the following countries: Australia, Israel, Japan, Canada, the United Kingdom of Great Britain and Northern Ireland, New Zealand,
- United States of America, Republic of Korea, Brazil, El Salvador
- Third-country nationals
- Persons who have applied for asylum in Germany and have been granted protection status (Important note: The application should be submitted within the first three months after completion of the asylum procedure).

Which persons cannot apply for family reunification?


- Persons with tolerated stay
- Persons whose asylum procedure has not yet been finalised
- Persons with temporary residence status
- Persons with a protection status according to § 104c of the Residence Act

What requirements must be met?

The following applies to all:


- both spouses must be at least 18 years old
- the marriage or registered civil partnership must have already existed in the country of origin


In most cases, you must also show that you have a flat and enough money for the family from abroad. Or the person from abroad must prove that they can speak a little German (A1 level).

These are just a few possible requirements. There are others. They vary depending on the group of people. We therefore recommend that you seek advice from a [migration counselling](#) service at . They will tell you what will be checked and what documents you need.

Are there easier requirements for people with protection status?

The rules are simpler for partners or children of people who have been granted protection status in an asylum procedure (see list above). They can come to Germany even if their livelihood is not secured and they do not have a home. This only applies if you apply for family reunification within three months of completing the asylum procedure.

To do this, fill out the form  [Fristwahrende Anzeige](#). This is not yet the application, but serves as security so that you can show that you have complied with the deadline. The form is not saved in the system. You must complete it and save it on a separate data carrier or print it out so that you can show it when you apply for the visa.

Further information for persons with protection status can be found on the website of the  [Foreign Office](#) (German, English, Arabic).

Where do I submit the application?

At the German diplomatic mission in the country of residence of the person who is to come to Germany (embassy or consulate).

Do you need help finding family members?

The Tracing Service looks for relatives and helps with reunification:

Tracing service at  [German Red Cross](#)
International Tracing Service  [Red Cross / Red Crescent](#)

Spousal residence - independent right of residence

What is spousal residence - independent right of residence?

There are different regulations for foreign spouses or life partners who move to Germany. The decisive factor is whether the partner living in Germany has German citizenship or not.

How can I apply for spousal residence?

Once you have arrived and moved to the Schleswig-Flensburg district, you must register with the residents' registration office as soon as possible. The law stipulates a period of 14 days. You will receive a registration certificate from the residents' registration office. You may need an appointment to visit the office.

You will receive a national visa (category D) for travelling to Germany or other Schengen states. For your future stay in Germany, you must apply for a residence permit at the [foreigners authority](#).

What happens next?

For foreigners who have a valid residence permit and speak little or no German, the Federal Office for Migration and Refugees offers integration courses. The abbreviation for the Federal Office for Migration and Refugees is BAMF (BAMF).

In many cases, language skills are a prerequisite for a settlement permit (Niederlassungserlaubnis). The immigration authority may require you to attend an integration course if you are not yet able to communicate in German and are applying for a residence permit for the first time.

- for gainful employment (Sections 18a to 18d, 19c and 21 of the Residence Act),
- for family reunification (§§ 28, 29, 30, 32, 36, 36a Residence Act),
- for humanitarian reasons (Section 25 (1) and (2), 4a sentence 3 or 25b Residence Act),
- for long-term residents in other Member States of the European Union (Section 38a Residence Act)
- Residence permits in accordance with Section 23 (2) or (4) of the Residence Act

Persons who have a residence permit for family reunification may work. The work permit is also linked to the residence title. They have unrestricted access to the German labour market.

Can I also obtain a residence permit without my partner?


The marriage must have existed for at least three years. Foreign spouses who wish to join their spouse living in Germany can then obtain an independent right of residence.


Important information for victims of violence


If you or your children are affected by violence at the hands of your spouse and the marriage is therefore no longer reasonable, there may be an exception to this rule. In certain cases, an independent right of residence can be granted earlier.

Are you affected by domestic violence?

Then there is help for you. Here you will find some support options that can help you:

The Ministry of Justice has various addresses and telephone numbers that can help you. Simply click on this  [link](#).

The  [Weiße Ring](#) is an organisation that will help you if you have been the victim of a crime.

The  [police](#) also have a telephone number that you can call if you have been the victim of domestic violence.

You can also simply call the  [helpline](#). The telephone number is  [+49 \(0\) 116016](#).

Unauthorised stay

What is an unauthorised stay?

If you do not have a valid residence permit, visa or residence title or if these have expired, you may be staying in Germany without authorisation. If you do so, you may have violated a law and be liable to prosecution. Especially if you do not leave the country voluntarily. The Immigration Office is obliged to report this to the police. If you do not leave the country voluntarily, you may be deported.

What are the reasons for an unauthorised stay?

1. It may be that a person had a residence permit and this was not extended.
2. A person is travelling to Germany and does not have the required residence permit or visa.
3. If the asylum application is rejected and the person does not leave the country, the stay is unauthorised.
4. A person forgets to extend their residence permit.

What consequences do I face if I stay in Germany without authorisation?

If you are staying in Germany without authorisation, it is possible that you will be deported back to your home country. You may also face a fine or even imprisonment. It is also possible that you will (no longer) receive social benefits and that you will be prohibited from working.

How can you avoid an unauthorised stay?

It is best to leave the country in good time if your permit or visa is due to expire, or apply for an extension of your residence permit in good time. If you are seeking protection in Germany, you should apply for asylum.

Asylum procedure

Application for asylum

You are not yet registered in Germany:

If you enter Germany as an asylum seeker, you must first register and present all documents in your possession. Without registration, your stay is considered unauthorised. If you have not already registered as an asylum seeker when you enter Germany at the border, you must register with the police, the immigration authorities, a reception centre or directly with an arrival centre. If you arrive in Schleswig, you can register at [📍 Migration Management](#), for example.

After registering, you will either be issued with your proof of arrival (AKN) at the reception centre or you will be forwarded to an initial reception centre by the police or immigration authority.

You are already registered in Germany:

The next steps are shown here:

1. personal asylum application

You apply for asylum at the Federal Office for Migration and Refugees (BAMF).

Important: You can only submit your application in person, you cannot send it by post.

You will receive the appointment and the responsible BAMF office with your proof of arrival. If you have not been given an appointment, ask your accommodation manager.

2. first interview appointment (asylum application)

You must report to the immigration office after your first appointment.

3rd personal interview

The 2nd interview appointment is the actual interview. The BAMF will decide on your asylum application. It will then send you a decision.

What do I have to do if the decision is negative?

If the decision is negative and you want to contest it (i.e. you do not agree with it), go to your [migration counsellor](#) or lawyer immediately. They will discuss with you what you can do. If you do not have a lawyer, the migration advice centre can put you in touch with specialised lawyers.

If you decide to leave voluntarily, you can receive financial support for your new start in your home country. There are return counselling services for this. You can find these, for example, at [Migration Management](#). If you are interested in voluntary departure, you are welcome to get in touch.

What do I have to do if the decision is positive?

A positive decision means that you have been granted protection status by the BAMF. The foreigners authority will also receive a notification from the BAMF. The foreigners authority will inform you which documents are required for the further procedure. You do not have to report to the foreigners authority. You will receive an invitation from the Foreigners'

Registration Office to submit your fingerprints and a photo. The foreigners authority will then order your residence permit.

You will receive notification of collection of your residence permit by post. You do not have to report to the Foreigners' Registration Office.

Family asylum

If I have been granted asylum, will my family also be granted asylum?

Yes, family members of persons entitled to protection are also granted asylum. But you have to be careful. This is because only certain people are considered family under German law.

Who is part of my family?

Because family asylum is a law, only certain family members are considered part of the family. Here is a list of the people who belong to it.

- Spouses or registered partners are granted asylum.
- Underage unmarried children are granted asylum. Unmarried means that the children are not yet married themselves.
- The parents of unmarried minors are granted asylum if the parents have custody of these children.
- Other adults who have custody of unmarried underage children are also granted asylum.
- The brothers and sisters of minors who are not married are also granted asylum.

What requirements must be met for asylum to be recognised for the spouse?

The prerequisite is that a valid marriage already existed in the country of origin. In addition, the application for asylum must have been made before or at the same time as the person entitled to protection, at the latest immediately after entry. The authorisation for protection must not have been revoked.

What about children born in Germany?

If a child is born in Germany after the parents have applied for asylum, it can be granted its own asylum procedure under certain conditions.

What do the parents have to do so that the child can have its own procedure?


If at least one of the parents is still in the asylum procedure, they must inform the immigration authority or the BAMF of the child's birth. The asylum application is then automatically deemed to have been submitted for the child. The parents can submit their own grounds for asylum for their child. If they do not do so, the same reasons apply as for the parents. Here too, legal action can be taken against a negative decision by the Federal Office.


Likewise, and for the protection of the child, underage children are not and must not be returned separately from their parents in the event of a negative decision.


Where can I find more information on this topic?

 [Family reunification website \(BAMF\)](#)

The Federal Foreign Office has compiled further information on family reunification in Arabic, German and English. You can select the language at the top right of the page.

You can also get help with the application for family reunification at the [migration social counselling](#) service .

Important: As soon as you have received your recognition, please note that there are important requirements and **short** deadlines for submitting an application for family reunification! Therefore, please contact the  [migration social counselling](#) service or a lawyer immediately after receiving your recognition.

If you do not know where your relatives are, the  [International Family Tracing Service](#) can help you.

Financial support


Who do I need to contact?

The  [Migration Management](#) is responsible for your financial support.


What documents do I need to apply?

Please bring your valid identity document and your bank statements for the last three months. If you have previously been given a blank application form, please fill this out and bring it with you. If you don't speak much German, bring someone who does.

Where can I get an application form?

Anyone who is recognised as a refugee or asylum seeker and has received a residence permit from  [Migrationsmanagement Kreis Schleswig-Flensburg](#) receives money in accordance with the Asylum Seekers Benefits Act. This person can no longer receive any further benefits from the social welfare office.

Once your asylum procedure has been completed, the job centre is responsible for providing financial support and placing you in work.

If you live in Schleswig or in the vicinity of Schleswig, the  [Migrationsmanagement Kreis Schleswig-Flensburg](#) remains responsible for you. If you live outside Schleswig, one of the district's social centres will be responsible for you. You can find the social centres on the Integreat map.

There are social centres in the following locations:


-  [Sozialzentrum Handewitt](#)

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- [!\[\]\(694fcb4611893e9db5249daba48abfc1_img.jpg\) Sozialzentrum Flensburg-Umland](#)
 - [!\[\]\(8ec8d5dc48934930a762fecf6ecbe179_img.jpg\) Sozialzentrum Kappeln](#)
 - [!\[\]\(c34a15e67573dae8fbb88f4cbfb0f2e9_img.jpg\) Migrationsmanagement Kreis Schleswig-Flensburg](#)
 - [!\[\]\(41f06fdeabb4e5a71d06fe8f32a46127_img.jpg\) Sozialzentrum Eggebek](#)
 - [!\[\]\(18eb66208e65404cce5042d73cf0a851_img.jpg\) Sozialzentrum Kropp](#)

You must check yourself how long your application to the social centre is valid. If the application has expired, you will no longer receive any money. You must therefore submit a new application in good time. It is best to look for work, then you will no longer need the social centre.

Refugee minors

What are minors?

Persons under the age of 18 are minors. Minors must be travelling with adults who have legal permission to do so. If they are travelling alone, they are called unaccompanied minor aliens. The abbreviation for these young people is UMA (UMA). The  [Youth Welfare](#) Office looks after these people.

What is the Youth Welfare Office?

The Youth Welfare Office is there for children and young people whose parents are unable to help.

What can the Youth Welfare Office decide?

The Youth Welfare Office decides where the young people live. This can be with individuals or in an institution. Suitable persons can be relatives or other people who know the young person well. Suitable facilities are authorised by the state in Germany. This is done so that the young people are protected.

What happens after the young people are placed in the centre?

First, the youth welfare office checks the person's age. If the young person is under the age of 18, the family court must decide how to proceed. The family court decides on the guardian and the placement.

What is a guardian?

The guardian takes on the role of the parents. Adult relatives can also be guardians. Minors can live with relatives in Germany or live in a facility with other unaccompanied friends.

Unaccompanied refugee minors are entitled to youth welfare services. Youth welfare services can also be utilised after they reach the age of majority. The requirements must be met.

If there are language problems, an interpreter will be called in for discussions.

Your obligations in the asylum procedure

Clarification of identity

In Germany there is a passport requirement (§ 3 Residence Act). The authorities need to know who you are. What is your name? When and where were you born? Which country do you come from?

The best proof is your passport from your home country. If you do not have a passport, you can present other identity documents. Identity documents are ID card, citizenship card, birth certificate or driving licence.

If you do not have a passport, you must obtain one. Even if it is difficult, you must try. Your efforts count as co-operation in obtaining a passport. Write down all the steps you have taken to help clarify your identity and collect evidence.

If the foreigners authority finds that you have not co-operated, you may be penalised under immigration law. For example, you may not receive a work permit.

If you do not have any identity documents, contact parents or siblings in your home country and ask them to obtain documents. Alternatively, you can instruct a lawyer or other persons in your home country to obtain identity documents.

During the asylum procedure, you cannot be obliged by the German authorities to visit your embassy.

If you hand over your original documents, ask the authorities to make a copy of your documents. You should also obtain written confirmation that you have handed over your documents.

Change of address

You must submit an application to [!\[\]\(5361750c22c4e047a52f4eac1ec2d4cc_img.jpg\) Migration Management](#). Migration Management will then check whether the application can be decided here in Schleswig. If someone else has to decide on the application, the application will be forwarded to this office. You will receive a decision from the responsible office. Relocation is only possible once the application has been approved.

Dublin procedure

What is a Dublin procedure?


The Dublin procedure applies in the 28 member states of the European Union as well as in Norway, Iceland, Liechtenstein and Switzerland. It determines which country is responsible for carrying out the asylum procedure. As a rule, it is the country in which you were first registered. The procedure is designed to ensure that your asylum application is only examined once within the European Union.

How does the Dublin procedure work?

If someone applies for asylum in Germany, the Federal Office for Migration and Refugees checks whether Germany is responsible for carrying out the asylum procedure. The abbreviation for the Federal Office for Migration and Refugees is BAMF (BAMF). It asks the

applicants about this. They are asked when and where they travelled to Europe. The BAMF (BAMF) then checks a European database to see whether fingerprints have already been stored in another country. If this comparison or the questioning reveals evidence that another member state is responsible, the BAMF initiates a Dublin procedure.

What happens if Germany is not responsible?


If Germany is not responsible, the people who have applied for asylum will receive a letter stating that another country is responsible for carrying out the asylum procedure. Legal action can be taken against the decision. However, this can only be done within a few days. If no appeal has been lodged or the appeal is unsuccessful, the people are taken to the country responsible. The foreigners authority is responsible for carrying this out. In the Schleswig-Flensburg district, this is  [Migration Management](#).

Residence permit

Apply for a residence permit online

In the Schleswig-Flensburg district, you can apply for various residence permits online. This means that people living in Germany can easily submit applications via the Internet. Here are the various applications that can be made online:

- Residence permit for training or the extension of such a permit.
- Residence permit for gainful employment or extension
- Residence permit for family reunification. This means that family members can join you in Germany.
- Residence permit for refugees from Ukraine.
- Change of conditions, for example for work or residence.
- Apply for a settlement permit. This authorises you to live and work permanently in Germany.
- Certificate of permanent residence for citizens from EU and EWR and their family members.

Applications can be submitted online. This saves time and is easier for you because you don't always have to travel to Schleswig.  Simply click [here](#) to go to the website.

EU permanent residence permit

What is an EU long-term residence permit (Daueraufenthalt-EU)?

The EU permanent residence permit is an unlimited residence title. It allows non-EU citizens to live and work permanently in the European Union. It is comparable to the German settlement permit (Niederlassungserlaubnis). However, it does not have to be renewed regularly.

What requirements do I need to fulfil to obtain an EU permanent residence permit?

You must have resided legally in Germany or another European Union country for at least 5 years. This means that you must be registered there. In addition, you must be able to support yourself. This means that you must earn enough money for yourself and your family. This does not include state support. You must therefore calculate very carefully which periods of your stay can be counted towards this. Your German language skills must be at least A2 level. You must therefore learn German. You must have a basic knowledge of the legal system and the social order in Germany. You can prove this, for example, by successfully completing an integration course. You must have health insurance and have paid pension insurance contributions for at least 60 months. They must not have a criminal record.

What are the advantages of an EU permanent residence permit?

If you have an EU permanent residence permit, you can apply for a residence title in countries of the European Union and live and work there. You are free to choose your place of work. You may also move to other countries in the European Union. This regulation applies to all countries of the European Union, except for Denmark and Ireland. These countries have different rules. It is therefore important that you always check the rules of the individual countries in advance.

Blue Card of the European Union (EU Blue Card)

What is an EU Blue Card?

The European Union Blue Card is a residence permit that was developed for highly qualified skilled workers from non-EU countries. It enables these skilled workers to work and live in an EU country. The Blue Card makes it easier for qualified professionals to work in the EU and develop a long-term perspective. It is valid for all European Union countries except Denmark and Ireland.

What requirements do I need for the EU Blue Card?

1. You need a university degree (usually a Bachelor's or Master's degree) that is either recognised in the EU or is comparable to a European degree.
2. You must have an employment contract or a concrete job offer in an EU country.
3. The minimum salary in this job must be above a certain limit, which varies from country to country. In Germany, this limit (as of 2024) is around €58,400 gross per year (for shortage occupations, such as IT or engineers, it is around €45,552).

How long is an EU Blue Card valid for?

The Blue Card is usually issued for 4 years or for the duration of the employment contract plus 3 months if the contract is shorter.

What are the advantages of the EU Blue Card?

It offers holders and their family members a simplified right of residence and right to work in the EU. After 33 months (or after 21 months if you have a good command of German), EU Blue Card holders can apply for a settlement permit in Germany. After 18 months, it is possible to move to another EU country and work there if certain conditions are met.

How does family reunification work?

Spouses and children can move to Germany more easily and there are no language requirements for the spouse.

Settlement permit

What is a settlement permit?

With a settlement permit, people from other countries are allowed to live and work permanently in Germany. You no longer need a temporary residence permit. People with a settlement permit have almost the same rights as German citizens. A person with a settlement permit is not allowed to vote.

What requirements do I need for a settlement permit?

In order to obtain a settlement permit in Germany, various requirements must be met. These may vary depending on your residence status.

- Duration of residence: As a rule, you must have held a temporary residence permit for at least 5 years and live in Germany.
- Secured livelihood: You must earn enough money. If you need support from the state, you cannot obtain a settlement permit. Support from the state is, for example, citizen's allowance.
- Good German language skills are important. You must speak and understand German to at least level B1.
- You must be familiar with German law and society. It is often sufficient if you have successfully completed an integration course.
- You must have health insurance.
- You must have paid contributions to the statutory pension scheme for at least 60 months or have proof of private pension provision.
- You must have a valid passport and a residence permit.
- You must not have a criminal record. This means that you have not already been convicted of a criminal offence by a court.

However, there are many exceptions. For detailed advice, please contact the [migration counselling](#) service.

Where do I have to apply for a settlement permit?

The application for a settlement permit must be submitted in writing to the [Migration Management](#). However, the Migration Management is only responsible if you live in the Schleswig-Flensburg district. It is therefore important that you send the documents to the authority responsible for you. If you fulfil all the requirements and have submitted the application correctly, you will receive the settlement permit.

Visa

What is a visa?

A visa is an official authorisation that allows a person to enter, stay in or transit through another country. It is often a stamp or sticker in the passport that shows that the person has permission to enter the country.

Why do you need a visa?

Many countries require a visa to control who enters the country. A visa helps to regulate the entry and stay of people. A visa is therefore an important instrument for controlling migration in a country.

What types of visas are there?

There are different types of visas, depending on why someone wants to enter the country:

1. Tourist visa: for people who want to travel to the country as a visitor for a certain period of time.
2. Work visa: For people who want to work in another country.
3. Student visa: For people who wish to study in another country.
4. Transit visa: For travellers who are travelling through a country but do not wish to stay there.
5. Family visa: For people who want to join their relatives in another country.

How long is a visa valid for?

A visa is usually only valid for a certain period of time. After that, the person must leave the country or apply for an extension and apply for a residence permit. If you want to stay longer, you must contact the relevant immigration office.

How do you get a visa?

You must submit an application to the embassy or consulate of the country you wish to travel to. If you wish to travel to Germany, you must apply to the German embassy. The embassy or consulate will examine your application and decide whether a visa can be issued for you. If your application is approved, you will receive your visa in your passport.

ICT card

What is an ICT card?

The ICT card (ICT-Karte) is an authorisation for entry for employees. Companies from outside the European Union need this residence permit if they want to transfer specific employees to the European Union. It is always only valid temporarily. This means that the card expires after a certain period of time.

Which employees are covered by the ICT card?

The residence permit is only valid for executives, managers and specialists.

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- Executives are, for example, employees who supervise other employees.
 - Managers are employees who work in the management of a company
 - Specialists carry out work that only a few employees in the company can do. An example could be IT specialists.

What does ICT card mean?

ICT card is an English abbreviation.

What is the purpose of an ICT card?

With the ICT card, employees can be transferred within the organisation from a branch office to a country in the European Union. They can then work within the European Union.

What are the requirements for an ICT card?

Employees must have been employed by a company for at least 6 months. Only then may they be transferred to the European Union. They must also have the appropriate training and experience to carry out their new job in Germany. You must be able to prove that you are to work in Germany. This is possible, for example, if you can present your new employment contract. You must also have health insurance for the duration of the ICT card.

How long is an ICT card valid for?

That varies. It depends on the job you do. For executives and managers, the card can be issued for up to 3 years. For specialists, it can be issued for up to one year.

Can the card be extended?

Yes, the ICT card can be extended.

What happens when the ICT card expires?

If the ICT card has expired, you must leave Germany. Unless you apply for a new residence permit.

What are the advantages of an ICT card?

Foreign employees who have an ICT card in another EU country can continue to be seconded to Germany within the company under simplified conditions. They do not have to travel to their country of origin beforehand.

Where can companies obtain an ICT card?

Companies must register with the [Migration Management](#) and the embassy.

Residence permit

What is a residence permit?

A residence permit allows you to live and work in a country for a certain period of time. There are different types of residence permits in Germany. They differ depending on why you want to live here.

What types of residence permits are there in Germany?

Work or training

Looking for work or training is a reason for a residence permit. The residence permit can be issued to take up training (see from § 16 of the Residence Act) or gainful employment (from § 18 of the Residence Act).

Asylum

For people seeking protection, the purpose of their stay is based on international law, humanitarian or political grounds (see § 22 of the Residence Act).

Living together with the family

Residence for family reasons is also possible. This reason is particularly important for people seeking protection in the context of family reunification (from Section 27 of the Residence Act).

Is it always possible to work with a residence permit?

No, this is not always possible. The work permit must be expressly stipulated in the residence permit. The conditions under which this is possible depend on the purpose of your stay. In many cases, the foreigners authority must first obtain the approval of the Federal Employment Agency.

How long is the residence permit valid for?

The residence permit is a temporary residence title that is generally issued for a specific purpose. This means that there must be a specific reason for your stay in Germany. This may be due to taking up employment. A residence permit can also be issued if the asylum application has been approved. The period for which a residence permit is issued depends on the purpose for which it is issued. However, the foreigners authority has some leeway.

What requirements must I fulfil if I want to obtain a residence permit?

Depending on the type of residence permit you need, you must fulfil certain requirements. For example, this may be an employment contract, proof of sufficient financial resources or a specific residence status. In principle, you must be in possession of a valid passport from your home country. You must also not have a criminal record. If you are interested in a residence permit, please contact the [migration advice](#) centre.

How can I apply for a residence permit?

To apply for a residence permit in Germany, you must follow certain steps. Depending on the purpose of your stay, you will need to submit different documents to the Foreigners' Registration Office. Here is a description of what you need to do in each case:

Compile documents

You must first submit all documents so that the immigration office can process your application. In any case, you will need:

- You broke a valid passport.
- You will need a biometric passport photo.
- Proof of your purpose of residence is also required. For example, this could be an employment contract, a letter of admission from a university or a family certificate. This depends on which residence permit you wish to apply for.
- You must prove that you have health insurance.
- You must prove that you have financial means so that the state does not have to support you. This can be salary slips or bank account statements, for example.
- You must present a tenancy agreement or confirmation of registration.
- You must prove that you can speak German.
- You must also submit the application form or fill it out at Migration Management.

Depending on which residence permit you are applying for, further documents may also be required. If you have protection status, securing your livelihood and language skills are not a prerequisite for obtaining a residence permit.

You must make an appointment at the Foreigners' Registration Office to obtain or extend your residence permit. You must submit your application at the appointment. You may also have to pay fees.

The foreigners authority will check your application. This may take several weeks. If documents are still missing or further information is required, the authority will contact you.

If your application is approved, you will receive an electronic residence permit. The abbreviation for this is "eAT" (eAT). It is often used by immigration authorities.

It is important that you are well informed and fulfil all the requirements for your application. If you have any questions, you can also contact a migration advice centre or the [migration management](#).

EU and EEA citizens

What are EU and EEA citizens?

EU citizens and EEA citizens (often also referred to as EEA citizens) are persons who are nationals of a member state of the European Union (EU) or the European Economic Area (EEA). EU citizens are nationals of one of the 27 member states of the European Union. Iceland, Liechtenstein and Norway are also part of the EEA, but they are not in the EU. These people have almost the same rights as EU citizens.

Switzerland is neither part of the EU nor the EEA, but due to a special treaty between the EU and Switzerland, Swiss nationals also have almost the same free movement rights as EU and EEA citizens.

What are free movement rights?

The EU right to free movement means that people who are citizens of an EU country can move freely within EU countries. As an EU citizen, you can therefore easily travel, work and live wherever you want within the EU. These rights are particularly important in the EU and the EEA. There are only a few requirements that need to be met for you to be able to stay in Germany for a longer period of time.

Information on work: As an EU or EEA citizen, you are allowed to work in any form of employment.


Where do I have to register if I want to live in Germany?

If you are travelling to Germany as an EU or EEA citizen, you must first officially register your address in Germany with the residents' registration office. In Germany, all persons living in Germany are obliged to register. All you need to do is identify yourself with your identity card / ID card or passport. You do not need a residence permit.

What happens if I am not in employment?

When you first arrive in Germany, you have 6 months to look for a job. This only applies to your first entry to Germany. If you wish to enter Germany a second time, you must immediately secure your livelihood. After 6 months at the latest, you must secure your own means of subsistence. It is not important whether you manage this through your own income or through the income of other people. You can use your own assets. If you are unable to secure your livelihood, you are obliged to leave Germany again. The same applies to your family members.

What if my spouse or child is not an EU or EEA citizen?

In this case, your family members will need a residence permit. Please contact  [Migration Management](#). You can obtain advice there and apply for a corresponding residence permit.

What else do I need to consider?

The Immigration Office is authorised to check your residence status. The immigration authority would like to know whether you are able to support yourself. If you are unable to secure your livelihood, the immigration authority will ask you to leave the country. If you do not comply with the request, the immigration authority can deport you.

Immigration of skilled labour

What is skilled labour migration?

Skilled labour immigration means that people with certain professions from other countries come to Germany to work here.

Who can come?

People with specialised skills and professions that are needed in Germany. They often have to fulfil certain requirements, such as training and professional experience.

What professions are these?

Basically all certified professions. If something is certified, then it is recognised by an authority. These are, for example

- Engineers
- Doctors and carers
- IT specialists
- Craftsmen and many more

How does it work?

Skilled workers need to find a job in Germany. They often need a visa or a work permit. They must be able to speak German.

What are the challenges?

Skilled workers have to find their feet in a new country and a new culture. They often need support, for example in learning German or finding accommodation.

Declaration of commitment

The Verpflichtungserklärung is a document. If a person from another country wants to come to Germany, then a Verpflichtungserklärung can be submitted. A person agrees to pay for the costs and expenses of the person to be invited.

1 What do I have to do if I want to invite someone?

If someone would like to invite a person from abroad to Germany, a Verpflichtungserklärung must be submitted.

2 What costs do I have to cover?

In this declaration, the inviting party must undertake to cover all costs. This applies to all costs incurred during the stay in Germany. This includes costs for food, accommodation, medical care and return travel.

3 Why do I have to submit the declaration?

This declaration gives the authorities the certainty that the invited person will not be dependent on state aid.

4. How can I submit a Verpflichtungserklärung ?

A Verpflichtungserklärung can be submitted to the immigration office. Proof that you are able to support yourself is required for this.

5. How long is a Verpflichtungserklärung valid for?

The Verpflichtungserklärung is usually valid for the duration of the invited person's stay.

Naturalisation and nationality law

Nationality law

What is nationality law?

Each state regulates for itself who its citizens are. And each state also regulates itself whether and under what conditions its citizenship is acquired. States can also regulate when citizenship is lost. For example, a state can determine whether or not a person may belong to two states at the same time.

What is nationality?

Nationality is an expression of legal affiliation to a state. This affiliation gives rise to rights and obligations. These include political participation rights. This means, for example, the right to vote.

All German citizens are also citizens of the European Union. German citizenship is regulated in Article 116 of the Basic Law and the Citizenship Act. These are very important laws. Because they are so important, they are specially protected by Article 16(1) of the Basic Law. This means that it is very difficult to change them.

Which authority is responsible for me if I live abroad permanently as a German?

If you live abroad and want to know whether you have German citizenship, the Federal Office of Administration is responsible for you. The German diplomatic mission responsible for your place of residence can also advise you on matters relating to citizenship. This can be an embassy or a consulate. For all other questions, the authorities of the country in which you live are responsible.

What applies to me if I am resident in another EU country?

EU citizens are free to choose where they want to live and work within Europe. Throughout the European Union and in the countries that have signed up to the Schengen Agreement, EU

foreigners are treated as nationals. [Here](#) you will find a list of countries that are included.

How long can I stay abroad as a German citizen?

If you move away from Germany long-term or permanently without a new address in Germany, you must deregister completely. Please check with the authorities in that country whether you need to register abroad.

Can I lose my German citizenship if I live abroad?

Due to the legal reform of 27 June 2024, German citizenship is no longer lost if you take on another nationality. You will not lose your German citizenship if you move away from Germany temporarily or permanently.

How do I lose my German citizenship?

If you renounce your German citizenship. There used to be other reasons for losing German citizenship.

The most common reason for losing German citizenship was the acquisition of a foreign citizenship. Since 27 June 2024, it is no longer possible to lose German citizenship by acquiring another nationality. Multiple nationality has been permitted since 27/06/2024.

Naturalisation

How can I become naturalised?

Naturalisation is the acquisition of German citizenship upon application. German citizenship is applied for at the competent authority.

German citizenship is also acquired automatically if one parent is already a German citizen. German citizenship is also acquired by birth if one parent fulfils certain requirements.

If you live in Germany permanently, you can be naturalised under certain conditions.



You must submit an application for this. From your 16th birthday, you can submit this application yourself. For children and young people under 16, their parents must submit the application.

What requirements must I fulfil?

- Permanent right of residence at the time of naturalisation, an EU Blue Card or a temporary residence permit
- Passed the naturalisation test
- Have been legally resident in Germany for 5 years. Lawful means that only the time during which you have a residence permit counts
- Independent means of subsistence (also for dependent family members)
- Sufficient knowledge of German (B1 level)
- No conviction for a criminal offence

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- Commitment to the free democratic basic order
 - The identity and nationality of the naturalisation applicant must be clarified. Exceptions to this rule are not possible!

How does the naturalisation procedure work in the Schleswig-Flensburg district?

First, you register with the citizenship authority and indicate your interest in naturalisation. The citizenship authority is part of  [Migration Management](#). You can contact them by telephone, post or email. You can also submit an [application online](#) at . After you have registered with the Citizenship Office, you will receive notification by post. You will then be placed on the naturalisation waiting list and receive information material on the requirements. Please read these carefully.

It currently takes about 1 year until it is your turn to submit your application in person. You will hand in your documents during the personal appointment. If any documents are missing, you will have to submit them later. The review will then take longer. Once all documents are complete, the citizenship authority will check whether you can be naturalised or are entitled to citizenship.

Once the citizenship authority has decided whether you can become a German citizen, you will receive a request to pay the naturalisation fee. As soon as the money has been received by the district treasury, you will receive an invitation to collect your naturalisation certificate.


How can I apply for naturalisation online if I come from an EU country?

If you come from an EU country and want to be naturalised, you can get a special card that allows you to do this. This card is called an "eID card" (eID-Card). You can also use it to apply for other administrative services online. Just ask at your local citizens' office. Citizens' offices are the offices where you have to register if you have moved to a town or municipality.

Where can I find more information about this card?

 You can find all the information on this topic [on the website of the Federal Administration](#).

Where can I get advice?

It helps to have a consultation with a [migration advice centre](#) at  before submitting your application. You can clarify many questions directly. The staff have a lot of experience and can explain everything to you.

Multi-nationality

What is multiple nationality? Is it permitted in Germany to have more than one nationality?

Multiple nationality means that a person has two or more nationalities. In the past, this was almost impossible in Germany. Now the laws have changed and it is possible.

People who have several nationalities are called multiple nationals (Mehrstaater). If you are one of them, please note the following:

If you are in your original home country, the authorities will treat you as a citizen of that country. For example, you could be prevented from re-entering the country by the authorities there. You will then not be allowed to return to Germany. The German embassy will then not be able to help you. These are the rules if you have several nationalities.

You may also encounter difficulties if you are travelling to a country that has close ties with your home country. It is possible that these countries have concluded a treaty with each other and you may be arrested and extradited as a result.

There may also be entry restrictions in other countries because their relationship with your country of origin is strained. If you have one or more other nationalities in addition to the nationality of your country of origin, this information applies to each of these other countries. You need to know this. These are problems that can arise if you have several nationalities.

Online applications for naturalisation

In the Schleswig-Flensburg district, you can now apply for naturalisation online. This makes it quicker and easier. First, you can do a quick check to see if you meet the requirements for naturalisation.

How do you apply for naturalisation?

On the website of the district:

Go to the district's page and click on "Online offers". Then select "Online applications" and go to the "[Migration management](#)" section. There you will find the option to apply for naturalisation.

Quick-Check:

If you are unsure whether you meet the requirements for naturalisation, you can do a free quick check. There you will answer questions about your length of stay, your language skills and your financial situation. This will tell you whether you have a good chance of being naturalised.

Submit your application:

If the quick check is positive, you can apply for naturalisation. To do so, you must register with the BundID and prove your identity. You will need an identity document with an online function.

Registration and application:

To register for the BundID, you will need your ID card details. Registration works in the same way as logging in to online banking. You can then submit the application directly online.

Costs:

The quick check is free of charge, but the application costs money. Even if you are not naturalised, you still have to pay the fee.

After the application:

Once the application has been submitted, you will be given an appointment to appear in person at the naturalisation office. Bring all the necessary documents with you. If everything is correct, you will receive your naturalisation certificate.

The online procedure saves time and allows you to submit your application from the comfort of your own home.

Departure and deportation

Voluntary departure and return

What happens if I have to leave Germany again?

Sometimes people who have sought asylum in Germany no longer want to or are unable to stay in Germany. There is then the option of returning to their country of origin voluntarily. The return counselling service at [!\[\]\(17413706fd4997a1a4bdf85c6864eee1_img.jpg\) Migration Management](#) helps if you are thinking about returning to your country of origin or moving on to another third country. We advise and support you in all the important steps. There are also other advice centres. You can also contact these advice centres.

What is the difference between "voluntary return" and "deportation"?

Voluntary departure is very different from deportation. In the case of voluntary departure, you prepare your return together with the counselling centre. You can often apply for financial support. It is also possible to take part in vocational training programmes. Deportation, on the other hand, is carried out unannounced. There is no financial support for this. Deportation is often accompanied by the police. Another name for deportation is also Rückführung. This is what the authorities call deportations.

When can I voluntarily return to my country of origin?

You can return to your country of origin voluntarily during or after your asylum procedure. It is also possible to support onward migration to another third country. Third countries are countries other than your country of origin and Germany. However, not every person can receive financial support for voluntary departure. This depends on which rules apply to you. Contact [!\[\]\(4b7a79268f6ba26c1471d4232fffa85a_img.jpg\) Migrationsmanagement Kreis Schleswig-Flensburg](#) or visit the website of the [!\[\]\(87d978583253c9bde1db2d6dfafe8de0_img.jpg\) International Organisation for Migration](#) if you have any questions.

How quickly is it possible to leave the country?


It can take just a few days or several months to organise your departure.

Important for the preparation is:

- Do you have a travel document or do you still need to apply for one?
- Is there a suitable flight soon?
- Are you ill and need additional support?

Talk to the counsellors about this at your first appointment. The counsellor will tell you approximately how long it will take to prepare for your departure.

Where can I find counselling and support?

The  [Migration Management Kreis Schleswig-Flensburg](#) will support you if you have any questions.

What help is available?

This varies greatly and depends on which country you come from. It also depends on how long you have been in Germany. For example, you may be able to organise your departure and have your travel costs covered, receive one-off financial support or take part in further training for your job. The staff will therefore ask you many questions during the counselling session. You will then find out how the advice centre can support you and what financial assistance is available.

Do I have to come to counselling alone?

No. You can bring your family or a friend, for example.

Do I have protection against deportation?

If you are already obliged to leave the country, deportation is legally possible after the deadline set for you has expired. This means that you can be deported. However, the immigration authority often agrees to the organisation of voluntary departure even after this and gives you time to prepare your departure. Sometimes, however, there is not always enough time to make use of all available programmes. Your co-operation is always decisive for the success of a voluntary departure.

Deportation

Deportation means that a person living in Germany has to leave the country and is sent back to their country of origin. Even if the person does not want to.

What is a deportation?

A deportation occurs when a person does not leave the country voluntarily, even though they have to leave the country. The immigration authorities in Germany decide whether a person is deported, for example, if their asylum application has been rejected or they do not have a residence permit.

What are the reasons for deportation?

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1. If the application for asylum is not accepted, the person is not allowed to stay in Germany. The person will then be asked to leave Germany. If the person does not do so, they can be deported.
 2. If someone does not have a valid residence permit to stay in Germany, he or she can be deported.
 3. Sometimes a person is deported if he or she has committed a serious criminal offence in Germany.
 4. If a person enters Germany without authorisation, even though they are not allowed to do so, they can be deported.
 5. If the granting or extension of a residence permit is refused, a person can be deported.

How does deportation work?

You will receive a notification that you must leave the country. There is a certain period of time during which you can leave the country voluntarily. If you have not left the country voluntarily, you will be invited to an interview by the immigration authorities. During this interview, it will be established why you cannot leave the country and why you may not want to leave. Sometimes people may not be able to leave the country on their own or there may be reasons why it is not (yet) possible to leave. If there are no reasons for remaining in Germany and you refuse to leave Germany, you will be informed that deportation will be initiated. This means that the immigration authorities, together with the police or other authorities, will terminate your stay by force.

What are the consequences of deportation for me?

Deportation means that your obligation to leave Germany will be enforced by force. You can then no longer decide for yourself whether you want to leave Germany. The police and the immigration authorities will decide during the deportation whether further coercion is necessary. If a person resists, this may result in more coercion having to be used. The police and immigration authorities may only take proportionate action.

Often the person may not be allowed to re-enter Germany or other European countries for several years, as people are wanted for arrest and deportation. This can be national or international. This depends on whether they have been issued an alert for arrest in the Schengen area or in a third country. If they then re-enter the Schengen area or Germany, the person may be detained pending deportation and deported again from detention.

How can I prevent deportation?

1. If you believe that you are being unjustly deported, you must consult a lawyer. They can help you if the immigration authorities or the Federal Office for Migration and Refugees have made a mistake. Under certain circumstances, the lawyer can have everything reviewed by a court.
2. You can visit a migration counselling centre. They can show you further perspectives and help you to make the best decision for you.
3. Under certain circumstances, a hardship application can be submitted in order to be allowed to stay in Germany. A hardship application is the last option for obtaining a residence permit in Germany. It should only be submitted if all other options for obtaining a residence permit have been exhausted and you are at risk of deportation. The application

is submitted to the Hardship Commission. Hardship cases are special humanitarian exceptions that are not covered by the law.

Residence obligation, residence requirement and application for redistribution

Residence obligation

Who does it apply to?

Have you applied for asylum? Then you may only stay in the city or district in which your reception centre is located. This spatial restriction is also known as the residence obligation.

How long does it apply?

Are you staying in Germany for longer than 3 months on a permitted, tolerated or authorised basis? Then the residence obligation ends.

Persons from a safe country of origin or with little prospect of remaining in Germany may be subject to a residence obligation until a decision is made on their asylum application.

If the asylum application is rejected as manifestly unfounded, the residence obligation applies until the person leaves Germany.

Exceptions to the residence obligation:

This restriction does not apply to appointments at authorities and courts.

For other occasions, you must first obtain permission from the Foreigners' Registration Office.

If you leave the district without permission, you may be fined. If you repeat the offence, you may face a prison sentence of up to one year.

Residence requirement

What is a residence requirement?

You have to live in a certain place or in a certain flat. This also applies to shared accommodation. You are not allowed to simply move. You have to submit an application to the foreigners authority.

What is the aim of the residence requirement?

The residence requirement is intended to support the even distribution of refugees and other immigrants in Germany and prevent too many people from being concentrated in certain regions. The aim is to distribute the burdens and costs incurred as fairly as possible across many municipalities.

How long does the residency requirement apply?

The duration of the residency requirement can vary. It can apply for the entire period in which the person has the corresponding residence permit or tolerated stay. In some cases, the condition can be cancelled after a certain period of time if certain conditions are met. For

example, the person may find a job or the reasons for the residence requirement may no longer apply.

The following persons are subject to a residence requirement:

- Asylum seekers and persons entitled to protection: the residence requirement often applies to persons who have applied for asylum in Germany or who have been granted international protection (for example as a refugee).
- Persons with tolerated stay: People who have a tolerated stay permit, i.e. who are allowed to stay in Germany temporarily but would actually have to leave, may also be subject to a residence requirement.
- Other residence titles: People with certain residence titles who are authorised to live in Germany for humanitarian reasons may also be subject to a residence requirement. This mainly applies to displaced persons from Ukraine and persons with a positive asylum decision.

Is it possible to move for a job?

Yes, this is possible. However, you must fulfil certain conditions. These are regulated either in § 12 a or § 24 of the Residence Act.

For example, you may move if you are starting vocational training or studying. It is also possible to move so that you can take up a job that is subject to social security contributions. This applies if the job is too far away from your old place of residence. Cancellation of the residence requirement is possible for both temporary and permanent employment.

Please note the following:

- the employment must be expected to last longer than 3 months
- The weekly working hours must be at least 15 hours
- The net income must be above the standard requirement for accommodation and heating, which is specified in the citizen's allowance

Application to change or cancel the residence requirement for tolerated persons:

You must submit the application to cancel or change the residence requirement to the foreigners authority in your current place of residence. As a tolerated person, this is only possible if you have taken up employment or for family reasons. In rare cases, there may be other reasons for moving.

What documents are required?

If you have taken up employment:

- the completed application form
- a copy of the employment contract or training contract
- The probationary period must be over.
- Copies of the last three wage or salary statements

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- the tenancy agreement for the flat with additional costs

For family reasons:

- the completed application form
- Proof of the family relationship (nuclear family only)
- the tenancy agreement for the new flat with additional costs

Important: Do not sign the tenancy agreement until the foreigners authority at the new place of residence has approved the move.

Request for redistribution

What is a request for redistribution?

An application for redistribution is an official request to change your place of residence within Germany. There must be special reasons for this, such as family reunification, medical needs or other cases of hardship. The competent authorities examine the application and decide on a possible relocation.

Who can submit a redistribution application?

Only persons who are still in the asylum procedure can apply for relocation. Once a decision has been made on your asylum application, there are other procedures for relocating you.

What are the possible reasons for relocation?

A person can apply for relocation if they have good reasons for doing so. One reason is, for example, if the spouse, parents or children live in another part of Germany and you want to be closer to them. Specialised medical treatments or therapies that are only available in a certain location may also be necessary. Other reasons may be exceptional circumstances that make relocation necessary. One reason may be that the person is exposed to particular risks or burdens in their current place of residence.

How is the application made?

The application for redistribution must be submitted to the responsible foreigners authority. In the Schleswig-Flensburg district, your application will be submitted to the [Migration Management](#) Department. The Foreigners' Registration Office is part of Migration Management.

The foreigners authority will check the application. If you want to move outside your district, the Aliens' Registration Office may not decide on your application alone. The foreigners authority that will be responsible for you in the future must be involved in the decision. They will also check whether your reasons are sufficient. If the application is approved, you can move to your new place of residence. It may take some time before a decision is made on your application. You must be prepared for this.

When can the application be rejected?

If the reasons are not considered sufficient to justify a relocation. Your application may also be rejected if the specified new place of residence is already overcrowded or has no space for further refugees.

Important notes

Redistribution can have an impact on social benefits and integration measures. This is because these are often tied to the respective place of residence. It is also advisable to seek advice from a lawyer or advice centre before submitting an application. Then you can better assess the chances of success and possible consequences.

What ID documents are available?

There are different identity documents. They depend on the legal status a person has in Germany.

What is proof of arrival?

A proof of arrival is a certificate that proves that you have an appointment to apply for asylum. It is there for the time between registering as an asylum seeker and officially applying for asylum at the Federal Office for Migration and Refugees.



What is a residence permit?

Asylum applicants receive a residence permit. It is issued during the asylum procedure until a decision is made by the Federal Office for Migration and Refugees. It is the document you receive when your asylum application is processed.

The residence permit contains conditions regarding employment, housing and initial spatial restrictions. This means that it states whether someone is allowed to work and also whether someone has to live in a certain area. If a work permit is required, this can be applied for at [Migration Management](#).

There are various counselling options. If you have any questions about work, you can contact [All aboard](#). You can also ask general questions at [Migration Counselling](#).



What is a fictitious certificate?

Recognised refugees receive a fictitious certificate. It is issued if the asylum application has been approved but the residence permit has not yet been finalised. A fictitious certificate can also be issued if you extend your residence permit. You will then be issued with a fictitious certificate until you receive your residence permit.



What is a tolerated stay permit?

A tolerated stay is a suspension of deportation. It is not a legal stay. It is granted if deportation is not possible. This is the case if there are particularly important reasons against leaving the country. Are tolerated persons allowed to work?

Yes, in principle they can. However, an application must first be submitted to [Migration Management](#). The migration management must check this. It can approve or reject the application if there are reasons against it. You can also seek advice. The best way to do this is at



[Alle an Bord](#). This is an advice centre for refugees who want to find out about work.



What is a residence permit?

A residence permit is issued to people who have a recognised reason for being in Germany. This can be a positive asylum application, but also a work visa or a student visa. A residence permit is only valid for a certain period of time. It is issued for the purposes specified in the Residence Act. For example, for residence on humanitarian grounds, for training or for study. With certain residence permits, you have unrestricted access to the labour market without a work permit. Some residence permits restrict the possibility of employment. If you would like to find out whether you are allowed to work, you can obtain information from the [migration counselling service via the mbeon app](#) or from [Migration Management](#). If you are looking for work and are dependent on financial help from the citizen's allowance, the job centre is responsible. In the Schleswig-Flensburg district, this is the migration management centre.

The residence permit is the basis for a permanent right of residence. If you have a residence permit, you can later obtain a settlement permit (Niederlassungserlaubnis). Of course, the requirements for this must also be met.



Protection status

What is a protection status?

A protection status is a status under immigration law that offers protection to people in Germany. Protection status is granted if you can no longer live in your home country. A protection status under immigration law is a legal recognition that offers people protection from persecution or serious harm. It gives you the right to stay in Germany.

What rights and obligations do I have with a protection status?

Depending on your protection status, you may have rights and obligations regarding residence, work, education and social benefits. Some people have similar rights to Germans. Persons entitled to protection must comply with the laws and regulations of the right of residence. They must report regularly to the authorities and take part in integration courses.

How long do I receive protection?

Some types of protection status can be permanent. Others are temporary and are regularly reviewed. Depending on the protection status, the residence permit is granted or extended for between 1 and 3 years.

Can I lose my protection status again?

Yes, under certain circumstances you can lose your protection status. If you are travelling to your home country, it may be checked whether you still need protection in Germany. The BAMF may assume that you are no longer being persecuted or that you are no longer at risk of harm. Even if you have fled civil war and this war has ended, you may lose your protection status. This always depends on the individual case.

Refugee recognition


What is refugee recognition?

Refugee recognition means that someone is officially recognised as a refugee because he or she has fled their home country and needs protection in Germany. A refugee is a person who is persecuted in their home country or whose life is in great danger and is therefore seeking protection in Germany. If the authorities decide that someone needs protection, this status is officially recognised. This means that the person may stay in Germany. The person can also enter Germany from a safe third country.

How does refugee recognition work?

After entering the country, the person must report to the police or a foreigners authority as soon as possible. There they must state that they wish to apply for asylum. The Federal Office for Migration and Refugees examines the application. It will find out whether the person is being persecuted in their home country. If the examination shows that the person actually needs protection, their refugee status is recognised. The person is then allowed to stay in Germany.

What does recognition of asylum mean for the person seeking protection?

The person is allowed to stay in Germany and is granted temporary residence for three years. They have rights such as access to housing, work and education. The person can receive certain social benefits to secure their livelihood if they are not working. When the stay expires, they must report to  [Migration Management](#) to have their stay extended. It is a criminal offence for a person to stay in Germany without a residence permit. As long as persecution continues in their home country and no other changes occur, they can remain in

Germany.

Subsidiary protection

What does subsidiary protection mean?

Subsidiary protection means that you can still stay in Germany under certain conditions, even if you are not entitled to asylum and are not recognised as a refugee. This is the case if you are threatened with serious harm in your home country, for example due to a civil war.

How do I obtain subsidiary protection?

You must first apply for asylum. If you are not recognised as a refugee, the Federal Office for Migration and Refugees will check whether you are eligible for subsidiary protection. People who are granted subsidiary protection are often fleeing civil war. Subsidiary protection can also be granted if there is a threat of other serious harm.

What does subsidiary protection mean for the person seeking protection?

Anyone who has been granted subsidiary protection may initially stay for three years. An extension of a further two years is possible if the dangers in the home country persist. However, subsidiary protection does not include all the rights that those entitled to asylum and recognised refugees have. For example, all persons with subsidiary protection must go to the embassy of their home country to obtain a passport. They are subject to the passport requirement. When their stay expires, they must report to [Migration Management](#) to have their stay extended. It is a criminal offence for a person to stay in Germany without a residence permit.

Ban on deportation

What is a ban on deportation?

A ban on deportation applies to persons who cannot be deported for particularly serious humanitarian reasons. This is the case, for example, if there is a risk of harm in the home country due to special personal circumstances or exceptional hardship.


When will I receive a ban on deportation?

The BAMF examines the ban on deportation if no other protection status can be granted. A ban on deportation is granted if a person is in great danger in their home country. This primarily applies to particularly vulnerable groups who are at risk of inhuman or degrading treatment or punishment. This means that bad things could be done to these people. This does not mean that they could go to prison for criminal offences. Particularly vulnerable groups are sometimes women or members of certain religions. This often depends on the situation in the individual countries.

Illness can also be an important reason. If people are very ill and cannot return to their home country, deportation may also be prohibited. Deportation can also be prohibited if the illness cannot be treated appropriately in the home country.

What does a ban on deportation mean for people?

The person may stay in Germany. They are granted temporary residence for one year. The person may remain in Germany as long as the ban on deportation applies. The reasons for the ban are reviewed regularly. The person has rights, for example access to housing, work and/or education. The person can receive financial support to secure their livelihood if they are not working.

When the stay expires, they must report to  [Migration Management](#) to have their stay extended. It is a criminal offence for a person to stay in Germany without a residence permit. As long as they are in danger in their home country and no changes have occurred, they can remain in Germany.

Recognition of asylum


What does asylum recognition mean?

Asylum is protection for people who are persecuted in their home country because of their opinion, religion or origin and therefore wish to stay in Germany. If the BAMF decides that someone needs protection, this status is officially recognised. This means that the person is allowed to stay in Germany and is granted certain rights. Asylum is only recognised if the person is not travelling from a safe third country.

How can I obtain asylum?

You must first apply for asylum. The Federal Office for Migration and Refugees (BAMF) then checks whether you are being persecuted and can no longer return to your home country. The BAMF also checks whether you have already been granted asylum in another country and have come to Germany from a safe country.

What does recognition of asylum mean for me?

You are allowed to stay in Germany and are granted temporary residence for three years. You have rights such as access to housing, work and education. You can receive certain social benefits to secure your livelihood if you are not working. When your stay expires, you must register with  [Migration Management](#) to extend your stay. It is a criminal offence for a person to stay in Germany without a residence permit. As long as the persecution in your home country continues and no other changes occur, you can stay in Germany.

Apostilles & legalisation

What are apostilles & legalisations?

Apostilles are the legalisation of the signature and seal of the competent authorities. You need it if you want to use German documents abroad.

Where do I need to go?

You must contact the competent supervisory authority responsible for the authority that issued the document. For example, if the Schleswig registry office has issued a birth certificate, then the Schleswig-Flensburg district registry office supervisory authority is responsible for notarising the certificate.

How can I contact the Schleswig-Flensburg district?

You can contact the offices. If you apply for an apostille there, the offices will contact the district. There is also a form on the district website. You can simply fill this out and send it to the district administration with the original certificate.

What do I have to pay attention to?

Only the city of Flensburg is responsible for certificates issued by the city of Flensburg. For example, if you were born in Flensburg and the city of Flensburg issued the certificate, only the city of Flensburg can issue the apostille.

ID cards and passport photos: Changes from May 2025 in Germany

From May 2025, there will be new rules for ID documents and passport photos in Germany. Here is a simple explanation of the most important points:

- Passport photos will only be digital:
 - Passport photos for ID cards may no longer be brought on paper.
 - They must be taken digitally and sent directly to the authorities.
- This works:
 - at special photo machines at the Citizens' Registration Office (cost: approx. 6 euros).
 - at authorised photographers and drugstores.
- The images are stored in encrypted form:
 - The authorities can retrieve the image online using a special code.
 - This protects against identity theft and makes ID cards more secure.
- These ID documents are affected:
 - Passport
 - identity card
 - Electronic residence permit
 - Travel documents

Further information:

- From May 2025, ID cards may also be sent home by post.
- It will be possible to receive an e-mail reminder shortly before the ID card expires.
- The address can be changed more easily. It is possible to receive security stickers by post. You can stick it on the ID card yourself.
- Since January 2024, children from the age of 6 must also provide fingerprints. There will only be passports with a chip.

Work, training and study

Information

Whether you are authorised to work in Germany depends on your residence status. You can find information on this under: [How can I work?](#)

Have you already obtained educational or vocational qualifications abroad? Then it is important that these qualifications are recognised in Germany. You can find out how to do this here: [Recognition of foreign qualifications](#)

There are around 400 training occupations in Germany. Would you like to do an apprenticeship? You can find lots of information and contacts here: [Vocational training](#).

Children and young people have to go to school from the age of six. You go to school until you start an apprenticeship or study programme. With a school-leaving certificate, you can learn a profession. If you want to study, you have to go to school for longer.

Would you like to study? Then you will find lots of information and contacts here: [Study](#).

When am I allowed to work? (work permit)

When can I work?

There are different rules for foreigners when it comes to working in Germany. It depends on what [status](#) you have:

Have you applied for asylum?

If you have applied for asylum, you are allowed to work after a waiting period of 3 months.

Do you come from a safe country of origin?

People who have applied for asylum and come from safe countries of origin are not allowed to work at all. These countries are currently Albania, Bosnia, Herzegovina, Ghana, Kosovo, Macedonia, Montenegro, Senegal and Serbia.

How can I work if my asylum application has been pending for more than three months or if I have a tolerated stay?

People seeking asylum and tolerated persons generally have to apply for a work permit. You will find an indication of whether you need to apply for a permit in advance in your identity document. You submit the application to your immigration office. However, you need to know exactly where you want to work.

The work permit must be issued before you start work. You are not allowed to work without the permit.

The foreigners authority usually also needs permission from Bundesagentur für Arbeit. They still have to check the working conditions. However, the foreigners authority can also prohibit tolerated persons from working. They prohibit it if you cannot show any ID or other important documents. Recognised refugees, persons entitled to asylum and persons entitled to subsidiary protection can work immediately. They do not need a special permit.

Am I allowed to do an internship?

Yes, that is possible. If you would like to test whether a job suits you, you can arrange a so-called "trial employment" with a company. You need permission from the Federal Employment Agency for this. This is stated in the law (§ 39 AufenthG, § 32 Para. 1 BeschV). It also states that the company must pay you. You must be paid at least the minimum wage.

You can find more information here:

[BAMF "Labour market access for refugees"](#)

[Information for international skilled workers "Make it in Germany"](#)

Support for people receiving citizens' income

If you receive citizen's allowance, you will be supported by the job centre in your search for work. You will have a personal contact person who will advise you and develop a strategy with you. These people are called case managers (Fallmanager).

Case managers help you to find a job or training programme. Your case manager will talk to you about what you have already done and what your goals are. Together you will make a plan on how to achieve these goals. Some goals are not immediately achievable or cannot be realised on the German labour market. The case manager will then support you in developing new ideas and guide you through this process. You will also receive support in searching for job advertisements, applying for jobs and preparing for job interviews.

Case managers know many companies that are looking for employees. Many case managers also work with companies to find the best candidates. Their aim is to match the right people with the right jobs.

In the Schleswig-Flensburg district, you can find your case manager at the [social centres](#). If you have any questions, you can ask for support there and make an appointment with your case manager.

Support for people who receive asylum seeker benefits

If you receive asylum seeker benefits and have questions about the labour market, you can seek advice from the Employment Agency. To do this, it is important that you contact the Employment Agency yourself. You will only be given an appointment if you have registered with the Employment Agency yourself. You can then talk to a counsellor about work.

This counselling is voluntary and free of charge. You can discuss with your counsellor what career goals you would like to achieve. You will learn a lot about the German labour market through discussions and internships, for example. Your contact person will support you in your

search for work or training.

There is a [branch of the Employment Agency](#) in Schleswig at .

Job centre and employment agency



Job centres and employment agencies are two different institutions.

Both institutions support people who are looking for work or have questions about the labour market. Whether you can go to the job centre or the employment agency with your question depends on various factors.

The job centre is responsible for you if you are entitled to benefits according to SGB II (citizen's allowance). If you receive citizen's allowance, you will automatically have a personal case manager. You will be invited to appointments by your case manager and can discuss your questions with them.

If you receive asylum seeker benefits, you can register with the Employment Agency. You will then receive counselling there. The prerequisite for counselling is that you register there yourself and say that you would like counselling. Only then will you be given an appointment. You can also get an appointment at the Employment Agency if you have a job and would like to change it.

Counselling is free of charge.

In addition to counselling at the  [job centre](#) or the  [employment agency](#), you can also seek advice at a counselling centre.


Information for companies

Where can I get information if I want to employ someone from abroad?

There are many questions if you want to employ people from abroad.

- Who is authorised to work?
- How long can someone stay?
- When will a certificate be recognised?

These are all difficult questions that depend on the details.

Of course, you are welcome to contact  [Migration Management](#). However, we have also linked a few websites with information and counselling options. For example, there are the pages of the Federal Employment Agency:

 [Federal Employment Agency brochure "Employment of foreign workers"](#)

 [Federal Employment Agency "Employing refugees"](#)

If you want to get an overview, you can check the "Make it in Germany" page to see where to go with your question:

 ["Make it in Germany"](#)

The chambers of industry and commerce have also published a lot of help. You can also get advice there:

 [Netzwerk Unternehmen integrieren Flüchtlinge](#)

 [IHK Schleswig-Holstein "Refugees in Schleswig-Holstein"](#)

 [IHK Flensburg: Integration counselling](#)

The Welcome Centre is located in Kiel. It connects companies and people who want to work in Schleswig-Holstein.

 [Welcome Centre Schleswig-Holstein](#)

Advice on the labour market

In the Schleswig-Flensburg district, refugees can receive support in their search for work. There are various organisations that can help you. If you have any questions about the labour market, you can contact either "[Alle an Bord!-Perspektive Arbeitsmarkt für Geflüchtete](#)", the [Migration Social Counselling](#) Service or the [Youth Migration Service](#).

How does the counselling help you?

- Help with career choices and application training.
- Support in the search for internships, apprenticeships, jobs or university places.
- Information about funding opportunities.
- Help with the search for language courses.
- Support with contacts to authorities and job centres.
- Help with the recognition of qualifications from the home country.
- Support for refugees and employers in the initial period after work or training in order to avoid problems.

Who can take part?

The programmes are open to all refugees, regardless of where they come from or how old they are.

Where and how?

Counselling takes place by appointment. Please call or send an e-mail. You can of course also contact the [Migration Management](#).

Voluntary services

Voluntary Ecological Year

Freiwilliges Ökologisches Jahr (FÖJ)

The Freiwillige Ökologische Jahr (FÖJ) is an ecological education year. It gives young people the opportunity to spend a year working in environmental protection and nature conservation and to orientate themselves.

The FÖJ programme lasts 6 to 24 months. During this time, participants get involved in nature conservation and environmental protection. At the seminars, you can exchange ideas with other volunteers. You also deal with ecological topics.

At the end of the programme, you will receive a certificate. This can help you in your future career.

Requirements for participation in FÖJ:

- between the ages of 18 and 26
- Good knowledge of the German language
- an application for asylum has already been submitted
- have been in Germany for at least 3 months
- the foreigners authority agrees to an FÖJ

You can find more information here:

 [Voluntary Ecological Year in Schleswig-Holstein.](#)

 Multilingual flyer

- [FÖJ Flyer.pdf](#)
- [FÖJ Flyer Ukrainian.pdf](#)

Federal Voluntary Service

What is the Federal Voluntary Service?

The Federal Voluntary Service (Bundes-Freiwilligendienst) gives people who have completed their full-time compulsory schooling the opportunity to do something for themselves and others. The abbreviation for the Federal Voluntary Service is Bufdi.

How long does the Bufdi programme last?

It lasts 6 to 24 months.

What do you do as a Bufdi?

During this time, you work in a hospital, an animal shelter or another social organisation, for example. You can also attend educational programmes during this time. At the end, you will receive a certificate. This can help you in your future career.


What do I have to do if I want to be Bufdi?

Ask at  [Migrationsmanagement Kreis Schleswig-Flensburg](#) beforehand whether you need a permit.

I would like to know more - where should I go?

You can find more information about the Federal Voluntary Service [here](#).

I would like to volunteer, but not as Bufdi - can I do this?

Non-profit, voluntary work is also a good way to learn German and gain qualifications. For example, you can get involved in the volunteer fire brigade or sports clubs. You can also find out more on the tile:  [Volunteering: I would like to help](#).

Voluntary social year

Voluntary Social Year (FSJ)

During a Voluntary Social Year, you help out in a social organisation. From elderly care, kindergarten to hospital, culture and technology - there is something for everyone in the FSJ. The possible areas of work are diverse.

The FSJ lasts 6 to 24 months. During this time, participants work in a social field. In addition to their work, participants take part in seminars. At the seminars, you can exchange ideas with other volunteers and find out about various topics.

At the end, you will receive a certificate. This can help you on your future career path.

Requirements for participation in the FSJ:

- between the ages of 18 and 26
- Good knowledge of the German language
- an application for asylum has already been submitted
- have been in Germany for at least 3 months
- the foreigners authority agrees to an FSJ

General conditions:


Participants receive pocket money of at least 410 euros per month.

There is a holiday entitlement of at least 26 days holiday per year.

Participants are covered by social insurance during their FSJ placement. Contributions to the most important insurances are paid by the placement centre.

Some placement centres offer accommodation.

The Voluntary Social Year and the Federal Voluntary Service are very similar. The main difference is the age limit.

You can find more information here:  <https://ich-will-fsj.de/>

How do I find job adverts?

Many job vacancies can be found online. These job exchanges do not cost any money.



The Federal Employment Agency (Bundesagentur für Arbeit) is an authority responsible for finding work. There is a job exchange provided by this agency. It is called Jobbörse (Jobbörse). You can view it on the Internet. It is also available as an app:


Download for Android:  [click here](#)




Download for iPhone:






[click here](#)

There are also job exchanges specifically for refugees:  www.workeer.de or at  [Science4Refugees](#)

If you are an international skilled worker and would like to find out more about working and living in Germany, you can visit the portal  [Make-it-in-Germany](#). Many topics are explained here and you will find many links.

Would you like to learn a profession? Then you can find out more on the website  [Ausbildung Klarmachen](#) or search for apprenticeships directly on the [IHK apprenticeship exchange](#). You can find apprenticeships in the skilled trades at  [Handwerkskammer](#). If you are looking in the agricultural sector,  [Landwirtschaftskammer](#) can help.


Do you need help?

If you receive citizen's allowance, you can click  [here](#). If you receive asylum seeker benefits, click  [here](#). If you are not sure, you can also simply contact  [Migration Management](#) of the Schleswig Flensburg district.

How do I apply?

If you want to start a job or training programme in Germany, you must apply in writing. In most cases, you apply to a company because it has placed a job advert. This means that the company is looking for new employees. The job advert states what kind of work or training is involved and what the company expects from the employee. It also states where and how you should apply.

If the company is interested in you, you will usually be invited to an interview where you can introduce yourself in person. Please allow plenty of time and make sure you arrive on time for the interview. It is best to prepare for the interview in detail beforehand and gather important information about the company. Visit the website and read through the history of the company and find out about the products or services. If you arrive on time for the appointment and ask questions during the interview, you will show the company your motivation and interest in the apprenticeship or job.

 [Here](#) you will find information on the search for apprenticeships and jobs.

An application usually consists of three parts:

Cover letter

In your personal cover letter, briefly introduce yourself and explain why you are suitable for the vacancy. For example, describe what experience you have already gained in your home country. Find out more about the company and describe why you would like to work there. Your cover letter should fit on one page. Sign your cover letter. There are many templates and aids on the Internet. It is important that you do not simply copy and paste. Your cover letter must suit you and the position.

Curriculum vitae:

The CV lists all your experience and is structured like a large table. Write from when to when you worked at which company. Note where you completed your training or studies. Write where you went to school and what school-leaving qualification you obtained. You don't have to include a photo in your CV, but many companies like it if you do.

Certificates and supporting documents:

It is important that you include copies of your certificates (no originals!). Certificates are your school-leaving certificate, your degree and work references from the past. The certificates should be in German or English, otherwise they should be translated. You should also send proof of internships, further training relevant to the job or certificates from your German course. The job advert will tell you how to apply. Read exactly what it says.

Written application:

Buy a nice application folder and put your cover letter, CV and certificates in it. Then send the application to the address given in the job advert.

Email application:

Many applications are now sent by e-mail. Combine your cover letter, CV and references into one PDF file and send this as an attachment to the e-mail. In the e-mail, write a short text addressed to the person who will receive your application.

Online:

Large companies have their own website where you have to apply. You have to register there with your e-mail address and can then send your application there.

On-site help:

If you have any questions about applications or need support, please contact your responsible case officer at [!\[\]\(0fb13ad0bfa3d86868cdd3883e5665b3_img.jpg\) Migrationsmanagement Kreis Schleswig-Flensburg](#). The



[Migration counselling and youth migration service](#) or the advisors at



[Beratungsnetzwerk Alle an Bord! - Perspektive Arbeitsmarkt für Geflüchtete](#) -



[Beratungsnetzwerk Alle an Bord! - Perspektive Arbeitsmarkt für Geflüchtete](#) can also help you.

You can find further helpful tips for your application at [Planet Beruf](#).



Europass:

Europass is a multilingual online portal (over 20 languages) that helps migrants to visualise their skills and knowledge. It offers the free opportunity to create a language passport or a CV using an online tool. You can also find important tips for good job applications on Europass.

 <https://europa.eu/europass/de>

Help with your application:

Here you can create a CV and cover letter free of charge. In some cases, you can also import your data from Xing or LinkedIn. It is also possible to write your own texts in the template or import files.

-  <https://generator.bewerbung.net>
-  <https://www.bewerbung.de/>
-  <https://www.lebenslauf2go.de/>

Cover letters and CVs

Here you will find information and templates for cover letters and CVs:

 [Karrierebibel](#)

 [Bewerbungswissen](#)

 [Bewerbung2Go](#)

Language exercises


On the VHS learning portal "I want to learn German" and the Goethe-Institut website "Deutsch für dich" you will find exercises on the subject of job applications and the world of work in general. This will help you learn about the world of work and improve your German language skills:



<https://b2-beruf.vhs-lernportal.de/wws/9.php#/wws/home.php>



Job interview

You can find more helpful tips for job applications at  [Planet Beruf](#).

What types of employment contracts are there?

Internship

Not sure which profession is right for you or which job suits you best? A work placement can help you decide. You can find out whether you like a job in practice and whether it suits you. An internship is also a good opportunity to improve your German language skills or prepare for an apprenticeship.

What should you bear in mind?

Your residence permit determines whether you are able to do an internship or whether you have to obtain authorisation from the authorities. Make sure you speak to your advisor at



[Migrationsmanagement Kreis Schleswig-Flensburg](#) before you start.

How do I find an internship?

In principle, an internship is possible in any company or institution. Find out which companies there are and which activities you would like to familiarise yourself with. A personal enquiry is often worthwhile.

You can use the Jobbörse website at Agentur für Arbeit to search for an internship. Or contact the



[Beratungsnetzwerk Alle an Bord! - Perspektive Arbeitsmarkt für Geflüchtete](#) -



[Beratungsnetzwerk Alle an Bord! - Perspektive Arbeitsmarkt für Geflüchtete](#). The staff will be happy to support you in your search for an internship.

You can also search for internships [here](#).

Education

In Germany, it is a great advantage to have an education. People with training earn more money on average over the course of their lives. They are less likely to become unemployed and do not have fixed-term employment contracts as often as people who are looking for work without a vocational qualification. Fixed-term employment contracts only run for a few months or years and then come to an end.

Apprenticeships are also referred to as training places or apprenticeships.

How does an apprenticeship work in Germany?

Dual vocational training is a speciality in Germany. Around a third of dual training takes place at a [vocational school](#) and around two thirds at a training company. This means you learn theory and practice at the same time. You also earn money during your training.

There are short videos [here](#) that explain what an apprenticeship is.

Depending on the type of occupation you want to learn, you should contact the appropriate organisation.

Chamber of Crafts (HWK)

The Chamber of Crafts is responsible for skilled trades. The abbreviation is HWK. This covers professions such as baker, bricklayer or painter. The Chamber of Skilled Crafts looks after all companies and professions in which something is produced. In the Schleswig-Flensburg district,




[Handwerkskammer Flensburg](#) is responsible.

Chamber of Industry and Commerce (IHK)

The Chamber of Industry and Commerce is responsible for professions in industrial production, trade and services. The abbreviation is IHK. This includes, for example, the occupation of plant mechanic or wholesale and foreign trade clerk.

In the Schleswig-Flensburg district,  [IHK Flensburg](#) is responsible.

Chamber of Agriculture (LKSH)

The Chamber of Agriculture is responsible for professions in agriculture and forestry. This includes professions such as farmer, gardener or landlord. In the Schleswig-Flensburg district, the  [Landwirtschaftskammer Schleswig-Holstein](#) is responsible.

How can I find training places?

There are vacancies on the websites of the Flensburg Chamber of Crafts, the Schleswig-Holstein Chamber of Agriculture and the Flensburg Chamber of Industry and Commerce. The IHK also has its own [apprenticeship exchange](#). Here you can find apprenticeships from all over Germany for all professions represented by IHK.

Apprenticeships can also be found on all online job exchanges. The largest job exchange in Germany is the website of the Federal Employment Agency: <https://www.arbeitsagentur.de/jobsuche/>. This is where you will find most training and job vacancies. There are many other websites that offer jobs.

You can also find regional apprenticeships, for example, at www.jobs.sh. This is a job exchange of the Schleswig-Holstein newspaper publisher, where there are many apprenticeships and job offers.

Independence

What is self-employment?


If you are self-employed, you earn your money with your own company. This can be anything from a petrol station operator to an influencer.

What do I have to do if I want to become self-employed?

There are many regulations to observe in Germany. Not everyone can become self-employed. The website "www.wir-gruenden-in-deutschland.de" offers support for people with a migration background who want to become self-employed and realise their own business idea in Germany.

There is even more information available, for example you can also visit the "[Business Start-up Portal](#)" of the Ministry of Economic Affairs.

What do I have to do if I am self-employed and receive money from the job centre?

You must inform the job centre if you become self-employed. Contact  [Migrationsmanagement Kreis Schleswig-Flensburg](#).

Full-time work and part-time work

Full-time work and part-time work are two different working models.

What does full-time work mean?

Full-time work means that you have a full working week. This is usually 40 hours. You often work five days a week. You usually have a fixed employment contract. As a rule, you get paid more than part-time employees. There are also often other benefits, such as holidays and social benefits.

What does part-time work mean?


Part-time work means that you work fewer hours, for example 20 or 30 hours per week. Part-time employees often work on certain days. This model is good for people who want or need more time for family, studies or other interests. Part-time employees often have less money and sometimes fewer holiday days and social benefits.

Mini job

A mini-job is a form of work where you only work a few hours a week. You only pay a small amount of tax and can work in different areas. Mini-jobs can be in many areas, for example in retail, catering or housework.

One advantage of a mini-job is that you can work flexibly. Many people do mini-jobs alongside their main job or as pupils and students to earn some money.

One disadvantage is that you have fewer social benefits with a mini-job, such as fewer holiday days or no entitlement to unemployment benefit. In addition, you are not automatically covered by health insurance. It is important to weigh up the pros and cons of a mini-job carefully.

There is a website that summarises information on mini-jobs. This site is called  [Minijobzentrale](#). It tells you how much money you can earn and how many hours you can work per month. You should be aware that these figures change from year to year.

Temporary and agency work

What is temporary work? What is temporary work?

Temporary work and agency work are two terms that often mean the same thing. In this type of work, people work for different companies for a certain period of time. The employees are not employed directly by the company, but by a temporary employment agency or agency work agency. These companies send the workers wherever there is a need.

It is a form of labour in which people work for different companies for a certain period of time. They are not employed directly by these companies, but by another company. This is known as a temporary employment agency or temping agency. Another term for these companies is personnel service providers. They lend the workers to other companies that need help. These companies receive money in return.

Temporary workers often have flexible working hours and can work in different sectors, for example in industry or in the office. Temporary work can be a good way to gain experience and learn new skills. However, agency workers often earn less money than permanent employees. They also often get less holiday or sick pay. It is therefore important to inform yourself well before accepting temporary work.

Recognition of qualifications

Recognition of certificates and qualifications from your home country

Have you learnt or studied a profession in your home country? Do you want to work in your profession in Germany again?

A recognition centre can check your qualifications and your profession. You can apply for your profession to be recognised in Germany. This is like a German certificate for your profession or your studies. Recognition helps you to find a good job in Germany. A recognition centre will check your qualification and your profession.

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


In the Schleswig-Flensburg district, the  [Frauennetzwerk zur Arbeitssituation](#) counselling service for all people.

Study

What do I need to know if I want to study?

Am I allowed to study if I am a refugee?

Refugees are allowed to study in Germany. However, they must fulfil the same requirements as other foreign students. They must also speak and write German very well. In most cases, you must have language skills at level C1.

You can find more information at  [Studieren in Deutschland](#).

Where can I study?

There are various ways to study. Most people in Germany study at universities or universities of applied sciences. You can find a list of universities in Schleswig-Holstein at  [hier](#).

What are universities of applied sciences?

At universities of applied sciences, studying is less about theory and more about practice. In most cases, fewer subjects are offered than at a university. The focus here is on technology, social studies, business and media.

What are universities?

Universities are more about theory and research. You can obtain a doctorate at almost all universities. The subjects taught include philosophy, politics, medicine, law, theology, teaching and sport.

What is a distance learning programme?

In addition to studying in person, there is also the option of taking up a distance learning programme.

With a distance learning programme, you can study from home. You learn via the internet. Most examinations are also taken online. You usually have to pay fees if you want to do a distance learning programme.

Where can I find out about study programmes?

You can register with the Federal Employment Agency. To do this, you can go to the [website of the Federal Employment Agency](#).

All degree programmes in Germany are listed with a detailed description on the website www.studienwahl.de with a detailed description. Most universities also have student counselling services. These are centres that answer questions about studying.

In Flensburg, for example, there is the [Zentrale Studienberatung der Uni Flensburg](#) and the [Studienberatung der Hochschule Flensburg](#).

Universities organise open days. It gives you an insight into the degree programmes. You get to know the university and can talk to students and professors. You can find out more about different degree programmes and ask questions. It is very important to note that there are enrolment deadlines that must be met. These deadlines depend directly on your university or college. You can usually find them online on their websites.

Which universities and universities of applied sciences are there in Schleswig-Holstein?

All universities and colleges can be found on the [website of the state of Schleswig-Holstein](#).

How can I have my studies recognised?

As there are many different degree programmes, you need to inform yourself well. Not all degree programmes are recognised in Germany. There are websites that can help you.

How do I find out whether my university is recognised in Germany?


If you would like to know whether the university where you studied is recognised in Germany, you can [click here](#).

How can I have my studies recognised?

If you would like to have your completed studies recognised in Germany, you will find all the important information on the [Recognition in Germany](#) page.


How can I pay for my studies?

Studying at universities and universities of applied sciences is often free of charge. Nevertheless, you need to think about where you will get money to live on. There are various ways to do this.

For example, you can apply for BAfög (BAfög). This is support from the state. Some of this money has to be paid back. You can find more information at  [here](#).

Many students work during their studies.  You can find information about this [here](#).

There are also scholarships. These are financial grants that you do not have to pay back. You receive this as a salary for your studies. However, you must fulfil certain conditions. These requirements are set by the organisations that pay the scholarship. There are various scholarships. Here are a few examples.

-  [Stipendiumplus.de](#)
-  [Germany Scholarship](#)
-  [DAAD scholarship database](#)
-  [Scholarship for students - Hans Böckler Foundation](#)

It is also possible to work and study at the same time. This is called dual study (Duales Studium). Many companies offer this. These study places are advertised like jobs.

You can find more information on the website of the  [German Student Union](#).

Promoting the education of Romno

Foundations usually have the aim of making life better. One of these foundations is called the Hildegard Lagrenne Foundation. It helps the Romno group to get a better education. It gives

them money for this. The foundation also tells them where Romnos meet to talk.

Would you like to read more about the Hildegard Lagrenne Foundation?  [Then click here.](#)

Promotion of special musical or sporting achievements

Foundations usually have the aim of making life better. One of these foundations is called the Heinz Wüstenberg Foundation. It helps young people who are particularly musical. It also supports particularly sporty young people. It gives them money for this. The foundation also pays for trips abroad.

Would you like to read more about the Heinz Wüstenberg Foundation?  [Then click here.](#)

Help and advice

Help with questions about money

Where do I need to go?

In the Schleswig-Flensburg district, the [Migration Management](#) is responsible for your money and financial support.

What documents do I need to apply?

Please bring your valid identity document (Ausweisdokument), bank statements for the last three months and a completed application form. If you speak little German, bring someone who speaks German with you.

Where can I get an application?

In the Schleswig-Flensburg district, the Migration Management is responsible for you. Once your asylum procedure has been completed, the social centre (Sozialzentrum) is responsible for you if you do not earn enough money yourself. There are various social centres in the Schleswig-Flensburg district. If you live in Schleswig, the [Migration Management](#) Centre will remain responsible for you. If you live in the district, you must go to another social centre. The payments end at the end of the month in which you are recognised. An application must then be submitted immediately to the relevant job centre!

Not an emergency - but need a doctor!

Medical on-call service [+49 \(0\) 116117](#)

Not feeling well but don't need an emergency doctor? Then you can call the medical on-call service day and night free of charge.

Is your family doctor closed? Then you can go to one of these surgeries:

 [Helios Klinikum Schleswig, Sankt Jürgener-Straße 1-3, 24837 Schleswig](#)

Monday, Tuesday, Wednesday: 19:00 to 21:00

Wednesday, Friday: 17:00 to 21:00

Weekends and public holidays: 09:00 to 13:00 and 17:00 to 20:00

Paediatrician: Weekends and public holidays: 09:00 to 13:00 and 17:00 to 20:00

[Diako, Marienhölungsweg 4, 24939 Flensburg](#)

Monday, Tuesday, Thursday: 19:00 to 22:30

Wednesday, Friday: 15:00 to 22:30

Weekends and public holidays: 09:00 to 22:30

[Paediatrician: Children's clinic. Marienhölungsweg 4, Flensburg](#)

Friday: 17:00 to 19:00

Weekends and public holidays: 10:00 to 13:00 and 17:00 to 19:00

Dental emergency service


 **Here you will find an open [emergency practice](#).**

Pharmacy emergency service


Outside of Öffnungszeiten you can find an [emergency pharmacy near you](#) here.

Further emergency numbers


Police

 [+49 \(0\) 110](#)

Fire brigade


 [+49 \(0\) 112](#)

Ambulance or emergency doctor


 [+49 \(0\) 112](#)

Help for children and young people


Child Protection Association Schleswig Region:

 [+49 \(0\) 174/2504880](#)

[@anlaufstelle@kinderschutzbund-sl-fl.de](mailto:anlaufstelle@kinderschutzbund-sl-fl.de)

 Capitolplatz 4, 24837 Schleswig

Number against grief [+49 \(0\) 9116111](#)

 [Online counselling](#) - counselling is **free and anonymous**. Here you can find help with bullying, stress with parents, friends or at school. You will find help with fraud on the Internet, anxiety, abuse, eating disorders, depression or addiction.

Who can I talk to about my problems? The [Jugend-Not-Mail](#) can help you. It is a free service.

Who can you call in the event of sexual abuse? Sexual abuse helpline:

 [+49 \(0\) 8002255530](tel:+49(0)8002255530)

 [Online counselling](#)

Who can parents talk to about their children's problems? The parents' helpline helps parents:

 [+49 \(0\) 08001110550](tel:+49(0)08001110550)


Help for women

Frauenhaus Schleswig

Who can go to a women's refuge?

All women who are affected by violence. Women with children can also find protection. You can call or write an email.


 [+49 \(0\) 4621/3944980](tel:+49(0)46213944980)

 @frauenhaus-sl@bruecke.org


 [Women's refuge website](#)

Frauenzentrum Schleswig e.V.

Counselling for women in crisis and experiencing violence. Counselling during pregnancy or in the event of termination of pregnancy.


 [+49 \(0\) 462125544](tel:+49(0)462125544)


 @info@frauenzentrum-schleswig.de


 [Capitolplatz 4, 24837 Schleswig](#)

 [Website Women's Centre](#)

Frauenzimmer Kappeln e.V.

 [Schmiedestraße 18, 24376 Kappeln](#)

 [+49 \(0\) 46427294](tel:+49(0)46427294)

 @info@frauenzimmer.org

 [Website Frauenzimmer](#)

Helpline for women in need:

Violence against women:

☎ [+49 \(0\) 116016](tel:+490116016)

Pregnant women in distress:

☎ [+49\(0\) 40020](tel:+49040020)

Sexual abuse:

☎ [+49 \(0\) 8002255530](tel:+4908002255530)

Help for men

Counselling for men pro familia Flensburg

There are many men who were sexually abused in their childhood or youth. Not only women, but also men are victims of domestic or sexual violence. As a man, it can be difficult to talk about abuse or domestic violence. The men's counselling service offers men aged 16 and over the opportunity to seek advice. Counselling is free of charge. The counsellors have a duty of confidentiality.

☎ [+49 \(0\) 04619092642](tel:+49004619092642)

📍 [Marienstr. 29-31, 24937 Flensburg](#)

@ maennerberatung.flensburg@profamilia.de

🌐 Website of [men's counselling at pro familia](#)

💡 Flyer can be found [here](#)

Specialist counselling centre for sexualised violence/abuse against boys and men

Help hotline: ☎ [+49 \(0\) 04039842662](tel:+49004039842662)

🌐 [Online counselling](#)

The counselling service is **free** and **anonymous**. Counselling for boys and men who have been victims of sexual violence.

Packhaus counselling centre

- Here you can find [information about the counselling centre's services](#)
- Counselling for adolescents and adult men who have become violent or have committed sexualised violence.

Weisser Ring - Counselling for victims of criminal offences

Help hotline: ☎ [+49 \(0\) 116006](tel:+490116006)

🌐 [Online counselling](#)

🌐 [White Ring website](#)

The counselling service is **free of charge** and **anonymous**. You can find personal counselling and help on site [here](#).

Migration counselling and youth migration service

Who can help me with many questions when I have just arrived here?

The migration counselling service (Migrationsberatung) or the youth migration service (Jugendmigrationsdienst) can help you. You can go to the migration counselling service if you are over 27 years old. You can go to the Youth Migration Service if you are under 27 years old. You can talk to them about your asylum application. They will help you find a job. They will help you with your health insurance. They will help you with school and kindergarten. They will help you find accommodation.



Migration counselling:

-  Jens Engel
 [Flensburger Straße 7, 24837 Schleswig](#)
 [+49 \(0\) 462187807](#)
[@jens.engel@schleswig-flensburg.de](mailto:jens.engel@schleswig-flensburg.de)
-  Viktoria Pallei
 [Holmer Noorweg 9, 24837 Schleswig](#)
 [+49 \(0\) 4621965514](#)
[@viktoria.pallei@whp-schleswig.de](mailto:viktoria.pallei@whp-schleswig.de)
-  Corinna Wassermann
 [Hindenburgstraße 2a, 24376 Kappeln](#)
 [+49 \(0\) 46429656833](#)
[@corinna.wassermann@whp-schleswig.de](mailto:corinna.wassermann@whp-schleswig.de)
-  Christina Lagemann
 [Lise-Meithner-Straße 9, 24837 Schleswig](#)
 [+49 \(0\) 46181937](#)
[@c.lagemann@drk-sl-fl.de](mailto:c.lagemann@drk-sl-fl.de)
-  Jesse Kowald
 [Norderdomstraße 6, 24837 Schleswig](#)
 [+49 \(0\) 4621381154](#)
[@j.kowald@diakonie-slfl.de](mailto:j.kowald@diakonie-slfl.de)

Youth Migration Service:

-  Maike Hohmann
 [Norderdomstraße 6, 24837 Schleswig](#)
 [+49 \(0\) 4621381112](#)
[@m.hohmann@diakonie-slfl.de](mailto:m.hohmann@diakonie-slfl.de)
-  Oxana Wittmann
 [Norderdomstraße 6, 24837 Schleswig](#)
 [+49 \(0\) 4621381156](#)
[@o.wittmann@diakonie-slfl.de](mailto:o.wittmann@diakonie-slfl.de)

Migration counselling via the mbeon app

Online counselling mbeon - Multilingual chat counselling

There are many local counselling centres in Germany. If the counselling centre is closed or far away, online chat counselling can help. The [mbeon app](#) contains lots of information on topics such as work, career, health, learning German, housing, family and residence. In addition, mbeon puts you in touch with migration advice centres.

The counselling app is in your native language. The app is free of charge. Counselling is anonymous. The free app can be downloaded from the Google Play Store and the AppStore.

- [mbeon in the Google Play Store](#)
- [mbeon in the AppStore](#)

Is the app only available in German?

The app is available in German, English, Russian and Arabic. You can receive advice in more than 19 different languages.

How does mbeon work?

mbeon provides counselling via chat. All counsellors are experts in migration counselling for adult immigrants (MBE). They respond within 48 hours and help with all questions and problems that come with life in a new environment.

Help with discrimination

I am afraid of right-wing extremism. Where can I get help?

If you need help, you can go to the [migration management](#) centre, for example. There are counselling centres here that can help you if you are being discriminated against. The Flensburg State Democracy Centre is responsible for the Schleswig-Flensburg district. You can call them or write an e-mail:

☎ [+49 \(0\) 46148065160](tel:+493046148065160)

✉ @flensburg@rbt-sh.de

There are many advice centres in Schleswig-Holstein. Many of them are in Kiel. You can contact the advice centres yourself:

- [Antidiskriminierungsverband Schleswig-Holstein e.V.](#)
- [Zebra - Centre for victims of right-wing attacks e.V.](#)
- [Office for the Protection of the Constitution Schleswig-Holstein](#)
- [Refugee Council Schleswig-Holstein e.V.](#)
- [Commissioner for Refugee, Asylum and Immigration Issues of the State of Schleswig-Holstein](#)

Help with anti-Semitism

What is anti-Semitism?

Anti-Semitism is hostility towards Jews. Sometimes it is also hatred of the state of Israel. You can find the exact explanation here: 🌐 <https://holocaustremembrance.com/resources/arbeit...>

I am affected by anti-Semitism. Where can I get help?

If you need help, you can contact the advice centre "LIBA". LIBA will help you free of charge. The advice centre "LIBA" protects your data.

You can call "LIBA" or write an e-mail:

☎0431 - 301 403 798

@

info@liba-sh.de

I have observed or experienced anti-Semitism. Where can I report it?

If you have observed or experienced anti-Semitism, you can contact the advice centre "LIDA". "LIDA" is a free service.

Would you like to report an anti-Semitic incident? Then please use the form on this website: 🌐 <https://report-antisemitism.de/report/>

You can also call "LIDA" or send an e-mail:

☎0431 - 301 403 799

@info@lida-sh.de

Help with antiziganism

What is antigypsyism?

Antiziganism is hostility towards Sinti and Roma. You can find a detailed explanation here : 🌐 <https://holocaustremembrance.com/resources/arbeitsdefinition-von-antiziganismus>

I am affected by antiziganism. Where can I get help?

If you need help, you can contact the advice centre "MIA". You can find more information about "MIA" here : 🌐 <https://mia-sh.de/>

You can call "MIA" or write an e-mail:

☎0172 3121063

☎0172 3123537

@

mia-sh@sinti-roma-sh.de

Help for people with disabilities and impairments

Note: detailed information on the topic of people with disabilities can be found in this app under [Health](#).

💡 Do you have a disability? Then the representative for people with disabilities (Beauftragte für Menschen mit Behinderungen) can help you.

👤 Dieter Dotzauer-Wüst

📍 [Flensburger Straße 7, 24837 Schleswig, Raum 242](#)

☎ [+49 \(0\) 462187822](tel:+49(0)462187822)

@ behindertenbeauftragter@schleswig-flensburg.de

Who is responsible for me if I need money or help?

The integration assistance (Eingliederungshilfe) is responsible for you. You can apply for the services you need for your everyday life.

☎ [+49 \(0\) 462187237](tel:+49(0)462187237)

@ eingliederungshilfe@schleswig-flensburg.de

📍 [Flensburger Straße 7, 24837 Schleswig](#)

Who will help me in Schleswig-Holstein?

State Office for Social Services Schleswig-Holstein

📍 Große Burgstraße 4, 23552 Lübeck

☎ [+49 \(0\) 45114060](tel:+49(0)45114060)

@ post.hl@lasd.landsh.de

How can the state office help me?

For example, you can apply for a disabled person's pass there. You can find more information [here](#).

Debtor and insolvency counselling in the Schleswig-Flensburg district

Do you have debts and don't know what to do? [Debt counselling](#) can help you! We will talk to you about your situation and look for solutions together.

Do you have debts? We can help you if...

- you have debts and don't know what to do.
- you can no longer pay your bills.
- you have lost track of your money.
- You are threatened with a power cut, cancellation of your flat or seizure.
- You are considering filing for personal insolvency.

-
- You are afraid to open your post.
 - You don't know how you can become debt-free.

We can help you with this,

- get an overview of your debts.
- talk to the people or companies you owe money to.
- find a solution without going to court.
- file an application for personal insolvency and support you during the proceedings.
- protect your account from seizure

We are here to help you find a way out of debt!

Important:

- Counselling is free of charge.
- You need an appointment. We can't help you without an appointment.

How to make an appointment:

- Call us at ☎ [04621/87283](tel:0462187283) or ☎ [04621/87-481](tel:0462187481).
- Or make an appointment online - 🌐 [Click here](#)

Good to know:

If you are or were self-employed, we will help you to check whether you need to make a different application. We will explain this to you during the counselling session.

Information on care

Do you need help in everyday life? Are you caring for your family?

Then the [care support centre](#) (Pflegestützpunkt) in the Schleswig-Flensburg region can help you. You can get personalised advice there free of charge. The counsellors at the care support centre listen to you. You can ask questions and tell them about your fears and worries.





📍 [Flensburger Straße 7, 24837 Schleswig](#)
☎ [+49 \(0\) 462187800](tel:+490462187800)
✉ @pflegestuetzpunkt@schleswig-flensburg.de

Help with language, work, career

Advice centre All on board - labour market prospects

The [Alle an Bord](#) advice centre (Alle an Bord) can help you with all questions relating to the labour market and language. You will find Alle an Bord counsellors at the district





administration (Kreisverwaltung). Give them a call and make an appointment.


 Oliver Hoepfner
 [Kreis Schleswig-Flensburg, Flensburger Straße 7, 24837 Schleswig](#)
 [+49 4621878547](tel:+494621878547)
 [@oliver.hoepfner@schleswig-flensburg.de](mailto:oliver.hoepfner@schleswig-flensburg.de)

Recognition of foreign qualifications

Do you want to have your school-leaving qualification, your studies or your profession recognised in Germany?

Then make an appointment with the advice centre. The Frauennetzwerk zur Arbeitsmarktsituation e.V. (Frauennetzwerk zur Arbeitsmarktsituation e.V.) offers you advice. They will help you with the recognition of your qualifications. Counselling is available for men and women. The counselling takes place at the [Migration Management](#) Office by appointment. Please call the contact person and make an appointment.




 Alexandra Eicke
 [+49 \(0\) 46180796480](tel:+49046180796480)
 [+49 \(0\) 18204400965](tel:+49018204400965)
 [@alexandra.eicke@frauennetzwerk-sh.de](mailto:alexandra.eicke@frauennetzwerk-sh.de)

If you would like more information, you can also visit the  [website](#).

Equal opportunities in the labour market

Are you looking after your children on your own? Do you want to work but have no childcare? Your partner doesn't want you to go back to work?

Then call the Equal Opportunities Officer (Beauftragte für Chancengleichheit) and arrange a counselling appointment. She will listen to you and help you integrate into the labour market.

 Anika Nissen
 [+49 \(0\) 462187274](tel:+490462187274)
 [@anika.nissen@schleswig-flensburg.de](mailto:anika.nissen@schleswig-flensburg.de)

Language mediators and cultural mediators

If you do not speak German and need help, please contact our language mediators and cultural mediators (Sprachmittler und Kulturmittler). They will help you with translation and support you in everyday life and at the authorities. The office is in [Migration Management](#). Make an appointment.

 Amed Doski
 [+49 \(0\) 462187672](tel:+490462187672)

@amed.doski@schleswig-flensburg.de

👤 Shilan Doski

☎ [+49 \(0\) 462187472](tel:+49(0)462187472)

@shilan.doski@schleswig-flensburg.de

👤 Elina Küspert

☎ [+49 \(0\) 4621878645](tel:+49(0)4621878645)

@elina.kuespert@schleswig-flensburg.de

Education and participation package (BuT) and education card

If you receive social benefits, you can apply for additional financial help for your child. This should make it easier for your child to progress at school and take part in sports and leisure activities. This support is available because it is important for young people to participate in social life.

What is financial support available for?

School trips and school excursions:

One-day trips with the nursery or school are subsidised by a lump sum on the education card.

School trips that last longer than one day are also supported. The costs of travel, food and admission are covered if all the children in the group go along. Pocket money or personal items are not paid for.

Lunch at school and daycare centre:

A monthly lump sum can be reimbursed. Billing takes place via the education card.

School transport:

Reimbursement of school transport costs is possible. The children's school must be at least 4 kilometres away from their place of residence.

School supplies:

Children receive money for school supplies twice a year. You can also apply for learning support for your child if their promotion at school is at risk. You can obtain the application from your social centre.

Participation in social and cultural life:

For children and young people up to the age of 18, there is a lump sum for membership fees and participation fees in sport, culture or leisure activities. This could be membership of a sports club, for example.

How is the aid paid out?

Some aid is paid by bank transfer. These include school materials, travel costs to school and costs for school trips lasting several days and day-care centre excursions.

Other benefits are paid via the education card. These include, for example, lunch, one-day excursions at school or day care centre, participation in sport, leisure and culture or learning support. However, learning support must be applied for separately. It is best to speak to your caseworker at the social centres beforehand.

Upon application, you will receive an education card for your children. You can hand in the education card to the relevant provider for settlement of the desired benefit.



When can I apply for benefits?

You can apply for these benefits as long as you are entitled to social benefits.



Important information:

- This assistance only applies to children and young people who receive social benefits. This is the citizen's allowance, for example.
- Assistance in connection with school attendance can only be granted up to the 25th birthday. After that, it is too late.
- For cultural and social support, assistance is only available until the 18th birthday.
- This support is not available for pupils who receive a training allowance.
- A separate application must be made for each child or young person.

Where can I find out more?

You can find more information on the [Schleswig-Flensburg district website](#) at . You can also enquire at the [district's](#)  [social centres](#).

Where can I apply for these benefits?

You can find the applications on the Schleswig-Flensburg district homepage under  ["Applications and brochures"](#) or on site at the [district's](#)  [social centres](#).

Lesbian, gay, bisexual, trans* and inter* (LGBTIQ*)

What does LGBTIQ* mean?

The abbreviation LSBTIQ* stands for lesbian, gay, bisexual, transgender, intersex and queer people. Other variants are LSBT, LSBTI or LSBTI*. These terms summarise people with different lifestyles and goals.

Similarities and differences

All LSBTIQ people often experience discrimination. This is because they do not conform to the conventional ideas of gender and love. Some abbreviations add additional letters, for example "A" for asexual. An asterisk stands for other self-designations.

Other designations

Some terms for LSBTIQ* are also:

- LGBT
- LGBTI
- LGBTIQ
- LGBTI*
- LGBTIQ Representative
- LGBTQ
- LGB
- LSBQ
- LGBTI
- lsbtig*
- lsbtig

There may be other terms.

What are fundamental rights? What is equality?

In Germany, people of different religions, genders and nationalities live together peacefully. They have the same rights. This also applies to LSBTIQ* people. They have the same rights as everyone else.

What genders are there in Germany?

There are three official genders in Germany: male, female and diverse. Transgender people can change their gender and their name. Women are allowed to love and marry women. Men are allowed to love and marry men.

Where can I find information and support?

Many LGBTIQ people flee to Germany because they are persecuted in their home country. Are you a refugee and LSBTIQ? You can find help from LSBTIQ* organisations in Germany. They offer support, social contacts and information. The "Queer Refugees Germany" project run by the Lesbian and Gay Federation in Germany (LSVD) also helps.

Lesbian and Gay Association in Germany (LSVD)
Queer Refugees Germany" project

 www.queer-refugees.de

 [@queer-refugees@lsvd.de](mailto:queer-refugees@lsvd.de)

Are there people in the Schleswig-Flensburg region I can talk to?

Yes, there are also people here in the region who you can turn to if you have any questions. For example, if you need counselling and/or help because you are afraid of queer violence and discrimination, you can contact the Proud-.Queer project in Flensburg. This project is offered by

Pro familia in Flensburg. Pro familia is an organisation that campaigns for sexual rights and the right to self-determination. You can either write an email to @ proud.queer@profamilia.de or call ☎ [0461/9092640](tel:0461/9092640).

If you have been the victim of violence or other people are threatening you, you can always contact the police.

Everyday life

What do I need to know about Germany?

Germany is a constitutional state: all people living in Germany must abide by the central principles of the political and legal order. The most important legal basis for life in Germany is the Basic Law. It is the constitution of the Federal Republic of Germany. The Basic Law guarantees human dignity, freedom and justice. There are laws to ensure that human rights are respected. The laws apply equally to all people in Germany. The state must abide by the laws. All people living in Germany must also abide by German laws.

Important values in Germany that are protected by the Basic Law and other laws are

Personal freedom: all adults are allowed to make their own decisions about themselves and their own lives. Whether man or woman, young or old, with or without a disability, regardless of skin colour or religious affiliation. All people are allowed to do what they want as long as they abide by the law and do not restrict the freedom of others.

Equal rights for men and women: Women and men have the same rights. This is reflected in the law and in everyday life.

Children's rights: Children and young people have rights. These rights are set out in the United Nations Convention on the Rights of the Child. It also applies in Germany to all children and young people under the age of 18. In addition, there are many laws in Germany that protect the life, health and rights of children in a special way. The protection of children is always the top priority.

Freedom from violence: Everyone has the right to a life without violence. This means that all people have the right to life and physical integrity. This includes both the physical and mental health of a person. This also applies in the private sphere.

Social justice: The state must respect and protect human dignity. It should therefore ensure the best possible social justice. To this end, it takes legal, financial and material measures. All people in Germany who earn money pay part of their wages to the state (taxes). The higher the income, the more has to be paid. The state should spend this money on the welfare of people living in Germany.

Freedom of opinion: All people are allowed to form their own opinions and express them freely. People are also allowed to express these opinions publicly. All media are also free, all people can inform themselves there. Anyone who expresses their opinion freely must ensure that the personal honour or personal dignity of other people is protected.

Freedom of religion: Religion and faith are private matters in Germany. The state does not dictate to anyone whether and in which God he or she should believe. State and religion are separate. Many people in Germany today are committed to dialogue between religions. The aim is the peaceful coexistence of religious people, believers and people who do not belong to any religion. The state is committed to ideological neutrality. As long as the practice of a religion does not jeopardise democracy or the separation of state and religion, it is protected.

According to the Basic Law, every person in Germany is a free and self-determined individual. No distinctions may be made on the basis of gender, origin (ancestry, language, homeland), skin colour, religion, faith or ideology, disability, age or sexual orientation.

Germany is also a welfare state: in principle, every citizen should be able to support themselves through work. However, the state helps people who cannot or can only partially support themselves. The rules for living together in Germany are based on these basic rights.

Where can I learn more about Germany?

There is a lot of information and books available from the [State Centre for Political Education](#). Some are free, some cost a little money.

Opening hours and public holidays

How long are shops open?

Shops in the Schleswig-Flensburg district are open until 6 pm. Shops are closed on Sundays and public holidays. Exceptions are restaurants, cafés, bakeries and pharmacies.

When do buses and trains run?

You can use your smartphone to find out. For example, you can use the website www.bahn.de. Buses and trains do not always run at the same time. There are often fewer services at weekends and on public holidays than on weekdays.

When are the public holidays?

January

01. January: Neujahr **March/April**

Karfreitag Ostersonntag Ostermontag **May** 01 May: Tag der Arbeit **May/June** Christi

Himmelfahrt Pfingstmontag **October: October** 03 October: Tag der Deutschen Einheit 31

October: Reformationstag **December** 24 - 26 December: Weihnachten

Where can I find the exact dates of the public holidays?

On the website: <https://www.ferienwiki.de/feiertage/de/schleswig-holstein> you can find the current public holidays in Schleswig-Holstein.

When are the school holidays?

You can find school holidays [here](#).

Mobility

Public transport

To get to your destination in the Schleswig-Flensburg district, you can use public transport. These are buses and trains.

Does public transport cost anything?

Yes, using bus and rail transport costs money. Travelling without a ticket is penalised! This is called travelling without a ticket. You need a valid ticket for every journey.

Is there a cheap ticket?

Yes, there is the Deutschlandticket. This year it still costs 49 euros for one month. From January 2025, the Deutschlandticket will cost €58. The Deutschlandticket is valid throughout Germany. The Deutschlandticket is digital. The Deutschlandticket is only available as a subscription. The subscription is automatically renewed and will only be cancelled if you cancel it. The subscription can be cancelled up to the 10th day of each month for the following month. The ticket can be paid either monthly or as an annual one-off payment. It is important that you always have enough money in your bank account so that the monthly payment for the Deutschlandticket can be made. If there is not enough money in the account, the ticket loses its validity.

💡 Please note: if you lose the Deutschlandticket or do not pay on time, it will lose its validity, but you will still have to pay for it. You must cancel the ticket immediately if you lose it. You should only buy a new ticket once the cancellation has been confirmed. If you buy a new ticket without cancelling the old one, you will have to pay double the amount.

What does digital mean?

This means that you can use the ticket with your mobile phone. Or with a chip card. In most cases, you will not receive a paper ticket.

Certain groups of people, such as senior citizens and people with disabilities, receive discounted fares. Please find out more. You can do this on the website, for example: www.bahn.de or at www.nah.sh

Where can I buy tickets?

You can buy tickets at www.bahn.de or at www.nah.sh . There are ticket machines for train tickets at railway stations. You can also buy bus tickets from the bus drivers.

Bicycle

If you know that you will be living in the Schleswig-Flensburg district for a long time, it is worth buying a bike. It's cheaper than travelling by bus or train.

Important traffic rules for cyclists (selection)

- Always ride on the right-hand side of the road
- Do not ride next to each other, but behind each other
- If there is a cycle path, you must ride on the cycle path (always on the right-hand side of the road in the direction of travel)
- Only children up to the age of 11 may use the footpaths by bike
- Using a mobile phone on a bicycle is prohibited.

Further multilingual information on cycling in Germany can be found [here](#).

Purchase and repairs

When buying a bike, make sure that it is equipped as follows and is therefore roadworthy. Otherwise you will have to pay a fine if you are stopped by the police:

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

If you need help repairing your bike, you can contact [Fahrradhilfe Schleswig](#), for example.

Car

What are the traffic rules?

There are many traffic rules in Germany. They exist so that everyone feels safe on the roads. If you would like to find out more about traffic rules, you can download a brochure with important traffic rules from the website <https://www.germanroadsafety.de/>, for example. This brochure is available in 12 languages.

Do I always need a driving licence?

In Germany, you must always have your valid driving licence with you when driving a car, motorbike or tractor. You do not need a driving licence if you ride a bicycle. However, you must still comply with the traffic regulations.

Have you obtained a driving licence in your home country?

Then you can find information [here](#) about whether your driving licence is also valid in Germany.

Where is the driving licence office in the Schleswig-Flensburg district?

You can also ask the [driving licence office](#) of the Schleswig-Flensburg district administration. They will be happy to help you and can tell you whether you are allowed to drive in Germany.

Where can I register my car?

You can register your car at the Schleswig-Flensburg district vehicle registration office. This is particularly easy if you book an [appointment online](#).

Living

House hunting

You can search for flats in the local newspapers or on the Internet:

www.immobilienscout24.de

www.wohnungsboerse.net

www.immowelt.de

www.immonet.de

<https://www.kleinanzeigen.de/s-immobilien/c195>

www.wg-gesucht.de

www.studenten-wg.de

www.fluechtlinge-willkommen.de

Cheap flats are often available from housing associations.

What are housing co-operatives?

Housing co-operatives are associations that exist to build and rent affordable flats to their members. There are various housing associations in the Schleswig Flensburg district.

Would you like to offer housing for rent? Then please register this with your local authority!

Important abbreviations:

1. OG = First floor
App. = Apartment
DB/D`bad = Shower room
EG = Ground floor
EBK = Fitted kitchen
HK = heating costs
inkl. = included
Kaut. = Deposit
MM = Rent per month
NK = additional costs
sof. frei = available immediately
teilmb. = partly furnished
WG = shared flat
Whg. = flat
Wohnfl. = living space
Zi. = room
ZKB = room-kitchen-bathroom

You will find an e-mail address or telephone number in the adverts. You need to call them and make an appointment to view the flat. You will then view the flat with the landlord. If you do not yet speak German well, take a friend or acquaintance with you.

When viewing the flat, you can ask the following questions:

How much does the rent cost per month? How much is the deposit?
How much does electricity, heating, gas and water cost?
Does the flat use a lot of energy?

Signing the rental agreement

You must read the tenancy agreement carefully. If you don't understand everything, ask someone who can help you. The tenancy agreement is important! If you agree with what is in the tenancy agreement, then sign it. Do not pay any money until you have signed the tenancy agreement!

You can also get advice from the >>Verbraucherzentrale [Schleswig-Holstein eV.](#) or the [Deutscher Mieterbund e.V.](#), for example.

If you are registered with the job centre, the job centre must check and approve the tenancy agreement before you sign it. You can only sign the contract once the job centre has given its approval.

You should note that you will have to pay some costs yourself, such as electricity.

Moving in, deposit, housing benefit

You must write your name and that of your family members on the doorbell and letterbox so that you can receive post. You will find a list of things you need to think about when moving in in the [Move-in checklist](#).

Please remember to re-register, i.e. you must report your new address to the residents' registration office in person.

Where can I find my residents' registration office?

You can find your residents' registration office in the administration of the office or municipality in which you live.

What do I have to consider if I am an asylum seeker?

If you are an asylum seeker, you must report any change of residence to the Federal Office for Migration and Refugees (BAMF).

What is a security deposit?

The deposit is a sum of money that you pay to the landlord at the beginning of your stay. The deposit is security for the landlord if something breaks in his flat. If you move out again and nothing has been damaged in the flat, you will get the money back.

What is a residence entitlement certificate?

If you and the people living in your household earn little money, you can get a subsidised flat. To do this, you need a certificate of eligibility for subsidised housing.

Where can I get a certificate of eligibility for subsidised housing?

You can find out about housing entitlement certificates on the [Schleswig-Flensburg district website](#).

What is housing benefit?

[Housing benefit](#) is a financial aid that you can receive if, for example, you work but do not earn much money. Under certain conditions, you are also entitled to housing benefit. You can enquire at the [social centres](#) of the Schleswig-Flensburg district. You can also get help with your application from the [>>Migration Social Counselling](#) Service.

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

Submit housing benefit applications online

From now on, everyone in the Schleswig-Flensburg district can apply for housing benefit online. This includes:

- New applications
- Further applications
- Applications for increases
- Changes for rent subsidy and encumbrance allowance

These applications can be found on the district's website. There is a section with "Online offers". If you click on "Online applications", you will be taken to the forms for the housing benefit application.

What is housing benefit?

Housing benefit is additional support that you can receive, for example, if you work but earn too little money. 🗣️ You can find out more about it [here](#).

Do I have to apply online?

No, you don't have to. The online applications are only intended to make it easier for you.

Neighbours

There are times in Germany when the volume in your own home should only go up to room volume. Room volume means that you must not be too loud. This is to ensure that the night is protected for rest and relaxation.

IMPORTANT: Observe the quiet hours between 10 pm and 6 am.

You can find more information in this video: Handbook Germany "[Quiet times](#)"

If you share a house with several neighbours, there are some rules for everyone. These are called house rules. These can include cleaning the stairwell and the path in front of the house. You will receive the house rules from your landlord when you move in.

Energy and waste

You will need a contract for electricity for your flat, and in some flats also for gas. You can choose the supplier yourself. Make sure you use energy sparingly and [separate your waste](#). But how can you [save energy](#)?

Please make sure that you always separate your rubbish correctly:

- Paper goes in the paper bin.
- Put plastic and packaging waste in the yellow sacks or yellow bins.
- Only residual waste goes in the black bins.

In Germany, waste is collected regularly by the waste collection service ([waste collection dates Schleswig-Flensburg district](#)). On the collection dates, place the bin on the street.

What about broken furniture?

If items are broken that are too big for a rubbish bin, this is called bulky waste (Sperrmüll). This includes furniture, mattresses or carpets, for example. There are additional collection dates for bulky waste. You can find out how to hand in these items on the [Abfall-Wirtschaft Schleswig-Flensburg website](#).

Further information can be found here:

Handbook Germany "[Waste separation](#)"

Heating and ventilation

The correct use of heating and ventilation ensures that you feel comfortable. If used incorrectly, mould can form. This is detrimental to your health and the health of your children.

Ventilating living spaces has three objectives:

- Improving air quality
- Removal of humidity
- Regulating the temperature

Make sure rooms are warm but not overheated. Ventilate regularly for short periods, but with the window wide open. Switch off the heating!

Here you will find [tips on how to improve the air quality](#) in your home.

[Video "Saving in the home"](#)

Broadcasting licence fee

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

The law stipulates that a licence fee must be paid for every home in Germany. However, only one person per home has to pay the licence fee. This costs 18.36 euros per month and must be paid to the ARD, ZDF and Deutschlandradio contribution service. ARD is an abbreviation and describes various public television stations. ZDF is the abbreviation for Zweites Deutsches Fernsehen. Further information can be found on the [broadcasting licence fee website](#).

Do I also have to pay?

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

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

Sample cover letter for a flat advert from the Internet

Subject: Interest in your flat advert

Dear Sir or Madam

I fled from the Ukraine to Germany some time ago. Now I am looking for a new home for myself and my family in the Schleswig-Flensburg district. Your advert appealed to me because the location and furnishings are very well suited to my current needs.

I am currently living in temporary accommodation. However, I am looking for a long-term and quiet place to live. I am currently looking for a job and am actively taking part in language courses. My aim is to enter working life as quickly as possible and lead an independent life in Germany.

I am a calm and reliable person. The rent would currently be covered by the job centre. I would be happy to send you all the necessary documents such as a confirmation of cost coverage, copies of my documents or a confirmation of my participation in the language course.

I would be very pleased if you could give me the opportunity for a personal interview or a viewing of the flat. You can reach me at any time by telephone at [telephone number] or by e-mail at [e-mail address].

Yours sincerely
[First name Surname]

Internet and Free WIFI

For refugees

Unfortunately, there is no legal entitlement to Internet access (WIFI) in your accommodation in Germany. Therefore, there is usually no WIFI in the accommodation centres.

If there is a telephone connection in the accommodation, it is possible for you to take out an internet contract yourself. Talk to the people living in the accommodation about payment beforehand. Consider whether a contract that you can cancel at any time is better than a contract that is valid for a long time, for example 2 years.

Before signing the contract, ask your accommodation provider whether WIFI is technically possible at all and how you can give the technician access.

Current account

General information on opening an account

A current account is important for everyday life.

Why is a current account important?

With a current account you can carry out financial transactions. This includes, for example, making transfers and receiving payments, for example from public authorities. You can also get a debit card to pay without cash or withdraw cash.

Make sure you have enough money in your account for all withdrawals and payments.

Does a current account cost anything?

Yes, a current account costs money. Different banks offer current accounts at different conditions. Find out exactly how much a current account costs each month and what services the bank offers in return. Decide which bank you would like to have an account with. Make an appointment to open an account.

What do I need to bring with me if I want to open an account?

Please bring one of your legitimisation documents with you. This could be proof of arrival, a residence permit or an identity card. You will also need a registration certificate and your [tax](#)

[ID number.](#)

What do I do if I only speak a little German?

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

Information after opening an account

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

Important: Always keep your card and PIN code separate!

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

If your debit card is lost or stolen, have it blocked immediately. State your sort code and account number. Then ask your bank for a new EC card. the telephone number is: ☎ 116 116
This is always available, even at night.

Debts

Debtor and insolvency counselling

What do I do if I have debts?

The [debt counselling centre of the Schleswig- Flensburg district](#) can help if you have too many debts.

There are many rules to follow. You can get a counselling appointment. You can either call ☎ 04621/87283 or [04621/87481](tel:0462187481) or you can make an appointment via the online appointment system. You can find this [here](#).

Pay bills

If you receive letters from companies asking you to pay a sum of money, first check whether you have received services from this company (e.g. as a mobile phone app). If so, settle these invoices quickly. It is often possible to pay in instalments rather than the entire amount at once. Talk to the company, write a short letter and explain your situation.

If you repeatedly ignore requests for payment, the company will call in a debt collection agency. They will make sure that you pay your bill. You will have to pay extra money for reminders and the debt collection agency, which means that your debts will continue to grow.

Never simply put letters with requests for payment to one side! No company forgets that it still receives money and it becomes more and more expensive for you!

You can find more information on [debt collection letters](#) here.

Contracts and insurance

The most important facts about contracts

You need a contract for many things.

For example

- Rent a flat
- getting electricity and heating at home
- buying a car
- access the Internet
- making calls at home or on a mobile phone
- get care at home or in a nursing home
- work out at the gym

A contract is concluded between two partners. The contract is valid if both parties are in agreement. In a contract, the partners have rights and obligations.

The contract determines

- How much money you have to pay
- When you have to pay
- What you get for the money
- How long the contract is valid for
- How to get out of the contract
- What you can do if the service or purchase is poor
- What happens if you pay too late

How the consumer advice centre can help:

- We give advice and explain the contract. So you can make better decisions.
- We provide answers to your questions.
- We warn you if the contract is bad.
- We help you to get out of a contract - if this is possible.

Further information from the Consumer Advice Centre Schleswig-Holstein can be found at >>Verbraucherzentrale [Schleswig-Holstein](#).

Our advantage:

We work for the people and are independent.
Our advice remains confidential.

[Consumer advice centre Schleswig-Holstein](#)

Particularly important: Never sign anything that you do not understand or cannot read. Otherwise you may end up signing a contract or agreement under which you have to pay something. It is sometimes very difficult to undo this. Always check and compare several offers and take your time to decide. Don't let anyone pressure you into signing a contract.

You can find a video on contracts here:

[Conclude - honour - terminate contracts. How German civil law works](#)

Mobile phone

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

The prepaid contract has no fixed contract term. A fixed-term contract has a minimum contract period. This contract is automatically renewed if you do not cancel it. If you do not want the contract to be renewed automatically, you must cancel in writing. Pay attention to the deadline.

11 important questions when concluding a contract:

- How high is the basic fee? Does the fee increase after a certain period of time?
- Is there a minimum monthly turnover (minimum costs per month)?
- How long is the contract for (e.g. 12 or 24 months)?
- If I do not cancel the contract, will it be automatically renewed?
- When do I have to cancel if I don't want to extend the contract?
- How much does it cost to set up, switch and deactivate?
- What is the billing cycle (60/1, 10/10)?
- How much does a minute cost (external/own network)?
- How much does a mobile phone with a contract cost and how much does a mobile phone without a contract cost?
- How much does Internet cost?
- How much do international calls cost?

You can find a [mobile phone checklist](#) here.

[Video "Mobile phone contract"](#)

Liability insurance

What is personal liability insurance?

Liability insurance protects you if you accidentally cause damage to someone else. For example, if you accidentally break something that belongs to someone else. The insurance then helps to cover the costs of the damage. This means you don't have to use your own money.

Do I have to take out personal liability insurance?

You don't have to. But we strongly recommend it.

Does liability insurance cost money?

Yes, the insurance costs money.

Where can I get more information?

 [Consumer advice centre Schleswig-Holstein](#)

Taxes and tax returns

Taxes are important. They help the state to function. They provide the state with money for public spending. It can be used to build roads. It is used to pay teachers and police officers. It finances many important things.

You pay taxes everywhere. When you go shopping, when you eat out, when you fill up with petrol. That's the sales tax. And when you work. That's income tax. You have to pay tax on your income in Germany. If you are employed, you will receive the net amount of your salary from your employer each month by bank transfer, i.e. your taxes have already been deducted.

If you are self-employed, you must pay tax on your income yourself.

If you are employed, you can submit a tax return; if you are self-employed, you must submit a tax return.

Tax identification number

The tax identification number (Steuer-ID) is an 11-digit number and is used for income tax purposes. The place of work requires this number. If you do not have this number in your documents, you can request it in writing from the [Federal Central Tax Office](#).

Tax return

Filing a tax return is no easy task and often a challenge. It is done via the internet programme ELSTER. This is the tax administration programme of the federal and state governments. You can also turn to a local income tax association for voluntary support. The income tax assistance organisation will do the tax return for you. But this costs money.

Leisure and sport

Social life

In Germany, many people spend their free time in clubs and voluntary work.

What does volunteering mean?

Volunteering means that people volunteer for a cause alongside their work, without being paid. This can be nature conservation, voluntary fire brigades or much more. These people are often organised in associations.

What are clubs?

Clubs bring together people with similar interests.

How can I get involved?

You too can become a volunteer and get in touch with local people. You can find an overview of the clubs in your region on the website of the municipality in which you live, for example.

Where can I find the website of my municipality?

[Here](#) you can find a map of the Schleswig-Flensburg district.

Sport

Enjoying exercise is one thing. But sport offers you another opportunity: sport is a good and proven way of familiarising yourself with and integrating into a new environment. The rules of sport know no cultural or national boundaries and are usually understood even without a common language. Sport offers a good and informal opportunity to socialise with locals through personal contacts.

In the Schleswig-Flensburg district, interested people can take advantage of many sports programmes. Most clubs are organised in the district sports association. You can find the clubs here and then drop in for a free taster session.

 [District sports association](#)

Where can I search for a specific sport?

The district sports association has a club search function on its homepage:

 [Club search](#)

Does membership of a club cost anything?

Membership of a club costs money. However, some people receive discounts. Please enquire at your club.

Culture on site

Where can I find cultural organisations in the Schleswig-Flensburg district?

You can find information on culture and events on the website of your municipality. There is an [overview](#) here

The Schleswig-Flensburg district also has a [cultural foundation](#). You can find out about events here.

Culture Pass

With the KulturPass, you can take advantage of a wide range of local cultural offers. When you turn 18 in 2024 (year of birth 2006), you will receive a budget of 100 euros. You can use this budget to go to concerts, cinema films, museums or to buy books and records. The budget is available to you from your 18th birthday.

If you turn 18 in 2023 (year of birth 2005) and have successfully identified yourself, you can use your budget until 31 December 2024.

More information [here](#).

Environment and nature

Environmental protection

Environmental protection is very important in Germany. That is why there are many laws designed to protect the environment. Here you will find information on a few topics.

What applies to cars and motorbikes?

There are exhaust emission values for cars and motorbikes that must be complied with.

Why do I have to pay a deposit on drinks?

Resources should be conserved and recycled where possible. One example of this is the deposit system: you can return many bottles to deposit machines in supermarkets. You hand in the receipt at the checkout and the amount is deducted from your purchase.

Can I barbecue everywhere?

You are not allowed to barbecue everywhere in Germany. However, there are special barbecue areas in parks or by lakes where this is permitted.

What do I have to consider in nature?

There are nature reserves where there are rare animals or plants. In these places, you are only allowed to walk along the designated paths. Playing football or leaving the designated paths is not permitted here. Some nature reserves may not be entered at all. This is to give nature the chance to recover.

So-called local recreation areas are there for people to relax. This is why you don't listen to loud music here, but rather enjoy the peace and quiet.

Animal welfare

There are many rules on animal welfare in Germany. The aim is to enable animals to lead a species-appropriate life. No suffering, pain, damage or unnecessary harm may be inflicted on them. There are regulations for the species-appropriate keeping of animals at home, in public zoos and animal parks as well as for the keeping of livestock.

Am I allowed to keep animals in Germany?

Yes, many animals are kept as pets in Germany, especially dogs. These must be kept on a lead in certain areas (forests, nature reserves, parks, children's playgrounds). Many Germans also have other small animals as pets. Cats, birds, dwarf rabbits and fish, for example, are popular.

Cows, pigs, sheep, geese, ducks and chickens are also kept in the countryside and on farms. These animals are called farm animals.

Are you allowed to fish or hunt in Germany?

In Germany, hunting and fishing are only permitted after an inspection and authorisation. It is also only permitted in certain areas and waters.

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

Shopping

Grocery shopping

Shopping tips

- Cheap food is at the bottom of the shelf.
- Cheap food and toiletries can be found in discount supermarkets.
- Only use shopping trolleys inside the supermarket, which means that you must bring your shopping home in carrier bags. It is best to bring these with you.
- Cheap 2nd-hand clothes are available in 2nd-hand shops and clothing banks.
- If you are in need and cannot afford to buy food in the shops, you may be able to get food from the food bank.

What is a food bank?

Food banks are organisations that distribute food to people who have little money. You need a valid Tafel card to get food from the Tafel. Please enquire at your local food bank beforehand.

Where are there food banks in the Schleswig-Flensburg district?

There is a map on the [Tafel website](#). On it you can find the food bank nearest to you.

Shopping for clothes and household goods

Where can I shop cheaply?

The most important places to buy everyday consumer goods at very favourable prices are clothing stores and social department stores. You can buy clothes, crockery and furniture as well as electrical appliances very cheaply there. Please bring your ID with you as proof. There are also numerous shops for second-hand goods.

There is a second-hand shop in the Schleswig-Flensburg district in [Schleswig](#), for example.

You can also find cheap food in discount supermarkets.

There are also numerous [flea markets](#). These are advertised on posters or on the internet.

What is a flea market?

You can buy second-hand goods at flea markets. This can include clothes, jewellery, crockery and much more. There are often themed flea markets. For example, only children's things are sold at a children's flea market.

You can also sell goods at the flea market. You will have to pay stall fees for this. Enquire at the office that organises the flea market. You will find this organisation on the flea market advertisement.

Lost property office

What do I do if I have lost something?

Have you lost your keys or wallet? Perhaps it has been handed in to the lost property office. Lost property is kept there for some time.

What do I do if I have found something?

If you have found an item, you should also hand it in at the lost property office.

Lost property offices can be found in every town or office
(>>Contact [towns/offices/municipalities](#)) and also at the >>public [transport](#) operators.

Consumer advice centre Schleswig-Holstein

The Consumer Advice Centre is an association that helps consumers. These are all people who use or buy something.

Consumers come to us when they:

- Have trouble with their phone bill.
- Want to save gas and electricity.
- Want to know why they need insurance.

-
- Want to terminate a contract.
 - Have problems paying a bill.
 - Have questions about food.
 - Need a good bank account.
 - Want to buy a house or flat.
 - Want to save money.

Here you will find our [debt counselling](#) service.

Here you will find information about >>The[most important things about contracts](#).

How we help:

- We provide advice and information. We want consumers to be able to make the right decisions for themselves.
- We answer your questions before you sign a contract.
- We help if you have problems with a contract.
- We help you write letters.
- We represent your interests vis-à-vis providers and politicians.

Our advantage:

We work for people and are independent.
Our counselling remains confidential.

[Consumer advice centre Schleswig-Holstein](#)



Laws and rights

Important laws in Germany

What is the constitution of Germany?

In every country, there are rules that everyone must abide by. The most important law for Germany is the Basic Law. It is a collection of 146 articles. Each article stands for a law. These are important rules. These rules determine how we live together in Germany. The fundamental rights protect the freedom of each individual. They are set out in Articles 1 to 19 of the Basic Law.

Where can I find the Basic Law?

Here you can find the Basic [Law](#) (Grundgesetz). It is available in German, Arabic, Farsi, English, French, Kurdish-Kurmanci, Russian, Spanish and Turkish.

Where can I find out more about the law in Germany?

The [film](#) shows how the German legal system is structured.

What other laws are there in Germany?

German Civil Code (BGB)

The [German Civil Code](#) (Bürgerliches Gesetzbuch BGB) regulates private matters such as family law and sales contracts or tenancy agreements.

Social Code (SGB)

The [Social Security Codes SGB I to XII](#) (Sozialgesetzbücher SGB I bis SGB XII) regulate social security in Germany. These include, for example, basic income support for jobseekers, statutory health insurance, housing benefit and child benefit. Whether and to what extent you can receive these benefits depends, for example, on your residence permit. If you have any questions, please contact Migration Management.

Immigration Act, Residence Act, Asylum Act

Citizens from EU countries are subject to different residence regulations than immigrants from third countries or asylum seekers. You should therefore contact the Migration Social Counselling Service.

Road Traffic Regulations (StVO)

The Road Traffic Regulations (Straßenverkehrsordnung StVO) regulate how to behave in road traffic.

Further information can be found under [>>Mobility](#).

Criminal Code (StGB)

The German Criminal Code (Strafgesetzbuch StGB) regulates what constitutes a criminal offence in Germany and how such an offence is punished. The [police](#) help to investigate criminal offences.

Human rights and voting rights

Universal Declaration of Human Rights

Human rights are important. They always apply to all people all over the world. Human rights are rights that every person has because they are human. This was decided by the United Nations. If you would like to read the full text, you can find it here [United Nations Universal Declaration of Human Rights](#).

Do children have special rights?

Children need special protection and therefore also special rights. The individual rights of children are set out in the Convention on the Rights of the Child. It was adopted by the United Nations in 1989 and signed by 193 countries. [10 important children's rights](#) are explained here.

The youth welfare office in Germany supports parents and helps them to comply with children's rights. The [Youth Welfare Office](#) in the Schleswig-Flensburg district will be happy to advise you.

Do women have special rights?

In addition to the Basic Law, there are other rights that particularly affect women.

These include rights relating to physical integrity. You can find an overview of your rights [here](#).

There is also a video on the topic of [gender equality](#).

Do disabled people have special rights?

People with disabilities have special rights in Germany. The [Schleswig-Flensburg district administration's integration assistance](#) service will be happy to help you. You can find more information [here](#).

What is discrimination?

Discrimination happens when people are treated badly just because they are different. This can be because of their skin colour, religion, gender, age or other reasons. For example, if someone does not get the same job as someone else just because they are a woman or have a different skin colour, then that is discrimination. It's unfair and hurtful because it judges people based on things they can't change.

Are there laws against discrimination?

The Basic Law provides initial protection against discrimination. There is further legal protection against discrimination and a separate law and an associated state agency. This is the [Federal Anti-Discrimination Agency](#). [There is also a video](#) on the subject of [anti-discrimination](#). If you feel discriminated against, you are welcome to seek advice from the [anti-discrimination organisation ADVSH e.V. in Schleswig-Holstein](#). [You](#) can request counselling in German, English and Arabic.

Can I go and vote?

That depends on your [residence](#) title and your length of stay in Germany. You may have the right to vote and to stand for election. The right to vote means that you can vote and the

right to stand for election means that others can vote for you. As a German citizen, you can vote in all elections from a certain minimum age. As a citizen of the European Union, you can vote in elections in your municipality after three months of residence in Germany and always in European elections.

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

Political participation & parties

If you do not have the right to vote or would like to be politically active in other ways, you can become a member of a political party or work there as a non-member. You can also be politically active through membership and participation in a migrant self-organisation (see >>[Culturalinstitutions](#)) or another interest group.

Religion and tradition

What religious festivals and traditions are there?

There are many different traditions and occasions that are celebrated. Every religion has its own specialities. Examples of world religions are

Christianity

The Christian religion has been around for over 2,000 years. Followers of the religion are called Christians. The most important book for Christians is the Bible. The Bible has two parts: The Old Testament and the New Testament. Jesus is very important in Christianity. He is also called Jesus Christ. Christians believe that Jesus Christ is the Son of God. An important symbol for Christians is the cross. The religious home of Christians is the church.

Christians have various customs and festivals:

- Christmas
- Easter
- Ascension Day
- Pentecost
- Harvest festival
- All Saints' Day

Islam

The Islamic religion has existed for over 1,000 years. Followers of Islam are called Muslims. The most important book is the Koran. For Muslims, God is called Allah. Devout Muslims worship a prophet. A prophet tells people about God. Prophet means: sent by God. The prophet is called Mohammed. An important symbol in Islam is a star and a moon. The religious house of Muslims is called a mosque.

There are customs and festivals in Islamic life:

- Islamic New Year

-
- Ramadan, the month of fasting
 - The Feast of Sacrifice

Judaism

The Jewish religion has existed for over 3,000 years. It is one of the oldest religions in the world. Followers of Judaism are called Jews. Judaism also means: belonging to a people. Jews believe in God. But Jews do not believe in Jesus as the Son of God. Jews believe: God has no son. The most important book for Jews is the Torah. The Torah contains the 10 commandments, for example. They are part of the rules for the faith of the Jews. An important symbol of the Jews is the Star of David. This is a star with 6 points. The religious house of the Jews is called the synagogue.

There are customs and festivals in Jewish life.

- Hanukkah
- Purim
- Passover

Hinduism

Hinduism has been around for over 3,500 years. Followers of the religion are also called Hindus. The religion originated in India. Hindus pray to many gods. There are no rules as to which gods a Hindu should worship. These are the 3 most well-known gods in Hinduism: Brahma, Vishnu and Shiva. There are also many saints and other beings. There are also gurus in Hinduism. A guru is a teacher. He advises his followers. He wants to help them with his wisdom.

Hinduism has the following customs and festivals:

- Pongal (harvest festival)
- Ganesha festival
- Holi (colour festival of India)
- Divali (festival of lights in India)

Buddhism

Buddhism has been around for over 2,500 years. Followers of the religion are called Buddhists. Buddhists do not believe in a god. Buddhism was founded because of Siddharta Gautama. Siddharta Gautama lived a long time ago. He was called Buddha. Buddha is not a god. Buddha means: the awakened one or the enlightened one. It means: someone who has understood the world. He knows more than other people. Siddharta Gautama laid down various rules. The rules say: How we humans can live together. The rules are also known as the Buddha's teachings. The name of the teaching is: the 8-fold path. The Buddhists have a symbol. It is a wheel. The wheel has 8 spokes. They stand for the 8-fold path. Religious houses are temples, for example.

There are also customs and festivals:

- Various New Year festivals
- Vesak festival (Buddha's birthday)
- All Souls' Day (Asia)

-
- Moon Festival (China)

People without religion

There are also people who do not belong to any religion. And that's a good thing, because in Germany everyone is equal. If someone wants to believe in something or not believe in something, that's fine. That is everyone's own decision.

People from different religions often celebrate the festival of a particular faith. This is done out of respect

Important abbreviations

1. OG = First floor

Abb. = Illustration

Abk. = Abbreviation

Abs. = Paragraph

App. = Apartment

Bez. = Designation

BGB = Civil Code

Bsp. = example

bspw. = for example

bzgl. = regarding

bzw. = respectively

ca. = circa (=approximately)

DB/D'bad = shower bath (shower only, no bathtub)

d.h. = that is

dt. = German

EBK = fitted kitchen

EDV = electronic data processing

EG = ground floor

etc. = et cetera (=and so on)

evtl. = possibly

FAQ = Frequently Asked Questions (= frequently asked questions)

ff. = following (= on the next pages)

ggf. = if applicable

HK = heating costs

i.d.R. = as a rule

inkl. = included

Kaut. = deposit

max. = maximum

m.E. = in my opinion

min. = minimum

Mio. = millions

MM = rent per month

Mrd. = billions

MwSt. = value added tax

NK = additional costs

Nr. = number

o.Ä. = or similar

o.ä. = or similar

o.g. = mentioned above

qm = m² = square metre

rd. = round

S. = side

s. = see

s.a. = see also

SGBII = Social Security Code (SGB) Second Book (II) - Basic security for jobseekers

s.o. = see above

sof. frei = immediately available

s.u. = see below

sog. = so-called

teilmbf. = partly furnished

Tel. = telephone

u.a. = among others

usw. = and so on

u.v.m. = and much more

v.a. = above all

vgl. = compare

WBS = Housing entitlement certificate

WG = shared flat

Whg. = flat

Wohnfl. = living space

z.B. = for example

Zi. = room

ZKB = room-kitchen-bathroom

z.T. = partly

zzgl. = plus

Important information about fighter planes in the sky and siren sounds

The German military practises nearby. There is a large Bundeswehr airport (Bundeswehr) near Schleswig. You may hear the noises loudly. The military will be considerate of you. However, it has to practise regularly and asks for your understanding. You should know that you can always feel safe in Germany.

The siren you will hear most often in Germany is the fire alarm.

This siren alerts the fire brigade.

So the fire brigade knows:

- They are needed.
- They must set off quickly.

You can find more information at  [Schussgeräusche & Sirenentöne \(Flyer\).PDF](#)

Health

What is healthcare like for refugees?

If you want to see a doctor, you need the authorisation of your case worker!

In Germany, you are entitled to basic medical care for acute illnesses and pain. You are also entitled to every officially recommended immunisation and preventive medical check-up. In addition, you will receive free medical services that are essential to safeguard your health. You will receive an AOK health card (Gesundheitskarte). Bring this with you to every doctor's appointment.

Visit a doctor if:

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

If you have any remaining medication or the package leaflet for your medication, bring this with you to the doctor's appointment. If you have already been to a doctor or hospital because of the illness, bring the results with you.

If you do not yet speak German or English, take someone with you as a translator. So that the doctor understands you and can treat you correctly. In individual cases, the costs for the necessary language mediation can be reimbursed. Ask your [Migration Management](#) officer about this.

💡 As soon as you have a residence permit, you must register with a health insurance company. There you will receive an insurance card. You will then be fully entitled to all the benefits provided by your [health insurance company](#).

🌐 You can find more information about health insurance companies [here](#).

I am ill - what can I do?

If you are ill, you can go to a doctor. This is called a general practitioner. You can choose your own doctor. This is not possible in a hospital. You will be treated by the medical staff on site. In Germany, men also treat women and women also treat men. Always bring your AOK health card with you!

If you do not yet speak German or English, take someone with you as a translator. So that the doctor understands you and can treat you properly. In individual cases, the costs for the necessary language mediation can be reimbursed. Ask your case officer about this.

General practitioners

A general practitioner is initially responsible for all illnesses in Germany. They provide basic care and are the first point of contact for all health complaints. They will carry out an initial examination and decide on further treatment. Do you feel well treated? Then always go to this doctor. He is then your family doctor (Hausarzt).

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

If an operation is necessary and it is not an emergency, the social welfare office must authorise the hospital stay in advance. Your doctor will issue you with a certificate to this effect. Only

medically necessary operations can be covered.

Opening hours

General practitioners and specialists are normally open from Monday to Friday.

Doctors' surgeries are usually closed on Wednesday afternoons.

Opening hours may vary from doctor to doctor.

Make an appointment if you need medical help. Be on time for the appointment. If you cannot go to the appointment, call the doctor and cancel the appointment.

Medical confidentiality

The doctor may not pass on any information about you to others without your consent. Not even to the authorities, your employer or family members. You can authorise another person to be informed. This is called a release from confidentiality. You must sign this.

Medical certificate

If you are ill and cannot go to school or work, you must see a doctor. Because you need a medical certificate. The doctor will certify that you are unable to work or go to school. This is called a certificate of incapacity for work (Arbeitsunfähigkeitsbescheinigung), AU for short.

My child is ill - what can I do?

If your child has health problems, take them to a paediatrician. Make an appointment in advance. Be as punctual as possible at the appointment. Bring your child's examination booklet, insurance card and immunisation record with you.

If your child is seriously ill, in severe pain or in mortal danger, call an [ambulance](#) or go to [hospital](#).

[You can also find](#) more information [on the subject of children's health here](#).

When do I go to hospital?

Very sick or seriously injured people are treated in a hospital. It is always open. In hospital, you go to the emergency room. You will be helped there.

As a refugee, you may only go to hospital in an emergency without consulting your case officer. An [emergency](#) is an acute health threat. For example, if you are in very severe pain and no doctor is open or you are afraid for your life.

In a hospital you cannot choose your doctor. The doctor and the nurse can be a woman or a man. You are not alone in a room.

For minor injuries or illnesses, go to your [family doctor](#). Your family doctor can also send you to hospital if he or she deems it necessary.

Emergency rooms nearby:

📍 [Helios Klinikum Schleswig - Notaufnahme](#)

St. Jürgener Straße 1-3

24837 Schleswig

☎04621/8121751

📍 [Diako Krankenhaus Flensburg - Zentrale Notaufnahme](#)

Knuthstraße 1

24939 Flensburg

☎0461/8120

What are medical specialists?

If you do not yet speak German or English, take someone with you as a translator. So that the doctor understands you and can treat you properly. In individual cases, the costs for the necessary language mediation can be reimbursed. Ask your claim handler about this.

Specialist doctors/specialists

Specialists specialise in a particular medical field. They will carry out further examinations and treatments following referral by the general practitioner.

Your general practitioner then receives a report and has a complete overview of your medical history and is an important partner and guide for you in the healthcare system. There are many different specialists in Germany.

Paediatrician

Children are usually looked after by paediatricians. 🌐 You can find more information [here](#).

Dentist

If you have a toothache, go to a dentist. If you need dentures, this must be checked by a health authority. Contact your health officer in advance!

Ophthalmologist

If you have problems with your eyes, you can go to an ophthalmologist. Ophthalmologists deal with all diseases that affect the eyes.

Gynaecologist (gynaecologist)

It is important that women are regularly examined by a gynaecologist. This allows diseases to be recognised in good time. This is called a check-up. You can also discuss the topic of contraception there. Gynaecologists also look after pregnancies.

Opening hours

General practitioners and specialists are normally open from Monday to Friday.

Doctors' surgeries are usually closed on Wednesday afternoons.

Opening hours may vary from doctor to doctor.

Make an appointment if you need medical help. Be on time for the appointment. If you cannot go to the appointment, call the doctor and cancel the appointment.

How does the German healthcare system work?


Why are there health insurance funds in Germany?

Do I have to be a member of a health insurance fund? Yes, everyone in Germany must be a member of a health insurance fund.

As a member of a health insurance fund, you pay a monthly contribution to the health insurance fund. This contribution is based on your monthly income. Your employer pays a further share. If you fall ill or need an operation, this health insurance fund pays for the medical services. Everyone receives the same benefits. The community helps each other. You are not on your own.

You have to contribute to the costs of some services. These are co-payments. Children and young people are exempt from almost all co-payments.

You can choose your own health insurance company. You can change health insurance company. As a member of a health insurance fund, you will receive your health card. You bring this with you to every doctor's appointment.

 [What is healthcare like for refugees?](#) You can find information on healthcare for refugees here.

What is social insurance?

There are five major social insurance schemes in Germany. What are they?

They are health insurance, long-term care insurance, accident insurance, pension insurance and unemployment insurance. These insurance schemes form the basis of social insurance in Germany.

They are designed to ensure that everyone has social security.

In Germany, it is compulsory to have [Why are there health insurance funds in Germany?](#)

The payments to and for these five insurances are paid into a joint fund. If necessary, the costs for a necessary operation, for example, are paid from this joint fund.

What does this mean?

Citizens are not on their own.

The community of contributors helps each other.

What is a non-life-threatening medical emergency?

They are not life-threateningly ill and need medical help. But the doctors aren't open yet. It's the weekend or at night. Then doctors on call will help you. You can call them or go to the nearest on-call practice.

On-call medical service 116/117


You can call at any time free of charge.

For example, if you have a high temperature, severe abdominal pain or vomiting

 Search for practices nearby [here](#).

Emergency service for dentists

Available from 15:00 on Fridays until 06:00 on Mondays

 You can find the nearest practice [here](#).

Poison information 0551/19240



In the event of poisoning or suspected poisoning, you can reach us 24/7 free of charge.

@Giznord@giz-nord.de

 www.giz-nord.de

Pharmacy emergency service

Outside opening hours, you can find [an emergency pharmacy near you here](#).

 Further emergency numbers for the fire brigade, police and ambulance can be found [at](#)  [here](#).

Vaccinations

Every day we come into contact with a variety of pathogens such as viruses, bacteria and fungi. However, not every contact automatically leads to illness.

The body's own defences can often deal with the attackers on their own. Vaccinations offer effective protection against some infectious diseases. Thanks to vaccinations, some diseases no longer exist in Germany, or only rarely. It is important to immunise yourself and your loved ones to avoid getting sick yourself and spreading diseases. Your doctor can best advise you on which vaccinations are advisable and necessary for you.

As a refugee, you are entitled to immunisation protection. If you have already been vaccinated, inform your doctor and bring your vaccination documents with you.

The vaccinations will be written in a vaccination record. This is a yellow booklet. You should keep this booklet in a safe place. This allows a doctor to see which immunisations you have had.

In particular, make sure that your child is up to date with immunisations. You can find information on this [here](#).

Child health

Vorsorgeuntersuchungen

In Germany, children have the right to preventive medical check-ups. These are also known as U examinations (U-Untersuchungen). They are very important for your child's health. The costs for these examinations are covered by health insurance. You will receive an examination booklet for your child. Please bring this with you to the paediatrician. There are ten of these examinations in total.

School entry examination

Before your child can start school, he or she must attend a so-called school entrance examination. This is where a doctor examines your child and determines whether your child is ready to start school. You and your child will be invited to the examination. You will receive an invitation letter with all the important information.

Vaccinations

Vaccinations protect your child against serious infectious diseases. These include, for example: polio, whooping cough, measles and chickenpox. Some of these diseases can be severe. Vaccinations received are documented in the so-called vaccination record. Bring this with you to all vaccination appointments with your paediatrician. Vaccinations recommended for children are covered by statutory health insurance. If your child is to go to kindergarten, he or she must provide proof of a measles vaccination. You can find more general information about immunisation [here](#).

Medicines & Pharmacies

Medication

You need a medication. Your [GP](#) will issue you with a prescription for the medication. You can get the medication with your prescription at any pharmacy. You often have to pay a small amount when you hand in your prescription. This is called a co-payment (Zuzahlung). The amount is between 5 and 10 euros. The co-payment (Zuzahlungen) can sometimes be reimbursed. If this is the case, please contact your healthcare professional. Take the medication exactly as your doctor has told you. Do not take medication from other people and never give your medication to anyone else.

Some medicines can be obtained without a prescription. For example, mild painkillers or nasal sprays. You have to pay for these in full.

Pharmacies

Pharmacies are usually open from Monday to Saturday. Opening hours vary depending on the pharmacy.

If you need urgent medication at night or at the weekend, you will find a sign at every pharmacy

with the name and address of the pharmacy that is open for emergency service. You can also find this information on the Internet.

[Search for pharmacy emergency service](#)

Please enter your place of residence in the link so that the search function can start.

Women's health

Vorsorgeuntersuchungen

Breast and cervical cancer are common types of cancer in women. The earlier they are detected, the better the chances of recovery. For this reason, gynaecologists in Germany offer preventive examinations. These are usually paid for by health insurance companies and are free of charge for you.

Pregnancy and birth

Even if you are pregnant, you should visit a gynaecologist or midwife. They accompany and examine women during pregnancy. These examinations are documented in the so-called maternity pass. The gynaecologist gives the pregnant woman the maternity record. Pregnant women should always carry this with them. In Germany, most babies are born in hospital. After the birth, a midwife looks after the mother and newborn baby. She offers support and visits families at home. Women must arrange appointments with a midwife themselves. Women should start looking for a midwife at the beginning of their pregnancy. [You can find help in finding a midwife here.](#) Families in particularly stressful situations can take advantage of the [Early Help](#) programme. Once all the injuries from the birth have healed, it is advisable to attend a postnatal course. This is usually offered by midwives and financed by the health insurance company.

Unintended pregnancy

If you are unintentionally pregnant, you have several options. You can keep the child. There are many support services for mothers and families in Germany. Seek help from a counselling centre. You can give birth to the child anonymously and give it up for adoption. Under certain conditions, you also have the option of having an abortion. To do this, you must prove that you have been to a pregnancy counselling centre. 🌐 You can find contacts to pregnancy counselling centres [here](#).

Circumcision

The term refers to the removal of the female genitalia. The removal can be complete or partial and is not medically necessary. Other injuries to a woman's genitals are also called circumcision. Worldwide, circumcision is considered a serious violation of human rights. It has serious consequences for the woman affected. Circumcision is carried out in the following countries, for example: Egypt, Ethiopia, Eritrea, Iraq, Mali and Nigeria. They are carried out for religious or cultural reasons. There is a counselling centre for those affected in Schleswig-Holstein. It is called TABU (TABU). You can find the contact details [here](#).

Life in old age

Long-term care insurance

Long-term care insurance supports people who are dependent on help. There are five different levels of care. Different benefits are granted depending on the level. An assessor decides whether a degree of care exists. The assessor visits the person in need of care at home. This procedure is very complex. You should therefore seek help from a care support centre.

Care support centres

Does someone in your family need help with care? This is often a major challenge. That's why there are organisations in Germany that offer help. The care support centre is a contact point for people in need of care and their relatives. The staff provide individual, independent and free advice. [You can contact the care support centre here.](#)

Nursing home

In Germany, there are facilities where people in need of care can live. These are called care or nursing homes. Here they are cared for and receive the help they need in everyday life. It is not always possible for relatives to provide care at home.

Dementia

Sometimes people change as they get older. They become forgetful and find it difficult to organise their everyday life themselves. They often cannot understand why they need help. Show understanding. Talk to your family doctor. You may have a dementia disorder. [You can find multilingual information on dementia here.](#)

Sexuality

Right to physical and sexual self-determination

In Germany, everyone has the right to physical and sexual self-determination. There are laws that protect this right. It means that everyone is free to make decisions about their own body.

Contraception

Pregnancy can be prevented with the help of contraceptives. There are various forms of contraception. Examples are the condom, the pill or the coil. The condom also protects against sexually transmitted diseases. Which contraceptive is suitable for you depends on many factors. Seek advice at a counselling centre or from a gynaecologist. 🌐 You can find more information about the body and sexuality [here](#).

Circumcision

The term refers to the removal of the female genitalia. The removal can be complete or partial and is not medically necessary. Other injuries to a woman's genitals are also called circumcision. Worldwide, circumcision is considered a serious violation of human rights. It has serious consequences for the woman affected. Circumcision is carried out in the following countries, for example: Egypt, Ethiopia, Eritrea, Iraq, Mali and Nigeria. They are carried out for religious or cultural reasons. There is a counselling centre for those affected in Schleswig-Holstein. It is

called TABU (TABU). You can find the contact details [here](#).

Dying in a foreign country

The death of a loved one is an exceptional situation. People deal with the topics of dying and death in different ways. Religion and culture characterise the way we deal with these issues. In Germany, there are probably different rituals to those you are familiar with from your country of origin. If someone has died, a death certificate must be issued. This is the job of a doctor. He must be informed after the death has occurred. For example, the time of death is noted on the death certificate. The death certificate is an important document. A funeral parlour must also be informed. They will organise the funeral and can help you organise the funeral service. The services of the funeral parlour are subject to a charge. Talk to the funeral director about your individual wishes.

People with disabilities

Disability? What is a disability?

You are said to have a disability if you are permanently and to a large extent unable to participate in life. This applies to both social and economic life. However, everyone should have the opportunity to participate in life. That is why there are support programmes for people with disabilities.

What types of disabilities are there?

There are many different types of disability. A small proportion of people have a disability from birth. Most disabilities occur in the course of life as a result of illness or accident. Disabilities can be physical, mental or psychological. But they also include blindness, deafness or being mute.

Each disability has very different effects on professional and social participation. This depends on how severe the disability is. One measurement is the degree of disability, or GdB for short.

What is the "degree of disability" / GdB?

The degree of disability (GdB) expresses how severe a disability is. This is categorised from 20 to 100, with a GdB of 50 or more being a severe disability. People who are diagnosed with a severe disability can apply for a severely disabled person's pass. This card gives you special rights. Ask your case officer about this.

💡 You can find information and offers of help here:

🌐 [Counselling services of the migration management](#)

🌐 [Representative for people with disabilities](#)

🌐 [Information and counselling for people with disabilities](#)

🌐 [Applying for a severely disabled person's pass](#)

Psychological counselling centre for migrants

You can talk to a psychologist about your worries, stress or problems. Counselling is free of charge. The counselling takes place in the city of Flensburg, but is also open to people from the Schleswig-Flensburg district. If you cannot reach Flensburg, online counselling via video can be offered.

Where can I find the Psychological Counselling Centre?

📍 Schulgasse 4, 24939 Flensburg

📍 [Psychologische Beratungsstelle für Migranten](#)

💡 You can find a flyer here:

https://www.flensburg.de/PDF/Flyer_Psychologische...

You can get help if

- you often feel overwhelmed and overloaded
- you feel sad most of the time
- you are often afraid
- you sleep badly
- you have experienced something bad
- You have a problem with your alcohol consumption, drug use or media consumption

Do I have to speak German to get counselling?

No, you don't have to. Appointments are possible with video interpreting. Please tell us which language you need when you make your appointment.

How can I reach the counselling service?

You can call. This telephone number is 📞 [+49461/854643](tel:+49461854643)

You can write an e-mail: @ pbs@flensburg.de

You can find further counselling services on the website of 🌐 [Kreis Schleswig-Flensburg](#).

Children, youth and family

Information

Special protection for children, young people and families

Children, young people and families enjoy special protection in Germany. This protection begins during pregnancy and continues until the child reaches the age of 18. In Germany, for example, it is forbidden to beat children. Education in Germany must not involve the use of violence. Every child must go to school.

[The youth welfare office](#) and [the child protection organisation](#) ensure that a child is not harmed by its environment (including the family).

Free counselling and support

For families and parents, mothers and fathers, there are many offers for free counselling and support in the Schleswig-Flensburg district, which you are welcome to use:

- [Support and counselling for family planning, pregnancy and birth](#)
- [Support and counselling for parenting and everyday family life](#)
- [Support and counselling in cases of violence](#)

Education and social contacts

Your child can attend a day care centre (Kita) before school. There your child will meet other children and can learn together, speak German, discover new things and play. The Kita is important for your child's future and helps to prepare them well for school. You can find more information here: [Childcare for children from 1 to 6](#).

School attendance is compulsory in Germany. This means that all children in Germany between the ages of 6 and 15 have to go to school. You can find more information here: [School for children aged 6 to 15](#).

There are also places where mums, dads and families can meet up with their children to chat and play. There are also programmes for children and young people. You can find more information here: [Meeting places and playgroups](#).

Refugee minors and adults

Refugees under the age of 18 who have travelled to Germany unaccompanied are called unaccompanied minor foreigners. The Youth Welfare Office looks after them. You can find more information here: [Underage refugees without parents](#).












In Germany, a person reaches the age of majority on their 18th birthday. You can find more information here: [Coming of age](#).

Support and counselling for family planning, pregnancy and birth

Counselling centres Pregnancy, birth, contraception, partnership

There are counselling centres in our region on topics such as pregnancy, birth and contraception. You can ask them any questions you may have about pregnancy, birth or contraception. You can also get help with legal, financial or medical questions. The counselling centres will also help you after the birth of your child. The counselling is provided by professionals. All counselling sessions are confidential and anonymous. Multilingual information about sexuality and your rights is also available at www.zanzu.de


If you have any questions on these topics and need help, please get in touch. Counselling is free of charge. You can find an overview on this homepage: <https://www.schwangerschaftsberatung-slfl.de/> and here:

-
- **Diakonisches Werk**  Norderdomstraße 6, 24837 Schleswig
 [04621/38112](tel:0462138112)
 - [Frauenzentrum Schleswig e.V.](#)
 Capitolplatz 4, 24837 Schleswig
 [04621/25544](tel:0462125544)
 - [Gesundheitsamt Schleswig](#)
 Moltkestraße 22-26, 24837 Schleswig
 [04621/8100](tel:046218100)
 - Beratungsstelle Süderbrarup e.V.
 Mühlenstraße 34, 24392 Süderbrarup
 [04641/929223](tel:04641929223)
Branch office in Kappeln:
 Wassermühlenstraße , 24376 Kappeln
 - ProFamilia
 Nikolaistraße 3, 24937 Flensburg
 [0461/9092640](tel:04619092640)
 - Sozialdienst katholischer Frauen e.V.
 Dr.-Todsens-Str. 4, 24937 Flensburg
 [0461/24824](tel:046124824)

Helpline for pregnant women in need

Are you pregnant? Do you need help?

Pregnant women can call the helpline. The call is free and anonymous. You will receive counselling in your own language.

This is the telephone number of the helpline:  [0800 40 400 20](tel:08004040020)

Early help: Support for pregnant women and families with children aged 0 to 3 years

What is early help and who can take advantage of it?

Early help services (Frühe Hilfen) are support programmes for pregnant women, parents and families with children aged 0 to 3 years. The services are available to everyone and are free of charge.


For example, there is counselling in the family centre. In many places, there are also playgroups or breakfasts with midwives where you can ask questions and get to know other parents. Family midwives or family paediatric nurses can also provide support at home. You can contact the early help centres with any questions about development, support, education and care.

Where can I find more information?

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

Childcare for children from 1 to 6

Children's day-care centres (KITA)

Your child is entitled to a place in a childcare centre (Kita) from the age of one. Kita is short for child day-care centre and is a form of childcare. Your child can attend Kita before going to school. Your child will meet other children there and can learn, discover new things or play with them. Your child will be looked after by nursery teachers and will learn many important things. There are daycare centres for children from 0 to 3 years, which are called crèches. As an alternative to a crèche, you can also register your child with a childminder. There is [a separate page](#) for this [at](#) . Facilities for 3 to 6-year-olds are called Kita.

Why is a daycare centre good for my child?

Your child can learn the German language and discover new things at a daycare centre. It has contact with other children and gets to know friends. The daycare centre is important for your child's future, so take advantage of the opportunity. Attending a daycare centre also helps prepare your child for school.

Where can I find a daycare centre place?

You can find both daycare centre places and daycare places in the Kita-Portal under this link: [Kita-Portal](#)

Daycare costs money, but there are ways to be partially or fully exempt from the costs. You can find more information [here](#).

Child day care

Another form of childcare is childminding. Here, your child will be looked after regularly and in a well-qualified manner by a childminder. The number of children is smaller than in a daycare centre. Childcare usually takes place at home with the childminder. Here too, your child will learn many new things and play with other children.

Further information can be found on the [Schleswig-Flensburg district](#) website.

Financing the daycare centre place


What are the costs for a childcare place?



Fees must be paid for childcare in the Schleswig-Flensburg district. The amount depends on the age of your child, the number of hours of childcare and the centre.

What do I do if I don't have enough money?

If you have little or no income of your own, there are options for financial support.

Where can I apply?

You can submit an application to the district's social welfare centres. You can find an application for a reduction in the parental contribution for recipients of social benefits and child supplement from the  [Migration Management specialist service](#) here: [Application for reduction of parental contribution](#).

The remaining applications can be found on the  [website](#) of the Schleswig-Flensburg district. Of course, you can also collect the applications from the social centre. You can find an overview of the social centres by clicking on this  [link](#).

Meeting places and playgroups

Information

Are there free courses and playgroups?

There are many free offers. If you want, you can join in. There you will meet other parents from different countries. At these centres you can exchange ideas, learn new things and simply have a good time. Further information on the courses and playgroups can be obtained from the [family centres](#).

You can also find further offers for families, children and young people [here](#).

Family centres

What does a family centre do?

Family centres are places for parents and their children. They provide support and advice in everyday family life. They help with questions about parenting and much more. There are various offers, for example toddler groups or breakfast with midwives. These services are free of charge.

Where can I find a family centre near me?

Family centres are often near you. Sometimes they are in your community. Sometimes they are in a neighbouring community.

[Schleswig Friedrichsberg](#)

[Schleswig St. Jürgen](#)

[Kropp](#)

[Ahrensharde](#)

[Tarp](#)

[Handewitt](#)

[Harrislee](#)

[Hürup](#)

[Langballig](#)

[Geltingerbucht](#)

[Kappeln](#)

[Süderbrarup](#)

[Mittelangeln](#)

Holiday camps 2025: an offer for children and young people

Information about Jugendferienwerk in Kreis Schleswig-Flensburg

2025, Kinder- und Jugendferienwerk offers Ferienfreizeiten for children and young people.

Who can be supported via Jugendferienwerk?

Children and young people between the ages of 8 and 17 who live at Kreis Schleswig-Flensburg and their families receive one of the following benefits:

1. benefits under the SGB II (Bürgergeld)
2. Wohngeld
3. Kinderzuschlag
4. Asylbewerberleistungen
5. Leistungen nach dem SGB XII (Sozialhilfe)

Children and young people living in foster families or institutions cannot be supported!

How can I get a holiday place through the Jugendferienwerk?

From the end of January to the end of February, your child must be registered with the relevant local authority (not the Sozialzentrum!) for the Jugendferienwerk holiday programme. When registering, please indicate which child would like to go to which holiday camp. It will then be checked whether you are authorised to take part in Jugendferienwerk.

After all municipalities and offices have sent the lists with the registered children to Kinder- und Jugendförderung des Kreises Schleswig-Flensburg, the available places will be raffled off among the interested children in mid-March. As only a limited number of holiday places can be purchased, it is possible that not all children will get a place. These children will then be placed on the waiting list. All children will be informed at the end of March whether they have been allocated a holiday place or are on the waiting list. If there are still places available after the end of the enrolment period, these can still be allocated later. Please contact me urgently if any children wish to enrol after March.

If you have already registered your child for a holiday camp at Kreissportverband (KSV) or Kreisjugendring (KJR) and have perhaps already been accepted there, you are not automatically entitled to a place through the Jugendferienwerk. The same conditions apply to all children! So if you have registered your child early at KSV or KJR, you may have to pay the full price for the holiday place! If you are unable to do this, you should only register your child via Jugendferienwerk.

If you have any questions, please contact Kinder- und Jugendförderung.

 Kristin Schmidt

 [04621/3053727](tel:046213053727)

 [@kristin.schmidt@schleswig-flensburg.de](mailto:kristin.schmidt@schleswig-flensburg.de)

FERIEN FREIZEITEN 2025

KINDER- UND
JUGENDFERIENWERK



8-12 JAHRE

WESEBY 1

26.7.-11.8.2025

(geb. vom 12.8.2012-25.7.2017)

WESEBY 2

13.8.-29.8.2025

(geb. 30.8.2012-12.8.2017)

NEUKIRCHEN 1

27.7.-13.8.2025

(geb. 14.8.2012-27.7.2017)

**FREIZEIT DER
JUGENDFÖRDERUNG
IN BOCKHOLMWIK**

(Ostsee/FL Förde)

10.-18.8.2025

(geb. 19.8.2012-9.8.2017)

12-15 JAHRE

RANTUM 1

26.7.-14.8.2025

(geb. 15.8.2009-25.7.2013)

RANTUM 2

15.8.-29.8.2025

(geb. 30.8.2009-14.8.2013)

NEUKIRCHEN 2

17.8.- 3.9.2025

(geb. 4.9.2009-17.8.2012)

ANMELDUNG BEI ...

der Amts- bzw. Gemeinde-
verwaltung ihres Wohnortes
(nicht im Sozialzentrum).

INFORMATIONEN BEI ...

der Kinder- und Jugend-
förderung bei Frau Schmidt
(04621 3053727 oder kristin.schmidt
@schleswig-flensburg.de).

MITFAHREN KÖNNEN ...

Kinder und Jugendliche von 8-15 Jahren,
deren Familien Bürgergeld, SGB XII-
Leistungen, Wohngeld, Kinderzuschlag
oder Leistungen nach dem Asylbewerber-
leistungsgesetz beziehen.

EIN PLATZ KOSTET ...

60,00 Euro für die Kinder und
Jugendlichen.

Anmeldeschluss ist der 28. Februar 2025!

Ab dem 12. März werden die Plätze im Losverfahren vergeben.

Kreis Schleswig-Flensburg
Kinder- und Jugendförderung



School for children from 6 to 15 years

Information

School attendance is compulsory in Germany. This means that all children in Germany between the ages of 6 and 15 have to go to school. The parents or guardians of the children are obliged to ensure that the children attend school regularly. School attendance at state and municipal schools is free of charge.

Parents often receive written information from the school which their children bring home with them. It is important that you read this information.

Children without knowledge of German

Children without any knowledge of German learn the German language at DaZ-Zentren (DaZ - German as a second language). Parents enrol their children in the school closest to their home. This school notifies the Schleswig-Flensburg district education authority of the registration and the child is then assigned to a DaZ centre. The travel costs are covered.

There are DaZ centres for primary school pupils (the children are 6 - 10 years old) and DaZ centres for secondary school pupils (the children are 10 - 16 years old).

Frequently asked questions from parents

Where do I register my child for school?

You enrol your child at the respective school in your region.

Are there childcare facilities at the school?

Please enquire at the respective school about the local childcare facilities.

Does your child have problems at school?

There is a school social worker at every school. You can contact your school directly.

Support for school materials, subsidies for meal vouchers and reimbursement of travel costs?

In some cases you can Bildung und Teilhabe (Bildung und Teilhabe) get cards that provide for subsidies. Further information on the education package (Bildungspaket) can be found on the [Schleswig-Flensburg district website](#).

Sick note, when and how?

In Germany, all children are required to attend school. If your child cannot come to class, parents are obliged to inform the school immediately.

The school keeps lists of attendance. If your child is frequently absent without excuse, the youth welfare office can be informed.

Vocational school for young people aged between 15 and 18

If you are between 15 and 18 years old and are not enrolled at a general school, you must attend a vocational school. This is regulated by law in Germany. This is called compulsory vocational school attendance (Berufsschulpflicht).

You will learn German and other school subjects at the vocational school. You also prepare for your apprenticeship or profession.

Where should I go?

Please contact the vocational training centre as soon as you arrive in the Schleswig-Flensburg district. The abbreviation for vocational training centre is BBZ. The BBZ is located in the Schleswig-Flensburg district in Schleswig and in Kappeln.

What do I need to bring with me to enrol?

Please bring all documents from your previous schools and your identity papers with you.

What is available at BBZ?

There are various educational programmes at BBZ. For example, you can learn German as a second language. The abbreviation for this is DaZ.



What are DaZ classes?

In these classes you learn German as a second language from Monday to Friday (full-time lessons) with vocational orientation.

Who learns in DaZ classes?

The DaZ classes are attended by a wide variety of people who are either completely new to Germany or who still need to learn German.

Where is the BBZ?

-  [Berufsbildungszentrum Schleswig](#)
-  [Berufsbildungszentrum Kappeln](#)

Support and counselling for parenting and everyday family life

Information

When bringing up children and young people, their rights must be respected. The following are particularly important when bringing up children: freedom from violence, health, education and freedom of expression.

Many questions often arise in everyday family life, for example about the development and upbringing of children. Talking to a specialist often helps.

Do you have difficult situations in the family?






A difficult situation can be the following, for example:

- Problems at school
- puberty
- Professional and financial difficulties
- Long-lasting conflicts between parents
- separation and divorce
- and much more

You can also find counselling and help if you are worried about your child.

There are various counselling centres that can offer you support and advice. All conversations are treated confidentially.

Where can I find counselling or help?

-  [Early help centres](#) (for pregnant women, parents and families with children aged 0 to 3 years)
-  [Family centres](#) (for parents and families with children aged 0 to 6)
-  [Educational counselling centres](#) (for all parents and families with children and young people)
-  [Child protection organisation](#) (for all parents and families with children and young people)
-  [Youth welfare office](#) (for all parents and families with children and young people)

Educational counselling centres

What can educational counselling centres help with?

There are several educational counselling centres in the Schleswig-Flensburg district. These can help your family in various areas. For example, with questions about the development and upbringing of children or if parents have difficulties with parenting.

Children can also be helped, for example with behavioural problems, developmental delays or psychosomatic complaints. Not only the children, but also the parents can be helped. For example, if there are problems in the relationship or in the event of separation or divorce. There are many topics that the counselling centres can help with.

Where can I find the counselling centres?

There are two counselling centres in Schleswig. One is the [church district's !\[\]\(ab4e2b3fc7e7887b7a72f548aa6f5e60_img.jpg\) counselling centre](#). The other is run by the [German Child Protection Association](#).

Child protection organisation


The Child Protection Association is an organisation that campaigns for a child-friendly society. The Child Protection Association wants children to have more rights. That is why child policy issues are at the centre of its work.

What does the Child Protection Association want?

The Child Protection Association wants to protect children from violence and reduce child poverty. All children should have the same opportunities.

Parents should also be supported. The Child Protection Association wants to help you to bring up your children better.


How can I find the Child Protection Association?

The Child Protection Association has a website. You can find it at  [here](#).

Youth welfare office

What is the Youth Welfare Office?

The youth welfare office is a department within the administration of a town or municipality. It looks after children, young people and families if you and your child need support or help.

You can find contact details and further information at  [here](#).

Teenagers

Youth centres

What do the youth centres do?

The youth centres are there for all children and young people between the ages of 12 and 27. Many youth centres can also be visited by younger children. They can go there after school and meet other young people, do sports, arts and crafts, cook, chill out and much more. There are no adults there apart from the staff.

The programme is voluntary and usually free of charge. Anyone can come and go as they please. The staff are also available to help with worries and problems.

Where can I find a youth centre near me?

Youth centres are often near you. Sometimes they are in your parish. Sometimes they are also in a nearby parish. Some are listed here:

 [Eggebek-Langstedt](#)

Jörl (Jugendtreff-Jörl on Facebook)

 [Wanderup](#)

 [Gelting](#)

 [Hürup](#)

 [Kropp](#)

 [Mittelangeln](#)

 [Sörup](#)

 [Tarp](#)

 [Schafflund](#)

 [Böklund](#)

 [Süderbrarup](#)

 [Handewitt](#)

 [Weding](#)

 [Oeversee](#)

 [Harrislee](#)

 [Glücksburg](#)

 [Kappeln – Ellenberg](#)

 [Schleswig](#)

 [Schleswig – St. Jürgen](#)

Holiday camps

What are holiday camps?

There are many different leisure activities for children and young people in the Schleswig-Flensburg district. These include holiday camps. A group of young people travel with an organisation to a beautiful location and stay there for several days. They spend the night in tents or shared rooms. Holiday camps where you sleep in a tent are also called Zeltlager. Many sports clubs, associations and other organisations offer such trips during the school holidays. Families with little money can receive financial support from the Jugendferienwerk.

If you would like to find out more, you can contact the children and youth organisation at  [+49 \(0\) 46213053727](tel:+49(0)46213053727) or kristin.schmidt@schleswig-flensburg.de.

What is the youth holiday programme?

Children and young people up to the age of 18 can register for the Jugendferienwerk. A place on a holiday camp then costs less money for the family. The family must be in receipt of a social benefit (asylum seeker benefits, citizen's allowance, housing benefit or child supplement).


Registration is possible every year in February at the municipality or office where you live. The places are allocated in March. The children and young people then receive an acceptance or cancellation letter.

If you would like to find out more, please contact the child and youth development centre at ☎ [+49 \(0\) 46213053727](tel:+49(0)46213053727) or kristin.schmidt@schleswig-flensburg.de get in touch.

Support for young people - empowering young people

Many young people have problems. Young people between the ages of 14 and 27 with problems or questions can contact Jugend stärken. They can get support with various issues, for example

- Stress in the family or with friends
- Difficulties at school or in training
- financial worries
- Unclear ideas about the future
- excessive demands
- looking for accommodation
- Difficulties finding an apprenticeship or internship
- dealing with the authorities
- and much more...

Counselling is available at six different locations. You can also meet elsewhere. The counselling sessions are confidential and free of charge. You can find all information  [here](#).

Refugee minors without parents

What are umA(umA)?

Refugees who are under the age of 18 and have travelled to Germany unaccompanied are called unaccompanied minor aliens. The German authorities usually abbreviate "unaccompanied minor aliens". They only use the initial letters. These are U, M and A. The authorities do this because it is easier for them.

What happens to young people who come to Germany alone?

These young people are reported to the Youth Welfare Office. The Youth Welfare Office is an authority that looks after children and young people. The Youth Welfare Office talks to the young people and establishes their age. If the young people are under the age of 18, it takes care of them. The youth welfare office takes them to accommodation specifically for young people. The authorities refer to this as taking them into care (Inobhutnahme). If the youth welfare office determines that the young people are 18 years old or older, then they are adults. They then have other rights. The youth welfare office will bring an interpreter to the interview.

Important: If you are not yet 18 years old on your proof of arrival, but the Youth Welfare Office gives you a rejection notice, the Youth Welfare Office must enter a new date of birth on the notice. Only then can you have your documents changed at the Immigration Office and the

Social Welfare Office.


Some minors (persons under the age of 18) are travelling without their parents, but with relatives (e.g. with an uncle or aunt, cousins or older siblings). Your accommodation service will report this to the Youth Welfare Office after your arrival. The Youth Welfare Office will talk to the minor and the adult relatives and check whether the minor can stay there. The Youth Welfare Office will also decide whether a guardian should be appointed. The Youth Welfare Office itself brings an interpreter to the interview.

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

What is a guardianship?

A guardianship is appointed by the state to look after a child living in Germany without parents. This guardianship regulates personal matters such as accommodation, upbringing, schooling, education, asylum issues, healthcare and the child's financial affairs.

Family reunification?

You can find answers at  [Foreign Office](#).


Age of majority

What is the age of majority?

In Germany, a person reaches the age of majority on their 18th birthday.

Now the person can sign contracts without their parents' consent, for example. This could be an employment contract, a training contract or a purchase contract. You can then also rent a flat on your own, get married and much more.

What does "help for young adults" mean?

Young people aged 18 to 21 who have not yet received any help from the  youth [welfare office](#) and would like support can also contact the relevant youth welfare office. To do so, an application must be submitted to the youth welfare office.

Child benefit and supplementary child allowance

Child benefit in Germany is money from the state and part of the family benefit equalisation system. The [Family Benefits Office of the Federal Employment Agency](#) supports you with child benefit, child supplement and other financial assistance.

You can receive child supplement if your income is sufficient to cover your own living expenses, but not enough or only just enough to cover all your family's needs.

In 2025, child benefit will amount to 255 euros per month for each child. From 1 January 2025, the child supplement will be up to 297 euros per month per child. However, it depends on your family's situation. This includes the immediate supplement of 25 euros per month per child.

You can apply for child supplement and child benefit directly [online](#)!

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 they live 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. You can find out more on the page [Child benefit for people living in or from abroad](#).

The payment of child benefit is not dependent on your income!

You can receive child supplement if...

- Your child lives in your household, is under 25 years old and is not married or in a registered civil partnership,
- you receive child benefit (or a comparable benefit) for your child,
- Your family's gross income is at least 900 euros (couples) or 600 euros (single parents),
- you would have enough money to support your family if you received child supplement and possibly housing benefit in addition to your income.

Tip! If you want to find out quickly whether you can receive child supplement: Simply enter your personal details in the [interactive video tool "KiZ-Lotse"](#) and find out your entitlement!

Language

Why should I learn German?

Are you interested in learning German?

That's great, because speaking German is an important basis for social participation and an independent life in Germany. Speaking and understanding German will help you to get to know life and your fellow human beings in Germany better.

If you can speak German, it will be easier to find a job. Many employers expect you to be able to speak German at work with colleagues and customers and to understand work assignments. But your private life and life as a family will also be easier if you have learnt German. You will come into contact with neighbours and other parents. You can support your children in kindergarten and school. You can attend cultural events and leisure activities. You can attend appointments with doctors, authorities or institutions unaccompanied. And much more besides.

Being able to speak German enables you to live independently in Germany and take part in the wide range of activities on offer in your neighbourhood.

Do I have to know German if I want to live in Germany permanently?

Yes, if you want to live in Germany permanently, you must be able to speak German. German language skills are required for certain residence permits or naturalisation, for example. The Immigration Office will check your German language skills. You can prove this, for example, by

submitting certificates.

What types of German courses are there?

There are many different types of German courses.

There are courses for beginners and courses for people who already know German and want to learn more.

Some courses take place in a school and other courses are held online.

Some courses cost money to attend, while others are free of charge.

The courses also differ in terms of duration, lesson times and the people who are allowed to take part in the course. Not everyone is allowed to take part in every course. For some courses, you need a special authorisation to be able to register.

It should also be noted that not every course is always on offer or courses are quickly fully booked. This can lead to waiting times until the next course with free places starts.

So if you would like to attend a German course, you should make sure you book a place in good time.

Different types of courses are presented below.

Initial orientation courses (EOK)

Initial orientation courses in Schleswig-Holstein

Who can participate?

Initial orientation courses are courses in which people who are waiting for an integration course can learn German. People with a residence permit and with a waiting period for an integration course may take part.

Who is not allowed to take part?

There are also people who are not allowed to take part. If you come from a safe country of origin or have come to Germany as part of family reunification, you are not allowed to take part. Most people with a tolerated stay permit are also not allowed to take part in these courses. Only tolerated persons according to §60a paragraph 2 sentence 3 are allowed to participate.

What can you learn in the courses?

It is about important topics such as values and norms of living together, work in Germany, medical care, school and kindergarten and much more.

You will gain knowledge about the way of life and manners in German society, learn vocabulary and important phrases and get to know local counselling services.

An EOK (initial orientation course) includes

- 300 teaching units with six compulsory elective modules of 50 teaching units each
- A1/A2/DTZ exam

Following an EOK course, a STAFF advanced course can be attended.

 **LINK to EOK** [EOK.SH | Landesverband der Volkshochschulen Schleswig-Holsteins e.V. \(vhs-sh.de\)](https://www.vhs-sh.de/EOK)

 **German course finder** www.deutschkurs-sh.de

STAFF.SH - "Starter package for refugees in Schleswig-Holstein"

The project STAFF.SH (STAFF.SH) offers language courses for people who have applied for asylum. The courses are for people who are very new to Germany. STAFF.SH (STAFF.SH) is an abbreviation. It means: Starter Package for Refugees in Schleswig-Holstein. The project is organised by the state association of adult education centres in Schleswig-Holstein.

Who can take part in the courses?

People with a residence permit, a tolerated stay permit and people with a waiting period for an integration course have access to the courses. The courses are funded by the state of Schleswig-Holstein, so participation is free of charge.

What do you learn in the courses?

In the course you learn more about the way of life and manners in Germany. You will also receive important information about local counselling and support services. And you practise language and cultural basics so that you can converse well with others in German and understand others well.

How long does a course last?

It depends on whether you have to attend a literacy course or start with the basic course. The literacy course consists of 4 parts. The basic course comprises a total of 3 modules of 100 teaching units each. At the end of the course you have to take an exam. If you do not pass the exam, you can attend another course of 100 teaching units and repeat the exam.

 **STAFF.SH | Landesverband der Volkshochschulen Schleswig-Holsteins e.V. (vhs-sh.de)**

German course finder www.deutschkurs-sh.de

Integration course

What is an integration course?

The integration course consists of a language course and an orientation course.

In the language course, participants learn German up to level B1. This means that you learn how to converse in German. The language course comprises 600 hours of lessons. It consists

of a basic and an advanced language course of 300 hours each. These in turn are made up of three parts of 100 hours each.

The language course covers important topics from everyday life. For example, shopping and living, health or work and career. Participants also learn how to write letters and emails in German, fill out forms and apply for a job.

Before starting the language course, participants take a placement test. This test is used to determine whether the participant already has previous knowledge of the language. It may also be advisable to take part in a special integration course.

At the end of the language course, all participants take an exam. There is a certificate. This is a confirmation that you have completed the course. The aim of the language course is to reach language level B1.


What do I do if I don't pass the exam?

A new Integrationskursverordnung came into force in December 2024. Funding for Wiederholungsstunden (300 hours) was largely discontinued. Exceptions to this are the Alphabetisierungskurse. If you have attended a general Integrationskurs, you do not have the option of repeating course sections or the exam. If you have attended a Alphabetisierungskurs, you can apply for 300 repeat hours and admission to a second examination. Please speak to the staff at your language school about this. They can help you with the application at BAMF.

The orientation course:

Foreign nationals also need to know a few things about the country they are living in. This includes history, culture and the laws. This content is taught in the orientation course. The orientation course comprises 100 hours of lessons.

At the end of the orientation course, all participants take the exam. This is called "Living in Germany". There is also a certificate for this.

During the exam, each participant is asked a total of 33 questions. There are four possible answers to each question on the questionnaire. The correct answer must be ticked in each case. To pass the orientation course, 15 out of 33 questions must be answered correctly. You can practise for the test on the Internet. There is a special  [website](#) for this.

Who can take part in an integration course?

The prerequisite for participation in an integration course is authorisation or an obligation. The authorisation or obligation is issued by the Federal Office for Migration and Refugees, the Aliens Office or the provider of basic welfare support, for example the job centre.

Vocational language courses (BSK)

Vocational language courses (BSK)

You can further improve your German by taking part in a Berufssprachkurs course following the integration course.

There are Berufssprachkurse, which are called Basiskurse. Their aim is to achieve the Sprachniveau B2, C1 or C2.

And there are Berufssprachkurse, which are called special courses. These courses prepare you for various Berufsfelder. These include, for example, healthcare professions, early education or trade. There are also courses aimed at A2 or B1. These courses are aimed at people who have not achieved this Sprachniveau in Integrationskurs.

To take part in these courses, you must fulfil the following requirements:

- You have completed the Integrationskurs.
- You must be registered as a jobseeker and or receive state benefits.
- You are looking for a training position or are already in training.
- You are currently going through the Anerkennungsverfahren for your vocational or training qualification.

How can I register?

You need authorisation to be able to register. You can obtain this authorisation from your Jobcenter or Agentur für Arbeit. The prerequisite is that the language acquisition is necessary for your further professional development. If you do not receive any benefits, you can obtain the authorisation directly from BAMF.

What is Job-BSK?

For people who already have a job, there is the Berufssprachkurs for employees. This course is called Job-BSK. In order to take part, you must first speak to your employer. The language courses are organised in close cooperation with the company. In the courses, you will learn language that you can use directly in your everyday working life. You will receive a certificate of attendance at the end of the course. There is no examination or language certificate. Your employer can apply for a course for you and other colleagues who would like to learn German.

What is Azubi-BSK?

There is a special offer for trainees. During their training, trainees can take part in Berufssprachkursen, which is called Azubi-BSK. The Azubi-BSK combines language training and support with specific training content. It is about teaching specialised vocabulary and, in particular, preparing for the final exams.

Please note:

Not all course formats are currently taking place!

Currently, only language courses with the target level B2, Job-BSK, Azubi-BSK and some job-related Berufssprachkurse are taking place. In addition, only a limited number of the above-mentioned course formats are being offered. These restrictions imposed by BAMF will initially apply for an indefinite period.

German for children and young people

It is particularly important for children and young people to learn German. That is why there are many different programmes. Most courses take place in schools.

There are classes in schools for children and young people who still speak little German. These are called "German as a second language classes". They are abbreviated to DaZ classes (DaZ-Klassen). Here they learn German until they can take part in regular German lessons. Regular classes are the normal classes attended by all young people who can already speak German.

There are language support lessons for pupils who attend a regular class. These are extra lessons. Each school offers this differently. If you want to know more about this, you need to ask your school.

Vocational schools also offer help for young people who still need to learn German. There are classes in which German is mainly learnt. These classes are called "Vocational integration class German as a second language". Here, too, an abbreviation is usually used, namely BIK-DaZ classes (BIK-DaZ-Klassen). In these classes, students learn German and attend vocational orientation. Vocational orientation means that the young people also consider where they would like to work or do an apprenticeship.

There is also additional language support for pupils who attend a regular vocational class.


Where are language courses offered?

Current overviews of the language courses on offer can be found on the Internet.


Where can I find STAFF and EOK courses?

You can find the overview at "Deutschkursfinder"  <https://www.deutschkurs-sh.de/>

Where can I find integration courses?

You can find the overview at "BAMF-Navi"  <https://bamf-navi.bamf.de/de/>

Where can I find vocational language courses?

You can find an overview at "KURSNET" of the Federal Employment Agency  <https://www.arbeitsagentur.de/kursnet>

Certified language schools and contact addresses

Here you will find a list of schools in the Schleswig-Flensburg district where you can attend an integration course:

 [Wirtschaftszentrum Handwerk Plus GmbH \(whp\)](#)

 [bb gesellschaft für beruf + bildung mbh schleswig-holstein](#)









 [agp Weiterbildung & Beruf GmbH & Co. KG](#)

 [Grone-Bildungszentren Schleswig-Holstein GmbH - non-profit organisation](#)

Learn a language online

Links and tips

You can learn German on your smartphone or computer. This is often free of charge. Take advantage of the great offers to learn German faster and easier.

-  [I-want-to-learn-German](#)
This portal is from the German Adult Education Association. It offers exercises at levels A1 to B1+ as well as a wide range of literacy courses for second-language learners. 30 examples with extensive exercise materials for work-related communication up to level B1+ can be found in the "Language and work" section. You need to register. The portal is free of charge.
- The new  [free A1 German course](#) from the German Adult Education Centre Association is intended for use in conjunction with German courses. Learners without any knowledge of German and without support can also use the A1 German course independently. Participants are accompanied by a teacher. Menu navigation and instructions are translated into 18 languages.
- The  [language learning app "Einstieg Deutsch"\(Android\)](#) offers you exercises for initial language development. It aims to quickly achieve a basic level of fluency in German. The most important words and phrases are learnt after just a short time. Once learnt, the sentence patterns can be practised again and again.
-  [Arrive app](#)
This app has a self-study course for the first few weeks in Germany, level A1 and above
- The Goethe-Institut offers various interesting apps for learning German. For example, there is the  ["Deutschtrainer A1"](#): Exercise materials on vocabulary and structures for beginners for level A1, in German.
-  ["Die Stadt der Wörter"](#) is an app for playful vocabulary learning. You don't need any previous knowledge. The app works in German, English, French and other languages
-  [YouTube channel](#) by Deiaa Abdullah (Arabic): "Learn German"
-  [Serlo ABC](#)

How do I find a language course?

Which language course is right for me?

Finding the right language course can be a challenge. There is a wide range of courses on offer and there are various criteria that need to be taken into account when making a choice.

A suitable course matches your previous knowledge and goals. It takes place at suitable times. You belong to the target group that is authorised to take part in the course. You may need authorisation to take part in a particular course. Courses for which you need authorisation are, for example, integration courses or vocational language courses.

This authorisation can be issued by the job centre, the foreigners authority or the Federal Office for Migration and Refugees (BAMF).

The language tool from Alle an Bord can help you find the right course

 <https://www.alleanbord-sh.de/sprache-lernen/sprachtool-alle-sprachkurse-finden>

Have you found a suitable course?

Then contact the language school and enrol. The language school will tell you which documents you need. Enrolment is usually binding. This means that you undertake to take part in the course. If you are unable to attend, a cancellation is required. If you do not cancel or cancel too late, you may still have to pay for the course.

What do the different language levels mean?

In connection with language courses, people often talk about Sprachniveau. The Sprachniveau indicates how well a person speaks a language. The different Sprachniveaus are divided into 6 levels. The lowest level is Sprachniveau A1. The highest Sprachniveau is C2. There are detailed descriptions of Sprachniveaus. They list how well a language must be spoken and understood.

Elementary language use - A1

You can understand and use everyday expressions and very simple sentences. The sentences are aimed at satisfying specific needs. For example, you can introduce yourself and others. You can ask other people questions. You can have a simple conversation. You can say where you live, who you know and what things you like.

At this level, you can communicate in a simple way if the other person speaks slowly and clearly and is willing to help.

Elementary language use - A2

You can understand sentences and frequently used words. These must be related to areas of immediate importance. This includes, for example, personal and family information. You can also form sentences about shopping, work or the neighbourhood. The point is to be able to converse in everyday life. You can then have a simple and direct conversation about common things.

They can give information in simple words. For example, they can talk about their own background or describe their surroundings.

Selbstständige Sprachanwendung B1

They can understand the main points when clear standard language is used. For example, you can talk about leisure activities or school.

At this level, your language skills are sufficient to cope with most situations encountered when travelling in the language area. You can express yourself simply and coherently on familiar topics and tell others what you think. For example, you can describe experiences and events. You can give brief reasons or explanations for plans and opinions. You can also read and understand short texts well. This enables you to move independently in a foreign language environment.

Independent language use B2

At this level, comprehension is sufficient to understand the main content of complex texts on various topics. If the topic is one in which the person is well versed, they can hold specialised conversations. They can communicate so spontaneously and fluently that a normal conversation with native speakers is possible without too much effort. It is possible to express oneself clearly and comprehensibly on a wide range of topics. A point of view on a topical issue can be described.

Competent use of language C1

People who have C1-Sprachkenntnisse can understand demanding, longer texts and also grasp meanings that are not described very clearly.

They can express themselves spontaneously and fluently without often having to search for recognisable words. You can use the language in your private and professional life. You can use language effectively and flexibly in education and study. You can make clear and organised statements on very difficult subjects.

Competent use of language C2

People who speak on this Sprachniveau can summarise information from various written and oral sources. They can give reasons and explanations in a coherent presentation. They can express themselves spontaneously, very fluently and precisely. They can also make fine distinctions in very difficult situations.

Who pays for the language course?

Who bears the costs for the language course varies.

There are language courses that do not cost any money. You can simply register for these courses and take part if places are available. Many online courses are free of charge.

Most language courses cost money. Whether you have to pay these fees yourself depends on various factors. You do not have to pay the costs for the integration course yourself if you have little or no income. This also applies to other language courses organised by the Federal Office for Migration and Refugees (BAMF). However, you will need proof (a letter) confirming that the costs will be covered. You can obtain this proof from the job centre, the Federal Office for Migration and Refugees (BAMF) or the immigration office, for example.

Always find out about the fees before registering. There is no provision for costs to be reimbursed retrospectively by the job centre, for example. If you do not clarify the assumption of costs before registering, you will have to pay the fees yourself.

Who can help me find a place on a language course?

Do you need help finding a language course?

Various counselling centres can help you find a suitable course. For example, there is the [Migrationssozialberatung](#) and also the counselling service from [Alle an Bord](#).

There are also counselling services at most adult education centres, for example at [Volkshochschule Schleswig](#). If you don't know where to turn, the best place to go is [Migration Management](#). You will definitely receive support and counselling here.

InteGreat cookbook

Send us your recipes!

Do you know a delicious recipe that you would like to share with us?

Then send it to us! We'll publish it on the InteGreat app.

Send it either to the feedback function or by e-mail to: @integreat@schleswig-flensburg.de

Farmer's breakfast

Farmers' breakfasts used to be served when leftovers from the larder had to be used up. It consists mainly of potatoes and eggs. It is still very popular in Schleswig-Holstein today.

Recipe for 4 portions

- 1000 grams of potatoes
- 4 onions
- 2 tablespoons butter (for the pan)
- 300 grams ham (diced)
- 4 tablespoons clarified butter (for the pan)
- pinch of salt
- Pinch of pepper, ground
- 2 paprika powder, sweet
- 8 eggs, medium
- 4 gherkins
- 4 tablespoons chives rolls

Preparation

1. First wash the potatoes. Then boil the potatoes in a pan of water for about 20 minutes and leave to cool. Then peel the potatoes and cut them into slices.
2. In the meantime, peel and dice the onions. Heat the butter in a pan and fry the diced onions in it.
3. Then add the diced ham to the onions and fry briefly. When the ham is lightly browned, remove the onion and ham mixture from the pan and put it to one side.
4. Heat the clarified butter in the same pan and add the potato slices. Fry them slowly for about 10 to 15 minutes. The potatoes should be brown and crispy. You also need to season the potatoes with salt, pepper and paprika. Then add the onion and ham cubes to the potatoes.
5. Finally, add the eggs. To do this, mix the eggs together in a measuring jug beforehand. Once the eggs have been mixed, pour the eggs over the fried potatoes. Continue frying until everything is firmly combined.
6. The chives are added to the finished farmer's breakfast after frying. The gherkins are a side dish. If you like, you can also serve beetroot or ketchup as a side dish.

Djuvec made from rice and vegetables

Djuvec is a Yugoslavian rice dish. Djuvec made from rice and vegetables is often eaten in the Serbian region. It is often eaten as a side dish with meat or vegetables.

Ingredients:

- 3 tablespoons of oil
- 150 grams of rice
- 2 onions
- 2 peppers
- 500 grams of tomatoes
- 2 courgettes
- salt
- pepper
- paprika powder
- 2 chilli peppers
- 1/2 litre meat stock or vegetable stock

Zubereitung:

Finely slice the onions and fry in oil together with the uncooked rice. Cut the peppers into strips and the tomatoes and courgettes into slices. Add the vegetables to the rice and sauté together. Season with salt and pepper. Sprinkle over the paprika powder and add the chillies. Pour in the stock and simmer for about 25 minutes.

Red fruit jelly

Red fruit jelly is a dessert made from fruit. It is often eaten in summer.

Ingredients for 4 portions:

- 500 grams of berries - these can be strawberries or other berries
- 2-3 tablespoons of sugar
- 175 millilitres of cherry juice or cherry nectar
- 1 tablespoon cornflour (custard powder also works)

Preparation:

1. Remove 3 tablespoons of the cherry juice and set aside. Put the rest of the juice in a pan with the berries and sugar and bring to the boil.
2. Mix the remaining juice with the cornflour. When the cornflour has dissolved, pour it into the pan with the berries and stir in. Then boil everything for another minute and leave to cool. Then the grits are ready.

Many people eat the red fruit jelly in a bowl with milk.

Eggs in mustard sauce

The dish eggs in mustard sauce originates from northern Germany. It is a meat-free, warm meal. The recipe is quick and easy to cook.

Ingredients for 4 people

- 1 kilo potatoes
- 8 eggs
- 3 tablespoons butter
- 40 grams flour
- 200 grams whipping cream
- 2 teaspoons vegetable stock
- 125 grams mustard
- 1/2 bunch parsley
- sugar
- Salt & pepper

Preparation

1. Peel the potatoes. Then halve or quarter the potatoes. Cover and boil in water with salt for about 20 minutes. Boil the eggs in another pan for 10 minutes.
2. Melt the butter in a pan. Add a little flour until both are golden yellow. Gradually add 1/2 litre of water and the cream. Stir all the time. Then stir in the vegetable stock and mustard. Cook everything together for 4 to 5 minutes.
3. Flavour with salt, pepper and sugar.
4. Wash the parsley. Then chop the parsley into small pieces. Rinse the eggs in cold water, then peel and place in the mustard sauce. Drain the potatoes and sprinkle with the parsley.
5. Serve everything together.

Turnip puree

Turnip puree is a popular dish in Schleswig-Holstein. It is easy to prepare and the ingredients required are inexpensive. Below you will find a vegetarian recipe. However, turnip puree can also be prepared with meat if required.

Ingredients for 4 - 5 people

- One small swede
- 1 kg carrots
- 1 kg potatoes
- Salt and pepper
- vegetable stock
- oil
- Spring onions (if you like)

-
- Parsley (if you like)

Preparation

1. Wash and peel the vegetables. Cut the vegetables into pieces.
2. Put some oil in a pan and fry the vegetables briefly. Deglaze with vegetable stock. Bring the vegetable stock to the boil briefly. Then cook everything over a medium heat until the vegetables are soft. Depending on the size of the vegetables, this will probably take between 20 and 30 minutes.
3. Mash or puree the vegetables.
4. Season the stew with salt and pepper to taste.
5. You can serve the beetroot purée with spring onions or parsley to garnish.

Banana biscuits

The biscuits are virtually sugar-free and are also ideal as a snack or breakfast for children to take away.

Ingredients for about 12 biscuits

- 3 bananas
- 100 millilitres of milk or plant-based drink
- 200 grams of flour
- 40 grams of rolled oats
- one sachet of baking powder

Preparation

1. Mash the bananas with a fork.
2. Add milk or a plant-based drink. Stir the two ingredients together well.
3. Add the rolled oats, flour and baking powder. Stir these ingredients well together.
4. Place baking paper on a baking tray and spread the dough by the spoonful onto the baking paper.
5. Bake the biscuits in a preheated oven at 180 degrees for around 10 to 15 minutes until they are golden brown.

Depending on your taste, you can also add frozen berries or other ingredients to the dough.

Æbleskiver - Danish Christmas dish

Æbleskiver is a sweet pastry that is eaten at Christmas time in Denmark. The Æbleskiver are traditionally served with icing sugar and jam.

Ingredients:

- 250 grams of flour
- 125 grams butter

- 375 millilitres buttermilk
- 1 pinch of salt
- 2 tablespoons sugar
- 172 teaspoons cardamom
- Pulp of one vanilla pod
- 10 grams baking powder
- 1 level teaspoon of baking soda
- 4 eggs
- Zest of one organic lemon
- Apple pieces to taste

Preparation:

Separate the eggs, put the egg whites to one side. Melt the butter in a pan and brown lightly, then leave to cool. Now mix the flour, baking powder, bicarbonate of soda, salt, vanilla and cardamom. Then beat the egg yolks with the sugar and pour in the buttermilk. Add the flour mixture and lemon zest and add the butter. The dough must now stand for 15 to 30 minutes so that the gluten in the wheat flour can swell. In the meantime, beat the egg whites until stiff and then carefully mix into the batter using a spatula. Heat up a special Aebleskiverpfanne. Pour the batter into the wells of the pan so that they are 3/4 full. Add a piece of apple if desired. Fry briefly over a medium heat until the batter bubbles. Then turn. Fry until golden brown. Serve with jam and icing sugar. Done. This is what a Aebleskiverpfanne looks like:



Christmas biscuits

Children love baking biscuits at Christmas time. This recipe makes it easy to bake biscuits and decorate them together.

Ingredients:

- 500 grams of flour
- 250 grams butter
- 250 grams of sugar
- 1 sachet of vanilla sugar
- 1 egg
- a pinch of salt

Preparation:

Knead all the ingredients in a mixing bowl with your hands. If the dough is too sticky, add a little more flour. Place the dough in the fridge for 30 minutes. At the end of the 30 minutes, take the

dough out of the fridge and knead again. Roll out the dough on a floured work surface. Then cut out biscuits using biscuit cutters. Place the biscuits on a baking tray lined with baking paper. Bake in the oven at 180 degrees Celsius for about 10-12 minutes. Keep an eye on the biscuits while they are baking in the oven, they will brown quickly. When the biscuits are lightly golden brown, they are ready. The biscuits will still be a little soft at first, but when they have cooled, they will be harder and crispier. You can then decorate the biscuits with icing, chocolate and nuts.

Serbian ajvar with aubergines

Ajvar mt aubergine is a delicious accompaniment to grilled meat and fish. It is also often eaten as a dip with bread and vegetables. It is vegan.

Ingredients:

- 2 aubergines
- 4 red peppers
- 4 tablespoons of oil
- 2 tablespoons lemon juice
- 2 cloves of garlic
- 1 teaspoon hot paprika powder
- salt
- pepper

Preparation:

Bake the aubergines and peppers in the oven at 185 degrees for about half an hour. Then remove the skin from the aubergines and peppers. Cut the aubergines and peppers open and remove the seeds. Then mash the flesh with a fork until you have a creamy mixture. Season with paprika powder, salt and pepper. Crush the garlic cloves and add to the aubergine puree. Stir the lemon juice and oil into the aubergine puree. Allow the Ajvar to infuse in the fridge for several hours.

Satarasch - Serbian pepper vegetables

Satarasch is a traditional dish from Serbia. It is eaten as a side dish with potatoes and meat or cold as a topping on bread.

You will need the following ingredients for four people:

- 700 grams of paprika
- 5 pieces of onion
- 2 cloves of garlic
- 1 tablespoon of instant vegetable stock or VEGETA
- 5 tomatoes or a packet of pureed tomatoes
- vinegar
- chilli pepper

-
- salt
 - Pepper
 - sugar

Preparation:

Cut the peppers and onions into strips. Score the tomatoes crosswise and blanch briefly in boiling water. Then peel the skin off the tomatoes and cut them into pieces. Finely chop the garlic. Fry the onions in oil until translucent. Then add the peppers and fry. Now add the chilli powder or chilli peppers to taste. Season with salt and pepper. Add the tomatoes and simmer until the vegetables have combined with the sauce. It should look like a ragout. Finally, flavour with a little vinegar, sugar, salt and pepper. Satarash tastes best when it is spicy. It should taste sweet and sour.

Kale with smoked pork loin and cooked sausage

In autumn, people in Schleswig-Holstein like to eat kale.

Kale is a vegetable. It is served with sweet roast potatoes and cured pork.



Here is a recipe for 4 people.

You need the following ingredients for kale:

2 kilos of fresh kale

1 kilo of smoked pork

4 cooked sausages

2 large onions

3 tablespoons of lard

3 tablespoons mustard

salt and pepper

water

Preparation:

The kale must first be washed thoroughly in a water bath, as it usually still contains soil. This is best done in the sink. Then boil the kale for 3 minutes and remove it from the boiling water to chop it into small pieces. But be careful not to cut the kale too small. Put the kale to one side.

Empty the pot and rinse it once. Chop the onions into small pieces, but not too small.

Put the pan back on the hob over a medium heat and add the lard first and then the onions. Fry the onions until they are translucent. Then add the mustard, salt and pepper.

Then add all the cabbage to the pan. Fry the cabbage briefly.

Then add the smoked pork to the pot and add enough water so that you can see that the cabbage is floating. Bring the water to the boil. Then cook everything for about an hour over a medium heat. The cooked sausage needs about a quarter of an hour. It is therefore added to the pot later.

Sweet roast potatoes

For 2 portions, you need 500 grams of potatoes, 10 grams of sugar and 20 grams of butter.

The potatoes are cooked in their skins until they are done. When they are cooked, they are peeled. Either use very small potatoes or cut larger potatoes into quarters.

First heat the sugar in a pan until it becomes liquid and then add the butter. You have to keep stirring, otherwise it will burn. When everything is liquid, add the potatoes. They are fried on all sides until they are brown in colour.

Incidentally, there are different recipes for this dish. Some people use belly meat, others add potatoes or oatmeal to the kale. Some also eat it without meat. Of course, it can also be made with smoked tofu, for example. It always varies a little. But the important thing is that people in northern Germany really look forward to this dish in autumn.

Simple mandarin cheesecake

This is a very simple cake recipe.

You need the following ingredients:

- 125 grams of margarine
- 100 grams of sugar
- 2 eggs
- 1 packet of custard powder (vanilla or chocolate)
- 500 grams of quark
- 1 tin of mandarins

First mix the eggs and sugar together. This mixture must be frothy. Then add the eggs, custard powder and quark. These are stirred together. Then add half the tin of mandarins to the mixture.

Everything is now placed in a greased springform tin and baked for around 45 minutes to 1 hour at 180 degrees.

You have to wait until the cake has cooled.

Finally, place the remaining mandarins on top of the cake.

Baklava

Doesn't that look delicious? :-)



What ingredients do you need?

- 150 grams hazelnuts (chopped) and/or walnuts
- 100 grams ground almonds (peeled)
- 75 grams chopped pistachios
- 200 grams of sugar
- A quarter of a teaspoon of cinnamon powder
- 250 grams butter
- 450 grams of filo pastry (available in Turkish shops)
- 125 millilitres of honey
- 150 millilitres of water

-
- Half a lemon
Some butter for the baking tin

What do you have to do?

Prepare the nuts:

Mix the hazelnuts, walnuts, almonds and 50 g pistachios with 4 tablespoons of sugar and cinnamon.

Melt the butter:

Melt the butter and leave it to cool slightly.

Prepare the baking tin:

Grease an ovenproof dish with butter.

Preheat the oven to 200 °C (top/bottom heat) or 180 °C (fan oven).

Prepare the dough:

Place all the pastry sheets on top of each other.

Place the baking tin on top of the pastry sheets and cut all the way round with a sharp knife.

Lay the dough layers:

Brush the cut-out pastry sheets with butter.

Place the pastry sheets in the tin one after the other. You will have about 20 sheets.

After about 5 sheets, place 1/3 of the nut mixture on top.

Repeat the whole process: 5 sheets, then nut mixture again until everything is used up.

Place the remaining pastry sheets on top.

Cut and bake:

Cut the baklava into diamonds or rectangles with a sharp knife.

Brush with the remaining butter.

Bake the baklava in the oven for about 25 minutes until golden brown. (Keep an eye on it so it doesn't burn).

Prepare the syrup:

While the baklava is baking, boil the water, honey and remaining sugar for about 10 minutes until a syrup is formed.

Squeeze the lemon and add some lemon juice to the syrup.

Leave the syrup to cool.

Finish the baklava:

Take the baklava out of the oven and leave to stand for 5 minutes.
Then pour the syrup evenly over the baklava.
Sprinkle the remaining pistachios on top and leave the baklava to cool.

That's it! Enjoy your baklava!

The photo is from Anna - thanks for sending it in :-)

Volunteering: I would like to help

Contact person on site

Who can I contact if I would like to help?

Your contact persons are

Tarik Pahlenkemper

☎ [+49 \(0\) 462187693](tel:+49(0)462187693)

@tarik.pahlenkemper@schleswig-flensburg.de

and Sylke Willig

☎ [+49 \(0\) 4621878544](tel:+49(0)4621878544)

@sylke.willig@schleswig-flensburg.de

🗣 You can speak these languages with them:

- German
- English

You can also get in touch with your local office.

What is voluntary work?

What does it mean to volunteer?

Volunteering means working for other people or for a cause. These people volunteer in their free time. As a rule, they are not paid for this. This is also known as civic engagement or voluntary work. Voluntary work is important for the community. It builds trust and solidarity. It promotes the feeling of taking responsibility for society.

Why take on voluntary work?

People who volunteer often have different reasons for doing so.

- Helping is fun and makes people happy.
- Volunteering creates a sense of community.
- You can do something good for society.
- Contacts can be made and even friendships can develop.

-
- It strengthens self-confidence.
 - Volunteering will improve your own social skills.
 - You can gain knowledge and experience and pass it on to others.
 - Volunteering can also benefit you professionally.
 - If you do something good for people, you get a lot in return.

What requirements do I have to fulfil to get involved?

What requirements do I need to fulfil to get involved?

You don't have to fulfil any requirements to get involved. It is enough if you are looking forward to it.

I can get involved here

How can you help?

- As a guide, you can accompany refugees in their everyday lives.
- You can translate conversations for other people.
- You can become a guardian for another person.
- You can read to children.
- You can teach German as a subject.
- They can help in clubs. Examples are the AWO, the Schleswig Women's Centre or Seebrücke.

We are looking for

- Reading mentors for a kindergarten (Schleswig) and a school (northern district)
- Supporters for the district-wide seminars "The healthy lunch box"

If you would like to help, please contact us:

Tarik Pahlenkemper

☎ [+49 \(0\) 462187693](tel:+49(0)462187693)

@ tarik.pahlenkemper@schleswig-flensburg.de

and Sylke Willig

☎ [+49 \(0\) 4621878544](tel:+49(0)4621878544)

@ sylke.willig@schleswig-flensburg.de

🗣️ You can speak to us in these languages:

- German
- English

Where can I find other helpers?

Many people help refugees. We know some helpers. Please get in touch. We will tell you if there are other helpers in your area.

You can reach us at :

☎ [+49 \(0\) 462187693](tel:+49(0)462187693)

☎ [+49 \(0\) 4621878544](tel:+49(0)4621878544)

🗣️ We speak these languages fluently:

- German
- English

You can also simply contact 🌐 [Migration Management](#) directly.

Together next door in Kappeln. An offer of voluntary help

Are you looking for help in everyday life, for example with childcare, visits to the doctor or appointments? Or would you like to support other people?

In our project, we want to bring you into contact with other people. We will talk about your wishes in an initial meeting. We help you get to know each other. We support you in the coordination process. We are also available at any time to answer your questions and concerns. Once a month, we organise an exchange meeting for volunteers.

👤 Theresa Ray (Requests for support and volunteering)

📍 Wassermühlenstraße 12, 24376 Kappeln

☎ 0157/34529862

How can I get money for my event?

The Schleswig-Flensburg district can support your project for refugees with money. To do so, you must fulfil certain conditions. They are listed in a guide. Call us if you would like to know more.

The numbers are:

☎ [+49 \(0\) 462187693](tel:+49(0)462187693)

☎ [+49 \(0\) 4621878544](tel:+49(0)4621878544)

🗣️ We are fluent in these languages:

- German
- English and

Am I insured if I work voluntarily?

Volunteering is important and fun. But it can also have risks. For this reason, Schleswig-Holstein insures all volunteers.

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

Our podcast

Our podcast is called "Echoes of Empowerment". A podcast is like a radio programme that talks about a specific topic.

From June 2024 to June 2025, 10 episodes will be produced. We are working together with "Sturm und Tatendrang" for this. The episodes will present refugee initiatives.

[Find out more here.](#)

Our information letter

We publish an information letter every month.

Where can I find the information letter?

-  [Here on our website](#)

How can I still receive the newsletter?

- If you wish, we can send you the information letter by e-mail. This happens once a month.

Write to us if you would like to receive the Information Letter by e-mail.


@sylke.willig@schleswig-flensburg.de

@tarik.pahlenkemper@schleswig-flensburg.de

Calendar of events for interested parties

There are many events on the subject of migration in the Schleswig-Flensburg district.

If you are interested, you are welcome to take part.



 You can find all the events [here](#).

Where can I turn if I want to get involved?

Would you like to welcome people who are new to the district?

We would be delighted to do so. Thank you very much for your commitment!

Do you have any questions?

We can advise and support you. Simply contact  [Migration Management](#) or the [Schleswig-Flensburg district's volunteer support](#) programme directly at .

The healthy lunch box

Children usually take a lunch box with them to kindergarten and school.

Mrs Claudia Plinz explains, shows and chops with us everything that is good and healthy for our children's lunch boxes.

What is Reading Aloud Day? What are reading mentors?

The nationwide Read Aloud Day is a day on which reading together and reading aloud takes centre stage in many different places. In 2025, Reading Aloud Day will take place on 21 November. We are looking for reading mentors again this year.

What are reading mentors?

Reading mentors are people who read to other people. Last year, we were looking for people who would like to read to other people, especially on Reading Aloud Day. And not just on Reading Aloud Day, but throughout the year!

Would you also like to take part and don't yet know where you can read to others? Then please get in touch with Sylke Willig @ sylke.willig@schleswig-flensburg.de

Emergency

A call is free of charge and possible day and night. Police

☎ [110](tel:110)

e.g. in the event of assault, violence, sexual harassment, burglary, theft, traffic accident **Fire brigade**

☎ [112](tel:112)

e.g. in the event of fire, explosion, flooding Ambulance/emergency doctor

☎ [112](tel:112)

e.g. in the event of life-threatening injuries, accident, poisoning

Important information for an emergency call:

- Who is calling (your name)?
- Where has something happened (address)?
- What has happened?
- How many injured or sick people are there?
- Wait for further enquiries!
- Remain calm
- Speak slowly and clearly.

Information Ukraine

PIK method

Some foreigners have to be registered in a special way. Ukrainians also have to do this. This is called a "spade" (Pik).

What happens?

Pictures are taken of the person and fingerprints are stored.


What does "Pik" mean?

It is an abbreviation and means personalisation infrastructure component.

Where can I do this?

It takes place at  [Migration Management](#). This usually happens when new arrivals are made.

Current information on the right of residence

The German government has published up-to-date information on the website  [Germany for Ukraine](#). This site is particularly useful if you are looking for information. The site is updated very quickly.

In which languages is the website available?

The website is available in German, English, Russian and Ukrainian.

Can I also access the legal texts from there?

Yes, there are links. However, the texts are only available in German.

Language courses

There are many different language courses on offer. Some are on-site courses and some can be done online. There are official courses, for example integration courses. There are also private courses. You have to pay for some courses.

Where can I find information about courses?

Here is the link to the Federal Office for Migration and Refugees. There is a lot of information, also in Ukrainian:

 [Welcome offers and language support for refugees from Ukraine](#)

Many courses are offered by adult education centres. Adult education centres are places of learning for all people. There is a free digital learning programme:

 www.vhs-lernportal.de

There are also private programmes. One example is the company Babbel. It has put a free offer on the Internet:

 <https://ua.babbel.com>

Will my driving licence be recognised in Germany?

Yes, Ukrainian driving licences are recognised in all EU member states.

How long does this apply?

It is valid until 6 March 2025.

Can it be extended?


Yes, but this will be decided by the EU and the Federal Republic of Germany.

What do I have to do if I am a professional driver?

Professional drivers must undergo training. You also have to take an examination. The [Chamber of Industry and Commerce](#) is responsible for this. If you pass the test, you are authorised to work as a professional driver.

Information from the Federal Office for Migration and Refugees

The Federal Office for Migration and Refugees has set up a special website for people from Ukraine. Here you will find all the important information.


If you click on the link, you will get there:  [Germany 4 Ukraine](#)

Is there also information and help for Jewish people?

Information for Jewish people from Ukraine can be found [at](#)  [under this link](#).




Important addresses for people from Ukraine in Schleswig-Holstein

Where can I find the embassy?

The Embassy of Ukraine in Germany is located in Berlin. You can also find it on the  [InteGreat map](#).

Are there any German-Ukrainian associations?

Yes, there are. For example, there are

-  [Deutsch-Ukrainische Gesellschaft e.V. Kiel \(DUG \)](#)
- the  [Rozmova e. V.](#)
- the  German-Danish-Ukrainian Association Mrija in Flensburg on [facebook](#) and [instagram](#)

Is there a medical association for people from Ukraine?

Yes, there is. For example, there is the  [Ukrainian Medical Association in Germany](#).

Are there also offers in the Schleswig-Flensburg district?


Yes, for example there is the 





[Müttercafé für ukrainische Frauen und Mütter in Harrislee.](#)

Does the state of Schleswig-Holstein have a Ukraine page?

Yes, you can find information on the [state's website](#) .

Debt collection and bill payment

If you receive letters from companies asking you to pay a sum of money, first check whether you have received services from this company (e.g. as a mobile phone app). If so, settle these invoices quickly. It is often possible to pay in instalments rather than the entire amount at once. Talk to the company, write a short letter and explain your situation.

If you repeatedly ignore requests for payment, the company will call in a debt collection agency. They will make sure that you pay your bill. You will have to pay extra money for reminders and the debt collection agency, which means that your debts will continue to grow.

Never simply put letters with requests for payment to one side! No company forgets that it still receives money and it becomes more and more expensive for you!

You can find more information on [debt collection letters](#) here.

 [Video "Schufa and debt collection"](#)

Sample advert for a flat advert from the Internet

Subject: Interest in your flat advert

Dear Sir or Madam

I fled from the Ukraine to Germany some time ago. Now I am looking for a new home for myself and my family in the Schleswig-Flensburg district. Your advert appealed to me because the location and furnishings are very well suited to my current needs.

I am currently living in temporary accommodation. However, I am looking for a long-term and quiet place to live. I am currently looking for a job and am actively taking part in language courses. My aim is to enter working life as quickly as possible and lead an independent life in Germany.

I am a calm and reliable person. The rent would currently be covered by the job centre. I would be happy to send you all the necessary documents such as a confirmation of cost coverage, copies of my documents or a confirmation of my participation in the language course.

I would be very pleased if you could give me the opportunity for a personal interview or a viewing of the flat. You can reach me at any time by telephone at [telephone number] or by e-mail at [e-mail address].

Yours sincerely

[First name Surname]

The most important facts about contracts

You need a contract for many things.

For example

- Rent a flat
- getting electricity and heating at home
- buying a car
- access the Internet
- making calls at home or on a mobile phone
- get care at home or in a nursing home
- work out at the gym

A contract is concluded between two partners. The contract is valid if both parties are in agreement. In a contract, the partners have rights and obligations.

The contract determines

- How much money you have to pay
- When you have to pay
- What you get for the money
- How long the contract is valid for
- How to get out of the contract
- What you can do if the service or purchase is poor
- What happens if you pay too late

How the consumer advice centre can help:

- We give advice and explain the contract. So you can make better decisions.
- We provide answers to your questions.
- We warn you if the contract is bad.
- We help you to get out of a contract - if this is possible.

Further information from the Consumer Advice Centre Schleswig-Holstein can be found at >>Verbraucherzentrale[Schleswig-Holstein](#).

Our advantage:

We work for the people and are independent.
Our advice remains confidential.

[Consumer advice centre Schleswig-Holstein](#)



Particularly important: Never sign anything that you do not understand or cannot read. Otherwise you may end up signing a contract or agreement under which you have to pay something. It is sometimes very difficult to undo this. Always check and compare several offers and take your time to decide. Don't let anyone pressure you into signing a contract.

You can find a video on contracts here:

[Conclude - honour - terminate contracts. How German civil law works](#)

Psychological counselling centre

You can talk to a psychologist about your worries, stress or problems. Counselling is free of charge. The counselling takes place in the city of Flensburg, but is also open to people from the Schleswig-Flensburg district. If you cannot reach Flensburg, online counselling via video can be offered.

Where can I find the Psychological Counselling Centre?

📍 Schulgasse 4, 24939 Flensburg

📍 [Psychologische Beratungsstelle für Migranten](#)

💡 You can find a flyer here:

https://www.flensburg.de/PDF/Flyer_Psychologische...

You can get help if

- you often feel overwhelmed and overloaded
- you feel sad most of the time
- you are often afraid
- you sleep badly
- you have experienced something bad
- You have a problem with your alcohol consumption, drug use or media consumption

Do I have to speak German to get counselling?

No, you don't have to. Appointments are possible with video interpreting. Please tell us which language you need when you make your appointment.

How can I reach the counselling service?

You can call. This telephone number is ☎ [+49461/854643](tel:+49461854643)

You can write an e-mail: @ pbs@flensburg.de

You can find further counselling services on the website of 🌐 [Kreis Schleswig-Flensburg](https://www.kreis-schleswig-flensburg.de).

People with disabilities

Disability? What is a disability?

You are said to have a disability if you are permanently and to a large extent unable to participate in life. This applies to both social and economic life. However, everyone should have the opportunity to participate in life. That is why there are support programmes for people with disabilities.

What types of disabilities are there?

There are many different types of disability. A small proportion of people have a disability from birth. Most disabilities occur in the course of life as a result of illness or accident. Disabilities can be physical, mental or psychological. But they also include blindness, deafness or being mute.

Each disability has very different effects on professional and social participation. This depends on how severe the disability is. One measurement is the degree of disability, or GdB for short.

What is the "degree of disability" / GdB?

The degree of disability (GdB) expresses how severe a disability is. This is categorised from 20 to 100, with a GdB of 50 or more being a severe disability. People who are diagnosed with a severe disability can apply for a severely disabled person's pass. This card gives you special rights. Ask your case officer about this.

💡 You can find information and offers of help here:

🌐 [Counselling services of the migration management](#)

🌐 [Representative for people with disabilities](#)

🌐 [Information and counselling for people with disabilities](#)

🌐 [Applying for a severely disabled person's pass](#)