Senatsverwaltung
für Integration, Arbeit
und Soziales

Berlin

# Information package for refugees

This information package for refugees is available in the following languages:
German, Arabic, English, Farsi/Persian, French, Russian, Serbian and Turkish
All versions are available for download at:
www.berlin.de/lb/intmig/veroeffentlichungen/gefluechtete/

# Information package for refugees

Berlin, November 2017



RESPONSIBILITIES
LANGUAGE COURSE AND EDUCATIONAL ADVICE – INVITATION
ASYLUM PROCEDURE AND ADVICE
PARTICULARLY VULNERABLE REFUGEES
HOUSING DURING THE ASYLUM PROCEDURE
HEALTHCARE
SOCIAL BENEFITS – OVERVIEW
THE GERMAN LANGUAGE – LANGUAGE COURSES
KITA DAYCARE CENTRE AND SCHOOL
WORK
WOMEN – RIGHTS
RAINBOW CITY BERLIN
DISCRIMINATION AND RACIST VIOLENCE
LIVING TOGETHER IN GERMANY – THE RULES

Dear Sir or Madam,

I welcome you on behalf of the city of Berlin!

I hope that in Berlin you will be able to find inner peace and tranquillity after your long journey and a time of uncertainty.

This information package is designed to make your arrival in Berlin easier. Many local institutions and authorities will provide you with advice and support. There are also many volunteers providing assistance to refugees while they are settling in.

The sooner you take advantage of the many offers that are available to you and the sooner you learn German, the better your families and children will manage to settle in and start a new life.

Berlin very much welcomes new citizens. The German capital is a city of diversity. Berlin has been a city of migrants for 300 years. Many of Berlin's citizens were themselves not born here and moved to the city later in life, to look for work and personal happiness, or to seek refuge from persecution, war or economic hardship. In Berlin they found the space to live their own life. Berlin became their home.

Berlin is ready for cultural diversity, and the people here value diversity. I hope that you, too, will appreciate life in this open society and will become part of this relaxed way of living together based on mutual respect.

Democracy and equal rights for all form the basis of our life together, and the basic values of mutual respect and the protection of personal freedom are what make our international city so attractive. And we require all the people who live in our city to comply with these basic values. They include:

Equal rights for men and women, the participation and protection of minorities, freedom from violence – but above all respect for diversity and individual ways of life.

The basic values of our society also include the right to sexual self-determination, regardless of where someone comes from, their nationality or their religion. Hate, rejection, exclusion and violence against homosexuals and transgender people have no place in a modern democratic society. Intolerance and violence can never be justified on religious or cultural grounds.

I am pleased that you will help us make our city even more cosmopolitan and tolerant, a city whose residents like living here whatever their ways of life, whatever their background, whatever their religion or, like the majority of the people of Berlin, whether without any religious affiliation at all. Berlin is the city of freedom. This equally applies to all.

Our goal is to give you prospects for the future, so that you will soon be able stand on your own two feet again. With this in mind, I very much hope that you will settle in well in Berlin. Get to know everything the city has to offer, find friends and make the city your home as soon as possible. Become a citizen of Berlin and join us in our pride for this cosmopolitan and tolerant city.

Michael Müller
Governing Mayor

# Who is responsible for what in Berlin?

| What do I want? | Who do I talk to? | Where do I go? |
|---|---|---|
| **I want to register as an asylum seeker.** | State Office for Refugee Affairs (Landesamt für Flüchtlings-angelegenheiten, LAF), Berlin Central Reception Facility for Asylum Seekers (Zentrale Aufnahmeein-richtung des Landes Berlin für Asylbewerber, ZAA) | Bundesallee 171<br>10715 Berlin<br>Underground lines U7 or U9, “U-Berliner Straße” stop<br>Bus 104, “U-Berliner Straße” stop<br>Email: Poststelle@LAF.Berlin.de<br>www.berlin.de/laf/leistungen/<br>Opening times:<br>Monday to Thursday: 9 a.m. to 12:30 p.m.<br>and 1:30 p.m. to 3 p.m.<br>Friday: 9 a.m. to 1 p.m. |
| **I want to make the first asylum application and obtain the first identity document for the asylum procedure (“Aufenthalts-gestattung” = temporary residence permit).** | Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge, BAMF) Arrival Centre Berlin (Ankunftszentrum Berlin) | Bundesallee 171<br>10715 Berlin<br>Underground lines U7 or U9, “U-Berliner Straße” stop<br>Bus 104, “U-Berliner Straße” stop<br>Telephone: 030 684081-27999<br>Email: BE2-Posteingang@bamf.bund.de<br>www.bamf.de/DE/Startseite/startseite-node.html |
| **I want to make another asylum application (if I have been here for some time) or apply for asylum for my child who was born in Germany.** | Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge, BAMF) Branch Office Berlin (Außenstelle Berlin) | Bundesallee 44<br>10715 Berlin<br>Underground lines U7 or U9, “U-Berliner Straße” stop<br>Bus 104, “U-Berliner Straße” stop<br>Telephone: 030 684081-47115<br>Email: BER-Posteingang@bamf.bund.de<br>www.bamf.de/DE/Startseite/startseite-node.html |

| What do I want? | Who do I talk to? | Where do I go? |
|---|---|---|
| **I want to obtain residence documents (second residence permit, residence permit following the asylum procedure etc.).** | Foreigners Office Berlin (Ausländerbehörde Berlin) | Friedrich-Krause-Ufer 24<br>13353 Berlin<br>City train lines S41, S42, “S-Westhafen” stop<br>Underground line U9, “U-Amrumer Straße” stop<br>Bus 123, 14, M27, “Quitzowstraße/Friedrich-Krause-Ufer” stop<br>Telephone: 030 90269-4000<br>www.berlin.de/labo/willkommen-in-berlin/<br>Opening times:<br>Monday and Tuesday: 7 a.m. to 2 p.m.<br>Thursday: 10 a.m. to 6 p.m. |
| **I have found work and would like to apply for a work permit.** | Foreigners Office Berlin (Ausländerbehörde Berlin) | Friedrich-Krause-Ufer 24<br>13353 Berlin<br>City train lines S41, S42, “S-Westhafen” stop<br>Underground line U9, “U-Amrumer Straße” stop<br>Bus 123, 142, M27, “Quitzowstraße/Friedrich-Krause-Ufer” stop<br>Telephone: 030 90269-4000<br>www.berlin.de/labo/willkommen-in-berlin/<br>Opening times:<br>Monday and Tuesday: 7 a.m. to 2 p.m.<br>Thursday: 10 a.m. to 6 p.m. |

| What do I want? | Who do I talk to? | Where do I go? |
|---|---|---|
| **I am particularly vulnerable and therefore require different accommodation, because I am pregnant/ seriously ill/have a disability/ am a woman travelling alone with children/I am homosexual or transgender ...** | State Office<br>for Refugee Affairs<br>(Landesamt für Flüchtlings-<br>angelegenheiten, LAF),<br>social service | Goslarer Ufer 15<br>10589 Berlin<br>Underground line U7, “U-Mierendorffplatz” stop (lift available)<br>Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops<br>Email: Poststelle@LAF.Berlin.de<br>www.berlin.de/laf/<br>If you are attending for the first time:<br>Social service of the State Office for Refugee Affairs<br>(Landesamt für Flüchtlingsangelegenheiten, LAF)<br>Bundesallee 171<br>10715 Berlin<br>Underground lines U7, U9, “U-Berliner Straße” stop<br>Bus 104, “U-Berliner Straße” stop<br><br>If you are already in receipt of social benefits:<br>Social service of the State Office for Refugee Affairs<br>(Landesamt für Flüchtlingsangelegenheiten, LAF)<br>Darwinstraße 14<br>10589 Berlin<br>Entrance: Goslarer Ufer 15<br>Email: sd-asyl@LAF.Berlin.de<br>www.berlin.de/laf/leistungen/<br>www.berlin.de/laf/leistungen/sozialdienst/ |
| **I want to look for an apartment and apply for a rent coverage voucher (“Mietübernahmeschein”).** | State Office<br>for Refugee Affairs<br>(Landesamt für Flüchtlings-<br>angelegenheiten, LAF),<br>registration and benefits | Goslarer Ufer 15<br>10589 Berlin<br>Underground line U7, “U-Mierendorffplatz” stop (lift available)<br>Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops<br>Email: Poststelle@LAF.berlin.de |

| What do I want? | Who do I talk to? | Where do I go? |
|---|---|---|
| **I have found an apartment of my own and would like to enter into a rental agreement. I need my rent to be paid for me.** | State Office<br>for Refugee Affairs<br>(Landesamt für Flüchtlings-angelegenheiten, LAF),<br>registration and benefits – rent review | Goslarer Ufer 15<br>10589 Berlin<br>Underground line U7, “U-Mierendorffplatz” stop (lift available)<br>Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops<br>Email: Mietsachgebiet@LAF.Berlin.de<br>www.berlin.de/laf/ |
| **I want to register my child with a KiTa daycare centre.** | Social worker or manager of your accommodation | – |
| **I want to find a school for my child.** | District coordination centres for welcome classes | School authority of your residential district:<br>https://service.berlin.de/schulaemter/ |
| **I am a citizen of Syria/ Iran/Iraq/Eritrea/Somalia and I want to attend an integration course.** | Federal Agency<br>of Migration and Refugees<br>(Bundesamt für Migration und Flüchtlinge, BAMF) | Badensche Straße 23<br>10715 Berlin<br>Underground lines U7, U9, “U-Berliner Straße” stop<br>Bus 104, “U-Berliner Straße” stop<br>Telephone: 030 684081-47500<br>Email: BER-Posteingang@bamf.bund.de<br>www.bamf.de/DE/Startseite/startseite-node.html |

| What do I want? | Who do I talk to? | Where do I go? |
| --- | --- | --- |
| **My asylum procedure is still ongoing and I want to learn German.** | Adult education centre (“Volkshochschule”) of your district | www.berlin.de/vhs/kurse/deutsch-integration/beratung |
| **I want to apply for help with my living expenses (food, clothing, accommodation and heating, healthcare, things I need in daily life, mobile phone costs).** | State Office for Refugee Affairs (Landesamt für Flüchtlings-angelegenheiten, LAF), Central Service Agency for Asylum Seekers (Zentrale Leistungsstelle für Asylbewerber, ZLA) | Goslarer Ufer 15<br>10589 Berlin<br>Underground line U7, “U-Mierendorffplatz” stop (lift available)<br>Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops<br>Email: Poststelle@LAF.Berlin.de<br>www.berlin.de/laf/ |

| What do I want? | Who do I talk to? | Where do I go? |
|---|---|---|
| **I want my Berlin Pass to be renewed.** | Refugee registration offices (Flüchtlingsbürgerämter) | Responsible for the districts of Mitte, Friedrichshain-Kreuzberg, Neukölln, Tempelhof-Schöneberg, Steglitz-Zehlendorf, Pankow, Marzahn-Hellersdorf, Lichtenberg, Reinickendorf, Treptow-Köpenick:<br>Refugee registration office (Flüchtlingsbürgeramt)<br>in Mitte Tiergarten town hall<br>Mathilde-Jacob-Platz 1<br>10551 Berlin<br><br>Responsible for the districts of Charlottenburg-Wilmersdorf, Spandau:<br>Refugee registration office (Flüchtlingsbürgeramt)<br>in Charlottenburg-Wilmersdorf<br>Hohenzollerndamm 177<br>10713 Berlin |
| **I want to apply for help with my special circumstances (pregnancy, disability, need for care, furniture for my own home).** | State Office for Refugee Affairs (Landesamt für Flüchtlings-angelegenheiten, LAF), Central Service Agency for Asylum Seekers (Zentrale Leistungsstelle für Asylbewerber, ZLA) | Goslarer Ufer 15<br>10589 Berlin<br>Underground line U7, “U-Mierendorffplatz” stop (lift available)<br>Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops<br>Email: Poststelle@LAF.Berlin.de<br>www.berlin.de/laf/ |

# Berlin invites you.
# To attend a language course and educational advice

# German course for asylum seekers

## The State of Berlin invites you to take part in a German language course at Berlin's adult education centres ("Volkshochschulen").

## This language course teaches you German and you are given information about life in Germany.

**There are adult education centres in all districts of the city. To register for a course, contact an adult education centre near you.**

**Here you will find the addresses and opening hours during which you can register:** www.vhs-refugees.de. The courses are free of charge. Participation is subject to availability of free places.

If you are a citizen of Syria, Iraq, Eritrea, Somalia or Iran, you are entitled to attend an **integration course**, which is offered to migrants and refugees by the Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge). **This course has priority.** To be admitted, make an application to the Federal Agency of Migration and Refugees (Federal Agency of Migration and Refugees)[1]: www.bamf.de/DE/Willkommen/DeutschLernen/Integrationskurse/integrationskurse-node.html

[1] For more information, see the chapter "German language – language courses"

# Educational advice

**Find your own personal path to education, vocation and work in Berlin. The educational advice centres in Berlin provide free advice on educational offers, career opportunities and prospects.**

**The mobile educational advisers of the State of Berlin offer their service in various languages. You can also visit the welcome-to-work offices ("Willkommen-in-Arbeit-Büros") or one of the educational advice centres.**

For more information, go to:
www.pib-berlin.com/mobibe or

**P:iB – partnerships in educational advice**
**("Partnerschaften in der Bildungsberatung")**
Contact person: Julia Lammert
Telephone: 030 5367998-36
Email: J.lammert@pib-berlin.com

**Everything you need to know about the asylum procedure. We are happy to advise you.**

## Asylum procedure and advice

**You want to apply for asylum. The purpose of the asylum procedure is to establish whether you can stay in Germany.**

If you are seeking asylum, you will be registered by the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten, LAF). The authority decides whether the application will be processed in Berlin or in another federal state. Whether you can stay in Berlin or have to move to another federal state depends on this decision. If you are allowed to stay in Berlin, you will be given an identity card (proof of arrival, "Ankunftsnachweis"). **Please state all reasons that mitigate against you being moved to another federal state when you register!** It is also very important that you mention any family members (spouses and underage and unmarried children) who have arrived in another federal state, to enable reuniting of families within Germany.

If your application is processed in Berlin, you are obligated to live in Berlin for the duration of the asylum procedure (fixed abode requirement, "Wohnsitzauflage").

For as long as you are obliged to live in a reception centre ("Erstaufnahmeeinrichtung") (six weeks to six months, persons from "safe countries of origin"[1] for the duration of the asylum procedure, unless the LAF waives the requirement), you may not leave Berlin (residence requirement, "Residenzpflicht"). If you do wish to leave Berlin during this time, you need permission from the Federal Agency of

[1] Serbia, Bosnia-Herzegovina, Macedonia, Montenegro, Albania, Senegal, Ghana, Kosovo, all member states of the EU

Migration and Refugees (Bundesamtes für Migration und Flüchtlinge, BAMF).

Whether you receive protection in Germany depends on the outcome of the asylum procedure. This decision is made by the Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge, BAMF). You will be given an appointment at which you make the application in person. The BAMF will inform you in writing about your rights and obligations during the asylum procedure in your native language. First, you will be asked about your travel route. The BAMF will issue you with another identity card for the duration of the asylum procedure (temporary residence permit, "Aufenthaltsgestattung").

**Please note: While the asylum procedure is still ongoing, you must inform the Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge) in writing about any change of address!** If you fail to do this, you may miss appointments or deadlines that are important for your asylum procedure!

The federal agency decides whether another EU country is responsible for processing your asylum application. In this case you will receive a notification asking you to move to another EU member state (notification under the Dublin Regulation) and you will not be asked to attend an interview. You can appeal against this decision in court.

**The key to deciding whether you are allowed to stay in Germany is the information you provide during the personal interview.** During the interview, you must state all the reasons for the asylum application (persecution in your country of origin or the possibility of serious harm) as well as the reasons why you should not be deported to your country of origin. The interview is confidential and is conducted in your native

language (translation). You are entitled to legal assistance and a translation of the interview minutes.

You will be informed of the decision in writing **(yellow letter!)**. You have the option of taking legal action against the asylum decision. Please note: The deadlines are short!

**You are strongly advised to seek advice prior to the interview and to prepare for it.**

You can get asylum and welfare advice from the State of Berlin in the place where you register. Non-governmental advisory services are also available. Information about such services is available from the LAF social service, both at Bundesallee and Darwinstraße.

## Family reunification

If you are granted asylum and you are recognised either as "entitled to asylum" or as a "refugee under the Geneva Convention", your spouse and your underage children in your country of origin may join you. If you only receive "subsidiary protection", your family may not currently join you (until 16 March 2018). Whether family reunification will be possible after this date has not yet been decided.

**The following authorities are responsible for you during the asylum procedure:**

- **State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten, LAF)**
  The LAF registers you as an asylum seeker and decides which benefits you are entitled to.
  Bundesallee 171
  10715 Berlin
  Underground lines U7, U9, “U-Berliner Straße” stop
  Bus 104, “U-Berliner Straße” stop
- **Federal Agency of Migration and Refugees**
  (Bundesamt für Migration und Flüchtlinge, BAMF)
  The BAMF accepts your application for asylum, considers it and makes a decision. The decision can take different lengths of time depending on the complexity of your asylum request.
  Badensche Straße 23
  10715 Berlin
  Underground lines U7, U9, “U-Berliner Straße” stop
  Bus 104, “U-Berliner Straße” stop
  or
  Bundesallee 171
  10715 Berlin
- **Foreigners Office Berlin (Ausländerbehörde)**
  The Foreigners Office Berlin (Ausländerbehörde) issues the necessary residence documents (from the second “residence permit”), including after your asylum procedure.
  Friedrich-Krause-Ufer 24
  13353 Berlin
  City train lines S41, S42, “S-Westhafen” stop
  Underground line U9, “U-Amrumer Straße” stop
  Bus 123, 142, M27, “Quitzowstraße/Friedrich-Krause-Ufer” stop

**The Federal Foreign Office (Auswärtiges Amt) and the German embassies abroad are responsible for family reunification after the asylum procedure.**

The Federal Foreign Office (Auswärtiges Amt) has set up a web portal for family reunification for recognised Syrian refugees and persons entitled to asylum. The web portal contains all necessary information about the visa procedure at www.familyreunion-syria.diplo.de/. In addition, an online form can be used to indicate that you are meeting the deadline.

## Advice centres:

**Asylum procedure advice by the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten, LAF)/social service**
Goslarer Ufer 15
10589 Berlin
Underground line U7, “U-Mierendorffplatz” stop (lift available)
Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops
Email: Poststelle@LAF.Berlin.de
www.berlin.de/laf/
or
Bundesallee 171
10715 Berlin
Underground lines U7, U9, “U-Berliner Straße” stop
Bus 104, “U-Berliner Straße” stop
Email: sd-asyl@LAF.Berlin.de
Consultation hours:
www.berlin.de/fluechtlinge/infos-fuer-fluechtlinge/

**Advice centre at the Commissioner of the Senate of Berlin for Integration and Migration**
Email: beratung@intmig.berlin.de
www.berlin.de/lb/intmig/service/beratung/
and
**Welcome Centre Berlin (Willkommenszentrum Berlin)**
Email: willkommenszentrum@intmig.berlin.de
www.berlin.de/willkommenszentrum
www.facebook.com/WillkommenszentrumBerlin

**Address of advice centre and welcome centre:**
Potsdamer Straße 65, 10785 Berlin
Underground line U1, “U-Kurfürstenstraße” stop
Bus M48, M85, “Lützowstraße/Potsdamer Straße” stop

Consultation hours:
Monday and Tuesday: 9 a.m. to 1 p.m.
Thursday: 9 a.m. to 1 p.m. and 3 p.m. to 6 p.m.

## Non-governmental advice centres:

**AWO Kreisverband Berlin-Mitte**
AWO Refugium An der Havel
Waldschluchtpfad 27, Haus 5
14089 Berlin
Bus 134, X9, “Breitehornweg” stop
Telephone: 030 36508-313/-328
Fax: 030 36508-329
Email: asyl@awo-mitte.de
Consultation hours:
Wednesday: from 11 a.m.
or
AWO Refugium im Park Center Herzberge
Herzbergstraße 82-84
10365 Berlin
Tram 21, 37, M8, M13, Bus 256, “Herzbergstraße/
Siegfriedstraße” stop
Telephone: 030 22502757-43
Fax: 030 22502757-29
Email: asyl@awo-mitte.de
Consultation hours:
Wednesday: from 11 a.m.
www.awo-mitte.de

**Caritasverband für das Erzbistum Berlin e. V.**
Oldenburger Straße 45
10551 Berlin
Underground line U9, “U-Turmstraße” stop

Telephone: 030 32669159
Fax: 030 24352416
Email: m.peran@caritas-berlin.de, d.wagner@caritas-berlin.de
Appointments by arrangement
www.caritas-berlin.de

**Diakoniewerk Simeon gGmbH**
Al Muntada Plus
Morusstraße 18a
12053 Berlin
Underground line U7, “U-Karl-Marx-Straße” stop
Telephone: 030 68247719
Fax: 030 68247713
Consultation hours:
Tuesday: 10 a.m. to 1 p.m.
Thursday: 2 p.m. to 5 p.m.
www.diakoniewerk-simeon.de

**Diakonisches Werk Stadtmitte**
tam intercultural family centre
Wilhelmstraße 116/117
10963 Berlin
City train lines S1, S2, S25, “S-Anhalter Bahnhof” stop
Bus M29, “Wilhelmstraße/Kochstraße” stop
Telephone: 030 2611993
Consultation hours:
Thursday: 10 a.m. to 12:30 p.m. and 1 p.m. to 3 p.m.
www.diakonie-stadtmitte.de
or
Refugee church (Flüchtlingskirche) in St. Simeon
Wassertorstraße 21a
10969 Berlin
Underground line U1, “U-Prinzenstraße” stop
Telephone: 030 6914183

Consultation hours:
Monday and Wednesday: 11:30 a.m. to 3 p.m.
www.fluechtlingskirche.de

**KommMit – für Migranten und Flüchtlinge e. V.**
Turmstraße 72
10551 Berlin
Underground line U9, “U-Turmstraße” stop
Telephone: 030 66640724
Consultation hours:
Monday: 11 a.m. to 4 p.m.
www.bbzberlin.de

**Contact and advice centre for refugees and migrants (Kontakt- und Beratungsstelle für Flüchtlinge und Migrant_innen e. V.)**
Oranienstraße 159
10969 Berlin
Underground line U8, “U-Moritzplatz” stop
Telephone: 030 6149400
Email: kontakt@kub-berlin.org
Consultation hours:
Monday, Tuesday, Thursday and Friday: 9 a.m. to 1 p.m.
www.kub-berlin.org

**Oase Berlin e. V.**
Schönfließer Straße 7
10439 Berlin
Underground line U2, “U-Schönhauser Allee” stop
Telephone: 030 300244060
Email: beratung@oase-berlin.org
Appointments by arrangement
www.oase-berlin.de

**Schwulenberatung Berlin gGmbH**
Asylum procedure and migration law advice for LGBTI* refugees
Wilhelmstraße 115
10963 Berlin
City train lines S1, S2, S25, “S-Anhalter Bahnhof” stop
Bus M29, “Wilhelmstraße/Kochstraße” stop
Email: refugees@sbberlin.info
Talk to the people at Café Kuchus if you need advice:
Tuesday and Friday: 2 p.m. to 6 p.m.
www.sbberlin.info/refugees

**Association of parents from Kurdistan**
**(Verein der Eltern aus Kurdistan in Berlin - Yekmal e. V.)**
Waldemarstraße 57
10997 Berlin
Bus 140, “Waldemarstraße/Adalbertstraße” stop
Telephone: 030 61625848
Consultation hours:
Monday: 10 a.m. to 1 p.m. and 3 p.m. to 6 p.m.
Tuesday: 10 a.m. to 1 p.m.
Wednesday: 10 a.m. to 1 p.m. and 3 p.m. to 6 p.m.
Thursday: 12 noon to 6 p.m.
www.yekmal.de

**Psychosocial help for the politically persecuted**
**(Xenion – Psychosoziale Hilfen für politisch Verfolgte e. V.)**
Paulsenstraße 55-56
12163 Berlin
Bus X83, “Schmidt-Ott-Straße” stop
Telephone: 030 880667322
Appointments by arrangement
www.xenion.org

**Particularly vulnerable refugees receive additional protection and help in Berlin.**

## Particularly vulnerable refugees

**The State of Berlin takes care of particularly vulnerable refugees, because they have special rights. Particularly vulnerable people are those who need more protection and help than others and receive such protection and help if necessary.**

**Particularly vulnerable people include:**

- pregnant women
- women travelling alone
- single mothers
- underage children
- lesbians, gays, bisexuals, transgender and intersex people (LSBTI)
- older people
- people with severe physical or mental illnesses
- people with a disability
- people who have become victims of violence

**More information is available in the following chapters:**

- Housing during the asylum procedure
  (need for protection at home)
- Women – Rights
  (Contact points and offers for women)
- Healthcare
  (Care and advice for people with serious illnesses, a disability and mental illnesses / trauma)
- Social benefits – overview
  (additional benefits for people in special circumstances)
- Rainbow city Berlin
  (services for LGBTI people)

## Where do refugees live during the asylum procedure in Berlin?

## Living in Berlin during the asylum procedure

**During the asylum procedure, you will live in refugee reception centres and in shared accommodation facilities in Berlin. In certain circumstances, you can move into your own apartment.**

If Berlin is responsible for your asylum procedure, the **State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten, LAF)** will house you in a **reception centre**. This is a type of accommodation where many asylum seekers live together and are cared for. When there are not enough places, emergency shelters will also be used. Living conditions can be very cramped. You are obligated to live in the accommodation for at least six weeks up to a maximum of six months.

As a rule, people from a country of origin that is considered a "safe country of origin" in Germany[1] have to live in this reception centre for the duration of their asylum procedure and, if their asylum is refused, until departure. In certain cases, the LAF can terminate this obligation.

By law, all other asylum seekers will be accommodated in a **shared accommodation facility** that is better equipped and offers more privacy after no more than six months. However, if there is a shortage of accommodation in Berlin, you may have to stay longer in the first reception centre. The accommodation for refugees are managed by one person (**the accommodation manager (Heimleitung)**).

[1] Serbia, Bosnia-Herzegovina, Macedonia, Montenegro, Albania, Senegal, Ghana, Kosovo, all member states of the EU

The accommodation manager is responsible for organising the accommodation. **For security reasons** a **security service** is often used in the accommodation.

As a rule, you have the right to look for an apartment of your own after three months of staying in Berlin, and no later than after six months. If the State of Berlin pays for your living expenses, this apartment must not be too expensive. Low-cost housing is in short supply in Berlin, which means that many asylum seekers cannot find an apartment.

If you are in particular need of protection as far as housing is concerned (e.g. you are pregnant, have a disability, a serious illness, you are a woman travelling alone with children, you are homosexual or transgender), please mention this when you first register or get in touch with the social service of the State Office for Refugee Affairs (Landesamt für Flüchtlings-angelegenheiten). They have a special contact person for women, homosexuals and transgender people you can turn to in confidence, even at a later date. You will receive help if your special housing needs are recognised.

If, during the course of your stay, you have problems with your accommodation (for example because of your special need for protection or if you have problems with other residents of the reception centre or shared accommodation facility), you can get in touch with the social workers or the accommodation manager or the social service of the State Office for Refugee Affairs (Landesamt für Flüchtlingsan-gelegenheiten).

## Looking for your own apartment

Many people who apply for asylum want to live in their own apartment as soon as possible. If you are in receipt of benefits from the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten), you have to apply for a **rent coverage voucher ("Mietübernahmeschein")**. Once you have the rent coverage voucher, you can start looking for an apartment. The maximum amount of rent is noted on the voucher. When you have found an apartment, you must have the rent checked by the LAF department responsible for checking rents. **You can enter into a rental agreement once it has been decided that the rent will be covered by the LAF.**

Various websites and daily and weekly newspapers advertise apartments. The owner of a private apartment decides who to rent the apartment to. The tenant and the landlord enter into a written rental agreement which governs everything related to the tenancy, such as the amount of the rent, additional costs (e.g. for heating) and the duration of the rental agreement. The landlord will generally ask you for a deposit. The deposit serves as a guarantee for the landlord in case the apartment is damaged or the rent cannot be paid. The amount of the deposit is usually three months' rent not including the additional costs. The deposit has to be paid before or when you move in. You should talk to the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten) to see whether the deposit can be paid for you or you can take out a loan for it. The landlord does not have the right to ask for any money other than this for the conclusion of the rental agreement.

## Points of contact:

**State Office for Refugee Affairs**
**(Landesamt für Flüchtlingsangelegenheiten, LAF),**
**registration and benefits – rent review**
Goslarer Ufer 15
10589 Berlin
Underground line U7, “U-Mierendorffplatz” stop (lift available)
Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops
Email: Mietsachgebiet@LAF.Berlin.de
www.berlin.de/laf/

**Social service of the State Office for Refugee Affairs**
**(Landesamt für Flüchtlingsangelegenheiten)**
Goslarer Ufer 15
10589 Berlin
Underground line U7, “U-Mierendorffplatz” stop (lift available)
Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops
or
Bundesallee 171
10715 Berlin
Underground lines U7, U9, “U-Berliner Straße” stop
Bus 104, “U-Berliner Straße” stop
Email: sd-asyl@LAF.Berlin.de

# Healthcare for asylum seekers registered in Berlin

# Healthcare

**All asylum seekers have a right to healthcare. For as long as you are not working, the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten, LAF) will cover your medical costs.**

**Initial examination**
As soon as you arrive in Berlin (usually within 24 hours) you will undergo an **initial medical examination**; this includes a physical medical examination, a test to rule out tuberculosis and other infectious diseases, vaccinations and determining a special need for protection. Children and young people of school age can attend a school immediately after this initial examination. An examination by the school doctor should be attended within 4 weeks of starting school. Children who start school always have to attend an examination by the school doctor before starting school.

The aim of determining a special need for protection is to ensure that the necessary medical care is provided promptly for pregnant women, people with disabilities, people with serious physical illnesses, people with mental illnesses or people affected by violence.

**Healthcare**
If Berlin is responsible for your asylum procedure, an application for an electronic health card ("elektronische Gesundheitskarte") will be made for you when you first register. Until you are issued with the electronic health card (after about 5 weeks), you are given a temporary treatment card ("vorläufiger Behandlungsschein"). This gives you immediate access to medical care in Berlin. If required, you will receive treatment for acute illnesses and pain, dental treatments,

treatments to improve or alleviate diseases, pregnancy and birth services, medical check-ups, vaccinations as well as medication and dressings. The electronic health card and the temporary treatment card entitle you to consult a doctor of your choice.

The health card does not cover all treatments. In certain cases, authorisation has to be applied for with the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten, LAF).

In several of the large homes that accommodate more than 500 people, a medical centre provides health care for refugees. The medical centre offers primary medical care as well as vaccinations. Some of these medical centres also offer midwife consultations.

In addition, a mobile paramedic team regularly travels to the homes, including the large ones, if they do not have adequate access to medical care.

**Psychiatric care** – If as a result of your experiences as a war refugee you suffer from a mental illness (such as anxiety, depression) or require psychological or psychiatric treatment, please contact one of the organisations below, who will ensure that you can access the necessary treatment quickly:

- Berlin network for particularly vulnerable refugees
- Clearing centre of the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten), operated by the Charité
- Xenion e. V.
- Centre for the Treatment of Torture Victims (Behandlungszentrum für Folteropfer, Bzfo)

**Refugees with a disability** are entitled to necessary aids and therapies (e.g. physiotherapy). The central point of contact

for advice for people with a disability is the Berlin Centre for Self-Determined Living (Berliner Zentrum für Selbstbestimmtes Leben e. V., BZSL e. V.).

If necessary, **interpreter costs for doctor appointments** will be covered.

Berlin has many doctors who speak various foreign languages. The social workers in your refugee accommodation can help you find translators and doctor's surgeries.

## Advice centres:

**Survival centre (Zentrum Überleben)**
Turmstraße 21
10559 Berlin
Underground line U9, “U-Turmstraße” stop (lift available)
Bus M27, 245, TXL, “U-Turmstraße” stop
Bus 101, 123, 187, “Turmstraße/Lübecker Straße” stop
Telephone: 030 3039060
Email: info@ueberleben.org
Telephone consultation hours:
Wednesday: 11 a.m. to 12 noon
Consultation hours (face to face):
Monday to Thursday: 9 a.m. to 5 p.m.
Friday: 9 a.m. to 3 p.m.

**BZSL e. V. – Berlin Centre for Self-Determined Living**
**(Berliner Zentrum für Selbstbestimmtes Leben)**
Gustav-Adolf-Straße 130
13086 Berlin
Bus 156, “Wigandstaler Straße” stop
Telephone: 030 44054424
Fax: 030 44054426
Email: info@bzsl.de

**BNS – Berlin network for particularly vulnerable refugees**
**(Berliner Netzwerk**
**für besonders schutzbedürftige Flüchtlinge)**
Contact via:
**Centre for Refugee Support and Migrant Services**
**(Zentrum für Flüchtlingshilfen und Migrationsdienste, Zfm)**
**at “Zentrum ÜBERLEBEN”**
Turmstraße 21, building K, entrance D, 3rd floor
10559 Berlin

Underground line U9, “U-Turmstraße” stop (lift available)
Bus M27, 245, TXL, “U-Turmstraße” stop
Bus 101, 123, 187, “Turmstraße/Lübecker Straße” stop
Telephone: 030 3039065444
Email: info@migrationsdienste.org

**Charité – University Medicine Berlin**
**(Universitätsmedizin Berlin)**
**Clearing centre for the psychiatric care of refugees in Berlin**
**(Zentrale Clearingstelle für die psychiatrische Versorgung von Flüchtlingen in Berlin)**
Turmstraße 21, building M, 1st floor
10551 Berlin
Underground line U9, “U-Turmstraße” stop (lift available)
Bus M27, 245, TXL, “U-Turmstraße” stop
Bus 101, 123, 187, “Turmstraße/Lübecker Straße” stop
Telephone: 030 39763025
Email: clearingstelle@charite.de
Consultation hours:
Monday to Friday: 10 a.m. to 6:30 p.m.

**XENION – Psychosoziale Hilfe für politisch Verfolgte e. V.**
**(psychosocial support for the politically persecuted)**
Paulsentraße 55-56
12163 Berlin
City train line S1, underground line U9, “S-/U-Rathaus Steglitz” stop; then a 15-minute walk (along Grunewaldstraße), or bus X83, “Rathaus Steglitz” stop (towards “Königin-Luise-Straße” or “U-Dahlem-Dorf”) to “Schmidt-Ott-Straße” stop
Telephone: 030 3232933
Fax: 030 3248575
Email: info@xenion.org
Telephone consultation hours:
Monday to Thursday: 10 a.m. to 12 noon

**Health services for children and young people in the districts**

# What social benefits are asylum seekers entitled to in Berlin?

## Overview of social benefits

**Asylum seekers unable to pay for their own living expenses receive social benefits from the State Office for Refugee Affairs (Landesamt für Flüchtlingsangelegenheiten, LAF).**

**When do you receive the support?**
You receive benefits when you have no money. This means you do not have sufficient income or assets. You have to apply to the LAF. Translators are available on site.

**Which benefits will you receive?**
State benefits during the asylum procedure are designed to cover the following:

- Food
- Accommodation and heating
- Clothing
- Healthcare
- Everyday household items

These are provided as benefits in kind (in the refugee reception centres ("Erstaufnahmeeinrichtungen") or payment.

You also receive:

- An amount of money for your personal needs

This includes: Leisure time activities, entertainment, culture, personal hygiene, mobile phone costs, underground ticket. This amount may be covered by benefits in kind in refugee reception centres (Erstaufnahmeeinrichtungen).

Children and young people also receive:

- Support with education and participation in social life

This can be the membership fee for a sports club, the costs of a school trip or school materials.

**Berlin Pass/Berlin-Ticket S**
On request, you will be issued with a Berlin Pass by the LAF when you first register at Bundesallee. The pass entitles you to discounted monthly bus and rail tickets in Berlin. You can purchase the monthly ticket – Berlin-Ticket S – at all BVG ticket offices.

You must carry your Berlin-Ticket S with you on every journey. If you are unable to produce a valid ticket on request, you generally have to pay a fine of 60 euros.

The Berlin Pass can be renewed or issued at a later date in the refugee registration offices (Flüchtlingsbürgerämter).

**Accommodation and food:**
When you arrive, the LAF will issue you with a cost assumption certificate ("Kostenübernahme" certificate), which means your accommodation and food costs will be paid for. You hand this in at your accommodation. The certificate is temporary and must be renewed.

If you do not need to live in a refugee reception centre, you may buy your own food and rent an apartment. You will be given cash for this or money is transferred to your bank account.

**Additional benefits:**
You are entitled to other benefits in certain special circumstances. You have to apply for these benefits, which include:
- Equipment for when you are pregnant or giving birth
- Special requirements for people with disabilities, care needs and illness
- Furniture if you can move into your own apartment

**Please note:**
You must notify the LAF if your personal or financial circumstances change, because the changes may affect your state benefits. For example, you have to notify them if you get a job or receive any other income, if you get married or if you need to stay in a hospital for a prolonged period of time.

**Work for the community:**
You may be required to perform community work in your accommodation or in a club. You will be paid a small expense allowance for this (currently €0.80 per hour). This does not constitute an employment relationship.

## Competent authority:

During the asylum procedure, you will be granted benefits centrally via the LAF. After the asylum procedure, you may be entitled to benefits from the social welfare office (Sozialamt) or the job centre (JobCenter).

**State Office for Refugee Affairs**
**(Landesamt für Flüchtlingsangelegenheiten, LAF)**
Goslarer Ufer 15
10589 Berlin
Underground line U7, “U-Mierendorffplatz” stop (lift available)
Bus M27, “Goslarer Platz” or “Ilsenburger Straße” stops
Email: Poststelle@LAF.Berlin.de
www.berlin.de/laf/

## Official advice centres:

**Social service of the State Office for Refugee Affairs**
**(Landesamt für Flüchtlingsangelegenheiten)**
Bundesallee 171
10715 Berlin
Underground lines U7, U9, “U-Berliner Straße” stop
Bus 104, “U-Berliner Straße” stop
and
Darwinstraße 14
10589 Berlin
Entrance Goslarer Ufer 15
Underground line U7, “U-Mierendorffplatz”
or “Richard-Wagner-Platz” stop (15 minutes’ walk)
Bus M27, “Goslarer Platz” stop
Email: sd-asyl@LAF.Berlin.de

Consultation hours depend on the opening hours of the authority and can also be arranged individually.

**The Commissioner of the Senate of Berlin**
**for Integration and Migration**
Advice centre at the commissioner and in the welcome centre in Berlin (Willkommenszentrum Berlin)
Potsdamer Straße 65
10785 Berlin
Underground line U1, “U-Kurfürstenstraße” stop
Bus M48, M85, “Lützowstraße / Potsdamer Straße” stop
Email: Beratung@intmig.berlin.de
and willkommenszentrum@intmig.berlin.de
Consultation hours:
Monday, Tuesday and Thursday: 9 a.m. to 1 p.m.
Thursday: 3 p.m. to 6 p.m.

Non-governmental points of contact (see chapter “Asylum procedures and advice”) also give advice.

# Learning German.

## German language courses

**German language skills are very important if you want to be part of German society. Learning German will enable you to meet new people, communicate in daily life and find work.**

There are many places where you can learn German: Schools, universities, cultural centres, clubs, adult education centres and private language schools all offer courses. You can also find German courses online, for example on the website "Ich will Deutsch lernen" (I want to learn German) (www.iwdl.de/cms/lernen/start.html). With the "Ankommen" (arrive) app (www.ankommenapp.de) you can also start learning German and find out information about the asylum procedure, education and work as well as about life in Germany.

Many refugee homes also offer German courses. During the asylum procedure or during your "Duldung" (temporary suspension of deportation) status, you can attend German courses at the adult education centres or – in some cases – attend an integration course by the Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge, BAMF).

**Integration courses of the federal government**
If you are a national of Iran, Iraq, Syria, Somalia or Eritrea, you can attend an integration course financed by the federal government (BAMF) shortly after your arrival or during the asylum procedure (if free places are available).

To register for the integration course, you must complete a form. You can find the form here:
www.bamf.de/DE/Willkommen/DeutschLernen/Integrationskurse/Formulare/formulare-node.html

You must submit the form to your regional office of the Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge). You can find the regional office responsible for you here:
www.bamf.de/SiteGlobals/Functions/WebGIS/DE/WebGIS_Regionalstelle.html?nn=4261610

**German courses offered by the State of Berlin at the adult education centres**
If you are unable to register for an integration course, you can attend a German course at the adult education centres (VHS) of all districts.

As soon as you are granted asylum, you can switch to the integration course of the BAMF.

**Work-specific language courses**
If you already have some German skills, a work-specific language course may be of interest to you. The Federal Agency of Migration and Refugees (Bundesamt für Migration und Flüchtlinge, BAMF) offers work-specific German language support (advanced vocational language courses). These work-specific language courses can be attended once you have completed the integration course or (if you have already achieved level B1 elsewhere) simply to improve your general language skills. If you are not entitled to attend a work-specific language course, you can attend work-specific language training offered by the State of Berlin (e.g. UBINZ course).

## Point of contact for integration courses:

**Federal Agency of Migration and Refugees**
**(Bundesamt für Migration und Flüchtlinge, BAMF)**
www.bamf.de/DE/Willkommen/DeutschLernen/Integrationskurse/integrationskurse-node.html

To find providers of integration courses near you, go to:
www.bamf.de/DE/Willkommen/DeutschLernen/Integrationskurse/KurstraegerNaehe/kurstraegernaehe-node.html

## Point of contact for German courses:

**VHS – adult education centre Berlin**
For information in several languages about the advice and registration times of the various adult education centres in Berlin and information about all German courses for refugees, go to:
www.vhs-refugees.de

## Points of contact for work-specific language courses:

Vocational language courses:

**Federal Agency of Migration and Refugees**
**(Bundesamt für Migration und Flüchtlinge, BAMF)**
www.bamf.de/SharedDocs/Anlagen/DE/Downloads/Infothek/ESF/03_VordruckeAntraege/Deutschfoerderung45a/liste-berechtigte-traeger.html?nn=8202348

Work-specific language courses of the federal state:

**GFBM – association for vocational measures**
**(Gesellschaft für berufsbildende Maßnahmen mbH)**
Ms Golabek-Alberth
Telephone: 030 85732990
Email: deutsch-lernen@gfbm.de
www.gfbm.de
www.deutsch-lernen.gfbm.de

**WIPA GmbH**
Mr Jesch
Telephone: 030 5574140
Email: info@wipa-berlin.de
www.wipa.de

**KHS Kirchhofschmiede gGmbH**
Dr Tabea Mertz, Mr Mustafa Hasan
Telephone: 030 61288250
Email: khs@kirchhofschmiede.de
www.kirchhofschmiede.de

**A&QUA – work and qualification**
**(Arbeit und Qualifizierung)**
Ms Pia Sollmann
Telephone: 030 6165726
Email: pia.sollmann@a-qua.de
www.a-qua.de
www.facebook.com/aundqua

**Bbw Bildungswerk**
**der Wirtschaft in Berlin und Brandenburg e. V.**
Ms Wunsch (registration)
Telephone: 030 31005-278
Email: info@bbwev-berlin.de

www.bbw-gruppe.de
www.bbw-gruppe.de/ueber-uns/projekte/esf-bamf-programm.html

**Training before employment (QvB)**
The State of Berlin provides work-specific German support from level A2/B1 as part of the "training before employment" scheme, which is co-financed by the European Social Fund. The work-specific German classes prepare you for work by teaching specific work-related language skills. Participation requires that you are in receipt of ALG II. For information, visit the relevant job centre (JobCenter) in Berlin or go to https://www.zgs-consult.de/weiterbildung/qualifizierung-vor-beschaeftigung/

## Advice centres for free language courses:

**bridge Berlin network for the right to stay**
**(bridge Berliner Netzwerke für Bleiberecht)**
Advice and referral to a suitable free German course
Education centre (Bildungszentrum) Schöneberg
Hauptstraße 159
10827 Berlin
Underground line U7, "U-Kleistpark" stop
Bus M48, M85, 106, 187, 206, "U-Kleistpark" stop
Telephone: 030 788 90 19 51
Email: gosovatjuk@gfbm.de und becken@gfbm.de
www.gfbm.de/angebote/bildungsarten/integrations-und-aktivierungsmassnahmen/hilfen-bei-der-arbeitssuche-fuer-gefluechtete-personen-bridge/

# Everything you need to know about KiTa daycare centres and school

## KiTa daycare centres and school

**KiTa daycare centres are fun, they allow your child to meet other children and they help children learn the German language. Attending a KiTa daycare centre is a good way to prepare for school. All children who live in Germany have to go to school. As a rule, children have to start school in the autumn of the year in which the child has its sixth birthday.**

**The daycare centre (Kindertagesstätte, KiTa)**
In Germany, many children are looked after in a daycare centre (also called: KiTa). In the KiTa, children learn and play together. The children make new friends and learn the German language. This also helps them prepare for school. If you have children and are in training, are working or studying, your children are well looked after by qualified professionals from infancy until they start school. If you would like to register your child in a KiTa daycare centre, get in touch with the social workers or the accommodation manager in your home. They will provide you with more information.

**School**
In Berlin children have to attend school for ten years. Regardless of residence status, every child of school-age has the right to attend school. Attending school is free.

Children and young people who do not speak German usually first attend learning groups for newcomers (welcome classes, “Willkommensklassen”) to learn German. Children aged six and seven are usually admitted to the regular learning groups for new pupils. From the outset, all children and young people will attend the regular classes in certain subjects.

To ensure that your child will be able to attend the right school as soon as possible, please contact the social workers in your home or the coordination centre for welcome classes.

**Primary school**
Children attend primary school from the age of 6. At primary school, pupils are taught basic skills in German, mathematics, general studies, art, music and sport. In Berlin, pupils attend primary school for 6 years, after which they attend a secondary school.

**Additional support and supervision (after-school club, "Hort"):**
All primary schools in Berlin are all-day schools. On school days and during the holidays, they are open from 6 a.m. to 6 p.m. All children who need it are supervised in the afternoon and in the morning before school starts. Refugee children who live in shared accommodation facilities are generally considered to be in need of supervision.

After primary school, children and young people in Berlin attend an integrated secondary school ("integrierte Sekundarschule"), a comprehensive school ("Gemeinschaftsschule") or a grammar school ("Gymnasium").

**The integrated secondary school**
**("integrierte Sekundarschule", advanced school)**
In the integrated secondary school, pupils are given individual support and they are looked after all day. Here, the children and young people can gain various qualifications: vocational training qualification (BBR), extended training qualification (eBBR) or the intermediate school leaving certificate (MSA), and after 13 years (or 12 years if you do particularly well) the "Abitur" (= general higher education entrance qualification).

**The grammar school ("Gymnasium", advanced school)**
Pupils who attend a grammar school are expected to show

a high level of motivation. Pupils usually attend a grammar school for six years (up to year 12), after which they take the final exam to gain the “Abitur” (= general higher education entrance qualification).

**The vocational schools (“berufliche Schulen”)**

Pupils above the age of 16 can attend a welcome class in the vocational schools (contact the clarification office (“Klärungsstelle”) for the vocational schools at klaerungsstellebbs@senbjf.berlin.de). Afterwards, additional educational pathways are open to students. All school-leaving qualifications can be acquired at the vocational schools (BBR, eBBR, MSA, Abitur).

## Qualifications

**Vocational training qualification**
**or extended training qualification (BBR and eBBR)**
These qualifications are usually awarded in year 9 or 10. They are a requirement for starting a practical vocational training course in a company.

**Intermediate school-leaving qualification**
**("Mittlerer Schulabschluss", MSA)**
To gain this qualification, students have to pass a central exam at the end of year 10. This qualification is generally a requirement for the professional occupations and it entitles the holder to attend a technical college ("Fachoberschule") or a technical grammar school ("Fachgymnasium").

**Abitur (= general higher education entrance qualification)**
The Abitur entitles students to study at a higher education institution (university).

**Generally speaking:** Once you have gained the vocational training qualification (BBR), the extended qualification for vocational training (eBBR) or the intermediate school-leaving qualification (MSA), there are many opportunities in Germany to continue to go to school and gain the general higher education entrance qualification (Abitur), for example by attending a vocational school, or by undergoing dual training and attending a vocational school.

## Further information:

Points of contact:

- About the Kita daycare centres:
  www.berlin.de/sen/jugend/familie-und-kinder/kindertagesbetreuung
- About the school system:
  www.berlin.de/sen/bildung/schule/bildungswege/
- About the education package (berlinpass-BuT):
  www.berlin.de/bildungspaket

## Advice centre:

**infopunkt**
Bernhard-Weiß-Straße 6
10178 Berlin
Underground line U2, city train line S7, “U-/S-Alexanderplatz” stop
Telephone: 90227-5000
Email: infopunkt@senbjf.berlin.de
www.berlin.de/sen/bjf/service/infopunkt/
Consultation hours:
Monday and Tuesday: 10 a.m. to 12 noon
Thursday: 3 p.m. to 6 p.m.
Friday: 10 a.m. to 12 noon

# Everything you need to know about work

# Work

**Do you want to work in Germany? If you get a job in Germany, this will not only enable you to be self-reliant and look after yourself and your family, it will also allow you to socialise with your colleagues and improve your German skills.**

This section informs you about accessing the labour market and the rights you have in Germany as an employee.

**Am I allowed to work?**
You are allowed to work in Germany under certain circumstances. Whether you are allowed to work in Germany generally depends on your status under residence law and how long you have been in Germany. The Foreigners Office (Ausländerbehörde) issues you with an official document that tells you whether you are allowed to work in Germany.

**You are definitely allowed to work ...**
If your identity document says “Beschäftigung gestattet (permitted to work as an employee)” or “Erwerbstätigkeit gestattet (permitted to work)”. An employment relationship can be entered into and the contract signed without further permission. As a rule, this applies to asylum seekers after four years of stay in Germany.

**You may be allowed to work ...**
After three months in Germany, asylum seekers may be granted permission to work.

In that case, your official document will say: “Permitted to work only with permission from the Foreigners Office (Ausländerbehörde)”. The permission always refers to a specific job offer, which is why you have to present both the

“Stellenbeschreibung” (job description) form and the “Antrag auf Erlaubnis einer Beschäftigung” (work permission application) form:
www.berlin.de/labo/willkommen-in-berlin/service/downloads/artikel.273193.php

The Foreigners Office (Ausländerbehörde) will also ask you for information about pay, working hours and working conditions. You should therefore bring along a copy of the employment contract, if possible.

The review process takes about two to three weeks. The Foreigners Office (Ausländerbehörde) decides whether you can take the job. The Foreigners Office (Ausländerbehörde) also involves the Federal Employment Agency (Bundesagentur für Arbeit) in this decision.

The Federal Employment Agency (Bundesagentur für Arbeit) no longer checks whether other people with a better residence status could also take that job.

The Federal Employment Agency (Bundesagentur für Arbeit) only makes sure that the working conditions of that job are no worse than they would be for a comparable German employee. For people with a professional qualification or members of certain professional groups, the process is even easier, because the Federal Employment Agency (Bundesagentur für Arbeit) is not involved.

To apply for the permit, you make an appointment with the Foreigners Office (Ausländerbehörde). The process is quicker if you send the relevant documents together with the contact form to the relevant specialist department www.berlin.de/labo/willkommen-in-berlin/artikel.316073.php.

## Work ban

If your identity document says **“Erwerbstätigkeit nicht gestattet (employment not permitted)”**, you are not allowed to work. The work ban is in place for the first three months following your request for asylum.

You may be subject to a general work ban if you are a citizen of a safe country of origin[1]. In this case, you can attend an advice centre.

**Am I allowed to work as a self-employed person?**
During your asylum procedure, you are not allowed to be self-employed.

[1] The following countries of origin are currently considered “safe countries of origin”: Albania, Bosnia-Herzegovina, Ghana, Kosovo, Macedonia, Montenegro, Senegal, Serbia, all Member States of the European Union.

## Working with “Duldung” (toleration) status

If you have been granted “Duldung” (toleration) status after you were denied asylum, you can enquire with an advice centre about work options.

## Advice centres:

***bridge* Berlin networks for the right to stay**
**(*bridge* Berliner Netzwerke für Bleiberecht)**
Coordination and legal advice
Senate Administration
for Integration, Employment and Social Affairs
(Senatsverwaltung für Integration, Arbeit und Soziales)
The Commissioner of the Senate of Berlin
for Integration and Migration
Potsdamer Straße 65
10785 Berlin
Underground line U1, “U-Kurfürstenstraße” stop
Bus M48, M85, “Lützowstraße / Potsdamer Straße” stop
Telephone: 030 901723-16/-21/-29
Email: bridge@intmig.berlin.de

**Coordination and legal advice**
Centre for Refugee Support and Migrant Services
(Zentrum für Flüchtlingshilfen und Migrationsdienste)
Turmstraße 21, building K
10559 Berlin
Underground line U9, “U-Turmstraße” stop (lift available)
Bus M27, 245, TXL, “U-Turmstraße” stop
Bus 101, 123, 187, “Turmstraße/Lübecker Straße” stop
Telephone: 030 303906-57/-86/-23
Email: g.aumann@ueberleben.org
Email: a.lippegaus@ueberleben.org

**Initial advice for job guidance**
Work and education (Arbeit und Bildung e. V.)
Kurfürstenstraße 131
10785 Berlin
Underground lines U1, U2, U3, U4, “Nollendorfplatz” stop

Telephone: 030 259309517
Email: monika.dittrich@aub-berlin.de

**Mobile educational advice**
Project: P:iB
Partnerships in Educational Advice
(Partnerschaften in der Bildungsberatung)
DQG mbH
Julia Lammert
Telephone: 030 5367998-36
Fax: 030 278733-36
Email: J.lammert@pib-berlin.com

**JOB POINT / MobiJobs**
**Mobile job advice for refugees**
GesBiT – association for education and participation
(Gesellschaft für Bildung und Teilhabe mbH)
Ms Andrea Keppke
Karl-Marx-Straße 122
12043 Berlin
Underground line U7, "U-Karl-Marx-Straße" stop
Bus 104 and 166, "Werbellinstraße" stop
Tel.: 030 2038994-0
Fax: 030 2038994-99
Email: info@gesbit.de
JOB POINTS in the districts of Mitte, Neukölln and
Charlottenburg-Wilmersdorf
www.jobpoint-berlin.de/willkommen.html

**Berlin job coaching for refugees in employment measures (Berliner Jobcoaching für geflüchtete Menschen in Beschäftigungsmaßnahmen)**
The Berlin job coaching for refugees is aimed at people with a refugee background (current asylum seekers or once transferred to SGB II) who participate in employment measures. The coaching aims to break down barriers that prevent people

accessing the labour market and helps with initial integration into the regular labour market. For more information, visit: www.zgs-consult.de/arbeit/berliner-jobcoaching-fuer-gefluechtete/

**Federal Employment Agency (Bundesagentur für Arbeit)**
**Asylum seekers team**
Employment agency (Agentur für Arbeit) Berlin Nord
Königin-Elisabeth-Straße 49
14059 Berlin
City train lines S41, S42, S46, “S-Westend” stop
Bus 139, M45, “Königin-Elisabeth-Straße/Spandauer Damm” stop
Telephone: 030 555570-1818
Email: Berlin-Sued.180-Asylsuchende@Arbeitsagentur.de

**Welcome-to-work offices (Willkommen-in-Arbeit-Büros)**
Advice and referral for refugees
Welcome-to-work office Lichtenberg
Alfredstraße 4
10365 Berlin
Underground line U5, “U-Magdalenenstraße” stop
Bus 204, “U-Magdalenenstraße” stop
Contact person: Ms Scheer
Telephone: 0162 4225643
Email: j.scheer@pib-berlin.com

Welcome-to-work office (Willkommen-in-Arbeit-Büro) Spandau
Jüdenstraße 30
13597 Berlin
Underground line U7, “U-Altstadt Spandau” stop
Bus M37, M45, 136, 137 and 236, “Moritzstraße” stop
Points of contact: Michael Arri
Telephone: 030 513010027
Email: michael.arri@giz.berlin

## Online offers:

**Web offer Workeer**
Job portal for refugees and employers
www.workeer.de

**Referral platform “des Paritätischen”**
Work For Refugees/Refugees For Work
www.work-for-refugees.de

## Recognition of foreign vocational qualifications

**Did you learn a profession or go to university in your country of origin?**

If you would like your foreign professional qualification to be recognised in Germany, contact the **IQ advice centre (IQ Beratungsstelle) in Berlin**:

- Central initial point of contact for recognition
  (sponsor: Otto Benecke foundation)
  Telephone: 030 3450569-0
  Email: ZEA-Berlin@obs-ev.de
- Recognition and qualification advice
  (sponsor: Türkischer Bund Berlin-Brandenburg e. V.)
  Telephone: 030 23623325
  Email: diploma@ttb-berlin.de
- Recognition of vocational qualifications timetable
  (sponsor: Club Dialog e. V.)
  Telephone: 030 26347605
  Email: anerkennung@club-dialog.de

www.berlin.netzwerk-iq.de

**Vocational recognition in the area of trade and industry**
IHK (chamber of industry and commerce) Berlin
Fasanenstraße 85
10623 Berlin
City train lines S3, S5 and S7, “S-Zoologischer Garten” stop
Underground lines U2 and U9, “U-Zoologischer Garten” stop
Bus M45 and 245, “Jebenstraße” stop
Telephone: 030 31510-424
Email: anerkennung@berlin.ihk.de
www.ihk-berlin.de/anerkennung

The following websites provides information about the recognition of vocational qualifications in several languages:
www.anerkennung-in-deutschland.de/html/de/

## Employee rights

**There are many legal regulations in Germany which protect you as an employee. You should find out about these rights when you want to sign an employment contract. This section lists the most important employee rights.**

**The employment contract**
The employment contract can be entered into verbally if it is indefinite. However, in this case you have to agree with your employer what kind of work you do, how much you get paid and what your working hours are. If you do not get a written employment contract, your employer has to provide you with a letter detailing the main working conditions no later than one month after you have started the job.

**Pay**
The employer has to pay you for your work. A general statutory **minimum wage** of €8.84 (until 31 Dec. 2018) per hour applies. In many industries, the minimum wage is higher. Please do ask!

If your employer does not pay you for the work you have done, visit an advice centre, where you can discuss what to do next.

The employment contract is a mutual contract: The employer pays the wage when you do your work. However, in some cases you are entitled to be paid without doing any work: This is the case, for example, if you are sick due to no fault of your own for up to six weeks. You will then have to provide your employer with a certificate issued by your doctor.

**The right to work**
You have a right to work. This means that your boss is not allowed to exclude you from work without a valid reason. If they do exclude you without a valid reason, you have to be paid anyway.

**The right to holidays**
You are entitled to paid holidays in each calendar year. The statutory minimum leave is 24 working days (Monday to Saturday). If you work less than six days a week, you are entitled to fewer days of leave. You must apply for the holiday with your employer.

**Working hours and breaks**
The law assumes an 8-hour working day; however, the actual working hours can be extended to up to 10 hours, provided that within a period of 24 weeks an average of 8 working hours per day is not exceeded. If you work for more than 6 hours, you are entitled to a break of at least 30 minutes. If you work for more than 9 hours, you are entitled to a 45-minute break.

**Notice of termination and protection against dismissal**
To terminate your employment relationship, you have to give notice. This notice must be given in writing. Notice may not be given by email or text message. If you are given notice of dismissal and you do not agree with it, you may appeal against it in court. It is advisable that you visit an advice centre immediately, because you only have three weeks to appeal against the dismissal.

If you have been working in a company with more than 10 employees for longer than six months, you benefit from general protection against dismissal. If you doubt that your dismissal is valid, you should visit a legal advice centre to discuss dismissal protection.

**Illegal work**
When you work, you have to pay taxes and notify the authorities and the social welfare agencies. If you do not do this, you are working illegally. Illegal work is usually agreed verbally and you are paid in cash. If your employer suggests not declaring your work and to pay you in cash, you should visit an advice centre immediately.

Working illegally means that you are not legally protected against not getting paid even if you have done the work. In addition, you and your employer may be prosecuted.

**For information in several languages** about employee rights specifically for refugees, go to:
www.faire-mobilitaet.de/informationen/fluechtlingsflyer/++co++0b9be6ae-0ac2-11e6-9f5b-52540023ef1a

**For detailed information** about the rights and obligations of an employee, go to:
www.bmas.de/SharedDocs/Downloads/DE/PDF-Publikationen/a711-arbeitsrecht.pdf?__blob=publicationFile

**Citizens helpline (Bürgertelefon)** of the Federal Ministry of Labour and Social Affairs (Bundesministerium für Arbeit und Soziales, BMAS) on the topic of work:
www.bmas.de/DE/Service/Buergertelefon/buergertelefon.html
Extension number, employee rights: 030 221911004

## Advice centres for employee rights

**Advice centre for migrants on work and life (Beratungsstelle für Migrantinnen und Migranten von Arbeit und Leben, (DGB/VHS) e. V.)**
Kapweg 4
13405 Berlin
Underground line U6, “U-Kurt-Schumacher-Platz / Afrikanische Straße” stop
www.berlin-brandenburg.dgb.de/beratung/migranten

**Advice centre for posted workers, EU citizens exercising their freedom of movement and self-employed people with uncertain work status:**
This centre offers training courses on employee rights for refugees.
Kapweg 4
13405 Berlin
Underground line U6, “U-Kurt-Schumacher-Platz / Afrikanische Straße” stop
Email: Beratung-eu@dgb.de
www.berlin-brandenburg.dgb.de/beratung/eb

Here you can find an overview of advice centres of the Federation of German Trade Unions (Deutscher Gewerkschaftsbund):
www.berlin-brandenburg.dgb.de/beratung

## Going to university in Germany

**In Germany, you have the right to further education and to study at a university. Starting a degree course is straightforward if you can cover your own cost of living. If this is not the case, then you should find out whether you can continue to receive social benefits before starting your course.**

Additional requirements have to be met to study at the universities and universities of applied science in Berlin. You have to have an entrance qualification to attend a university ("Abitur" (general university entrance qualification) or "Fachabitur" (subject-specific university entrance qualification)).

If your school-leaving qualification entitles you to go to university in your home country but it is not recognised in Germany as equivalent, you can apply to attend a one-year preparation course at a preparatory college (Studienkolleg), after which you take an exam to determine your eligibility. Once you have passed the exam, you are entitled to apply to all German universities within the scope of your chosen subjects.

You are also required to have very good German skills. Contact one of the listed advice centres to enquire about university-specific requirements.

**More information and advice centres**
For information about the recognition of foreign educational qualifications, visit the website of the Central Office for Foreign Education (Zentralstelle für Ausländisches Bildungswesen, ZAB) (www.anabin.kmk.org) or of the DAAD (www.daad.de/deutschland/nach-deutschland/voraussetzungen/en/6017-admission-requirements/).

For information about the requirements for studying in Germany, go to www.uni-assist.de/.

There are student advice centres (“Studienberatung”) at all Berlin universities.

## Internships and training

**In Germany, if you want to find a well-paid job you need to complete a vocational training course. Without such a qualification, it is very likely that you will be unemployed. More than 81% of unemployed young people between 15 and 25 in Berlin do not have a vocational qualification. Companies look for skilled workers who know their job well and know what they are doing in the company. This is what you learn during vocational training.**

Deciding which job to train for is a decision for life. It should be considered carefully. It is important that you find out beforehand what kind of work suits you. Many companies offer internships. An internship allows you to discover your strengths and find out which what kind of work suits you without having to commit.

There are many vocational training options in Germany. If you are not sure what type of further training suits you, contact one of the advice centres below for guidance and to plan your career path.

**Internships**
An internship gives you the opportunity to work in a company for a limited period in order to gain work experience and insight into working life.

There are many different types of internships. You can do some internships without having to obtain prior permission from the Foreigners Office (Ausländerbehörde). Your identity document will then include the notice **"Praktikum gem. § 22 Abs. 1 - 4 MiLoG gestattet" (internship according to § 22 para. 1 - 4 MiLoG permitted)**. You will then be able to do the

following internships without needing permission from the Foreigners Office (Ausländerbehörde):

- A maximum of three-month internship for the purpose of vocational guidance
- EU-funded internships
- Internships that are part of school-based training or a degree course
- Internships that are supported by the Federal Employment Agency (Bundesagentur für Arbeit) as a so-called entry qualification ("Einstiegsqualifizierung")
- Internships as part of educational measures that prepare people for work.

In practice, it is often difficult to distinguish the various internships. Therefore, if you want to do an internship, you should first enquire with an advice centre whether the internship in question requires permission from the Foreigners Office (Ausländerbehörde).

**Training**

There are various forms of vocational training in Germany: The most well-known forms of training are company-based and school-based vocational training. In exceptional cases, an external training course can be attended. A completed vocational training course is a requirement for many jobs.

The main type of training course is the company-based or dual vocational training. In a vocational school you learn about theory and you are taught the practical aspects of the job in a company. The dual training is excellent preparation for a job, because you are working in a company while you train. You are also paid a training allowance. Payment can currently be between 300 and 1,200 euros, depending on the year of training and the vocation. The training contract is concluded with the company.

If you undergo school-based vocational training, you attend a vocational school with the aim of gaining a qualification in a skilled vocation. The vocational school, which is attended for several years, provides your vocational training for the entire period of the training. The courses take two to three and a half years, depending on what you are training for. You are not usually paid a training allowance. Provided you meet the requirements, you may receive benefits under the Federal Training Assistance Act ("Bundesausbildungsförderungsgesetz", BAföG).

People who are ready for training but have not found a training position in a company have the option of undergoing external training as part of the Berlin training place programme (Berliner Ausbildungsplatzprogramm, BAPP). You will then be trained by an education service provider and a company. You also have to attend a vocational school, of course. The final qualification is equivalent to company training. Since the training is mainly financed through taxes, your training allowance will be lower, approx. €320, depending on the year of training. The training contract is concluded with the education service provider.

If your asylum procedure is still ongoing and you would like to do vocational training, this is subject to the same conditions as specified in the section about starting a job. The Federal Employment Agency (Bundesagentur für Arbeit) is not involved in this decision.

If you would like to undergo school-based training, you do not need permission from the Foreigners Office (Ausländerbehörde), you can start the course at any time.

## Advice centres and referral agencies for internships and training:

**_bridge_ Berlin networks for the right to stay**
**(_bridge_ Berliner Netzwerke für Bleiberecht)**
Coordination and legal advice
Senate Administration
for Integration, Employment and Social Affairs
(Senatsverwaltung für Integration, Arbeit und Soziales)
The Commissioner of the Senate of Berlin
for Integration and Migration
Potsdamer Straße 65
10785 Berlin
Underground line U1, “U-Kurfürstenstraße” stop
Bus M48, M85, “Lützowstraße / Potsdamer Straße” stop
Telephone: 030 901723-16/-21/-29
Email: bridge@intmig.berlin.de

**Centre for Refugee Support and Migrant Services**
**(Zentrum für Flüchtlingshilfen und Migrationsdienste)**
Coordination
Turmstraße 21, building K
10559 Berlin
Underground line U9, “U-Turmstraße” stop (lift available)
Bus M27, 245, TXL, “U-Turmstraße” stop
Bus 101, 123, 187, “Turmstraße/Lübecker Straße” stop
Telephone: 030 303906-57/-86/-23
Email: g.aumann@ueberleben.org
Email: a.lippegaus@ueberleben.org

**Work and education (Arbeit und Bildung e. V.)**
Initial advice for job guidance
Kurfürstenstraße 131
10785 Berlin

Underground lines U1, U2, U3, “U-Nollendorfplatz” stop
Telephone: 030 259309517
Email: monika.dittrich@aub-berlin.de

**Training in sight**
Training preparation for young asylum seekers
and tolerated refugees
A project of the Senate Administration
for Integration, Employment and Social Affairs
(Senatsverwaltung für Integration, Arbeit und Soziales)
www.spiconsult.de/inhalt/foerdern/ausbildung-in-sicht.html
www.zgs-consult.de/

**Preparation for a training course or a job in a skilled trade**
Arrivo practice workshops (Übungswerkstätten) – Parkour
a project of “Schlesische 27/Arrivo Berlin”
International youth and culture house
(Internationales Jugendkunst- und Kulturhaus Schlesische 27)
Practice workshops and contact office
Köpenicker Straße 148
10997 Berlin
Bus 140, 147, 165, 265, “Bethaniendamm” stop
Bus 140, 165, 265, “Manteuffelstraße/Köpenicker Straße”
stop
Telephone: 030 69508900
Email: info@arrivo-berlin.de
www.arrivo-berlin.de

**Preparation for a training course**
**in the hotel and restaurant sector**
Hospitality
kiezküchen GmbH
Team Hospitality
Waldenserstraße 2-4
10551 Berlin
Underground line U9, “U-Birkenstraße” stop

Telephone: 030 397391-69
Email: afourestie@bildungsmarkt.de

**Preparation for a training course or job in the commercial-technical sector**
Arrivo RingPraktikum
A project by:
Netzwerk Großbeerenstraße e. V.
TeachCom Edutainment gGmbH
Großbeerenstraße 2-10
12107 Berlin
Underground line U6, “U-Alt-Mariendorf” stop
Telephone: 030 76287085
Email: rene.muehlroth@teachcom-edutainment.de
www.netzwerk-grossbeerenstrasse.de

**Supported trainee positions**
Part of the Berlin training place programme
(Berliner Ausbildungsplatzprogramm, BAPP)
zgs consult GmbH
Bernburger Straße 27
10963 Berlin
City train lines S1, S2, S25, “S-Anhalter Bahnhof” stop
Bus M29, M41, “S-Anhalter Bahnhof” stop
Telephone: 030 690085555
Email: s.runge@zgs-consult.de
www.zgs-consult.de/berufliche-bildung/berliner-ausbildungsplatzprogramm-bapp/

# The rights of women – equal rights for women

## The rights of women

**Under the German constitution, all people are equal before the law. Men and women have equal rights and nobody can be discriminated against because of their gender.**

Equal rights have to be asserted in society. This has not yet been fully successful in all areas. For example, women often find it more difficult than men to have a successful career and earn a good income. The division of work within the family based on partnership has to be improved. There are still women who experience violence inflicted by their partner.

It is the responsibility of the state to promote equality of women and men and to work towards eliminating existing disadvantages. For this reason, a wide range of counselling, advice and support services is available for women in various circumstances. **These services are also available to you and we invite you to take advantage of them.** The aim is for all women to live a self-determined life free from violence – regardless of their ethnic or religious affiliation, their level of education, their marital status or residence status.

**Education and employment**

Berlin has numerous educational and training offers that are open to men and women; see chapter “work”. There are also advice and counselling services which are aimed exclusively at women.

## Advice centres:

**Meeting and information point for female migrants**
**(Treff- und Informationsort für Migrantinnen (TIO) e. V.)**
Reuterstraße 78
12053 Berlin
Underground line U7, U8, “U-Hermannplatz” stop
Telephone/Fax: 030 6241011
Email: tio-qualifizierungsprojekt@t-online.de
www.tio-berlin.de/qualifizierungsprojekt/

**Women’s centre (Frauenzentrum Marie e. V.)**
Flämingstraße 122 (Havemann-Center)
12689 Berlin
City train line S7, “S-Ahrensfelde” stop
Telephone: 030 97891001
Email: info@frauenzentrum-marie.de
www.frauenzentrum-marie.de

**Women’s future (Frauenzukunft e. V.)**
Genter Straße 74
13353 Berlin
Underground line U9, “U-Seestraße” stop
Telephone: 030 4614477
Email: info@frauenzukunft-ev.de
www.frauenzukunft-ev.de

**Women and work (Frau und Beruf e. V.)**
Glogauer Straße 22,
10999 Berlin
Underground line U1, “U-Görlitzer Bahnhof” stop
Bus M29, “Glogauer Straße” stop

Telephone: 030 6189046
Email: info@frauundberuf-berlin.de
www.frauundberuf-berlin.de

**KOBRA Beruf – Bildung – Arbeit**
Kottbusser Damm 79, 1st courtyard, staircase B, 4th floor
10967 Berlin
Underground line U8, “U-Schönleinstraße” stop
Telephone: 030 6959230
Email: info@kobra-berlin.de
www.kobra-berlin.de

**Advice centre women and work**
**(Beratungsstelle Frau und Arbeit)**
Raupe und Schmetterling – Frauen in der Lebensmitte e. V.
Pariser Straße 3
10719 Berlin
Underground line U3, “U-Spichernstraße” stop
Bus 204, “U-Spichernstraße” stop
Telephone: 030 8892260
Email: mail@raupeundschmetterling.de
www.raupeundschmetterling.de

**Institute for vocational training**
**(Inpäd Institut zur beruflichen Bildung e. V.)**
**Training and advice for women**
Manfred-von-Richthofen-Straße 2
12101 Berlin
Underground line U6, “U-Platz der Luftbrücke” stop
Bus 104 and 248, “U-Platz der Luftbrücke” stop
Telephone: 030 6897720
Email: info@inpaed-berlin.de
www.inpaed-berlin.de

**BER-IT**
Kottbusser Damm 79
10967 Berlin
Underground line U8, “U-Schönleinstraße” stop
Telephone: 030 4402250
Email: office@ber-it.de
www.ber-it.de
www.frauen-berufsperspektive.de

## Protection from violence

There are different forms of violence which women in particular are affected by. The **nationwide violence against women hotline (08000 116 016)** provides initial advice over the phone about all forms of violence. Calls are free, and the conversations can be translated into many languages.

Berlin also has many support facilities for women affected by violence that offer support in addition to advice over the phone:

**Domestic and family violence**
There are advice centres and anonymous refuge facilities in Berlin for women who have experienced violence in their family or in their partnership (women's shelters ("Frauenhäuser") or sheltered apartments ("Zufluchtswohnungen")). The services are available via the **BIG-Hotline: 030 6110300 (daily from 8 a.m. to 11 p.m., translation into many languages)**
www.big-berlin.info/medien/big-hotline-flyer

Further information:
"Your rights when you experience domestic violence"
(Ihr Recht bei häuslicher Gewalt) – brochure in sixteen languages
www.big-berlin.info/medien/ihr-recht-bei-haeuslicher-gewalt

"Domestic violence is never okay" (Häusliche Gewalt ist nie in Ordnung) – easy-to-understand information in six languages
www.big-berlin.info/medien/haeusliche-gewalt-ist-nie-ordnung-0

**Sexual violence**
Many women experience sexual violence in their life. Sufferers often experience long-term physical effects and severe psychosomatic consequences.

**Forced marriage/violence in the name of honour**
In Germany, a marriage that is against the will of the wife or the husband is not allowed. The people concerned, as well as friends and relatives, can seek advice online (which on request can be anonymous):
www.sibel-papatya.org
www.zwangsheirat.de

**Human trafficking**
Human trafficking for the purpose of exploitation in the form of prostitution or work-related practices is a worldwide phenomenon, and Germany is also affected by it. Often, the people affected do not know their rights or do not dare defend themselves because they are scared of the perpetrator. Berlin has two sheltered apartments for women affected by this.

**Female genital mutilation**
In many countries, the genitals of girls and women are cut or sewn up, which can lead to severe physical and psychological distress.

## Advice centres for sexual violence:

**Crisis and advice centre (Krisen- und Beratungszentrum LARA)**
Fuggerstraße 19
10777 Berlin
Underground lines U1, U2, “U-Wittenbergplatz” stop
Telephone: 030 2168888
Email: beratung@lara-berlin.de
www.lara-berlin.de

## Advice centres for human trafficking:

**Ban Ying e. V.**
**Coordination and advice centre for human trafficking**
Anklamer Straße 38
10115 Berlin
Underground line U8, “U-Bernauer Straße” stop
Telephone: 030 4406373
Email: beratung@ban-ying.de
www.ban-ying.de

**In VIA**
Advice centre for women affected by human trafficking
Große Hamburger Straße 18
10115 Berlin
City train lines S5, S7, S75, “S-Hackescher Markt” stop
Tram M1, M5, “Monbijouplatz” stop
Telephone: 030 66633487
Mobile: 0177 7386276
Email: moe@invia-berlin.de
www.invia-berlin.de/beratungsstellen-fuer-frauen-2.html

**SOLWODI**
Kranoldstraße 24
12051 Berlin
City train line S42, Underground line U8,
“S-/U-Hermannstraße” stop
Bus 377, “Kranoldstraße” stop
Bus 246, 277, 370, 377, “Eduard-Müller-Platz” stop
Telephone: 030 81001170
Email: Berlin@solwodi.de
www.solwodi-berlin.de

## Advice centres for genital mutilation:

**Family planning centre – BALANCE**
Mauritiuskirchstraße 3
10365 Berlin
City train lines S8, S9, S41, S42, S85, underground line U5,
Tram 16, M13, “S-/U-Frankfurter Allee” stop
Telephone: 030 23623680
Email: balance@fpz-berlin.de
www.fpz-berlin.de

**Desert Flower Center**
Krankenhaus Waldfriede e. V.
Argentinische Allee 40
14163 Berlin
Underground line U3, “U-Krumme Lanke” stop
Telephone: 030 81810-8582
Email: desertflower@waldfriede.de
www.dfc-waldfriede.de

## Health advice/help during pregnancy

Women often have a specific need for health advice and healthcare. They can get advice from independent doctors as well as institutions

## Health advice centres/help during pregnancy:

**Family planning centre – BALANCE**
Mauritiuskirchstraße 3
10365 Berlin
City train lines S8, S9, S41, S42, S85, underground line U5,
Tram 16, M13, “S-/U-Frankfurter Allee” stop
Telephone: 030 23623680
Email: balance@fpz-berlin.de
www.fpz-berlin.de

**Pro Familia advice centre Berlin**
Kalckreuthstraße 4
10777 Berlin
Underground lines U1, U2, U3, U4, “U-Nollendorfplatz” stop
Bus M46, “Motzstraße” stop
Bus 106, 187, M19, M29, M46, “An der Urania” stop
Telephone: 030 39849898
Email: berlin@profamilia.de
www.profamilia.de/?id=924

**Feministisches Frauen Gesundheits Zentrum**
**(FFGZ – Feminist health centre for women)**
Bamberger Straße 51
10777 Berlin
Underground line U9, “U-Spichernstraße” stop
Telephone: 030 2139597
Email: info@ffgz.de
www.ffgz.de

If you have any questions about family planning, pregnancy and sexual health you can contact one of the five district centres for sexual health and family planning of the health authorities (Gesundheitsämter). You can find these centres in the districts of Charlottenburg-Wilmersdorf, Friedrichshain-Kreuzberg, Marzahn-Hellersdorf, Mitte and Steglitz-Zehlendorf:

www.berlin.de/ba-charlottenburg-wilmersdorf/verwaltung/aemter/gesundheitsamt/zentrum-fuer-sexuelle-gesundheit-und-familienplanung/

www.berlin.de/ba-friedrichshain-kreuzberg/politik-und-verwaltung/aemter/gesundheitsamt/fachbereiche/artikel.162503.php

www.berlin.de/ba-marzahn-hellersdorf/politik-und-verwaltung/aemter/gesundheitsamt/sexualitaet-und-familienplanung/

www.berlin.de/ba-mitte/politik-und-verwaltung/aemter/gesundheitsamt/zentren/artikel.106172.php

www.berlin.de/ba-steglitz-zehlendorf/politik-und-verwaltung/aemter/gesundheitsamt/zentrum-fuer-familienplanung/artikel.29766.php

If you are pregnant and in financial difficulties, you can ask the Federal Foundation Mother and Child (Bundesstiftung Mutter und Kind) for help. Here you can find information in several languages:
www.bundesstiftung-mutter-und-kind.de/index.php?id=1#c289

## Other points of contact for women

Women in a crisis can call the women's crisis hotline (Frauenkrisentelefon):
**Women's crisis hotline (Frauenkrisentelefon): 030 6157596**
or **emailberatung@frauenkrisentelefon.de**

Berlin has numerous women's centres, meeting points for women and advice centres with many social, cultural and educational offers:
www.berlin.de/sen/frauen/vielfalt/soziale-und-kulturelle-projekte/artikel.27220.php

There are also projects specifically aimed at female migrants:
www.berlin.de/sen/frauen/vielfalt/migration/artikel.21057.php

## Support provided by female volunteers from Berlin

The idea behind WOMEN'S WELCOME BRIDGE is to bring together women refugees with female volunteers and women's initiatives in Berlin. If you would like to get together with other women or need support, please use the digital notice board to look for services or submit a request:

**WOMEN'S WELCOME BRIDGE –**
**The people of Berlin build bridges**
Email: kontakt@womens-welcome-bridge.de
www.womens-welcome-bridge.de/

WOMEN´S WELCOME BRIDGE provides information about advice and counselling, educational and leisure services for women refugees in Berlin and offers useful and up-to-date information in German, English, Farsi, Arabic, French and Turkish.

# Freedom and equality for gay and transgender people

## Rainbow city Berlin

**Berlin is the rainbow city, and it stands up for open-mindedness, acceptance and mutual respect. Around the world, the rainbow has become a symbol of freedom and equality for gay and transgender people.**

There are people with various sexual orientations and gender identities in Berlin. For more than 25 years, Berlin has been actively standing up for the concerns of lesbians, gays, bisexuals, transgender and intersex people (LGBTI). This makes Berlin an attractive city for LGBTI people, which offers many services. There are also special advisory and support services for refugees who are homosexual, bisexual, transgender and intersex. Do find about about them!

**Equal rights**
By law, as of 1 October 2017, a woman can marry another woman and a man can marry another man. Homosexual and heterosexual people are thus equal under the law.

**Gender identity and sexual orientation:**
Gender identity comprises a person's physical and social gender (gender role) and is based on the person's gender perception. A person's sexual orientation can be homosexual, bisexual or heterosexual.

**Did you know that in Germany ...**

- No person may be discriminated against because of their sexual orientation or gender identity, neither at work nor when looking for a job or an apartment?
- As of 1 October 2017, a woman can marry another woman, and a man can marry another man?
- There are many homosexual and lesbian couples with children? They are called rainbow families.
- Persecution due to sexual orientation or gender identity can be a reason to be granted asylum?
- Transgender people can officially change their first name and gender entry in their identity card?
- Intersex people are entitled to advice and counselling?

**Discrimination and violence – who can help?**

Even though same-sex love is increasingly accepted, even in Berlin homosexuals can experience violence or discrimination. The same applies to transgender and intersex people.

If you experience violence or discrimination because you are a woman who loves a woman or a man who loves a man, you are entitled to counselling and support. Help is similarly available for transgender and intersex people who experience violence and discrimination.

Berlin has a good network of advice and counselling centres. These centres provide support and discuss with you what you should do if you have experienced discrimination or violence. Each step is discussed with you and all information is treated confidentially. The advice is provided free of charge.

In addition to these advice and counselling centres, there are also a number of LGBTI contact persons working for the police force and the prosecution department in Berlin who work closely with LGBTI organisations and can help you.

You can find the addresses and contact details of these advice and counselling centres on this website:
www.berlin.de/sen/lads/schwerpunkte/lsbti/themen/#flucht

This information was put together by the Berlin State Office for Equal Treatment and Against Discrimination **(Berliner Landesstelle für Gleichbehandlung – gegen Diskriminierung,** LADS). The LADS website at www.berlin.de/lads has more information, addresses and important contacts.

**Do not tolerate discrimination and racist violence – take advantage of the available advice and counselling services**

# Discrimination and racist violence

**The residents of the city of Berlin are very diverse. An open-minded and cosmopolitan outlook, tolerance and mutual respect are important for good community relations. Nevertheless, there are incidents of discrimination and racist violence. If you experience these, you are entitled to counselling and support.**

**What is discrimination?**
Discrimination means unfair treatment or rejection because of certain characteristics, such as:

- **Religion:** A young Muslim woman cannot find a training position because she wears a headscarf.
- **Ethnic origin:** A refugee family cannot conclude a rental agreement because they don't speak much German.
- **Gender:** A woman earns less than her male colleague, even though she does the same job.
- **Residence status:** A person cannot open a bank account because their residence permit is temporary.
- **Skin colour:** A bouncer refuses to let a young man with dark skin into a night club.
- **Disability:** A person in a wheelchair cannot go to a restaurant because it does not have a wheelchair-accessible entrance.
- **Sexual identity:** Passers-by abuse or insult two men walking by hand in hand.
- **Age:** Older people are assumed to not be able to work as well, which is why they find it more difficult to get a job.

**What does the law say?**
There is a law against discrimination. The General Equal Treatment Act (Gleichbehandlungsgesetz).

Discrimination for reasons of race or ethnic background, gender, religion, worldview, disability, age or sexual identity is prohibited (or: not permitted).

You have a right to equal treatment.

**Discrimination – who can help?**
Berlin has a good network of advice and counselling centres. These centres discuss with you what you can do if you experience discrimination. Each step is discussed with you and all information is treated confidentially. The advice is provided free of charge.

**Help for victims of racial violence**
If you experience violence, you should first of all contact the police. Berlin also has non-governmental advice and counselling centres for victims of violence where you can receive help and support.

This information was put together by the Berlin State Office for Equal Treatment and Against Discrimination **(Berliner Landesstelle für Gleichbehandlung – gegen Diskriminierung,** LADS). The advice guide (Beratungswegweiser) and the LADS website at www.berlin.de/lads provide more information, addresses and contact persons.

## Advice centres:

**ADNB of the TBB – Anti-discrimination network Berlin (Antidiskriminierungsnetzwerk Berlin)**
Oranienstraße 53
10969 Berlin
Underground line U8, “U-Moritzplatz” stop
Telephone: 030 61305328
Fax: 030 61304310
Email: adnb@tbb-berlin.de
www.adnb.de

**BDB – Anti-discrimination and educational work association in the FRG**
**(Bund für Antidiskriminierungs- und Bildungsarbeit in der BRD)**
Sprengel Haus, Sprengelstraße 15
13353 Berlin
Underground line U9, “U-Amrumer Straße” stop
Bus 142, “Samoastraße” stop
Telephone: 030 2168884
Fax: 030 21996896
Email: bdb@bdb-germany.de
www.bdb-germany.de/

**Anti-discrimination advice age or disability of the LV self-help Berlin**
**(Antidiskriminierungsberatung Alter oder Behinderung der LV Selbsthilfe Berlin)**
Advice centre of the state association for self-help
(Beratungsstelle der Landesvereinigung Selbsthilfe Berlin e. V.)
Littenstraße 108
10179 Berlin
City train lines S5, S7, S75, U-Bahn U8, bus 248,
“S-/U-Jannowitzbrücke” stop

Telephone: 030 27592527
Fax: 030 27592526
Email: mueller@lv-selbsthilfe-berlin.de
www.lv-selbsthilfe-berlin.de

**Berlin agency against discrimination in the housing market (Berliner Fachstelle gegen Diskriminierung auf dem Wohnungsmarkt)**
Advice + support
TBB
Oranienstraße 53
10969 Berlin
Underground line U8, “U-Moritzplatz” stop
Telephone: 030 6232624
www.fairmieten-fairwohnen.de/

**Berlin network for lesbians, gays and transgender people for equality and against discrimination (Berliner Netzwerk Lesben, Schwule, Transgender für Gleichbehandlung – gegen Diskriminierung)**
Telephone: 030 233690-80
Email: l.wild@schwulenberatungberlin.de

## Racist violence counselling centre:

**ReachOut – Counselling and education for victims in the fight against right-wing extremism, racism and anti-Semitism (ReachOut – Opferberatung und Bildung gegen Rechtsextremismus, Rassismus und Antisemitismus)**
Beusselstraße 35, rear building, 4th floor
10553 Berlin
City train lines S41, S41, “S-Beusselstraße” stop
Underground line U9, “S-Birkenstraße” stop
Bus TXL, 106, “Beusselstraße” stop
Bus 123, “Wittstocker Straße” stop
Contact: 030 69568339
Email: info@reachoutberlin.de
www.reachoutberlin.de

# Living together in Germany or rules for living together

## Living together in Germany – the rules

**All people have equal human dignity and basic human rights – the state has a duty to realise these rights.**
Every human being has human dignity and rights. This applies to all people, because they are all human beings – regardless of their gender or sexual orientation, regardless of their age, whether they are religious or not, whether Jewish, Christian, Muslim or a member of another religion or worldview, regardless of their origin or whether they are rich or poor. The German state has the duty to respect and protect the dignity and rights of all human beings.[1]

**All people are different, but they are the same in their capacity as human beings. Discrimination is not allowed.**
All people are equal before the law. Men and women have the same rights and freedoms. Nobody may be discriminated against because of their gender, their "skin colour" (the way they look), their parentage or origin, their religion or worldview, their sexual identity or because of a disability. All people have to interact non-violently and with respect.[2]

[1] GG para. 1; EU Charter of Fundamental Rights para. 1 ff
[2] GG Art. 3; EU Charter of Fundamental Rights para. 20 and 21; EMRK para. 14; UN Civil Pact para. 2 (1) and 14 (1)

**A woman decides for herself whether and who she marries – the same applies to men.**

Everyone has the right to freely choose their spouse: Men and women from the age of 18 have the right to get married and start a family. A marriage can be entered into between a man and a woman, between a woman and a woman and between a man and a man, and they have to marry each other out of their own free will. The family has no right to force or prevent a marriage. Both spouses have the same rights in marriage and divorce. Violence and rape are forbidden in marriage.[3]

**You do not have to get married to live together**

Unmarried people are allowed to live together. Unmarried couples and single women are allowed to have children. Illegitimate children and legitimate children are the same under the law.[4]

**In Germany, a woman can marry a woman and a man can marry a man**

A woman is allowed to love a woman and a man is allowed to love a man. Homosexual couples are allowed to marry just like heterosexual couples. There are homosexual couples who bring up children together. The state supports such families. Violence against homosexuals and transgender people is punishable by law. The state protects homosexuals and transgender people.

[3] GG para. 6; EU Charter of Fundamental Rights para. 9; EMRK para. 12; UN Civil Pact para. 23 and 24; UN Social Pact para. 10; StGB § 177,; BGB §§ 1297ff

[4] GG para. 6; UN Civil Pact para. 24; UN Social Pact para. 10

**Parents have to take care of their children – hitting children is forbidden**

Ensuring their children's welfare is the most important job of parents. Parents must protect their children from violence. A person who hits a child can be prosecuted under criminal law. The same applies to hitting your own children.[5]

**Every human being has the right to choose his or her religion or worldview – no religion or worldview is above the law of the state**

Everyone has the right to believe what they consider to be right. Religion is a private matter. Every human being can freely choose their religion or worldview, change it and live by it or live without a religion. However: The law of the state takes precedence over religious rules.[6]

**Every human being has the right to freedom and protection from violence! Every human being has the right to develop freely!**

Every human being has the right to personal freedom, life and safety. No person is allowed to inflict physical harm on another. Every human being has the right to personal development and self-determination.[7]

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[5] GG para. 2 and 6; EU Charter of Fundamental Rights para. 24; UN Convention on the Rights of the Child para. 19; UN Social Pact para. 10; StGB §§ 223 and 225; SGB VIII §8a

[6] GG para. 4; EU Charter of Fundamental Rights para. 10; EMRK para. 9; UN Civil Pact para. 18

[7] GG para. 2 and 5; EU Charter of Fundamental Rights para. 2 - 6; EMRK para. 2 - 5; UN Civil Pact para. 6 - 9

**Your own freedom stops where another person's freedom is violated**

Every human being has the right to express their opinion. Every human being has the right to disseminate their opinion. Every human being has the right to listen to another person's opinion. Access to information is free. But freedom also has limits. It is not just actions that can hurt, words can, too. You are not allowed to violate another person's dignity or insult other people.[8]

**The right to asylum is a human right. In order to be granted asylum, there have to be certain reasons for fleeing**

Basic rights include the right to seek protection from persecution and violence in another country. Under international and German law, people who are persecuted have the right to protection and refuge. People fleeing from (civil) war are granted temporary protection in Germany. You can lose the right to protection and refuge if you violate the laws of the state, for example if you commit a crime.[9]

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[8] GG para. 5; EU Charter of Fundamental Rights para. 11; EMRK para. 10 and 11; UN Civil Pact para. 19 - 21

[9] GG para. 16a; EU Charter of Fundamental Rights 18 and 19; Geneva Convention relating to the Status of Refugees; Directive 2011/95/EU (qualification directive "on the norms for the recognition of third-country nationals or stateless persons entitled to international protection ...")

## Emergency numbers and points of contact:

Multilingual and free **hotline for women who experience violence: 08000 116016**

**Children's emergency service (Kindernotdienst): 030 610061**

If you witness violence or are yourself the victim of violence, please contact the **police** (free **emergency number: 110**).

Berlin has a well-developed help system for women who are affected by violence. The BIG hotline provides initial advice and refers you to free places in women's shelters and sheltered apartments. You can call them around the clock on 030 6110300. Translators are available if required.

If you are a victim of violence because you are homosexual or transgender, please call the emergency number for the police. You can also call the public prosecutor's office. There are separate contact persons for homosexuals and transgender people. (Police: 030 4664-979444, public prosecutor's office: 030 9014-2697)

**Abbreviations:**

**GG** = Basic Law for the Federal Republic of Germany (Grundgesetz für die Bundesrepublik Deutschland, (= German version)

**EU Charter of Fundamental Rights** = charter of fundamental rights of the European Union

**EMRK** = European Convention on Human Rights (European convention on the protection of human rights and basic freedoms)

**UN Civil Pact** = international pact on civil and political rights

**BGB** = German Civil Code (Bürgerliches Gesetzbuch)

**StGB** = Criminal Code (Strafgesetzbuch)

**SGB** = Social Code Book of the Federal Republic of Germany (Sozialgesetzbuch der Bundesrepublik Deutschland)

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www.integrationsbeauftragter.berlin.de

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www.berlin.de/lb/intmig/veroeffentlichungen/gefluechtete/

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