

Advice / Guidance and assistance for refugees in Duisburg

Impressum:

Stadt Duisburg
Amt für Kommunikation
Rathaus, Burgplatz 19, 47049 Duisburg

Voluntary advice and support

Distributed among the different municipal districts, there are many organisations and initiatives offering voluntary support in form of language skill training, play groups or support in day-to-day life issues. Contact persons and the range of offers can be inquired at the local refugee accommodation.

Further information on initiatives in the municipal districts can be found at:
https://www2.duisburg.de/micro2/asyl_integration/infos/102010100000516867.php

Children and adolescents

Advice and information for mothers and fathers at the City of Duisburg

The advice-centre welcomes all pregnant women, mothers, fathers and their children aged 0-3 years. The City of Duisburg provides personal assistance and support right from the start.
Frau Frensch, Phone: 0203-34699816, E-Mail: a.frensch@stadt-duisburg.de

Application for Kindergarten at the municipal Youth Welfare Office (“Jugendamt”)

Parents can inform themselves about the new application procedures and reserve a place in up to four of the 200 Kindergartens in Duisburg.

Herr Drawert, Phone: 0203-283 2357, E-Mail: m.drawert@stadt-duisburg.de

Herr Großbongardt, Phone: 0203-283 2364, E-Mail: l.grossbongart@stadt-duisburg.de

Parent-child-group for families with children who do not have an admission to Kindergarten „FlüKids“

DRK Familienbildungswerk, Frau Crichton, Phone: 0203-30547-60,
E-Mail: judith.crichton@drk-duisburg.de

Instruction about the German educational system for refugee children at the Municipal Centre for Integration (“Kommunales Integrationszentrum”, KIZ)

Newly arrived children and adolescents who do not speak German (well) are advised by the Kommunales Integrationszentrum about the continuation of their educational career. This counselling takes place together with their parents. Its aim is to document the existing educational biography and to provide information about the educational system in the Federal State of North Rhine-Westphalia (NRW) and the possibilities in educational institutions. Additionally, the counselling covers the following procedures resulting in an admission to a school in Duisburg.

Frau Bosch, Phone: 0203-283 8129, E-Mail: b.bosch@stadt-duisburg.de

Herr Daniel, Phone: 0203-283 8144, E-Mail: g.daniel@stadt-duisburg.de

Herr Acikgöz, Phone: 0203-283 8118, E-Mail: e.acikgoez@stadt-duisburg.de

Advice concerning parenting and upbringing issues

Advice, diagnostics, pedagogical-therapeutic support of children, adolescents and young adults, parent and family counselling, medical advice for children and adolescents and examinations concerning upbringing issues is supplied by the „Institut für Jugendhilfe“.

Frau Auth and Frau Stiller, Phone: 0203-3019864, E-Mail: i.stiller@stadt-duisburg.de

Individualised educational programmes, preparation for school, tutoring

Regenbogenhaus der Grafschafter Diakonie gGmbH-Diakonisches Werk im Kirchenkreis Moers,
Beethovenstr. 18a, 47226 Duisburg

Recreational offers for children and adolescents at the municipal youth centres ("Jugendzentren")

After school and during holidays, the 17 municipal youth centres are to open to people aged 6-21 years. The aim is to create a nice, accepting and welcome atmosphere to enjoy leisure-time. The programme includes sports, movement training, assertiveness training, cooking classes, play groups, computer games, dancing, theatre and more. Contact details can be found at:
<https://www.duisburg.de/wohnenleben/jugendzentren/jugendzentren.php>

Sports offers for refugees

For a considerable time now, Duisburg's sports clubs have been warmly welcoming refugees by providing special sports programmes in their clubs. Further information is supplied by the Municipal Sports Federation „Stadtsporbund“ (SSB).
Herr Gehrt-Butry, Phone: 0203-3000813, E-Mail: gehrt-butry@ssb-duisburg.de

Benefits for education and participation

Children and adolescents from low-income families are eligible to receive benefits for education, sports, cultural and leisure-time activities from the Office for Social Issues and Habitation ("Amt für Soziales und Wohnen")
Frau Uebber, E-Mail: but@stadt-duisburg.de

Health

Vaccination advice

The Health Office ("Gesundheitsamt") offers advice about preventive vaccinations.

E-Mail: gesundheitsamt@stadt-duisburg.de

Community Foundation Duisburg ("Bürgerstiftung Duisburg") – Infosite „Medical Issues“

The website of the Bürgerstiftung provides a city map showing all local medical practitioners capable of a foreign language:

https://www.google.com/maps/d/viewer?mid=1a7gYV1leQycCboJxuRAQE5AMPO0&hl=de_D&ll=51.54296783148272%2C6.701433056054611&z=10

Medical examination for uninsured people at the "Malteser"

There is a free medical examination available for uninsured people at the "Malteser Migranten Medizin Duisburg".

Contact details:

Adress: Münzstraße 15-17, 47051 Duisburg;

Every Thursday 10am to 3pm, no appointment required.

Phone: 0203-28980911, E-Mail: mmm.duisburg@malteser.org

Information concerning medication, prescriptions and pharmacies in 12 different languages

The National Association of Pharmacy Organisations ("Bundesvereinigung Deutscher Apothekerverbände") provides basic information concerning German pharmacies, medication only available on prescription or in pharmacies and their costs. This information is arranged in a leaflet published in 12 different languages:

<https://www.abda.de/pressemitteilung/artikel/flyer-in-12-sprachen-informieren-ueber-apothekensystem/>

Advice for pregnant women

- Frühe Hilfen, Frau Frensch, Phone: 0203-34699816, E-Mail: a.frensch@stadt-duisburg.de

- DRK Familienbildungswerk, Frau Crichton, Phone: 0203-30547-60,

E-Mail: judith.crichton@drk.de

- Frauenwürde e.V. – Haus im Hof, Phone: 0203-5793731, E-Mail: haus-im-hof@t-online.de

- pro familia Duisburg OV e.V., Phone: 0203-350700, E-Mail: Duisburg@profamilia.de

- Ev. Beratungsstelle Duisburg/Moers, Phone: 0203-990690,

E-Mail: duisburg-moers@ev-beratung.de

Advice for female refugees in emergency situations

Advice-centre for refugees suffering from sexual violence, trafficking, forced prostitution, marriage migration, forced marriage

SOLWODI NRW e.V., Phone: 0203-663150, E-Mail: duisburg@solwodi.de

Advice for refugees with mental health issues

Free psycho-social advice for refugees suffering from mental health issues or illnesses and conveyance to further aids.

Psychiatric Aid Community: Psychiatrische Hilfgemeinschaft Duisburg gGmbH, Gehrstraße 54, 47167 Duisburg

Frau Mahler, Phone: 0203-34876-2102, E-Mail: sonja.mahler@phg-du.de

Asylum issues

Asylum issues

Registration issues for asylum applicants (registration, change in registration and deregistration); issuing and prolongation of residence permits; assignment issues; processing of redistribution wishes; processing of requests to leave the assigned area of residence (issuing of a list of students who are asylum applicants in the case of school trips); termination of residence in case of a negative conclusion of the asylum proceedings; granting of resident permits for asylum applicants

E-Mail: auslaenderbehoerde@stadt-duisburg.de

Granting of services according to the law for payments supporting asylum applicants ("Asylbewerberleistungsgesetz")

Herr Schmidt, 0203-283 3816; Frau Weirauch, 0203-283 2469; Frau Möller, 0203-283 3890; Herr Plonske, 0203-283 2339; Frau Bozdag, 0203-283 6459

Advisory commission for residence rights issues ("Aufenthaltsrechtliche Beratungskommission")

People living in Duisburg whose residence is to be ended can file an application at the advisory commission to consider the particular hardship in their case. The applications are to be submitted in writing to the advisory commission or can be written down by the advisory commission. Please include every aspect supporting the assumption of particular hardship. These aspects include the duration of your stay, health issues, your social and economic integration in Duisburg and a proof that you can provide for your own livelihood etc.

Further information about the work of the advisory commission can be requested from:

Frau Otto, Civil & Public Order Office (Bürger- & Ordnungsamt)
Königsstr. 63-65, 47051 Duisburg, Phone: 0203-283 5075, Fax: 0203-283 5517.

If you need any help to formulate your application, you can contact:

German Red Cross („Deutsches Rotes Kreuz“),
Frau Spitzlei, Tel. 0203-41 15 80
Social Welfare Office (Diakoniewerk Duisburg GmbH),
Herr Giehmann, Tel. 0203-93151237

Job and education advice, search for employment and financial support

Integration Point Duisburg

Advice for refugees concerning the German job and apprenticeship market as well as financial support after the conclusion of the asylum proceedings

Phone: 0203-302 1910, E-Mail: Duisburg.Fluechtlinge@arbeitsagentur.de

Network for further education (“Netzwerk für Weiterbildung”) in Duisburg

The Netzwerk Weiterbildung in Duisburg supports immigrants in view to their professional integration. Many partners of Weiterbildung Duisburg are involved in the support of professional integration of newly immigrated people. They offer specially developed education programmes fitting the immigrants’ needs.

Phone: 0203-283 5708, E-Mail: bildungsberatung@stadt-duisburg.de

Education advice (“Bildungsberatung”) for everyone. Welcome!

Even if the asylum status is still not decided at the beginning of the residence in Germany, there is the wish to inform oneself about the professional possibilities in Germany and to use the given time effectively to learn the German language.

The Bildungsberatung offers talks concerning the persons’ professional development possibilities and their professional competences

Phone: 0203-283 5708, E-Mail: bildungsberatung@stadt-duisburg.de

Learning the German language

Language advice and integration courses

Foreign nationals' office ("Ausländeramt") Hamborn for the municipal districts and boroughs Walsum, Hamborn, Meiderich, Beeck and Laar

Phone: 0203-283 5568, E-Mail: auslaenderbehoerde-nord@stadt-duisburg.de

Ausländeramt Homberg for the municipal districts and boroughs Ruhrort, Homberg, Baerl and Rheinhausen

Phone: 0203-283 8806, auslaenderbehoerde-west@stadt-duisburg.de

Ausländeramt Süd for the municipal districts Mitte and Süd

Phone: 0203-283 7246, E-Mail: auslaenderbehoerde-mitte-sued@stadt-duisburg.de

Network "Deutsch lernen in Duisburg" (DLID)

The members of DLID offer language courses for people with a different mother tongue learning German as a foreign language. There are special integration courses by the Office for Migration and Refugees ("Bundesamtes für Migration und Flüchtlinge", BAMF). These integration courses are open to people from all countries with a permanent resident permit.

Phone: 0203-283-5708, E-Mail: bildungsberatung@stadt-duisburg.de

"Daheim" videotelephony-platform for language acquisition and cultural exchange

The videotelephony-platform "Daheim" offers the possibility to learn the German language by connecting online, in a non-placebound and non-timebound way, without any obligations. This programme addresses voluntary language coaches and people learning the German language. Additionally, people learning the German language can have dialogues to improve their language skills.

E-Mail: hallo@willkommen-daheim.org

Voluntary language courses

Grafschafter Diakonie gGmbH, Diakonisches Werk Kirchenkreis Moers

Contact details for Duisburg-Rheinhausen: Frau Morbitzer,

Phone: 0170-3806490, E-Mail: a.morbitzer@grafschafter-diakonie.de

Contact details for Duisburg-Homberg/Baerl: Herr Janning

Phone: 0170-8373374, E-Mail: f.janning@grafschafter-diakonie.de

Intercultural library and practising German at the "Café Deutsch"

The intercultural library as part of the Municipal Library ("Stadtbibliothek Duisburg") offers learning materials for newly arrived persons. At the thematic section "Arriving in Germany" ("Ankommen in Deutschland"), on the third floor, easy self-learning courses, dictionaries and simple German texts for beginners can be found. A wider offer of language courses and more dictionaries can be found on the second floor in the language section "Sprachen". All materials can be borrowed with a valid library card.

The "Café Deutsch" is a place for learning and meeting. There, acquired language skills can be practiced and improved, fitting the progress in learning

Zentralbibliothek, Steinsche Gasse 26, 47051 Duisburg

Herr Holtz-Ersahin, Phone: 0203-283 4256, E-Mail: y.holtz-ersahin@stadt-duisburg.de

Apartment search, equipment and relocation

Coordination of donations for refugee-relief

People in need can pick up items for free, e. g. tableware, pots etc. Arrangements can be made with:

Frau Biermann und Frau Suhr, Phone: 0203-283-2830, E-Mail: spendenlager@stadt-duisburg.de

Housing for acknowledged refugees

Acknowledged asylum applicants who are eligible to rent housing space can contact the municipal Centre for Housing Mediation ("Kommunale Wohnraumvermittlungsstelle").

Frau Hackmann, 0203-283-2815

Frau Sturm, 0203-283-2900

Exchange and give-away market of the Wirtschaftsbetriebe Duisburg

Duisburgs' citizens offer furniture and other equipment for free or to exchange on the internet platform "Rohstoffretter" of the Wirtschaftsbetriebe Duisburg.

<http://www.verschenkmarkt-duisburg.de/internet-verschenkmarkt/list.asp>

Direction on waste disposal in Duisburg

English: [file:///duisburg.loc/OB/Benutzer/du001497/Download/151020_Sortierhinweis_A4_EN_2015%20\(1\).pdf](file:///duisburg.loc/OB/Benutzer/du001497/Download/151020_Sortierhinweis_A4_EN_2015%20(1).pdf)

Arabian:

[file:///duisburg.loc/OB/Benutzer/du001497/Download/2016_02_WBD_Flyer_Abfalltrennung_rum_bulg_hocharabisch%20\(1\).pdf](file:///duisburg.loc/OB/Benutzer/du001497/Download/2016_02_WBD_Flyer_Abfalltrennung_rum_bulg_hocharabisch%20(1).pdf)

Tips on rip-off deals, contracts, current accounts and more

Information and advice on telephone, internet and TV contracts, bills and overdue notices, insurances, current accounts, smartphone, apps, heating and power costs and much more is offered by the consumer advice centre ("Verbraucherzentrale"):

<https://www.verbraucherzentrale.nrw/fluechtlingshilfe/mehrsprachige-infos-fuer-fluechtlinge>

Tenant License

German:

https://www2.duisburg.de/micro2/wohnen/medien/bindata/Mieterfuehrerschein_einfach_DE.pdf

Arabian:

https://www2.duisburg.de/micro2/wohnen/medien/bindata/Mieterfuehrerschein_einfach_AR.pdf