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Добро пожаловать Witaj

Добро пожаловать

أهلا بك Bienvenue

Welcome أهلا بك

Willkommen

أهلا بك Bienvenue

Welcome أهلا بك

خوش آمدی

## Welcome to Spandau

An important guide for new immigrant arrivals

German

Arabic

English

Farsi

French

Russian

Ukrainian

Welcome أهلا بك Bienvenue خوش آمدی Добро пожаловать Witaj  
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Добро пожаловать  
أهلا بك Bienvenue  
Welcome أهلا بك  
Willkommen  
أهلا بك Bienvenue  
Welcome أهلا بك  
خوش آمدی

# Dear Citizens of Spandau,



welcome to our district, and welcome to Spandau.

The brochure you hold in your hands is designed to help you arrive safely and securely, to serve as an orientation guide that makes it easier to find your way around Spandau, and to provide you with contact options for your local authorities, support services and certain specific topics.

Spandau is colourful, Spandau is diverse, and it is home to approx. 255,000 people originating from a diverse range of nations that shape and make up our district.

Many new residents of Spandau come from abroad. This guide has been structured into key topics so that you can quickly and accurately find subject-specific support services. We have compiled a selection of the most important support centres (“Beratungsstellen”) in Spandau and Berlin just for you.

The aim is to make it easier for all newcomers arriving in our district to establish new contacts and to provide assistance where it is needed, as well as to support our voluntary and full-time team members in their work.

Furthermore, this guide is available in several languages.

I would be delighted if this guide were to prove useful in helping you find your way around Spandau and making your arrival as pleasant as possible.

The team at the Integration unit (“Stabsstelle Integration”) has been tasked with collecting this information. This unit supports and promotes the participation of new arrivals in Spandau.

I hope that you truly feel at home in our district.

Warmest regards

A handwritten signature in blue ink that reads "Frank Bewig". The signature is written in a cursive, flowing style.

**Frank Bewig**  
District Mayor



Please scan the QR code, in order to access the brochure's digital version.

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# 1

## Contact persons for refugees and migration in the Spandau District Office ("Bezirksamt")


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### 1.1 District Commissioner for Participation and Integration


Contact person for all questions regarding the topic of integration in the district of Spandau. The Commissioner is committed to the peaceful co-existence of immigrants – people with an immigration background – and the native population, by ensuring a prevailing sense of mutual respect and recognition at all times.

Commissioner: Danilo Segina

Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 90279 3940


 [d.segina@ba-spandau.berlin.de](mailto:d.segina@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/integration/artikel.742075.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/integration/artikel.742075.php)

### 1.2 Integration unit

The unit acts as the point of contact for providers of accommodation for refugees, support services and placement facilities, volunteers, initiatives and projects, as well as people with those who have arrived in Spandau as refugees or immigrants. Its goal is to enable social, cultural and political participation, regardless of a person's origin. To this end, it promotes networking within the district, it provides information about services in Spandau and beyond, it supports voluntary civic engagement, it organises events and – together with a diverse civic society network in Spandau – accompanies refugees as they arrive and find their feet. You will find the unit's staff team located in the town hall ("Rathaus"), while the individual focal points of our staff members are listed below.


Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 [www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/integration/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/integration/)

#### **Head of the Unit - Integration and coordination efforts regarding refugee issues**


Martin Peters

 +49 30 90279 3324

 [martin.peters@ba-spandau.berlin.de](mailto:martin.peters@ba-spandau.berlin.de)

**Coordination – Berlin develops new neighbourhoods – BENN**

Christina Skirde

 +49 30 90279 2934 [ch.skirde@ba-spandau.berlin.de](mailto:ch.skirde@ba-spandau.berlin.de)**Coordination – Voluntary Engagement in Refugee Work**


Elke Michauk

 +49 30 90279 2234 [elke.michauk@ba-spandau.berlin.de](mailto:elke.michauk@ba-spandau.berlin.de)**Coordination – Special admission programmes**


Millaray Santander

 +49 30 90279 2528 [m.santander@ba-spandau.berlin.de](mailto:m.santander@ba-spandau.berlin.de)**Project Financing**

Doreen Frowitter

 +49 30 90279 3323 [d.frowitter@ba-spandau.berlin.de](mailto:d.frowitter@ba-spandau.berlin.de)**Press and public relations**

Benjamin Schneider

 +49 30 90279 3325 [benjamin.schneider@ba-spandau.berlin.de](mailto:benjamin.schneider@ba-spandau.berlin.de)**1.3 Refugee coordination efforts at the Spandau Youth Welfare Office (Jugendamt)**


Refugee coordination efforts at the Spandau Youth Welfare Office (Jugendamt) is the point of contact for all questions concerning refugee families and their children in Spandau. It supports the search efforts for suitable services in Spandau and connects those seeking advice with specialised agencies.

Klosterstraße 36, 13581 Berlin-Spandau

Refugee coordination efforts: Judith Hüttinger

 +49 30 90279 3237 [j.huettinger@ba-spandau.berlin.de](mailto:j.huettinger@ba-spandau.berlin.de)**1.4 Advisory council for participation and integration**

The advisory council is an independent and non-partisan body. It represents the interests of migrant fellow citizens in Spandau in all areas of life, and campaigns for the servicing and fulfilment of their demands (e.g. through recommendations and statements vis-a-vis the integration committee [“Integrationsausschuss”] in the District Office). Further information and contact details can be found on the website:

 [www.berlin.de/ba-spandau/politik-und-verwaltung/gremien/partizipationsbeirat/#Zusammensetzung](http://www.berlin.de/ba-spandau/politik-und-verwaltung/gremien/partizipationsbeirat/#Zusammensetzung)

# 2

## Arrival, stay and registration

People who come to Germany from countries of the European Union enjoy freedom of movement here. This means that they can enter the country with a valid identity document without a visa and stay for up to three months.

People coming to Germany from other countries usually require a visa, in order to enter the country. You will need a residence permit (e.g. for the purpose of education, if pursuing gainful employment and/or for family reasons).

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### 2.1 Arrival - Flight from peril and asylum

#### **Arrival centre for asylum seekers (Ankunftszentrum für Asylsuchende)**

If you arrive in Berlin as a refugee, please contact the arrival centre for asylum seekers operated by the State Office for Refugee Affairs (LAF) directly. If you are coming from Ukraine, please contact the Ukraine Arrival Centre - Tegel. Here, you will receive a medical examination, you will be vaccinated if necessary (according to legal requirements) and registered accordingly.

Oranienburger Straße 285,  
13437 Berlin-Reinickendorf (Haus 2)

✉ [akuz@LAF.berlin.de](mailto:akuz@LAF.berlin.de)

🌐 [www.berlin.de/laf/ankommen/  
artikel.1253532.php](http://www.berlin.de/laf/ankommen/artikel.1253532.php)

#### **Registration and distribution of asylum seekers (Registrierung und Verteilung Asylsuchende)**

The registration process takes place at the arrival centre. The process includes performing identity and security checks, as well as the distribution of new arrivals to Germany's federal states. After registration, you will be issued with a proof of arrival. This proof confirms that you are legally resident in Germany.

Refugees who are distributed to another federal state initially receive a corresponding certificate ("Anlaufbescheinigung"). This is exchanged for a proof of arrival ("Ankunftsnachweis") after arrival in the respective federal state.

Oranienburger Straße 285,  
13437 Berlin-Reinickendorf (Haus 2)

✉ [akuz@LAF.berlin.de](mailto:akuz@LAF.berlin.de)

🌐 [www.berlin.de/laf/ankommen/  
artikel.1253532.php](http://www.berlin.de/laf/ankommen/artikel.1253532.php)

#### **Ukraine Arrival Centre - Tegel (Ukraine- Ankunftszentrum Tegel)**

Refugees from Ukraine may enter Germany without a visa and stay in Germany without a visa for a limited period of time. If you wish to stay in Germany for a longer period and/or receive social welfare benefits, you must register at the Ukraine Arrival Centre.



Saatwinkler Damm, 13405 Berlin-Reinickendorf

+49 30 90127 127

TF-Ukraine@laf.berlin.de

www.berlin.de/ukraine/ankommen/  
voruebergelassener-schutzstatus/

### Unaccompanied refugee minors - “UMG”

The German acronym “UMG” denotes minors who enter Germany without parents or a guardian. “UMGs” require special protection and are cared for 24/7 by the Initial Admission and Clearing Centre (EAC).

Prinzregentenstraße 24,  
10715 Berlin-Schöneberg

+49 30 81860 8311 0

UMF-LJA@SenBJF.Berlin.de

www.berlin.de/laf/ankommen/  
unbegleitete-minderjaehrige/

www.berlin.de/sen/jugend/jugend/  
unbegleitete-minderjaehrige-fluechtlinge/

### Humanitarian admission programmes

In certain cases, refugees have the possibility to enter Germany via a so-called special admission procedure. If you belong to this group of persons, do not apply for asylum. You will automatically receive a residence permit. For contact details for the support centres you need, see Chapter 3.

### State Office for Immigration - LEA



Senate Department for Labour, Social  
Affairs, Equality, Integration, Diversity and  
Anti-Discrimination - SenASGIVA



### Federal Ministry of the Interior and Home Affairs - BMI



### Spandau District Office

For further information, see Chapter 1.2

### Caritasverband für die Diözese Hildesheim e.V.



### Social Services (Sozialdienst)

The staff working at the LAF's social services unit enquire about possible special protection needs when receiving refugees.

Identification of refugees in need of special protection, support and advice on the asylum process.

Oranienburger Straße 285,  
13437 Berlin-Reinickendorf (Haus 2)

akuz@LAF.berlin.de

www.berlin.de/laf/ankommen/  
artikel.1253532.php

## 2.2 Application for asylum and granting of protection

### Federal Office for Refugees - BAMF

The asylum application is made in person following registration and distribution at the BAMF. Refugees receive the appointment for this when they register at the arrival centre.

Badensche Straße 23, 10715 Berlin-Schöneberg

+49 30 68408 1475 00

+49 30 68408 1471 15

BER-Posteingang@bamf.bund.de

www.bamf.de/DE/Themen/

AsylFluechtlingsschutz/

AblaufAsylverfahrens/

ablaufasylverfahrens-node.html


## Application for protection for refugees from Ukraine (Antrag auf Schutzgewährung für Geflüchtete aus der Ukraine)

Refugees from Ukraine do not have to apply for asylum in Germany. If you are assigned to Berlin, you should apply online at the LEA for a residence permit, a certificate of permitted stay (= work permit).

Friedrich-Krause-Ufer 24, 13353 Berlin-Moabit

 +49 30 90269 4000

 +49 30 90269 4099

 [www.service.berlin.de/dienstleistung/330875](http://www.service.berlin.de/dienstleistung/330875)

### Advice and support

Information can be found in Chapter 3

## 2.3 Clarification of your residence status

### State Office for Immigration - LEA

The Immigration Office (“Ausländerbehörde”) in Berlin is called the “Landesamt für Einwanderung” (LEA). This authority is responsible for questions concerning legal residence in Germany.

### Moabit


#### Department A Asylum affairs, Department E Immigration and Department R Crime prevention and repatriation

Who is this for? Syrian nationals, stateless persons, persons with unclear citizenship originating from Syria, persons in the asylum procedure or with an obligation to leave the country, residence permit for family and humanitarian reasons, au pairs, self-employed persons, participants working in voluntary services, “Working Holiday Programmes”, as well as unauthorised entrants with certificates from the police or the main customs office

Friedrich-Krause-Ufer 24, 13353 Berlin-Moabit

 +49 30 90269 4000

 +49 30 90269 4099

 [www.berlin.de/einwanderung/ueber-uns/artikel.1290592.php](http://www.berlin.de/einwanderung/ueber-uns/artikel.1290592.php)

### Charlottenburg

#### Department B Special tasks


This is where matters relating to skilled workers, students and trainees, as well as their family members, are dealt with.

Keplerstraße 2, 10589 Berlin-Charlottenburg

 +49 30 90269 4000

 +49 30 90269 4099

For current information on the allocation of dates etc., please see the following page

 [www.berlin.de/einwanderung/ueber-uns/aktuelles/artikel.1187760.php](http://www.berlin.de/einwanderung/ueber-uns/aktuelles/artikel.1187760.php)


### Charlottenburg


#### Department B Special tasks

This is where the Business Immigration Service (BIS) is located.


Fasanenstraße 85, 10623 Berlin-Charlottenburg

 +49 30 90269 5900

 +49 30 90283 468

 [www.berlin.de/einwanderung/service/business-immigration-service/](http://www.berlin.de/einwanderung/service/business-immigration-service/)

Appointment:


 [www.berlin.de/einwanderung/termine/termin-vereinbaren/](http://www.berlin.de/einwanderung/termine/termin-vereinbaren/)


## 2.4 Services


### Basic income support and subsistence assistance (Grundsicherung und Hilfe zum Lebensunterhalt)


Basic income support and subsistence assistance concern financial support for people who can no longer support themselves.


Galenstraße 14, 13597 Berlin-Spandau


 +49 30 90279 3812


 +49 30 90279 3574


 +49 30 90279 6115

 +49 30 90279 7614

 [soz33@ba-spandau.berlin.de](mailto:soz33@ba-spandau.berlin.de)

 [soz34@ba-spandau.berlin.de](mailto:soz34@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.902475.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.902475.php)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.902456.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.902456.php)


**Citizen's income (Bürgergeld)**

“Bürgergeld” or “citizen’s income” is a form of financial support for people who cannot support themselves. Persons who are capable of working and who are between the age of 15 and retirement age are entitled to this benefit.

Altonaer Straße 70-72, 13581 Berlin

 +49 30 55557 1222 2

 +49 30 55557 1699 9

 [www.berlin.de/jobcenter-spandau/geldleistungen/artikel.1257147.php](http://www.berlin.de/jobcenter-spandau/geldleistungen/artikel.1257147.php)


**Benefits under the Asylum Seekers' Benefits Act (Leistungen nach dem Asylbewerberleistungsgesetz)**

The Asylum Seekers' Benefits Act (“Asylbewerberleistungsgesetz”) regulates support for asylum seekers and people with a tolerated status (“Geduldete”) in Germany. You can find a list of the responsible case workers in the Social Welfare Office (“Amt für Soziales”) and their contact details on the website below.

Galenstraße 14, 13597 Berlin-Spandau


 +49 30 90279 3903


 [soz35@ba-spandau.berlin.de](mailto:soz35@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.901834.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.901834.php)

## 2.5 Registration of a dwelling

If you plan to live in Berlin for longer than 6 months, you must register your residential address with the Residents' Registration Office (“Einwohnermeldeamt”) within 14 days. An appointment is necessary to this end.

 +49 30 115

 [www.service.berlin.de/dienstleistung/120686/](http://www.service.berlin.de/dienstleistung/120686/)

**Registration during the asylum procedure (Anmeldung während des Asylverfahrens)**


Are you living in LAF accommodation in Spandau? Then please contact the Refugee Citizenship Office (“Flüchtlingsbürgeramt”) in Charlottenburg-Wilmersdorf.

Appointment: online or by phone.

“Bürgeramt Hohenzollerndamm” (Refugee

Citizenship Office [“Flüchtlingsbürgeramt”),  
Charlottenburg-Wilmersdorf)  
Hohenzollerndamm 177,  
10713 Berlin-Charlottenburg

 +49 30 115

 [www.berlin.de/ba-charlottenburg-wilmersdorf/verwaltung/aemter/buergerdienste/buergeraemter/hohenzollerndamm/](http://www.berlin.de/ba-charlottenburg-wilmersdorf/verwaltung/aemter/buergerdienste/buergeraemter/hohenzollerndamm/)

**Registration of refugees from Ukraine (Anmeldung von Geflüchtete aus der Ukraine)**

Refugees from Ukraine should go to the Refugee Citizenship Office (“Flüchtlingsbürgeramt”) in Mitte, without an appointment when registering for the first time. When looking to re-register, you can go to any “Bürgeramt” in Berlin. In this case, you will need an appointment.

 +49 30 115

 [www.service.berlin.de/standort/327539/](http://www.service.berlin.de/standort/327539/)


**Registration certificate (Meldebescheinigung)**

Authorities or other institutions may require proof of your registration certificate. You can obtain the registration certificate from the registration office at your last address.

A simple certificate of registration can be applied for online. An extended certificate must be applied for in writing or on site.

 +49 30 115

 [buergeramt@ba-spandau.berlin.de](mailto:buergeramt@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/service/dienstleistungen/service.147682.php/dienstleistung/120702/](http://www.berlin.de/ba-spandau/service/dienstleistungen/service.147682.php/dienstleistung/120702/)

## 2.6 Other important applications

### **Registration of a birth (Anmeldung einer Geburt)**

The birth of a child must be registered at the Registry Office (Births Department [“Geburtenabteilung”]). Registration is only possible in the district where the child was born. The certificate is free of charge for applying for parental allowance, child benefit and registering with a health insurance provider.


Appointment necessary.

Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 115

 +49 30 90279 2008


 [standesamt@ba-spandau.berlin.de](mailto:standesamt@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/service/dienstleistungen/service.147682.php/dienstleistung/318957/standort/326670/](http://www.berlin.de/ba-spandau/service/dienstleistungen/service.147682.php/dienstleistung/318957/standort/326670/)

### **Marriage (Eheschließung)**


The marriage must be registered in person at the Registry Office of your place of residence. When registering, all relevant marriage requirements are checked. An appointment must be made for the marriage.


Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 115

 +49 30 90279 2008

 [standesamt@ba-spandau.berlin.de](mailto:standesamt@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-buergerdienste/standesamt/artikel.1209603.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-buergerdienste/standesamt/artikel.1209603.php)

 [www.service.berlin.de/dienstleistung/318961/](http://www.service.berlin.de/dienstleistung/318961/)

### **Marriage involving a foreign national (Eheschließung mit Auslandsbeteiligung)**


When you marry, you must register the marriage in person at the Registry Office of your place of residence. When registering, all relevant marriage requirements are checked. If one of the spouses is a foreign national, or if they are a naturalised citizen or were born abroad, documents in German must be submitted.

Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 115

 +49 30 90279 2008

 [standesamt@ba-spandau.berlin.de](mailto:standesamt@ba-spandau.berlin.de)

 [www.service.berlin.de/dienstleistung/318962/](http://www.service.berlin.de/dienstleistung/318962/)

## 3

## Social, migration and legal counselling

Are you new to Spandau and Berlin and need help with your first steps in Germany?


In the following section, you will find support centres (“Beratungsstellen”) that will support you on this path free of charge.

Advice  
Information  
Social and Legal  
Spandau District  
Asylum Advice

Information and Advice  
General Advice  
General Advice  
Social and Legal  
Advice Social and Legal

### 3.1 Migration counselling for adult immigrants - MBE



Migration counselling for adult immigrants (MBE) is a special integration service for adult immigrants over 27 years of age, and is available within the first three years after their arrival.

 [www.bamf-na-vi.bamf.de/de/Themen/Migrationsberatung/?coord=783834.5828504&typ=MBE&](http://www.bamf-na-vi.bamf.de/de/Themen/Migrationsberatung/?coord=783834.5828504&typ=MBE&)



### 3.2 Legal and procedural advice

#### **Legal advice (Rechtsberatung)**

This free legal counselling focuses on asylum and residence law, as well as support in communicating with authorities such as BAMF, LAF, LEA and the Jobcenter.

 [beratung\\_spandau@rlc-berlin.org](mailto:beratung_spandau@rlc-berlin.org)  
 [www.rlc-berlin.org/beratung](http://www.rlc-berlin.org/beratung)

#### **Counselling on asylum and residence law**

 [asyl@awo-mitte.de](mailto:asyl@awo-mitte.de)  
 [www.awo-mitte.de/gefluechtete-asyl/#beratungprojekte](http://www.awo-mitte.de/gefluechtete-asyl/#beratungprojekte)

#### **Flüchtlingsrat Berlin e.V.**

Counselling on all issues concerning the right to asylum and refugee protection, as well as the dismantling of state discrimination.

Greifswalder Straße 4,  
10405 Berlin-Prenzlauer Berg

 +49 30 22476 311

 +49 30 22476 312

 multilingual


 [buero@fluechtlingsrat-berlin.de](mailto:buero@fluechtlingsrat-berlin.de)

 [www.fluechtlingsrat-berlin.de](http://www.fluechtlingsrat-berlin.de)

#### **Mobile counselling via the counselling app - Mbeon**

Information and counselling for adult immigrants in Germany.

 multilingual

 [www.mbeon.de/home/](http://www.mbeon.de/home/)

### **Kontakt- und Beratungsstelle für Flüchtlinge und Migrant\_innen e.V. - KuB**

Advice on all questions from refugees and migrants.

Oranienstraße 159, 10969 Berlin-Kreuzberg

☎ +49 30 61494 00

☎ +49 30 61545 34

🗨 multilingual

✉ kontakt@kub-berlin.org

🌐 www.kub-berlin.org

### **Berlin network for especially vulnerable refugees (BNS)**

This network combines counselling services from different providers and organisations for the following topics: unaccompanied adolescents and young adults, women, victims of persecution, violence and torture, psychological stress or refugees with special protection needs.

Turmstraße 21, 10559 Berlin-Moabit

☎ +49 15906 7991 40

🗨 multilingual

✉ n.alhendi@ueberleben.de

🌐 www.bns.berlin/

### **Procedural counselling for accompanied and unaccompanied minors and adult refugees (BZZ)**

Counselling and support on issues such as the asylum procedure, preparation for an official hearing at the BAMF, counselling on procedures according to “Dublin-III”, legal action, threatened deportation, benefits, family reunification, etc.

Turmstraße 72, 10551 Berlin-Moabit (2nd floor)

🗨 multilingual

🌐 [www.bbzbberlin.de/portfolio/verfahrensberatung/](http://www.bbzbberlin.de/portfolio/verfahrensberatung/)

🌐 [www.bbzbberlin.de/portfolio/familiennachzug/](http://www.bbzbberlin.de/portfolio/familiennachzug/)

🌐 [www.bbzbberlin.de/portfolio/fachstelle-fuer-kinder-und-jugendliche/](http://www.bbzbberlin.de/portfolio/fachstelle-fuer-kinder-und-jugendliche/)

## **3.3 Social counselling**

### **Migration Service (Migrationsdienst - MSD)**

Counselling for immigrants who have been living in Germany for some time.

Galenstraße 39, 13597 Berlin-Spandau

☎ +49 30 311 6843 50

☎ +49 30 311 6843 55

✉ d.gasanova@caritas-berlin.de

✉ migrationsdienst-spandau@caritas-berlin.de

### **General, social welfare counselling**

Counselling on social benefits including social assistance (“Sozialhilfe”), basic security (“Grundsicherung”), benefits under the Asylum Seekers’ Benefits Act (“Asylbewerberleistungsgesetz”), as well as benefits relating to citizenship, education, housing, child, parental care and sickness (“Bürger-, Ausbildungs-, Wohn-, Kinder-, Eltern- und Krankengeld”).

Burbacher Weg 4,

13583 Berlin-Falkenhagener-Feld

☎ +49 30 44726 2125

☎ +49 30 44726 2119

✉ beratung.spandau@immanuel.de

🌐 [www.beratung.immanuel.de/wo-wir-sind/berlin-spandau/allgemeine-unabhaengige-sozialberatung/](http://www.beratung.immanuel.de/wo-wir-sind/berlin-spandau/allgemeine-unabhaengige-sozialberatung/)

### **Social services (Sozialdienst)**

Darwinstraße 14-18,

10589 Berlin-Charlottenburg

☎ +49 30 90225 2320

✉ sozialdienst@laf.berlin.de

🌐 [www.berlin.de/laf/leistungen/sozialdienst/](http://www.berlin.de/laf/leistungen/sozialdienst/)

### **Department - Refugee aid (Abteilung Flüchtlingshilfen)**

Medical, psychotherapeutic, social work and integrative support for survivors of violence and flight from peril, as well as people with different migration experiences.

Turmstraße 21, 10559 Berlin-Moabit

☎ +49 30 30390 6722

✉ info@ueberleben.org

🌐 [www.ueberleben.org/](http://www.ueberleben.org/)

**Bridge - Berliner Netzwerk für Bleiberecht**

Counselling and support in school and vocational orientation, placement in school, training, internships and access to work, securing employment and improving the legal residence situation.

Streitstraße 24, 13587 Berlin-Hakenfelde

✉ [bridge@intmig.berlin.de](mailto:bridge@intmig.berlin.de)

🌐 [www.bridge-bleiberecht.de/fuer-gefluechtete/](http://www.bridge-bleiberecht.de/fuer-gefluechtete/)

**Welcome Support Berlin**

Counselling for refugees living in their own homes, with private individuals, in hotels or in accommodation without counselling services.

📞 +49 30 75684 425

📞 +49 15172 7482 52

🗨️ multilingual

✉ [welcome-support-berlin@ib.de](mailto:welcome-support-berlin@ib.de)

🌐 [www.ib-berlin.de/angebot/11277](http://www.ib-berlin.de/angebot/11277)

**Social counselling (Sozialberatung)**

Support with questions regarding family benefits, student loans (BAföG) or housing benefit ("Wohngeld").

Potsdamer Straße 65, 10785 Berlin-Mitte

📞 +49 30 90172 3172

🗨️ multilingual

🌐 [www.berlin.de/willkommenszentrum/ueber-uns/beratungsangebot/](http://www.berlin.de/willkommenszentrum/ueber-uns/beratungsangebot/)

**Specialist unit for identifying and counselling particularly vulnerable refugees**

Prinzenstraße 96, 10969 Berlin-Kreuzberg

📞 +49 15157 4104 42

📞 +49 15172 8372 70

📞 +49 16094 8195 72

📞 +49 17833 9047 3

🗨️ multilingual

✉ [bns@awo-mitte.de](mailto:bns@awo-mitte.de)

🌐 [www.bns.berlin/fachstellen/awo-kreisverband-berlin-mitte-e-v/](http://www.bns.berlin/fachstellen/awo-kreisverband-berlin-mitte-e-v/)

**Counselling bus for young refugees (Beratungsbus für junge Geflüchtete)**

Outreach work in shelters with the aim of offering unaccompanied refugees initial counselling on their rights during the procedure for assessing age and the individual's redistribution in Germany (clearing procedure), as well as informing all young refugees about compulsory education.

Turmstraße 72, 10551 Berlin-Moabit (2nd floor)

📞 +49 30 66640 720

🗨️ multilingual

✉ [beratungsbus@bbzberlin.de](mailto:beratungsbus@bbzberlin.de)

🌐 [www.bbzberlin.de/portfolio/beratungsbus-fuer-junge-gefluechtete-und-deren-angehoerige/](http://www.bbzberlin.de/portfolio/beratungsbus-fuer-junge-gefluechtete-und-deren-angehoerige/)

**Specialist unit for minors and unaccompanied minor refugees (Fachstelle für Minderjährige und unbegleitete minderjährige Geflüchtete)**

Counselling for children, adolescents and young adults with youth welfare needs on topics such as asylum and residence law, school, conflicts in the family, communication with authorities and tutoring services.

Turmstraße 72, 10551 Berlin-Moabit (2nd floor)

📞 +49 30 66640 721

🗨️ multilingual

✉ [d.jasch@kommitbbz.de](mailto:d.jasch@kommitbbz.de)

🌐 [www.kommit.eu/umf](http://www.kommit.eu/umf)

# 4

## Language

There are numerous opportunities to learn German. In this Chapter, you will find places where you can find German courses and German learning opportunities.

Language  
Courses and  
Advice on Language  
Courses and Language  
Language Advice  
Advice on Language Courses  
Courses and Language Courses Available  
Courses Available Language

### 4.1 German language courses

#### **Integration courses (Integrationskurse)**

Integration courses consist of two parts: a language course and an orientation course. The language course is concluded with the examination “Deutsch-Test für Zuwanderer” (DTZ) and the orientation course with the final test “Leben in Deutschland”. You can find an integration course near you on the BAMF website or in the app “BAMF NAVI”.



#### **German courses for refugees (Deutschkurse für Geflüchtete)**

Refugees who are not yet allowed to attend a BAMF integration course can take part in the “German courses for refugees” at Berlin’s adult education centres (“Volkshochschulen”). The courses are free of charge from A1 to B2 for asylum seekers and persons with a tolerated status (“Geduldete”).

Carl-Schurz-Straße 17, 13597 Berlin-Spandau

+49 30 90279 5000

+49 30 90279 5025

info@vhs-spandau.de

[www.berlin.de/vhs/kurse/deutsch-integration/kurse-fuer-gefluechtete/](http://www.berlin.de/vhs/kurse/deutsch-integration/kurse-fuer-gefluechtete/)

[www.berlin.de/vhs/volkshochschulen/spandau/kurse/deutsch-integration/](http://www.berlin.de/vhs/volkshochschulen/spandau/kurse/deutsch-integration/)

#### **DiaLOG-IN (Johannesstift Diakonie Proclusio)**

German courses for people with impairments and migration background.

Schönwalder Allee 25, Haus 5c

13587 Berlin-Hakenfelde

+49 15204 7563 02


franziska.trauzettel@jsd.de

[www.johannesstift-einrichtungen.de/behindertenhilfe/dialog-in](http://www.johannesstift-einrichtungen.de/behindertenhilfe/dialog-in)



### Netzwerk “Deutschkurse für alle!”

The network offers free (or low-cost) German courses for people with limited access to regular integration courses (e.g. due to their residence status or financial situation).

 [www.netzwerk-deutschkurse-fuer-alle.de/deutschkurse/](http://www.netzwerk-deutschkurse-fuer-alle.de/deutschkurse/)

### Integration courses for people with a hearing impairment

Möllendorffstraße 111, 10367 Berlin-Lichtenberg

 +49 30 55497 790

 +49 30 51067 080

Skype: unerhoert.empfang

 [reineke@unerhoert-berlin.org](mailto:reineke@unerhoert-berlin.org)

 [kontakt@unerhoert-berlin.org](mailto:kontakt@unerhoert-berlin.org)


 [www.unerhoert-berlin.org/index.php?id=3](http://www.unerhoert-berlin.org/index.php?id=3)

### Integration courses for people with a visual impairment

Warschauer Straße 34-36 10243 Berlin-Neukölln

 +49 30 32667 590

 [mkage@sfz-chemnitz.de](mailto:mkage@sfz-chemnitz.de)


 [www.awo-migration-behinderung.de/angebote/sfz-foerderzentrum-ggmbh/?ref=search](http://www.awo-migration-behinderung.de/angebote/sfz-foerderzentrum-ggmbh/?ref=search)

## 4.2 Language and “get-together” cafés

### Language and “get-together” cafés in Spandau

Free of charge and open to learners of German.

The offers are provided by volunteers.


 [www.berlin.de/ba-spandau/ueber-den-bezirk/artikel.269631.php#F%C3%BChlingshilfe](http://www.berlin.de/ba-spandau/ueber-den-bezirk/artikel.269631.php#F%C3%BChlingshilfe)

## 4.3 Support in dealing with the authorities

Many counselling centres provide support in filling out forms and applications; they also accompany people to appointments at offices and authorities. **Important:** In the case of health-related topics (e.g. doctor’s visit), the language mediation must take the form of a sworn translation!

### The support programme

Streitstraße 23, 13587 Berlin-Hakenfelde

 +49 30 26587 127

 +49 30 26587 349

 multilingual

 [begleitprogramm@berliner-stadtmission.de](mailto:begleitprogramm@berliner-stadtmission.de)

 [www.linktr.ee/streitstrasse24](http://www.linktr.ee/streitstrasse24)

### Integration guides

Reformationsplatz 4a, 13597 Berlin-Spandau


(Entrance via Mönchstraße)

 +49 30 51301 0050

 +49 17836 3253 4

 multilingual

 [integrationslotsen@giz.berlin](mailto:integrationslotsen@giz.berlin)

 [giz.berlin/projects/integrationslotsinnen-in-spandau.htm](http://giz.berlin/projects/integrationslotsinnen-in-spandau.htm)

### Schreibbüro Spandau

Neuendorfer Straße 12, 13585 Berlin-Spandau

 +49 30 64085 666

 +49 30 545917 14

 multilingual

 [team-neuendorfer-spandau@zw-berlin.de](mailto:team-neuendorfer-spandau@zw-berlin.de)

 [www.gfbm.de/zukunftswerkstatt/](http://www.gfbm.de/zukunftswerkstatt/)

### Service Point Spandau

Streitstraße 13, 13587 Berlin-Hakenfelde

 +49 30 28681 248

 multilingual

 [team-streitstr-spandau@zw-berlin.de](mailto:team-streitstr-spandau@zw-berlin.de)

 [www.gfbm.de/zukunftswerkstatt/](http://www.gfbm.de/zukunftswerkstatt/)

### Stadtteilmütter

Information can be found in Chapter 5.2

### Südost Mobil

Outreach work and language mediation for families from South Eastern Europe.

Großbeerenstraße 89, 10963 Berlin-Kreuzberg

 +49 30 25377 990

 +49 30 25377 915

 multilingual

 [ivanka.sucic@suedost-ev.de](mailto:ivanka.sucic@suedost-ev.de)

 [www.suedost-ev.de](http://www.suedost-ev.de)

# 5

## Education: From child day care to your new job

In this Chapter, you will find important information about day care centres (“Kita”), schools and educational pathways. In addition, you will find support centres on the topics of searching for a job, qualification and recognition of qualifications acquired abroad, as well as different routes to self-employment.

Child Care  
Training Child  
Professional T  
Education and  
Study Adult Edu  
Training Child Care Scho  
ol Professional Training Stu  
Training Study Adult Educa  
y Adult Education Training

### 5.1 Day care centres (Kita) and after-school care centre

Children aged 0 to 6 years can be cared for by a child minder or in a day care centre (KiTa). From the age of one, children in Berlin have a legal right to a childcare place.

You will need a day care voucher (“Kita-gutschein”) to register. This can be obtained from the Youth Welfare Office (“Jugendamt”) at the Child Day Care Unit (Fachgruppe Kindertagesbetreuung) in Spandau Town Hall. The Family Service Office (“FamilienServiceBüro”) will help you apply for the day care voucher.

Advice on sourcing childcare, as well as an overview of all day care centres, can be obtained from the day care coordination office at the Spandau Youth Welfare Office (“Jugendamt”).

#### **Kindertagesbetreuung (Jugendamt Spandau)**

Questions on applying for day care or after-school care vouchers.

Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

☎ +49 30 90279 2432

✉ [kindertagesbetreuung@ba-spandau.berlin.de](mailto:kindertagesbetreuung@ba-spandau.berlin.de)

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/)

#### **Kita-Koordination (Spandau Youth Welfare Office)**

Counselling and support in finding a place in a day care centre (KiTa).

Service management: : Jessica Polko

Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

☎ +49 30 90279 3274

✉ [kita-koordination@ba-spandau.berlin.de](mailto:kita-koordination@ba-spandau.berlin.de)

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/artikel.905257.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/artikel.905257.php)

#### **Kita-Navigator**

Overview of day care centres (Kitas) in Berlin (with filter use)

🌐 [www.kita-navigator.berlin.de/](http://www.kita-navigator.berlin.de/)

### “FamilienServiceBüro” (Spandau Youth Welfare Office)

The “FamilienServiceBüro” is the first point of contact for Spandau families with questions concerning parental allowance, day care and supplementary support and care (EFöB) at Berlin schools, as well as advance payments for welfare maintenance.

Group management: Kerstin Jesse  
Brunsbütteler Damm 75, 13581 Berlin-Staaken

+49 30 90279 8300

familienervicebuero@ba-spandau.berlin.de

www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/materielle-und-familienunterstuetzende-hilfen/artikel.1144407.php

## 5.2 Stadtteilmütter

District mothers (“Stadtteilmütter”) are seen as bridge builders. They offer information and advice on various topics and serve as a source of guidance in the district for mothers with children between 0 and 13 years. The topics include promoting good health, child education, media literacy, multilingualism and outreach to day care centres, among others.

### Coordination for Stadtteilmütter (Koordination Stadtteilmütter)

Technical coordination: Kerstin Hochstaffl  
Carl-Schurz-Straße 2/6, 13581 Berlin-Spandau

+49 30 90279 2802

k.hochstaffl@ba-spandau.berlin.de

### Falkenhagener Feld

Kraepelinweg 13,  
13589 Berlin-Falkenhagener Feld

+49 30 37585 0217

bamler@g-casablanca.de

www.g-casablan-ca.de/taetigkeitsfelder/familienfoerderung/mobile-beratung/stadtteilmuetter

### Spandau

Kirchhofstraße 30, 13585 Berlin-Spandau

+49 30 7568 4155

+49 15167 3493 40

alina.krzywiec@ib.de

www.ib-berlin.de/standort/212104

### Hakenfelde, Siemensstadt u. a.

Rauchstraße 66, 13587 Berlin-Hakenfelde  
(at the Villa Nova Family Centre)

+49 30 33776 116

www.kompaxx.de/familienfoerderung/stadtteil-muetter/

### Wilhelmstadt

Weverstraße 72, 13595 Berlin-Wilhelmstadt  
(at the Wilhelmine Family Centre)

+49 16210 4758 6

stenke@trialog-berlin.de

www.trialog-berlin.de/stadtteilmuetter.html

## 5.3 School

In Germany, children generally start school at the age of six. School registration takes place automatically, when you register your place of residence. Schooling lasts at least ten years.

### Education in Spandau (Bildung in Spandau)

On the website, you will find information on the school landscape in Spandau, as well as on the topics of parental cooperation, school distance and transitions between different school types, points of contact in the District Office for additional topics, and much more.

www.bildung-in-spandau.de/

### Educational pathways in Berlin (Bildungswege in Berlin)

The Senate Department for Education, Youth and Family Affairs (“Senatsverwaltung für Bildung, Jugend und Familie”) provides information on the Berlin school system and a school directory on schools in Berlin on its website, among other things.

Bernhard-Weiß-Straße 6, 10178 Berlin-Mitte

+49 30 90227 5050

post@senbjf.berlin.de

Berlin school system:

www.berlin.de/sen/bildung/schule/bildungswege/

School directory:

www.berlin.de/sen/bildung/schule/berliner-schulen/

### School organisation (Schulamt Spandau)

Services include finding school places for newcomers from Germany and abroad, registering and distributing children and young people without German language skills, as well as preschool language assessment and language support.

Streitstraße 9, 13587 Berlin-Hakenfelde

☎ +49 30 90279 2121

✉ schulorg@ba-spandau.berlin.de

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/schul-und-sportamt/schule/schulentwicklungsplanung-und-schulorganisation-471172.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/schul-und-sportamt/schule/schulentwicklungsplanung-und-schulorganisation-471172.php)

### Social-pedagogical support team for the school-specific integration of refugees in Spandau (SUG Team)

The SUG Team advises participants on parent meetings, school support conferences, transition from welcome classes to regular classes, etc. The team maintains an overview of those interpreting services available in Spandau.

☎ +49 15172 0436 22

☎ +49 15161 5638 49

💬 multilingual

✉ s.oezkan\_volkmer@tjfbg.de

✉ schulsozialarbeit.rrg@cjd-berlin.de

🌐 [www.bildung-in-spandau.de/sug/](http://www.bildung-in-spandau.de/sug/)

🌐 [www.padlet.com/sug\\_team/sug-team-mt5ejt88o39p3je8](http://www.padlet.com/sug_team/sug-team-mt5ejt88o39p3je8)

### Clarification body for vocational schools (Klärungsstelle für berufliche Schulen)

Target group: Young people aged 16 and over, as well as young adults with a limited knowledge of German. Information on routes to school.

☎ +49 30 90249 1382

☎ +49 30 90249 1380

✉ klaerungsstellebbs@senbjf.berlin.de

🌐 [www.osz-berlin.online/ferienschule-sprachangebote-und-co/1-1-willkommensklassen](http://www.osz-berlin.online/ferienschule-sprachangebote-und-co/1-1-willkommensklassen)

### Stadtteilmütter

Information can be found in Chapter 5.2

### School-level psychological and inclusive pedagogical counselling and support centre in Spandau (SIBUZ)

Counselling relating to questions, problems or difficulties at school.

Streitstraße 6, 13587 Berlin-Hakenfelde

☎ +49 30 90279 5850

☎ +49 30 90279 5865

✉ 05SIBUZ@senbjf.berlin.de

🌐 [www.berlin.de/sen/bildung/unterstuetzung/beratungszentren-sibuz/spandau/](http://www.berlin.de/sen/bildung/unterstuetzung/beratungszentren-sibuz/spandau/)

🌐 [www.bildung-in-spandau.de/sibuz-spandau/](http://www.bildung-in-spandau.de/sibuz-spandau/)

### Educational package (Bildungspaket)

If you or your child receive social welfare benefits, you are entitled to benefits from the education package.

🌐 [www.berlin.de/sen/bjw/bildungspaket](http://www.berlin.de/sen/bjw/bildungspaket)

## 5.4 Vocational training and work

### Advice from the Employment Agency

#### Berlin Nord (Beratung der Agentur für Arbeit Berlin Nord)

The Employment Agency offers counselling on the topic of vocational training and work.

☎ 0800 4555500

✉ [Spandau.Berufsberatung@arbeitsagentur.de](mailto:Spandau.Berufsberatung@arbeitsagentur.de)

🌐 [web.arbeitsagentur.de/portal/kontakt/de/terminvereinbarung/berufsberatung](http://web.arbeitsagentur.de/portal/kontakt/de/terminvereinbarung/berufsberatung)

### Job placement for under-25s

#### (Arbeitsvermittlung für unter 25-Jährige)

Target group: People under the age of 25 who have not yet completed vocational training.

Wohlrabadamm 33, 13629 Berlin-Siemensstadt (6th floor, lift available)

☎ +49 30 55557 1222 2

🌐 [www.berlin.de/jobcenter-spandau/arbeit-und-ausbildung/unter-25-jahre/artikel.111175.php](http://www.berlin.de/jobcenter-spandau/arbeit-und-ausbildung/unter-25-jahre/artikel.111175.php)

### Youth Employment Agency (Jugendberufsagentur)

Target group: Adolescents or young adults up to 25 years of age without a vocational qualification.

Wohlrabedamm 33, 13629 Berlin-Siemensstadt

+49 30 90191 919

[www.jba-berlin.de/der-weg-zu-uns/jba-in-spandau](http://www.jba-berlin.de/der-weg-zu-uns/jba-in-spandau)

### Job placement for over-25s (Arbeitsvermittlung für über 25-Jährige)

Target group: Jobseekers aged 25 and over with initial work experience.

Altonaer Straße 70-72, 13581 Berlin-Staaken

+49 30 55557 1222 2

[www.berlin.de/jobcenter-spandau/arbeit-und-ausbildung/ueber-25-jahre/artikel.113323.php](http://www.berlin.de/jobcenter-spandau/arbeit-und-ausbildung/ueber-25-jahre/artikel.113323.php)

### Migration Commissioner (Migrationsbeauftragte)

Offers advice on questions concerning equal participation in the labour market for migrants, and on offers of German language support.

Altonaer Straße 70-72, 13581 Berlin-Staaken

+49 30 55557 1222 2

[Jobcenter-Berlin-Spandau](mailto:Jobcenter-Berlin-Spandau).

[Migrationsbeauftragte@jobcenter-ge.de](mailto:Migrationsbeauftragte@jobcenter-ge.de)

### Youth Counselling Centre Spandau (Jugendberatungshaus Spandau)

Supports children and young people (12-27 years) with questions regarding school, training, career, private problems.

Hasenmark 21, 13585 Berlin-Spandau

+49 30 36753 718

[info@jbh-spandau.berlin.de](mailto:info@jbh-spandau.berlin.de)

[www.jbh-spandau.de/](http://www.jbh-spandau.de/)

### Youth Migration Service (Jugendmigrationsdienst - JMD)

Counselling for children, adolescents and young adults (12-27 years) and their parents.

Galenstraße 39, 13597 Berlin-Spandau

+49 30 3116 8435 0

+49 30 3116 8435 4

+49 30 3116 8435 6

[a.becker@caritas-berlin.de](mailto:a.becker@caritas-berlin.de)

[n.nagie@caritas-berlin.de](mailto:n.nagie@caritas-berlin.de)

[www.jugendmigrationsdienste.de/jmd/berlinspandau Caritas](http://www.jugendmigrationsdienste.de/jmd/berlinspandau Caritas)

### bridge - Netzwerk für Bleiberecht

General educational and career guidance, placement in school, training and work.

Streitstraße 24, 13587 Berlin-Hakenfelde

+49 30 90172 3121

+49 30 90172 3129

[bridge@intmig.berlin.de](mailto:bridge@intmig.berlin.de)

[www.bridge-bleiberecht.de/](http://www.bridge-bleiberecht.de/)

### DiaLOG-IN

Counselling and coaching for people with impairments and a migration background.

Schönwalder Allee 26, 13587 Berlin-Hakenfelde (Haus 19 a)

+49 30 33609 8002

[www.johannestift-diakonie.de/teilhabepaedagogik/johannestift-diakonie-proclusio/dialog-in](http://www.johannestift-diakonie.de/teilhabepaedagogik/johannestift-diakonie-proclusio/dialog-in)

### German Red Cross (Deutsches Rotes Kreuz - DRK)

Guidance offers for young people with mental impairments, re-entry for adults who were unable to work for a longer period of time due to mental health reasons, and for young people with special educational support needs.

Krampnitzer Weg 83-87, 14089 Berlin-Kladow

+49 30 36502 117

[www.rkibbw.de/](http://www.rkibbw.de/)

### Integration of young refugees into education and training systems

Tailored counselling, advice and referral counselling for adolescents and young adults (refugees, 14-27 years)

Hasenmark 21, 13585 Berlin-Spandau

+49 15226 7496 37

[c.holsman@outreach.berlin](mailto:c.holsman@outreach.berlin)

[www.jbh-spandau.de/ JB.htm](http://www.jbh-spandau.de/ JB.htm)

### Help from a single source

Staakener Straße 53-63, 13581 Berlin-Staaken

+49 30 33505 103

[info-b.sp@hilfe-aus-einer-hand.de](mailto:info-b.sp@hilfe-aus-einer-hand.de)

[www.hilfe-aus-einer-hand.de/Standorte/Berlin-Spandau](http://www.hilfe-aus-einer-hand.de/Standorte/Berlin-Spandau)

### Queer im Beruf - Qu:ib

Vocational orientation and coaching for young queer people.

Posthausweg 5/7,

13589 Berlin-Falkenhagener Feld

☎ +49 30 36758 260

☎ +49 30 36758 263

✉ queer-im-beruf@trialog-berlin.de

🌐 [www.trialog-berlin.de/quib-queer-im-beruf.html](http://www.trialog-berlin.de/quib-queer-im-beruf.html)

### The support programme

The project creates meeting spaces for people with migration and refugee backgrounds, as well as for people from the neighbourhood. Changing offers, e.g. "How to write a CV".

Streitstraße 24, 13587 Berlin-Hakenfelde

☎ +49 30 26587 127

☎ +49 30 26587 349

✉ [begleitprogramm@berliner-stadtmission.de](mailto:begleitprogramm@berliner-stadtmission.de)

🌐 [www.linktr.ee/streitstrasse24](http://www.linktr.ee/streitstrasse24)

### Welcome to Work Office (WIA)

The WIA offices share important information on pathways into education or training, as well as into the labour market. They arrange suitable offers and provide special offers for women.

🌐 [www.berlin.de/sen/arbeit/weiterbildung/bildungsberatung/wia-bueros/](http://www.berlin.de/sen/arbeit/weiterbildung/bildungsberatung/wia-bueros/)

### Berlin Advisory Centre for Migration and Good Work (BEMA)

Support and advice on topics such as employment contract, salary, dismissal, occupational accidents, maternity and parental leave, temporary and seasonal work, mini-jobs, "moonlighting", labour exploitation, forced labour and human trafficking.

Lorenzweg 5, 12099 Berlin-Tempelhof

☎ +49 30 51301 9264

☎ +49 30 51301 9267

☎ +49 30 51301 9268

☎ +49 30 51301 9278

☎ +49 30 51301 9279

✉ [arbeitsrecht@berlin.arbeitundleben.de](mailto:arbeitsrecht@berlin.arbeitundleben.de)

🌐 [www.bema.berlin/beratung-arbeitsrecht/](http://www.bema.berlin/beratung-arbeitsrecht/)

### Hotline of the counselling and support network - Career Prospects for Women

Counselling service answers questions about careers, education and employment. The call is free of charge. Counselling is both confidential and independent.

🌐 [www.frauen-berufsperspektive.de/beratungstelefon](http://www.frauen-berufsperspektive.de/beratungstelefon)

🗨 multilingual

### Welcome guides (Willkommenslotsinnen)

Counselling and support on issues relating to the integration of refugees with good prospects of being allowed to stay in the country, in particular, on statutory framework conditions, the implementation of e.g. Work shadowing, internships, entry-level qualifications, vocational training or work, as well as development and support offers and cooperation with the competent authorities. Blücherstraße 68, 10961 Berlin-Kreuzberg

☎ +49 30 25903 396

☎ +49 30 25903 394

✉ [rothwell@hwk-berlin.de](mailto:rothwell@hwk-berlin.de)

✉ [loeff@hwk-berlin.de](mailto:loeff@hwk-berlin.de)

🌐 [www.hwk-berlin.de/artikel/gefluechtete-91,148,279.html](http://www.hwk-berlin.de/artikel/gefluechtete-91,148,279.html)

## 5.5 Studying in Berlin

An overview of the study locations in Berlin can be found here. The majority of higher education institutions have dedicated points of contact for students with a refugee background, as well as for international students

🌐 [www.berlin.de/sen/wissenschaft/einrichtungen/hochschulen/](http://www.berlin.de/sen/wissenschaft/einrichtungen/hochschulen/)

### Student financing

BAföG:

🌐 [www.stw.berlin/en/finanzierung/baf%C3%B6g-leitfaden](http://www.stw.berlin/en/finanzierung/baf%C3%B6g-leitfaden)

Scholarships:

🌐 [www.daad.de/deutschland/stipendium/de](http://www.daad.de/deutschland/stipendium/de)

🌐 [www.obs-ev.de](http://www.obs-ev.de)


🌐 <https://www.deutschlandstipendium.de/>

### Advice on jobs for students (Beratung bei Jobs für Studierende)

Studierendenwerk Berlin:

 [www.stw.berlin/jobben/](http://www.stw.berlin/jobben/)

Employment Agency:

 [www.arbeitsagentur.de/bildung/studium/jobben-neben-dem-studium](http://www.arbeitsagentur.de/bildung/studium/jobben-neben-dem-studium)


Higher education information centres operated by the Confederation of German Trade Unions:


 <https://jugend.dgb.de/studium/faq-studierende>


## 5.6 Recognition of foreign professional qualifications


### Central Office for Foreign Education (ZAB)

The ZAB is the central office for the assessment of foreign qualifications in Germany.

 +49 228 501-664

 Private individuals: [zabservice@kmk.org](mailto:zabservice@kmk.org)

 Authorities: [zab@kmk.org](mailto:zab@kmk.org)

 [www.kmk.org/zab/zentralstelle-fuer-auslaendisches-bildungswesen.html](http://www.kmk.org/zab/zentralstelle-fuer-auslaendisches-bildungswesen.html)


### Recognition of foreign qualifications (Anerkennung ausländischer Abschlüsse)

Information on the recognition of German or foreign school-leaving qualifications and certificates for use in the federal state of Berlin.

Certificate recognition office

Bernhard-Weiß-Straße 6, 10178 Berlin-Mitte

 [zastbe@senbjf.berlin.de](mailto:zastbe@senbjf.berlin.de)


 [www.berlin.de/sen/bjf/anererkennung](http://www.berlin.de/sen/bjf/anererkennung)

### Recognition in Germany (Anerkennung in Deutschland)

Information portal on the recognition procedure for foreign vocational qualifications for professionals, employees of a counselling centre or authorities, as well as for employers.

Hotline "Working and Living in Germany":

 +49 30 18151 111

 [www.anerkennung-in-deutschland.de/html/de/index.php](http://www.anerkennung-in-deutschland.de/html/de/index.php)

### Recognition and qualification office

Advice for international professionals and employers.

 [www.netzwerk-iq.de/angebote/eingewanderte](http://www.netzwerk-iq.de/angebote/eingewanderte)

### Recognition of professional qualifications and certificates


Recognition counselling and support for skilled workers, as well as for companies with an international workforce.

Fasanenstraße 85, 10623 Berlin-Charlottenburg

 +49 30 31510 424

 +49 30 31510 900

 [Katja.schefe-rasokat@berlin.ihk.de](mailto:Katja.schefe-rasokat@berlin.ihk.de)

 [www.ihk.de/berlin/service-und-beratung/fachkraefte-und-mitarbeiter/anerkenntnisberatung-nicht-reglementierter-berufe/antragsbegleitende-beratung-in-der-ihk-berlin-2262948](http://www.ihk.de/berlin/service-und-beratung/fachkraefte-und-mitarbeiter/anerkenntnisberatung-nicht-reglementierter-berufe/antragsbegleitende-beratung-in-der-ihk-berlin-2262948)


### Support hotline for international professionals

Advice on the recognition of degrees and professional qualifications acquired abroad, on adjustment and post-qualification, as well as on social and labour law issues.

Potsdamer Straße 65, 10785 Berlin-Mitte

 +49 30 31510 900

 [iqnw@intmig.berlin.de](mailto:iqnw@intmig.berlin.de)

 [www.berlin.de/lb/intmig/themen/ausbildung-und-arbeit/mehrsprachige-beratungshotline-fachkraefte/](http://www.berlin.de/lb/intmig/themen/ausbildung-und-arbeit/mehrsprachige-beratungshotline-fachkraefte/)

### Berlin Chamber of Crafts (HWK)

Counselling and support for people with vocational training in crafts completed abroad.

 +49 30 25903 483

 +49 30 25903 487

 multilingual


 [Anerkennung@hwk-berlin.de](mailto:Anerkennung@hwk-berlin.de)

 [www.hwk-berlin.de/artikel/auslaendische-qualifikationen-91,0,277.html](http://www.hwk-berlin.de/artikel/auslaendische-qualifikationen-91,0,277.html)

## 5.7 Adult education

### **Lifelong learning**

Information on literacy and basic education, “second-chance education” or catching up on school-leaving qualifications in evening classes.

 [www.berlin.de/sen/bildung/lebenslanges-lernen/](http://www.berlin.de/sen/bildung/lebenslanges-lernen/)

### **LernCafe Spandau**

Point of contact for people who cannot read and write proficiently.

Mönchstraße 7, 13597 Berlin-Spandau

 +49 30 51301 0060


 [lerncafe@giz.berlin.de](mailto:lerncafe@giz.berlin.de)

 [www.giz.berlin/projects/lerncafe-spandau.htm](http://www.giz.berlin/projects/lerncafe-spandau.htm)


## 5.8 Setting up a business

### **Support for business (Wirtschaftsförderung)**

Central point of contact and coordination service for companies and investors in the district. Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 90279 2272

 [wirtschaftsfoerderung@ba-spandau.berlin.de](mailto:wirtschaftsfoerderung@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/service-und-organisationseinheiten/wirtschaftsfoerderung/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/service-und-organisationseinheiten/wirtschaftsfoerderung/)

### **Berlin Chamber of Commerce and Industry (IHK)**

Information and advice on self-employment.

Fasanenstraße 85, 10623 Berlin-Charlottenburg

 +49 30 31510 600

 [starter-center@berlin.ihk.de](mailto:starter-center@berlin.ihk.de)


### **Berlin Chamber of Crafts (HWK)**

Advice on all aspects of setting up a business in the skilled crafts sector, or activities similar to skilled crafts.

Blücherstraße 68, 10961 Berlin-Kreuzberg

 +49 30 25903 467

 [betriebsberatung@hwk-berlin.de](mailto:betriebsberatung@hwk-berlin.de)

 [www.hwk-berlin.de/artikel/beratungsangebote-fuer-ihre-gruendung-91,121,206.html](http://www.hwk-berlin.de/artikel/beratungsangebote-fuer-ihre-gruendung-91,121,206.html)

## 5.9 Starting a business - Points of contact for entrepreneurs with a migration background

### **Initiative Selbständiger Immigrantinnen e. V. - I.S.I**

Contact point for women with a migration background with regard to professional self-employment and business start-ups.

Kurfürstenstraße 126, 10785 Berlin-Schöneberg

 +49 30 61133 36

 [info@isi-ev.de](mailto:info@isi-ev.de)

 [www.isi-ev.de](http://www.isi-ev.de)

### **Guidance office for self-employment activity for migrants (Lotsenstelle für migrantische Selbstständigkeit)**

Advice and seminars on important aspects of self-employment.

Potsdamer Straße 65, 10785 Berlin-Mitte

 +49 30 55628 749

 [lotsenstelle@berlin.de](mailto:lotsenstelle@berlin.de)

 [www.berlin.de/sen/wirtschaft/vielfalt-in-der-wirtschaft/lotsenstelle](http://www.berlin.de/sen/wirtschaft/vielfalt-in-der-wirtschaft/lotsenstelle)



## 6

## Housing

If you are looking for an apartment, there are a number of contact points and counselling services available. You will find a selection in this Chapter.

## 6.1 Accommodation by the State Office for Refugee Affairs - LAF

### **Arrival centre for asylum seekers (Ankunftszentrum für Asylsuchende)**

Target group: Asylum seekers.  
Oranienburger Straße 285,  
13437 Berlin-Reinickendorf (Haus 2)  
✉ [akuz@laf.berlin.de](mailto:akuz@laf.berlin.de)  
🌐 [www.berlin.de/laf/ankommen/  
registrierung-laf/](http://www.berlin.de/laf/ankommen/registrierung-laf/)

### **Ukraine Arrival Centre - Tegel (Ukraine-Ankunftszentrum Tegel)**

Target group: Refugees from Ukraine.  
Saatwinkler Damm Verteilzentrum,  
13405 Berlin-Reinickendorf  
☎ +49 30 90127 127  
✉ [TF-Ukraine@laf.berlin.de](mailto:TF-Ukraine@laf.berlin.de)  
🌐 [www.service.berlin.de/standort/330887/](http://www.service.berlin.de/standort/330887/)  
🌐 [www.berlin.de/ukraine/ankommen/die-  
ersten-tage-in-berlin/](http://www.berlin.de/ukraine/ankommen/die-ersten-tage-in-berlin/)

### **Renting a place of residence in Berlin (Mietsachgebiet)**

Information on the LAF's assumption of rental costs if you live in LAF accommodation.  
Darwinstraße 14-18,  
10589 Berlin-Charlottenburg (Visitor entrance:  
Goslaer Ufer 15)  
☎ +49 30 90225 2056  
✉ [Mietsachgebiet@LAF.Berlin.de](mailto:Mietsachgebiet@LAF.Berlin.de)  
🌐 [www.berlin.de/laf/wohnen/wohnungssuche/](http://www.berlin.de/laf/wohnen/wohnungssuche/)

### **Housing for refugees programme (WfF)**

The programme is aimed exclusively at asylum seekers who are dependent on support in finding housing due to particular hardship.  
Darwinstraße 14-18,  
10589 Berlin-Charlottenburg  
(Visitor entrance: Goslaer Ufer 15)  
✉ [Mietsachgebiet@LAF.Berlin.de](mailto:Mietsachgebiet@LAF.Berlin.de)  
🌐 [www.berlin.de/laf/wohnen/informationen-  
fuer-fluechtlinge/programm-wohnungen-  
fuer-fluechtlinge/](http://www.berlin.de/laf/wohnen/informationen-fuer-fluechtlinge/programm-wohnungen-fuer-fluechtlinge/)

Looking  
Accommodation  
Advice and  
Support Accommodation

Advice and Support Accommodation  
g for Accommodation Advice  
modation Advice and Support  
and Support Accommodation

## 6.2 Points of contact in the Spandau District Office

### **Social housing assistance unit (Fachstelle Soziale Wohnhilfe)**

Contact person in case of (imminent) loss of accommodation.

Galenstraße 14, 13597 Berlin-Spandau

Management: Bianca Kujus

☎ +49 30 90279 6003

✉ b.kujus@ba-spandau.berlin.de

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.901894.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.901894.php)

### **Housing entitlement certificate (Wohnberechtigungsschein - WBS)**

Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

☎ +49 30 90279 2360

✉ wohn@ba-spandau.berlin.de

🌐 [www.service.berlin.de/dienstleistung/120671/](http://www.service.berlin.de/dienstleistung/120671/)

🌐 [www.service.berlin.de/dienstleistung/120671/standort/122604/](http://www.service.berlin.de/dienstleistung/120671/standort/122604/)

## 6.3 Support centres

### **Arriving in Spandau – Together under one roof**

Support with questions concerning finding an apartment, applying for an apartment and/or the tenancy agreement.

Reformationsplatz 2, 13597 Berlin-Spandau

☎ +49 30 51301 0080

🗣 multilingual

✉ gud@giz.berlin

🌐 [www.giz.berlin/projects/GuD.htm](http://www.giz.berlin/projects/GuD.htm)

### **Welcome Support Berlin**

Counselling and support for refugees living in their own homes, with private individuals, in hotels or in shelters without counselling services.

Multiple locations

☎ +49 30 75684 425

☎ +49 15172 7482 52

🗣 multilingual

✉ welcome-support-berlin@ib.de

🌐 [www.ib-berlin.de/angebot/11277](http://www.ib-berlin.de/angebot/11277)

### **The support programme**

Support and guidance on various issues, e.g. finding accommodation.

Streitstraße 24, 13587 Berlin-Hakenfelde

☎ +49 30 26587 127

🗣 multilingual

✉ [begleitprogramm@berliner-stadtmission.de](mailto:begleitprogramm@berliner-stadtmission.de)

🌐 [www.linktr.ee/streitstrasse24](http://www.linktr.ee/streitstrasse24)

### **Welcome Centre – Berlin**

Initial information on finding accommodation and the documents required.

Potsdamer Straße 65, 10785 Berlin-Mitte

☎ +49 39 90172 3126

✉ [beratung@intmig.berlin.de](mailto:beratung@intmig.berlin.de)

🌐 [www.berlin.de/willkommenszentrum/wohnen/wohnungssuche/](http://www.berlin.de/willkommenszentrum/wohnen/wohnungssuche/)

## 6.4 Counselling centres for those suffering from (the threat of) homelessness

### **Social housing assistance office (Fachstelle Soziale Wohnhilfe)**

Point of contact in cases involving an (imminent) loss of housing and debts.

Galenstraße 14, 13597 Berlin-Spandau

Management: Bianca Kujus

☎ +49 30 90279 6003

✉ b.kujus@ba-spandau.berlin.de

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.901894.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.901894.php)

### **Outpatient living assistance Spandau**

The counselling centre supports homeless people or people living under the threat of homelessness.

Kirchhofstraße 30, 13585 Berlin-Spandau

☎ +49 30 33096 290

✉ [awh-b-spandau@ib.de](mailto:awh-b-spandau@ib.de)

🌐 [www.ib-berlin.de/standort/210607/](http://www.ib-berlin.de/standort/210607/)

### **SinCo**

For benefit recipients deemed fit to work who fall under the responsibility of the Jobcenter, e.g. on the topics of debt, housing.

Staakener Straße 53-63, 13581 Berlin-Spandau (Third floor)

+49 30 33505 103

sinco-sp@hilfe-aus-einer-hand.de

www.hilfe-aus-einer-hand.de/Standorte/  
Berlin-Spandau

### WohnORT

For benefit recipients deemed fit to work under the responsibility of the Jobcenter who are currently staying with friends or acquaintances, and who need support in finding accommodation.

Rauchstraße 16, 13587 Berlin-Hakenfelde

+49 30 35306 548

wohnot-sp@hilfe-aus-einer-hand.de

www.hilfe-aus-einer-hand.de/Standorte/  
Berlin-Spandau

### Overview of services for homeless people and people at risk of becoming homeless

www.berlin.de/sen/soziales/besondere-lebenssituationen/wohnungslose/

### Frostschutzengel

Outreach, multilingual counselling for homeless people on the topics of social benefits, district homeless assistance, basic medical care, migration and residence.

+49 30 34655 500

beratung@frostschutzengel.de

www.gebewo.de/frostschutzengel-plus

### Poverty and homelessness

Among others things Emergency overnight shelter, outpatient clinic of the "Berliner Stadtmission", clearing centre for people without health insurance, hygiene centre, clothing store, coordination centre for the care of homeless people suffering from a life-limiting illness in Berlin (KoWoh).

www.berliner-stadtmission.de/angebote/armut-und-wohnungslosigkeit

### Counselling for homeless people

For homeless people and people threatened by homelessness, among other things, meeting facilities and basic medical care.

+49 30 61563 24

ehap@diakonie-stadtmitte.de

www.diakonie-stadtmitte.de/  
wohnungslosenhilfe/beratung-fuer-wohnungslose

## 6.5 Municipal housing associations from the State of Berlin

### Overview of services for homeless people and people at risk of becoming homelessness

www.berlin.de/sen/soziales/besondere-lebenssituationen/wohnungslose/

## 6.6 Emergency care in case of homelessness

### Overview of services for homeless people and people at risk of becoming homeless

www.berlin.de/sen/soziales/besondere-lebenssituationen/wohnungslose/

### Berliner Kältehilfe

Offers from 01.10. and 31.03.

+49 30 34397 139

kaeltehilfe-koordination@gebewo.de

www.kaeltehilfe-berlin.de/

### Kältebus

Offer from 01.11. to 31.03 between 20:00-02:00.

+49 30 69033 3690

www.berliner-stadtmission.de/kaeltebus

### Wärmebus

Offer from 01.11 to 31.03 between 18:00-21:00

+49 30 60030 0101 0

www.drk-berlin.de/angebote/mitmachen/waermebus.html

### Help hotline for homeless people

Hotline available Monday-Friday between 09:00-17:00

+49 15780 5978 70

### Trinkbrunnen Berlin

Free drinking water between May and October

www.bwb.de/de/trinkbrunnen.php

### Duschmobil

Mobile shower, hygiene articles, clothing, snacks and information on support services.

+49 30 46232 79

duschmobil@skf-berlin.de

www.duschmobil.de

## 6.7 Emergency overnight shelters open all year round in Berlin

### **Berliner Kältehilfe**

 [www.kaeltehilfe-berlin.de/angebote-start](http://www.kaeltehilfe-berlin.de/angebote-start)

### **Schlafplatzorga**

To arrange temporary, safe accommodation.

Oranienstraße 159, Berlin-Kreuzberg

 +49 15214 6990 71

 [sleepingplaceorga@systemli.org](mailto:sleepingplaceorga@systemli.org)

 [www.facebook.com/schlafplatzorga/about\\_details](https://www.facebook.com/schlafplatzorga/about_details)

 <https://sleepingplaceberlin.wordpress.com/>

## 6.8 Emergency overnight shelter for women

### **GEBEWO pro gGmbH**

Tieckstraße 17, 10115 Berlin-Mitte

 +49 30 28329 39


 [notuebernachtung@gebewo.de](mailto:notuebernachtung@gebewo.de)

 [www.gebewo-pro.de/notuebernachtung-fuer-frauen](http://www.gebewo-pro.de/notuebernachtung-fuer-frauen)

### **Notübernachtung Marie**

Tieckstraße 17, 10115 Berlin-Mitte (front building basement)


 +49 30 40006 209

 [notuebernachtung@koepjohann.de](mailto:notuebernachtung@koepjohann.de)


 [www.koepjohann.de/marie](http://www.koepjohann.de/marie)

### **Evas Haltestelle**

Müllerstraße 126, 13349 Berlin-Wedding

 +49 30 46232 79

 [evashaltestelle@skf-berlin.de](mailto:evashaltestelle@skf-berlin.de)

 [www.skf-berlin.de/offene-sozialarbeit/wohnungslose-frauen/evas-haltestelle/](http://www.skf-berlin.de/offene-sozialarbeit/wohnungslose-frauen/evas-haltestelle/)


## 6.9 Emergency overnight shelter for families

### **Emergency shelter for homeless families**

Wrangelstraße 12, 10997 Berlin-Kreuzberg

 +49 30 61073 256

 [notunterkunft.familien@diakonie-stadtmitte.de](mailto:notunterkunft.familien@diakonie-stadtmitte.de)


 [www.diakonie-stadtmitte.de/wohnungsloshilfe/notunterkunft-fuer-wohnungslose-familien](http://www.diakonie-stadtmitte.de/wohnungsloshilfe/notunterkunft-fuer-wohnungslose-familien)

### **Emergency shelter Am Bärensprung**

Am Bärensprung 52-56, 13503 Berlin-Heiligensee

 +49 17518 8510 3

 [notuebernachtung@ejf.de](mailto:notuebernachtung@ejf.de)

 [www.ejf.de/einrichtungen/fluechtlings-und-wohnungsloshilfe/notuebernachtung-fuer-wohnungslose-familien-am-baerensprung.html](http://www.ejf.de/einrichtungen/fluechtlings-und-wohnungsloshilfe/notuebernachtung-fuer-wohnungslose-familien-am-baerensprung.html)

## 7

## Health, medical and psychological care

There are numerous hospitals, medical specialists and emergency medical services in Spandau. The costs of medical treatment are, as a rule, borne by the health insurance funds.

Health  
Hospitals  
Doctors in Spandau  
Advice and Care  
Care for People  
Health Insurance  
Psychiatric  
Care Trauma Advice  
Addiction  
Advice Care Health  
Hospitals  
Hospitals and Doctors in Spandau

### 7.1 Public Health Department (Gesundheitsamt) Spandau

The Public Health Department (“Gesundheitsamt”) is run by an executive medical health body (“amtsärztliche Leitung”). This coordinates the performance of tasks in accordance with the Public Health Service Act (“Gesetz über den öffentlichen Gesundheitsdienst”) in the Berlin-Spandau district.

#### **Acting Executive Medical Commissioner and Management**

Dr. Inas Abdelgawad

Carl-Schurz-Straße 2/6, 13578 Berlin-Spandau

☎ +49 30 90279 4010

✉ inas.abdelgawad@ba-spandau.berlin.de

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/)

### 7.2 Women and family

#### **Early help (Frühe Hilfen)**

Support during pregnancy, from birth and/or with children up to the age of 3.

🌐 [www.fruehe-hilfen-spandau.de](http://www.fruehe-hilfen-spandau.de)

Carl-Schurz-Straße 2/6, 13581 Berlin-Spandau

Netzwerkkoordination: Stefanie Huber

☎ +49 30 90279 3272

✉ s.huber@ba-spandau.berlin.de

Klosterstraße 36, 13581, Berlin-Spandau

Network coordination - Public Health Department (“Gesundheitsamt”): Sabrina Pflüger

☎ +49 30 90279 8104

✉ s.pflueger@ba-spandau.berlin.de

#### **Educational and family counselling centre - Psychological counselling centre Spandau**

Kirchhofstraße 30, 13585 Berlin-Spandau

☎ +49 30 33614 29

✉ [bsspandau.jugendhilfe@jsd.de](mailto:bsspandau.jugendhilfe@jsd.de)

🌐 [www.evangelisches-johannestift.de](http://www.evangelisches-johannestift.de)

### **Pregnancy counselling**

#### **(Schwangerschaftsberatung)**

Achenbachstraße 15, 13585 Berlin-Spandau

☎ +49 30 33290 677

✉ schwangerenberatung.spandau@immanuel.de

🌐 [www.beratung.immanuel.de/wo-wir-sind/berlin-spandau/](http://www.beratung.immanuel.de/wo-wir-sind/berlin-spandau/)

### **Mobile guide team**

Accompanying pregnant women and families and their children (under 12 years) with a refugee background.

☎ +49 30 37022 9071

☎ +49 30 37022 174

✉ lotsenteam.waldkrankenhaus@jsd.de

🌐 [www.fruehe-hilfen-spandau.de/mobiles-lotsenteam/](http://www.fruehe-hilfen-spandau.de/mobiles-lotsenteam/)

### **Pregnancy and child health**

Information on pregnancy and family planning, child health, pregnancy conflict counselling and supporting the desire to have children.

🌐 [www.berlin.de/sen/gesundheit/themen/schwangerschaft-und-kindergesundheit/](http://www.berlin.de/sen/gesundheit/themen/schwangerschaft-und-kindergesundheit/)

### **Pregnancy conflict counselling**

“Conflict counselling” is required under German law for an abortion to be carried out without penalty. The contact point, therefore, offers counselling, support and information in the event of an unplanned pregnancy, as well as on all aspects of the legal situation, indications and deadlines for an abortion.

🌐 [www.familienplanung.de/schwangerschaftskonflikt/schwangerschaftsabbruch/](http://www.familienplanung.de/schwangerschaftskonflikt/schwangerschaftsabbruch/)

### **Welcome centre**

Information on birth preparation courses, finding a midwife, birth certificate, maternity protection, parental leave and parental allowance.

Potsdamer Straße 65, 10785 Berlin-Mitte

☎ +49 30 90172 3172

🌐 [www.berlin.de/willkommenszentrum/familie/schwangerschaft-und-geburt/](http://www.berlin.de/willkommenszentrum/familie/schwangerschaft-und-geburt/)

### **Berlin midwife agency**

Mediation platform for finding a midwife.

🌐 [www.berliner-hebammenvermittlung.de/](http://www.berliner-hebammenvermittlung.de/)

### **Welcome Baby Bags**

An initial equipment bag with care and hygiene articles, as well as children’s clothing for women and families who, for example, have been affected by flight from peril, homelessness, illness.

🌐 [www.welcomebabybags.de](http://www.welcomebabybags.de)

## **7.3 Children and young people**

### **Child and Youth Health Service (Kinder- und Jugendgesundheitsdienst - KJGD)**

Medical and social-pedagogical counselling for families with children up to the age of 18 (also without health insurance card) and day-care centre admission examinations.

Klosterstraße 36, 13581 Berlin-Spandau

☎ +49 30 90279 2256

✉ [ges1@ba-spandau.berlin.de](mailto:ges1@ba-spandau.berlin.de)

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.230991.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.230991.php)

### **Child and Adolescent Psychiatric Service - KJPD (Kinder- und Jugendpsychiatrischer Dienst - KJPD)**

The KJPD takes on a wide range of tasks in the examination and treatment of children and adolescents with behavioural and psychological problems (up to the age of 18) who live in Spandau.

Klosterstraße 36 E, 13581 Berlin-Spandau

☎ +49 30 90279 2759

☎ +49 30 90279 5505

✉ [kjpd.spandau@ba-spandau.berlin.de](mailto:kjpd.spandau@ba-spandau.berlin.de)

### **Educational, family and youth counselling - EFB**

Goebelstraße 135, 13629 Berlin-Siemensstadt

☎ +49 30 33614 29

✉ [bsspandau.jugendhilfe@jsd.de](mailto:bsspandau.jugendhilfe@jsd.de)

🌐 [www.efb-berlin.de/beratungsstellen/jsd/](http://www.efb-berlin.de/beratungsstellen/jsd/)



### **Clinic for paediatrics and adolescent medicine**

Target group: up to the age of 18

Stadtrandstraße 555,

13589 Berlin-Falkenhagener Feld

☎ +49 30 37021 022


-  [paediatric.waldkrankenhaus@jsd.de](mailto:paediatric.waldkrankenhaus@jsd.de)
-  [www.johannesstift-diakonie.de/](http://www.johannesstift-diakonie.de/)  
medizinische-versorgung/evangelisches-waldkrankenhaus-spandau/behandlung/kinder-jugendmedizin

## 7.4 Child protection


### **Child protection**

Initial information on possible risk situations for the welfare of the child, help in cases of risk affecting the welfare of the child, information on the emergency telephone service in the districts, prevention offers.

Bernhard-Weiß-Straße 6, 10178 Berlin-Mitte

 +49 30 90227 5050

 [post@senbjf.berlin.de](mailto:post@senbjf.berlin.de)

 [www.berlin.de/sen/jugend/familie-und-kinder/kinderschutz/](http://www.berlin.de/sen/jugend/familie-und-kinder/kinderschutz/)

### **Child protection coordination (Kinderschutzkoordination)**


Contact person for questions on risk assessment and counselling (anonymous!).


Klosterstraße 36, 13581, Berlin-Spandau

Koordinatorin: Barbara Fischer

 +49 30 90279 6522


 +49 17733 03 505

 [b.fischer@ba-spandau.berlin.de](mailto:b.fischer@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kinder-und-jugendschutz/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kinder-und-jugendschutz/)

### **Regional Social Pedagogical Service (RSD – Regionaler Sozialpädagogischer Dienst)**


Psychological care for children in emergency situations, help in raising children, help for young adults, shared living arrangements for mothers/fathers and children, family counselling, etc. The respective competence depends on your place of residence.

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/regionale-soziale-dienste-und-einrichtungen/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/regionale-soziale-dienste-und-einrichtungen/)

## 7.5 Care

### **Care support point (Pflegestützpunkt)**

Information and advice on all questions relating to care. If necessary, they arrange and coordinate necessary support services, clarify funding and help with applications. There are 3 main locations in Spandau.

 [www.pflegestuetzpunkteberlin.de/standorte/](http://www.pflegestuetzpunkteberlin.de/standorte/)

### **Help with care (Hilfe zur Pflege)**

The assistance for care includes all care activities. It can take place both within facilities (inpatient) or outside facilities (outpatient).


### **Inpatient**

Galenstraße 14, 13597, Berlin-Spandau

Management: Alexandra Ohler

 +49 30 90279 6006


 [alexandra.ohler@ba-spandau.berlin.de](mailto:alexandra.ohler@ba-spandau.berlin.de)


 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/hilfe-zur-pflege-zustaendigkeiten-stationaer-481344.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/hilfe-zur-pflege-zustaendigkeiten-stationaer-481344.php)


### **Outpatient**

Galenstraße 14, 13597, Berlin-Spandau


Management: Stephanie Lübke

 +49 30 90279 2516

 [s.luebke@ba-spandau.berlin.de](mailto:s.luebke@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/hilfe-zur-pflege-zustaendigkeiten-ambulant-481552.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/hilfe-zur-pflege-zustaendigkeiten-ambulant-481552.php)


### **Guidebook of the Spandau District Office**

 [www.verlag-apercu.de/publikationen/angebote-fur-pflegende-angehorige-berlin](http://www.verlag-apercu.de/publikationen/angebote-fur-pflegende-angehorige-berlin)

### **Berlin senior citizens' telephone**

Wallstraße 61-65, 10179 Berlin-Mitte

 +49 30 27964 44

 [info@berliner-seniorentelefon.de](mailto:info@berliner-seniorentelefon.de)

 [www.humanistisch.de/seniorentelefon](http://www.humanistisch.de/seniorentelefon)

### **Intercultural bridge builders in care (IBIP)**

Consultations in the care support centres, professional counselling, support for the care assessment by the Medical Service of the health insurance provider.

Wassertorstraße 21a, 10963 Berlin-Kreuzberg

☎ +49 30 69517 823

✉ brueckenbauerinnen@diakonie-stadtmitte.de

🌐 www.brueckenbauerinnen.de/projekte/  
brueckenbauerinnen-de/

### **Care in emergencies**

Office for offering counselling and handling complaints for conflict and violence in the care of older people.

☎ +49 30 69598 989

🌐 www.pflege-in-not.de

## **7.6 Psychosocial care**

### **Social Psychiatric Service (Sozialpsychiatrischer Dienst - SPD)**

The SPD is a counselling centre for mentally ill adults, as well as their relatives, who are afflicted by addiction or dementia.

Klosterstraße 36d, 13581 Berlin-Spandau

☎ +49 30 90279 2355

☎ +49 30 90279 3956

✉ ges3@ba-spandau.berlin.de

### **Meeting point Borkumer Straße**

The meeting point is a contact and counselling centre for people with psychological and social problems.

Borkumer Straße 19, 13581 Berlin-Spandau

☎ +49 30 33310 55

🗨 multilingual

✉ tb@ginko-berlin.de

🌐 www.ginko-berlin.de/angebote/treffpunkt-  
borkumer-strasse/wer-wir-sind

### **Centre for women's mental health**

Geronto-psychiatric outpatient clinic/memory clinic, clinic for psychiatry, psychotherapy and psychosomatics and centre for women's mental health.

Neue Bergstraße 6, 13585 Berlin-Spandau

(House 1, 2nd floor)

☎ +49 30 13013 3019

✉ seelischefrauenambulanz.ksp@vivantes.de

🌐 www.vivantes.de/klinikum-spandau/  
zentrum-seelische-frauengesundheit/  
sprechstunden

### **Berlin network for particularly vulnerable people with a refugee background (BNS)**

The offer's target group are people who are considered to have special admission needs according to Section 21 EU Directive 2013/33/EU. Turmstraße 21, 10559 Berlin-Moabit

☎ +49 30 30390 60

🗨 multilingual

✉ info@ueberleben.org

🌐 www.bns.berlin

### **Welcome Support Berlin**

Counselling on psychosocial problems, among other things.

🗨 multilingual

☎ +49 30 75684 425

☎ +49 15172 7482 52

✉ welcome-support-berlin@ib.de

🌐 www.ib-berlin.de/angebot/11277

### **Transcultural Centre**

For persons aged 18 and over.

Waldstraße 86-90, 13403 Berlin-Reinickendorf

☎ +49 30 13011 9555

🗨 multilingual

✉ transkulturelle-psychiatrie@vivantes.de

🌐 www.vivantes.de/humboldt-klinikum/  
ambulatorium/zentrum-transkulturelle-  
psychiatrie

### **TransVer**

Transcultural psychosocial care, mediation and accompaniment. Project for people with a migration background and employees of psychosocial care.

Müllerstraße 156a, 13353 Berlin-Wedding

(1st courtyard, staircase 7 (left))

☎ +49 30 20969 040

🗨 multilingual

✉ transver@charite.de

🌐 www.transver-berlin.de/beratung-  
vermittlung-begleitung/



**Xenion e. V.**

Psychosocial treatment centre for traumatised refugees and victims of torture and other human rights violations.

Paulsenstraße 55-56, 12163 Berlin-Steglitz

+49 30 88066 7322

multilingual

info@xenion.org

www.xenion.org/informationen-fuer-gefluechtete/

**7.7 Specialist doctors in Spandau and Berlin****Database - Association of Statutory Health Insurance Physicians Berlin**

www.kvberlin.de/fuer-patienten/

arzt-und-psychotherapeutensuche

**7.8 Health care for people without health insurance****Clearing point for people not covered by health insurance**

Free and multilingual counselling for people without health insurance.

Zinzendorfstraße 18, 10555 Berlin-Moabit (Ecke Levetzowstraße)

+49 30 69033 5972

multilingual

clearingstelle@berliner-stadtmission.de

www.berliner-stadtmission.de/clearingstelle

**Medibüro Berlin**

Anonymous, free: medical treatment for people without residence status.

**Attention:** Before the visit, first visit the clearing office of the "Stadtmission" - see above!

(Back courtyard, staircase 3, 2nd floor)

Gneisenaustraße 2a, 10961 Berlin-Kreuzberg

(Back courtyard, staircase 3, 2nd floor)

+49 30 69467 46

+49 30 62901 145

info@medibuero.de

www.medibuero.de

**7.9 Addiction work****Alcohol and drug counselling**

Carl-Schurz-Straße 31, 13597 Berlin-Spandau

+49 30 35530 8770

spandau@vistaberlin.de

www.vistaberlin.de/einrichtungen/alkohol-und-medikamentenberatung-spandau/

**Guidance - Addiction counselling for people with a refugee background**

Care of (and counselling for) substance-abusing or addicted refugees and their relatives and caregivers.

Genthiner Straße 48, 10785 Berlin-Tiergarten (3rd floor)

+49 30 23324 0100

+49 30 19237 (24 h)

multilingual

lknoop@notdienstberlin.de

www.drogennotdienst.de/

**Youth and addiction counselling**

Hasenmark 3, 13585 Berlin-Spandau

+49 30 66633 630

sucht-spandau@caritas-berlin.de

www.caritas-berlin.de/beratungundhilfe/berlin/sucht/beratung-und-therapie


**7.10 Counselling for those with impairments and life-shortening illnesses****Berlin-wide guide**

The State Office for Health and Social Affairs ("Landesamt für Gesundheit und Soziales") has compiled a guidebook with contact points for people with disabilities and their relatives.


www.verlag-apercu.de/publikationen/berliner-ratgeber-fur-menschen-mit-behinderung

### **District commissioner for senior citizens and people with disabilities**

Commissioner: Sargon Lang  
Carl-Schurz-Straße 8, 13597 Berlin-Spandau  
(barrier-free access with lift via Wall 3)

 +49 30 90279 3110

 [s.lang@ba-spandau.berlin.de](mailto:s.lang@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/menschen-mit-behinderung/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/menschen-mit-behinderung/)

### **Online counselling for family members**


Especially for family members Persons with a hearing impairment.


 [www.online-probleme-loesen.de/](http://www.online-probleme-loesen.de/)


### **Counselling centre for people with disabilities, or suffering from cancer and chronic diseases**


Counselling, among other things, to determine the need for care, counselling for people infected with HIV and AIDS, physiotherapy for infants, children and adolescents.

Melanchthonstraße 8, 13595 Berlin-Wilhelmstadt

 +49 30 36997 611

 +49 30 36997 625


 [ges3b@ba-spandau.berlin.de](mailto:ges3b@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.233890.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.233890.php)

### **Specialist centre for refugees with disabilities, the chronically ill and older people**


Counselling with language mediation for affected persons and relatives.

Gustav-Adolf-Straße 130,  
13086 Berlin-Weißensee

 +49 30 44054 424


 multilingual

 [beratung@bzsl.de](mailto:beratung@bzsl.de)

 [www.bzsl.de/beratungs-projekte/beratung-fuer-gefluechtete-bns/](http://www.bzsl.de/beratungs-projekte/beratung-fuer-gefluechtete-bns/)

### **Lebenshilfe Berlin e. V.**

Counselling for people with disabilities and their families and wider social environment, including parent and family counselling, intercultural counselling, counselling in the areas of school and social law.

 +49 30 82999 80

 [lebenshilfe@lebenshilfe-berlin.de](mailto:lebenshilfe@lebenshilfe-berlin.de)

 [www.lebenshilfe-berlin.de](http://www.lebenshilfe-berlin.de)

### **MINA - Life in diversity**

Promoting assistance for people with disabilities and a migration background.

Friedrichstraße 1, 10969 Berlin-Kreuzberg

 +49 30 40365 7620

 [info@mina-berlin.de](mailto:info@mina-berlin.de)

 [www.mina-berlin.eu/](http://www.mina-berlin.eu/)

### **Self-help groups**

For more information, see Chapter 8

## 8


## Offers for specific target groups

This Chapter contains special meeting points, counselling and contact points for different target groups in diverse and special life situations.

Family  
Children  
Young People Wo  
Women Senior Cit  
People with Disabil  
Different Sexual Identities Far  
ren Young People Women Se  
n Senior Citizens People with  
People with Disabilities Peo

### 8.1 Families and children


The district of Spandau has put together a guide for families.

 [www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/kinder-und-jugendbeauftragte/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/kinder-und-jugendbeauftragte/)

#### **Refugee coordination**

Refugee coordination efforts at the Spandau Youth Welfare Office (Jugendamt) is the point of contact for all questions concerning refugee families and their children in Spandau. It supports and links those seeking advice with specialised agencies.

Klosterstraße 36, 13581 Berlin-Spandau  
Judith Hüttinger

 +49 30 90279 3237

 [j.huettinger@ba-spandau.berlin.de](mailto:j.huettinger@ba-spandau.berlin.de)

#### **FamilienServiceBüro**


The Family Service Office (“FamilienService-Büro”) provides advice on applications for parental allowance, advance maintenance payments and childcare, among other things, and assists in filling out applications.

Locations



 030 - 902 798 300

 [fsb@ba-spandau.berlin.de](mailto:fsb@ba-spandau.berlin.de)

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/materielle-und-familienunterstuetzende-hilfen/artikel.1144407.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/materielle-und-familienunterstuetzende-hilfen/artikel.1144407.php)

### 8.1.1 Before the birth - Information for expectant mothers and fathers

Information brochures of the district



### **Pregnancy and pregnancy conflict counselling**

Counselling on birth, family planning, psychosocial issues and social benefits. Appointment necessary.

Achenbachstraße 15, 13585 Berlin-Spandau

☎ +49 30 44726 2135

🗨 multilingual

✉ schwangerenberatung.spandau@immanuel.de

🌐 [www.beratung.immanuel.de/wo-wir-sind/berlin-spandau/schwangeren-und-schwangerschaftskonflikt-beratung/](http://www.beratung.immanuel.de/wo-wir-sind/berlin-spandau/schwangeren-und-schwangerschaftskonflikt-beratung/)

### **Outreach Parenting (AEH)**

Counselling for expectant mothers/parents in stressful circumstances who are expecting their first child.

☎ +49 30 36758 264

🗨 multilingual

✉ kam-trinks@trialog-berlin.de

🌐 [www.trialog-berlin.de/aufsuchende-elternhilfe.html](http://www.trialog-berlin.de/aufsuchende-elternhilfe.html)

### **Baby Berlin App for your smartphone**

The free app for pregnancy and the time after the birth offers appointments, addresses and information in all Berlin districts at a glance.

Download for iOS:

🌐 [www.apps.apple.com/de/app/baby-berlin-app/id976204677](http://www.apps.apple.com/de/app/baby-berlin-app/id976204677)

Download for Android:

🌐 [www.play.google.com/store/apps/details?id=de.gesundheitbb.clbirth&hl=de](http://www.play.google.com/store/apps/details?id=de.gesundheitbb.clbirth&hl=de)

## **8.1.2 After the birth**

### **Early help**

Support services for parents and children from the beginning of pregnancy and until the end of the 3rd year of life. Counselling and support for questions about education and family, conflicts with parents, siblings, teaching staff, etc.

🗨 multilingual

🌐 [www.fruehe-hilfen-spandau.de/](http://www.fruehe-hilfen-spandau.de/)

### **Baby guides**

Free information, counselling and referral to birth-related services.

### **Evangelisches Waldkrankenhaus Spandau**

Clinic for paediatrics and adolescent medicine  
Stadtstrandstraße 555, 13589 Berlin-Hakenfelde

☎ +49 30 37022 209

✉ [babylotse.waldkrankenhaus@jsd.de](mailto:babylotse.waldkrankenhaus@jsd.de)

🗨 multilingual

### **Gemeinschaftskrankenhaus Havelhöhe**

Clinic for anthroposophical medicine  
Kladower Damm 221,

14089 Berlin Gatow-Kladow

☎ +49 30 36501 1428

✉ [babylotse@havelhoehe.de](mailto:babylotse@havelhoehe.de)

🗨 multilingual

### **Mobile guide team (Mobiles Lotsenteam)**

Accompanying pregnant women and families and their children (under 12 years) with a refugee background.

Stadtstrandstraße 555, 13589 Berlin-Hakenfelde

☎ +49 30 37022 9071

☎ +49 30 37022 174

🗨 multilingual

✉ [lotsenteam.waldkrankdenhaus@jsd.de](mailto:lotsenteam.waldkrankdenhaus@jsd.de)

🌐 [www.fruehe-hilfen-spandau.de/mobiles-lotsenteam/](http://www.fruehe-hilfen-spandau.de/mobiles-lotsenteam/)

## **8.1.3 Child day care**

### **Coordination of day care centres (Koordination Kindertagesstätten)**

Supports you in your search for a day care place.

Appointments by prior arrangement only.

City Hall ("Rathaus") Spandau

Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

☎ +49 30 90279 3275

☎ +49 30 90279 3268

☎ +49 30 90279 2147

☎ +49 30 90279 3273

✉ [Kita-Koordination@ba-spandau.berlin.de](mailto:Kita-Koordination@ba-spandau.berlin.de)

🌐 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/artikel.905257.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/artikel.905257.php)

### Child day care (Kindertagespflege)

Child day care is a care option for children until they start school. Appointments by prior arrangement only.

Fachdienst frühkindliche Bildung

Rathaus Spandau

Carl-Schurz-Str. 2/6, 13597 Berlin-Spandau

+49 30 90279 2444

fb-kindertagespflege@ba-spandau.berlin.de

www.berlin.de/ba-spandau/politik-

und-verwaltung/aemter/jugendamt/

kindertagesbetreuung/informationen-rund-um-die-tagespflege-905970.php

## 8.1.4 Other contact points

### 8.1.4.1 Stadtteilmütter

Information can be found in Chapter 5.2

### 8.1.4.2 Educational counselling centres for families and relatives

Erziehungs- und Familienberatung sind ein Angebot für Eltern, Kinder und Jugendliche. Kinder und Jugendliche können sich auch ohne ihre Eltern melden.

www.efb-berlin.de/

### Education and family counselling centre of the Spandau District Office

Streitstraße 6, 13587 Berlin-Hakenfelde

+49 30 90279 2448

erziehungsberatung@ba-spandau.berlin.de

www.berlin.de/ba-spandau/politik-

und-verwaltung/aemter/jugendamt/

erziehungs-und-familienberatung/

### Educational and family counselling centre

#### Psychological counselling centre

Appointments can only be made by telephone. Goebelstraße 135, 13629 Berlin-Siemensstadt

+49 30 30105 115

multilingual

bsspandau.jugendhilfe@jsd.de

www.efb-berlin.de/beratungsstellen/jsd/

### Psychological counselling centre

Counselling centre for family, couple, parenting and life issues.

Appointments can only be made by telephone.

Kirchhofstraße 30, 13585 Berlin Spandau-Mitte (in the courtyard, 3rd floor elevator)

+49 30 33614 29

multilingual

bsspandau.jugendhilfe@jsd.de

www.efb-berlin.de/beratungsstellen/jsd/

### 8.1.4.3 Services for single mothers and fathers

#### District coordination office

Lutherstraße 13, 13585 Berlin-Spandau Neustadt

+49 176 76497 786

multilingual

kontakt@alleinerziehend-in-spandau.de

www.alleinerziehend-in-spandau.de/

#### Specialist centre for single women and pregnant women

For pregnant women, women with small children, single parents and women affected by violence.

Appointments by prior arrangement only.

Oranienstraße 159, 10969 Berlin-Kreuzberg

+49 30 61494 00

multilingual

frauenberatung@kub-berlin.org

www.kub-berlin.org/de/angebote/beratung/frauen/

#### Väteraufbruch für Kinder Berlin-Brandenburg e. V.

Counselling and support in separation situations involving children.

Bundesratufer 12, 10555 Berlin-Moabit

+49 30 26038 493


berlin@vafk.de

www.berlin.vafk.de/

## **8.2 Family centres**

In the family centres, families can come together and take advantage of numerous offers (e.g. on the topics of education, growing up in good health, exercise and leisure).

You can find an overview of the family centres in Spandau here


 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/familienzentren-in-spandau-1058754.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/kindertagesbetreuung/familienzentren-in-spandau-1058754.php)


## **8.3 Children and young people**


The Spandau Youth Welfare Office (“Jugendamt”) offers a range of recreational activities for children and young people during the holidays.

### **Youth support (Jugendförderung)**


Carl-Schurz-Str. 2/6, 13597 Berlin-Spandau

 +49 30 90279 6531

 +49 30 90279 2329


 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/jugend-und-familienfoerderung-jugendsozialarbeit/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/jugendamt/jugend-und-familienfoerderung-jugendsozialarbeit/)

Current events, participation opportunities and much more for children and young people.

 [www.spandourturn.de/](http://www.spandourturn.de/)

### **8.3.1 Playgrounds for children**

Overview of the locations


 [www.berlin.de/kultur-und-tickets/tipps/kinder/spielplatz/spandau/](http://www.berlin.de/kultur-und-tickets/tipps/kinder/spielplatz/spandau/)

Other contact points are the family centres listed in Chapter 8.2.

### **8.3.2 Youth leisure facilities in Spandau**

Youth leisure facilities are places where children and young people can spend their free time.

An overview of the youth leisure facilities can also be found here

 [www.bildung-in-spandau.de/jugendfreizeiteinrichtungen/](http://www.bildung-in-spandau.de/jugendfreizeiteinrichtungen/)

### **8.3.3 Counselling for young people**


In the following, young people will find counselling services (including career guidance, tutoring, conflict counselling). On the topics of training and work, see Chapter 5.

#### **Spandauer Jugend e. V.**


Low-threshold child and youth social work, open meeting place, special offers for girls, sports and leisure activities, holiday activities, project work, tutoring, secondary school leaving certificate preparation, remedial courses, school mentors for Spandau and much more.

Kleine Mittelstraße 9,

13585 Berlin-Spandau Neustadt

 +49 30 42801 633


 [info@spandauerjugend.de](mailto:info@spandauerjugend.de)


 [www.spandauerjugend.de](http://www.spandauerjugend.de)

#### **Youth counselling centre**

Target group children and young people (12-27 years). Information, counselling and support on youth-specific issues.

Hasenmark 21, 13585 Berlin-Spandau Neustadt

 +49 30 36753 718

 [info@jbh-spandau.de](mailto:info@jbh-spandau.de)

 [www.jbh-spandau.de/index.htm](http://www.jbh-spandau.de/index.htm)


#### **Youth Migration Service (Jugendmigrationsdienst Spandau - JMD)**

Counselling for children, adolescents and young adults (12-27 years), as well as their parents, on topics such as school, vocational, social and cultural integration.

Galenstraße 9, 13597 Berlin-Spandau

 +49 30 31168 4350

 [migrationsdienst-spandau@caritas-berlin.de](mailto:migrationsdienst-spandau@caritas-berlin.de)

 [www.caritas-berlin.de/beratungundhilfe/berlin/flucht-und-migration/beratung/fuer-junge-migranten-bis-27-jahre/jugendmigrationsdienst](http://www.caritas-berlin.de/beratungundhilfe/berlin/flucht-und-migration/beratung/fuer-junge-migranten-bis-27-jahre/jugendmigrationsdienst)

### **8.3.4 Sexual abuse counselling**

Contact points in crises and emergency situations see Chapter 12; counselling centres see Chapter 7.4


### 8.3.5 Girls and women

Contact and counselling centres for girls and women in Spandau and Berlin.  
Special offers for expectant mothers can be found in Chapter 8.1; for health issues see Chapter 7.2

#### **HÎNBÛN - Education and counselling centre for women and families**

Counselling on social, personal, health and residence issues, as well as information or cultural events and group activities.

Brunsbütteler Damm 17, 13581 Berlin-Staaken

 +49 30 33666 62

 multilingual

 [info@hinbun.de](mailto:info@hinbun.de)

 [www.hinbun.de](http://www.hinbun.de)

#### **Eulalia Eigensinn e. V.**

Psychosocial counselling, anti-violence; meeting point, counselling, social counselling, family mid-wife consultation, etc.

Lutherstraße 13, 13585 Berlin-Spandau Neustadt

 +49 30 33511 91


 multilingual

 [info@eulalia-eigensinn.de](mailto:info@eulalia-eigensinn.de)


 [www.eulalia-eigensinn.de](http://www.eulalia-eigensinn.de)

#### **StoP - Neighbourhoods against violence in partnerships**

StoP is a contact and counselling centre for women affected by violence in partnerships.

 +49 1520 32979 15

 [berlin-spandau@stop-partnergewalt.org](mailto:berlin-spandau@stop-partnergewalt.org)

 [www.stop-partnergewalt.org/berlin-spandau/](http://www.stop-partnergewalt.org/berlin-spandau/)

#### **Further projects**


Further projects can be found on the page of the Senate Department for Labour, Social Affairs, Equality, Integration, Diversity and Anti-Discrimination


 [www.berlin.de/sen/frauen/vielfalt/migration/](http://www.berlin.de/sen/frauen/vielfalt/migration/)


### 8.3.6 Boys and men

#### **Berliner Zentrum für Gewaltprävention e. V.**

Violence prevention, re-socialisation and work with offenders for women, as well as men.

 +49 30 95613 838


 +49 30 25775 079

 [office@bzfg.de](mailto:office@bzfg.de)

 [www.bzfg.de](http://www.bzfg.de)

#### **Spandau**

Counselling for Spandau men – against violence  
Adamstraße 39, 13595 Berlin-Wilhelmstadt


 +49 30 78598 25

Telephone consultation hours Monday to Friday  
10:00-15:00

Personal counselling and course participation by appointment by telephone.

 multilingual

 [maennerberatung@volkssolidaritaet.de](mailto:maennerberatung@volkssolidaritaet.de)


 [volkssolidaritaet-berlin.de/einrichtungen/beratung-fuer-maenner-gegen-gewalt](http://volkssolidaritaet-berlin.de/einrichtungen/beratung-fuer-maenner-gegen-gewalt)

### 8.4 Old age and care

#### **Senior citizens' representation (Seniorenvertretung)**

Accompanying people over 60 in asserting their claims against authorities, institutions and care facilities.


Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 90279 2717

 [seniorenvertretung@ba-spandau.berlin.de](mailto:seniorenvertretung@ba-spandau.berlin.de)

 [www.seniorenvertretung-spandau.de/](http://www.seniorenvertretung-spandau.de/)

#### **Meeting places for seniors**

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.292592.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.292592.php)

#### **Care support points**

Information can be found in Chapter 7.5

## **8.5 Counselling in the case of impairments and life-shortening illnesses**

Special offers for people with disabilities can be found in Chapter 7.11

## **8.6 People of different sexual identities**

### **Gladt e. V.**

Free psychosocial and psychological counselling for LGBT\*I\*QA (lesbian, gay, bisexual, trans\*, inter\*, queer) people affected by racism, LGBT\*I\*QA people with a migration and refugee background, people experiencing multiple instances of discrimination, (elective) family members and friends of LGBT\*I\*QA BIPOC, professionals, multipliers.

 +49 30 58768 4930 0

 multilingual

 info@gladt.de

 www.gladt.de/beratung-2

### **TransInterQueer (TriQ)**

Counselling on all issues related to trans\*, inter\* and non-binary issues – such as identity issues, “coming out” and social changes, medical and social transition or de-transition, and much more. Counselling takes place in person, via video chat, telephone or e-mail.

General counselling:


 beratung@transinterqueer.org

Counselling on Inter\*:

 inter.beratung@transinterqueer.org

Psychosocial counselling for refugees:


 refugees@transinterqueer.org

 www.transinterqueer.org/angebote/beratung

 multilingual (on request)


### **Specialist office for LGBTI\* refugees**

For adult LGBTI\* refugees. Individual support with social, legal, medical and psychotherapeutic issues.

 +49 30 44668 8330

 multilingual


 refugees@sbbberlin.info

 www.schwulenberatungberlin.de/angebote/queer-refugees/

### **LesMigraS, Antidiskriminierungs- und Antigewaltprojekt der Lesbenberatung Berlin e. V.**

Counselling for trans\* and cis women, trans\* and cis men, all gender-queer, non-binary, trans\* and inter\* persons who are lesbian, bisexual, gay, pansexual, asexual, queer and also black, indigenous, persons of colour, migrants, refugees or white.

Kulmer Straße 20a, 10783 Berlin-Schöneberg (Rear courtyard, 4th floor)

 +49 30 21915 090

 multilingual

 info@lesmigras.de

 www.lesmigras.de

## **8.7 Counselling centres in the field of human trafficking**

### **Coordination and counselling centre**

Counselling and support for women in asserting their concerns and rights.

Anklamer Straße 38,  
10115 Berlin-Prenzlauer Berg

 +49 30 44063 73

 +49 30 44063 74

 multilingual

 beratung@ban-ying.de

 www.ban-ying.de

### **In VIA**


Counselling and support services, as well as information and training offers.

Residenzstraße 90, 13409 Berlin-Pankow

 +49 177 73862 76

 multilingual

 moe@invia-berlin.de

 www.invia-berlin.de/schutz-fuer-frauen/beratungsstellen-fuer-frauen-die-von-menschenhandel-betroffen-sind/



## 8.8 Contact points for victims of crime


### **Violence protection outpatient clinic (Gewaltschutzambulanz)**


Free forensic medical documentation of your injuries.

Birkenstraße 62, 10559 Berlin-Moabit  
(Entrance House N)

Montag - Friday 08:30-15:00 Uhr

 +49 30 45075 7027 0


 [gewaltschutz-ambulanz@charite.de](mailto:gewaltschutz-ambulanz@charite.de)

 [www.gewaltschutzambulanz.charite.de/angebot\\_der\\_gewaltschutzambulanz/](http://www.gewaltschutzambulanz.charite.de/angebot_der_gewaltschutzambulanz/)

### **Opferhilfe Berlin e. V.**

Counselling centre for those directly affected by crime. Consultation by prior telephone arrangement only!

Oldenburger Straße 38, 10551 Berlin-Moabit

 +49 30 39528 67

Monday to Friday 10:00-13:00


Tuesday and Thursday 15:00-18:00

 [info@opferhilfe-berlin.de](mailto:info@opferhilfe-berlin.de)


### **Counselling and support for witnesses (Beratung von Zeugen und Zeuginnen)**

Criminal Court Moabit

Entrance Wilsnacker Straße 4,  
10559 Berlin-Moabit

 +49 30 90143 498


Monday to Friday 8:30-14:00 and by prior telephone arrangement

 [zeugenbetreuung@opferhilfe-berlin.de](mailto:zeugenbetreuung@opferhilfe-berlin.de)

 [www.opferhilfe-berlin.de](http://www.opferhilfe-berlin.de)

### **Weisser Ring**

The drop-in centre supports victims of crime.

 +49 30 83370 60


 [Berlin@weisser-ring.de](mailto:Berlin@weisser-ring.de)

 [www.berlin.weisser-ring.de/](http://www.berlin.weisser-ring.de/)

## 8.9 Self-help

SEKIS (Selbsthilfe Kontakt- und Informationsstelle) provides information on the topic of self-help in Berlin.

An overview of the two counselling locations and an overview of the self-help groups in Spandau can be found here

 [www.sekis-berlin.de/selbsthilfe/kontaktstellen/spandau](http://www.sekis-berlin.de/selbsthilfe/kontaktstellen/spandau)

# 9

## Leisure and culture

In this Chapter, you will find a compilation of social and cultural contact points. Further offers such as cinemas, theatres, museums etc. are available at the “Tourist-Info/Gotisches Haus”, Breite Straße 32, 13597 Berlin.

Leisure  
Culture and  
Religion Local  
Senior Citizen  
Clubs and Meeti

Adult Education Centre Lif  
Music Schools Voluntary Invo  
Involvement Sports Clubs Imm  
c Schools Voluntary Involv  
Immigrant Organisations in

### 9.1 Youth leisure facilities

Information can be found in Chapter 8.3.2

### 9.2 District centres / District shops / Multi-generation house

District centres, district shops and multi-generation houses are meeting places for people of all generations from the neighbourhood.

#### **Nachbarschaftszentrum und Mehrgenerationenhaus Paul-Schneider-Haus**

Schönwalder Straße 23,  
13585 Berlin-Falkenhagener Feld  
☎ +49 30 67060 511  
✉ mehrgenerationenhaus@gww-haselhorst.de  
✉ info@psh-spandau.de  
🌐 www.paulschneiderhaus.de/

#### **Stadtteilzentrum in der Paul-Gerhardt-Kirchengemeinde-Mehrgenerationenhaus**

Im Spektefeld 26,  
13589 Berlin-Falkenhagener Feld  
☎ +49 30 32294 4520  
☎ +49 175 52367 75  
✉ info@paulgerhardtgemeinde.de  
🌐 www.paulgerhardtgemeinde.de

#### **Stadtteilzentrum Gatow-Kladow**

Sakrower Landstraße 4,  
14089 Berlin-Gatow-Kladow  
☎ +49 30 36502 125  
☎ +49 157 35701 259  
✉ sz-gakla@bbw-rki-berlin.de  
🌐 www.sz-gatow-kladow.de/

#### **Stadtteilladen Hakenfelde**

Streitstraße 60, 13587 Berlin-Hakenfelde  
☎ +49 30 33309 180  
☎ +49 152 24577 039  
✉ hakenfelde@gww-haselhorst.de  
🌐 www.gww-haselhorst.de/nachbarschaft/hakenfelde/

#### **Treffpunkt Burscheider Weg**

Burscheider Weg 21, 13599 Berlin-Haselhorst  
☎ +49 30 33451 51  
✉ info@gww-haselhorst.de  
🌐 www.gww-haselhorst.de

**Treffpunkt Pulvermühle**

Romy-Schneider-Straße 6,  
13599 Berlin-Haselhorst

☎ +49 30 35402 889

✉ info@gwv-haselhorst.de

🌐 www.gwv-haselhorst.de/

**Stadtteilzentrum Staaken**

Obstallee 22e, 13593 Berlin-Staaken

☎ +49 30 91490 889

✉ gwvbln@aol.com

🌐 www.gwv-heerstrasse.de/orte/  
staakentreff-2/

**Staakentreff Brunsbütteler Damm**

Brunsbütteler Damm 267, 13591 Berlin-Staaken

☎ +49 30 25735 418

✉ staakentreff-bbd@gwv-heerstrasse.de

🌐 www.gwv-heerstrasse.de/orte/sbd/

**Stadtteilbüro Siemensstadt**

Wattstraße 13, 13629 Berlin-Siemensstadt

☎ +49 30 38289 12

✉ stadtteilbuero@casa-ev.de

🌐 casa-ev.de/sozial-kulturelle-arbeit/  
stadtteilarbeit-siemensstadt/

**9.3 Family centres**

Information can be found in Chapter 8.2

**9.4 Seniors' clubs and seniors' meetings**

Seniors' clubs and seniors' meetings are contact points for people of a senior age. Regular events and projects take place here.

An overview of the clubs can be found here

🌐 www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.292592.php

You can find the calendar of events here

🌐 www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/amt-fuer-soziales/artikel.459768.php

**9.5 Adult education centre (Volkshochschule)**

The adult education centre ("Volkshochschule") offers a variety of seminars and workshops, e.g. in the fields of language, photography, dance and music.

**Volkshochschule Spandau**

Carl-Schurz-Straße 17,  
13597 Berlin-Spandau Altstadt

☎ +49 30 90279 5000

✉ info@vhs-spandau.de

🌐 www.berlin.de/vhs/volkshochschulen/  
spandau/

**9.6 Libraries**

Books can be read and/or borrowed on site in the district's libraries.

**District Central Library**

Carl-Schurz-Straße 13  
13597 Berlin-Spandau

☎ +49 30 90279 5511

☎ +49 030 90279 5513

✉ bibliothek@ba-spandau.berlin.de

🌐 www.berlin.de/stadtbibliothek-spandau/  
bibliotheken/bezirkszentralbibliothek

**Locations and further offers****9.7 Music school****Spandau Music School**

Carl-Schurz-Straße 59, 13597 Berlin-Spandau

☎ +49 30 90279 5812

✉ musikschule@ba-spandau.berlin.de

🌐 www.berlin.de/musikschule-spandau/

## 9.8 Spandau House of Culture

The “Kulturhaus Spandau” is a cultural venue. The website provides an overview of the cultural offerings in Spandau.

Mauerstraße 6, 13597 Berlin-Spandau

☎ +49 30 33340 22

✉ info@kulturhaus-spandau.de

🌐 www.kulturhaus-spandau.de/

## 9.9 Voluntary commitment

### **Coordination for voluntary work with refugees (Spandau District Office)**

Information can be found in Chapter 1.2

### **Spandau Volunteer Agency**

Helps you find a place to volunteer and/or find volunteers for your project.

Carl-Schurz-Straße 53, 13597 Berlin-Spandau

☎ +49 30 23591 1777

✉ team@die-spandauer.de

🌐 www.die-spandauer.de

### **BENN - Berlin Develops New Neighbourhoods**

BENN is a project of the Berlin Senate Department for Urban Development, Building and Housing. The programme’s aim is to strengthen neighbourhood cohesion and social participation in the vicinity of shared accommodation for refugees.

Contact the BENN coordination office in the Spandau District Office and find more information on the Spandau BENN areas.



## 9.10 Sports clubs

For a small membership fee, you can engage in regular sporting activities (e.g. football, basketball, karate, swimming) in sports clubs. An overview of sports clubs in Spandau:

🌐 www.bezirkssportbund-spandau.de

### **sportbunt (Landessportbund Berlin e. V.)**

Priesterweg 6, 10829 Berlin-Tempelhof

☎ +49 30 300 02 805

☎ +49 152 58743 245

🌐 www.sportbunt.de/


## 10


## Anti-discrimination


Advice  
Integration  
Participation  
Equal Opportu  
Counselling for Equ  
Advice Integration Participa  
nities Counselling for Equal  
egration Participation Equal  
n Participation Equal Opport

**10.1 Commissioner****District Commissioner for Senior Citizens and Persons with Disabilities**

Commissioner: Sargon Lang  
Carl-Schurz-Straße 8, 13597 Berlin-Spandau  
(barrier-free access with lift via Wall 3)

 +49 30 90279 7551


 s.lang@ba-spandau.berlin.de

 [www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/menschen-mit-behinderung/](http://www.berlin.de/ba-spandau/politik-und-verwaltung/beauftragte/menschen-mit-behinderung/)

**District Commissioner for Participation and Integration**


Commissioner: Danilo Segina  
Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 90279 3940

 d.segina@ba-spandau.berlin.de

**Women's and Equal Opportunities Commissioner**

Commissioner: Juliane Fischer-Rosendahl  
Carl-Schurz-Straße 2/6, 13597 Berlin-Spandau

 +49 30 90279 3501

 j.fischer-rosendahl@ba-spandau.berlin.de

**10.2 Reporting discrimination and finding counselling****Spandau Register**

Contact point for those affected by racist, right-wing, discriminatory incidents that you have experienced yourself.


Reformationsplatz 2,  
13591 Berlin-Spandau Spandau

 +49 30 51301 0000

 +49 162 57817 23 (Signal + Telegram)

 +49 1512 7116 547 (Signal)

 [register.spandau@giz.berlin](mailto:register.spandau@giz.berlin)

 [www.giz.berlin/projects/registerstelle-spandau.htm](http://www.giz.berlin/projects/registerstelle-spandau.htm)

**Report incident:**


 [www.berliner-register.de/vorfall-melden/](http://www.berliner-register.de/vorfall-melden/)

### **Landesstelle für Gleichbehandlung - Gegen Diskriminierung**

The office receives complaints and provides counselling.

Salzburger Straße 21-25,  
10825 Berlin-Schöneberg

#### **Complaints/Discrimination:**

 +49 30 90 133 456


 [LADG-Ombudsstelle@senjustva.berlin.de](mailto:LADG-Ombudsstelle@senjustva.berlin.de)

 [www.berlin.de/sen/lads](http://www.berlin.de/sen/lads)

### **Berlin Independent Complaints Office (BuBs)**

This complaints office, which is independent of authorities, helps and encourages refugees, staff working with refugees and people with a migration background. Support in formulating a complaint to be addressed to the competent authority in Berlin.

Donaustraße 78, 12043 Berlin-Neukölln

 +49 30 816 901 257 0


 multilingual

General contact:





 [info@bubs.berlin](mailto:info@bubs.berlin)

#### **Contact point for complaints:**


 [beschwerde@bubs.berlin](mailto:beschwerde@bubs.berlin)

 [www.berlin.de/laf/wohnen/qualitaets-und-beschwerdemanagement/berliner-unabhaengige-beschwerdestelle-bubs/](http://www.berlin.de/laf/wohnen/qualitaets-und-beschwerdemanagement/berliner-unabhaengige-beschwerdestelle-bubs/)

## 11

Emergencies  
and crises**Emergency numbers around  
the clock****Police emergency number:** 110**Fire brigade emergency number/Emergency  
doctor:** 112**Statutory health insurance on-call service  
(children and adults):** 116 117**Paediatrician on call:** +49 30 31003 1**Dental emergency service:** +49 30 89004 333**Central midwife number:** +49 30 21427 71**Pharmacy emergency service number:** [www.akberlin.de](http://www.akberlin.de)**Poisoning emergency number:** +49 30 19240**Drug helpline / Notdienst für Suchtmittelgefähr-  
dete und -abhängige Berlin e.V.:** +49 30 19237**Alcoholics Anonymous:** +49 30 19295 (German) +49 30 30306 688

(English daily 08:00-22:00)

**Aids-Hilfe e. V.:** +49 30 19411

(daily from 16:00-22:00)


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## 11.1 Help with crises and violence in families/suspected child protection cases

### **Crisis service offered by the Spandau Youth Welfare Office (Jugendamt)**

Monday to Friday 08:00-18:00 (on-call)

 +49 30 90279 5555

 krisendienst-jugendamt@ba-spandau.berlin.de

 [www.service.berlin.de/standort/329146/](http://www.service.berlin.de/standort/329146/)

Außerhalb der Sprechzeiten Hotline Kinderschutz:

 +49 30 61006 6


### **Berlin Crisis Service – Location Spandau**


Charlottenstraße 13, 13597 Berlin-Spandau

Daily 16:00-24:00

 +49 30 39063 30

Videoberatung hier


 [www.online.region-west.berliner-krisendienst.de/](http://www.online.region-west.berliner-krisendienst.de/)

 [www.berliner-krisendienst.de/ich-brauche-hilfe/spandau/](http://www.berliner-krisendienst.de/ich-brauche-hilfe/spandau/)

### **Spandau Public Health Department (Gesundheitsamt)**

Monday to Friday 08:00-16:00

 +49 30 90279 5502

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.230991.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.230991.php)

Outside office hours, please contact the crisis service of the Spandau Youth Welfare Office (“Jugendamt”) or the Berlin Crisis Service (“Krisendienst”)!

### **Social-Psychiatric Service – Spandau**

Personal and/or social problem situations, crisis intervention and supportive talks in psychological emergencies, referral to inpatient treatment, referral to outpatient contact points, problems coping with everyday life due to a diagnosis.


Appointment necessary!

Klosterstraße 36 D, 13581 Berlin-Spandau

Monday to Friday from 08:00-16:00

 +49 30 90279 2355


 ges3@ba-spandau.berlin.de

 [www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.268617.php](http://www.berlin.de/ba-spandau/politik-und-verwaltung/aemter/gesundheitsamt/artikel.268617.php)

### **Emergency hotline of AJAKS – Arbeitsstelle für Jugendarbeit Kirchenkreis Spandau**

Weekly from 08:00-20:00


 +49 157 764 487 22 oder

 +49 30 32294 4360

### **Berlin Crisis Service**


Daily 24:00-16:00


 +49 30 39063 00

 [www.berliner-krisendienst.de](http://www.berliner-krisendienst.de)

### **Telephone counselling**

The telephone counselling service is there for everyone.

 0800 – 111 011 1 oder


 0800 – 111 022 2 oder 116 123

 [online@telefonseelsorge.de](mailto:online@telefonseelsorge.de)

 [www.telefonseelsorge.de/telefon/](http://www.telefonseelsorge.de/telefon/)

### **Muslim Pastoral Care Telephone**

The Muslim Pastoral Care Telephone offers pastoral counselling 24 hours a day.

 +49 30 44350 982 1

 multilingual

 [info@mutes.de](mailto:info@mutes.de)

 [www.mutes.de](http://www.mutes.de)


## 11.2 Children and families

### **Berlin Emergency Service – Child Protection**

General child protection hotline:

 +49 30 61006 6

Children’s emergency service (up to 13 years):

 +49 30 61006 1


Youth emergency service (from 14 years):

 +49 30 61006 2

Girls’ emergency service:

 +49 30 61006 3

 multilingual


 [www.berliner-notdienst-kinderschutz.de](http://www.berliner-notdienst-kinderschutz.de)

### **Kinderschutz-Zentrum Berlin e. V.**

Advice and help with family conflicts

Monday-Friday 09:00-20:00

 +49 30 68301 10

 [www.kinderschutz-zentrum-berlin.de/](http://www.kinderschutz-zentrum-berlin.de/)



**Nummer gegen Kummer e. V.**

Free of charge for children, young people and parents.

 [www.nummergegenkummer.de](http://www.nummergegenkummer.de)

**Youth emergency mail**

Confidential, free online counselling for children and young people (10-19 years).

Advice by mail around the clock

 [www.jugendnotmail.berlin/](http://www.jugendnotmail.berlin/)

**11.3 Girls and women****FrauenKrisenTelefon e. V.**

Helping women through difficult situations

Monday, Tuesday, Thursday 10:00-12:00

Wednesday 15:00-17:00

Friday 19:00-21:00

Saturday and Sunday 17:00-19:00

 +49 30 61542 43

 multilingual

Migrant counselling by appointment at

 +49 30 61575 96

or by text message/WhatsApp

 +49 157 31130 964

 multilingual

Advice by mail or chat:

 [www.frauenkrisentelefon.assisto.online/](http://www.frauenkrisentelefon.assisto.online/)

 [www.frauenkrisentelefon.de/startseite/](http://www.frauenkrisentelefon.de/startseite/)

**BIG Hotline - Help with domestic violence against women and their children**


 +49 30 61103 00

 [www.big-hotline.de](http://www.big-hotline.de)

**LARA**

Help for women, trans\*, inter\* and non-binary persons from the age of 14.

Hotline from Monday to Friday 09:00-18:00


 +49 30 21688 88

 multilingual

 [www.lara-berlin.de/home](http://www.lara-berlin.de/home)

**Help hotline Pregnant women in distress - Anonymous and secure**

 0800 40400 20

 multilingual

 [www.hilfetelefon-schwangere.de/](http://www.hilfetelefon-schwangere.de/)

# Legal Notice

## Welcome to Spandau

An important guide for new immigrant arrivals

- English -

2nd Edition

Berlin, November 2023

## Publisher

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13597 Berlin

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**Bezirksamt Spandau**

Carl-Schurz-Straße 2/6

13597 Berlin

[www.berlin.de/ba-spandau](http://www.berlin.de/ba-spandau)

All information without guarantee

