

Complaints Office for Refugees

(Beschwerdestelle für Geflüchtete)

The Complaints Office is open to all people with refugee backgrounds living in shared housing or apartments. Assistance is available if:

- You feel unsafe or are afraid in your accommodation,
- You are being harassed,
- You have experienced violence or been injured,
- Your personal boundaries have been violated, or you have experienced assault or sexualized violence.

OPENING HOURS:

Tue 2:00 pm - 4:00 pm

Thu 9:00 am - 11:00 am

CONTACT:

Telephone: 0761 201 6305

AMI_Beschwerdestelle@stadt.freiburg.de

BA1 - Competence Center for Migrants

(BA1 - Kompetenz-Center für Zugewanderte)

The BA1 - Competence Center for Migrants is the place to go for all matters surrounding employment. Migrants aged 25 and over can receive consultation and placement in a number of areas, including in language courses, qualification measures, internships, recognition of degrees, vocational training and employment.

Jobcenter Freiburg (Jobcenter Freiburg)

for migrants with a residence permit (Aufenthaltserlaubnis)

- Consultation, qualification and support
- Placement in vocational training and employment
- Applying for unemployment benefits (Arbeitslosengeld II, ALG II)

CONTACT: Service telephone: 0761 2710 721

Jobcenter-Freiburg.Team412@jobcenter-ge.de

Employment Agency Freiburg (Arbeitsagentur Freiburg)

for migrants requiring additional support as well as refugees

- Consultation and support (with a focus on language training)
- Placement in vocational training and employment

CONTACT: 0761 2710 516

Freiburg.Migration@arbeitsagentur.de

Project Network Baden (Projektverbund Baden)

for refugees from all countries

- Consultation and placement in vocational training and employment

CONTACT: 0761 79032122

projektverbund@caritas-freiburg.de

Office for Migration and Integration, Integration Department, Job Market Integration Division

- Information and consultation regarding employment

CONTACT: 0761 201 6343

kompetenzcenter@stadt.freiburg.de

OPENING HOURS BA1 - COMPETENCE CENTER FOR MIGRANTS:

Mon-Fri 8:30 am - 11:30 am

Thu 2:00 pm - 4:00 pm

Consultations by appointment

CONTACT: kompetenzcenter@stadt.freiburg.de



Amt für Migration und Integration



How to get to us



Stadt Freiburg im Breisgau

Amt für Migration und Integration



Berliner Allee 1

79114 Freiburg im Breisgau

Telephone: 0761 201 6301

Fax: 0761 201 6499

ami@stadt.freiburg.de

Additional information at www.freiburg.de/ami

Directions via public transportation (VAG)

| Line | Stop |
|-------------|----------------------------------|
| Tram line 1 | Runzmattenweg |
| Tram line 3 | Runzmattenweg oder Bissierstraße |
| Bus 36 | Bissierstraße |

Office for Migration and Integration and BA1 - Competence Center for Migrants

ENGLISH

Amt für Migration und Integration



Dear residents,



Nearly 30 percent of Freiburg's population is made up of individuals with roots outside of Germany. Freiburg strives to offer these people from over 170 countries an open and diverse place to call home.

The Office for Migration and Integration

provides one-stop access to an array of services, all housed under the same roof.

Moreover, with the BA1 - Competence Center for Migrants, we are able to provide job and career placement all at the same place.

With our long opening hours and well-staffed service team, the Office for Migration and Integration is able to provide refugees and other migrants with efficient handling of individual matters and effective consultation.

We look forward to your visit!

Dr. Katja Niethammer

Director of the Office for Migration and Integration

We're here for you!



Reception Desk at the Office for Migration and Integration

(Empfang Amt für Migration und Integration)

If you do not know where to turn with your matter or if you need information, the reception team will be happy to help and advise you. In addition, you can obtain application forms, information brochures and submit missing documents at the Reception Desk.

Please note the corresponding opening hours of the various departments.

OPENING HOURS RECEPTION DESK

OFFICE FOR MIGRATION AND INTEGRATION:

Mon 7:30 am - 5:00 pm
Tue 7:30 am - 5:00 pm
Wed 7:30 am - 6:00 pm
Thu 7:30 am - 5:00 pm
Fri 7:30 am - 2:00 pm



Amt für Migration
und Integration

Freiburg
IM BREISGAU

Integration

(Integration)

The **Integration Department** coordinates measures and projects related to integration, focusing on German language support, job market integration, the coordination of civic engagement in the field of migration, as well as the promotion of democracy.

CONTACT AND FURTHER INFORMATION:

migration@stadt.freiburg.de
www.freiburg.de/integration

Coordination and Information about German Language Courses and Language Support

(Koordination und Information über Sprachkurseangebote und Sprachförderung)

Mr. Zachary Wagner
Telephone: 0761 201 6333
Zachary.Wagner@stadt.freiburg.de

Interpreter Pool for Social Agencies and Institutions

(Dolmetschendenpool für soziale Einrichtungen und Institutionen)

Ms. Katrin Werkle
Telephone: 0761 201 6344
dolmetschendenpool@stadt.freiburg.de
www.freiburg.de/dolmetschendenpool

Coordination of Civic Engagement in the Field of Migration

(Koordination des bürgerschaftlichen Engagements im Bereich Migration)

Advice – Placement – Support

Ms. Antje Reinhard
Telephone: 0761 201 6339
Antje.Reinhard@stadt.freiburg.de

Ms. Katrin Werkle
Telephone: 0761 201 6344
Katrin.Werkle@stadt.freiburg.de

www.freiburg.de/engagement-migration

Municipal Integration Management (Kommunales Integrationsmanagement, KIM) offers individual support and integration services to refugees living in shared housing and apartments on a case management basis.

CONTACT AND FURTHER INFORMATION:

Clearing Office KIM
Mr. Pavlin Stamatov
Telephone: 0761 201 6273
cs-integration@stadt.freiburg.de
www.freiburg.de/integrationsmanagement

Migrant Advisory Council

(Migrant_innenbeirat)

As an independent municipal body, the Migrant Advisory Council of the City of Freiburg represents the interests of the foreign population and all migrants who are German passport holders.

CONTACT AND FURTHER INFORMATION:

migrantenbeirat@stadt.freiburg.de
www.freiburg.de/migrantenbeirat



Benefits and Services for Refugees

(Leistungen und Dienste für Geflüchtete)

The **Social Service** (Sozialer Dienst) supports refugees who live in shared housing and apartments. Its personnel provide active accompaniment during integration and societal participation and are qualified on-site contact persons for refugees, volunteers and the neighborhood.

CONTACT: SozialerDienst@stadt.freiburg.de

Housing Administration (Wohnraumverwaltung) and **Management** (Hausmanagement) are tasked with the accommodation of refugees in shared housing and apartments, as well as operate and manage the municipal facilities.

HOUSING ADMINISTRATION CONTACT:

Arrange an appointment by e-mail:
AMI_Wohnraumverwaltung@stadt.freiburg.de

Mon 7:30 am - 4:00 pm
Tue 1:00 pm - 4:00 pm
Wed 7:30 am - 5:30 pm
Thu 7:30 am - 12:30 pm
Fri 7:30 am - 12:30 pm

As a migrant, you may be able to claim material and/or financial **benefits in accordance with the Asylum Seekers' Benefits Act** (Asylbewerberleistungsgesetz, AsylbLG; responsible division: Leistungsgewährung) under certain circumstances.

CONTACT AND FURTHER INFORMATION:

www.freiburg.de/asylblgtermin
ami_leistungsgewaehrung@stadt.freiburg.de

An appointment is required for all matters concerning the provision of benefits.

The **Apartment Acquisition Division** (Wohnungsakquise) assists those wishing to rent their flat, in cooperation with the city, to families in emergency situations and refugees who urgently need a home.

CONTACT: Mr. Erdem Akkus
Telephone: 0761 201 6368
Wohnungsakquise@stadt.freiburg.de

Aliens and Citizenship Law

(Ausländer- und Staatsangehörigkeitsrecht)

An appointment is required for all associated matters.

Aliens Law (Ausländerrecht)

The **Service Desk for Aliens Law** is the first point of call for all questions relating to aliens law.

Arrange an appointment using the service telephone: 0761 201 6470 or by e-mail: abh-termine@stadt.freiburg.de

Further information, our contact form as well as online appointments for individual services are available under www.freiburg.de/auslaenderbehoerde

IF YOU HAVE ANY QUESTIONS:

auslaenderbehoerde@stadt.freiburg.de

Naturalization and Citizenship

(Einbürgerung und Staatsangehörigkeit)

Arrange an appointment using the service telephone: 0761 201 6470 or via our contact form under www.freiburg.de/einbuergerung

IF YOU HAVE ANY QUESTIONS: einbuergerung@stadt.freiburg.de

On site appointments only in emergencies!

Your place of residence determines who is responsible for processing your request:

- **In Freiburg:** the City of Freiburg
- **In the surrounding district (Landkreis) of Breisgau-Hochschwarzwald:** the Breisgau-Hochschwarzwald District Administration (Landratsamt Breisgau-Hochschwarzwald)

OPENING HOURS OF THE ALIENS AND

CITIZENSHIP LAW DEPARTMENT:

(by appointment only)

Mon 7:30 am - 4:00 pm
Tue 1:00 pm - 4:00 pm
Wed 7:30 am - 5:30 pm
Thu 7:30 am - 12:30 pm
Fri 7:30 am - 12:30 pm