

Guide for refugees: Counselling centres



Which counselling centres support which refugees:

Welcome Points	Flüchtlingsberatung	Migrationsberatung	Jugendmigrationsdienst	Kommunales Integrationsmanagement
for all refugees	only for refugees who are still in the asylum procedure	only for refugees who are no longer in the asylum procedure and are at least 27 years old	for refugees under 27 years of age	for all refugees

The counselling centres can help you, for example, with

- Applying for a residence permit (Aufenthaltserlaubnis) or fictitious certificate (Fiktionsbescheinigung) at the foreigners authority (Ausländeramt) or extending it and when applying for a settlement permit (Niederlassungserlaubnis) or naturalisation (Einbürgerung).
- Apply for benefits from the Jobcenter,
- Relocation: Application for relocation to other accommodation or assignment to another city, registration certificate (Meldebescheinigung),
- Apply for health insurance membership (AOK).

Counselling centres, sorted by city districts:

Stadtbezirk 1 – city district 01

Leopoldstraße 30 (Centre Caritas)

Refugee counselling for refugees in the accommodation centres:

Völklinger Straße, Grünewaldstraße, Zur Lindung, In der Niessdonk, Karlsbader Straße, Lützenkircher Straße:

Manuela Chajkovska (Branch: Klosterstraße 92)

+ 49 (0)151 1516 6150

Centre Leopoldstraße:

Migrationsberatung

Consultation hours by telephone arrangement: +49 211 1602 1792, +49 211 1602 1789, +49 211 1602 1795, +49 211 1602 1793, +49 211 1602 1794, + 49 211 1602 1791

Kommunales Integrationsmanagement

KIM-Beratung@caritas-duesseldorf.de

Bankstraße 57 (Jüdische Gemeinde)

Kommunales Integrationsmanagement

KIM-Beratung@jgdus.de

Stadtbezirk 2 – city district 02

Platz der Diakonie 2 a (Diakonie)

(Near Gerresheimer Straße / tram stop 709, Wetterstraße)

Welcome Point

Open consultation hours

Monday from 10 – 13 h, Thursday 13:00 – 16:00 h,

further appointments by telephone arrangement:

Tel.: +49 172 45 07 785, +49 173 159 53 48

Refugee counselling for refugees in the accommodation centres:

Werftstraße, Leuchtenberger Kirchweg, Lichtenbroicherweg, Gatherweg, Duderstädter Straße, Emil-Barth-Straße:

Oliver Targas

Phone: +49 (0)211 9131 8813

Oliver.Targas@diakonie-duesseldorf.de

Shima Jamalian Hanjani

Phone: +49 (0)173 734 2396

Shima.JamalianHanjani@diakonie-duesseldorf.de

Migrationsberatung

Appointments can be arranged by telephone:

+49 211 913 18 834, +49 211 913 18 805, +49 211 913 18 801

Jugendmigrationsdienst (JMD)

Appointments can be arranged by
telephone: +49 211 913 18 835, +49 211 913
18 833, +49 211 913 18 832, +49 211 913 18
830, +49 1520 893 33 62
JMD offers >>> QR-Code Homepage



Kommunales Integrationsmanagement
KIM-Beratung@diakonie-duesseldorf.de

Liststraße 2 (Arbeiterwohlfahrt AWO)

Migrationsberatung

Appointments by telephone: Tuesday 09:00 - 11:00, Thursday 13:00 - 15:00, +49 21160025-174, +49 21160025-178, +49 21160025-166, +49 21160025-179,

Stadtbezirk 3 – city district 03

Heinz-Schmöle-Straße 7 (Welcome Center/FwiD)

(Close to the main railway station, Bertha-von Suttner-Platz)

Welcome Center von Flüchtlinge willkommen in Düsseldorf e.V. (FwiD)

Advice **by appointment in person** at the Welcome Centre on
Tuesday, Wednesday or Thursday 2 - 6 pm

Ellerstraße 176 (stay! Flüchtlingsinitiative)

Open consultation hours: Monday 10-13, Tuesday 15-17, Friday 12 - 15 h
Legal advice by appointment: + 49 211 721395 11

Kölner Straße 267 (Caritas)

Welcome Point

Appointments can be made by telephone on +49 175 7168235 or in person during opening
hours: Monday 12-16, Tuesday 11-16, Wednesday 10-14, Thursday 14-17, Friday 9-12

**Refugee counselling for refugees in the accommodation centres: Völklinger Straße,
Grünwaldstraße, Zur Lindung, In der Niessdonk, Karlsbader Straße, Lützenkircher
Straße**

by telephone appointment:

Mustafa Al-Rubei, Kölner Str. 265
+49 (0)151 7271 3850
mustafa.al-rubei@caritas-duesseldorf.de

Himmelgeister Straße 107 (die-AGB)

Kommunales Integrationsmanagement
KIM-Beratung@die-agb.de

Oberbilker Allee 287 (AWO)

Refugee counselling for refugees who do not yet have a residence permit in the accommodation centres:

Nördlicher Zubringer, Karweg, Schimmelpfennigstraße

Anass El Aidi

anass.elaidi@awo-duesseldorf.de

+49 (0)174 170 4061

Mondays, Tuesdays, Wednesdays 9:30 - 15:30, Thursdays by appointment

Stadtbezirk 4 – city district 04

No counselling centre

Stadtbezirk 5 – city district 05

No counselling centre

Stadtbezirk 6 – city district 06

Rather Kreuzweg 43 (Caritas, ASG)

Welcome Point

Rather Familienzentrum +49 211 1740146

Open consultation hours: Wednesday 3-5 pm

Appointments can be made by telephone: +49 175 716 796 82 35

Stadtbezirk 7 – city district 07

Heyestraße 213 (Stadt Düsseldorf)

Welcome Point

Open consultation hours: Tuesday 9-12 h, Thursday 13-16 h,

+49 211 8999383 or +49 1522 8411516

Stadtbezirk 8 – city district 08

Gumbertstraße 119 (Diakonie)

(Eller-Mitte bus stop)

Welcome Point

Consultation hours: Tuesdays 18–20 h, Wednesdays 17–19 h, Thursdays 14–16 h
and by telephone appointment: +49 173 746 20 61

Erkrather Straße 379 (Amt für Migration)

Kommunales Integrationsmanagement (active throughout the city)

Tel. +49 211 89 92 950

kim-beratung@duesseldorf.de

Posener Straße 2 (Multikulturelles Forum e.V.)

(U75 to Schlesische Straße)

Flüchtlingsberatung

Mondays, Tuesdays, Wednesdays, Thursdays, Fridays 9 a.m. – 4 p.m.

Tel.: +49 211 95 74 29 40 oder -47

Migrationsberatung

Mondays, Tuesdays, Wednesdays, Thursdays 9 a.m. – 12.30 p.m. and 1 p.m. – 4.30 p.m.

Tel.: +49 211 95 74 29 40 oder -47

Kommunales Integrationsmanagement

KIM-Beratung@multikulti-forum.de

Stadtbezirk 9

Potsdamer Straße 41 (DRK)

Welcome Point

Open consultation hours: Tuesdays 9 am – 12.30 pm, Thursdays 2 pm – 5 pm or by
appointment: +49 211 22995858

**Refugee counselling for refugees in the accommodation centres: Moskauer Straße,
Kieshecker Weg, Höherweg:**

Appointments can be made in person or by telephone:

Burim Haliti

+49 (0)211 2299 5858

+49 (0)173 5232 929

burim.haliti@drk-duesseldorf.de

Lucien Vihalva de Campos

+49 (0)162 2769 797

burim.haliti@drk-duesseldorf.de

Flüchtlingsberatung

Appointments can be made in person or by telephone:

+49 211 2299-5858

Migrationsberatung

Appointments by personal appointment Monday to Friday 8:30 - 16:30 or by telephone:

+49 211 2299 5854, +49 211 2299 5850

Kommunales Integrationsmanagement

KIM-Beratung@DRK-duesseldorf.de

Kölner Landstraße 70 (Caritas)

Welcome Point

Make an appointment by phone: +49 211 72139628

Stadtbezirk 10

Fritz-Erler-Str. 27 (AWO)

Welcome Point

Hennig Stomberg

E-Mail: hennig.stomberg@awo-duesseldorf.de

Telefon: +49 (0)174 24 554 97, +49 (0)174 2455 497

dienstags 13 - 16 Uhr, mittwochs 13 - 16 Uhr (nach Vereinbarung)

Frankfurter Straße 225 (AWO)

Migrationsberatung

Tel.: +49 174 2453 167

Appointments by telephone:

Tuesday 09:00-11:00 h, Thursday 13:00 - 15:00 h.
