

# Guide for refugees: Counselling centres



## Which counselling centres support which refugees:

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

##### Flüchtlingsberatung

Consultation hours by telephone arrangement:

Telefon: +49 211 1602 1787, 0211 1602 1784

##### 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](mailto:KIM-Beratung@caritas-duesseldorf.de)

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## **Klosterstraße 92 (Caritas)**

### **Welcome Point**

Consultation hours by telephone arrangement:

+49 151 404 796 84

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## **Bankstraße 57 (Jüdische Gemeinde)**

Kommunales Integrationsmanagement

[KIM-Beratung@jgdus.de](mailto:KIM-Beratung@jgdus.de)

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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

### **Flüchtlingsberatung**

Consultation hours by telephone arrangement:

+49 211 913 18 801, +49 211 913 18 813

### **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](mailto:KIM-Beratung@diakonie-duesseldorf.de)

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## **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,

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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

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## **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

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## **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

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## **Himmelgeister Straße 107 (die-AGB)**

### **Kommunales Integrationsmanagement**

[KIM-Beratung@die-agb.de](mailto:KIM-Beratung@die-agb.de)

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## **Oberbilker Allee 287 (AWO)**

Flüchtlingsberatung (only for refugees who do **not yet have a residence permit**)

Telephone: +49 174 170 406

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

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## **Stadtbezirk 4 – city district 04**

No counselling centre

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## **Stadtbezirk 5 – city district 05**

No counselling centre

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## **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

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## **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

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## **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

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### **Erkrather Straße 379 (Amt für Migration)**

**Kommunales Integrationsmanagement (active throughout the city)**

Tel. +49 211 89 92 950

[kim-beratung@duesseldorf.de](mailto:kim-beratung@duesseldorf.de)

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## **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](mailto:KIM-Beratung@multikulti-forum.de)

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## **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

### **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](mailto:KIM-Beratung@DRK-duesseldorf.de)

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## **Kölner Landstraße 70 (Caritas)**

### **Welcome Point**

Make an appointment by phone: +49 211 72139628

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Stadtbezirk 10

## **Fritz-Erler-Straße 27 (AWO)**

**Welcome Point**

Tel.: +49 174 24 554 97

Tuesdays 1 - 4 pm, Wednesdays 1 - 4 pm (by appointment).

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## **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.

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