



Welcome to the district of Bautzen – A guide for asylum seekers





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The marketplace and Bautzen Town Hall

1. WELCOME

Welcome to the district of Bautzen.

The district of Bautzen is made up of 58 cities and municipalities. It is one of 10 districts in the Free State of Saxony. Saxony is in turn one of Germany's 16 federal states. Around four million people live in Saxony, and around 300,000 of these live in the district of Bautzen.

The environment, natural surroundings and our way of life here may seem unusual to you at first. You are sure to have a lot of questions and may not understand certain things when you arrive.

This brochure has been created to help you get to know us better, and to make your arrival in the district of Bautzen easier. You will find important information to guide you in your day-to-day life, and addresses and telephone numbers for services that can help you.



2. YOUR FIRST STEPS

2.1. The Immigration Office

When you arrived in Germany, you were registered at an initial arrival centre by the Central Foreigners' Authority (*Zentrale Ausländerbehörde, ZAB*). The Authority has now sent you to the district of Bautzen.

Your initial point of contact in the district of Bautzen is the Immigration Office (*Ausländeramt*) at the District Office of Bautzen. The Immigration Office is responsible for you while your asylum application is being processed, or if you are granted "tolerated" or "permitted" status.



Immigration Office in Kamenz

(responsible for the yellow area)

Macherstraße 55

01917 Kamenz

auslaenderamt@lra-bautzen.de

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00

Telephone: 03591 5251 34001

in Bautzen

(responsible for the blue area)

Bahnhofstraße 18

02625 Bautzen



2.2. A place to live

The Immigration Office will assign you a place to live. This will normally be in shared accommodation – a home or “*Heim*”. While your asylum application is being processed, or if you are granted “tolerated” or “permitted” status, you must remain living at your assigned residence. This will normally be a *Heim*.

Each *Heim* employs people who can help you find your way in your new hometown.

You will live together with people of different cultures.

If you abide by these general rules, you shouldn’t experience any problems:

- **Keep to the house rules and act respectfully towards all residents to ensure that conflict does not arise.**
- **Use electricity and water sparingly to protect the environment.**
- **Separate your rubbish to help save raw materials and protect the environment.**
- **Air your room daily to prevent mould from growing.**
- **Adhere to visiting hours.**
- **The staff at the *Heim* will give you your post.**
- **Exchange telephone numbers with the staff at the *Heim* to ensure you can be contacted if there is an emergency.**



2.3. The Residents’ Registration Office

In Germany, there is a compulsory registration system or “*Meldepflicht*”. This means that you must register with the city or municipality in which you live. To do this, you must visit its Residents’ Registration Office (*Einwohnermeldeamt*). You will find this office at your city or district’s local government offices. They will give you written confirmation of your registration, which will show your current address.

You must provide proof of identity to register (passport, ID card or a provisional document). Registration is free of charge.

If you have any questions, the Immigration Office will be happy to help you.

NOTE:

You must register within two weeks of moving in!

If you register too late or not at all, you may have to pay a fine.



2.4. Dealing with letters from the authorities

During the asylum process, you will receive letters from various government offices and authorities. Open them immediately. They may contain deadlines that you will have to adhere to.

If you are living in a *Heim*, ask the staff there if any post has arrived for you.

If you live in an apartment, check your letterbox daily.

2.5. Learning German and integration courses

Your first opportunities to start learning German may come in the form of:

- Language courses run by volunteers (information regarding management of the *Heim*, volunteer services and addresses are provided at the back of this brochure)
- A self-study course using the free app: www.ankommenapp.de

There are a number of different language courses you can take, such as “Deutsch sofort” (“German Now”), “Deutsch qualifiziert” (“Qualified in German”) and “Berufsbezogene Sprachförderung” (“Vocational Language Training”). These are offered to the following people:

- Asylum seekers who have been given “tolerated” status for humanitarian or personal reasons
- Asylum seekers with temporary residence permits who are likely to remain in Germany

Recognised asylum seekers must take an integration course. The integration course consists of a language course and an orientation course. In the orientation course, you will learn about life in Germany, its laws, culture and history. The course is provided free of charge.

Asylum seekers given “tolerated” status or temporary residence permits who are likely to remain in Germany may also be permitted to attend an integration course. To apply, contact the Federal Office for Migration and Refugees (*Bundesamt für Migration und Flüchtlinge*, BAMF). Please note that there is no guarantee you will be accepted. You will only be allowed to attend if there are spaces.

More information about the Federal Office for Migration and Refugees (BAMF):



If you have any questions, please contact the Immigration Office. When you come to your consultation appointment, please bring proof of identity and any certificates you may have for previous German courses.

Integration courses:

Immigration Office /
Integration Department
Macherstraße 55
01917 Kamenz

Telephone: 03591 5251 34301

Consultation hours:

Tuesdays	8:30 to 18:00
Thursdays	8:30 to 18:00



2.6. Who can answer your questions on the asylum process?

The asylum process is very complex. At the end of the process, a decision will be made as to whether you can remain in Germany, and if so, for how long. If you have any questions regarding the asylum process, please contact the Immigration Office.

Immigration Office

in Kamenz

Macherstraße 55

01917 Kamenz

auslaenderamt@lra-bautzen.de

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00

Telephone: 03591 5251 34001

in Bautzen

Bahnhofstraße 18

02625 Bautzen



... on daily life and integration?

Youth migration service

(Jugendmigrationsdienst, for young migrants aged from 12 to 27 years)

Haus der Diakonie

Fichtestraße 8

01917 Kamenz

Telephone: 03578 385423

Wilhelm-Ostwald-Str. 19

02625 Bautzen

Telephone: 03591 276761



Migration advice for adults

Haus der Caritas

Haydenstraße 8

01917 Kamenz

Telephone: 03578 374320

www.caritas-oberlausitz.de

Caritas Bautzen

Kirchplatz 2

02625 Bautzen

Telephone: 03591 498250



There are lots of people in the district of Bautzen who are trying to help make things easier for refugees as they arrive in Germany. They can help you with day-to-day questions or with the authorities. The contact details for people near you can be found at the end of this brochure.

... on integration and special circumstances?

Officer for the Integration of Foreigners:

Bahnhofstraße 9
02625 Bautzen

Telephone: 03591 5251 87700
Consultation hours: 10:00 to 12:00

auslaenderbeauftragte@lra-bautzen.de





The marketplace and Kamenz Town Hall

3. LIFE IN GERMANY

3.1. Democracy

Germany is a democratic country. This means that all of the state's power comes from its people. This is stated in the *Grundgesetz*, our constitution, which is the most important legal foundation for life in Germany. German people choose their government in political elections.

3.2. Personal freedom

In Germany, it is forbidden to discriminate against people due to their gender, skin colour, ethnicity, religion, sexual orientation or nationality. If you feel that you have been the victim of discrimination, contact the police. Many people of different nationalities live in Germany. They all have the same rights. No person is better or worse than any other. You must respect all people, even those who come from places with which your homeland is in conflict.

Every person in Germany may choose their partner freely, and this also applies to same-sex partnerships.

Similarly, it is normal to live together whether married or unmarried.

3.3. Equality

Women and men have equal rights in Germany. Here, women have the same rights and duties as men. They can make decisions for themselves and live freely.

Violence against women is a punishable offence in Germany. This includes men beating their wives.

Rape or non-consensual sex is a punishable offence in Germany. This also includes within a marriage.

Women work in the same jobs as men, for example as doctors, nurses and police officers. Women also work in leadership positions and do just as good a job as men. Treat women with as much respect as you would a man. Instructions from women must be followed.

3.4. Religion

In Germany, the state and religion are separate. We are all entitled to freedom of religion – everyone is free to practice a religion of their choice. Religion is a private matter in Germany. This means that people are free to believe in whatever they choose to. No person is better or worse than any other due to their beliefs, or lack thereof. It is possible to belong to no religion at all.

3.5. Food and drink

Germany is a country where people traditionally eat a lot of pork. You should therefore always ask what a meal contains if you wish to avoid it. Many sweets in Germany contain gelatine. This is made from the skin and bones of pigs.

If you want to ensure that the food you eat is halal, buy products that are marked as “*vegan*” or “*vegetarisch*”.

It is also normal to drink alcohol at many events in Germany. Of course, you may decline it if you wish. This will not be considered impolite and will be accepted.

3.6. Bureaucracy

The work German authorities and offices do may sometimes seem very complex. There are standardised processes to follow which take time. It can sometimes feel very drawn out. But this is the only way it can be ensured that people are treated equally, and that no-one experiences preferential treatment or discrimination.

3.7. Greetings

In Germany, it is common to shake peoples' hands when you greet them, say goodbye or meet someone new. Both men and women will offer their hand and look into your eyes. If they smile, it is not a sexual advance. They are just trying to be friendly. If you are greeting your neighbours or people waiting with you at a doctor's surgery for example, a simple "*Guten Tag*" ("Good day") will do. If you are speaking to someone you do not know, you should always use the polite form of "you" – "*Sie*". Saying "*du*" is considered impolite unless you are friends.

3.8. Saying "no"

In Germany, people often express their opinions in a direct manner. It is common to give constructive criticism to help yourself or others to improve. It also common in Germany to give a clear "*nein*" ("no"). If someone offers you something, for example to eat or drink, you may decline. A German will respect this and will not think you are being impolite.

3.9. Punctuality

In Germany, people value punctuality highly. Often, German people will arrive at a meeting place five minutes before the agreed time. If someone is late, this is seen as impolite. If you know you will not be able to make it to an appointment in time, let the person you are meeting know that you are running late. Be particularly careful to get to appointments with the authorities on time.

3.10. Quiet times

Sundays in Germany are quiet days. Most Germans do not work on Sundays. Throughout the country, the hours between 10pm and 6am are considered a quiet time – "*Nachtruhe*" ("night-time quiet"). Germans will keep noise to a minimum between these hours to avoid disturbing their neighbours. Please ensure you do so too, even if you are celebrating festivals such as Ramadan.

3.11. Protecting the environment

Germans are very conscious about protecting the environment. For this reason, they separate their rubbish. There are different rubbish bins for different types of rubbish. For example, bins with yellow lids must only be used for plastic waste. Germany also has "*Pfandflaschen*" – bottles on which you pay a deposit. Do not simply throw these bottles into the bin. Take them back to the supermarket and you will get your deposit back.



4. MONEY

In Germany, our currency is the euro.
One euro is made up of 100 cents.

If you do not have your own income or other assets, you can apply for support from the state (money and benefits). The responsible authority for this is the Immigration Office (*Ausländeramt*).

The money can be paid to you in cash or transferred to your bank account.

If you wish to be paid in cash, this is done at the cash desk at the District Office of Bautzen.

If you would like to open a bank account, please visit a bank or savings bank (*Sparkasse*) of your choice.

NOTE:

If you start receiving an income, inform the Immigration Office immediately!

If you receive an income from working, you must inform the Immigration Office immediately.

If you do not, you will have to pay back money you have received. You may also be fined. In a worst case scenario, you may be charged with an offence. This would then have a negative effect on your application.



5. SHOPPING

Buying goods in large supermarkets is normally good value for money. Supermarkets are open every day except for Sundays and public holidays.

Used clothing, furniture and household items can be purchased cheaply at a special shop called a *Sozialkaufhaus*. In order to buy from these shops, you will need your current identification card (approved or tolerated status) or your benefit confirmation letter (*Leistungsbescheid*). These shops can be found in many cities. You can also purchase good quality used clothing at second hand shops.

Sozialkaufhaus locations in Hoyerswerda

Richard-Wagner-Straße 13
02977 Hoyerswerda

in Bautzen

Steinstraße 34
02625 Bautzen

in Kamenz

Garnionsplatz 4a
01917 Kamenz



You can purchase food at a reduced price from the “*Tafel*” food banks. These are run by volunteers, donors and sponsors. They collect good quality excess food and give it to the people who need it.

In order to use a food bank, you will need your current identification card (approved or tolerated status) or your benefit confirmation letter (*Leistungsbescheid*).

Food banks:

Tafel Bautzen

Fabrikstraße 50
02625 Bautzen

Tafel Kamenz

Garnionsplatz 4a
01917 Kamenz

Tafel Hoyerswerda

Ulrich-von-Hutten-Straße 31/33
02977 Hoyerswerda

Tafel Bischofswerda

Clara-Zetkin-Straße 6
01877 Bischofswerda

Tafel Radeberg

Dr.-Rudolf-Friedrich-Straße 24
01454 Radeberg





6. HEALTH

6.1. Visiting a doctor with just a treatment certificate

As an asylum seeker either in the asylum process or with approved or tolerated status, you will need a treatment certificate (*Krankenbehandlungsschein*) to visit a doctor. You can get this from the Public Health Office (*Gesundheitsamt*).

Public Health Office in Bautzen

Bahnhofstraße 5
02625 Bautzen
Telephone: 03591 5251 53119,
03591 5251 53114

Treatment certificates issued:

Tuesdays and Thursdays
8:30 to 18:00

Public Health Office in Kamenz

Macherstraße 55
01917 Kamenz
Telephone: 03591 5251 53120,
03591 5251 53103

Treatment certificates issued:

Monday to Thursdays
09:00 to 11:00
Tuesdays and Thursdays
13:00 to 15:00
Friday 09:00 to 10:00

Public Health Office in Hoyerswerda

Schlossplatz 2
02977 Hoyerswerda
Telephone: 03591 5251 53001,
03591 5251 53122

Treatment certificates issued:

Monday to Thursday
10:00 to 11:30
Tuesdays and Thursdays
14:00 to 16:00



The number of treatments or period of treatment you are entitled to will be noted on the certificate. If you require additional medical services or immunisations, you will need a new certificate.

Not all medical services are paid for by the state. You are entitled to the following services:

- The treatment of acute and chronic pain and illnesses
- For pregnant women: check-ups, the cost of the birth and aftercare
- For children: medically necessary immunisations and health screenings
- For adults: medically necessary immunisations

NOTE:

If you do not have a treatment certificate, you will have to pay for your treatment yourself.

You must also pay any travel costs for attending doctor's appointments or after being discharged from hospital.



If you can no longer attend your doctor's appointment, ensure you cancel it. If you do not, you may still have to pay the fee. With some doctors, it can take a number of months to get an appointment. This is normal. Please be patient.



6.2. Refugee clinics

If you are unable to find a doctor, you can be treated at a refugee clinic (*Flüchtlingsambulanz*). These are located at the hospitals (*Krankenhaus*) in Bautzen, Bischofswerda and Hoyerswerda.

Refugee clinics

Bautzen Hospital

Am Stadtwall 3
02625 Bautzen

Bischofswerda Hospital

Kamenzer Straße 55
01877 Bischofswerda

Hoyerswerda Hospital

Maria-Grollmuß-Straße 10
02977 Hoyerswerda



6.3. Hospitals

Bautzen Hospital

Am Stadtwall 3
02625 Bautzen

Bischofswerda Hospital

Kamenzer Straße 55
01877 Bischofswerda

Hoyerswerda Hospital

Maria-Grollmuß-Straße 10
02977 Hoyerswerda

Kamenz Hospital

Nebelschützer Straße 40
01917 Kamenz

Radeberg Hospital

Pulsnitzer Straße 60
01464 Radeberg



6.4. Emergency services

Emergency medical assistance

Telephone:	116 117
Mondays, Tuesdays and Thursdays:	from 18:00 to 8:00
Wednesdays and Fridays:	from 12:00 to 8:00
Weekends and public holidays:	around the clock



In emergencies, or if you suddenly fall seriously ill outside of your doctor's normal opening hours, you can contact the emergency medical assistance service.

You will always be treated in an emergency, even if you do not have a treatment certificate.

In particularly severe cases, you can also call an ambulance.

But before you do, please ensure that it really is an emergency. If you misuse the emergency service number, you will have to pay the resulting costs.

Emergency services telephone numbers

Police	110
Ambulance	112
Fire service	112
Poisoning	0228 19240



6.5. Help in crisis situations

Help in crisis situations

Frauenschutzhaus Bautzen (women's refuge)	03591 451 20
Interventionstelle gegen häusliche Gewalt (intervention against domestic violence)	03591 2758 24
Children's telephone hotline	116111
Schwangerschaftsberatungsstelle Bautzen (pregnancy advice)	03591 4982 60
Schwangerschaftsberatungsstelle Hoyerswerda (pregnancy advice)	03591 5251 53111
Schwangerschaftsberatungsstelle Kamenz (pregnancy advice)	03578 374322
Schwangerschaftsberatung Radeberg (pregnancy advice)	03591 5251 53107
Pastoral helpline (protestant)	0800 1110111
Pastoral helpline (catholic)	0800 1110222
Equal Opportunities Officer for the District of Bautzen	03591 5251 87600





7. CHILDREN AND FAMILY

The family unit is of great importance in Germany. Children are very well protected here.

IMPORTANT:

Any form of violence against a child is a punishable offence. This includes parents beating their own children. If you do this, your child may be taken away from you.



7.1. Raising children

In Germany, most mothers and fathers will share the responsibility of raising their children. It is normal for women to return to work after giving birth. Mothers and fathers are also entitled to take time off work after the birth of their child. This is called “*Elternzeit*”.

7.2. Kindergartens and nurseries

In Germany, any child aged between 1 and 6 years may visit a nursery (*Kinderkrippe*) or a Kindergarten. Here, your child will come into contact with other children. They play, eat, sing and discover the world together – a fun way for your child to learn German.

Ensure you apply for a place at a facility near you in good time. It may take some time for a place to become available. For further information, you can contact the Kindergarten itself, your city or district's local government offices or the Youth Service Office (*Jugendamt*).

In Germany, attending a Kindergarten costs money. The costs are shared between the parents and the state. Parents also have to pay for their children's lunches. However, if the parents earn no or very little money, financial support is available.

Youth Service Office:

To apply for financial support for a Kindergarten place:

in Bautzen

Bahnhofstraße 9
02625 Bautzen

in Kamenz

Macherstraße 61
01917 Kamenz

in Hoyerswerda

Schloßplatz 2
02977 Hoyerswerda

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00

Job centre:

To apply for financial support for lunches at a Kindergarten:

in Bautzen

Kornmarkt 4
02625 Bautzen

03591 5251 44234

in Kamenz

Garnisonsplatz 5
01917 Kamenz

03591 5251 44035

in Hoyerswerda

Albert-Einstein-Straße 47
02977 Hoyerswerda

03591 5251 44217

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00

Further information: www.jmd-pirna.de/arbeitshilfe/



7.3. Parents' responsibilities for their children

As a parent in Germany, you have an obligation to protect your children from harm and accidents and to supervise them (*Aufsichtspflicht*).

IMPORTANT:

If you do not adhere to this obligation, you may be punished.





8. SCHOOL

8.1. Schooling and compulsory education

All children in Germany must start attending school once they reach 6 years old.

Please ensure that your child always gets to school on time. If they are ill, please inform the school.

Swimming is part of the curriculum in Germany and girls and boys must participate in lessons.

Please make sure your child takes breakfast to school with them each day. This will help them to learn.

IMPORTANT:

All parents of school-age children must ensure that their children attend lessons regularly. If they do not, they may be fined.



8.2. School enrolment health checks

Before a child starts school, they must have a check-up with a doctor at the Public Health Office (*Gesundheitsamt*). They will decide whether your child is ready to attend school.

8.3. The Saxon Education Agency

The Saxon Education Agency (*Sächsische Bildungsagentur*) is responsible for organising school places. You will receive a letter from this state authority with details of an appointment for a meeting. During this meeting, a decision will be made as to which school your child will attend. Normally, your child will start by attending special preparatory classes where German will be taught as a second language (*DaZ-Klassen*).

Saxon Education Agency Bautzen

Otto-Nagel-Straße 1
02625 Bautzen

Telephone: 03591 6210



8.4. Getting to school: on foot or by bus

Before your child starts school, find the safest route to get there and walk it with your child. They can then follow it on their own or with their classmates.

If your child has to travel further, they can take a bus. You can apply for financial support for this.

You can get a form to request financial support for transport either from the school itself or at the municipal offices at the District Office of Bautzen

in Bautzen

Bahnhofstraße 9
02625 Bautzen

in Kamenz

Macherstraße 55
01917 Kamenz

in Hoyerswerda

Schloßplatz 2
02977 Hoyerswerda

Consultation hours:

Mondays	8:30 to 16:00
Tuesdays and Thursdays	8:30 to 18:00
Wednesdays and Fridays	8:30 to 13:00



8.5. School trips, outings and celebrations

German schools regularly organise class trips, outings, parties and performances. Your child can learn a lot by participating in these, and it can also help to improve their German.

If parents earn no or very little money, financial support is available. Financial support is also available for school lunches.

Financial support for school trips, supplies or lunches:

District Office of Bautzen – Education and Participation
Kornmarkt 4
02625 Bautzen

Contact:

leistung-but@lra-bautzen.de

in Bautzen

Kornmarkt 4
02625 Bautzen
03591 5251 44234

in Kamenz

Garnisonsplatz 5
01917 Kamenz
03591 5251 44035

in Hoyerswerda

Albert-Einstein-Straße 47
02977 Hoyerswerda
03591 5251 44217

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00





9. WORK AND CAREERS

9.1. Internships, training and work

As a refugee, you are not permitted to work during your first three months in Germany. This also applies to internships and training programmes.

From your fourth month, you may find a job, an internship or a training programme.

However, you will require permission from the Central Foreigners' Authority. The Authority will provide you with a certificate in your passport to prove you have permission to work (*Beschäftigungserlaubnis*).

NOTE:

If you work without official permission, you may be punished with fines or imprisonment.



Immigration Office in Kamenz

Macherstraße 55
01917 Kamenz

Consultation hours:

Tuesdays and Thursdays 8:30 to 18:00
Telephone: 03591 5251 34001

in Bautzen

Bahnhofstraße 18
02625 Bautzen



9.2. The Federal Employment Agency

In Germany, the Federal Employment Agency (*Bundesagentur für Arbeit*) is responsible for arranging and facilitating work, training courses and work placements. The staff there will help you find a suitable job or training course.

If you are still in the asylum process or have been granted tolerated status, please contact the Federal Employment Agency.

Federal Employment Agency, Bautzen

Opening hours:

Neusalzaer Straße 2, 02625 Bautzen

Monday to Wednesday 8:00 to 13:00

Thursdays 8:00 to 13:00 and 15:00 to 18:00

Federal Employment Agency, Kamenz

Opening hours:

Nordstraße 33, 01917 Kamenz

Mondays and Fridays 8:00 to 13:00

Tuesdays and Wednesdays by appointment only

Thursdays 8:00 to 13:00 and 15:00 to 18:00

Federal Employment Agency, Hoyerswerda

Opening hours:

Albert-Einstein-Straße 47, 02977 Hoyerswerda

Mondays and Fridays 8:00 to 13:00

Tuesdays 8:00 to 13:00 and 15:00 to 18:00

Wednesdays and Thursdays by appointment only

Federal Employment Agency, Radeberg

Opening hours:

Mühlstraße 3-4, 01454 Radeberg

Tuesdays 8:00 to 13:00

Federal Employment Agency, Bischofswerda

Opening hours:

Stolpener Straße 15, 01877 Bischofswerda

Thursdays 8:00 to 13:00

Or by appointment

Telephone: 0800 4555 500

Further information: www.arbeitsagentur.de

Email: Bautzen.Asylsuchende-Fluechtlinge@arbeitsagentur.de



9.3. Recognition of professional qualifications

If you wish to apply for a job in Germany, please check whether your professional qualifications are recognised here.

For further information, please contact the Saxony Job Market Information and Advice Centre (*Informations- und Beratungsstelle Arbeitsmarkt Sachsen, IBAS*).

Saxony Job Market Information and Advice Centre (IBAS)

Weißeritzstr. 3 (Yenidze), 01067 Dresden

Telephone: 0351 43707 040

Email: anerkennung@exis.de

www.netzwerk-iq-sachsen.de/anerkennung





10. GETTING AROUND

10.1. Public transport

If you choose to travel by public transport (train, tram, bus) in Germany, please remember the following:

1. Buy a ticket at the machine, service counter or online. On some trains, you may be able to buy your ticket from the conductor.
2. Ask or check whether you need to validate your ticket before you get on, either on the platform or on the bus or train itself.

NOTE:

Always buy a ticket!

Travelling without a valid or validated ticket can be seen as an attempt at fraud. This can result in large fines.



You can buy tickets online and find further information at:

- www.zvon.de, www.bahn.de
- www.trilex.de
- www.vvo-online.de

NOTE:

On public transport (bus, train, tram), people will normally give up their seats for older, sick or pregnant people.

Please be polite and give up your seat if someone needs it more than you do.



10.2. Cycling

You do not need a driving licence to ride a bicycle. However, you must abide by the same traffic laws as other road users.

Before you start your journey, check that your lights and brakes are working.

NOTE:

If you drive without your lights on when it is dark, or go through a red traffic light, you may be fined. The use of telephones is also not permitted when riding a bicycle.



10.3. Driving a car or motorbike

To drive a car or motorbike, you will need a valid driving licence and vehicle documents. You must carry them with you. The car or motorbike must be insured and safe to drive.

10.4. Foreign driving licences

Foreign driving licences are only considered valid under certain conditions. Non-EU driving licences are only valid for a maximum of six months after your arrival. After six months, you can exchange your foreign licence for a German one by passing both a theoretical and a practical test.

EU driving licences are valid in Germany with no restrictions.

NOTE:

It is an offence to drive without a valid driving licence in Germany.

If you are driving, ensure that all of your passengers are wearing their seatbelts.

Babies and children must sit in child seats.

You may only use a telephone whilst driving if you use a hands-free kit.

It is illegal to drive under the influence of alcohol or drugs.





11. DECISION ON THE ASYLUM PROCESS

The Federal Office for Migration and Refugees (*Bundesamt für Migration und Flüchtlinge*, BAMF) will make the final decision on your asylum application. You will receive their decision in writing. The decision ends the asylum process.

There are two possible outcomes:

1. You are recognised. You receive a residence permit (*Aufenthaltstitel*).

Contact the Immigration Office immediately and show them the decision from the BAMF. After around six weeks, you will receive a letter with details of an appointment for your fingerprints to be taken. This period is determined by law.

Only after your fingerprints have been taken can an electronic residence permit (chip card) be made for you. This can also take a number of weeks.

2. Your application for asylum is declined.

Your status will remain as “tolerated” until you leave Germany. This status is not a residence permit. For further information regarding what will happen during your remaining time in Germany, contact the Immigration Office.

**Immigration Office
in Kamenz**

Macherstraße 55
01917 Kamenz

Consultation hours:

Tuesdays and Thursdays 8:30 to 18:00

Telephone: 03591 5251 34001

in Bautzen

Bahnhofstraße 18
02625 Bautzen





12. YOU ARE NOW A RECOGNISED REFUGEE – WHAT CHANGES?

12.1. Living as a recognised refugee

As a recognised refugee, you must move out of your accommodation in the *Heim*. For this reason, you should find your own apartment quickly.

You can choose to live anywhere in the district of Bautzen or the wider Free State of Saxony. Only in exceptional circumstances will you be allowed to move to a place outside of the Free State of Saxony. If you have any questions, the Immigration Office (*Ausländeramt*) will be happy to advise you.

If you already live in your own apartment, the Immigration Office will assess whether you can remain there. If they decide that you can, the rental agreement will be transferred to you. If they decide that you cannot, you will have to look for a new apartment.

You can find information about available properties:

- in your city or district
- in newspapers and advertising publications
- on the internet on property websites
- via an estate agent

If you are not yet earning an income, the Jobcenter will pay for the cost of your new home. However, there will be limitations as to how much the home can cost and how large it can be. Before signing a rental agreement, you must have permission from the Jobcenter.

**Jobcenter
in Bautzen**

Kornmarkt 4
02625 Bautzen
03591 5251 43900

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00

in Kamenz

Garnisonsplatz 5
01917 Kamenz
03591 5251 43903

in Hoyerswerda

Albert-Einstein-Straße 47
02977 Hoyerswerda
03591 5251 43902



You must amend your registration with the **Residents' Registration Office** (*Einwohnermeldeamt*, see section 2.3) within two weeks of moving into your new home.

12.2. Money for recognised refugees

If you are not receiving your own income, you can apply for support from the state to pay for your day-to-day needs.

To do so, contact the Jobcenter.

**Jobcenter
in Bautzen**

Kornmarkt 4
02625 Bautzen
03591 5251 43900

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00

in Kamenz

Garnisonsplatz 5
01917 Kamenz
03591 5251 43903

in Hoyerswerda

Albert-Einstein-Straße 47
02977 Hoyerswerda
03591 5251 43902



12.3. Healthcare as a recognised refugee

You will no longer need a treatment certificate (*Krankenbehandlungsschein*) to visit a doctor.

As a recognised refugee, you can receive a health insurance card. To get one, contact a health insurer of your choice.

12.4. Working as a recognised refugee

Once you have been given recognised status, you are responsible for finding yourself a job.

The Jobcenter can help you, providing information on available jobs, internships and training opportunities.

Jobcenter in Bautzen

Kornmarkt 4
02625 Bautzen
03591 5251 43900

in Kamenz

Garnisonsplatz 5
01917 Kamenz
03591 5251 43903

in Hoyerswerda

Albert-Einstein-Straße 47
02977 Hoyerswerda
03591 5251 43902

Consultation hours:

Tuesdays and Thursdays 8:30 – 18:00





13. ADVICE ON RETURNING HOME

If you no longer wish to continue your asylum application in Germany, you may return to your home country at any time.

Immigration Office: Advice on returning home voluntarily

in Kamenz

Macherstraße 55

01917 Kamenz

Telephone: 03591 5251 34121

in Bautzen

Bahnhofstraße 18

02625 Bautzen

03591 5251 34120 and 03591 5251 34116



If you are unable to pay for the cost of your return journey yourself, you may be able to get financial support.

More information from the BAMF:



Information on leaving Germany and travelling back to your home country, and help with returning home voluntarily:



THE WELCOME APP – FREE TO DOWNLOAD



Sie möchten sich hier einleben? Die App „Ankommen“ hilft Ihnen dabei. Sie ist ein Wegbegleiter für Ihre ersten Wochen in Deutschland und bietet Informationen zum Asylverfahren, zu Ausbildung und Arbeit sowie zum Leben in Deutschland. Außerdem können Sie mit der App Deutsch lernen.

You want to settle in here? The “Ankommen” (“Arrival”) app can help you. It is your companion during your first weeks in Germany and provides information on the asylum procedure, vocational training, work and living in Germany. In addition you can learn German with the app.

Vous souhaitez vous intégrer ici ? L’appli « Ankommen » (« Arriver ») est là pour vous y aider. Elle vous accompagnera tout au long de vos premières semaines en Allemagne et vous fournira des informations sur la procédure de demande d’asile, sur la formation et le travail ainsi que sur la vie en Allemagne. Vous pouvez également apprendre l’allemand avec cette appli.

نا ید؟ اپلیکیشن نکدشءاء اجندر ای یدگنید به زهمیخوا „Ankommen“ به شم ندر این رلا د. درهمید یرای هفت دهای مائق لااوتتن ایناملدر ا اپلیکیشن هست و اطلاعاتم همرالتی در زمی ندر بنه روناهندگی، و شآموز کر واهمچ ننگننن زنی ندر اخاملندر آتیر ان د. علاوهن قرار میداترای ملموسط این اپلیکیشن آت ینواتمینن یویدگد بای.

إذا هل ترغب بالاستقرار هنا؟ يساعدك تطبيقنا Ankommen في الاستقرار بالبداية، وسيكون رفيق دريك في أسابيع الأولى في ألمانيا، حيث يوفر لك المعلومات حول نظام اللجوء، التعليم والعمل وعن الحياة في ألمانيا. كما يتيح لك التطبيق تعلم اللغة الألمانية.

Free app download:
www.ankommenapp.de



APPENDIX

Overview of voluntary services

City	Name of the association	Email / website	Address / telephone
Bautzen	Bürgerbündnis Bautzen bleibt bunt (group promoting a welcoming culture for refugees in the area)	www.bautzenbleibtbunt.de info@bautzenbleibtbunt.de paten@bautzenbleibtbunt.de	Bautzen bleibt bunt c/o Steinhaus e. V. Steinstraße 37 02625 Bautzen Mobile: 0171 9792 101 Consultation hours: Thursdays 15:00 – 17:00
Bautzen	Leuchtturm Majak e.V. Bautzen (help with integration, general advice)	leuchtturm-majak@gmx.de	Otto-Nagel-Str. 1 02625 Bautzen Tel.: 03591 596 90 94
Bischofswerda	Mosaika e.V. Bischofswerda (projects promoting intercultural relations)	mosaikabiw@gmail.com	Ernst-Thälmann-Str. 3 01877 Bischofswerda Tel.: 03594 7175 656
Bischofswerda	Bündnis BIW (advice for refugees)	www.bischofswerda.de martina.jordan@bischofswerda.de	Initiative BIW c/o Stadtverwaltung Bischofswerda Altmarkt 1 01877 Bischofswerda Consultation hours (Café meetups): Mondays 16:00 – 18:00
Großröhrsdorf, Pulsnitz, Ohorn and Lichtenberg	Bündnis Bunte Westlausitz (group promoting intercultural relations)	www.buntewestlausitz.wordpress.com Bunte_Westlausitz@gmx.de	Bündnis Bunte Westlausitz Postfach 1117 01897 Großröhrsdorf
Haselbachtal	Initiative Haselbachtal hilft (integration assistance for refugees)	www.haselbachtalhilft.wordpress.com haselbachtal.hilft@gmx.de	Gemeindeverwaltung Haselbachtal z. Hd. Initiative Haselbachtal hilft Schulstraße 7a 01920 Haselbachtal

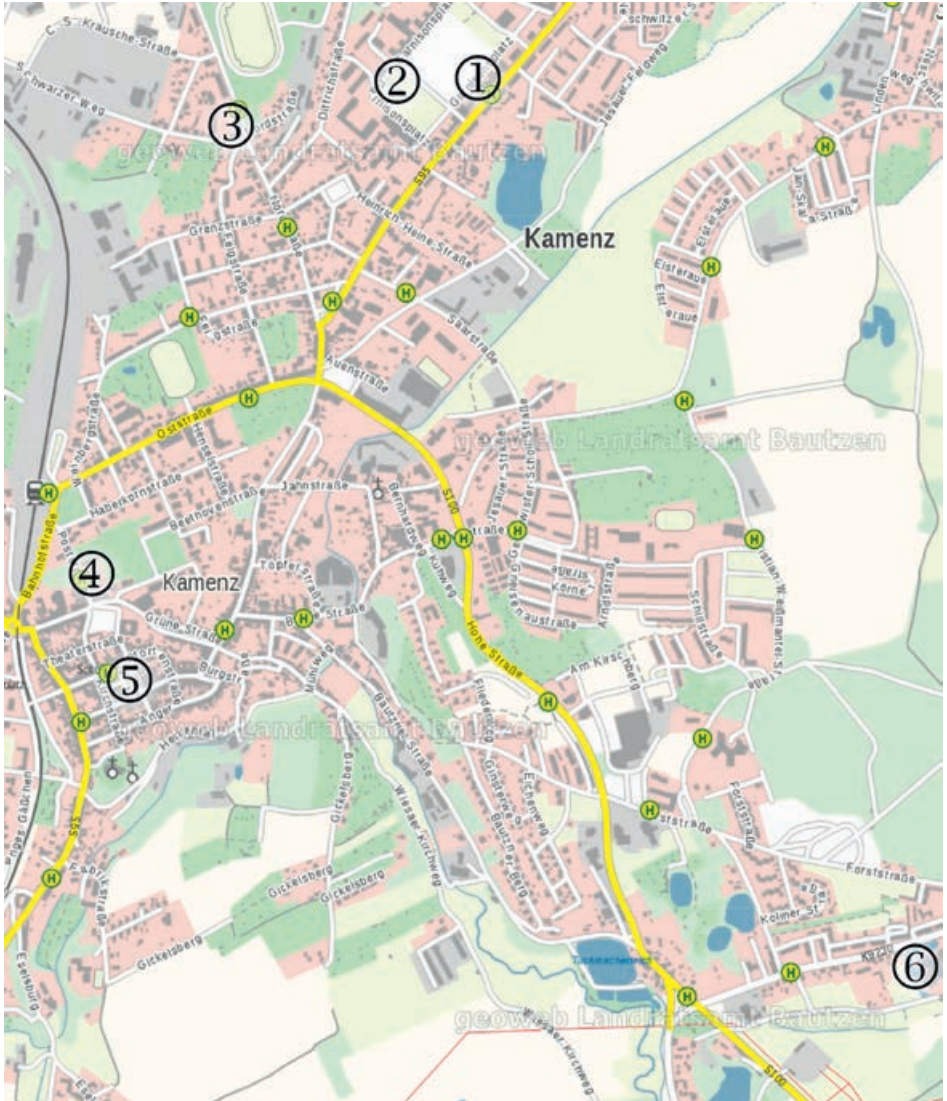
City	Name of the association	Email / website	Address / telephone
Hoyerswerda	Bürgerbündnis Hoyerswerda hilft mit Herz (group providing support for refugees and promoting tolerance)	www.hoyerswerda-hilft-mit-herz.de BB-Hoy-hilft@t-online.de	Dillinger Straße 1 02977 Hoyerswerda Consultation hours: Tuesdays 10:00 – 12:00
Kamenz	Bündnis für Humanität und Toleranz (group encouraging humanity and tolerance)	www.buendnis-kamenz.de buendniskamenz@gmx.de	Bündnis für Humanität und Toleranz Spokesman Richard Boes Kamenz Theatre Pulsnitzer Straße 11 01917 Kamenz Consultation hours: Mondays 15:00 – 16:00
Neukirch / Lausitz	Valtenbergwichtel e.V. (cultural activities for children and young people)	www.valtenbergwichtel.de tilo.moritz@valtenbergwichtel.de	Valtenbergwichtel e. V. Forstweg 5 01904 Neukirch
Pulsnitz	Pulsnitz - Miteinander - Füreinander (group promoting tolerance and integration)	pulsnitz.miteinander.fuereinander@outlook.de	Pulsnitz – Miteinander – Füreinander c/o Kirchgemeinde Pulsnitz Kirchplatz 1 01896 Pulsnitz
Radeberg	Radeberger Land hilft (help and support for refugees)	www.buendnis-radebergerland-hilft.de info@buendnis-radebergerland-hilft.de	c/o Stadtverwaltung Radeberg Am Markt 19 01454 Radeberg
Wehrsdorf	blickKONTAKT Wehrsdorf (support for asylum seekers)	gross.wehrsdorf@web.de	Gruppe blickKONTAKT Katharina & Heino Groß Dresdener Str. 33 02689 Sohland

MAP OF BAUTZEN



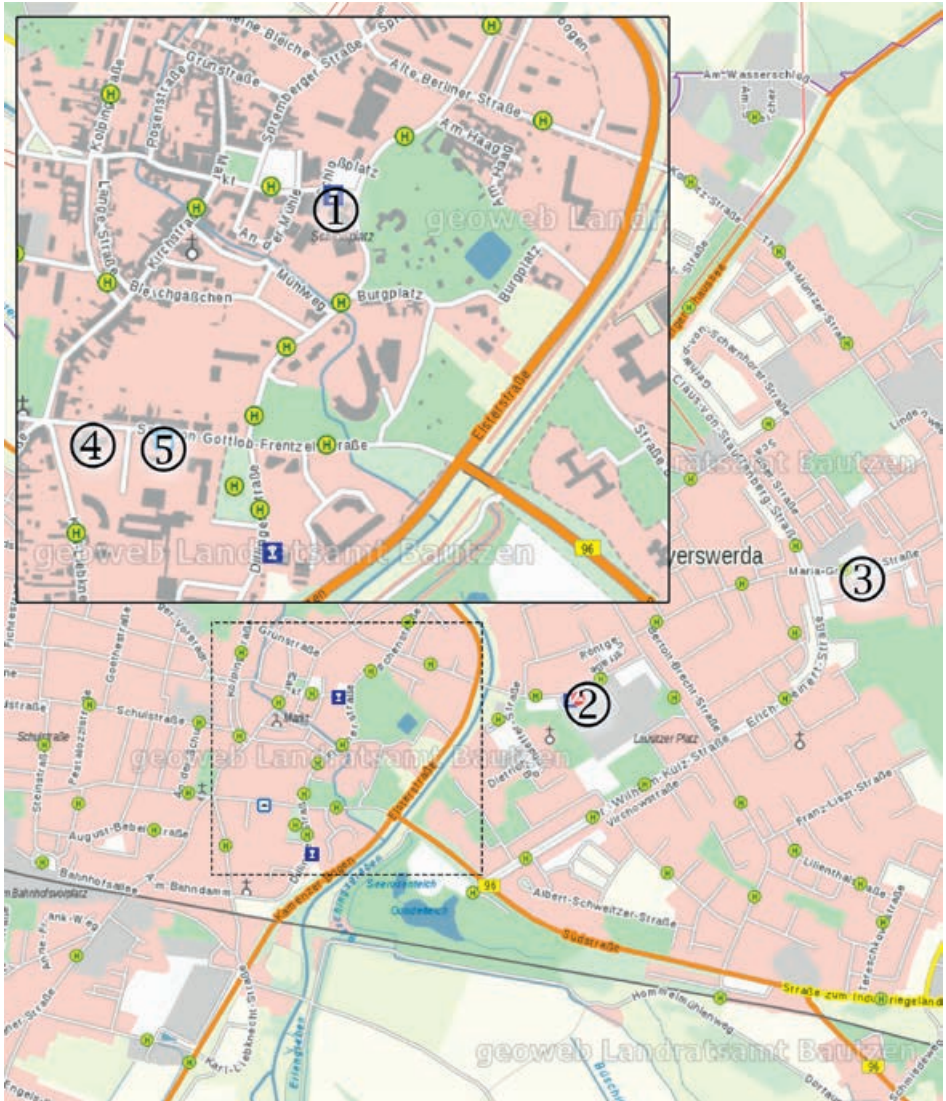
1. District Office (*Landratsamt*) of Bautzen, Bahnhofstraße 9 (cash desk)
2. Bautzen Immigration Office (*Ausländeramt*), Bahnhofstraße 18
3. Federal Employment Agency (*Agentur für Arbeit*), Neusalzaer Straße 2
4. Jobcenter, Kornmarkt 4
5. Municipal Council Registration Office (*Meldeamt Stadtverwaltung*), Innere Lauenstraße 1
6. Bautzen Hospital, Am Stadtwall 3
7. Police, Bahnhofstraße 21
8. Bautzen Social Welfare Office (*Sozialamt*), Taucherstraße 23

MAP OF KAMENZ



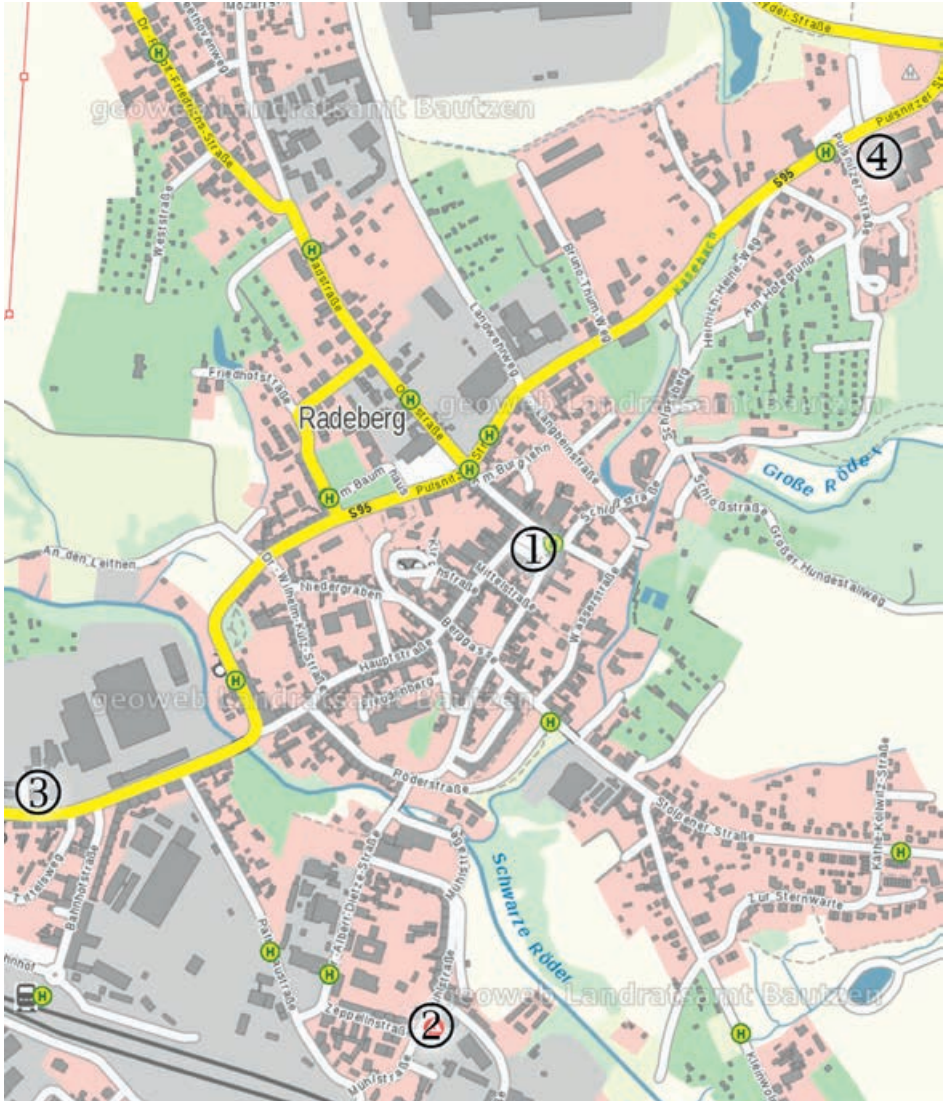
1. District Office (*Landratsamt*) of Kamenz, Macherstraße 55
2. Jobcenter, Garnisonsplatz 5
3. Federal Employment Agency (*Agentur für Arbeit*), Nordstraße 33
4. Police, Poststraße 4
5. Kamenz Municipal Council Registration Office (*Meldeamt Stadtverwaltung*), Markt 1
6. Kamenz Hospital, Nebelschützer Straße 40

MAP OF HOYERSWERDA



1. District Office (*Landratsamt*) of Hoyerswerda, Public Health Office (*Gesundheitsamt*), Schloßstraße 2
2. Federal Employment Agency (*Agentur für Arbeit*) and Jobcenter, Albert-Einstein-Straße 47
3. Hoyerswerda Hospital, Maria-Grollmuß-Straße 10
4. Hoyerswerda Municipal Council Registration Office (*Meldeamt Stadtverwaltung*), Salomon-Gottlob-Frenzel-Straße 1
5. Police, Salomon-Gottlob-Frenzel-Straße 3

MAP OF RADEBERG



1. Radeberg Municipal Council Registration Office, Markt 17–19
2. Federal Employment Agency (*Agentur für Arbeit*), Mühlstraße 3
3. Police, Dresdener Straße 8
4. Radeberg Hospital, Pulsnitzer Straße 60

MAP OF BISCHOWSWERDA



1. Bischofswerda Municipal Council Registration Office (*Meldeamt Stadtverwaltung*), Altmarkt 1
2. Federal Employment Agency (*Agentur für Arbeit*), Stolpener Straße 15
3. Police, Bahnhofstraße 23
4. Hospital, Kamenzer Straße 55



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