GUIDEBOOK FOR MIGRANTS
First steps in Zwickau
Welcome to Zwickau

Dear readers,

On behalf of the people of Zwickau, I would like to welcome you to our city. I hope that you will quickly settle in and feel at home. We want to support you and make your arrival easier.

Our Guidebook for migrants – first steps in Zwickau is designed to help you get started with everyday life and offers selected information as well as contact details for counseling services. You will find useful information about necessary matters such as registration, language, school and work as well as information about everyday life in our city.

I wish you a good start in our city, great experiences and contacts and all the best for your future life.

Best regards

Constance Arndt
Mayor of the city of Zwickau
Table of content

Registration

Work and employment

Language courses

Translations

Social benefits

Children – day care – school – vocational training

Help and support

Helpful and useful information

Emergency help
Registration

This is where you register as a resident of the city Zwickau within the first two weeks:

Stadtverwaltung Zwickau / City Administration

Bürgerservice (Citizens’ Service)
Hauptmarkt 1, 08056 Zwickau
Phone: 0375 830
www.zwickau.de

Important:
You will need a passport or a different identification document and a confirmation from the landlord.

Please note:
Here you can also get documents legalized or register a business.

Opening hours:
Mon, Thu 8 am – 3 pm
Tue 9 am – 6 pm
Wed, Fri, Sat 8 am – 1 pm

Landkreis Zwickau / District of Zwickau

Ordnungsamt/Ausländerbehörde,
Werdauer Straße 62, Haus 5, 08056 Zwickau (accessible by bus or tram)
Phone: 0375 4402 24160 /4402 24189
www.landkreis-zwickau.de

Important:
This is where you apply for a temporary residence permit, a settlement permit or submit applications according to the EU Freedom of Movement Act.
Here you can obtain and extend a residence permit or a degree of tolerance (Duldung).

**Please note:**
This is also where travel documents for persons entitled to asylum are issued, retribution applications, applications to leave the restricted area of residence and naturalization applications are processed. Here you can obtain information about integration courses. You can also obtain information on foreign representations/embassies, and the Bundesamt für Migration und Flüchtlinge (Federal Office for Migration and Refugees).

**Opening hours:**
Tue 9 am – 12 am and 1 pm – 6 pm
Thu 9 am – 12 am and 1 pm – 3 pm

---

**Work and employment**

**Work**

*If you are an EU citizen/EEA citizen/Swiss citizen or have a residence permit that entitles you to work in Germany, you may work in Germany. Responsible for the application and issuance of a residence permit is the Foreigners’ Registration Office (Ausländerbehörde).*

**Contact:**
Agentur für Arbeit Zwickau (Employment agency Zwickau),
Adress for visitors: Werdauer Straße 18, 08056 Zwickau
Postal adress: Agentur für Arbeit, 08037 Zwickau
Phone: 0800 4 5555 00 (free of charge) / 0375 3142000
Employers service: 0800 4 5555 20
www.arbeitsagentur.de

**Please note:**
Here you can obtain all information whether it is possible for you to work in Germany and which requirements you must fulfill. You will receive information on whether and how you can have your already acquired professional qualifications recognized.
A personal consultation can be provided by prior arrangement.

Opening hours:
Mon - Wed, Fri  7.30 am – 12.30 pm
Thu 7.30 am – 12.30 pm and 2 pm – 6 pm

**Employment / vocational training**

If you don’t know what job to take, if you want to start an apprenticeship, or if you want to find out about job and apprenticeship opportunities, you can get this information at the Berufsinformationszentrum/Vocational Information Center (BIZ).

Contacts:

**Berufsinformationszentrum der Agentur für Arbeit (BIZ),**
Werdauer Straße 18, 08056 Zwickau
https://www.arbeitsagentur.de/vor-ort/zwickau/biz-zwickau

Please note:
At the BIZ you can obtain information about the topics:
» Work
» Vocational training
» University courses

**Arbeitsmarktmentoren-Projekt der Euro-Schulen West Sachsen GmbH**
Römerstraße 2a, 08056 Zwickau
Phone: 0375 35314350
Professional recognition

The following contacts will help you regarding recognition of qualifications:

IQ Netzwerk Sachsen, Informations- und Beratungsstelle Anerkennung Sachsen (IBAS),
Römerplatz 4, 08056 Zwickau
Phone: 0375 3909365 / 0173 936 032 2
www.netzwerk-iq-sachsen.de/ibas-informationen

Please note:
Here you can obtain information
» on the recognition of foreign qualifications,
» about responsible recognition authorities,
» about the recognition process and the documents required,
» about possible qualifications and professional alternatives.

IHK Chemnitz, Regionalkammer Zwickau (Chamber of Industry and Commerce Chemnitz, Zwickau division)
Äußere Schneeberger Straße 34, 08056 Zwickau
Phone: 0375 8140
www.chemnitz.ihk24.de
Handwerkskammer Chemnitz, Außenstelle Zwickau
(Chamber of skilled trades Chemnitz, Branch office Zwickau)
Bachstraße 32, 08056 Zwickau
Phone: 0375 787056

Please note:
Here you can obtain information on foreign vocational qualifications in industry, commerce, trade, gastronomy and services. You can also obtain information on suitable further education in the case of missing qualifications.

Language courses

If your language skills are not sufficient to start work or training in Germany, to take up a job or start an apprenticeship, then you can attend an integration course or a language course. In the city of Zwickau there are various providers of integration and language courses.

Integration courses

Information on integration courses can be obtained from the Ausländerbehörde (Foreigners’ Registration Office), the Agentur für Arbeit Zwickau (Employment Agency Zwickau), the Jobcenter Zwickau (see social benefits) or the providers of integration courses in Zwickau.

Contacts (selection):

Euro-Schulen Zwickau
Max-Pechstein-Straße 29, 08056 Zwickau
Phone: 0375 2713430, Mail: zwickau@eso.de
www.eso.de/zwickau
Opening hours:
Mon - Thu  7 am – 3.30 pm
Fri  7 am – 3 pm
cit Zwickau GmbH
Leipziger Straße 130, 08058 Zwickau
Phone: 0375 390090, Mail: kpocher@cit-zwickau.de
www.cit-zwickau.de

Benedict School
Alte Reichenbacher Straße 2, 08056 Zwickau
Phone: 0375 277660, Mail: benedict@fuu-sachsen.de
www.benedict-school-sachsen.de

Opening hours:
Mon, Wed, Thu  8.30 am – 12.30 pm and 1.30pm – 4 pm
Tue         8.30 am – 12.30 pm and 1.30pm – 6 pm
Fri         8.30 am – 12.30 pm

Please note:
In these schools you will receive all information about integration courses, prerequisites, costs and language requirements for your profession. Please inform yourself comprehensively before starting a course.
Language courses

If your German language skills are not sufficient enough to live permanently or temporarily on your own in Germany, it is recommended that you attend a language course and take a corresponding examination as proof. The various language course providers offer courses from level A0 to C2.

Contacts (selection):

**Westsächsische Hochschule Zwickau**  
Fakultät Angewandte Sprachen und Interkulturelle Kommunikation  
Postfach 20 10 37, 08012 Zwickau, Phone: 375 536 3560

**Westsächsische Hochschule Zwickau**  
International Office  
Dr. Friedrichs-Ring 2a, 08056 Zwickau  
Phone: 0375 5361068, www fh-zwickau.de

**Euro-Schulen Zwickau**  
Max-Pechstein-Straße 29, 08056 Zwickau  
Phone: 0375 2713430  
Mail: zwickau@eso.de  
www.eso.de/zwickau

**Benedict School**  
Alte Reichenbacher Straße 2, 08056 Zwickau  
Phone: 0375 277660, Mail: benedict@fuu-sachsen.de  
www.benedict-school-sachsen.de

**cit Zwickau GmbH**  
Leipziger Straße 130, 08058 Zwickau  
Phone: 0375 390090  
www.cit-zwickau.de

**Volkshochschule Zwickau**  
Werdauer Straße 62, 08056 Zwickau  
Phone: 0375 4402 23800 bis 23807  
www.vhs-zwickau.de

**DOCEO Sprachschule**  
Talstraße 6, 08066 Zwickau  
Phone: 0375 78880997  
Mail: docdeco@googlemail.com  
www.doceo-sprachschule.de
Translations

Certified translations

If you require a certified translation of documents, e.g., for professional recognition, school attendance, or an apprenticeship, then you can get this at the following addresses (selection):

**Euro-Schulen-Zwickau**
Max-Pechstein-Straße 29, 08056 Zwickau
Phone: 0375 2713430
www.eso.de/zwickau

**PSi Sprachenservice international GbR**
Max-Pechstein-Straße 3, 08056 Zwickau
Phone: 0375 785137
www.psi-sprachen.de

**Important! Please ensure you are provided with a detailed statement of costs in advance.**

Additionally:
If you require **certified translators**, then you can ask here:
Stadtverwaltung Zwickau, Bürgerservice
Hauptmarkt 1, 08056 Zwickau

Help through volunteers

Volunteer language and culture mediators are not certified interpreters and translators. They cannot translate official documents, certificates and court documents. However, they can help with everyday matters with authorities, institutions and support the communication. Volunteer language mediation can be oral or written. Requests can be submitted to:

**Sprach- und Kulturmittlerdienst Zwickau (SKDZ)**
Hauptmarkt 1, 08056 Zwickau
Telefon: 0375 831839 /831840
Öffnungszeiten:
Mo, Thu 9 am – 3 pm
Tue 9 am – 6 pm
Wed by arrangement
Fri by arrangement
Social benefits

If you live in Zwickau, are unemployed and otherwise unable to support yourself financially, you should apply for social benefits.

You are an asylum seeker, or you have a temporary residence permit or Duldung (toleration):

Then you are eligible for services according to the Asylbewerberleistungsgesetz (Asylum Seekers Benefits Act).

Contact:
Landkreis Zwickau, Sozialamt
Werdauer Straße 62, Haus 1, 08056 Zwickau
Phone: 0375 4402 22171/22172
www.landkreis-zwickau.de

Opening hours:
Tue 9 am – 12 am and 1 pm – 6 pm
Thu 9 am – 12 am and 1 pm – 3 pm

You have an Aufenthaltserlaubnis (residence permit), Niederlassungserlaubnis (settlement permit), a visa or are an EU citizen (benefits from unemployment insurance):

Under certain conditions you are eligible for unemployment benefit I (Arbeitslosengeld 1)

Contact:
Agentur für Arbeit Zwickau
Adresse for visitors: Werdauer Straße 18, 08056 Zwickau
Postal adress: Agentur für Arbeit, 08037 Zwickau
Phone: 0800 4 5555 00 (kostenfrei) / 0375 3142000
Employers service: 0800 4 5555 20
www.abeitsagentur.de
If you do not receive unemployment benefit I, you can obtain benefits through the public benefit (Arbeitslosengeld II - SGB II)

Contact:
Jobcenter Zwickau
Horchstraße 14, 08058 Zwickau
Phone: 0375 60600 / 6060162 / 6060217
www.jobcenter-zwickau.de

Opening hours:
Mon, Tue, Fri 7.30 am – 12.30 pm
Thu 7.30 am – 12.30 pm and 1.30 pm – 6 pm

Please note:
Here you can apply for social benefits if you do not receive any benefits from the Agentur für Arbeit (Employment Agency).
Here you can also obtain help and support for work integration and finding vocational training, re-training or a language course.

You work but do not earn enough

If you receive a salary, BAföG or a training allowance that is too low, you can apply for housing allowance under certain conditions.

Contact:
Stadtverwaltung Zwickau, Amt für Familie, Schule und Soziales | Wohngeldstelle (City administration of Zwickau, office for family, school and social | Housing benefit office)
Werdauer Straße 62, Haus 4, Eingang D, 08056 Zwickau
Phone: 0375 830
www.zwickau.de
Opening hours:
Tue  9 am – 12 am (noon) and 1 pm – 6 pm
Thu  9 am – 12 am (noon) and 1 pm – 3 pm

Please note:
Here you can obtain information on applying for a housing benefit and on the conditions for the application as well as on cheap accommodation in the city.

Child benefit / child supplement

If you have children up to the age of 18, or up to the age of 25 in the case of education, you will find all the information you need here on how to claim and apply for benefits.

Adress for visitors:
Agentur für Arbeit - Familienkasse / family benefits office
Neundorfer Straße 70-72, 08523 Plauen

Postal adress:
Familienkasse Sachsen, 09092 Chemnitz
Phone: 0800 4 5555 30 (free of charge)
www.arbeitsagentur.de

Zwickau-Pass

If you live in Zwickau and receive social benefits (SGB II, SGB XII, asylum seeker benefits or similar), you can apply for the Zwickau-Pass. It provides discounts, for example for the August-Horch-Museum, the Strandbad Planitz swimming pool, the theatre or the library. You can obtain information on this at the Bürger Service (Citizens’ Service).

Contact:
Stadtverwaltung Zwickau, Bürgerservice
(Citizens’ Service)
Hauptmarkt 1 (Rathaus), 08056 Zwickau
Phone: 0375 83-0
www.zwickau.de
Children – day-care – school – vocational training

Childcare in day-care and after-school facilities

If your child is under the age of 6, does not attend school yet or if you require a place in an after-school facility for your child, please visit the Bürgerservice (Citizens’ Service). In Zwickau a “Zwiki-Card” is available for childcare. You can obtain all information here:

Contact:

Stadtverwaltung Zwickau, Bürgerservice
Hauptmarkt 1 (Rathaus), 08056 Zwickau
Phone: 0375 830

or:

Stadtverwaltung Zwickau, Amt für Familie, Schule und Soziales
Sachgebiet Kindertageseinrichtungen
Hauptmarkt 1, 08056 Zwickau
Phone: 0375 834004
www.zwickau.de

If your child attends a kindergarten or an after-school care center and you receive social benefits for living expenses, then you can also apply to have the parental contributions for the kindergarten and after-school care center covered.

Contact:

Landratsamt Zwickau, Jugendamt
SG Wirtschaftliche Hilfen
Adress for visitors:
Königswalder Straße 18, 08412 Werda
Postal adress: PF 10 01 76, 08067 Zwickau
www.landkreis-zwickau.de
Furthermore, you can apply for the benefit “education and participation” (Bildung und Teilhabe) at the job center or the social welfare office. This provides financial support for your children for lunch, free-time activities, school supplies, learning support, excursions, school trips lasting several days and school transportation.

School

Children and young people in Germany must be in full-time education from the age of 6 onwards. Until the age of 18, subsequent attendance at a vocational school is mandatory.

Thus you have to register your child at a Grundschule/elementary school (grades 1 to 4), an Oberschule/high school (grades 5 to 10), a Gymnasium/grammar school (grades 5 to 12) or a berufliches Schulzentrum/vocational school centre.

Landesamt für Schule und Bildung – Standort Zwickau (State Office for School and Education Zwickau)
Adress for visitors:
Makarenkostraße 2
08066 Zwickau

Postal adress:
Postfach 200942
08009 Zwickau

Phone:0375 4444-0
Mail: poststelle-z@ lasub.smk.sachsen.de

No German language skills

If your child does not yet have sufficient German language skills, there are schools in Zwickau that offer additional German lessons. Please inform yourself at the State Office for Schools and Education (Landesamt für Schule und Bildung).
Help and support

You can obtain help and support for your new start in Zwickau from a variety of institutions and organisations, some of them are listed below.

Consulting, help and support

Gleichstellungs-, Ausländer und Integrationsbeauftragte Stadt Zwickau
Hauptmarkt 1 (Rathaus), 08056 Zwickau
Phone: 0375 831834
gleichstellungsundauslaenderbeauftragte@zwickau.de

Integrationsberatungsstelle IBS Zwickau
Hauptstraße 56, 08056 Zwickau
Phone: 0375 27395343 / 27395344
integrationsberatung@zwickau.de
Gleichstellungs- und Ausländerbeauftragte
Landkreis Zwickau
Werdauer Straße 62, 08056 Zwickau, Haus 4, Büro für Chancengleichheit
Phone: 0375 440221051
gleichberechtigt@landkreis-zwickau.de

Integrationskoordination Landratsamt Zwickau
Werdauer Straße 62, Haus 1, 08056 Zwickau
Phone: 0375 440222195
manuela.tuchscherer@landkreis-zwickau.de

Migrationsberatung für erwachsene Zuwanderer (MBE)
Volkssolidarität Zwickauer Land
Lessingstraße 4, 08058 Zwickau
Mobile: 0157 76293791
mbe-zwickau@volkssolidaritaet.de

AWO Jugendmigrationsdienst
Osterweihstraße 19, 08056 Zwickau
Phone: 0375 2704848
jmd-zwickau@awo-erzgebirge.de

Sächsischer Flüchtlingsrat e. V.
Lessingstraße 4, 08058 Zwickau
Mobile: 0176 24648931
amirat@sfrev.de
Termin mit Anmeldung

Mütterzentrum/Mehrgenerationenhaus
Kolpingstraße 22, 08058 Zwickau
Phone: 0375 3902513
angelika.ultzsch@sos-kinderdorf.de
Kirchlicher Beauftragter für Flüchtlingsarbeit - Modellprojekt Lutherkirchgemeinde Zwickau e.V.
Bahnhofstraße 22, 08056 Zwickau
Mobile: 0157 56255793
lukas.schoeps@luthergemeindezwickau.de

Club Impuls
Max-Pechstein-Straße 9 (im Hof), 08056 Zwickau
Phone: 0375 2703060
Mobile: 0176 20836304
club_impuls@yahoo.de

Roter Baum e. V.
Schumannplatz 3, 08056 Zwickau
zwickau@roter-baum.de
Helpful and useful information

Health insurance

Health insurance is mandatory for everyone in Germany. If you live in Germany and have a residence permit, you must have health insurance for yourself and your family. Information on this can be obtained from the employment agency, the job centre, directly from a health insurance fund, from counseling centres or from the citizen service of the Zwickau city administration.

Police

The police are your contact if you
» would like to report a burglary, theft, or other crime,
» have suffered a violent assault,
» would like to report a nocturnal disturbance or other bothering noises,
» are involved in a traffic accident.

Contact:
Polizeirevier Zwickau (Police Department Zwickau)
Alter Steinweg 17, 08056 Zwickau
Phone 0375 44580
Emergency number: 110
If you would like to furnish your apartment or require other important household items but do not have sufficient money available for this, you can purchase used items for modest prices at the following address:

**Sozialkaufhaus Zwickau (furniture, household appliances)**
Bosestraße 45, 08056 Zwickau
Phone: 0375 28940844
*Opening hours:* Mon – Tue 8 am – 4 pm and Fri 8 am – 2 pm

**DTVD Gebrauchtwaren (furniture, household appliances)**
Darwinstraße 10, 08064 Zwickau
Mobil: 0173 5618886
*Opening hours:* Tue – Fri 10 am -12.30 pm and 1 pm – 5 pm, Sat 9 am – 12 am

**Diakonie Westsachsen (furniture, household appliances)**
Pappelstraße 3, 08371 Glauchau/OT Niederlungwitz
(Achtung: Nicht KECL Glauchau)
Mobil: 0151 12249969
Mail: ukraine@diakonie-westsachsen

**Gebrauchwarenhandel Zwickau (household appliances)**
Äußere Plauensche Straße 24, 08056 Zwickau
Mobil: 0173 5618886
*Opening hours:* Mon – Sat 10 am – 4 pm
Rotkreuz-Shop Zwickau (Clothing)
Max-Pechstein-Straße 15/17, 08056 Zwickau
Phone: 0375 2739629
Opening hours: Mo, Wed, Fri: 9 am – 3 pm and Tue, Thu: 11 am – 5 pm

Rotkreuz-Shop Zwickau-Neuplanitz (Clothing)
Neuplanitzer Straße 94, 08062 Zwickau
Phone: 0375 7929024
Opening hours:
Mo, Wed, Fri 9 am – 3 pm and Tue, Thu 11 am – 5 pm

Kleiderkammer Zwickau (Clothing)
Leipziger Straße 51 (Pfarrhaus der Moritzkirche), 08056 Zwickau, Phone: 0375 296160 (Please leave a message on the answering machine)
Mail: kleiderkammer@luthergemeindezwickau.de

Emergency help

Protection for women (Frauenschutz)

If you are a woman affected by sexualized or domestic violence you will find help and support here.

Contact:
Wildwasser Zwickauer Land e. V.
Robert-Müller-Straße 43, 08056 Zwickau
Phone: 0375 6901429
Emergency numbers: 0176 21018722 und 0176 21018723
mrasek_petra@wildwasser-zwickauer-land.de
Opening hours of the counseling centre:
Tue 9 am – 5 pm and Tue 9 am – 3 pm

» Women’s aid emergency number:
  Telephone: 0173 9479789
» Assistance Telephone - violence towards women:
  Phone: 0800 116016 (in Germany)
Homelessness (Wohungslosigkeit)

If, despite searching intensively, you cannot find an apartment and have no access to other accommodation, the city mission’s homeless assistance may be able to help you.

Contact:
**Stadtmission Zwickau e. V. – Wohnungsnotfallhilfe**
Römerstraße 11, 08056 Zwickau
Phone: 0375 0375 5019110, Mobil: 0173 5180176
petro.richter@stadtmission-zwickau.de
Opening hours of the counseling centre:
Mo 10 am – 12 am and 2 pm – 5 pm, Wed 3 pm– 6 pm, Thu 10 am – 12 am and 2 pm – 5 pm

Food

If you are financially not able to buy the necessary food for the next few days, then you can go to the “Zwickauer Tafel”. You must be able to prove your lack of means.

Contact:
**Zwickauer Tafel**
Wostokweg 33, 08066 Zwickau
www.gemeinsamzieleerreichen.de

Emergencies

In case of accidents, danger or threat, please call one of the following emergency numbers to get help: Fire department: 112, Ambulance: 112, Police: 110, Medical on-call service nationwide: 116 117.
During an election campaign, the printed material may not be used by parties/organizations and groups or by election canvassers or election workers for the purpose of election canvassing and may not be displayed or distributed at election events. Furthermore, the insertion, printing or pasting of party-political information or advertising material is prohibited.

Access for electronically signed and encrypted documents is only allowed under certain conditions. Applicable regulations, information and explanations can be found on our homepage www.zwickau.de/signatur.