



RESIDENCE PERMIT RESIDENTS' REGISTRATION
HOUSING SUPPORT INTEGRATION COURSES
GERMAN LANGUAGE SUPPORT **HELP**
COMPULSORY SCHOOLING CHILD BENEFIT

A WARM
WELCOME TO
ZWICKAU



WWW.ZWICKAU.DE

GUIDEBOOK FOR MIGRANTS

First steps in Zwickau



STADT **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

A handwritten signature in blue ink that reads "Constance Arndt". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Constance Arndt
Mayor of the city of Zwickau

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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

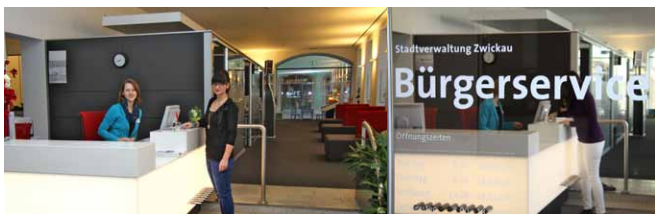
(accessible by bus or tram)

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, redistribution 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),

Address for visitors: Werdauer Straße 18, 08056 Zwickau

Postal address: 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: docdoceo@gmail.com

www.docceo-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 I)

Contact:

Agentur für Arbeit Zwickau

Address for visitors: Werdauer Straße 18, 08056 Zwickau

Postal address: Agentur für Arbeit, 08037 Zwickau

Phone: 0800 4 555 00 (kostenfrei) / 0375 3142000

Employers service: 0800 4 555 20

www.arbeitsagentur.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.

Address for visitors:

Agentur für Arbeit - Familienkasse / family benefits office

Neundorfer Straße 70-72, 08523 Plauen

Postal address:

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 Bürgerservice (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

Address for visitors:

Königswalder Straße 18, 08412 Werdau

Postal address: 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)

Address for visitors:

Makarenkostraße 2
08066 Zwickau

Postal address:

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



Social department stores

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

Gebrauchtwarenhandel 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 (Wohnungslosigkeit)

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.





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