

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

A WARM
WELCOME TO
ZWICKAU!

WWW.ZWICKAU.DE

GUIDEBOOK FOR MIGRANTS

First steps in Zwickau



STADT **ZWICKAU**

Welcome to Zwickau

Dear readers,



As Lord Mayor I would like to warmly welcome you in the name of Zwickau's citizens. I hope that you will settle in and feel comfortable quickly here in Zwickau.

This „Guide for Migrants - First Steps in Zwickau“ will ease your way into everyday life and provides important information and contact details for advisory services. Our guide book provides you with useful information on registration, finding work, professional accreditation, learning the language and help in emergencies.

I wish you a good start in Zwickau and many happy experiences, good social contacts and all the best in the future.

Warm regards,

A handwritten signature in blue ink that reads "P. FindeiB". The signature is written in a cursive, flowing style.

Dr Pia FindeiB
Lord Mayor of the City of Zwickau

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Registration

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

Stadtverwaltung Zwickau (City Administration)

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

Important:

For this you require a passport or other ID and the confirmation of the person providing your accommodation (landlord, main tenant or housing administration)

Please note:

Here you can also obtain certifications and register a trade

Opening hours:

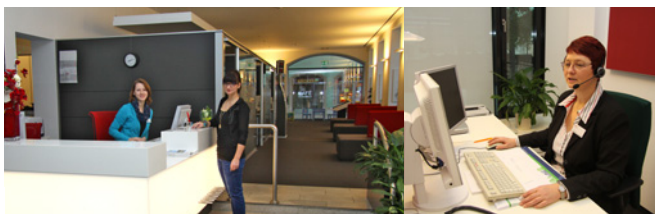
Mon, Tue, Thu, Fri:	8:00 – 18:00 hours
Wed	13:00 – 18:00 hours
Sat	8:00 – 13:00 hours

Zwickau District

Ordnungsamt/Ausländerbehörde (Public Order Office/
Foreigners' Registration Office)
Gerhard-Hauptmann-Weg 1, 08371 Glauchau
(accessible by bus or train)
Telephone: 0375 4402 24160
www.landkreis-zwickau.de

Important:

This is where you apply for a limited residency permit, settlement permit or submit an application pursuant to the EU's Freedom of Movement Act.



Here you can obtain and extend a temporary residence permit or exceptional leave to remain.

Please note:

This is also where travel documents for individuals who have been granted asylum, transfer applications, applications to leave the geographically restricted residential area and applications for citizenship are processed. Here you can obtain information on integration courses. You can also obtain information on foreign representations / embassies, and on the Federal Office for Migration and Refugees.

Opening hours:

Tue 9:00 – 12:00 and 13:00 – 18:00 hours

Thu 9:00 – 12:00 and 13:00 – 15:00 hours

Work and employment

Work

If you are an EU citizen/EEA citizen/Swiss citizen or hold a residence permit entitling you to commence work in Germany, you may work in Germany.

The Foreigners' Registration Office is responsible for the application for and issuing of a residence permit.

Contact:

Agentur für Arbeit Zwickau (Employment Agency)

Pölbitzer Str. 9a, 08058 Zwickau

Telephone: 0800 4 5555 00 (free of charge)

www.arbeitsagentur.de » Dienststellen vor Ort »

Sachsen » Zwickau

Please note:

Here you can obtain all information on whether working in Germany is possible for you and what requirements you need to fulfil.

You can find out if and how a vocational qualification already held by you can be recognised in Germany.

A personal consultation can be provided by arrangement.

Opening hours:

Mon – Wed, Fri 7:30 – 12:30 hours

Thu 7:30 – 12:30 and 13:30 – 18:00 hours

Employment/vocational training

If you do not know what kind of employment you can commence, if you would like to start a vocational training course or if you would like to find out more about employment and vocational training opportunities, you can get further information at the Berufsinformationszentrum (Employment Information Centre) (BIZ).

Contact:

Berufsinformationszentrum der Agentur für Arbeit (BIZ)
(Employment Information Centre),

Pölbitzer Str. 9a, 08058 Zwickau

www.arbeitsagentur.de » Dienststellen vor Ort »

Sachsen » Zwickau » Agentur für Arbeit Zwickau »

Bürgerinnen und Bürger » Berufsinformationszentrum

Please note:

At the BIZ you can obtain information on the topics:

- » Work
- » Vocational training
- » University courses

Opening hours:

Mon – Wed 7:30 – 16:00 hours

Thu 7:30 – 12:30 and 13:30 – 18:00 hours

Fri 7:30 – 12:30 hours



Vocational recognition

The following contact points will assist you in matters relating to the recognition of your vocational qualification:

IQ Netzwerk Sachsen, Informations- und Beratungsstelle
(Information and Advice Centre)
Anerkennung Sachsen (IBAS),
Römerplatz 4, 08056 Zwickau
Telephone: 0375 3909365
www.exis.de

Please note:

Here you can obtain information on the recognition of:

- » foreign qualifications,
- » responsible recognition authorities,
- » the recognition process and the documents required,
- » possible qualifications and professional alternatives.

IHK Chemnitz, Regionalkammer Zwickau (Chamber of Industry and Commerce Chemnitz, Zwickau division)
Äußere Schneeberger Str. 34, 08056 Zwickau
Telephone: 0375 8140
www.chemnitz.ihk24.de



Handwerkskammer Chemnitz, Außenstelle Zwickau
(Chamber of Trade)
Edisonstr. 1, 08064 Zwickau
Telephone: 0375 787078 / 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 training in the case of missing qualifications.

Language courses

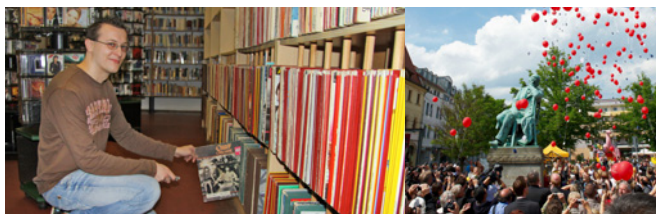
If your language skills are not sufficient for starting work or vocational training in Germany, you can attend an integration course or a language course. There are several integration course and language course providers in Zwickau.

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 the City of Zwickau.

Contacts:

Benedict School
Alte Reichenbacher Str. 2,
08056 Zwickau
Telephone: 0375 277660
www.benedict-school-sachsen.de



DPFA Akademiegruppe GmbH, Bildungszentrum
Zwickau, Salutstr. 4, 08066 Zwickau
Telephone: 0475 44005113
www.dpfa-akademiegruppe.com

Euro-Schulen Zwickau, Max-Pechstein-Str. 29,
08056 Zwickau
Telephone: 0375 2713430
www.eso.de/zwickau

ciT Zwickau GmbH
Leipziger Str. 130, 08058 Zwickau
Telephone: 0375 390090
www.cit-zwickau.de

Please note:

In the schools you can obtain all information on integration courses, their prerequisites, costs and language requirements for employment as well as information on literacy courses.

Employment-oriented German courses

If you do not meet the prerequisites for attending an integration course or only require employment-oriented language instruction, you can complete an employment-oriented German course under certain conditions.

This applies in particular if you are an EU citizen wishing to work in Germany.

Contact:

Euro-Schulen Zwickau, Max-Pechstein-Str. 29,
08056 Zwickau
Telephone: 0375 2713430
www.eso.de/zwickau



Language courses

Should you only wish to attend a general language course or to be a guest student at the university, please contact the language schools or Volkshochschulen (adult education centres):

Contacts:

Benedict School
Alte Reichenbacher Str. 2, 08056 Zwickau
Telephone: 0375 277660
www.benedict-school-sachsen.de

ciT Zwickau GmbH
Leipziger Str. 130, 08058 Zwickau
Telephone: 0375 390090
www.cit-zwickau.de

DPFA Akademiegruppe GmbH,
Bildungszentrum Zwickau,
Salutstr. 4, 08066 Zwickau
Telephone: 0475 44005113
www.dpfa-akademiegruppe.com

Euro-Schulen Zwickau
Max-Pechstein-Str. 29, 08056 Zwickau
Telephone: 0375 2713430
www.eso.de/zwickau

Westsächsische Hochschule Zwickau
Akademisches Auslandsamt
Dr. Friedrichs-Ring 2a, 08056 Zwickau
Telephone: 0375 5361068
www.fh-zwickau.de

Volkshochschule Zwickau
Werdauer Str. 62, 08056 Zwickau
Telephone: 0375 4402 23800 bis 23807
www.vhs-zwickau.de



Translations

If you require a certified translation of documents, e.g. for certification of professional qualifications or education or vocational training, you can obtain this from the following address:

Contacts:

Euro-Schulen-Zwickau
Max-Pechstein-Str. 29,
08056 Zwickau, Telefon. 0375 2713430
www.eso.de/zwickau

PSi Sprachenservice international GbR
Max-Pechstein-Str. 3, 08056 Zwickau
Telephone: 0375 785137
www.psi-sprachen.de

Benedict School
Alte Reichenbacher Str. 2, 08056 Zwickau
Telephone: 0375 277660
www.benedict-school-sachsen.de

Important!

Please ensure you are provided with a detailed cost quotation beforehand.

Additionally:

If you require certified translators you can ask here:
Stadtverwaltung Zwickau, Bürgerservice
(city administration Zwickau, citizens' service)
Hauptmarkt 1, 08056 Zwickau



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 an Aufenthaltsgestattung (temporary residence permit) or Duldung (exceptional leave to remain)

Then you are eligible for services in accordance with the Asylbewerberleistungsgesetz (Asylum Seekers' Benefits Act).

Contact:

Landkreis Zwickau, Sozialamt
Werdauer Str. 62, 08056 Zwickau
Telephone: 0375 4402 22171/22172
www.landkreis-zwickau.de

Opening hours:

Tue	9:00 – 12:00 and 13:00 – 18:00 hours
Thu	9:00 – 12:00 and 13:00 – 15:00 hours

You have an Aufenthaltserlaubnis (residence permit), Niederlassungserlaubnis (settlement permit), a visa or are an EU citizen (social security benefits).

Under certain conditions you are eligible for unemployment benefit in accordance with SGB III (German social security code).

Contact:

Agentur für Arbeit Zwickau (Employment Agency),
Pölbitzer Str. 9a, 08058 Zwickau,
Telephone: 0800 4 5555 00 (free of charge)
www.abeitsagentur.de » Dienststellen vor Ort »
Sachsen » Zwickau



If you do not receive unemployment benefit, you can obtain benefits through the staatliche Grundsicherung (basic state cover) (Arbeitslosengeld II - SGB II)

Contact:

Jobcenter Zwickau
Horchstr. 12–14, 08058 Zwickau
Telephone: 0375 60600
www.jobcenter-zwickau.de

Opening hours:

Mon, Tue, Fri 7:30 – 12:30 hours
Thu 7:30 – 12:30 and 13:30 – 18:00 hours

Please note:

Here you 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 have work but do not earn enough.

If you receive a salary, Bafög (student benefit) or an Ausbildungsvergütung (vocational training benefit) that is too low, you may be able to apply for Wohngeld (housing benefit) under certain conditions.

Contact:

Stadtverwaltung Zwickau, Amt für Schule, Soziales und Sport (Zwickau Office for Schools, Social Services and Sports), Wohngeldstelle (Housing Benefit Office)
Werdauer Str. 62 Haus 4, 08056 Zwickau
Telephone: 0375 830
www.zwickau.de



Opening hours:

Tue 9:00 – 12:00 and 13:00 – 18:00 hours

Thu 9:00 – 12:00 and 13:00 – 15:00 hours

Please note:

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

If you have children age 18 or under, or age 25 and under and in full-time education or vocational training, you may be entitled to child benefit.

Contact:

Agentur für Arbeit - Familienkasse (Employment Agency - family department)
Hegelstr. 64a, 08527 Plauen
Telephone: 0800 4 5555 30 (free of charge)
www.arbeitsagentur.de » Bürgerinnen und Bürger » Familie und Kinder » Kindergeld, Kinderzuschlag

Please note:

Here you can obtain all information on whether you are entitled to:

- a) Kindergeld (child benefit)
- b) Kinderzuschlag (child supplement)

Zwickau-Pass

If you live in Zwickau and receive social benefits (SGB II, SGB XII, asylum seeker benefits, or similar), you can apply for a Zwickau-Pass. The Zwickau-Pass 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 City of Zwickau's Bürgerservice (Citizens' Service).

Contact:

Stadtverwaltung Zwickau, Bürgerservice (Citizens' Service)
Hauptmarkt 1 (Rathaus), 08056 Zwickau
Telephone: 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 6, does not attend school yet or if you require a place in an after-school facility for your child, please visit the City of Zwickau's Bürgerservice (Citizens' Service). In Zwickau a ZwiKi-Card is available for this childcare. You can obtain all information on this from:

Contact:

Stadtverwaltung Zwickau, Bürgerservice (Citizens' Service)
Hauptmarkt 1 (Rathaus), 08056 Zwickau
Telephone: 0375 830

oder:

Stadtverwaltung Zwickau, Amt für Schule
Soziales und Sport (Zwickau Office for Schools, Social
Services and Sports)
Sachgebiet Kindertageseinrichtungen
(Day-care Facilities)
Hauptmarkt 1, 06056 Zwickau
Telephone: 0375 834004, www.zwickau.de

If your child attends a day-care facility or an after-school facility and you receive social benefits to support yourself, you are also entitled to apply for cover of the parental contribution to childcare fees.

Contact:

Landratsamt Zwickau, Jugendamt (Youth Services,
Economic Assistance Department),
SG Wirtschaftliche Hilfen
Königswalder Str. 18, 08412 Werdau
www.landkreis-zwickau.de



You can also apply for the educational package (“Bildungspaket”) (BuT) at the Jobcenter or the social services department (“Sozialamt”). Then you will receive financial support for your children’s school lunches, leisure activities and school transport.

School

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

Thus you have to register your child at a Grundschule (primary school) (school years 1 to 4), an Oberschule (secondary school) (school years 5 to 10), a Gymnasium (academic high school) (school years 5 to 12) or a berufliches Schulzentrum (vocational college) (vocational training).

No German language skills

If your child does not have sufficient German language skills yet, there are schools in Zwickau that offer additional German tuition:

Grundschulen (primary schools):

- » Nicolaischule, Katharinenstr. 18, 08056 Zwickau
- » Bebelschule, Helmholtzstr. 21, 08056 Zwickau
- » Dittesgrundschule Zwickau, Leipziger Str. 107, 08058 Zwickau
- » Adam-Ries-Schule, Ernst- Grube-Str. 78, 08062 Zwickau

Oberschulen (secondary school):

- » Pestalozzischule, Seminarstr. 3, 08058 Zwickau
- » Humboldtschule, Lothar-Streit-Str. 2, 08056 Zwickau

Berufliches Schulzentrum (vocational college):

- » BSZ für Wirtschaft, Gesundheit, Soziales und Technik Zwickau (college with a focus on business, health, social care and technology) – location: Werdau, Schloßstr. 1, 08412 Werdau, Telephone: 03761 888660

- » BSZ für Technik und Hauswirtschaft Glauchau (college with a focus on technology and home economics) „Dr. Friedrich Dittes“
Schulplatz 2, 08371 Glauchau,
Telephone: 03763 2289

Good German language skills

If your child already has good German language skills, you can register them at any school in your school district. You can obtain information on this and on the recognition of your foreign school qualification here:

Contact:

Sächsische Bildungsagentur (Saxony Education Agency), Regionalstelle Zwickau
Makarenkostr. 2, 08066 Zwickau
Telephone: 0375 44440
www.sba.smk.sachsen.de

Please note:

The Sächsische Bildungsagentur (Saxony Education Agency) Zwickau can advise you on your child's educational pathway and the recognition of foreign educational qualifications, even if your child is already of legal age and does not have a school qualification.



Help and support

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

You can obtain help with:

- » completing forms, contact with authorities and departments
- » seeking employment and vocational training
- » seeking housing
- » social hardship
- » seeking language courses
- » translations
- » finding doctors and hospitals
- » integration in clubs, organisations and in the neighbourhood etc.

Contacts:

Ausländerbeauftragte der Stadt Zwickau (City of Zwickau Commissioner for Foreigners),
Hauptmarkt 1 (Rathaus), 08056 Zwickau
Telephone: 0375 831834
www.zwickau.de

Migrationsberatung für erwachsene
Zuwanderer (MBE) (Migration Advice for adult migrants),
Lessingstr. 4, 08058 Zwickau, Telephone: 0375 541717
www.integra-zwickau.de



Jugendmigrationsdienst (Youth Migration Service)
Osterweihstr. 19, 08056 Zwickau
Telephone: 0375 2704848
www.awo-erzgebirge.de

Club Impuls
Max-Pechstein-Str. 9, 08056 Zwickau,
Telephone: 0375 2703060
www.club-impuls.de

Helferkreis Zwickau (Zwickau volunteers) via
Jugendclub Airport (youth club)
Reichenbacher Str. 125, 08056 Zwickau,
Telephone: 0375 295837
www.helferkreis-zwickau.de

SOS Mütterzentrum Zwickau, (SOS Mothers' Centre)
Kolpingstr. 22, 08058 Zwickau
Telephone: 0375 390250
www.sos-kinderdorf.de/muetterzentrum-zwickau

The Mütterzentrum (mothers' centre) is a good place for meeting other women and families, making contacts, obtaining childcare, attending courses and much more.



Important and useful information

Health insurance

Health insurance is compulsory for everybody in Germany. If you live in Germany and have a residence permit, you must have health insurance. You are usually able to include your family under your insurance or you may in certain cases be insured yourself. For more information on this please ask the Agentur für Arbeit (employment agency), the Jobcenter or a health insurance provider directly. You can obtain information on this from the Agentur für Arbeit (employment agency), the Jobcenter and from the city administration Zwickau.

Police

The police is your point of 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 nuisance noise,
- » are involved in a traffic accident.

Contact:

Polizeirevier Zwickau (Police Department Zwickau)
Alter Steinweg 17, 08056 Zwickau,
Telephone: 0375 44580
Emergency number: 110
www.polizei.sachsen.de



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:

Contacts:

Zentrale Kleiderkammer (central clothing store)

Lutherkirchgemeinde Zwickau

Werdauer Str. 62, Haus 4, 08056 Zwickau

Opening hours:

Acceptance of donations Wed 15:00 – 17:00 hours

Distribution Mon 15:00 – 17:00 hours

Please note:

If you are in need and require new clothing, you may choose a suitable item of clothing free of charge here.

Zwickaus gute Geister

Audistr. 9, 08058 Zwickau

Telephone: 0375 3322417

www.zwickaus-gute-geister.de

Opening hours:

Mon, Tue, Thu 9:00 – 18:00 hours

Wed 9:00 – 16:00 hours

Fri 9:00 – 14:00 hours



Sozialkaufhaus Zwickau (social department store Zwickau)
Bosestr. 45, 08056 Zwickau, Telephone: 0375 28940844
www.sozialkaufhaus-zwickau.de
Opening hours: Mon – Fri 9:00 – 17:00 hours
Sat on request

Rotkreuz Kaufhaus (Red Cross department store)
Amseltal 45, 08066 Zwickau
Telephone: 0375 475353, www.drkzwickau.de
Opening hours: Mon – Fri 9:00 – 17:00 hours

Kleiderstube und Möbelbörse Zwickau
(clothing and furniture)
Katharinenstr. 47, 08056 Zwickau
*Opening hours: Mon – Thu 10:00 – 12:00 hours und
13:00 – 17:00 hours, Fri 10:00 – 13:00 hours*

Help in emergencies

Protection for women

If you as a woman - at home, on the street, at work or during your leisure activity - are threatened by violence, report it to the police and seek help and support.

Contact:

Wildwasser Zwickauer Land e. V.,
(Women's Aid Organisation)
Robert-Müller-Str. 1, 08056 Zwickau
Telephone: 0375 6901429
Notruf: 0176 21018722 und 0176 21018723
www.wildwasser-zwickauer-land.de

- » Women's aid emergency number:
Telephone: 0173 9479789
- » Hilfetelefon – Gewalt gegen Frauen (Assistance
Telephone - violence towards women),
Telephone: 0800 116016 (deutschlandweit)



Homelessness

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

Contact:

Stadtmission Zwickau e. V. – Wohnungslosenhilfe
(Homeless Assistance Organisation)

Römerstr. 11, 08056 Zwickau

Telephone: 0375 5019111

www.stadtmission-zwickau.de

Food

If you find yourself not knowing how you can buy food for the next few days you can also visit the food bank ("Zwickauer Tafel"). You will need to be able to provide evidence of your entitlement there.

Contact:

Zwickauer Tafel (Food Bank)

Wostokweg 33, 08066 Zwickau

www.gemeinsamzieleerreichen.de

Emergencies

In the case of accidents, danger or threat please call one of the following emergency numbers for assistance:

Fire Brigade: 112, Emergency doctor: 112, Police: 110,

Medical on-call service nationwide: 116 117,

Ambulance: 0375 19222





Disclaimer:

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