

# Arrival information booklet

An overview of important offers!



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## Important authorities in Offenburg

### Foreigners' office – Ausländerbüro

After your arrival in Offenburg/Germany, you will receive necessary further information at the Aliens' Office. You will receive advice, support and help in questions about residence, identity documents, asylum, family reunification and work permits. The Foreigners' Office is responsible for people with foreign passports living in the city of Offenburg.

Hubert-Burda-Platz 2  
77652 Offenburg

Phone: 0781 / 82-2223

E-Mail: [auslaenderbuero@offenburg.de](mailto:auslaenderbuero@offenburg.de)

Homepage: [www.offenburg.de/html/auslaenderbuero.html](http://www.offenburg.de/html/auslaenderbuero.html)



### Migration office – Migrationsamt Landratsamt Ortenaukreis

The Migration Office is only responsible for residents of Offenburg in specific domains. The other tasks are carried out by the Offenburg City Foreigners' Office. Please inform yourself in advance on the homepage about your concerns. This office is also responsible for accommodation or in case of relocation during the asylum procedure.

- Immigration office
- Return counselling
- Citizenship office
- Refugee accommodation
- Refugee social benefit service
- Refugee social service

Badstraße 20a  
77652 Offenburg

Phone: 0781 / 805-9035, 805-9011

E-Mail: contact form at the homepage

Homepage: <https://www.ortenaukreis.de/Politik-Verwaltung/Verwaltung/Infrastrukturen-Baurecht-Migration/Migrationsamt>



## Youth welfare office - Jugendamt Landratsamt Ortenaukreis

The Youth Welfare Office provides support and advice on the following topics:

- Support of families
- Counselling and help in questions of parenting
- Support in the exercise of parental care in case of separation or divorce

Badstraße 20  
77652 Offenburg

Phone: 0781/ 8050 (Zentrale)

E-Mail: contact form at the homepage

Homepage: <https://www.ortenaukreis.de/Politik-Verwaltung/Verwaltung/Bildung-Jugend-Soziales-Arbeitsf%C3%B6rderung/Jugendamt>



## Social services – Sozialamt Offenburg

The Office for Social Welfare and Provision aims primarily to ensure a dignified life. It clarifies questions about livelihood or permanent reduction in earning capacity, also in case of old age as well as disability. It treats furthermore the financial support opportunities of housing subsidy or BAföG.

Amt für Soziales und Versorgung  
Badstraße 20  
77652 Offenburg

Phone: 0781 / 805-148-1

E-Mail: [sozialamt@ortenaukreis.de](mailto:sozialamt@ortenaukreis.de)

Homepage: <https://www.ortenaukreis.de/Unsere-%C3%84mter/Dezernat-3-Bildung-Jugend-Soziales-und-Arbeitsf%C3%B6rderung/Amt-f%C3%BCr-Soziales-Versorgung/>



## Local employment advice – Ortenau Jobcenter Landratsamt Ortenaukreis

The Ortenau Jobcenter helps you and supports you in securing your livelihood. It helps you get back into employment. It supports you in your job search, applications, qualification measures and retraining. After application you also can get benefits as unemployment benefit II (Hartz IV). The prerequisite for support is being entitled to Ortenau Jobcenter benefits. This must be checked beforehand by means of an application, which you must submit in writing.

Lange Str. 51  
77652 Offenburg

Phone: 0781/ 805 933 1

E-Mail: [arbeitsfoerderung@ortenaukreis.de](mailto:arbeitsfoerderung@ortenaukreis.de)

Homepage: <https://www.ortenaukreis.de/Unsere-%C3%84mter/Dezernat-3-Bildung-Jugend-Soziales-und-Arbeitsf%C3%B6rderung/Ortenau-Jobcenter/>



## Employment agency - Agentur für Arbeit

The Employment Agency supports you in questions about choosing secondary schools, studies, (online) language courses, trainings and further education, as well as it helps you within application procedures and skills training.

It offers:

- Counselling for further education opportunities and careers
- Counselling and support for families and people with disabilities
- Support with job search and job applications
- Counselling on qualification measures and retraining
- Application for unemployment benefit

Weingartenstraße 3  
77652 Offenburg

Phone: 0800 455 555 00

Homepage: <https://www.arbeitsagentur.de/vor-ort/offenburg/startseite>

Further information:

[www.arbeitsagentur.de](http://www.arbeitsagentur.de)

[www.ausbildung.net](http://www.ausbildung.net)

[www.bamf.de](http://www.bamf.de)

[www.anerkennung-in-deutschland.de](http://www.anerkennung-in-deutschland.de)

[www.justiz-dolmetscher.de](http://www.justiz-dolmetscher.de) (für translation)



## Family fund – Familienkasse

In Germany, the basic provision for children is to be ensured. Therefore, „Kindergeld“ (child benefits) is offered.

Weingartenstraße 3  
77652 Offenburg

Phone: 0800 4555530 (Information allgemein)



Further information:

[www.bamf.de](http://www.bamf.de) → Willkommen in Deutschland → Kinder und Familie

[www.bmfsfj.de](http://www.bmfsfj.de)

[www.familienkasse.de](http://www.familienkasse.de) (→ Kindergeld, Kindergeldzuschlag, Elterngeld)

[www.familienwegweiser.de](http://www.familienwegweiser.de)

## Education Authority – Schulamt Offenburg

The Offenburg School Authority advises and supports schools as well as parents in their questions. Hereafter you can get help within questions about school registration.

Maria- und-Georg-Dietrich-Straße 2  
77652 Offenburg

Phone: 0781 120 301 -00

E-Mail: [poststelle@ssa-og.kv.bwl.de](mailto:poststelle@ssa-og.kv.bwl.de)

Homepage: <http://schulamt-offenburg.de>



## Civic office – Bürgerbüro Stadt Offenburg

Central contact point for citizens and guests of the city of Offenburg. After moving in or moving out, your residence must be registered at the citizens' registration office within a short period. At the Bürgerbüro you can get various information about the city and authorities, advice and support. Here you can also find tourist information such as the city map, leisure tips, cycle path map, TBO timetable.

Fischmarkt 2  
77652 Offenburg

Phone: 0781 / 805-2000

E-Mail: [buengerbuero@offenburg.de](mailto:buengerbuero@offenburg.de)

Homepage: <https://www.offenburg.de/de/leben-in-offenburg/buengerservice/buengerbuero/>



## Civil registry office – Standesamt Stadt Offenburg

The civil registry office is in charge of:

- Registration of marriage
- Registration of a new born child
- Registration of a funeral
- Recognition of a foreign divorce
- Issuance of documents
- Certificate of marriageability (for marriages abroad)
- Resignation from church
- Change of the name
- Acknowledgement of paternity

Fischmarkt 2  
77652 Offenburg

Phone: 0781 / 805-2607

E-Mail: [standesamt@offenburg.de](mailto:standesamt@offenburg.de)

Homepage: <https://www.offenburg.de/de/leben-in-offenburg/buergerservice/standesamt/>



## Vehicle registration office – KFZ-Zulassungsstelle und Führerscheinstelle

You should have your foreign driving licence transferred. Your foreign driving licence is only valid for 6 months from the time you registered in Germany. If you have any questions about driving licences and vehicle registration, the driving licence office or vehicle registration office will help you.

Landratsamt Ortenaukreis  
Badstraße 20  
77652 Offenburg

Phone: 0781 805-1601 (vehicle registration)

Phone: 0781 805-9495 (driving licence)

Homepage: <https://www.ortenaukreis.de/>



## Support services

### **Integration office – Integrationsbüro Stadt Offenburg**

The Integration Office is a contact point and counselling centre for migrants and migrant associations, institutional actors, interested citizens and volunteers for questions concerning integration and migration in Offenburg. The Integration Office is the office for the Integration Advisory Council of the City of Offenburg and regularly coordinates networking meetings in the field of integration. The Integration Office coordinates projects in the range of the Intercultural Weeks, the International Festival, the International Weeks against Racism and other different integration projects.

Room 213/ 214  
Hauptstraße 75-77  
77652 Offenburg

Phone: 0781/ 82 2635  
E-Mail: [intergration@offenburg.de](mailto:intergration@offenburg.de)  
Homepage: <https://offenburg.de/de/leben-in-offenburg/integration-2/>



### **Integration management and social advice**

The integration managers are the contact persons for people with a refugee background in the connecting accommodation. They support them in social or bureaucratic matters and refer them to the relevant counselling centres and regular services.

District office's Social Service: Kolpingstr.4, Haus Hubertus  
Integration management's Social Service: Spitalstraße 2, 77652 Offenburg, Room 306/307

E-Mail: [intergrationsmanagement@offenburg.de](mailto:intergrationsmanagement@offenburg.de)  
Homepage: <https://www.offenburg.de/html/integrationsmanagement.html>



### **Family guide**

Offenburg has 117 playgrounds, 42 kindergartens, 35 schools, and much more. Information about this range can be found in the family guide.

Homepage: <https://familienwegweiser.offenburg.de/offenburg/familienwegweiser>



## Pool of interpreters – Sprachpool Offenburg

The pool of interpreters consists of volunteer interpreters. These institutions can benefit from the pool for free:

- child daycare centres
- schools
- social associations
- doctors and psychiatrists
- social and municipal institutions
- leaders of voluntary groups



Following institutions can benefit from the pool for a fee:

- municipal employment promotion (Kommunale Arbeitsförderung)
- district administration
- health insurance
- hospitals

If necessary, the above-mentioned institutions may contact the placement office at Caritasverband Vordere Ortenau e.V. to book an interpreter.

Homepage: <https://www.caritas-vordere-ortenau.de/dienste-einrichtungen/beratende-dienste/sprachpool/sprachpool>

## Benefits – Familienpass und Sozialpass der Stadt Offenburg

Through the social pass, citizens with little money can get discounts, e.g. on offers from the adult education centre, swimming pool, library, exhibitions, cultural events or public transport.

The family pass offers parents and their children up to the age of 18 discounted offers in the areas of culture, sport, knowledge and nature adventure. Through the family pass, you can get a discount, for example at:

- child daycare centres
- school daycare
- school of art
- Music school
- Adult education centre (Volkshochschule)
- Swimming pools
- Youth camps
- for lunch in school/daycare-canteens



Information and application: Bürgerbüro Stadt Offenburg

## Educational benefits – Bildungspaket

Children, adolescents and young adults from families who receive social benefits or have a low income (as recipients of housing benefit, child supplement) should be able to use school and leisure facilities on equal terms:

- Lunch
- Tutoring
- Study implements
- Offers of sports, hobbies and culture
- Travel expenses for pupils



Information and application: Landratsamt Ortenaukreis, Lange Straße 51, 77652 Offenburg  
Phone: 0781-805-9447

## Railway station social service - Bahnhofsmision

The Offenburg „Bahnhofsmission“ is an open contact point for anyone seeking help and is located in one of the most central places in the city, the railway station. The following services are offered:

- Possibility of sojourn in the rooms of Bahnhofsmision
- Warm-up, coffee, tee and small refreshments
- Referral to the requested institution
- Assistance with getting on, of or changing trains (with prior notification)
- Mobile travel assistance
- Help within urgent cases

Hauptstraße 1 (am Bahnhof)  
77652 Offenburg  
Phone: 0781 - 2 47 83

Direction: Herr Hornung  
Phone: 0781 63929888  
E-Mail: [offenburg@bahnhofsmision.de](mailto:offenburg@bahnhofsmision.de)



## Migration consulting

The migration consulting institutions offer informations, accompaniment for all immigrants for free. They consult on following subjects:

- placement in German courses („Integrationskurse“)
- entry into job market
- provision of living costs
- child daycare, school, education, work
- residency in Germany
- family reunification
- health issues
- family and education
- sociospatial orientation, leisure activities

### **Diakonisches Werk im Evangelischen Kirchenbezirk Ortenau**

Migration consulting for adults

Migrationsdienst  
Okenstr. 8  
77652 Offenburg



Phone: 0 78 1 / 92 22-0

Homepage: <https://www.diakonie-ortenau.de/html/content/offenburg.html>

### **IN VIA Jugendmigrationsdienst**

Migration consulting for juveniles (up to 27 years)

IN VIA Katholischer Verband für Mädchen- und Frauensozialarbeit in der  
Erzdiözese Freiburg e.V.  
Wasserstr. 5  
77652 Offenburg



Phone: 0781/9197283-40

Homepage: <https://www.invia-freiburg.de/soziale-dienste/jugendmigrationsdienst-oberrhein-nord/>

## **Caritasverband Vordere Ortenau e.V.**

Migration consulting for adults

Migrationsdienst  
Okenstr. 26  
77652 Offenburg

Phone: 0781/7901-0  
E-Mail: [info@caritasvorort.de](mailto:info@caritasvorort.de)  
[www.caritas-vordere-ortenau.de](http://www.caritas-vordere-ortenau.de)



Homepage: <https://www.caritas-vordere-ortenau.de/dienste-einrichtungen/beratende-dienste/migrationsberatung-fuer-erwachsene-zugewanderte/migrationsberatung-fuer-erwachsene-zugewanderte>

## Counselling centres for women

### **Women help women association**

The association is advising, accompanying and helping women and children in time of need. If you have experienced domestic violence or have been abused psychologically or physically or you need protection, Frauen helfen Frauen Ortenau e.V. will help you. Here you will quickly receive active support and advice on all questions concerning protection, expulsion of the perpetrator and stalking.

Ortenberger Str. 2  
77654 Offenburg

Phone: 0781/3 43 11  
E-Mail: [info@frauenhaus-ortenau.de](mailto:info@frauenhaus-ortenau.de)  
Homepage: <http://www.frauenhaus-ortenau.de/>



Help line: 08000-116 016

### **Social services – Sozialdienst katholischer Frauen (SkF) e.V. Offenburg**

SkF is campaigning for women and men, children and families in difficult circumstances. The offer aims also at expectant mothers with need for advice and support.

Zeller Str. 11  
77654 Offenburg

Phone: 0781 93229-0  
E-Mail: [Info@skf-offenburg.de](mailto:Info@skf-offenburg.de)  
Homepage: <https://www.skf-offenburg.de/>

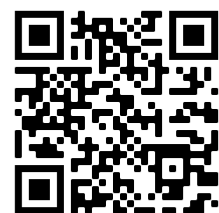


### **Contact point women and work – südlicher Oberrhein**

The contact point advises and supports women on all career issues. Job application training, counselling on re-entry and professional development as well as networking opportunities are offered.

In der Spöck 12  
77652 Offenburg

Phone: 0761 201 17 31 (Büro Freiburg)  
E-Mail: [frau\\_und\\_beruf@stadt.freiburg.de](mailto:frau_und_beruf@stadt.freiburg.de)  
Homepage: <https://frauundberuf.freiburg.de/pb/964755.html>



## **Pregnancy conflict advice – Schwangerschaftsberatung des Diakonischen Werks im Evangelischen Kirchenbezirk Ortenau**

Counselling for pregnant women and young families on all questions related to pregnancy, counselling for single parents, pregnancy conflict counselling (state-recognised), psychosocial counselling for prenatal diagnostics, prevention.

Okenstraße 8  
77652 Offenburg

Phone: 0781/9222-0 (Zentrale)  
E-Mail: [info@diakonie-ortenau.de](mailto:info@diakonie-ortenau.de)  
Homepage: [www.diakonie-ortenau.de](http://www.diakonie-ortenau.de)



## **Association against sexualized violence – Aufschrei! Ortenau Verein gegen sexuelle Gewalt an Kindern u. Erwachsene e.V.**

The counselling centre Aufschrei helps victims of sexual violence. It provides counselling and support for girls and boys from the age of 12 and adults affected by sexual violence (also anonymously) through crisis intervention, prevention, further training, parents' evenings, psychosocial process support after that a report has been made.

Hindenburgstr. 28  
77654 Offenburg

Phone: 0781 31 000  
E-Mail: [offenburg@aufschrei-Ortenau.de](mailto:offenburg@aufschrei-Ortenau.de)  
Homepage: <https://www.aufschrei-ortenau.de/>



## Other advisory services

### **Psychological counselling service – Psychologische Beratungsstelle für Eltern, Kinder und Jugendliche des Caritasverbandes Vordere Ortenau e.V.**

You receive counselling and support in questions and problems surrounding the topics education and family as well as victim counselling. The counselling centre is a contact point for adolescents, young adults and parents. The Early Intervention Centre is affiliated here and supports all mothers and fathers of infants from the very beginning.

Okenstr. 26  
77652 Offenburg

Phone: 0781 790120  
E-Mail: [pb.sekretariat@caritasvorort.de](mailto:pb.sekretariat@caritasvorort.de)  
Homepage: <https://www.caritas-vordere-ortenau.de/dienste-einrichtungen/psychologische-beratungsstelle>



### **Education recognition service – IQ Netzwerk Baden-Württemberg**

Here you can get support and advice for the recognition of foreign qualifications (school, training, studies, etc.). The counselling centre also offers support during the recognition procedure for qualifications.

Phone: 0761 88144500  
E-Mail: [freiburg@anerkennungsberatung-bw.de](mailto:freiburg@anerkennungsberatung-bw.de)  
Homepage: <https://www.netzwerk-iq-bw.de/de/>



### **Red Cross Tracing Service – DRK KV Offenburg e.V.**

The DRK Tracing Service helps people who have been separated from each other due to wars and armed conflicts, disasters or migration to re-establish contact and search for their family members. The DRK Tracing Service helps refugees and migrants in humanitarian emergencies to reunite with their families. Contact person: Natalie Amos

Rammersweierstr. 3  
77654 Offenburg

Phone: 0781 / 919189 15  
E-Mail: [suchdienst@drk-og.de](mailto:suchdienst@drk-og.de)  
Further information: <https://www.drkoffenburg.de/angebote/suchdienst/suchdienst.html>



## Anti-discrimination office

If you have been through discrimination, you can contact the anti-discrimination offices in Karlsruhe or Freiburg. These two offices are also responsible for the city of Offenburg. They offer professional help, give an initial assessment with regard to the General Equal Treatment Act and advise on possible approaches.

### Anti-discrimination office Karlsruhe

Moltkestr. 22  
76133 Karlsruhe

Phone: 072138311932

E-Mail: [ads@stja.de](mailto:ads@stja.de)

Homepage: <https://www.antidiskriminierung-ka.de/beratung>



### Anti-discrimination office Freiburg

c.o. pro familie Freiburg e.V.  
Basler Straße 61  
79100 Freiburg

Phone: 0761/29625-86 oder 0761-29625-87

E-Mail: [adbuero.fr@profamilie.de](mailto:adbuero.fr@profamilie.de)

Homepage: [www.adbuero-fr.de](http://www.adbuero-fr.de)



## Counseling for LGBTQI refugees

The association Rosa Hilfe e.V. is committed to queer refugees in the South Baden area. You will be accompanied and supported in personal problems, asylum issues, looking for work or training and also with networking with the LGBTQ community. The International Queer Café takes place once a month.

### Rosa Hilfe Freiburg e.V.

Adlerstr.12  
79098 Freiburg

Phone: 0761-25161

Mobile: 0176 42744953

E-Mail: [team@rosahilfefreiburg.de](mailto:team@rosahilfefreiburg.de)

Homepage: [www.rosahilfefreiburg.de](http://www.rosahilfefreiburg.de)



## Childcare and schools

### Day care centres i-Punkt

Young children in the age of 1-6 can attend a crèche or day care centre and also have a legal right to do so. Advice and information is available at the i-Punkt advice centre of the City of Offenburg. You can also register your child there directly.

Salzhaus, Zimmer 215  
Hauptstraße 75-77  
77652 Offenburg

Phone: 0781 82-2587

E-Mail: [ipunkt.kita@offenburg.de](mailto:ipunkt.kita@offenburg.de)

Homepage: [https://www.offenburg.de/html/content/i\\_punkt\\_kinderbetreuung.html](https://www.offenburg.de/html/content/i_punkt_kinderbetreuung.html)



### Nanny association – Tageseltern Offenburg e.V.

The nannies' association in Offenburg provides impartial and unbiased advice and support to all parents who need private care for their child, as well as to all interested parties who want to qualify as a nanny or are already working as one.

Okenstraße 57  
77654 Offenburg

Phone: 0781- 9484731

E-Mail: [tagesmuetter-offenburg@t-online.de](mailto:tagesmuetter-offenburg@t-online.de)

Homepage: [www.tagesmuetterverein-offenburg.de](http://www.tagesmuetterverein-offenburg.de)



### Primary and secondary schools overview

In Germany, school attendance is compulsory. All children between the ages of 6 and 16 must attend school. School attendance is free of charge. Compulsory schooling ends at the age of 18.

<https://www.offenburg.de/de/leben-in-offenburg/bildung/schulen-bildungseinrichtungen/allgemeinbildende-schulen/>



## Neighbourhood and family centres – Stadtteil- und Familienzentren (SFZ)

Offenburg owns seven Neighbourhood and family centres (Stadtteil- und Familienzentren - SFZ). You can take advantage of several offers in the SFZs. Every SFU has its own focus and complies with the requirements in the respective district. You can get in touch and connect with other people of your district. Furthermore, you find support and advice in questions concerning your neighbourhood.

Homepage with all SFZs at first glance: [www.sfz-offenburg.de](http://www.sfz-offenburg.de)



## Neighbourhood and family centres according to district – Stadtteil und Familienzentren Offenburg

<p><b>Stadtteil- und Familienzentrum Albersbösch</b>                      Altenburger Allee 8                      77656 Offenburg</p> <p>Phone: 0781-953511                      E-Mail: <a href="mailto:sfz.albersboesch@offenburg.de">sfz.albersboesch@offenburg.de</a></p>	<p><b>Stadtteil- und Familienzentrum Innenstadt</b>                      Stegermattstraße 26                      77652 Offenburg</p> <p>Phone: 0781 932286-11                      E-Mail: <a href="mailto:sfz.innenstadt@offenburg.de">sfz.innenstadt@offenburg.de</a></p>
<p><b>Stadtteil- und Familienzentrum Oststadt</b>                      Grimmelhäuserstraße 30                      77654 Offenburg</p> <p>Phone: 0781 / 9 32 92-11                      E-Mail: <a href="mailto:sfz.oststadt@offenburg.de">sfz.oststadt@offenburg.de</a></p>	<p><b>Stadtteil- und Familienzentrum Stegermatt</b>                      Badstraße 55                      77652 Offenburg</p> <p>Phone: 0781 2045-11                      E-Mail: <a href="mailto:sfz.stegermatt@offenburg.de">sfz.stegermatt@offenburg.de</a></p>
<p><b>Stadtteil- und Familienzentrum Uffhofen</b>                      Espenstraße 1                      77656 Offenburg</p> <p>Phone: 0781 9578-11                      E-Mail: <a href="mailto:sfz.uffhofen@offenburg.de">sfz.uffhofen@offenburg.de</a></p>	<p><b>Stadtteil- und Familienzentrum Am Mühlbach</b>                      Vogesenstr. 14a                      77652 Offenburg</p> <p>Phone: 0781 - 639188 - 11                      E-Mail: <a href="mailto:sfz.ammuehlbach@offenburg.de">sfz.ammuehlbach@offenburg.de</a></p>
<p><b>Stadtteil- und Familienzentrum Buntes Haus</b>                      Moltkestraße 10                      77654 Offenburg</p> <p>Phone: 0781 9481269                      E-Mail: <a href="mailto:sfz.bunteshaus@offenburg.de">sfz.bunteshaus@offenburg.de</a></p>	<p><b>Current events:</b></p> 

## Other municipal institutions

### Library

In the city library, there are books, CDs, films, newspapers, magazines, games and other things for children, young people and adults. You can use the media on site or borrow them. If you want to borrow something or use the PCs, you need a library card.

In addition, library provides:

- reading afternoons for children
- books in English, French, Arabic and many other languages
- free Wifi and working areas
- Photocopier, piano etc.

Weingartenstr. 32/34  
77654 Offenburg

Phone: 0781/82-2716

E-Mail: [info@stadtbibliothek-offenburg.de](mailto:info@stadtbibliothek-offenburg.de)

Homepage: [www.stadtbibliothek.offenburg.de](http://www.stadtbibliothek.offenburg.de)



### Institute for German – Institut für Deutsche Sprache (IDS)

The Institute for German is the biggest course provider for German as a foreign or second language of the county. The following courses are offered continuously:

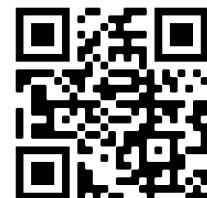
- Integration courses level A1- B1
- Job-related courses level B2/C1
- German C1 medicine courses
- Intensive courses
- Evening classes
- Grading counselling free of charge
- Exams A1-C1
- Company courses
- Etc.

Wilhelm-Bauer-Str. 16  
77652 Offenburg

Phone: 0781 / 9364-400

E-Mail: [anmeldung@ids-offenburg.de](mailto:anmeldung@ids-offenburg.de)

Homepage: <https://www.ids-offenburg.de/>



## **Youth office and Multigenerational house – Jugendbüro und Mehrgenerationenhaus**

In the youth office and multigenerational house, people from different backgrounds, of all ages and with the most diverse interests get in touch. There is a cosy café, freely accessible computers, free Wi-Fi for own devices. There is also a youth representation for public meetings of the municipal committees. Moreover, there are the following groups and offers.

- Holiday programme
- Counselling volunteer service
- Bunter Block (LGBTQI+ groupe for young poeple up to 27 years)
- Babysitter courses

Glaserstraße 8 (Zugang über Bäckergrasse)  
77652 Offenburg

Phone: 0781 9322 7337

E-Mail: [jugendbuero@offenburg.de](mailto:jugendbuero@offenburg.de)

Homepage: [https://www.offenburg.de/html/jugendbuero\\_und\\_mehrgenerationenhaus.html](https://www.offenburg.de/html/jugendbuero_und_mehrgenerationenhaus.html)



## **Civic engagement, volunteering and counselling**

The city of Offenburg offers counselling services for younger and older people on the topics of voluntary service, volunteering and care. There is a suitable offer for everyone. You will find interesting topics in the area of culture and leisure activities, but also playgroups, language, sports and exercise offers for seniors and seniors' workshops. There is the possibility to get actively involved on a voluntary basis or free advice from the Pflegestützpunkt, a care support centre.

Am Markplatz 5  
77652 Offenburg

Phone: 0781/ 82 2222

E-Mail: [engagement@offenburg.de](mailto:engagement@offenburg.de)

Homepage: <https://seniorenbuero-offenburg.de/>



## Adult education centre – Volkshochschule

The Volkshochschule provides courses for adults, but also for other groups of age.

- German lessons, basic education, school graduation
- vocational education
- Further education
- Presentations, films, events
- Courses for children and juvenils („young VHS“)
- Offers for women and girls
- Courses for volunteers "qualifiziert und engagiert" (qualified and committed)

Weingartenstr. 34 b  
77654 Offenburg

Phone: 0781/ 9364-200  
E-Mail: [anmeldung@vhs-offenburg.de](mailto:anmeldung@vhs-offenburg.de)  
Homepage: [www.vhs-offenburg.de](http://www.vhs-offenburg.de)



## Ortenau Basic Education Centre - Grundbildungszentrum Ortenau

The adult education centres in Lahr, Offenburg and Ortenau are part of the Ortenau Basic Education Centre. Here you can learn to read, write and do maths. Here you can learn all the skills you need to successfully master your everyday life and participate in society. Basic education also includes social skills, basic IT skills, basic financial education and a basic understanding of health, as well as cultural and political education. The programmes are free of charge.

Grundbildungszentrum  
GBZ - Offenburg

Unionrampe 4a  
77652 Offenburg

Telefon: 0781 9364-223  
E-Mail: [karin.weisser@gbz-ortenau.de](mailto:karin.weisser@gbz-ortenau.de)  
Homepage: [www.grundbildungszentrum-ortenau.de](http://www.grundbildungszentrum-ortenau.de)



## Voluntary refugee aid

### **Ökumenischer Arbeitskreis Asyl e.V.**

The working group is committed to help new immigrants (with a refugee background) who need support. Together with the Diakonisches Werk and the Protestant Stadtkirchen congregation, the AK Asyl offers the Café International 1-2 times a month at Poststr. 16. It is aimed at people with and without a migration background who are interested in contacts and exchange.

Poststr.16  
77652 Offenburg

Phone: 0781-93603531  
E-Mail: [asyl-ak.offenburg@posteo.de](mailto:asyl-ak.offenburg@posteo.de)  
Homepage: <http://www.asyl-ak-offenburg.de/>



### **Flüchtlingshilfe Rebland**

The Refugee Aid Rebland is an initiative of voluntarily committed people who have set themselves the goal of supporting refugees arriving in Offenburg and its districts, and to bring forward their longer-term integration. The group provides help in the scope of: German lessons, homework support, sponsorships, visits to authorities and doctors, work and life. You have the possibility to ask if a volunteer could support you. You can also join the Rebland Refugee Aid and help other people.

Heribert Schramm  
Obertal 5  
77654 Offenburg

Phone: 0781/939 96 18  
E-Mail: [h.schramm@biofrisch.net](mailto:h.schramm@biofrisch.net)  
Homepage: [www.fluechtlingshilfe-rebland.de](http://www.fluechtlingshilfe-rebland.de)



### **Other institutions and volunteer groups**

You find further contacts on the homepage of the City of Offenburg.



## Favourable shopping opportunities

### Affordable food – Offenburger Tafel

The food banks are committed to compensation: they collect "surplus" but qualitatively impeccable food and pass it on to those in need. People with an entitlement certificate are entitled to collect cheap and good food. To obtain the entitlement certificate for shopping at the Tafel, the following documents must be submitted.

- Proof of a lower income (e.g. Harzt IV, basic income support or housing benefit notification)
- Resident permit
- Valid pension certificate
- Passport photo

Am Unteren Mühlbach 1  
77652 Offenburg

Phone: 0781 / 970 33 88  
E-Mail: [info@offenburger-tafel.de](mailto:info@offenburger-tafel.de)  
Homepage: [www.offenburger-tafel.de](http://www.offenburger-tafel.de)



### Secondhand store - PVD Offenburg

In the department stores', customers can find bargains and buy second-hand goods at fair prices. There is also the opportunity to accomplish an electricity saving-check (for low-income households), which could save you up to 100 €. On offer:

- Furniture
- Large and small electrical appliance
- Household goods
- Textiles
- Antiques

Haselwanderstraße 22  
77652 Offenburg

Phone: 0781 / 9179-16  
E-Mail: [pvd.og@pvd-agj.de](mailto:pvd.og@pvd-agj.de)  
Homepage: <https://www.pvd-agj.de/index.php/standorte/offenburg/16-secondhandkaufhaus>



## **Secondhand goods – (AWO) Offenburg**

The AWO collects and sells functioning, used goods of all kinds - everything that is too bad to throw away: household items, clothes, furniture, books, pictures, toys, electrical items, bicycles, rarities, art and antiques.



Wasserstr. 3  
77652 Offenburg

Phone: 0160-99 22 13 94  
E-Mail: [kreisverband@awo-ortenau.de](mailto:kreisverband@awo-ortenau.de)

## **Secondhand clothing – „Kleiderlädle“ des DRK (Red Cross)**

Sale of well-preserved, secondhand clothes, trousers, jackets, coats, shoes and boots for summer and winter, as well as linen, bedding and blankets.

Zeller Str. 28  
77652 Offenburg

Phone: 0781/919189-10  
E-Mail: [info@DRK-OG.de](mailto:info@DRK-OG.de)  
Homepage: [www.drk-og.de](http://www.drk-og.de)



## **Secondhand clothing – Kleiderkammer Stadtteil- und Familienzentrum Stegermatt**

The free clothing store is open to anyone in need of clothes. Appointments can be made by telephone on 0781/71618 or [integration@offenburg.de](mailto:integration@offenburg.de). Further information:

Stadtteil- und Familienzentrum Stegermatt  
Badstraße 55  
77652 Offenburg

Phone: 0781 2045-11  
Homepage: <https://sfz-offenburg.de/stadtteil-und-familienzentren/stegermatt/>



## Secondhand for women – Frauenhauslädele

Donated dishes, books, children's items, electrical appliances and household goods of all kinds are offered at cheap prices on a large sales area.

Lindenplatz 4  
77652 Offenburg

Phone: 0781 / 1281 778

E-Mail: [info@frauenhaus-ortenau.de](mailto:info@frauenhaus-ortenau.de)

Homepage: <https://www.fhf-ortenau.de/frauenhauslaedele/>



## Secondhand for children – SKF Kinderkleider Lädle

You can find here clothes for babies and children up to 6 years, as well as baby carriages. In the basement of the Marienhaus, entrance at the back of the building. Please make an appointment.

Wasserstr. 5  
77656 Offenburg

Phone: 0781/ 93229-0

E-Mail: [info@skf-offenburg.de](mailto:info@skf-offenburg.de)

## Online Small ads – Kleinanzeigen

Cheap secondhand goods are also available online:

**Ebay Kleinanzeigen:** [www.ebay-kleinanzeigen.de](http://www.ebay-kleinanzeigen.de)

**Zeitung Stadtanzeiger:** [www.stadtanzeiger-ortenau.de](http://www.stadtanzeiger-ortenau.de)

**Kleinanzeigen Baden online:** <https://kleinanzeigen.bo.de>

## Mobility and traffic

Offenburg offers a range of mobility services. In addition to local transport with the city bus, there is also the option of car rental and bicycle hire. 120 bikes, including e-bikes and cargo bikes, are available around the clock at 20 rental stations. With the "Einfach mobil" card, there are discounts on all trips with nextbike bikes and CarSharing cars from Stadtmobil Südbaden. To use the new mobility stations, they register for their "Einfach mobil" card. You can pick it up for a fee of 5 euros at the BürgerbüroBauen. An overview of the offers and the registration for a "Einfach mobil" card can be found here:



Homepage: <https://mobil-in-offenburg.de/>

## Urban transport – SWEG

The city bus network connects the centre of Offenburg with the city districts. The regional bus lines complement the services. You can easily recognise the city buses from line S1 to S9 by their equal green "Einfach mobil" design. There is also a bus app for the city bus, with which you get an overview of the schedules in real time.



Further information under:

Homepage: <https://stadtbus-offenburg.de/>

Information for **tickets und schedule:**

### **TGO-Tarifverbund Ortenau GmbH**

Hauptstraße 66  
77652 Offenburg

Phone: 0781/966 789 910

E-Mail: [tgo@ortenaulinie.de](mailto:tgo@ortenaulinie.de)

Homepage: [www.ortenaulinien.de](http://www.ortenaulinien.de)



**Overview schedules city and regional buses:**

Homepage: <https://www.sweg.de/de/regionen/regionen-detail/ortenau/>



## Long-distance bus

You travel from Offenburg to several cities in Germany or Europe by bus. Therefore exist bus connection through Flixbus.

Information and tickets:

Homepage: [www.flixbus.de](http://www.flixbus.de)



## Railway

Important information and timetables for your travel with Deutsche Bahn you find hereafter. There are also special offers for regional transport.

Information and tickets:

Homepage: [www.bahn.de](http://www.bahn.de)



## Bicycle repair workshop

Donated bicycles are being repaired and then sold cheaply in the bicycle repair workshop. You can volunteer there and meet other people from different cultures. You can hand in used bicycles that you no longer need there.

Every monday, 4-6 pm.

Familie Kiefer  
Okenstraße 73  
77652 Offenburg

Phone: 0781 70111



# Notfälle, Krankenhäuser und Ärztliche Hilfe

## Emergency contacts (for free)

- Police – 110
- Fire brigade / emergency service / paramedics – 112
- Medical standby service – 116 117
- Helpline in the scope of pastoral care – 0800 111 0 111 / - 122 / -222
- Helpline in the scope of violence against women – 0800 0 11 60 16 / 0781 34 311
- Helpline for pregnant women – 0800 40 40 020
- Poisoning information and advice – 0761-19240 or [www.giftberatung.de](http://www.giftberatung.de)

## Search for a doctor

If you are looking for language assistance during doctor's appointment, you can take advantage of the Dolmetscherpool (pool of interpreters). Your doctor can request an interpreter for your next appointment free of charge. Moreover you can search a doctor in your language at [www.arztsuche-bw.de](http://www.arztsuche-bw.de) under „erweiterte Suche“ (extended search).



Homepage: [www.arztsuche-bw.de](http://www.arztsuche-bw.de)

## Hospital / first aid

Go here in case of health emergencies, an accident or serious illness, other physical complaints or birth. Please contact also your attending doctor. In an emergency case, please go to the emergency department.

Ortenau Klinikum  
Ebertplatz 12  
77654 Offenburg

Phone: 0781 / 472-0

E-Mail: [info.og@ortenau-klinikum.de](mailto:info.og@ortenau-klinikum.de)

Homepage: <https://offenburg-kehl.ortenau-klinikum.de/>



## Psychiatric Clinic – MediClin Klinik an der Lindenhöhe

MediClin Klinik an der Lindenhöhe is a hospital for psychiatric and psychotherapeutic care and psychiatric emergency situations with different ranges for children, adolescents and adults. Registration either directly at the clinic or with referral from the treating family doctor.

Bertha-von-Suttner-Straße 1  
77654 Offenburg

Phone: 0781 / 91 92 0

E-Mail: contact form at the homepage

Homepage: <https://www.klinik-lindenhoehe.de/Home.aspx>



## Imprint

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Integrationsbüro  
Hauptstr. 75-77  
77652 Offenburg

[integration@offenburg.de](mailto:integration@offenburg.de)  
[www.offenburg-hilft.de](http://www.offenburg-hilft.de)

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