

General questions about the Familien-Navigator

1. What is the Familien-Navigator?

▶ The Familien-Navigator is an Internet portal where parents and professionals can quickly and easily find information about different offers for families (e.g., in the subject areas like health, pregnancy, family & job and leisure) in Düsseldorf since July 2019.

2. What is the target group of the Familien-Navigator?

▶ The Familien-Navigator is available to all interested professionals and families with children. The range of offers is being continuously expanded, so that in future there will also be offers for children and young people up to the age of 21. Currently you will find offers for children from 0 to 6 years.

3. Who provides the platform?

▶ The information platform is provided by the State of North Rhine-Westphalia.

4. Who is responsible for the content of the offers?

▶ The providers themselves are responsible for the services they offer.

5. Where can I get reliable information on questions about the Familien-Navigator?

▶ Please contact us by phone at 0211 89.95298 or email to familien.navigators@duesseldorf.de

Provider questions

1. Interested providers: How can I get my offers entered in the Familien-Navigator?

▶ If you are interested, please contact the provided contact addresses. There you will find information on how to proceed.

2. Do I have to register beforehand to use the Familien-Navigator?

▶ As a provider you will be registered in the online platform and you can then edit and publish your offers independently.

3. What are the benefits of this platform?

▶ The platform offers you an uncomplicated opportunity to increase your reach and demand for offers.

You can enter your current offers free of charge, independently and on your own responsibility. You also have the opportunity to exchange ideas with other providers.

4. As a private-commercial provider, can I present my offers in the Familien-Navigator?

▶ Since the platform is intended to show parents the widest possible range of offers, private-commercial providers can also submit their offers.

User questions

- 1. Do I have to register before using the Familien-Navigator?**
 - ▶ You do not have to register in order to use the Internet portal. Your data will not be saved. You can access the Internet platform at any time from your PC or mobile devices.
- 2. Who do I contact if I have any questions regarding the content of an offer?**
 - ▶ If you have any questions regarding a specific offer, please contact the provider or the contact person specified in the offer.
- 3. Will I be informed about new offers (newsletter)?**
 - ▶ This option does not currently exist.
- 4. I don't live in Düsseldorf, am I still allowed to use the offers?**
 - ▶ Yes, the offers are not bound to the place of residence. With the search of the surrounding area, the search results can also display offers from surrounding cities, so that a targeted offer search close to home is possible.