



Migration. Integration. Participation.

Düsseldorf
Live close Feel free

**Migration and
Integration Office**

Benefits
and services

Greeting

Düsseldorf is cosmopolitan, international and has great diversity. For over 140,000 residents of Düsseldorf with a foreign passport and more than 1,000 homeless people the Migration and Integration Office is a central point of contact in the town. In addition to this there are 5,000 enterprises from 139 countries based in Düsseldorf, 40 consular authorities, 33 foreign sales agencies and an international school with pupils from a total of 44 countries.



The Migration and Integration Office is made up of existing and newly structured departments and subject areas.

It offers foreigners, immigrants, refugees and homeless people a comprehensive service with short paths and guarantees them access to and participation in social and community-based facilities in Düsseldorf.

This brochure will give you an overview of our offers and services from a single source. Get in touch with us. We are here for you.

Sincerely,

A handwritten signature in blue ink that reads "M. Koch".

Miriam Koch

Head of the

Migration and Integration Office

Point of contact for all

The **Service Point** is the first point of contact for all clients of the Migration and Integration Office. Here you can arrange appointments with the relevant advisors of the municipal foreigners' registration office. In addition to this, basic questions on laws concerning foreigners can be answered at the Service Point, applications handed in and certifications issued.

Service offer

- Forms and information can be obtained
- Appointments made for clarification of foreigner legislation matters (application for residence permits or their extension, extension of visas (not tourist visas), employment, declaration of obligation with credit assessment etc.)
- Advice on general questions on laws concerning foreigners
- Issue of certifications (temporary permit, residence permit, confirmation of loss, border crossing permit, application confirmation)
- Transfer of new passport data to the electronic residence permit (eAT)

Contact

Service Point

Willi-Becker-Allee 10, 40227 Düsseldorf

Phone: 0211.89 - 2 10 20

Email: servicepointamt54@duesseldorf.de

Opening hours

Mon – Fri: 7.30 – 13.00 h

Foreigners' affairs

The municipal **Foreigners' Registration Office** sees itself as a neutral point of contact for the foreigner legislation concerns of people living in Düsseldorf who do not have German nationality. The examples of services listed are carried out on the basis of the Residence Law and Freedom of Movement Act and further legal norms. So that every individual concern can be dealt with satisfactorily, we always recommend first contacting the service point and arranging a first consultation if necessary.

General foreigners' affairs

- Issue and extension of residence permits (for “non-EU” foreigners)
- Issue of settlement permits (for “non-EU” foreigners)
- Issue and extension of travel documents for foreigners, stateless persons, refugees and persons with emergency travel documents
- Receiving and checking applications for employment (in collaboration with the Federal Labour Office)

Special foreigners' affairs

- Issue of a declaration of obligation according to §§ 66, 68 Residence Law
- Issue and extension of residence permits for persons going through asylum procedures
- Advice on going back for persons obliged to leave the country

First contact

Foreigners' Registration Office

Willi-Becker-Allee 7, 40227 Düsseldorf

Phone: 0211.89 - 2 10 20 (Service Point appointments)

Email: servicepointamt54@duesseldorf.de

Opening hours (by appointment only)

Mon – Fri: 7.30 – 13 h

Naturalisation, nationality, change of name

The **Integration Department** in the Migration and Integration Office is the point of contact for information, advice and decisions on naturalisation, legal change of name or for the establishment of the possession or non-possession of German nationality. There are legal bases particularly for the nationality law and the change of name law.

Naturalisation

People who have lived in Germany for a long time, fulfil a number of further prerequisites and feel at home here can apply for naturalisation, in order to become German citizens. In a first consultation detailed information is given on the prerequisites and the naturalisation procedure.

Phone: 0211. 89 - 2 10 20 Mon – Fri, 7.30 – 13 h

Email: staatsangehoerigkeit@duesseldorf.de

Nationality

Establishment and verification of possession or non-possession of German nationality.

Phone: 0211. 89 - 2 10 20, Mon – Fri, 7.30 – 13 h

Email: staatsangehoerigkeit@duesseldorf.de

Change of name

People who live in Düsseldorf and possess German nationality, homeless foreigners or foreign refugees, persons entitled to political asylum or stateless persons can change their first name or surname if there is an important reason.

Phone: 0211. 89 - 9 34 21 Mon – Fri, 8 – 12 h

Email: namensaenderung@duesseldorf.de

Contact

Integration Department

Willi-Becker-Allee 10, 40227 Düsseldorf

Phone: 0211.89 - 2 10 20 (Service Point appointments)

Service for companies and consulates

The municipal **Foreigners' Registration Office** in the Migration and Integration Office also sees itself as a service partner for companies and consular agencies in Düsseldorf and their personnel or staff without German nationality. So that every individual concern can be dealt with satisfactorily, we recommend arranging a first consultation appointment by phone.

Visa extensions and EU affairs

- Residence decisions for all persons desiring a residence permit for the purpose of employment, as well as their relatives
- Visa extensions for important reasons (e.g. for medical treatment)
- Residence decisions and certifications of permanent right of residence for EU citizens and Swiss nationals

Contact

Foreigners' Registration Office

Willi-Becker-Allee 7, 40227 Düsseldorf

Phone: 0211.89 - 2 10 20 (Service Point appointments)

Email: abh-firmenservice@duesseldorf.de

Opening hours

By previous appointment

Service for institutions and organizations

The **Municipal Integration Centre Düsseldorf** (KI) takes a stand for participation improvement and equal opportunities for people with a migratory background in community affairs. It supports facilities of the control system during the process of intercultural opening. The working basis of the KI is the entire municipal integration concept. Goals and measures are established in a mutual process orientated on the respective requirements and resources. We will gladly advise you on tailor-made offers.

Services, offers

- Seminars (Single events or courses)
- Consultation offers for councils, teams in organizations as well as specialist staff.
- Projects and measures for organizations supporting families with a migratory background to participate successfully in society.

Contact

Municipal Integration Centre

Bertha-von-Suttner-Platz 3, 40227 Düsseldorf

Phone: 0211.89 - 2 40 63 Fax: 0211.89 - 2 93 76

Email: ki@duesseldorf.de

Opening hours

By previous appointment



The KI Düsseldorf is sponsored by the Ministry of Education and the Ministry for Children, Families, Refugees and Integration of the state of NRW.

Asylum, flight

The **initial reception** on the Nördlichen Zubringer is the first point of contact in Düsseldorf for designated asylum seekers and also cases of family reunion. From here, refugees are distributed to the accommodation facilities of the state capital of Düsseldorf in the entire city area.

Address

Initial Reception Administration

Vogelsanger Weg 49, 40470 Düsseldorf

Contact

Phone: 0211.89 - 2 78 83

Phone: 0211.89 - 3 60 94 (notification of charges)

Allocation to the municipal **accommodation facilities for asylum seekers and refugees** and if applicable the relocation of occupants is administrated by an occupancy and relocation management in the Migration and Integration Office. Groups supported are:

- refugees already living in Düsseldorf and new arrivals
- Jewish quota refugees and late repatriates
- asylum applicants
- refugee family reunions
- refugees in the process of authorized redistribution applications
- recognised refugees with waived conditions of fixed abode

Contact

Occupancy and relocation management

Vogelsanger Weg 49, 40470 Düsseldorf

Phone: 0211.89 - 9 24 72 Fax: 0211.89 - 2 99 42

Email: asylzweigstelle@duesseldorf.de

Opening hours

Mon – Fri: 9 – 12 h

Assistance for refugees is given generally according to the asylum seekers' assistance law (AsylbLG). According to this law, foreigners who actually live in the territory of the Federal Republic and are without income and capital are eligible for assistance if they

- have residence *permission* according to the asylum law,
- want to arrive via an airport and their arrival is not or not yet permitted,
- possess a residence *permit* according to § 23 section 1 or § 24 due to war in their home country, inasmuch as the decision on the setting aside of their deportation was less than 18 months ago,
- their presence is tolerated according to § 60a of the Residence Law,
- are obliged to leave the country even if a deportation threat is not yet or no longer enforceable,
- have a spouse, life partner or underage children in the no. 1 to 5 named persons who do not themselves fulfil the prerequisites given there or
- are renewing their application according to § 71 of the asylum law or making a second application according to §71a of the asylum law.

In addition to this persons are also eligible for assistance according to § 2 AsylbLG who have been in the territory of the Federal Republic for 15 months without significant interruption and have not influenced the length of their stay fraudulently.

Contact

Economic assistance

Vogelsanger Weg 49, 40470 Düsseldorf

Phone: 0211.89 - 2 22 45 Fax: 0211.89 - 2 93 49

Email: asylzweigstelle@duesseldorf.de

Opening hours

Mon, Wed + Fri: 8 – 11.30 h

Homelessness

The **Advisory Centre for Homeless Persons** in the Migration and Integration Office is aimed at all persons in Düsseldorf, who are not in a position to obtain new housing or temporary accommodation independently. The appropriate help is established during a consultation. This includes, for example, the placement in facilities and offers of the Assistance for the Homeless. The consultation also gives support in the search for new housing and arranges contact to the Housing Agency. On renting an apartment or moving from homelessness into trial housing, follow-up support is offered for a limited period of time.

For rehoused homeless persons with special health problems (somatic or psychological disorders) there are a number of appropriate places with corresponding care from social workers. The primary goal of the **Social Service** is generally the reintegration in the housing market or the placement in specialized facilities (e.g. in trial housing).

Contact

Advisory Centre for Homeless Persons

Willi-Becker-Allee 10, 40227 Düsseldorf

Social service for accommodation

Willi-Becker-Allee 8, 40227 Düsseldorf

Phone: 0211.89 - 9 61 89 (Mon – Fri: 8 – 15.30 h)

Fax: 0211.89 - 2 92 87

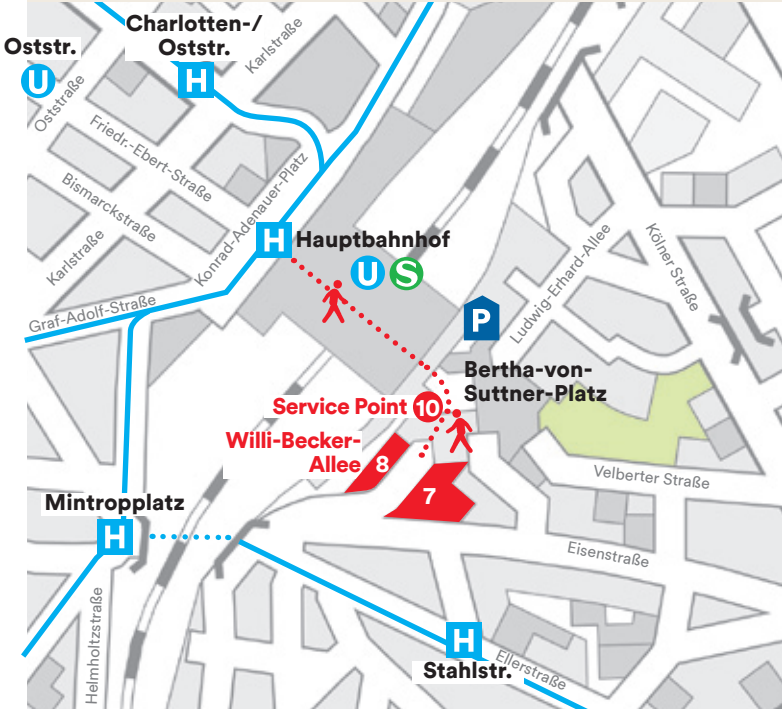
Opening hours

Mon, Wed– Fri: 8.30– 11 h (and by appointment)

Not open on Tuesdays.

Local Orientation

The departments of the Migration and Integration Office and the Service Point can be reached by many ÖPNV lines. Central stop is the **Hauptbahnhof** (Central station). Via Bertha-von-Suttner-Platz (eastern exit) it is only a few minutes on foot.



Buses and express buses (SB)

721, 722, 732, 737, 738, 752, 754, 834, SB55, SB85



Underground, trams

U70, U74, U75, U76, U77, U78, U79
704, 707, 708, 709



City trains (S-Bahn)

S1, S6, S8, S11, S28, S68

Address

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Willi-Becker-Allee 10
40227 Düsseldorf

Contact

Telefon 0211.89-21 02 0
servicepointamt54@duesseldorf.de
www.duesseldorf.de/
amt-fuer-migration-und-integration



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