



NEW START

INFOS FÜR MIGRANTEN
UND MIGRANTINNEN



A NEW START

INFORMATION FOR MIGRANTS



Dear Readers,

Welcome to the City of Pforzheim! Our 'NEW START' brochure aims to make your new start in your new city a little easier.

It's not easy to start again in a new place – and when the country, the language, the alphabet and everyday life seem foreign to you, the adventure is not always straightforward. To help you get to grips with life here a little easier, NEW START contains all the information you need for the early days in Pforzheim.

We want you to get to know and love our city and find a new home for yourself and your family – so please make use of our brochure and our other language, education and integration services. Then we're sure your new start will be a success!

Yours,
Monika Müller
Mayor



A handwritten signature in black ink that reads "Monika Müller". The signature is written in a cursive, flowing style.



Mr Ignazio Minotta
(Italy)

I've been living in Pforzheim for 25 years now and I loved the city right from the start. For me, the key was learning German early on and learning to communicate in German. This made life much easier.



Ms Bushra Lupardi
(Iraq)

Integration means living in the here and now: talking to others, working, getting involved, meeting people – even when we're different. I am delighted at the opportunity presented to migrants who want to start a new life in Pforzheim.



Ms Chariklia Isaakidou
(Greece)

As a former migrant myself, I am familiar with some of the problems here. When I started to get to know people here a little better, they were very friendly and helpful. I hope that all immigrants can find people to help them in their day-to-day lives, just like I did.



Mr Fazli Isbilen
(Turkey)

It's always hard to start out in a new country – I too encountered lots of new, strange things when I first arrived here years ago. I hope that this brochure makes it easier for others to understand the way the authorities work here and what day-to-day life in Germany is like!

CONTENTS

PAGE

6	1. Registering a residence in Pforzheim	
7	2. Going to the Ausländerbehörde	
	3. Accommodation	
9	3.1 How do you find a place to live?	
10	3.2 Rent – what is included?	
13	3.3 Subsidised housing	
	3.4 What is housing benefit (Wohngeld)?	
14	4. Current account	
	5. Integration	
15	5.1 Integrationsbeauftragte der Stadt Pforzheim	
16	5.2 Learning German	
17	5.3 Integration courses	
18	5.4 Koordinierungsstelle Sprachkurse	
19	5.5 Immigrant consultation offices	
	6. Work	
20	6.1 Work permits (Arbeitserlaubnis) – EU countries	
21	6.2 Work permits – non-EU countries	
22	6.3 Looking for work/employment agencies	
23	6.4 Recognition of qualifications from outside Germany	
	7. Children	
24	7.1 Child benefit (Kindergeld)	
25	7.2 Children's bonus allowance (Kinderzuschlag)	
26	7.3 Parents' allowance (Elterngeld)	
27	7.4 Childcare supplement (Betreuungsgeld)	
28	7.5 Das Bildungs- und Teilhabepaket (BuT)	
29	7.6 Registering with a nursery	
30	7.7 Registering with a school	
	8. Health	
31	8.1 Health insurance	
31	8.2 Visiting the doctor	
32	8.3 The elderly, carers and disabilities	
33	9. Emergency contact numbers	
	10. Everyday life	
34	10.1 Certificates and translations	
34	10.2 Driving licence	
35	10.3 Family centres	
36	10.4 Leisure and assistance for children and young people	
37	10.5 Sports/sport clubs	
	11. Social information	
38	11.1 Second Hand Palast	
38	11.2 Pforzheimer Tafel	
39	11.3 Pforzheim-Pass	
40	11.4 TV licence (Rundfunkbeitrag)	
	12. Appendixes	
41	12.1 Public holidays in Baden-Württemberg	
42	12.2 Useful information about Pforzheim	
43	12.3 Districts	
44	12.4 The centre of Pforzheim	
46	12.5 EU member countries	
47	Legal notice	
48	Pforzheim local authorities	

You can also access more information about support and social services at www.sozialdatenbank-pforzheim.de.

1. Registering a residence in Pforzheim

- Anyone moving to Germany needs to register their address in person with the local Meldebehörde within one week.
- If you move house, you also need to re-register within one week.
- People who do not register or re-register within this time will have to pay a fee.
- So that the post can be delivered properly, it is important that you label the buzzer to your flat and your letter box with your surname once you have registered and moved into your new home.

Registering a place of residence	
Where?	Bürgerzentrum or Ortsverwaltungen
Address	Altes Rathaus Östliche Karl-Friedrich-Str. 2, 75175 Pforzheim
Office hours	Monday–Wednesday 7.30 a.m.–1 p.m. Thursday 8 a.m.–12 p.m. 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.
What will you need?	<ul style="list-style-type: none"> • Passport or ID card • Children's ID card(s), if you have children (for foreign birth certificates, please also provide a translation into German or an international birth certificate) • Rental contract
What will you receive?	Confirmation of residence registration (Anmeldebestätigung) Keep this in a safe place!

2. Going to the Ausländerbehörde

Every non-EU citizen coming to live in Germany has to register with the local Ausländerbehörde.

You can **only** go to the authorities once you have **made an appointment by phone**:

Going to the Ausländerbehörde			
Where?	Abteilung für Migranten und Flüchtlinge		
Address	Altes Rathaus, semi-basement level (SG) Östliche Karl-Friedrich-Str. 2, 75175 Pforzheim		
Hours for making appointments by phone	Surname	Phone number	Phone line open
	A-Bol	393 160	Monday-Thursday 8 a.m.–12 p.m. 2 p.m.–4 p.m.
	Bom-Gau	392 123	Monday-Thursday 8 a.m.–12 p.m. 2 p.m.–4 p.m.
	Gav-Kal	393 161	Monday-Thursday Thursday afternoon 8 a.m.–12 p.m. 2 p.m.–3 p.m.
	Kam-Kur	391 032	Monday-Thursday Thursday afternoon 8 a.m.–12 p.m. 2 p.m.–4 p.m.
	Kus-Pok	393 158	Monday-Thursday 8 a.m.–12 p.m. 2 p.m.–4 p.m.
	Pol-Sor	393 162	Monday-Thursday Monday, Tuesday and Thursday 8 a.m.–12 p.m. 2 p.m.–4 p.m.
	Sos-Uy	392 509	Monday-Thursday 8 a.m.–12 p.m.
Uz-Z	393 159	Monday-Thursday 8 a.m.–12 p.m.	
What will you need?	<ul style="list-style-type: none"> • Passport • Confirmation of residence registration (Anmeldebestätigung) • Proof of income • Any other documents listed by your case officer 		
What will you receive?	Residence permit (Aufenthaltstitel) Keep this in a safe place!		

Refugees and asylum seekers may **arrange an appointment by phone** in accordance with the table below, and then report to Room S10:

Distribution of surnames	Phone number	Phone line open	
A–G	393 168	Monday–Thursday Thursday	8 a.m.–12 p.m. 2 p.m.–4 p.m.
H–Mo	393 166	Monday–Thursday Thursday	8 a.m.–12 p.m. 2 p.m.–4 p.m.
Mp–Z	394 264	Monday–Thursday Thursday	8 a.m.–12 p.m. 2 p.m.–4 p.m.

- The appointment and acceptance of the application can only take place within the agreed appointment time in the semi-basement level office in the Altes Rathaus.
- Please buzz the intercom and inform us that you have come for your appointment.

3. Accommodation

3.1 How do you find a place to live?

- You can find accommodation listings:
 - o In newspapers
 - o On the Internet
 - o From property management companies
- Most landlords require a **deposit** when you conclude a rental contract.



Property management companies	Address	Office hours
Arlinger eG	Hohlohstr. 6 75179 Pforzheim Tel.: +49 (0)7231 946 20 www.arlinger.de	Monday–Friday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m.
Pforzheimer Bau- und Grund GmbH	Erbprinzenstr. 20 75175 Pforzheim Tel.: +49 (0)7231 930 20 www.pforzheimerbauundgrund.de	Monday–Friday 8 a.m.–12.30 p.m. Monday and Tuesday 1.15 p.m.–5 p.m. Thursday 1.15 p.m.–6 p.m.
Familienheim eG	Lindenstr. 39 75175 Pforzheim Tel.: +49 (0)7231 931 90 www.familienheim-pforzheim.de	Tuesday 2 p.m.–5.15 p.m.
STADTBAU GmbH Pforzheim	Schlossberg 20 75175 Pforzheim Tel.: +49 (0)7231 393 111 www.stadtbau-pforzheim.de	Monday and Wednesday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m.
Huchenfeld eG	Huchenfelder Hauptstr. 105 75181 Pforzheim Tel.: +49 (0)7231 979 270 www.baugenossenschaft-huchenfeld.de	Monday–Friday 9 a.m.–12 p.m. Thursday 2 p.m.–6 p.m.



3.2 Rent – what is included?

- The rent includes:
 - **Rent excl. heating**, and **utilities**. The rent excluding heating is a fixed basic amount. Utilities include things such as administrative costs, water, waste water and heating, and are generally billed once a year depending on consumption. Utilities costs are either paid to the landlord or to Stadtwerke Pforzheim (SWP).
 - Electricity is billed separately and paid to **Stadtwerke Pforzheim (SWP)** or another electricity provider.
 - Every household has to pay for **waste** disposal. Waste is collected regularly.
 - Registering for waste collection is done via an order form that has to be signed by the building owner/administrator. This form must be submitted to **ServiceCenter Abfallwirtschaft, Am Mühlkanal 8, 75172 Pforzheim**. All containers are equipped with an electronic chip in order to track waste collections.
 - Waste is collected either once a week or once a fortnight, depending on the order. The bins must be positioned on the edge of the pavement with their lids closed by 6.30 a.m. on the day of collection, or at the earliest from 6 p.m. the evening before.



Grey bin
for general household
waste

Brown bin
for organic household
waste



Yellow bin
Yellow bag
for packaging made from metal,
plastic or composite material



- You can use the waste collection calendar provided or enter your street and house number online (www.abfallwirtschaft-pforzheim.de/kundenportal/abfallkalender) to find out when your waste will be collected.

You can get a copy of the latest version of the waste collection calendar here:

- **ServiceCenter Abfallwirtschaft, Am Mühlkanal 8, 75172 Pforzheim**
 - **Technische Dienste/Abfallwirtschaft, Am Waisenhausplatz 26, 75172 Pforzheim**
 - **Ortsverwaltungen Büchenbronn, Eutingen, Hohenwart, Huchenfeld, Würm**
- In Pforzheim, waste must be sorted as general household waste, paper, glass or packaging. Organic waste such as fruit, salad or vegetables, potato peels or eggshells, coffee grinds, teabags and leftover food may be disposed of in an organic waste bin (brown bin). If you do not have an organic waste bin, this waste must be disposed of along with the general household waste.
 - If you have any questions about waste disposal, please ask the staff at the municipal waste management office (tel.: +49 (0)7231 391 393), who are available from:

Monday–Friday 7.30 a.m.–12 p.m.
Thursday 1.30 p.m.–6 p.m.

Glass containers
for bottles and jars,
separated by colour



Paper
as a bundle
or in the
blue bin





3.3 Subsidised housing

In Germany, people with low incomes can rent low-cost housing, known as 'subsidised housing'. There is some of this kind of housing available in Pforzheim, too, although there is a limited amount. In order to rent subsidised housing, you need a subsidised housing entitlement certificate.

Application for the subsidised housing entitlement certificate (Wohnberechtigungsschein)

Where?	Jugend- und Sozialamt, Sachgebiet Wohnungswesen/Wohnungssicherung
Address	Zehnhofstr. 10-12, Room 501 75175 Pforzheim Tel.: +49 (0)7231 392 388
Office hours (by appointment only)	Monday 8 a.m.-12 p.m. Wednesday 8 a.m.-12 p.m. Thursday 2 p.m.-6 p.m. Friday 8 a.m.-12 p.m. Please arrange appointments by phone
What will you need?	<ul style="list-style-type: none">• Passport or ID card• Proof of income• Current rental contract
What will you receive?	Subsidised housing entitlement certificate Keep this in a safe place!



3.4 What is housing benefit (Wohngeld) and where can you apply for it?

- Housing benefit is extra financial support for people with low incomes to help them pay the rent.
- Generally speaking, anyone with a low income may apply for housing benefit.
- You can get the application form and further information from the housing benefit office.

Application for housing benefit	
Where?	Jugend- und Sozialamt, Sachgebiet Wohngeld
Address	Zehnthofstr. 10-12 75175 Pforzheim
Office hours (by appointment only)	Monday 8 a.m.–12 p.m. Wednesday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.
What will you need?	<ul style="list-style-type: none">• Passport or ID card• Proof of income• Rental contract
What will you receive?	Approval/denial of housing benefit support <i>Keep this in a safe place!</i>

4. Current account

In Germany, every family has to have its own bank account/current account so that money for the family (e.g. wages, unemployment benefit (Arbeitslosengeld), income support benefits (Sozialhilfe), child benefit (Kindergeld)) can be transferred to this account. The same account can also be used to pay rent, electricity and telephone bills.

- Therefore, you need to open a current account with a bank (e.g. Sparkasse, Volksbank, Postbank or other).

Opening a current account

Where?	A bank of your choice
What will you need?	<ul style="list-style-type: none">• Passport or ID card• Residence permit (Aufenthaltstitel)
What will you receive?	A bank card with an account number Keep this in a safe place!

5. Integration

5.1 Integrationsbeauftragte der Stadt Pforzheim

The successful integration of migrants is very important to the City of Pforzheim.

This process is overseen by the Integrationsbeauftragte, who supports and advises the municipal administration and local council on specific topics to do with integration – in consultation with the mayor for education and social affairs. The Integrationsbeauftragte plans and coordinates projects and measures to promote integration and boost social cohesion. As the central contact person for the City of Pforzheim, she works together closely with a large number of social partners and migrant organisations.

Integrationsbeauftragte	
Name	Anita Gondek
Address	Marktplatz 4, 75175 Pforzheim
Room	309, third floor (Jugend- und Sozialamt)
Phone	+49 (0)7231 392 117
Email	anita.gondek@stadt-pforzheim.de

5.2 Learning German

So that you can enjoy life as a migrant in Germany, you will want to find work, stay in contact with people who live here, support children in school and take an active part in German social and cultural life. To do all this, you will need to learn German. This is why migrants have the opportunity or obligation to take part in a one-off **integration course** under German residency law (Aufenthaltsgesetz).

- People who are eligible to attend an integration course **may** register for a German course at the **Koordinierungsstelle Sprachkurse** (see section 5.4).
- People who are obliged to take part in an integration course through the department of migration and refugees or the Jobcenter **must register** to take part in a course as quickly as possible with the **Koordinierungsstelle Sprachkurse** (see section 5.4), and they must complete it.
- Non-participation in an obligatory integration course may have negative consequences:
 - o The duration of your residency may be shortened.
 - o Social benefits (e.g. unemployment benefit II (Arbeitslosengeld II) or income support benefits (Sozialhilfe)) may be terminated.
 - o You may have to pay a fine.

5.3 Integration courses

- The integration course consists of a **language course** (at least 600 hours) and an **orientation course** (60 hours). The language course teaches the basics of the German language up to level B1. The orientation course focuses on the culture, legal system and history of Germany.
- If necessary, **specific integration courses** (e.g. for young people, women and parents) may be attended, which comprise 900 to 1,200 hours in the language course section and 60 hours in the orientation course section.
- **Integration courses with literacy** (300 hours) are available for migrants who are unable to read and write.
- Participation in the integration course is subject to cost. However, you may not have to pay if you apply to have the costs covered.
- Registration for all integration courses is done centrally at the **Koordinierungsstelle Sprachkurse** at Schlossberg 15 (see section 5.4).

5.4 Koordinierungsstelle Sprachkurse

A central coordination office organises the integration courses and provides advice on other language courses available in Pforzheim.

Anyone wanting to join an integration course voluntarily, or who has to attend one, **must** register with the Koordinierungsstelle Sprachkurse.

Koordinierungsstelle Sprachkurse		
Where?	Jugend- und Sozialamt Koordinierungsstelle Sprachkurse	
Address	Schlossberg 15 (right next to the Jobcenter at Blumenhof 4, fourth floor, please use lift B at the back) 75175 Pforzheim	
What will you need?	<ul style="list-style-type: none"> • Passport or ID card • Residence permit (Aufenthaltstitel) • Other documents as required 	
Office hours	Monday, Tuesday, Friday	9 a.m.–12 p.m.
	Wednesday	Phone information 9 a.m.–12 p.m. Tel.: +49 (0)7231 392 862 or +49 (0)7231 392 863
	Thursday	1 p.m.–5 p.m.
What will you receive?	You will be assigned to a suitable integration course and given advice on language courses available in Pforzheim.	

5.5 Immigrant consultation offices

- If you have any problems or questions, please contact one of the immigrant consultation offices free of charge.
- There are three immigrant consultation offices in Pforzheim:

Advice for adults		
Where?	Caritasverband Pforzheim e. V.	Diakonie Pforzheim
Address	Blumenhof 6 75175 Pforzheim	Pestalozzistr. 2 75172 Pforzheim
What will you need?	<ul style="list-style-type: none"> • Passport or ID card • Any documents you have questions about 	
Office hours	Monday 2 p.m.–5.30 p.m. Wednesday 2 p.m.–5.30 p.m. Friday 9 a.m.–12 p.m. Tel.: +49 (0)7231 128 126 Salvatore Galluzzo	Appointments must be arranged by phone Tel.: +49 (0)7231 378 78 Sonja Ehmann

Advice for young people	
Where?	Jugendmigrationsdienst Pforzheim (JMD)
Address	Bleichstr. 81 75173 Pforzheim Tel.: +49 (0)7231 386 170 Joachim Gärtner and Silvia Ferreira
Office hours	Monday 10 a.m.–12 p.m. Wednesday 1 p.m.–3 p.m. or by phone appointment
What will you need?	<ul style="list-style-type: none"> • Passport or ID card • Any documents you have questions about



6. Work

6.1 Work permits (Arbeitserlaubnis) for people from EU countries

EU citizens are allowed to work or be self-employed in Germany. They do not need a permit to do so and are subject to the same rights as Germans.

People from Croatia have to apply for a work permit (at least) until 30 June 2015. There are exceptions for professionals with academic training, seasonal workers and people who want to begin industrial or in-company training in Germany.

For more information, please contact Zentrale Auslands- und Fachvermittlung (ZAV) on +49 (0)228 7132 020 or visit the website: www.make-it-in-germany.com.



6.2 Work permits (Arbeitserlaubnis) for people from non-EU countries

- Migrants may work in Germany if their residence permit (Aufenthaltstitel) allows it. The relevant permits may be obtained from the Ausländerbehörde.

On the topic of work, your residence permit may list the following remarks:

- **‘Erwerbstätigkeit gestattet’**
This means that you are permitted to work for an employer and/or be self-employed.
 - **‘Beschäftigung gestattet, selbständige Tätigkeit nicht gestattet’**
This means that you are permitted to work for an employer but you are not permitted to be self-employed.
 - **‘Erwerbstätigkeit nur mit Erlaubnis der Ausländerbehörde gestattet’**
This means that, if you find a potential job or self-employment opportunity, you will need to apply for the relevant work permit from the Ausländerbehörde. Only once you have received the approval of the Ausländerbehörde will you be permitted to work.
- For more information, please contact the Ausländerbehörde.



6.3 Looking for work/employment agencies

- If you do not have a job, you may register with the **Agentur für Arbeit Pforzheim**.
- If you would like information about the unemployment benefit II (Arbeitslosengeld II – also known as Hartz IV), or if you already receive this unemployment benefit II, please contact the **Jobcenter Pforzheim** directly.

Registering as looking for work		
Where?	Agentur für Arbeit Pforzheim	Jobcenter Pforzheim
Address	Luisenstr. 32, 75172 Pforzheim Tel.: +49 (0)800 4555 500 (free)	Blumenhof 4, 75175 Pforzheim
Office hours	Monday 8 a.m.–1 p.m. Tuesday 8 a.m.–1 p.m. Wednesday 8 a.m.–1 p.m. Thursday 8 a.m.–1 p.m. 2 p.m.–6 p.m. Friday 8 a.m.–1 p.m.	Monday–Wednesday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.
What will you need?	<ul style="list-style-type: none"> • ID card or passport with confirmation of residence registration (Anmeldebestätigung) • CV 	<ul style="list-style-type: none"> • Passport or ID card • Confirmation of residence registration
What will you receive?	<ul style="list-style-type: none"> • Support and advice when looking for work, qualifications and training • Financial support (e.g. application for the unemployment benefits I (Arbeitslosengeld I)) 	<ul style="list-style-type: none"> • Application for the unemployment benefits II • Support and advice when looking for work, qualifications and training • Financial support (unemployment benefits II)

- For more information about apprenticeships, traineeships, work, further training and the like, please contact the Berufsinformationszentrum (BiZ) in the **Agentur für Arbeit Pforzheim**.

Opening hours of the Berufsinformationszentrum (BiZ)

Monday–Wednesday 8 a.m.–4 p.m.
 Thursday 8 a.m.–6 p.m.
 Friday 8 a.m.–1 p.m.



6.4 Recognition of qualifications from outside Germany

If you have qualifications from your home country, or have learned a trade, this can be verified in Germany and officially recognised. This is an important step in your integration in the German job market.

For support and advice on the recognition process:

<p>Gesellschaft für berufliche Eingliederung (GBE) Renate Bertsch, Monika Freisler Bleichstr. 56-68 (number 64, second floor) 75173 Pforzheim Tel.: +49 (0)7231 393 432, 393 422 Only for migrants from non-EU countries (Please arrange appointments by phone)</p>	<p>Q-Prints&Service FABÈ – Beratungszentrum Frau und Beruf Daniela Schneider, Chris Meyer, Christa Reis Simmlerstr. 10 75172 Pforzheim Tel.: +49 (0)7231 5660 3504 (Please arrange appointments by phone)</p>
<p>Caritasverband Pforzheim e. V. Salvatore Galluzzo Blumenhof 6 75175 Pforzheim Tel.: +49 (0)7231 128 126 (Please arrange appointments by phone)</p>	<p>Diakonie Pforzheim Sonja Ehmann Pestalozzistr. 2 75172 Pforzheim Tel.: +49 (0)7231 378 78 (Please arrange appointments by phone)</p>
<p>Welcome Center Nordschwarzwald, Industrie- und Handelskammer Nordschwarzwald (IHK) Stefan Dinter Dr.-Brandenburg-Str. 6 75173 Pforzheim Tel.: +49 (0)7231 201 333 dinter@pforzheim.ihk.de www.welcome-to-nordschwarzwald.de</p>	<p>Stadt Pforzheim Jugend- und Sozialamt Integrationsbeauftragte Marktplatz 4 75175 Pforzheim Tel.: +49 (0)7231 393 588 (Tuesdays and Thursdays by appointment only)</p>

The initial consultation point for the Karlsruhe administrative region, and also for Pforzheim, is:

Interkulturelles Bildungszentrum Mannheim gGmbH (ikubiz)
Lortzingstr. 3, 68169 Mannheim, tel.: +49 (0)621 1567 373

For more information, please visit www.berufliche-erkennung.de
and www.erkennung-in-deutschland.de.



7. Children

7.1 Child benefit (Kindergeld)

- Migrants with a permanent residence in Germany are eligible to receive child benefit.
- Child benefit is paid until the child turns 18, although in some cases it may continue even after this point.
- Child benefit is paid into the parents' current account every month.
- Applications for child benefit are processed by Familienkasse Nagold.

Application for child benefit			
Where? Phone number Internet	Familienkasse Nagold, Agentur für Arbeit Pforzheim +49 (0)800 4555 530 (free) www.arbeitsagentur.de		
Address	Familienkasse Nagold Bahnhofstr. 37 72202 Nagold	Agentur für Arbeit Pforzheim Luisenstr. 32 75172 Pforzheim	
Office hours	Monday 8 a.m.–12 p.m. Tuesday 8 a.m.–12 p.m. Wednesday Closed Thursday 8 a.m.–12 p.m. 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.	Monday 8 a.m.–1 p.m. Tuesday 8 a.m.–1 p.m. Wednesday 8 a.m.–1 p.m. Thursday 8 a.m.–1 p.m. 2 p.m.–6 p.m. Friday 8 a.m.–1 p.m.	
What proof do I need to attach to the completed application form?	<ul style="list-style-type: none"> • Passport or ID card • For newborns: birth certificate • For school-age children: certificate issued by the school • For children completing an apprenticeship/traineeship: traineeship/apprenticeship contract (form KG 5b) • For persons over 18: declaration of the completion of an initial traineeship/apprenticeship and job (form KG 5b) 		
Where do you need to submit the completed child benefit application form?	Familienkasse Nagold Bahnhofstr. 37 72202 Nagold (in person or by post)		
What will you receive?	Confirmation of child benefit Keep this in a safe place!		

You can also download the application forms from: www.arbeitsagentur.de > Bürgerinnen & Bürger > Familie und Kinder > Kindergeld, Kinderzuschlag > Kindergeld.



7.2 Children’s bonus allowance (Kinderzuschlag)

- The children’s bonus allowance is an additional allowance on top of child benefit (Kindergeld), which is paid for minors and all unmarried dependants under the age of 25 in families with low incomes.
- Parents may apply for the children’s bonus allowance if they are not able to cover the costs of living for themselves and for their child with their own income.
- The children’s bonus allowance is calculated in accordance with the income and assets of the parents and children; it amounts to no more than Euro140 per month per unmarried dependent aged under 25.

Application for children’s bonus allowance											
Where?	Familienkasse Nagold										
Address	<table border="1"> <tr> <td>Visitor address</td> <td>Postal address</td> </tr> <tr> <td>Familienkasse Nagold Bahnhofstr. 37 72202 Nagold</td> <td>Familienkasse Nagold 72199 Nagold Tel.: +49 (0)1801 546 337* * Landline rate: 3.9 cents/min.; mobile rates no more than 42 cents/min.</td> </tr> </table>	Visitor address	Postal address	Familienkasse Nagold Bahnhofstr. 37 72202 Nagold	Familienkasse Nagold 72199 Nagold Tel.: +49 (0)1801 546 337* * Landline rate: 3.9 cents/min.; mobile rates no more than 42 cents/min.						
Visitor address	Postal address										
Familienkasse Nagold Bahnhofstr. 37 72202 Nagold	Familienkasse Nagold 72199 Nagold Tel.: +49 (0)1801 546 337* * Landline rate: 3.9 cents/min.; mobile rates no more than 42 cents/min.										
Office hours	<table border="1"> <tr> <td>Monday</td> <td>8 a.m.–12 p.m.</td> </tr> <tr> <td>Tuesday</td> <td>8 a.m.–12 p.m.</td> </tr> <tr> <td>Wednesday</td> <td>Closed</td> </tr> <tr> <td>Thursday</td> <td>8 a.m.–12 p.m. 2 p.m.–6 p.m.</td> </tr> <tr> <td>Friday</td> <td>8 a.m.–12 p.m.</td> </tr> </table>	Monday	8 a.m.–12 p.m.	Tuesday	8 a.m.–12 p.m.	Wednesday	Closed	Thursday	8 a.m.–12 p.m. 2 p.m.–6 p.m.	Friday	8 a.m.–12 p.m.
Monday	8 a.m.–12 p.m.										
Tuesday	8 a.m.–12 p.m.										
Wednesday	Closed										
Thursday	8 a.m.–12 p.m. 2 p.m.–6 p.m.										
Friday	8 a.m.–12 p.m.										
What will you need?	<ul style="list-style-type: none"> • Application for children’s bonus allowance You can receive this form by calling +49 (0)1801 546 337 or you can find it online. • Proof of income and assets If you have applied for the unemployment benefit II (Arbeitslosengeld II) at the Agentur für Arbeit or the Jobcenter, you do not need to present the same proof of income and assets again. The Familienkasse will be able to obtain the necessary information directly from the Agentur für Arbeit or the Jobcenter. 										
What will you receive?	Approval/denial of children’s bonus allowance Keep this in a safe place!										

You can also download the application forms from: www.arbeitsagentur.de > Bürgerinnen & Bürger > Familie und Kinder > Kindergeld, Kinderzuschlag > Kinderzuschlag.



7.3 Parents' allowance (Elterngeld)

- Mothers or fathers are eligible for parents' allowance after the birth of their child, if:
 - They live in Germany and have a valid residence permit (Aufenthalts-erlaubnis)
 - They can provide for the child themselves
 - They live in the same household as their child
 - They do not work, or do not work more than 30 hours a week
 - They are studying or completing a traineeship/apprenticeship
- Parents' allowance is paid for a maximum of 14 months.

Application for parents' allowance	
Where?	Jugend- und Sozialamt, Wirtschaftliche Jugendhilfe
Address	Altes Rathaus, A 210 Östliche Karl-Friedrich-Str. 2 75175 Pforzheim
Office hours	Monday and Wednesday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.
What will you need?	<ul style="list-style-type: none"> • Completed and signed application for parents' allowance • Copy of your residence permit • Original birth certificate of the child for whom the parents' allowance is being applied • Copies of the birth certificates of any other children under 6 living in the same household • Proof of employment or copies of income statements from the last 12 calendar months prior to the birth • Confirmation from the health insurer regarding the payment of maternity benefits • Copy of the latest confirmation regarding the payment of social benefits or income supplements
What will you receive?	Confirmation regarding the amount and duration of the parents' allowance <i>Keep this in a safe place!</i>



7.4 Childcare supplement (Betreuungsgeld)

Parents whose child was born after 1 August 2012 and is only cared for at home receive a childcare supplement. In general, the claim to the childcare supplement extends from the first day of the 15th month of the child's life to the 36th month of the child's life at the latest. It is paid as a cash payment and is non-taxable. The childcare supplement is a priority supplement and is deducted from unemployment benefits II (Arbeitslosengeld II), income support (Sozialhilfe) or the children's bonus allowance (Kinderzuschlag).

Not all migrants are eligible for the childcare supplement. You will find out more on the application form.

You can get application forms from L-Bank in Karlsruhe, via the hotline, or online on the L-Bank Karlsruhe website:

- Address: L-Bank, Schlossplatz 10, 12 und 21, 76113 Karlsruhe
- Phone: +49 (0)721 1500
- Fax: +49 (0)721 1503 191
- Phone hotline: +49 (0)800 6645 471
- Lines open: Monday–Friday, 8.30 a.m.–4 p.m.
(calls free from German landlines or from German mobiles)
- Email: familienfoerderung@l-bank.de

Application for the childcare supplement

Where?	L-Bank Karlsruhe (see above) Jugend- und Sozialamt, Jugendhilfe – Financial assistance, legal guardianships and wardships (Finanzielle Hilfen, Beistandschaften und Amtsvormundschaften) – (application forms only)
Address	Only for submitting the application form Jugend- und Sozialamt, Jugendhilfe – Finanzielle Hilfen, Beistandschaften und Amtsvormundschaften – Altes Rathaus, A 210, Östliche Karl-Friedrich-Str. 2, 75175 Pforzheim
Office hours	Monday and Wednesday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.
What will you need?	Completed and signed application for childcare supplement
What will you receive?	Confirmation regarding the amount and duration of the childcare supplement from L-Bank Keep this in a safe place!



7.5 The Bildungs- und Teilhabepaket (BuT)

The BuT opens up better educational and future prospects for children in families with low incomes.

Families receiving the following benefits are also eligible to receive support from the BuT:

- Unemployment benefits II (Arbeitslosengeld II) or income support (Sozialhilfe) according to SGB II
- Income support according to SGB XII and § 2 AsylbLG
- Housing benefit (Wohngeld) and/or
- Children's bonus allowance (Kinderzuschlag)

The BuT benefits include:

- Lunch at nursery, school and shelters
- Membership contributions for cultural, sports and leisure clubs/activities
- Costs for nursery and school trips covered
- Support for children with learning difficulties
- School supplies
- Extra learning assistance

Application for support from the BuT

Where? Address	For people receiving housing benefit, children's bonus allowance or income support Jugend- und Sozialamt Zehnthofstr. 10-12 Room 212/213 75175 Pforzheim Tel.: +49 (0)7231 391 097	For people receiving asylum seekers' support Jugend- und Sozialamt Zehnthofstr. 10-12 Third floor 75175 Pforzheim	For people receiving unemployment benefits Jobcenter Pforzheim Verwaltungsgebäude Blumenhof 4 75175 Pforzheim
Office hours	Jugend- und Sozialamt Monday, Wednesday, Friday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m. By appointment only	Jobcenter Pforzheim Monday–Wednesday, Friday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m.	
What will you need?	<ul style="list-style-type: none"> • Passport or ID card • Potentially the completed application for Bildungs- und Teilhabepaket (you can get application forms at the Jugend- und Sozialamt or the Jobcenter Pforzheim) • Any missing documentation will be requested at your initial appointment 		
What will you receive?	Confirmation regarding the amount and duration of the education and social inclusion benefits Keep this in a safe place!		



7.6 Registering with a nursery

There is a huge range of childcare options available in Germany. Day care facilities such as crèches and nurseries supplement the childcare and education that takes place in the home. In Germany, every child has the right to attend daytime childcare from age 1 until the time they start school.

- If your child is under the age of 6, you can register with a nursery of your choice so that your child can start learning German as quickly as possible.
- From 2014, it is now necessary to put your child on a waiting list in Pforzheim. You can do this yourself online at www.pforzheim.de/Kinderbetreuung, at the Zentrale Vormerkstelle (see below) or at a nursery.
- If your child attends nursery, you will have to pay a monthly attendance fee. In certain circumstances, you may apply to have this covered in part or in full.

Waiting list for enrolment in a nursery	
Where?	Waiting list online, Zentrale Vormerkstelle or nursery
What will you need?	<ul style="list-style-type: none">• Parents' passports• Child ID or birth certificate of the child to be enrolled• Pforzheim-Pass (if available)
What will you receive?	A place at a nursery from a given date
Help in special circumstances	
Where?	Amt für Bildung und Sport, Zentrale Vormerkstelle, Room 1.08 Tel.: +49 (0)7231 391 659
Address	Lindenstr. 275175 Pforzheim
Office hours	Monday, Wednesday, Friday 8 a.m.–12 p.m. Tuesday 2 p.m.–4 p.m. Thursday 2 p.m.–6 p.m.
What will you receive?	<ul style="list-style-type: none">• Advice• Nursery addresses, see also: http://www.pforzheim.de/bildung/kinderbetreuung-0-6-jahre.html



7.7 Registering with a school

In Germany, all children aged 6 and over must attend school. School attendance is free. Schooling begins by attending primary school (Grundschule) for four years. After this, the child then goes up to a secondary school, such as an intermediate secondary school (Realschule), a technical secondary school (Werkrealschule) or an academic secondary school (Gymnasium).

- Children aged between 6 and 10 are enrolled at a primary school in their school district.
- Children aged 10 and above generally attend a school near where they live.
- When enrolling in a school, the child in question must attend the enrolment appointment in person.

Enrolment at the school

Where?	School in the relevant school district; see also: http://www.pforzheim.de/bildung/schulen-im-ueberblick.html
What will you need?	<ul style="list-style-type: none">• Parents' passports or ID cards• Child's birth certificate
What will you receive?	Date when your child will start school

8. Health

8.1 Health insurance

Health insurance is mandatory in Germany. There is a large number of health insurers available. You can find a selection of health insurers online or in the phone book under the heading 'Krankenkassen' (health insurers).

- You can register with the health insurer of your choice as follows:
 - o Personal application
 - o Via your employer
 - o Via the Agentur für Arbeit/Jobcenter
- If your spouse already has health insurance, you and your children (up to a certain age limit) can also be insured with the same insurer with family insurance.

8.2 Visiting the doctor

If you or your child becomes ill, you should visit a general practitioner (GP) in your area. If you require further treatment by a specialist, you will be referred to one by your GP.





8.3 The elderly, carers and disabilities

For all questions regarding

- o ageing
- o caring for the elderly or infirm
- o caring for and supporting people with disabilities

please consult the [Pflegestützpunkt Pforzheim](#), free of charge.

Questions about the elderly, carers and disabilities

Where?	Pflegestützpunkt Pforzheim See also pflegestuetspunkt@stadt-pforzheim.de and www.pflegestuetspunkt-pforzheim.de .
Address	Östliche Karl-Friedrich-Str. 9 75175 Pforzheim (opposite the Altes Rathaus)
Office hours	Monday–Wednesday, Friday 10 a.m.–1 p.m. Thursday 2 p.m.–6 p.m. Tel.: +49 (0)7231 393 838 or +49 (0)7231 393 839
What will you receive?	Advice and information about the elderly, carers and disabilities

9. Emergency contact numbers



As is the case in other countries, you can call the emergency services in certain emergencies in Germany. You can make an **emergency call** for fast, professional help from **the police** (for example, in the case of theft, burglary, assault or domestic violence), **the fire service** (if your house or property is on fire) or **an ambulance/emergency doctor** (in the case of physical injury as a result of an accident, or a fast-onset life-threatening illness).

Emergency contact numbers	
Police (Polizei)	110
Fire service (Feuerwehr)	112
Ambulance (Rettungsdienst) or emergency doctor (Notarzt)	112
Poison control centre (Giftnotrufzentrale)	+49 (0)761 192 40

- o The **emergency numbers** 110 and 112 can be called free of charge from any landline or mobile. You do not need to dial a prefix.

10. Everyday life

10.1 Certificates and translations

- For lots of formalities in Germany, you will need certified translations of your certificates (e.g. birth certificate, marriage certificate).
- Foreign certificates must be translated by a sworn translator. You can find contact addresses online or in the yellow pages under the heading 'Dolmetscher/Übersetzer' (interpreter/translator).

10.2 Driving licence

- A foreign driving licence is only valid for six months from the time at which you register at your new address in Germany. After this time, the licence is no longer valid and you are no longer permitted to drive (exception: EU driving licence).
- Ask at the Bürgerzentrum whether you need to convert your driving licence before the six-month deadline is up.
- If you need to have your driving licence converted, please fill in the application form. You may have to pass a theory test and practical driving test with a driving school.
- Concrete issues may have to be clarified in certain circumstances. The citizens' centre is happy to answer your questions and provide more information.

Application for the conversion of a foreign driving licence

Where?	Bürgerzentrum or Ortsverwaltungen
Address	Altes Rathaus, Östliche Karl-Friedrich-Str. 2, 75175 Pforzheim
Office hours	Monday–Wednesday 7.30 a.m.–1 p.m. Thursday 8 a.m.–12 p.m. 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.
What will you need?	<ul style="list-style-type: none"> • Passport or ID card • Up-to-date biometric passport photo • Foreign driving licence with German translation
What will you receive?	A driving licence valid in Germany



10.3 Family centres

- Pforzheim’s family centres are a meeting place for children, young people, men, women and senior citizens of all different nationalities and cultures. At these centres, you can obtain important information about your district and have the opportunity to benefit from the various services that the family centre offers (e.g. help with homework, language courses, advice for parents, leisure activities for children and young people).
- There are six family centres in Pforzheim:

Family centres	Address
Familienzentrum Ost	Zeppelinstr. 20 75175 Pforzheim Tel.: +49 (0)7231 1545 600
LukasZentrum Familienzentrum der Pforzheimer Weststadt	Maximilianstr. 38 75172 Pforzheim Tel.: +49 (0)7231 4137 919
Zentrum für Familien/Mehrgenerationenhaus im Bernhardushaus	Barfußberggasse 12 75172 Pforzheim Tel.: +49 (0)7231 128 666
Familienzentrum Au	Calwer Str. 2-6 75175 Pforzheim Tel.: +49 (0)7231 414 406
Familienzentrum Nord Pforzheimer Stadtmission	Sachsenstr. 30 75177 Pforzheim Tel.: +49 (0)7231 7789 608
Bürgerhaus Buckenberg/Haidach und Hagenschieß e. V.	Marienburgerstr. 18 75181 Pforzheim Tel.: +49 (0)7231 678 00



10.4 Leisure and assistance for children and young people

There are various leisure and assistance services available for children and young people in Pforzheim:

Stadtjugendring Pforzheim

SJR Betriebs GmbH, Oranierstr. 15,
75175 Pforzheim, tel.: +49 (0)7231 144 280,
www.sjr-pforzheim.de

The Stadtjugendring Pforzheim, SJR Betriebs GmbH represents the interests of children and young people in Pforzheim. As a social partner of various youth leisure facilities and active participant in mobile youth work, it also has several fixed youth centres in various districts of the city. It also has a mobile service for children.

The SJR offers a wide range of leisure activities in the school holidays. The Haus der Jugend (Westliche 77, 75172 Pforzheim) is the Stadtjugendring's largest youth centre.

Beratungsstelle für Kinder, Jugendliche und deren Familien

in Pforzheim, Kronprinzenstr. 51,
75177 Pforzheim, tel.: +49 (0)7231 281 700,
www.diakonie-pforzheim.de/245.html

The services offered by the advice point (Beratungsstelle) include, for example, parenting and family advice, advice for children and young people, help in times of crisis and advice for schools and nurseries. Advice is provided free of charge.

Drobs – Jugend- und Drogenberatungsstelle

Schießhausstr. 6, 75173 Pforzheim,
tel.: +49 (0)7231 922 770,
www.agdrogen-pf.de

The Drobs youth support and drugs advice point provides advice, supports and treats young people experiencing problems, people at risk of addiction and people suffering from addiction as well as their families.

Deutscher Kinderschutzbund

Pforzheim Enzkreis e. V., Ostendstr. 12,
75175 Pforzheim, tel.: +49 (0)7231 5898 980,
www.dksb-pforzheim.de

The services offered by the child protection league (Kinderschutzbund) include advice and support for families experiencing difficulties. The child protection league offers a forum for single parents, as well as crèches and play-groups. It can be contacted via a 24-hour helpline for children, young people and adults (tel.: +49 (0)7231 767 200).



10.5 Sports/sport clubs

Anyone wanting to play sports can register with a sports club in Pforzheim, with the city's sports clubs offering a wide range of **sports and exercise options** for all age groups.

In addition to being able to stay fit and healthy with regular exercise, membership in a sports club also helps children and young people, as well as adults, in other ways:

- Exercise strengthens the personality and sense of well-being.
- Regular exercise promotes the positive physical and emotional development of children and young people.
- It enables you to make contact with other people and develop friendships.
- Contact with German-speaking members makes it easier to learn German.
- Playing sports boosts social awareness and teaches values such as fairness, tolerance and respect.

Over 100 sports clubs in Pforzheim offer countless activities, including gymnastics, football, swimming, tennis, handball, basketball, judo, karate, athletics, dancing, riding and much more.

There are membership fees for these sports clubs. For children and young people from families with low incomes, the membership fees may be covered via support from the Bildungspaket (see section 7.5 'Bildungspaket').

If you are interested in joining a sports club

Where?	Amt für Bildung und Sport
Address	Lindenstr. 2 Room 1.21, first floor 75175 Pforzheim
Contact	You can receive extra information on the following numbers: +49 (0)7231 392 929, +49 (0)7231 392 414, +49 (0)7231 391 160
What will you receive?	Information about sports clubs



11. Social information

11.1 Second Hand Palast

Second Hand Palast offers a wide range of second-hand, well-maintained furniture, household goods and textiles for extremely good prices.

Buying things at Second Hand Palast	
Address	Zeppelinstr. 16 75175 Pforzheim
Opening hours	Tuesday–Friday 9 a.m.–5 p.m. Saturday 9 a.m.–1 p.m. Monday Closed

11.2 Pforzheimer Tafel

Pforzheimer Tafel enables you to buy food for subsidised prices. You can only buy things from the Pforzheimer Tafel if you have a level F Pforzheim-Pass.

Buying things at Pforzheimer Tafel		
Address	Zeppelinstr. 16 75175 Pforzheim (Oststadt)	Kelterstr. 107 75179 Pforzheim (Brötzingen)
Opening hours	Monday–Friday 10 a.m.–3.30 p.m.	Monday–Friday 10 a.m.–2 p.m. Closed on Wednesday
What will you need?	<ul style="list-style-type: none">• Level F Pforzheim-Pass• Photo	
What will you receive?	Permission to buy items from the food bank Keep this in a safe place!	



11.3 Pforzheim-Pass

The Pforzheim-Pass enables you to benefit from various services offered by the City of Pforzheim and a few other organisations for reduced prices – for example, nursery and childcare fees, trips to the swimming baths, cultural institutions, the Pforzheimer Tafel and others. Depending on your family income, there are various levels of the Pforzheim-Pass available (levels A to F).

Anyone in one of the following categories may apply for the Pforzheim-Pass:

- People with low income
- Families with a child/children
- Single-parent families

Application for the Pforzheim-Pass	
Where?	Bürgerzentrum or Ortsverwaltungen
Address	Altes Rathaus, ground floor Östliche Karl-Friedrich-Str. 2 75175 Pforzheim
Office hours	Monday–Wednesday 7.30 a.m.–1 p.m. Thursday 8 a.m.–12 p.m. 2 p.m.–6 p.m. Friday 8 a.m.–12 p.m.
What will you need?	<ul style="list-style-type: none">• Passport or ID card• Completed application form for the Pforzheim-Pass• Proof of income provided by the employer <p>Information and forms available at: www.stadt-pforzheim.de/Bürgerservice/Dienstleistungen/von-A-Z/Pforzheim-Pass</p>
What will you receive?	The Pforzheim-Pass Keep this in a safe place!



11.4 TV licence (Rundfunkbeitrag)

In Germany, all citizens over the age of 18 and who possess a TV, radio or computer must pay for a licence. The fee is charged for the option of using public broadcasting programmes. You are obliged to pay this fee from the first of the month in which you move into your new home, in which you register your residence at the Meldebehörde or in which you are listed as becoming a tenant in your rental contract.

The fee is charged per household, regardless of how many people are living there and how many different devices there are.

- Certain groups of people may apply for exemption or to have the amount reduced as a result of financial hardship or health reasons. This must be done in writing.
- You can download the application form online at www.rundfunkbeitrag.de or pick it up in Pforzheim, Blumenhof 4 (information stand on the first floor).
- The application form must be completely filled in, signed and returned along with the necessary proof to: 'ARD ZDF Deutschlandradio Beitragsservice, 50656 Köln'.

12. Appendixes

12.1 Public holidays in Baden-Württemberg



New Year's Day	1 January
Epiphany	6 January
Good Friday	March/April*
Easter Sunday	March/April*
Easter Monday	March/April*
Labour Day	1 May
Ascension Day	May/June*
Whit Sunday	May/June*
Whit Monday	May/June*
Corpus Christi	May/June*
German Unity Day	3 October
All Saints' Day	1 November
Christmas Day	25 December
Boxing Day	26 December

* These are Christian holidays whose dates change from year to year.



12.2 Useful information about Pforzheim

Pforzheim is in the state of Baden-Württemberg and was called 'Portus' (Latin: port/ford) by the Romans. The city is located on the northern edge of the Schwarzwald, at the confluence of the Enz, Nagold and Würm rivers.

In the 18th century, Pforzheim became home to a jewellery and watch-making industry that became famous around the world, and, for this reason, it became known as the 'Golden City', or the city of gold, jewellery and watches.

Information and facts

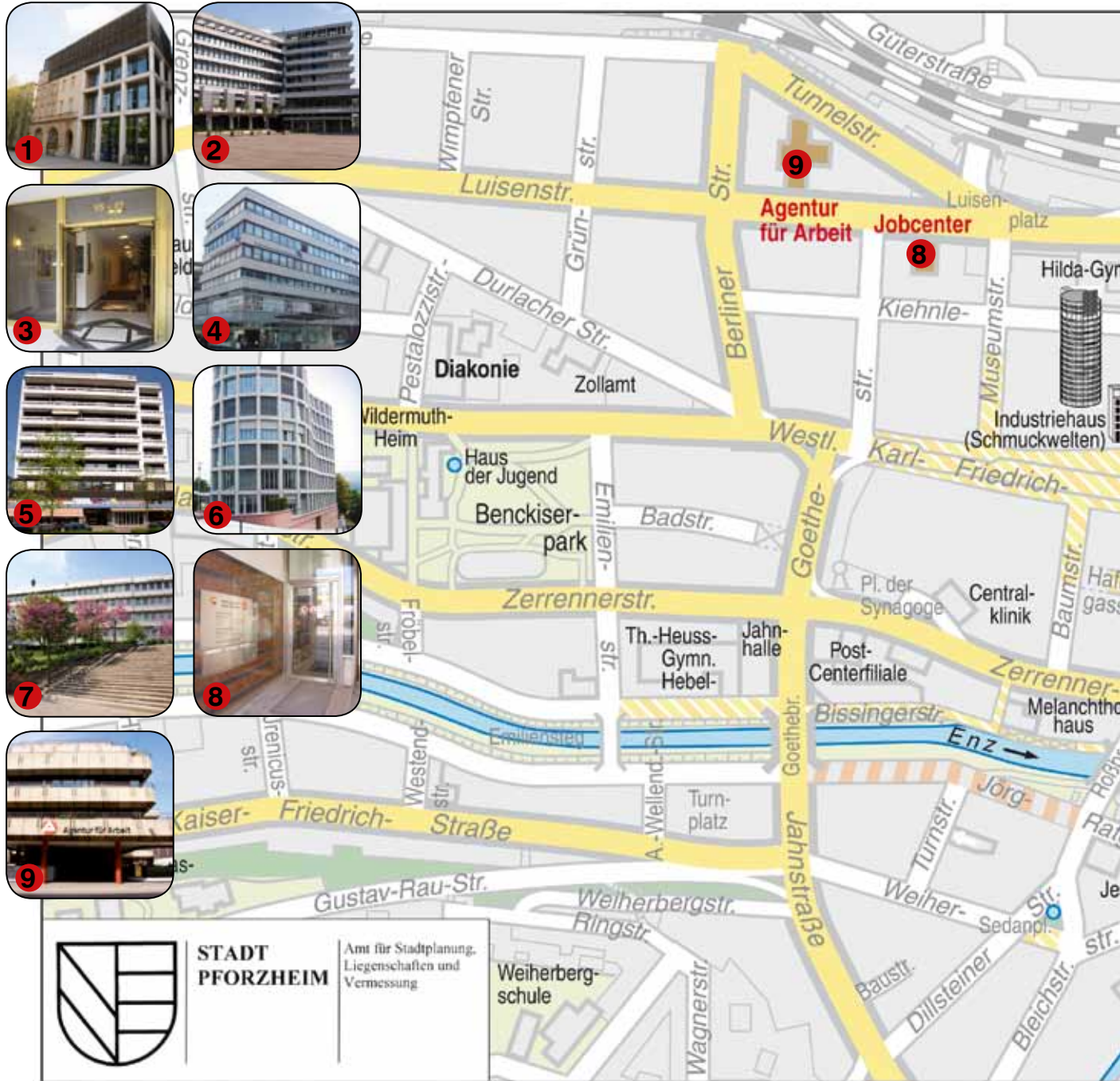
Area:	98.03 square kilometres
Population:	118,510 (on 30.6.2013)
Population density:	1,209 people per square kilometres
Postcodes:	75172, 75173, 75175, 75177, 75179, 75180, 75181
Prefixes:	07231 and 07234
Registration plate code:	PF
City districts:	15 districts
Mayor:	Gert Hager (SPD)

12.3 Districts



Districts	
1. Innenstadt (centre)	9. Dillweißenstein (with Sonnenhof)
2. Au	10. Buckenberg (with Haidach, Hagenschieß and Altgefäll)
3. Oststadt	11. Büchenbronn (with Sonnenberg)
4. Nordstadt (with Maihalden)	12. Eutingen (with Mäuerach)
5. Südoststadt	13. Hohenwart
6. Südweststadt	14. Huchenfeld
7. Weststadt	15. Würm
8. Brötzingen (with Arlinger)	

12.4 The centre of Pforzheim





12.5 EU member countries

Country (year of accession)	Country (year of accession)
Belgium (1952)	Malta (2004)
Bulgaria (2007)	Netherlands (1952)
Denmark (1973)	Austria (1995)
Germany (1952)	Poland (2004)
Estonia (2004)	Portugal (1986)
Finland (1995)	Romania (2007)
France (1952)	Sweden (1995)
Greece (1981)	Slovakia (2004)
Ireland (1973)	Slovenia (2004)
Italy (1952)	Spain (1986)
Croatia (2013)	Czech Republic (2004)
Latvia (2004)	Hungary (2004)
Lithuania (2004)	United Kingdom (1973)
Luxembourg (1952)	Cyprus (2004)

Legal notice

Publisher and text:
Stadt Pforzheim, Jugend- und Sozialamt,
Integrationsbeauftragte Anita Gondek
Marktplatz 4
75175 Pforzheim

Editorial: Anita Gondek, Karin Reichenbacher
Phone: +49 (0)7231 392 117 or
+49 (0)7231 393 588
Fax: +49 (0)7231 392 540
Email: anita.gondek@stadt-pforzheim.de
karin.reichenbacher@stadt-pforzheim.de

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The brochure can be downloaded in PDF format at
[www.pforzheim.de/rat-hilfe/lebensbereiche/
integration.html](http://www.pforzheim.de/rat-hilfe/lebensbereiche/integration.html).

Last updated: September 2014, fourth edition

Photos and print layout:
Coursework by Melissa Schade
www.melissaschade.net
Technisches Gymnasium
Design and media technology
at the Akademie für Kommunikation
Pforzheim

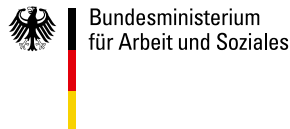
Akademie für Kommunikation
in Baden-Württemberg



Supervision:
Iris Guldán, head of department at the
Technisches Gymnasium
www.akademie-bw.de/pforzheim

Photos and layout:
Sonja Fischpera
www.grafik-fuers-volk.de

This brochure was translated as part of the Netzwerk Bleiberecht Stuttgart-Tübingen-Pforzheim (Stuttgart/Tübingen/Pforzheim Right of Residence Network) project. The network aims to support refugees and other legal immigrants in the three regions in their long-term integration into the labour market to enable them to reside permanently in Germany. It is sponsored by the ESF programme to support the integration of legal immigrants and refugees on the labour market from the German Federal Ministry of Labour and Social Affairs and the European Social Fund.





Altes Rathaus
Östliche Karl-Friedrich-Str. 2,
75175 Pforzheim



Neues Rathaus
Marktplatz 1, 75175 Pforzheim



Koordinierungsstelle Sprachkurse
Schlossberg 15, 75175 Pforzheim



Jugend- und Sozialamt
Marktplatz 4, 75175 Pforzheim



Jugend- und Sozialamt
Zehnthofstr. 10, 75175 Pforzheim



Amt für Bildung und Sport
Lindenstr. 2, Room 1.21,
75175 Pforzheim



Jobcenter
Blumenhof 4, 75175 Pforzheim



Jobcenter
Luisenstr. 29, 75175 Pforzheim



Agentur für Arbeit
Luisenstr. 32, 75172 Pforzheim