

Bavarian Refugee Council

A human rights organisation supporting refugees in Bavaria. Free and confidential counselling provided for questions on residence and asylum law as well as prospects for permanent residence, gender-specific reasons for fleeing, separation and partner violence in the asylum procedure, protection against violence in housing centres, support in the event of threatened deportation and referral to social organisations, support services and lawyers.

www.fluechtlingsrat-bayern.de
kontakt@fluechtlingsrat-bayern.de



Munich office

Northern Bavaria office

Tel.: 089 – 76 22 34

Tel.: 0911 – 99 44 59 46

Stand September 2023

Social services on site

Free and confidential counselling on the asylum procedure, everyday problems and integration available locally in anchor centres as well as in communal housing, e.g. from Caritas, Diakonie, AWO or the district offices. Office hours posted in the housing centres or at the District Office (Landratsamt). Further information can be found, for example, at <https://www.caritas.de/hilfeundberatung/onlineberatung/migration/adressen>

Refugee law clinic

Free and confidential legal advice provided by law students on matters of asylum and foreigners' law in:

Munich, Augsburg, Bayreuth, Regensburg, Nuremberg-Erlangen, Würzburg, Passau

Website for dates: home.refugeelawclinics.de

INTEGREAT

Information all about arrival as well as a search function for local contact points.



Help and support for women* facing violence

Violence against Women* helpline

www.hilfetelefon.de

📞 **116 016**

- In 18 languages
- Available nationwide 24 hours a day
- Anonymous and free counselling for women*, relatives or friends threatened by or experiencing violence
- Referral to local women's counselling centres, women's emergency centres or women's shelters

Overview of regionally specialised agencies, women's emergency centres, refuges, women's shelters and further information: <https://www.frauenhauskoordinierung.de/hilfe-bei-gewalt/frauenhaus-und-fachberatungsstellensuche>

Emergency assistance for pregnant women

www.hilfetelefon-schwangere.de
0800 40 40 020

- Confidential and free advice by phone, chat or online in 19 languages.
- Support for pregnant women* with questions, fears or challenges surrounding pregnancy and birth.

Jadwiga

www.jadwiga-online.de
Munich 089 38 53 44 55
Nuremberg 0911 4 31 06 56

Specialist counselling centre for victims of human trafficking, labour exploitation and forced labour. Free and confidential counselling in the respective languages of origin.

Social Service of Catholic Women Bavaria

www.skfbayern.de
089 538860-0

Free and confidential counselling, regardless of denomination and nationality, on topics such as domestic violence, pregnancy, child and youth welfare, and psychological distress.

The police can stop a violent situation. Call 110!

Further contact partners in housing centres

Social services from Caritas, Diakonie or AWO, violence protection coordinators or equal opportunity officers in your place of residence.

Solwodi Bayern e.V.

In Munich, Augsburg, Bad Kissingen, Regensburg, Passau

www.solwodi.de

Free and confidential counselling and psychosocial, medical and legal support for refugee women* who have experienced violence, trafficking, sexual exploitation and prostitution as well as (threatened) forced marriage.

Help and support in cases of violence against children

Nummer gegen Kummer (Help line)

Help line for children and young people: 📞 **116 111**

Contact by phone, online or chat

Mon – Sat: 2 pm to 8 pm

Parents' helpline: **0800 110550** Mo – Fr: 9 am to 5 pm

Tue and Thu until 7 pm

Anonymous, confidential and free of charge.

The Child Protection Association of Bavaria (Der Kinderschutzbund Landesverband Bayern e.V.)

www.kinderschutzbund-bayern.de
089 9200890
info@kinderschutzbund-bayern.de

- Confidential and free counselling over the phone in cases of violence against children or adolescents and imminent danger to children's well-being.
- Referral to a local or district association nearby.

Youth welfare office on site (Jugendamt)

The Youth Welfare Office offers support and help with parenting. www.unterstuetzung-die-ankommt.de

The Youth Welfare Office anonymously supports parents, children and adolescents in protecting them from violence or in cases of (imminent) danger to the welfare of children.

Child Protection Hotline

0 50 61 00 66

- 24-hour free telephone advice.
- For anyone concerned about children or young people due to, for example, neglect, mental or physical violence, partner violence or negligent duty of supervision.
- Multilingual consultations: Arabic (Monday), Turkish (Wednesday) Russian (Friday) between 8 am and 8 pm.

Sexual Abuse Help Portal and Phone

www.hilfe-portal-missbrauch.de/hilfe-telefon

0800 2255530

Mo, Wed, Fr: 9 am to 2 pm

Tue, Thu: 3 pm to 8 pm

Anonymous and free counselling for young people facing sexual abuse and other forms of violence, such as harassment, bullying at school, cyberbullying, unwanted sending of porn, sexting or other sexual assaults.

Counselling and support in mental crises

In case of acute risk of death:

Emergency doctor **112**

Police **110**

- Self-harm
- Danger to others
- Threatening suicide or threatening other people.

In acute crises

Psychiatric crisis services Bavaria

0800 655 3000

www.krisendienste.bayern

- Free, confidential telephone counselling for mental health crises.
- For affected persons, relatives and friends.
- Mobile outreach on site.
- Referral to specialised agencies or inpatient facilities.

Further assistance

Social psychiatric services (SpDi) www.sozialpsychiatrischedienste-bayern.de/

Psychiatric Clinic

www.klinikradar.de

Psychosocial centres for refugees (PSZ)

- Contact person for mental health crises.
- Psychosocial care and counselling for survivors of war, torture and flight, victims of (non-)state and sexualised violence or suffering from mental disorders.
- Therapy options and interpreters available.

PSZ Neu-Ulm e.V.

www.psz-neu-ulm.com

0176 59997830

mail@psz-neu-ulm.com

Refugio

www.refugio-muenchen.de

Munich

089 98 29 570

info@refugio-muenchen.de

Landshut

0871 66 06 150

landshut@refugio-muenchen.de

Augsburg

0821 22 93 99 61

Exilio e.V. Lindau

www.exilio.de

08382 409450

info@exilio.de

PSZ Nürnberg-Rummelsberger Diakonie

www.jugendhilfe.rummelsberger-diakonie.de/flexible-hilfen/angebot-fuer-gefuechtete/psychosoziales-zentrum-fuer-fluechtlinge

0911 393 634055

psz@rummelsberger.net

What to do in cases of violence?

Contacts and information for refugee women* and their supporters in Bavaria

Many women experience violence – worldwide, in Germany and Bavaria. It is therefore of crucial importance to know what your rights are and who you can contact for help.



Counselling on the asylum and residence application process

Refugee women* are increasingly affected by violence. In addition, many women* flee gender-specific or sexualised violence in their country of origin. These include threatened or experienced genital cutting / mutilation, forced marriage, rape, violence and threats from partners or family.

Gender-specific and sexualised violence are grounds for refugee recognition in Germany if the country of origin does not offer protection. If you are experiencing or have experienced violence, you should definitely talk about it at your hearing. These experiences can serve as reasons for a positive decision.

It is often very difficult for women to talk about the violence they have experienced. Get help from a counselling centre to prepare for the hearing at the Federal Office for Refugees (BAMF). It is also possible to take an escort to the hearing at the BAMF and request a woman* as an interviewer and interpreter. You may take breaks during the hearing if it becomes too strenuous for you.

Every person has the right to submit their own asylum application in order to present their own reasons. This is even the case if a family has fled together.

Help and support in cases of violence against women*

No human being, whether man* or woman*, regardless of gender, no matter how old – no one may be subjected to violence, no one may be forced into sexual intercourse or sexualised acts, not even in marriage.

“No means no! Only yes means yes.”

Violence is against the law: in a partnership, the family, in housing and in public life. Every woman* has the right to decide for herself how she wants to live.

The Violence Protection Act of Germany (GewSchG) ensures that violent husbands or partners have to leave the home. This also applies in refugee housing. The law can prohibit violent men from approaching a woman*.

Sexual acts against a person's will are a criminal offence.

If you want to separate from a violent partner, you can apply for rehousing. In case of danger, it is possible to go to a women's shelter.

If you are experiencing violence from your partner or another person, if you are afraid or you do not know what to do, you want to separate or your marriage is not voluntary, contact a counselling centre and get support, for example, using the help hotline 116 016.

You can call this number at any time and receive counselling with the help of interpreters. You don't have to provide your name.

Germany has committed itself to protecting women* and girls* from violence – including refugee women*. Social workers, counselling centres, women's shelters, the police and the courts are available for support.

Sometimes a residence permit is dependent on the partner. For example, if you came via family reunification. You can still submit your own asylum application or apply for your own residency permit. This is especially important if you want to separate or have experienced violence from your partner. You should definitely be supported by a counselling centre and lawyers.

Violence against women* can be physical violence, sexualised violence or psychological violence. Examples include hitting, pushing, touching in unwanted places, insulting, harassing, saying bothersome things or stalking.

Help and support in cases of violence against children

Children and young people have many rights, just like other people. They have a right to be protected, to be assisted and to be heard.

For children and young people

You have a right to say “No!” and to decide for yourself who touches you, when, how and where. It's not your fault if someone doesn't take your no for an answer. The person who uses violence bears responsibility for their actions.

Violence can be perpetrated by fellow pupils, other young people, parents or other adults. If you yourself, a sibling or a friend have been affected by violence, call the help line: 116 111.

Even if you just want to talk to someone to share something you have been thinking about, if there are situations in which you don't feel well, are being bullied, are being called names or ostracised by others, or have witnessed violence by others, help is available. You can talk about everything. You will be advised free of charge. You can give your name, but you don't have to.

For adults and parents

If you are worried or have witnessed violence against children, don't look away!

When children confide in you, believe them, listen to them and offer support. Get help from a specialist agency to find a solution together.

If you have questions about parenting or difficulties with your child and would like to talk to someone or know what rights children have, contact the youth welfare office or a counselling centre.

You can talk to the professionals without giving your name and plan further steps together.

Children can also have their own reasons for requesting asylum. In these cases, they should submit a separate asylum application.

Counselling and support for mental crises

People experience psychological damage due to war, political persecution or violence in the country of origin, while fleeing their country or even while residing here in Germany.

Isolation, uncertainty in the asylum process, lack of privacy, new experiences of violence, feelings of being at the mercy of others and of powerlessness can also be very stressful. This can also cause or intensify psychological crises.

Violent assaults, especially sexualised violence, can have a strong impact on mental health. These issues are often taboo and associated with shame. Psychological damage and mental illnesses need specialist treatment just like physical illnesses.

Psychological stress is addressed by psychiatrists and psychologists. Refugees have a right to medical treatment. Social workers, e.g. in the housing centres, counselling centres, and crisis services can support you.

If you see signs of psychological stress in yourself or in your friends, relatives or fellow residents, contact a counselling centre and get support.

You are not alone!