

NewStart

Information for migrants



Dear Readers,

Welcome to the City of Pforzheim! Our “NewStart” 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, “NewStart” 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,
Frank Fillbrunn
Mayor



A stylized, handwritten signature in black ink. The signature is fluid and cursive, starting with a large 'F' and ending with a long, sweeping horizontal line that extends to the right.



Ada Deflorio
Italy

For me, when I came to Pforzheim 21 years ago, integration meant finding my bearings, learning the language and proving that I could do a good job as a teacher here in Germany, too. It also meant being open to anything new, unknown and potentially scary.

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.



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.

Fazli Isbilen
Türkiye



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!



Herbert Eiuwen
Romania

As someone who was born in Romania and who sits on the International Council, I feel responsible for the growing number of Romanian migrants. They still have great chances of integrating quickly and contributing to the development of Pforzheim.

Verena Reiser
Ukraine



Pforzheim has been my home for 25 years. I have experienced that moment when everything feels new. To me, integration means learning the language, understanding everyday life and helping shape it. I hope that new arrivals will find guidance, opened doors and people to support them.

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1. Registering a residence in Pforzheim

- Anyone moving to Germany needs to register their address in person with the local registration authorities within two weeks.
- If you move house within Pforzheim, you also need to re-register within two weeks.
- When registering a residence, you must present confirmation from the landlord.
- 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?	Citizens' centre (Bürgerzentrum) or municipal office (Ortsverwaltungen)
Address	Altes Rathaus Östliche Karl-Friedrich-Str. 2-4, 75175 Pforzheim
Office hours	Appointments must be pre-booked at  www.etermin.net/stadt-pforzheim
What will you need?	■ Passport or ID card ■ For children: passport or ID card (birth certificate; for foreign birth certificates, please also provide a translation into German or an international birth certificate) ■ Landlord's confirmation
What will you receive?	Confirmation of residence registration (Anmeldebestätigung) Keep this in a safe place!

2. Interview at the immigration authority

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

You can **only** go to the authorities once you have **made an appointment in advance**:

Immigration interview					
Where?	Department of migration and refugees (Abteilung für Migration und Flüchtlinge)				
Address	Altes Rathaus, semi-basement level (SG) Östliche Karl-Friedrich-Str. 2-4, 75175 Pforzheim				
Ap- point- ments	Surname	Phone number	Phone line open		Email
	A-Am M-Mall	+49 (0)7231 391 032	Thu	9 a.m.-10 a.m.	fatos.akturan@pforzheim.de
	Sen-Tur Nuo-Osm	+49 (0)7231 393 115	Mo Tue and Thu	10 a.m. - 11 a.m. 3 p.m.-4 p.m.	yasemin.ildiri@pforzheim.de
	F-İlk Mil-Mra	+49 (0)7231 393 084	Mo, Tue, Thu Thu	10 a.m.-11 a.m. 3 p.m.-4 p.m.	beyza.ekiz@pforzheim.de
	Caj-E Mazb-Mik	+49 (0)7231 393 160	Tue and Thu	9 a.m.-10 a.m. 2 p.m.-3 p.m.	katharina.herrmann@pforzheim.de
	An-Cai Malm-Maza	+49 (0)7231 392 509	Tue, Wed, Thu Thu	10.30 a.m.-11.30 a.m. 2.30 p.m.-3.30 p.m.	liv.maier@pforzheim.de
	İl-Klim Mrb-Mus	+49 (0)7231 392 123	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.	oliver.gaide@pforzheim.de
	Per-Sem Ngp-Nun	+49 (0)7231 393 159	Mo and Wed	9 a.m.-10 a.m. 2 p.m.-3 p.m.	helin.askin@pforzheim.de
	Tus-Z Osn-Oz	+49 (0)7231 393 420	Mo and Thu Tue Thu	9 a.m.-10 a.m. 2 p.m.-3 p.m. 4 p.m.-5 p.m.	kauthar.kaidi@pforzheim.de
	Klin-Peq Mut-Ngo	+49 (0)7231 393 162	Tue Thu	8.30 a.m.-9.30 a.m. 11 a.m.-12 p.m.	monika.bernhardt@pforzheim.de
What will you need?	■ 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!				
Ap- point- ment	Check in at the registration kiosk on the ground floor of the Old City Hall using your appointment number or date of birth no earlier than 30 minutes before your appointment. Interviews are held by appointment only. Appointments can be booked at: https://pforzheim.termine-reservieren.online/select2?md=2				





Refugees and asylum seekers can arrange appointments by **phone using the table below**. You can **only** go to the authorities once you have **made an appointment in advance**:

Appointment, asylum seekers and refugees				
Where?	Department of migration and refugees (Abteilung für Migration und Flüchtlinge)			
Address	Altes Rathaus, semi-basement level (SG) Östliche Karl-Friedrich-Str. 2-4, 75175 Pforzheim			
Hours for making appointments by phone	Surname	Phone number	Phone line open	
	A-Alim	+49 (0)7231 393 167	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.
	Alin-Bak	+49 (0)7231 393 168	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.
	Bal-Fej	+49 (0)7231 393 169	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.
	Fek-Isl	+49 (0)7231 393 194	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.
	Ism-Man	+49 (0)7231 393 163	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.
	Mao-Sac	+49 (0)7231 394 264	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.
	Sad-Z	+49 (0)7231 393 192	Mo and Wed Tue and Thu	10 a.m.-11 a.m. 2 p.m.-3 p.m.
What will you need?	■ Passport/ID/Temporary residence permit (Gestattung)/Suspension of deportation (Duldung) ■ Confirmation of residence registration (Anmeldebestätigung) ■ Proof of income ■ Any other documents listed by your case officer			
What will you receive?	Residence permit (Aufenthaltstitel)/Temporary residence permit (Gestattung)/Suspension of deportation (Duldung) Keep this in a safe place!			
Appointment	Check in at the registration kiosk on the ground floor of the Old City Hall using your appointment number or date of birth no earlier than 30 minutes before your appointment. Interviews are held by appointment only. Appointments can be booked at: https://pforzheim.termine-reservieren.online/select2?md=2 			



3. Accommodation

3.1 How do you find a place to live?

- You can find accommodation listings:
 - In newspapers
 - Online
 - From property management companies
- Most landlords require a deposit when you conclude a rental agreement (generally two to a maximum of three months' basic rent) as collateral.

Property management companies	Address	Office hours
Arlinger eG	Hohlohstr. 6 75179 Pforzheim Tel. +49 (0)7231 94620 www.arlinger.de	Mo-Fri 8 a.m.-12 p.m. Mo-Wed 2 p.m.-4 p.m. Thu 2 p.m.-6 p.m. As well as by appointment
Pforzheimer Bau- und Grund GmbH	Erbprinzenstr. 20 75175 Pforzheim Tel.: +49 (0)7231 93020 www.pforzheimer.de	Mo-Fri 8.30 a.m.-12 p.m. Mo, Tue, 2 p.m.-4 p.m. Thu
Familienheim Pforzheim Baugenossenschaft eG	Sachsenstr. 23 75177 Pforzheim Tel. +49 (0)7231 93190 www.fh-pf.de	Please arrange appointments by phone: Mo-Fri 8 a.m.-12 p.m. 2 p.m.-4 p.m. Thu 2 p.m.-5.15 p.m. Appointments must be made in advance.
STADTBAU GmbH Pforzheim	Schlossberg 20 75175 Pforzheim Tel.: +49 (0)7231 139 980 www.stadtbau-pforzheim.de	Mo-Fri 7.30 a.m.-12.30 p.m. Mo-Thu 1 p.m.-4 p.m.
Huchenfeld eG	Huchenfelder Hauptstr. 105 75181 Pforzheim Tel.: +49 (0)7231 979 270 www.baugenossenschaft-huchenfeld.de	Mo-Fri 9 a.m.-12 p.m. Thu 2 p.m.-6 p.m. As well as by appointment



3.2 Rent – what is included?

The rent includes:

Basic rent and utilities costs

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 – Pforzheim public utilities company).

Electricity

Electricity is billed separately and paid to Stadtwerken Pforzheim (SWP) or another electricity provider.

Waste

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**, Heinrich-Witzenmann-Str. 13, 75179 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.
- You can use the waste collection calendar provided or enter your street and house number online (<https://www.abfallwirtschaft-pforzheim.de/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, Heinrich-Witzenmann-Str. 13, 75179 Pforzheim
 - Technische Dienste/Abfallwirtschaft, Heinrich-Witzenmann-Str. 13, 75179 Pforzheim
 - Municipal offices (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 **must** be disposed of in an organic waste bin (brown bin).





Disposal of bulky waste

Bulky waste includes cupboards, tables, chairs, upholstery, bed frames, mattresses, carpets, large household appliances such as washing machines, sinks and fridges, etc.

- If you need to dispose of bulky waste, you can bring it to municipal recycling centres (Entsorgungszentrum Hohberg, in Huchenfeld, in Eutingen und in Büchenbronn). For usual household volumes (up to 3 m³), this is free of charge, **once a year**. You need an authorisation coupon for the free disposal of bulky waste at municipal recycling centres. You can get these coupons from the Service-Center Abfallwirtschaft at Heinrich-Witzenmann-Str. 13. For volumes exceeding usual amounts, €5 per cubic metre is charged.
- If you do not have any way to transport it yourself, bulky waste of up to 3 m³ can be picked up free of charge, once a year. To do this, please place the bulky waste by the side of the road. Any further bulky waste registered is calculated at a cost of €60 and the full service is not included. If you need the full service, you can agree this on an individual basis with the waste management company in question.
- If more than 3 m³ is to be collected (household clearance, etc.), please contact a private household clearance or transport company.

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.

For more information, please visit www.abfallwirtschaft-pforzheim.de.



Waste separation



**Yellow bin/
yellow bag
(Gelber Sack)**
for packaging
made from
metal, plastic or
composite
material



Grey bin
for general house-
hold waste
Brown bin
for organic waste



**Glass
containers**
for bottles and
jars, separated
by colour



Paper
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 (**Wohnberechtigungsschein**).

Application for the subsidised housing entitlement certificate (Wohnberechtigungsschein)	
Where?	Youth welfare and social services (Jugend- und Sozialamt), Wohnungswesen/Wohnungssicherung department
Address	Zehnthofstr. 10 + 12 Room 6.01 75175 Pforzheim Tel. +49 (0)7231 392 388
Office hours	Monday, Tuesday, Thursday, Friday Monday-Thursday Please arrange appointments by phone Wednesday (no appointment needed)
What will you need?	■ Passport or ID card ■ Proof of income ■ Current rental contract
What will you receive?	Subsidised housing entitlement certificate (Wohnberechtigungsschein) 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 (Wohngeldstelle).

Application for housing benefit (Wohngeld)	
Where?	Youth welfare and social services (Jugend- und Sozialamt), Wohngeld department
Address	Zehnthofstr. 10 + 12 75175 Pforzheim
Office hours You can only go to the authorities once you have made an appointment in advance .	Monday 8.30 a.m.-12 p.m. and 2 p.m.-3.30 p.m. Wednesday 8.30 a.m.-12 p.m. and 2 p.m.-3.30 p.m. Thursday 2 p.m.-3.30 p.m. Friday 8.30 a.m.-12 p.m.  https://www.pforzheim.de/buerger/buergerservice/pf0/service-bw/organisationseinheiten/show/6021713-333-wohngeldstelle-bildungs-und-teilhabeleistungen-fuer-wohngeld-und-kinderzuschlagsempfaenger-sachgebiet.html
What will you need?	■ Passport or ID card ■ Proof of income ■ Rental contract
What will you receive?	Approval/denial of housing benefit support (Wohngeldbewilligung/ Wohngeldablehnung) Keep this in a safe place!



4. Current account (Girokonto)

In Germany, every family has to have its own bank account/current account (Girokonto) so that money for the family (e.g. wages, unemployment benefit, income support benefits, child allowance) can be transferred to this account. The same account can also be used to pay rent, electricity, phone bills and other 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?	■ 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 Integration officer for the City of Pforzheim

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

This process is overseen by the integration officer, 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 integration officer plans and coordinates projects and measures to promote integration and boost social cohesion. As the contact partner for the City of Pforzheim for the topic of “the integration of migrants”, she works together closely with the city’s integration committee, known as the International Council (Internationaler Beirat) and acts as coordinator for the Pforzheim Integration Alliance (Pforzheimer Integrationsbündnis) and with a wide range of social partners and migrant-led organisations.

Integration officer	
Name	Anita Gondek
Address	Marktplatz 4, 75175 Pforzheim
Room	309, third floor (youth welfare and social services [Jugend- und Sozialamt])
Phone number	+49 (0)7231 392 117
Email	anita.gondek@pforzheim.de

5.2 Learning German

So that you can enjoy life here in Germany, can find work and make friends, and so that you can support your children at school, you will need to learn German.

Migrants can learn German via an **integration course**.

- People who are eligible to attend an integration course **may** register for a German course at the **coordination office for language courses** (Koordinierungsstelle Sprachkurse) (see point 5.4).
- People who are required to take part in an integration course by the immigration authorities' department of migration and refugees (Ausländerbehörde, Abteilung für Migration und Flüchtlinge), the Jobcenter or by youth welfare and social services (Jugend- und Sozialamt) for granting asylum seekers' benefits (Leistungsgewährung Asyl) **must** register to take part in a course as quickly as possible with the **coordination office for language courses** (Koordinierungsstelle Sprachkurse) (see section 5.4), and they must complete the course.
- EU citizens without any requirement to take the course may participate in the integration course and have the right to apply for the costs to be covered. The coordination office for language courses (Koordinierungsstelle Sprachkurse) and Caritas and Diakonie immigrant consultation offices (Migrantenberatungsstellen) can help you with this. The forms can also be found on the Federal Office for Migration and Refugees (BAMF) website: (<https://www.bamf.de/EN/Themen/Integration/ZugewanderteTeilnehmende/Integrationskurse/integrationskurse-node.html>).
- Non-participation in an obligatory integration course may have negative consequences:
 - The duration of your residency may be shortened.
 - Social benefits (e.g. unemployment benefit [Arbeitslosengeld II] or income support benefits) may be terminated.
 - You may have to pay a fine.



5.3 Integration courses

- The integration course comprises a **language course** (600 hours) and an **orientation course** (100 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. alphabet and Latin script courses, courses for people with low-level literacy or disabilities) may be attended, which comprise 900 to 1,200 hours in the language course section and 100 hours in the orientation course section.
- Participation in the integration course is subject to cost. However, you may – under certain circumstances – apply to have the costs covered.
- Registration for all integration courses is done centrally at the **coordination office for language courses** (Koordinierungsstelle Sprachkurse) at Schlossberg 15 (see Section 5.4).
- You can find all the information about the integration course in several languages on the website of the Federal Office for Migration and Refugees (BAMF): (<https://www.bamf.de/EN/Themen/Integration/Zugewanderte-Teilnehmende/Integrationskurse/integrationskurse-node.html>)



5.4 Coordination office for language courses (Koordinierungsstelle Sprachkurse)

In Pforzheim, a central coordination office organises the integration courses and provides advice on other language courses available.

Anyone wanting to visit an integration course should register with the coordination office.

Coordination office for language courses (Koordinierungsstelle Sprachkurse)		
Where?	Youth welfare and social services (Jugend- und Sozialamt) Coordination office for language courses (Koordinierungsstelle Sprachkurse)	
Address	Schlossberg 15 (right next to the Jobcenter at Blumenhof 4) 5th floor, please use lift B at the back, 75175 Pforzheim	
What will you need?	■ Passport or ID card ■ Residence permit (Aufenthaltstitel) ■ Other documents as required	
Office hours	Pre-booked appointment required.	
	Monday-Wednesday	8 a.m.-11 a.m.
	Friday	Closed
		Phone information only From 9 a.m.-11.30 a.m. on: Tel. +49 (0)7231 392 862 Tel. +49 (0)7231 392 874 Tel. +49 (0)7231 393 920
	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 (Migrationsberatungsstellen)

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

Advice for adults		
Where?	Caritasverband Pforzheim e. V.	Diakonie Pforzheim
Address	Blumenhof 6 75175 Pforzheim	Melanchthonstraße 1 75173 Pforzheim
What will you need?	■ Passport or ID card ■ Any documents you have questions about	
Office hours	Tel. Tel.: +49 (0)7231 128 166	Tel. +49 (0)7231 428 650
Consultation appointments must be arranged by phone	Marco Peichl marco.peichl@caritas-pforzheim.de	Monday-Friday 9 a.m.-11 a.m. Monday-Thursday 2 p.m.-4 p.m. Hakki Demirci hakki.demirci@diakonie-pf.de Katja Rühle-Treiber katja.ruehle-treiber@diakonie-pf.de Alica Rehwald alica.rehwald@diakonie-pf.de

Advice for young people	
Where?	Jugendmigrationsdienst Pforzheim (JMD)
Address	Bleichstraße 64, 75173 Pforzheim, 3rd floor Tel. +49 (0)7231 3861 902
What will you need?	■ Passport or ID card ■ Any documents you have questions about
Office hours	Thursday 12 p.m.-1.30 p.m. S. Osmani Room 3.3.02 or after arranging by phone For further up-to-date information about this "youth migration service", please visit https://www.jugendmigrationsdienste.de/jmd/pforzheimundenzkreis 

5.6 Integration management

In Pforzheim, there is a team of integration managers to help refugees settle in. The integration managers can advise you on issues relating to daily life and can accompany you to important appointments with the authorities (such as the Jobcenter or town hall). They can also help you to find your own way in Germany.

Integration managers speak Arabic, Kurdish, Farsi, English, French, Russian, Ukrainian and Turkish.

If you arrived in Germany as a refugee in 2015 or later, you and your family can obtain the help of the integration management service.

Where?	Youth welfare and social services (Jugend- und Sozialamt)/integration management
Address	Westliche Karl-Friedrich-Str. 31, 4th floor) 75175 Pforzheim
What will you need?	■ Passport or ID card ■ Any documents you have questions about
Office hours	Please arrange consultation appointments by phone Tel. +49 (0)7231 393 499

Where?	Diakonie Pforzheim/integration management
Address	Melanchthonstraße 1 75173 Pforzheim
What will you need?	■ Passport or ID card ■ Any documents you have questions about
Office hours	Consultations only after prior arrangement by phone: Tel. +49 (0)7231 428 650 Monday-Friday 9 a.m.-11 a.m. Monday-Thursday 2 p.m.-4 p.m.

6. Work

6.1 Work permits for people from EU countries

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

For more information, please contact International Placement Services (ZAV) on +49 (0)228 713 2020 or visit the website: www.make-it-in-germany.com.



6.2 Work permits for people from non-EU countries (“third countries”)

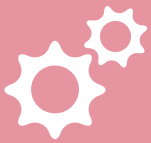
Migrants from non-EU countries may work in Germany if their residence permit (Aufenthaltstitel) allows it. The relevant permits may be obtained from the immigration authorities (Ausländerbehörde).

On the topic of work, your residence permit (Aufenthaltstitel) 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, selbstständige 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 have found a potential job or want to register a self-employment opportunity, you will need to apply for the relevant work permit (Arbeitserlaubnis) from the immigration authorities (Ausländerbehörde). Only once you have received the approval of the authorities will you be permitted to work.

For more information, please contact the immigration authorities (Ausländerbehörde), department of migration and refugees (Abteilung für Migration und Flüchtlinge) (see pages 7 and 8).





6.3 Looking for work/employment agencies

- If you do not have a job, you may register with the **Federal Employment Agency** (Agentur für Arbeit) in Pforzheim. You can also complete all the necessary steps online, which is quick and easy (www.arbeitsagentur.de/arbeitslos-melden).
- If you would like to learn more about “Bürgergeld” (basic income support) or if you are already receiving this payment, please contact **Jobcenter Pforzheim**.

Registering as looking for work		
Where?	Agentur für Arbeit Pforzheim	Jobcenter Pforzheim
Address Tel.	Luisenstr. 32, 75172 Pforzheim Tel.: +49 (0)800 4555 500 (free)	Blumenhof 4, 75175 Pforzheim
Office hours Pre-booked appointment required when attending in person.	Monday– Friday 8 a.m.–12 p.m.	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?	■ ID card or passport with confirmation of residence registration ■ CV	■ Passport or ID card ■ Confirmation of residence registration (Anmeldebestätigung)
What will you receive?	■ Support and advice when looking for work, qualifications and training ■ Financial support (e.g. application for the unemployment benefits known as Arbeitslosengeld I)	■ “Bürgergeld” (basic income support) ■ Support and advice when looking for work, qualifications and training ■ Financial assistance (basic income support)

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

Opening hours of the careers information centre (BiZ)

Monday–Thursday 8 a.m.–4 p.m.
Friday 8 a.m.–12 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.

In cooperation with Jobcenter Pforzheim, the IQ Netzwerk Baden-Württemberg offers advice sessions every Monday on getting international professional and academic qualifications recognised. You need to arrange an appointment in advance **for these advice sessions:** By phone at **+49 (0)621 4377 3113** or by emailing **anerkennung@ikubiz.de**

You can also receive support and advice on the recognition process from the following:

Gesellschaft für berufliche Eingliederung GBE Deimlingstraße 17, 75175 Pforzheim Quartierszentrum Innenstadt QuarZ Tel. +49 (0)7231 5897 969 gbe-quarzinnenstadt@gbe-pforzheim.de www.gbe-pforzheim.de Assistance creating resumes and application materials as well as support and guidance when looking for a job. Please arrange appointments by phone	Diakonie Pforzheim Melanchtonstraße 1, 75173 Pforzheim Department of asylum and migration (Abteilung für Flucht und Migration) Migration advice section (Bereich Migrationsberatung): Hakki Demirci hakki.demirci@diakonie-pf.de Katja Rühle-Treiber katja.ruehle-treiber@diakonie-pf.de Alica Rehwald alica.rehwald@diakonie-pf.de Consultations only after prior arrangement by phone: Tel. +49 (0)7231 428 650 Monday-Friday 9 a.m.-11 a.m. Monday-Thursday 2 p.m.-4 p.m.
Caritasverband e. V. Pforzheim Blumenhof 6, 75175 Pforzheim Marco Peichl: Tel. +49 (0)7231 128 166 Head office: Tel. +49 (0)7231 128 112 Please arrange appointments by phone	City of Pforzheim, Jugend- und Sozialamt (youth welfare and social services) Integration officer Marktplatz 4, 75175 Pforzheim Tel. +49 (0)7231 392 117 Please arrange appointments by phone
Welcome Center Nordschwarzwald Industrie- und Handelskammer Nordschwarzwald (IHK) Dr.-Brandenburg-Str. 6, 75173 Pforzheim Katherine González Moncada: Tel. +49 (0)7231 201 174 gonzalez-moncada@pforzheim.ihk.de www.ihk.de/nordschwarzwald/welcome-center	

For more information, please visit:

www.berufliche-anerkennung.de and **www.anerkennung-in-deutschland.de**.





7. Children

7.1 Child benefit (Kindergeld)

- Migrants permanently residing in Germany are entitled to receive child benefit (Kindergeld).
- 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 (Girokonto) every month.
- Applications for child benefit (Kindergeld) are processed by Familienkasse Baden-Württemberg West.

Application for child benefit (Kindergeld)		
Where? Phone numbers	Familienkasse Baden-Württemberg West, Nagold office Customer service line: +49 (0)800 4555 530 (free) Payment dates: +49 (0)800 4555 533 (free) Fax: +49 (0)7452 829 266	
Internet Email	www.familienkasse.de Familienkasse-Baden-Wuerttemberg-West.F13@arbeitsagentur.de	
Address	Visitor address: Bahnhofstr. 37, 72202 Nagold Postal address: 76088 Karlsruhe	
Office hours	Monday, Tuesday Thursday, Friday	8.30 a.m.-11.30 a.m.
	Wednesday	Closed
	Thursday	2 p.m.-4 p.m.
What proof do I need to attach to the completed application form?	■ Passport or ID card, as well as valid residence permit (Aufenthaltstitel) ■ For newborns: birth certificate ■ For school-age children: certificate issued by the school ■ For children completing an apprenticeship/traineeship (Ausbildung): 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 (Kindergeldantrag) form?	Familienkasse Baden-Württemberg West In person: Bahnhofstr. 37, 72202 Nagold By post: Familienkasse Baden-Württemberg West, 76088 Karlsruhe	
What will you receive?	Confirmation of child benefit (Kindergeldbescheid), Keep this in a safe place!	





7.2 Children's bonus allowance (Kinderzuschlag)

The children's bonus allowance (Kinderzuschlag) supplements the child benefit payment (Kindergeld). Single parents and parents may be entitled to the children's bonus allowance (Kinderzuschlag) for their unmarried children, if they are younger than 25 and live with their parent(s) if:

- Child benefit (Kindergeld) is paid for these children,
- The monthly income of the parents reach the minimum income level,
- The income and capital to be taken into account does not exceed the upper income cap, and
- The family's needs are covered by the payment of the child benefit allowance (Kinderzuschlag) and the family is therefore not entitled to unemployment benefit (Arbeitslosengeld II) or income support (Sozialgeld).

For couples, the minimum income threshold is €900 and for single parents, the threshold is €600. Parents can only apply for the children's bonus allowance (Kinderzuschlag) if their monthly income reaches the relevant minimum income threshold. The children's bonus allowance (Kinderzuschlag) is calculated separately for each child. As of 1 January 2025, you will receive a maximum of €297 per child each month. If you have more than one child, a combined amount will be paid out. It is generally paid to the person who receives the child benefit payment (Kindergeld).

CHILDREN

Application for children's bonus allowance (Kinderzuschlag)		
Where?	Familienkasse Baden-Württemberg West, Nagold office	
Address	Visitor address Familienkasse Baden-Württemberg West Bahnhofstr. 37 72202 Nagold	Postal address Familienkasse Baden-Württemberg West 76088 Karlsruhe Tel. +49 (0)800 455 500
Office hours	Monday, Tuesday, Thursday, Friday Wednesday Thursday	8.30 a.m.–11.30 a.m. Closed 2 p.m.–4 p.m.
What will you need?	■ Application for children's bonus allowance (Kinderzuschlag) ■ Proof of accommodation and heating costs ■ Proof of income and assets ■ Proof of child maintenance payments for the child/children	
What will you receive?	Approval/denial of the application for children's bonus allowance (Kinderzuschlag)	

You can find the relevant information and application forms for the children's bonus allowance (Kinderzuschlag) at: www.familienkasse.de





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 (Aufenthaltstitel)
 - 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 32 hours a week
 - they are studying or completing a traineeship/apprenticeship (Ausbildung).
- Parents' allowance is paid for a maximum of 14 months. The benefit can be received for a longer period if the amount is split up.

Application for parents' allowance (Elterngeld)	
Relevant authority	L-Bank Karlsruhe Phone: +49 (0)800 6645 471 (free) familienfoerderung@l-bank.de Also available online: www.l-bank.de under "Elterngeld"
Application due date	Can be back-paid for up to 3 months
Support from the city	Application forms can be picked up and submitted at the youth welfare and social services office (Jugend- und Sozialamt). The applications are then sent to L-Bank on a weekly basis.
Address	Youth welfare and social services (Jugend- und Sozialamt), youth welfare fund (Wirtschaftliche Jugendhilfe) Altes Rathaus, A 4.20 Östliche Karl-Friedrich-Str. 2 75175 Pforzheim
Office hours	Monday, Wednesday, Friday 8 a.m.-12 p.m. Thursday 2 p.m.-6 p.m.
What will you need?	■ Completed and signed application for parents' allowance ■ Copy of your residence permit (Aufenthaltstitel) ■ 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 (Krankenkasse) 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 Keep this in a safe place!



7.4 The education and social inclusion package (Bildung- und Teilhabepaket – BuT)

The German government's education package (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 package:

- "Bürgergeld" (basic income support)
- Income support (Sozialhilfe) according to SGB XII
- and Section 2 AsylbLG
- Housing benefit (Wohngeld) and/or
- Children's bonus allowance (Kinderzuschlag)

The education and social inclusion benefits (BuT) 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 package			
Where?	For people receiving housing benefit (Wohngeld), children's bonus allowance (Kinderzuschlag) or income support (Sozialhilfe)	For people receiving asylum seekers' support	For people receiving basic income support (Bürgergeld)
Address	Youth welfare and social services (Jugend- und Sozialamt) Zehnthofstr. 10 + 12 Room 212/213 75175 Pforzheim Tel. +49 (0)7231 391 097	Youth welfare and social services (Jugend- und Sozialamt) Zehnthofstr. 10 + 12 4th floor 75175 Pforzheim,	Jobcenter Pforzheim Administration office Blumenhof 4 75175 Pforzheim
Office hours by appointment only	Youth welfare and social services (Jugend- und Sozialamt)		Jobcenter Pforzheim
	 You can find who is responsible for you at: https://www.pforzheim.de/buerger/buergerservice/pf0/service-bw/organisationseinheiten/show/6021713-333-wohngeldstelle-bildungs-und-teilhabeleistungen-fuer-wohngeld-und-kinderzuschlagsempfaenger-sachgebiet.html		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?	■ Passport or ID card ■ Potentially the completed application for education and social inclusion benefits (BuT) (you can get application forms at the youth welfare and social services [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 (BuT) Keep this in a safe place!		



7.5 Registering with a nursery (KiTa)

There are various childcare options available in Germany. Crèches and nurseries (known as Kindertagesstätte, Kindertageseinrichtung or KiTa) supplement the childcare and education that takes place in the home. Children aged between 0 and 3 can attend a crèche. Children aged 3 or old can attend a nursery until it is time to enrol for school. You should register your child at a nursery (Kindertagesstätte) of your choice in good time so that your child can get educational support as quickly as possible. This will help your child develop their language and cultural skills.

Step 1		Learn more about the childcare options Pforzheim has a variety of nurseries with different hours and educational approaches. Visit our website at pforzheim.de/kita for an overview of childcare options.
Step 2 1 January– 15 March		Enrolling your child You can enrol your child at: pforzheim.de/anmeldung/betreuung . Enrolment for the upcoming school year (beginning 1 September) is open from 1 January to 15 March each year.
Step 3 April		Placement process Most spots in crèches and nurseries are allocated during the placement process in April. Throughout the year, other spots may become available and offered when children move away or new childcare facilities open, for example.
Step 4 May		Eligibility and income calculation Fees for childcare are charged based on the parents' income. When you have received an offer letter, fill out the self-disclosure form at: pforzheim.de/einkommensberechnung . This information is needed to calculate the monthly childcare costs for you individually. In certain circumstances, you may apply to have the costs covered in part or in full by youth welfare and social services (Jugend- und Sozialamt).
Step 5 1 September		Your child can attend nursery The nursery year begins on 1 September.

Contact and information	
Relevant authority	Youth welfare and social services (Jugend- und Sozialamt), reservations office for nurseries (Zentrale Kita-Vormerkung)
Dates and information at	Tel. +49 (0)7231 392 011 vormerkstelle@pforzheim.de www.pforzheim.de/kita
Phone line open	Monday–Friday 8 a.m.–12 p.m. Thursday 2 p.m.–6 p.m.



7.6 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 a Werkrealschule (intermediate secondary school), a Realschule (technical secondary school) or a Gymnasium (academic secondary school).

- 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.
- Children who need to learn German attend a preparatory class.
Registration for this is done through the central support centre for education (Zentrale Anlaufstelle Bildungsberatung).

You can find out which school is right for your child at the **central support centre for education** (Zentrale Anlaufstelle Bildungsberatung):

Central support centre for education (Zentrale Anlaufstelle Bildungsberatung)	
Where?	Education and sports office (Amt für Bildung und Sport) Central support centre for education (Zentrale Anlaufstelle Bildungsberatung) Lindenstraße 2 (1st floor; Room 1.05) 75175 Pforzheim Tel. +49 (0)7231 392 420 Email: bildung@stadt-pforzheim.de
What will you need?	■ Parents' passports or ID cards ■ Child's birth certificate ■ Certificate of registered address (Meldebestätigung) ■ Vaccination booklet
Office hours Pre-booked appointment required.	Monday-Wednesday 9 a.m.-12 p.m. Thursday 2 p.m.-4 p.m.
What will you receive?	■ Advice and information ■ School addresses and contacts ■ Help when looking for schools



8. Health

8.1 Health insurance

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

- You can register with the health insurer of your choice as follows:
 - Personal application
 - Via your employer
 - 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 People in need of care

People who need long-term care require assistance with daily activities such as personal hygiene, eating and household chores. To get the necessary support for this, various benefits can be applied for from long-term care insurance. But what exactly does it mean to be “in need of care”? What benefits does long-term care insurance provide?

The City of Pforzheim’s carer support point (Pflegetützpunkt) offers independent and free advice on this topic to people of any age who are affected, including their family members, by phone, at the support point and in your home.

Information for people who need care						
Where?	Carer support point (Pflegestützpunkt) Pforzheim pflegestuetzpunkt@pforzheim.de  https://www.pforzheim.de/buerger/gesellschaft-soziales/senioren/pflegestuetzpunkt.html					
Address	Westliche Karl-Friedrich-Str. 7 75175 Pforzheim					
Office hours	<table><tr><td>Monday, Tuesday, Friday</td><td>9 a.m.–1 p.m.</td></tr><tr><td>Thursday</td><td>2 p.m.–6 p.m.</td></tr></table> Tel. +49 (0)7231 393 800		Monday, Tuesday, Friday	9 a.m.–1 p.m.	Thursday	2 p.m.–6 p.m.
Monday, Tuesday, Friday	9 a.m.–1 p.m.					
Thursday	2 p.m.–6 p.m.					
What will you receive?	Advice and information about care					



8.4 Inclusion officer

Germany is governed by the Basic Law. Article 3, paragraph 3, in it states that no person may be discriminated against on the basis of a disability. The UN Convention on the Rights of Persons with Disabilities also states that people with disabilities have the same rights as everyone else and should be able to participate in life without barriers. On top of that, Baden-Württemberg has a state law providing for equality for people with disabilities. This law applies to everyone and must be obeyed.

In Pforzheim, the inclusion officer, Mr Mohamed Zakzak, ensures that these rights are upheld. He advocates for people with disabilities to be treated equally, to be able to live independently and be included in society. He is working to reduce discrimination, remove barriers and implement the provisions of the UN Convention on the Rights of Persons with Disabilities in Pforzheim. He also seeks to educate people so that there is greater understanding and awareness of inclusion generally.

If you feel that you are being treated unfairly because of your disability, you can ask the inclusion officer for help.

Inclusion officer	
Name	Mohamed Zakzak
Address	Marktplatz 4 75175 Pforzheim Room 307, 3rd floor (youth welfare and social services [Jugend- und Sozialamt])
Contact	Tel. +49 (0)7231 392 212 Mobile: +49 (0)160 5569 312 Email: mohamed.zakzak@pforzheim.de
Information page	https://www.pforzheim.de/buerger/rat-hilfe/soziale-themen/menschen-mit-behinderung/inklusion.html 



8.5 People with disabilities

Disabled people are people who have one or more long-term limitations on their health:

- They may find it difficult or close to impossible to move.
- They may have difficulty hearing or be deaf.
- They may have difficulty seeing or be blind.
- They may have a mental illness.
- They may have learning difficulties.

The Federal Inclusion Act (Bundesteilhabegesetz – BTHG) aims to ensure that people with disabilities receive individualised services that enable them to exercise self-determination and be included in society.

Support for people with disabilities		
Where?	Youth welfare and social services (Jugend- und Sozialamt), Integration support for people with disabilities	
Address	Östliche Karl-Friedrich-Str. 37a 75175 Pforzheim	
Pre-booked appointment required	Monday, Wednesday, Friday	8.30 a.m.–12 p.m.
	Thursday	2 p.m.–6 p.m.
	Tel. +49 (0)7231 391 573	
What will you receive?	■ Support in finding an appropriate school education ■ Additional educational support for children who are not yet attending school ■ Support during training and while studying ■ Help participating in working life (e.g. in workshops for people with disabilities) ■ Help participating in social life	



9. Emergencies

9.1 Emergency 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 assistance from the **police** (for example, in the case of domestic violence, theft, burglary, fraud or assault), the **fire service** (if your home 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	110
Fire and rescue	112
Ambulance	112
Poison control centre	+49 (0)761 19240.

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.



9.2 Disaster response

If there are major accidents or disasters – such as large-scale traffic accidents, earthquakes, floods and extreme storms or tornadoes – the emergency response agencies must warn and inform the local population.

The City of Pforzheim has a warning and alert system. People affected are warned and informed of danger with the following:

- Siren warnings

In the event of danger, the following siren signals will sound:

Warning		Siren signal: 1-minute wail
All clear		Siren signal: 1-minute continuous tone
Fire alarm		Siren signal: 1-minute continuous tone, interrupted twice

- Warnings from loudspeaker vehicles
- Alerts sent directly to your smartphone: with the **NINA alert app**, you will always be informed about current hazards. It provides information from sources such as the German Weather Service, flood control centres and local authorities.

Download it here:

https://www.bbk.bund.de/DE/Warnung-Vorsorge/Warn-App-NINA/warn-app-nina_node.html



- If there are particular dangers, you can get information at:
Tel. +49 (0)7231 391 000.
Please note: this phone number is only activated in cases of immediate danger.

Emergency preparedness

For more information on emergency preparedness and how to respond in dangerous situations, please visit the Federal Office of Civil Protection and Disaster Assistance at www.bbk.bund.de



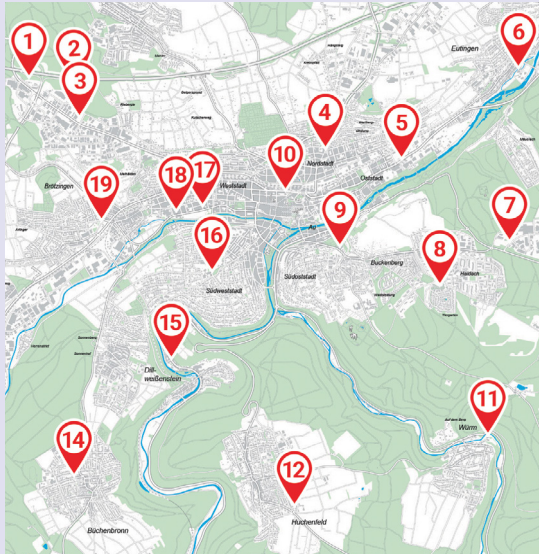
9.3 What to do in the event of a power outage

Check the fuses in the circuit box. A power outage along the entire street or even throughout the entire city, for example, could indicate problems with the power grid that can only be fixed by the local power company, which in this case would be Stadtwerke Pforzheim.

Turn off electrical heating appliances such as cookers, ovens, irons and other devices immediately to minimise the risk of hazards when power is restored. **Please note:** gas-powered heating and cooking appliances should be used outdoors only. Keep an eye on burning candles and tea lights.

If landlines and mobile phones are out of service for an extended period, emergency responders will set up emergency reporting points at various locations. In case of an emergency, go to the nearest emergency reporting point where you will be able to report your emergency.

Emergency reporting points:



- 1 Autobahnpolizeirevier**
Karlsruher Str. 54 | 75179 Pforzheim
- 2 THW Ortsverband Pforzheim**
Platz des THW 1 | 75179 Pforzheim
- 3 Parkplatz POCO / B10**
Karlsruher Str. / Am Enzenloch | 75179 Pforzheim
- 4 Nordstadtschule (Bushaltestelle gegenüber)**
Brettener Str. 19 | 75177 Pforzheim
- 5 B10 / Hohwiesenweg (Bushaltestelle)**
B10 / Hohwiesenweg | 75175 Pforzheim

- 6 Feuerwehrhaus Eutingen**
Inselstr. 2 | 75181 Pforzheim
- 7 Feuerwehrhaus Haidach**
Im Altgefäll 2 | 75181 Pforzheim
- 8 Einkaufszentrum Tiergarten**
Strietweg 70 | 75181 Pforzheim
- 9 Goldschmiedeschule (Bushaltestelle)**
St.-Georgen-Steige 65 | 75175 Pforzheim
- 10 Polizeirevier Pforzheim-Nord**
Bahnhofstr. 13 | 75172 Pforzheim
- 11 Feuerwehrhaus Würm**
Ammerau 8 | 75181 Pforzheim
- 12 Feuerwehrhaus Huchenfeld**
Grohwiesenweg 1 | 75181 Pforzheim
- 13 Feuerwehrhaus Hohenwart**
Kreuzwiesenstr. 6 | 75181 Pforzheim
- 14 Feuerwehrhaus Büchenbronn**
Am Feuerwehrhaus 11 | 75180 Pforzheim
- 15 Feuerwehrhaus Dillweißenstein**
Hirsauer Str. 195 | 75180 Pforzheim
- 16 Reuchlin Gymnasium (Bushaltestelle)**
Vogesenallee | 75173 Pforzheim
- 17 Polizeirevier Pforzheim-Süd**
Schwebelstr. 10 | 75172 Pforzheim
- 18 Hauptfeuerwache**
Habermehlstr. 77 | 75172 Pforzheim
- 19 DRK Ortsverein Pforzheim**
Carl-Hölzle-Str. 1 | 75179 Pforzheim

Map: © City of Pforzheim | Vermessungs- und Liegen-
schaftsamt, geoinformation and cartography | Aug. 2023

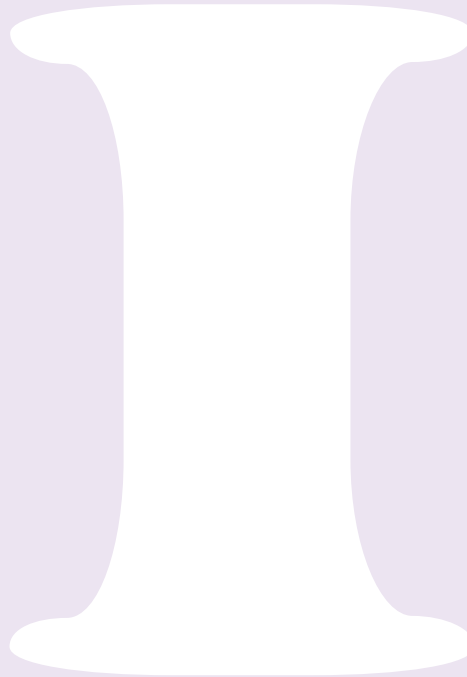
10. Everyday life

10.1 Certificates and translations



- You will need certified translations of your certificates (for example, your birth certificate, marriage certificate, school certificates, professional qualifications) for many formalities in Germany.
- Foreign certificates must be translated by a sworn translator.

You can find professional translators and interpreters online.





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 citizens' centre (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. The tests are administered through the testing association TÜV and can be taken at 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?	Citizens' centre (Bürgerzentrum) or municipal office (Ortsverwaltungen)
Address	Altes Rathaus, Östliche Karl-Friedrich-Str. 2, 75175 Pforzheim
Office hours	Appointments must be pre-booked at: www.etermin.net/stadt-pforzheim 
What will you need?	■ Passport or ID card ■ Up-to-date biometric passport photo ■ Foreign driving licence with German translation; the translation needs to have been done by a recognised automobile club
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 seven family centres in Pforzheim:

Family centres	Address
Familienzentrum Ost	Zeppelinstr. 20 75175 Pforzheim Tel. +49 (0)7231 1545 600
DiakoniePunkt Weststadt Familienzentrum West/LukasZentrum	Maximilianstr. 38 75172 Pforzheim Tel. +49 (0)7231 428 650
Zentrum für Familien/Mehrgenerationenhaus im Bernhardushaus	Barfüßergasse 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 67800
Kinder- und Familienzentrum Dillweißenstein	Huchenfelder Str. 13 75180 Pforzheim Tel. +49 (0)7231 4286 553



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, including:

Stadtjugendring Pforzheim SJR Betriebs gGmbH Oranierstr. 15, 75175 Pforzheim Tel. +49 (0)7231 3978 5100 www.sjr-pforzheim.de SJR Betriebs gGmbH funds 13 youth centres in Pforzheim and its districts, where children and young people can spend their leisure time. They offer young people in difficult circumstances with extra support, as well as when they are making the transition from school to the working world. There are whole host of exciting projects for children, with extra activities available during the school holidays.		Advice service for children, adolescents and their families in Pforzheim Baumgäßchen 3, Melanchthonhaus, 75175 Pforzheim Tel. +49 (0)7231 281 700 www.beratung-pf.de The services offered by the Beratungsstelle ("advice point") 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.	
Plan B gGmbH Jugend-, Sucht- & Lebenshilfen Schießhausstr. 6, 75173 Pforzheim Tel. +49 (0)7231 922 770 www.planb-pf.de This 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. In addition, Plan B offers nuanced, open-ended counselling services for all adults affected by risky substance use or addiction.		Deutscher Kinderschutzbund Pforzheim Enzkreis e. V., entrance via Tunnelstr. 33 or Luisenstr. 46, 75172 Pforzheim Tel. +49 (0)7231 589 760 www.dksb-pforzheim.de The services offered by the child protection league (Kinderschutzbund) include advice and support for families experiencing difficulties. The Kinderschutzbund offers a clothing corner for children's clothes in good condition and hosts play groups for toddlers and children. It is there for children, teens and families every Sunday with its Café International.	



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 many 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 BuT package (see section 7.4 "The education and social inclusion package (BuT)").

If you are interested in joining a sports club	
Where?	Education and sports office (Amt für Bildung und Sport)
Address	Lindenstr. 2, Room 1.21, 1st floor)
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 Pforzheimer Tafel food bank

The Pforzheimer Tafel food bank enables you to buy food for subsidised prices. You can only buy things from the Pforzheimer Tafel food bank if you are receiving SGB II or SGB XII benefits and have a Goldstadt-Pass.

Buying things at the Pforzheimer Tafel food bank		
Address	Zeppelinstr. 16, 75175 Pforzheim (Oststadt)	Kelterstr. 107, 75179 Pforzheim (Brötzingen)
Opening hours	Monday, 10 a.m.-2 p.m. Tuesday, Thursday Wednesday, 9.30 a.m.-1.30 p.m. Friday	Monday, Tuesday, 10 a.m.-2 p.m. Thursday, Friday
What will you need?	■ Goldstadt-Pass ■ Photo	
What will you receive?	Permission to buy items from the food bank Keep this in a safe place!	



11.2 Goldstadt-Pass

The Goldstadt-Pass enables you to benefit from various services offered by the City of Pforzheim and other organisations for reduced prices – for example, trips to the swimming baths, cultural institutions, the second-hand department store and others. Recipients of unemployment benefits (SGB II) or basic income support (SGB XII) receive the pass when they are issued with the confirmation of their eligibility for benefits.

Recipients of housing benefit (Wohngeld), asylum-seekers benefits (AsylbLG), the children's bonus allowance (Kinderzuschlag) or people who live in sheltered accommodation in accordance with SGB VIII (betreute Wohnform nach dem SGB VIII) can apply for the Goldstadt-Pass at the citizens' centre (Bürgerzentrum) or municipal offices (Ortsverwaltungen).

Application for the Goldstadt-Pass	
Where?	Citizens' centre (Bürgerzentrum) or municipal office (Ortsverwaltungen)
Address	Altes Rathaus, ground floor Östliche Karl-Friedrich-Str. 2-4, 75175 Pforzheim
Office hours	Appointments must be pre-booked at: www.etermin.net/stadt-pforzheim 
What will you need?	■ Passport or ID card ■ Confirmation of eligibility for benefits Information and forms available at: https://www.pforzheim.de/goldstadt-pass 
What will you receive?	Goldstadt-Pass, keep this in a safe place!



11.3 TV licence

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 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 ground 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



APPENDIXES

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* (Thursday)
Whit Sunday	May/June*
Whit Monday	May/June*
Corpus Christi	May/June* (Thursday)
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 Black Forest, 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:	98.07 km ²
Population:	130,508 (31 December 2023)
Population density:	1,331 people per km ²
Postcodes:	75172, 75173, 75175, 75177, 75179, 75180, 75181
Prefix:	07231
Registration plate code:	PF
City districts:	15 districts
Mayor:	Peter Boch (CDU)

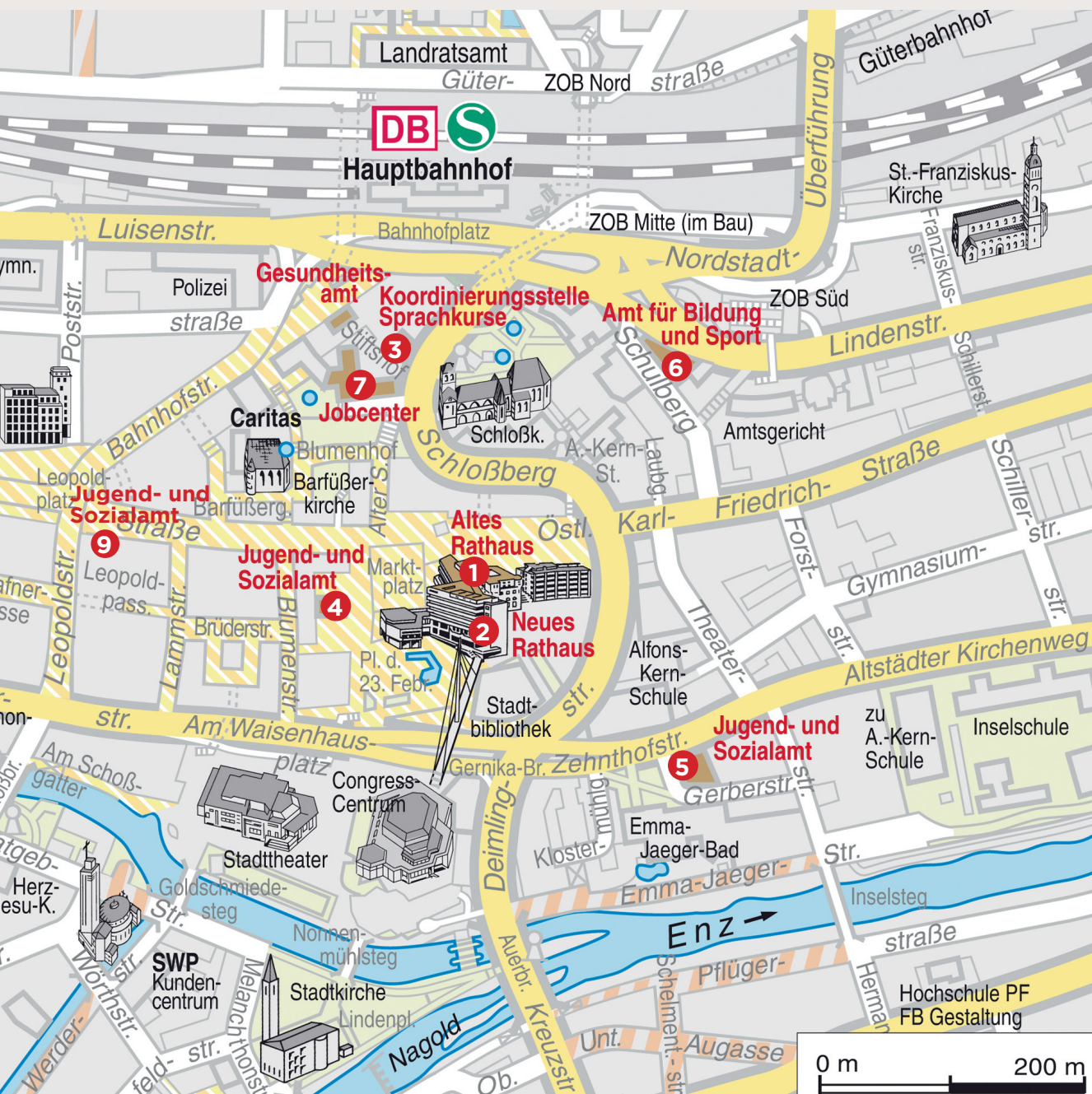


12.3 Districts

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

12.4 The centre of Pforzheim







12.5 EU Member States (as at 1 Jan. 2025)

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)	Cyprus (2004)
Luxembourg (1952)	

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[https://www.pforzheim-integriert.de/
service-info.html](https://www.pforzheim-integriert.de/service-info.html)



Print copies can be ordered free of charge from
youth welfare and social services (Jugend- und
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Akademie für Kommunikation
in Baden-Württemberg





Old town hall (Altes Rathaus)
Östliche Karl-Friedrich-Str. 2-4,
75175 Pforzheim



New town hall (Neues Rathaus)
Marktplatz 1, 75175 Pforzheim



**Youth welfare and social services
(Jugend- und Sozialamt)**
Westliche Karl-Friedrich-Str. 31,
75172 Pforzheim



**Youth welfare and social services
(Jugend- und Sozialamt)**
Marktplatz 4, 75175 Pforzheim



**Youth welfare and social services
(Jugend- und Sozialamt)**
Zehnthofstr. 10, 75175 Pforzheim



**Office of education and sport
(Amt für Bildung und Sport)**
Lindenstr. 2, Room 1.21, 75175 Pforzheim



Jobcenter
Blumenhof 4, 75175 Pforzheim



**Federal Employment Agency
(Agentur für Arbeit)**
Luisenstr. 32, 75172 Pforzheim



**Coordination office for language courses
(Koordinierungsstelle Sprachkurse)**
Schlossberg 15, 75175 Pforzheim