

About us

The professional advisory service for migrants (Beratungsfachdienst) is a consultation center which advocates their representation of interest. The Service is being directed by an organized institution named Diakonisches Werk Steglitz und Teltow-Zehlendorf e.V. The very center of our work is to help all humankind, fully independently of any statuses of residency , citizenships, religious beliefs, gender, age or ethical beliefs. We advise in individual cases, support volunteers, conduct training courses and work in a broad network.

Our purposes:

- For them and with their help, we intend to support migrants and we stand up:
- to help them assert their Rights, specially those regarding the asylum process;
 - to help them seeking a life perspective;
 - to support them in difficult life circumstances;
 - to promote equal participation in social life;
 - to assist them strengthen their independence and self-initiative;
 - by counteracting racism and discriminating tendencies;
 - to help citizens and institutions to get or deepen a better understanding for the migrants’ situation.

Our advisory service is free of charge and confidential. We provide competent, independent and neutral advice. All employees, advisors, language mediators and volunteers are bond to confidentiality.

Welcome




Beratungsfachdienst für Migrant*innen:
Rudolf-Breitscheid-Straße 64 (rear building)
14482 Potsdam
www.dwstz.de




Directions
Tram 99 und 94: Station Anhaltstraße
S-Bahn S7: Station S-Bahnhof Babelsberg


The advisory service for migrants is supported by:




Landesministerium für Soziales, Gesundheit, Integration und Verbraucherschutz des Landes Brandenburg




Landeshauptstadt Potsdam




EVANGELISCHE KIRCHE Potsdam




EVANGELISCHE KIRCHE Kirchenkreis Teltow-Zehlendorf



Evangelisch-Kirchlicher Hilfsverein Potsdam



MBE Migrationsberatung für erwachsene Zuwanderer



Gefördert durch:
Bundesministerium des Innern und für Heimat
aufgrund eines Beschlusses des Deutschen Bundestages

As well as by committed volunteers from the city of Potsdam

Diakonie
Diakonisches Werk
Steglitz und Teltow-Zehlendorf

Beratungsfachdienst
für Migrant*innen in Potsdam

COUNSELLING
SUPPORT
ORIENTATION



Counseling services for migrants in Potsdam

Our offer

Our advisory service includes professional consulting service according to the Landesaufnahmegesetz (Fabera), the advice on migration for adult immigrants (MBE), the counselling of migrants with a flight background in apartments in Potsdam and the complaints office for refugees in Potsdam.

We advise on the following topics:

- Asylum procedure and Questions concerning the residency
- Dublin procedure and Case of hardship procedures (Härtefallverfahren)
- Coverage of needs for people with particular vulnerability
- Healthcare and psychosocial issues
- Financial und social security
- Support of integration processes
- Housing and accommodation
- Schooling, Work, Language, Qualification
- Questions concerning family reunion
- Childcare and daycare

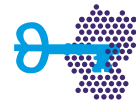
We mediate contacts to:

- Specialized lawyers
- Human rights organizations
- Specialized counselling centres
- Offers in the city of Potsdam
- Volunteers

We accompany

- If necessary by appointments with the authorities and institutions

Accessibility



Counselling service
for migrants

T 0331 200 83 81
F 0331 200 83 82
beratungsfachdienst@dwstz.de

Office hours in the counselling rooms
Rudolf-Breitscheid-Straße 64
(rear building)
14482 Potsdam

Tuesday from 9:00 – 12:00 and from 13:00 – 16:00
Thursday from 9:00 – 12:00 and from 13:00 – 16:00
as well as by appointment

You can find further contact details and office hours of the individual counsellors on our homepage

www.dwstz.de

We advise

in German, English, French, Russian and Spanish. For all other relevant languages, especially Arabic and Farsi, we work with language mediators.

Advisory services for professionals and volunteers working in

In Potsdam

- community accommodations and community apartments
- the social fields on migration-specific questions and facilities
- district projects and housing associations
- Parish communities
- Welcome initiatives and autonomous migrant organizations

In the church district Teltow

- Volunteers in parishes and the refugees they accompany

Our offer

- Advisory services on questions related to migration
- Collegial advice for individual cases
- Training and organisation of informative events
- Networking support
- Intercultural opening support

