

7. What is a residential care home?

A residential care home is a place where children and young people are accommodated by the youth welfare office. Here, young people live together in a house and are looked after by social- and childcare workers. You will receive food, clothing and a room to live in. Sometimes, residential care homes are also called *children's homes* or *orphanage*.

8. What is a foster family?

If you would rather live with a family, you must tell the youth welfare office. It will then look for a suitable family for you. This family is called a foster family. It is not always easy to find a suitable foster family. It might be the case that the youth welfare office cannot find a foster family for you.

9. What is an assisted living flat for young people?

In an assisted living flat, you live in a flat together with other young people, or on your own. In the flat, you do not have a care worker who is there all day. You must be able to do almost everything yourself and behave like an adult. However, you will have a care worker with whom you can arrange an appointment. The care worker can still provide some assistance.

10. What is non-residential socio-educational support?

You live with your relatives and require assistance. With non-residential socio-educational support, a social worker will come to your home and help you there. The social worker can help you with various problems. For example, if you have problems with your family or at school, or if you would like to change your behaviour.

11. You have problems with the youth welfare office. Who can you speak to?

First, speak to the youth welfare office directly. You can also contact the *Complaints office for children and young people*. You can also go to a lawyer.

Points of contact in Rhineland-Palatinate

Overview of the youth welfare offices in Rhineland-Palatinate

https://lsjv.rlp.de/fileadmin/lsvj/Dateien/Aufgaben/Kinder_Jugend_Familie/Adressen/Jugendaemter_rlp.pdf

Complaints office for children and young people

Kaiserstraße 32 | 55116 Mainz
Telephone 06131 28999-51
or 0172 7178723 or  WhatsApp
beschwerdestelle@diebuergerbeauftragte.rlp.de
www.diebuergerbeauftragte.rlp.de

You can find more information about the youth welfare office at

www.unterstuetzung-die-ankommt.de



YOU HAVE COME TO GERMANY ALONE

Who is going to look after you now?



Information on the accommodation, care and provision for unaccompanied minors in Rhineland-Palatinate.

WELCOME TO RHINELAND-PALATINATE!

Hallo, أَهْلًا وَسَلَامًا عَلَيْكُمْ, Maalin Wanaagsan, سلام,
bonjour, ວ່າມາດ, welcome!

You have come to Germany without your parents and are younger than 18 years of age. You are probably wondering what happens now. According to German law, the youth welfare office must accommodate, support and provide for children and young people travelling alone.

You probably have many questions about the youth welfare office. The youth welfare office also has many questions for you. This flyer should help you to understand how the youth welfare office can help you and what will happen to you. Your rights and responsibilities will be explained and the most important questions will be answered.

1. What happens after your arrival?

After your arrival, the youth welfare office looks after you on site. There are three different phases of help provided by the youth welfare office:

Phase 1 – preliminary taking into care

The youth welfare office checks who you are, how old you are and whether you are healthy. You can tell us whether anyone from your family is living in Germany. You can then be reunited with your family.

Tell the youth welfare office whether you arrived with your siblings or friends. You can live together with them if you want to.

In Germany, all refugees are distributed evenly across individual cities and towns. You cannot choose the place you will go to yourself. The youth welfare office will check whether you can be brought to a different place. You will probably not stay in the place you have arrived in.

Phase 2 – Clearing process

You will be accommodated in a residential care home for children and young people. Because you are in Germany without your parents, the youth welfare office will find a legal representative for you. The legal guardian will discuss with you the residence papers for Germany. The youth welfare office will also check if you need any further support. This will be discussed with you in a support planning meeting. You can attend school now or in phase 3 at the latest.

Phase 3 – Granting of child and youth welfare services

You will receive the support that you need from the youth welfare office. This support should prepare you to become independent later. After school, you could perhaps do an apprenticeship, work or go to university. For your life in Germany, it is important that you learn the German language. Support from the youth welfare office normally stops when you are 18 years old. If you need further support from the youth welfare office, you must send an application to the youth welfare office. Your legal guardian, your residential care worker or the youth welfare office can assist you with this.

2. What is a youth welfare office and what does it do?

In every region of Germany, there is an authority called the youth welfare office. The youth welfare office must ensure that children, young people and families are living well. To do this, the youth welfare office offers advice, support and service. It also has the task of protecting children and young people from danger. Social workers often work in the youth welfare office. If you have any problems, even very difficult problems, you can talk to the youth welfare office and get assistance.

3. What is “taking into care”?

When a youth welfare office provides accommodation for a child or young person, the child or young person is taken into care. This can happen, for example, if you have come to Germany on your own and do not have a home where you can sleep and live. Living on the street is dangerous and not good for children and young people. The youth welfare office must look after you. For this to happen, you will be brought to a residential care home or a foster family. The youth welfare office will then explain everything else to you.

4. What is a legal guardian?

In Germany, you are not allowed to make many decisions yourself when you are under 18 years old. Normally, your parents would make these decisions for you. If your parents are incapable or you are alone, you must be awarded legal representation.

Your representative is called a legal guardian. The youth welfare office along with the court will find a legal guardian for you. You will meet with them regularly. Your interests are important and must be heard by your legal guardian, and they must make good decisions for you. For example, you will decide together whether and when you would like to make an application for asylum.

5. What is a support planning meeting?

In a meeting with the youth welfare office, your legal guardian, your residential care worker and you will discuss where and which support you will receive. This joint discussion is called a support planning meeting. The youth welfare office must explain everything to you here and offer you suitable support. You can say what is important to you. Your opinion counts at this meeting. The youth welfare office must listen to you and your legal guardian.

6. Which support measures can you receive from the youth welfare office?

The youth welfare office offers various levels of support for children and young people travelling alone. Here are a few examples:

- You can live and be supported in a *residential care home, foster family or an assisted living flat for young people*.
- You can also receive *non-residential socio-educational support*.