



# Information for Parents and Persons Accompanying Children and Adolescents from Ukraine





This brochure includes important information for:

- Anyone looking after a refugee child or adolescent. This also applies to relatives and friends entrusted with a child or adolescent by its parents (accompanying person)
- Refugee families who came to Germany with their child

The following information concerns children and adolescents between the ages of 0 and 18 within the meaning of the United Nations Convention on the Rights of the Child.

## I. FIRST IMPORTANT INFORMATION

### Contact the Jugendamt (Youth Welfare Office)

Not just anyone can take in a child in Germany. If you take or plan to take in a child, you must involve the youth welfare office—even if the parents explicitly ask you to look after the child.

*In Germany, the **Jugendamt** (youth welfare office) provides assistance to and safeguards the rights of children and their families. If children are traveling without their parents (i.e., alone or with other relatives or accompanying persons), the youth welfare office will determine whether these adults have been authorized by the parents and require assistance. The youth welfare office also offers support and information to families, e.g., about education or help with finding a Kita (day care center) or Kindergarten.*

### Children Have a Right to Support

Whether or not they are traveling with their parents, all refugee children and adolescents are entitled to youth welfare benefits from the day of their arrival. This is stated in the Book VIII of the SGB (German Social Code) on Youth Welfare.

*Book VIII of the **Sozialgesetzbuch** (German Social Code) specifies youth welfare rights and governs the assistance the youth welfare office can and should provide to children and families. Children and their families must be supported in difficult situations. The youth welfare office must also intervene in case of indications of lack of proper care and threats to the well-being of children and adolescents.*

## Children's Opinions Matter

All children and adolescents have the right to be involved in decisions concerning them in accordance with their age and maturity. This is also required by the United Nations Convention on the Rights of the Child (Article 12) and German law (Section 8 of Book VIII of the German Social Code). You may also refer to these provisions if your child's views are not properly considered. Please ensure that these rights are upheld. This includes explaining the situation of children and adolescents in an age-appropriate and gentle manner. Further information may be found here: <https://elternratgeber-fluechtlinge.de/> (available in several languages).



## II. MOST IMPORTANT RIGHTS OF CHILDREN AND FAMILIES

### Information for Relatives, Friends and Acquaintances of Refugee Children (Guardian Status Must Be Determined)

- Parents entrusted you with their child or
- You found and traveled with a child who was alone when fleeing

The following information is relevant to you—**including if you are related to the child!**

It is very important for every child entering Germany without a parent or guardian to come into contact with the youth welfare office. The youth welfare office will determine whether you want and are able to care for the child while the parents cannot. This also means that you may be entitled to assistance, e.g., through recognition as a Pflegestelle (caretaker).

There are the following possibilities

1. If the parents asked you to take care of the child, the youth welfare office can confirm this request. Authorization to be completed by the parents and sent to you may be found here (in German and English): <https://dijuf.de/handlungsfelder/ukraine/sorgerechtsvollmachten.>
2. If the youth welfare office does not immediately confirm your custody of the child (e.g., because no evidence of the parents transferring custody to you has been received), this does not mean that you will be separated from the child.

The youth welfare office first wants to determine where the best care and accommodation for the child will be provided. A suitable location may be with you, as the accompanying person, or with another person or institution. This step is referred to as "vorläufige Inobhutnahme" (tentative care).

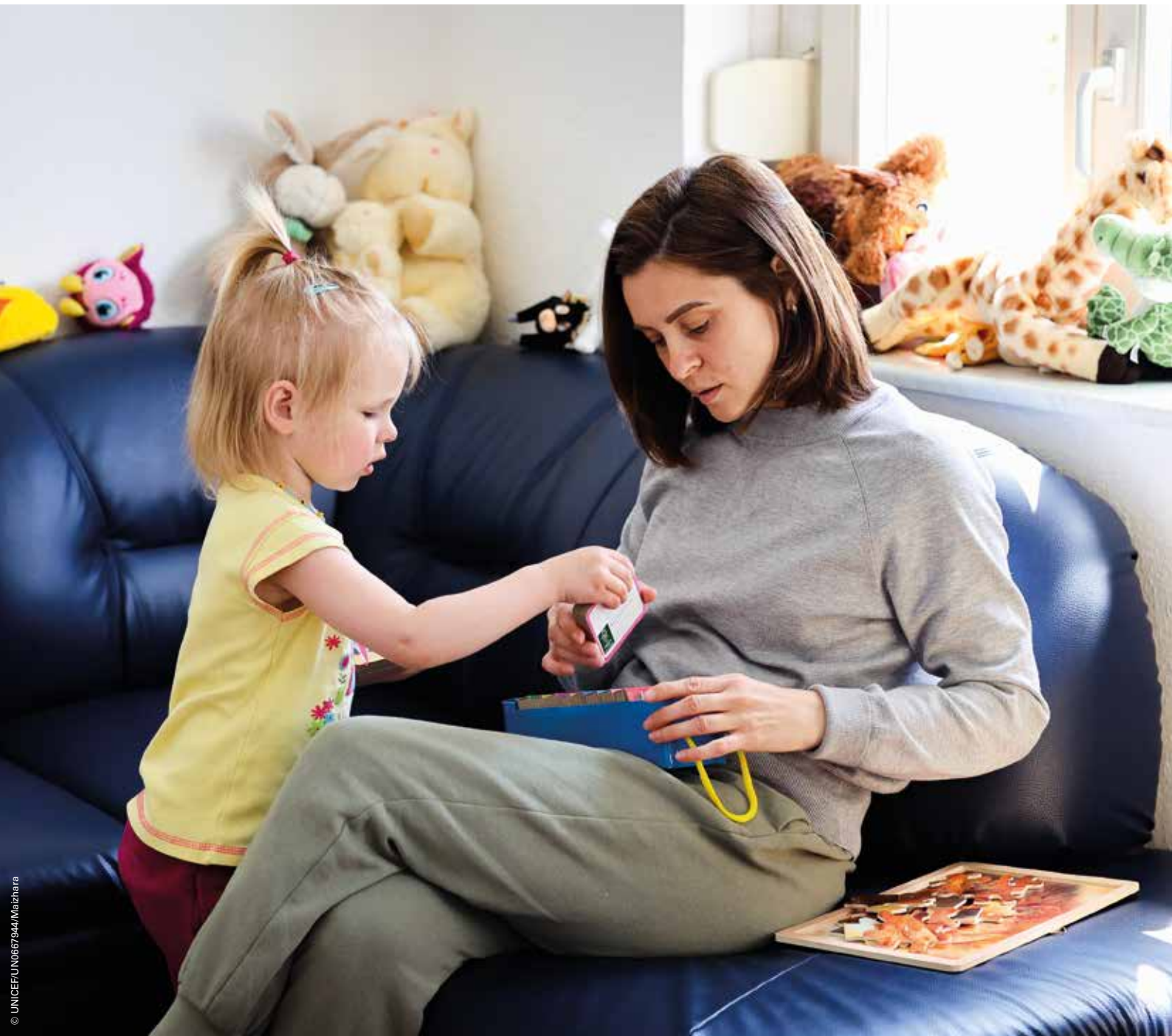
In any case, you may urge the youth welfare office to let the child stay with you while its custody is determined. You may also insist that the parents or relatives of the child be



contacted to ask if custody can be transfer to you. The necessary authorization may be found under 2a).

Should the youth welfare office confirm your custody, tentative care will end and you may be recognized as a caretaker by the youth welfare office. The child may then stay with you indefinitely. However, this requires the child's consent and must ensure its well-being.

Confirmation of your custody will also allow you to request assistance from the youth welfare office—especially if you are a recognized caretaker. You may determine the support needed by the child and by you to properly care for the child with the youth welfare office, e.g., in form of consultation or psychosocial assistance. The youth welfare office has to respond to your problems. That is your right—insist on it. Should you be rejected and referred to assistance for Ukrainian refugees, contact your state Ombudsstelle (child advocacy): <https://ombudschaft-jugendhilfe.de/ombudsstellen/> (German).



## Information for Parents and Guardians of Refugee Children

You

- Entered Germany with your child or are a
- Guardian of a refugee child, as confirmed by the youth welfare office or
- Caretaker of a child in addition to a guardian

In these cases, you and the child have the right to:

1. **Parental assistance and benefits from the youth welfare office.** Under Book VIII of the German Social Code, the youth welfare office must assist you. This right of yours is further strengthened by the Ministry of Family Affairs which published recommendations for youth welfare offices. Insist on this right if you need assistance. Should you be rejected and referred to assistance for Ukrainian refugees, contact your state Ombudsstelle (child advocacy): <https://ombudschaft-jugendhilfe.de/ombudsstellen/>.
2. **Child benefits, parental benefits and child support advances.** If you have a residence permit with temporary protection, you are entitled to child benefits, parental benefits and—if you are a single parent—child support advances. Further information may be found here: <https://familienportal.de/familienportal/lebenslagen/zuwanderung-und-integration/informationen-ukraine> (available in several languages).
3. **Safe space.** No matter your accommodation: you and your children have a right to safe and quiet space. This space must be lockable. There must be adequate lighting in the entire building for you to feel safe at night. If you ever feel unsafe or harassed, try to change your accommodation, even when living with a private individual. If you live in a refugee shelter, report your concerns to management or a counselor. If this does not improve the situation, try to change your accommodation and/or contact your state Flüchtlingsrat (refugee council). A list of refugee councils may be found here: <https://www.fluechtlingsrat.de/> (German).
4. **Attending school.** In Germany, as of the age of 6, all children have the right and—when registered—are required to go to school. You must register the child with a school. To do so, please contact your local/regional Schulamt (school board): [www.bildungsserver.de/schulaemter-schulaufsicht-4624-de.html](http://www.bildungsserver.de/schulaemter-schulaufsicht-4624-de.html) (German). Even if you do not intend to stay in Germany permanently, going to school may make it easier for the child to get to know and used to its new environment. Children must also be vaccinated, e.g., against measles to attend school in Germany. Further information about required measles vaccination may be found here: [www.masernschutz.de](http://www.masernschutz.de)
5. **Day care centers or home daycare.** From age 1, children have the right to daycare. Some German states do not have enough capacity for all children—not only for Ukrainians or refugees, but for all children. Nonetheless, you should insist on a place. Please contact your local youth welfare office: <https://www.jugendaemter.com/jugendaemter-in-deutschland/> (German). Please note that certain vaccinations are required.
6. **Easily available psychosocial assistance.** Take action if your and/or a refugee child or adolescent cannot handle the situation. If you or the child feel burdened psychologically, you must be offered assistance. Assistance for children and families may be found here: <https://familienportal.de/familienportal/lebenslagen/krise-und-konflikt/krisetelefone-anlaufstellen> (German). There are also foreign-language telephone services, e.g., at: 0049 30 44 03 08





454 (Telefon Doweria, languages: Ukrainian and Russian). For children and adolescents, the “Nummer gegen Kummer” (number for sorrow) is anonymous and free from your mobile phone or landline: 116 111.

Once you registered and receive benefits in Germany, you may request psychological treatment (Section 6(2) AsylbLG (German Asylum Seeker Benefit Act) and Book V of the German Social Code). Support offers may be found on the website of BafF (Umbrella Organization of Centers, Facilities and Projects for Victims of Human Rights Violations and Political Persecution): <https://www.baff-zentren.org/hilfe-vor-ort/psychosoziale-zentren/> (German). If you or your child are suffering psychologically, you may also seek assistance at a hospital.



*The **AsylbLG** determines which benefits persons who have just arrived in Germany receive.*

- 7. Age-appropriate play facilities for children and offers for adolescents** Children and adolescents have a right to spaces and offers for age-appropriate activities—whether at private or public accommodation. If such play facilities are not available, you may demand them. Organizations, such as Save the Children Deutschland e.V. or SOS-Kinderdorf, and many local initiatives can provide assistance. Also allow the child to learn about offers not aimed at refugees to experience daily life in Germany and get to know others (e.g., children and adolescents near you).

### III. Other Important Rights



1. **Residence law and permanent residence status.** Requirements for visa-free entry and stay and residence laws change frequently. Current information about residence laws may be found on various websites, e.g., of the Informationsverbund Asyl & Migration (<https://www.asyl.net/schutzsuchende-ukraine>, German) or of the German Federal Ministry of the Interior and Community (BMI) (<https://www.germany4ukraine.de/hilfeportal-de/einreise-aufenthalt-und-rueckkehr>, available in several languages). If you plan to stay in Germany permanently or have questions about your residence status, please contact your local asylum and residence information center. These information centers will help you find a solution for you and your family.
2. **(Public) accommodation.** If you register with the authorities and do not have private accommodation, you may stay at a refugee shelter.
3. **Social benefits and medical care.** After registering as seeking asylum, you are immediately entitled to medical and social benefits under the German Asylum Seeker Benefit Act (Sections 3, 4 and 6(2)). Medical care means: necessary treatment of acute illnesses, treatment of chronic illnesses, recommended vaccinations, cancer screenings and pediatric check-ups. Pregnancy and birth assistance must also be granted (screening, hospital stay, midwife and necessary medicine). Furthermore, aids, such as a wheelchair, benefits in kind for nursing care or psychological therapy, must be provided to you if requested.

Since 1 June 2022, the following applies: under Book II or Book XII and Book V of the German Social Code, you may receive benefits even while your asylum status is under review. To do so, you must file an application with the Jobcenter (employment agency). This requires a so-called Fiktionsbescheinigung (provisional residence permit) of your competent Ausländerbehörde (immigration authority) confirming that you submitted an application that is currently being processed. Normally, you will receive benefits under Book II or Book XII of the German Social Code 1 month after your application.

*Books II, V and XII of the German Social Code (SGB II, V and XII) govern the social benefits and medical care provided in Germany to those currently not or not adequately in employment (SGB II) and to those who are already of retirement age or who are unable to work due to illness (SGB XII). Book V determines the scope of statutory health insurance benefits.*



If you receive no or too few medical benefits, please contact your local social information center and/or your state refugee council.



Even if you are not registered as seeking asylum and are in Germany without a visa, you have the right to emergency medical care for which you may contact a hospital at any time. There are also organizations and doctors who treat persons without health insurance. An overview may be found here: <https://medibueros.org/> (German) or here: <http://www.gesundheit-gefluechtete.info/> (available in German and English).



4. **Employment.** After requesting residence under Section 24 of the AufenthaltG (German Residence Act), you are allowed to seek employment, i.e., you may work. However, this must be confirmed by the immigration authority in writing. Currently, this is normally done when issuing a provisional residence permit which includes a work permit. If the application can be submitted to the immigration authority online, you should be allowed to work with confirmation of your application if the confirmation includes explicit written permission to work. Whether your immigration authority is connected to the online system may be determined at the following website: <https://www.germany4ukraine.de/hilfeportal-de/online-services/aufenthaltserlaubnis#/>. If applications may be submitted online, you may file your application on this website. Should you have difficulties obtaining a work permit, please contact an information center.



## In The End: You Are Not Alone



Seek assistance and support if you need it. If you are at a shelter, social workers on site can answer questions about daycare, school, benefits, health or work. If you have private accommodation, you may find support offers on the websites of your city or municipality. Offers for assistance and contact persons may also be found on the website of the Integrationsbeauftragte (integration officer) (<https://www.integrationsbeauftragte.de/ib-de>, German) and of your state refugee council (<https://www.fluechtlingsrat.de/>, German) Your local city hall or the JobCenter may provide further assistance

### Helpful Links:

- Overview of youth welfare offices in Germany:  
<https://www.jugendaemter.com/jugendaemter-in-deutschland>
- Information from the German Federal Ministry for Family Affairs, Seniors, Women and Youth (BMFSFJ) for Ukrainian refugees: <https://www.bmfsfj.de/bmfsfj/themen/ukraine>
- The Commissioner of the German Federal Ministry for Migration, Refugees and Integration; the Anti-Racism Commissioner of the German Federal Government:  
<https://www.integrationsbeauftragte.de/ib-de/staatsministerin/krieg-in-der-ukraine>
- Information for Ukrainian adolescent refugees from the Association of Unaccompanied Refugee Minors (BumF):  
<https://b-umf.de/material/bestellung-informationen-fuer-gefluechtete-kinder-und-jugendliche-aus-der-ukraine/>
- Link to IOM <https://germany.iom.int/de/iom-deutschland-unterstuetzung-fuer-gefluechtete-aus-der-ukraine>
- “Schön, dass du da bist!” (Great to have you) Introductory book about youth welfare for refugee children and parents (Save the Children Deutschland), Plan International:  
[https://www.savethechildren.de/fileadmin/user\\_upload/Downloads\\_Dokumente/2022/DP\\_Vorlesebuch/bilder-und-vorlesebuch-deutsch-save-the-children.pdf](https://www.savethechildren.de/fileadmin/user_upload/Downloads_Dokumente/2022/DP_Vorlesebuch/bilder-und-vorlesebuch-deutsch-save-the-children.pdf)
- Parent guide “How can I help my traumatized child?” in various languages:  
<https://elternratgeber-fluechtlinge.de>
- Vereinigung der ukrainischen Jugend (Ukrainian Youth Association):  
<https://cym.org/deu/ger/ueber-cym-de/>
- Dachverband der ukrainischen Organisationen in Deutschland e.V. (Association of Ukrainian Organizations in Germany) <https://www.dach-ukraine.de/de/unsere-mitglieder.html>
- Central Council of German Sinti & Roma  
<https://zentralrat.sintiundroma.de/zentralrat/mitgliedsverbaende/>
- Refugee councils: <https://www.fluechtlingsrat.de/>
- Umbrella Organization of Centers, Facilities and Projects for Victims of Human Rights Violations and Political Persecution (BafF): <https://www.baff-zentren.org/hilfe-vor-ort/psychosoziale-zentren/>
- Offers for information in Germany: <https://adressen.asyl.net/>
- Information from the German Federal Ministry of the Interior and Community:  
<https://www.germany4ukraine.de/hilfeportal-de>
- Information for third-country national refugees from Ukraine:  
<https://www.asyl.net/start/faq-drittstaatsangehoerige-ukraine>
- Information for LGBTIQ\* refugees: Queer Emergency Assistance Ukraine  
<https://www.queere-nothilfe-ukraine.de/infos-und-angebote/>
- Information for Romani people from Ukraine <https://www.roma-center.de>
- Amaro Drom e.V. (Intercultural Youth Organization of Romani and non-Romani People):  
<https://amarodrom.de/>

# Telephone Numbers:



## Hilfe bei Gewalt gegen Frauen und Kinder und für Schwangere in Not:

Телефони гарячих ліній для допомоги жінкам та дітям, які постраждали від насильства, та вагітним жінкам, які потребують допомоги:



Гаряча лінія для жінок, які постраждали від насильства

Ми також розмовляємо англійською, польською та російською мовами



## Hilfe-Telefon Sexueller Missbrauch

Anrufen – auch im Zweifelsfall  
**0800 22 55 530**

Гаряча лінія для допомоги дітям, що постраждали від сексуального насильства

Ми також розмовляємо англійською



Довідкова лінія для вагітних, які потребують допомоги

Ми також розмовляємо англійською, польською та російською мовами



Bundesministerium  
für Familie, Senioren, Frauen  
und Jugend



Unabhängiger Beauftragter  
für Fragen des sexuellen  
Kindesmissbrauchs

Anrufe sind kostenfrei und anonym. Im Notfall Polizei unter 110 anrufen.

Дзвінки безкоштовні та анонімні. У надзвичайних ситуаціях телефонуйте до поліції за номером 110.



### Imprint:

Published by:

terre des hommes

SOS Kinderdorf

Save The Children

Bundesfachverband unbegleitete minderjährige Flüchtlinge (BumF)

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Editorial deadline:


29 September 2022

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 Bundesfachverband  
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Hilfe für Kinder in Not

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