
How to make an appointment:

Call the office (Fachstelle) that is responsible for you. You can find different languages after the phone numbers. These languages are for the first call. We will then organize a second call for you. For the second call, we will find a translator for your language. This can take a few days.

We can help you, if you are a refugee and vulnerable. Vulnerable Persons are:

- Children or teenagers
- Persons with a disability
- People older than 60 years
- Pregnant Women
- Single Parents
- Women without a family or spouse in Berlin
- People that experience violence right now, for example where they live
- People with a severe or chronic disease
- People that were sold to Germany (human trafficking)
- People that have suffered serious physical, psychological or sexual violence, torture or rape in their home country, during their flight or in Germany
- People with a psychological disease or mental problems
- LGBTI* Persons: gay, lesbians, bisexual, trans* and inter* people

Do you need help? Or you do know someone who needs help?

Call us. Or send us an email. We will help you to get your rights. For example, if you have questions about: Right of residence, work or school, bureaucratic difficulties with authorities, health and much more. We are also looking for the right help for you in Berlin.



Berlin Network for vulnerable Refugees in Need of Protection (BNS)

Are you a refugee in Berlin?

Are you vulnerable and do you need help?

At the Berlin Network for vulnerable Refugees in Need of Protection (Berliner Netzwerk für besonders schutzbedürftige geflüchtete Menschen, BNS) you can find help.

Our consultations are available in different languages.

Our consultations are for free. That means: You do not have to pay any money.

Our consultations are confidential. That means: We do not tell anyone, that you have called us. We do not tell anyone, what you have told us. Unless you want us to.

Here you can find our offices (Fachstelle):

Fachstelle für Minderjährige und unbegleitete minderjährige Geflüchtete (Kommit-BBZ)

For children and teenagers

Phone: 030 - 66 64 07 21 (Monday to Friday 11am – 4pm) in German, Arabic, Dari, English, French, and Kurdish.

E-Mail: d.jasch@kommitbbz.de,
a.akhavan@kommitbbz.de,
a.guengoer@bbzberlin.de, d.illing@bbzberlin.de

Fachstelle für geflüchtete Menschen mit Behinderung & chronischer Erkrankung (im BZSL e.V.)

For people with chronic diseases or with a disability or older people and their relatives

Phone: 030 44 32 47 13 oder 015734834940 (Monday-Friday 10am - 4pm) or 015734429793 (Monday – Friday 11am- 4p.) in German, English, Farsi, and Dari
E-Mail: ulrich.hundt@bzsl.de , p.darvish@bzsl.de

Fachstelle für LSBTI* Geflüchtete (Schwulenberatung Berlin)

For gay, lesbians, bisexual, trans* and inter* people

Phoner: 030-446688330 (Monday to Friday 10 am - 5pm) in German or English
Email: refugees@sbberlin.info (also in Arabic, Farsi/Dari, Russian, French, Spanish or Turkish)

Fachstelle für alleinerziehende Frauen und Schwangere (KuB)

For pregnant women, women* with small children, single parents or women* who experienced violence

Phone: 030 614 94 00 Monday to Friday 10 am – 3pm) in German, and English

E-Mail (preferred):
frauenberatung@kub-berlin.org (in German, English, Farsi/Dari, French, Spanish, Turkish and more)

Fachstelle für traumatisierte Geflüchtete und Überlebende schwerer Gewalt (XENION)

For traumatized people, survivors of violence, torture or human rights abuses. You can also call this number, if you want to talk about difficult experiences or if you are afraid.

Phone: 030 880667322 (Monday – Thursday 10 am - 12:00 pm) in German, English, and French
E-Mail: info@xenion.org

Fachstelle für traumatisierte Geflüchtete und Überlebende schwerer Gewalt (Zentrum ÜBERLEBEN)

For traumatized people, survivors of violence, torture or human rights abuses. You can also call this number, if you want to talk about difficult experiences or if you are afraid.

Phone: 0176-214 808 74 or 030/303 906-512 (Monday 1:30 am – 3 pm, Tuesday to Friday 11 am - 12:30 pm) in German, English, and French
E-Mail: bns@ueberleben.org

Fachstelle für Ermittlung und Beratung besonders schutzbedürftiger Geflüchteten (AWO)

For all vulnerable refugees

Phone: 0178 339 04 73 (Monday to Thursday 10 am – 5 pm) or 0163 938 29 54 (Tuesday – Friday 10am – 4pm) or 0152 16758026 (Monday to Friday 10am – 4pm) in German, English, and French
E-Mail an: bns@awo-mitte.de

Do you live in a public accommodation? And is it too loud to talk on the phone? Do you not want others to hear your phone call? Then ask people who work in the accommodation. They can show you a quiet room to call.

Do you have only little credit left on your mobile phone? We call you back! But please tell us your phone number and language before you hang up. You can also send us an e-mail.

Are there problems with this offer or the consultancy? Do you want to tell us something? Then write us an email to feedback-bns@ueberleben.org. You are welcome to tell us everything. The Offices (Fachstellen) will advise you anyway, no matter what you tell us.

