
How to make an appointment:

Call the office (Fachstelle) that is responsible for you. You can find different languages behind 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 People
- 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 sexualized 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.



Berliner Netzwerk für
besonders schutzbedürftige
geflüchtete Menschen

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 (Fachstellen):

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

For children and teenagers

Phone: 030 666 407 21 (Monday to Friday 11am – 4pm) in German, Arabic, Dari, English, French, and Kurdish

E-Mail: minderjaehrige@bbzberlin.de

Fachstelle für die Ermittlung und Beratung besonders schutzbedürftiger geflüchteter Menschen (AWO)

For all vulnerable refugees

**Phone number: 0178 339 04 73
0160 948 195 72**
(Monday to Friday 10am – 4pm) in German and English (other languages available upon request)

E-Mail: bns@awo-mitte.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: 030 443 274 15 in German and English
Mobile number : 0178 1887 953 in German and English

E-Mail: bns@bzsl.de

Fachstelle für Alleinerziehende, Schwangere und Betroffene geschlechtsspezifischer Gewalt (KuB)

For single parents, pregnant people or people, who experience gender-based violence

Phone: 030 614 94 00 (Monday to Thursday 2pm – 5pm) in German and English

E-Mail (preferred): anfrage-bns@kub-berlin.org (in German, English, French and Spanish (other languages available upon request))

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: 030 880 667 322 (Monday to Thursday 10am - 12pm) in German, English, and French (other languages available upon request)

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. We advise and support adults, children and teenagers.

Phone number: 030 3039 06 69 (Monday 12am – 2pm and Wednesday 11am to 1pm) in German and English (other languages available upon request)

E-Mail: bns@ueberleben.org

Fachstelle für LSBTI* Geflüchtete (Schwulenberatung Berlin)

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

Phone: 030 446 688 330 (Monday to Friday 10am - 5pm) in German or English (other languages available upon request)

E-Mail: refugees@sbberlin.info (also in Arabic, Farsi/Dari, Russian, French, Spanish or Turkish)

**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
bns-koordination@ueberleben.org . You
are welcome to tell us everything. The
Offices (Fachstellen) will advise you
anyway, no matter what you tell us.**



SCAN ME



www.bns.berlin