

Welcome

to the voluntary service

Information for foreigner volunteers

こんにちは hej
 は Hallå
hello OLÁ
 你 Përshëndetje
 Merhaba 好
 Mholweni Zdravo! Kia ora
 γεια
 Sawubona مرحبا
 გამარჯობა
 Tere OI!
HOLA Salam
 ahoj
 Habari gani Salut
नमस्ते ciao
Hallo





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Welcome to Germany!

Thanks for doing your voluntary service with us!

This guide will help you start easily.

Here you can find important information.

1.	Important information about voluntary service (Freiwilligendienst)	3
2.	Important documents	8
3.	About the language course	11
4.	Websites and Apps recommended for you	12
5.	To contact Caritas organisation (Caritasverband)	14
6.	Glossary	15



1. Important information about voluntary service (Freiwilligendienst)

Working for the hosting organisation (Einsatzstelle)

After your arrival everything will be shown to you. The supervisor will be there for you and will explain your tasks to you. The tasks should not overwhelm you. The tasks must be done with confidence. Ask, whenever you feel unsure about something.

Working time



You will work 39 hours per month. If you are older than 27 years (Ü27, über 27 = over 27), the BFD can be part time. Your hosting organisation will communicate you your exact working time. When you are unsure: ask to your hosting organisation. Because the hosting organisation plans the working time and can give you information about it.

Pause per working day

From 6 hours of work: 30 minutes

From 9 hours of work: 45 minutes

Shiftwork – Schichtdienst

You may work in shifts. Shifts on Sunday, Saturday and public holidays are possible. If you work overtime, the extra hours are to be compensated exclusively with time off.

Justified interest for part-time by U27 (unter 27, under 27)

If you are under the age of 27 (U27), you can do your BFD part-time with more than 20 hours/week under certain conditions. This so called „justified interest“ are, for example, looking after a child/relative, health problems etc. To do this, you need proof and documentation.

Night shift – Nachtarbeit

Generally nightwork is not possible for volunteers.

At the explicit request of the volunteer, a night shift can be made possible so that the volunteer can discover a new area of work.

Overtime and time deficit – Überstunden und Minusstunden

If it happens to work more or less hours per day, it is ok. Write down the hours. You should make up for the hours another day.



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Special time off in lieu

By law overtime, weekend and holiday shifts can not be paid. They can only be compensated with the time off in lieu (Freizeitausgleich). These are special compensatory permits.

Medical examinations/vaccinations

Some hosting organizations need medical examinations and vaccinations. Your supervisor knows that. You get an appointment with the doctor. This examination is then obligatory. You must do it.

Holidays

The number of holiday days is in the contract. You must discuss with your hosting organisation on when you can take holidays. You can not take holidays during the seminars.

Some hosting organisations have fixed closing days. For example kindergartens and schools. If this is the case for you, these are your holidays.

In other hosting organisations you can plan your holidays. Please speak in advance with your hosting organisation about your holidays.

Second job

If you are from the EU, you can do a second job. Please speak about it with your hosting organisation. It must approve.

If you are not from the EU: ask to the authority for foreigners (Ausländerbehörde).



Obligation to secrecy – Schweigepflicht

You can not post photos/videos/texts of people in your hosting organisation on the internet (e.g. Facebook, Instagram, Snapchat, Youtube...). At the beginning you will sign a privacy policy (Datenschutzutzerklärung) in your hosting organisation.

If you tell something about your job, do not name names or places.



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Notification of sickness – Krankmeldung



The 1st day

Call your hosting organisation before the beginning of your working time! Tell them, that you are sick.

From the 3rd day

Go to the doctor and get a sick note. It is important that you let the hosting organisation know how long and on which days you are on sick leave. Then the hosting organisation receives (online) the sick note (Arbeitsunfähigkeitsbescheinigung = AU) from the health insurance company (Krankenkasse).

Here an example: you are sick on Tuesday. The third sick day is on Thursday. On Thursday you need a notification of sickness from the doctor.

Some hosting organisations need the notification from the first sick day. Ask your hosting organisation. They will explain you the rules.

!! Sick at the beginning of the seminar !!

On the first day of the seminar call the administration office (Verwaltungsstelle) in Augsburg. Telephone number: 0821 31 56 306. Tell them that you are sick. Go to the doctor. From the 1st day you need a notification of sickness. Inform your hosting organisation too about the probable duration of the sick note!

Service and internal rules

Every hosting organisation has its rules. You must follow the rules of your hosting organisation. Ask, whenever you feel unsure about your tasks.

Problems and conflicts



Are you unhappy with the job? Does something bother you? Are you perplexed?

Call us or write an e-mail! We will see, how we can help you. You can talk about your problem to the hosting organisation too.

You can find our contacts at the end of this folder.



Residence permit – Aufenthaltserlaubnis

You always need a valid residence permit. You must send us your current residence permit. In the event of changes to the duration (extension/shortening), please make an appointment with the authority for foreigners (Ausländerbehörde) as soon as possible.



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Participation in the seminars

During the BFD you will participate to seminars. If you are under the age of 27, during the 12 months of service you have 25 seminar days. If you are over the age of 27, you have 1 seminar day per month.

The participation in the seminars is obligatory. During this time you can not have holidays. If you are sick, you have to go to the doctor from the first day. Inform the administration office and the hosting organisation (see above „Notification of sickness“). Seminar hours are working hours. The seminars are free of charge (overnight stay, food and drink will be provided). Travel expenses will be reimbursed by the hosting organisation. You can arrive to the seminars using 2nd class public transport (train, bus).

Support

You have to get your visa by yourself. You have to take care of everything yourself. Ask friends or family if you need help.

Flat during the BFD



Few hosting organisations have rooms for the volunteers. When the hosting organisation does not give you a room, you have to find it by yourself. You have to pay the room by yourself, for this reason you receive the accommodation flat rate (Unterkunftspauschale). You can try to receive accommodation allowance (Wohngeld): www.wohngeld.org

Registration and cancellation (Anmeldung und Abmeldung) at your place of residence in Deutschland

After your arrival in Germany, you must register in the town/municipality (Stadt/Gemeinde). You have one week to do it. You do it in the „residents‘ registration office“ (Einwohnermeldeamt). You must go there with your passport and BFD contract (BFD Vereinbarung). Say that you are starting a BFD. There you have to give your German address.

If you go back to your native country after the voluntary service, you have to do the cancellation.

Broadcasting fee – Rundfunkbeitrag

In Germany every household must pay a broadcasting fee (Rundfunkbeitrag). This fee is for public radios and television stations. Every flat must pay the fee. If you live alone, you must pay it. If you live in a communal residence (WG, Wohngemeinschaft): you will probably divide the fee.

Liability insurance – Haftpflichtversicherung

If you accidentally break something at work, you are covered. The insurance company pays your hosting organisation.



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Private liability insurance

If you break something during your free time, you must pay for it. That can be very expensive. Take out insurance for the period of voluntary service, which will then pay. Ask to an insurance company about personal liability (Privat-Haftpflicht). Inexpensive insurance costs around € 50 – 60 per year.

Driving licence



A driving licence obtained in an European nation is valid also in Germany. If you obtained your driving licence in a non-European country, you can apply for an international driving license in your home country. If you are unsure, ask to the Road Traffic Licensing Department in your city.

Voluntary service card – Freiwilligendienst-Ausweis

You will receive a voluntary service card. After starting work, it will take up to three weeks for the card to be sent to you. With this card the tram and bus tickets are cheaper. You can also ask at swimming pools, cinemas or other places, if you can pay less using the voluntary service card.

Visit the website www.fuerfreiwillige.de to discover where you can get discounts.

Your address



Always tell us your address, where you live, your e-mail address and telephone number. This is important, since you will receive many letters from us.

Reachability

It is important, that you are reachable by phone and by e-mail during your voluntary service. Please share your German telephone number with us.

Move



When you have moved, you must report this to the residents' registration office (Einwohnermeldeamt) in your town/municipality (Stadt/Gemeinde). Write us your new address too.



2. Important documents

You must give us (to Caritas) these documents.

Copy of residence permit (Aufenthaltserlaubnis)

What is it?	Paper that proves that you are allowed to be in Germany
Where?	Authority for foreigners/embassy (Ausländerbehörde/Botschaft) in your native country
What do you need?	-
When?	Before starting the voluntary service

Extension of residence permit (Aufenthaltstitel)!

What is it?	You need a valid residence permit (Aufenthaltserlaubnis) for each day of your BFD.
Where?	Authority for foreigners (Ausländerbehörde) in Germany (in the place where your domicile is) www.auslaenderaemter.de
What do you need?	Copy of the contract (signed with: "subject to visa approval", „unter Vorbehalt der Genehmigung des Visums“)
When?	As early as possible, no later than 1 – 2 months in advance
Important!	We need a photo/copy of your new residence permit (Aufenthaltstitel). Only then you can continue your voluntary service.



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Membership certificate in public health insurance company – Mitgliedbescheinigung Krankenkasse

What is it?	The name of your health insurance company (Krankenkasse) is written on a piece of paper. Proof that you are insured.
Where?	A statutory health insurance company in Germany www.krankenkassen.de/gesetzliche-krankenkassen
What do you need?	Copy of the visa (Visum) Copy of the contract (Vertrag) Passport (Pass)
When?	As soon as you have registered with the residents' registration office (Einwohnermeldeamt).

Social security number – Sozialversicherungsnummer

What is it?	Your health insurance company (Krankenkasse) will tell you the number. The number is on the social insurance card (Sozialversicherungsausweis).
Where?	Your health insurance company (Krankenkasse) www.krankenkassen.de/gesetzliche-krankenkassen
What do you need?	Copy of the visa (Visum) Copy of the contract (Vertrag) Passport (Pass)
When?	Submit a membership application (Mitgliedsantrag) to a statutory health insurance company (Krankenkasse), which will then apply for the social security number (Sozialversicherungsnummer) for you.



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Tax identification number – Steueridentifikationsnummer

What is it?	Your tax and revenue office (Finanzamt) will tell you the number.
Where?	Tax and revenue office (Finanzamt)
What do you need?	Copy of the visa (Visum) Copy of the contract (Vertrag) Passport (Pass) Your German residential address (Wohnadresse)
When?	As soon as you have registered with the residents' registration office (Einwohnermeldeamt), you will receive your tax identification number (Steueridentifikationsnummer). This may take a few weeks. You will receive the tax identification number (Steueridentifikationsnummer) from the Federal Central Tax Office (Bundeszentralamt).

German bank account (Bankkonto)

What is it?	You need an account with a German bank, to which your money will be transferred. Before you can open an account, you must register with the residents' registration office (Einwohnermeldeamt).
Where?	A German bank
What do you need?	Passport (Pass)
When?	When you have your visa (Visum).

You must give this document to your hosting organisation (Einsatzstelle):

Erweitertes Führungszeugnis

What is it?	A paper with the list of your possible criminal acts.
Where?	Local district administration (Landratsamt)
What do you need?	Passport (Pass) Application form (Antragsformular) of your hosting organisation (Einsatzstelle)
When?	When you start your BFD.



3. About the language course

Who is the language course for?

- Volunteers from abroad, who want to improve their German knowledge.
- The language course must be approved in advance by the Caritasverband Augsburg.

Organisation

You will have to take care about the organisation (where, when, with which school).

Your hosting organization can help you with it. We advise you the Volkshochschule. It is in every bigger city:

www.vhs-bayern.de

www.onlinevhs.bayern.de

After having found the course, please give us this information

- Language School name
- Overall hours
- Beginning and ending date of the course
- Prices

Please send everything to freiwilligendienste@caritas-augsburg.de. You can also call the telephone number 0821 3156-306.

We will check the infos and communicate if we can cover the language course.

You have to pay attention to

- The respectability of the Language School. For example, like we have already pointed out, the Volkshochschule is reliable.

Expense reimbursement

We need the bill. At the end of your language course, send us the bill so that we can give you back the money.

Certificate of Participation

Your participation to the course must be proved. The document (Level Certificate, Certificate of Participation etc.) must include the total number of hours of the language course. Please send the document directly to us. Only then can we cover the costs.

Language course as training days

After consulting us, part of your language course can be recognized as training days, which are working days. This means that these days are recognized by your hosting organisation. Please speak with your hosting organisation. If you have any problem, contact us.



4. Websites and Apps recommended for you

General information

www.make-it-in-germany.com

„Make it in Germany“ = website created by the German government (Bundesregierung),

in which you will find infos about:

- Immigration and visa procedure
- Job search
- German daily life
- Opportunities for training or study courses

You can also seek for individual advice – by e-mail, phone or chat.

For people from abroad - Federal Employment Agency, Bundesagentur für Arbeit (arbeitsagentur.de)

Here you will find infos about

- Integration courses and German courses
- Jobs and internships after the voluntary service.
- Recognition of the school degree or the professional qualification

Help for questions or problems

www.jugendmigrationsdienste.de

The Youth Migration Services (Jugendmigrationsdienste) are Info Centres for young people up to the age of 27. By clicking the link you will find the Youth Migration/Info centre nearest to you. There you will find help for questions or problems with the visa, language courses, free-time activities, offers for people from abroad and so on.

Improving the German knowledge

Goethe-Institut (Deutsch für dich. German for you)

Here you can learn German for free. You can also practise with other people from abroad and meet new people.

Vhs-Lernportal – Willkommen im vhs-Lernportal, welcome to vhs learning portal

With this website you can improve and practise by yourself the German knowledge. Everything is free.



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Deutsch in der Pflege, German for nursing jobs – www.ein-tag-deutsch.de

- Free learning app
- Learning games
- Dictionary
- Improving language for nursing jobs

Acknowledgement of certificates/documents

Fachkräfte, qualified employees – www.anerkennung-in-deutschland.de

Here you will find how your foreign professional qualification can be recognized in Germany. The website was created by the federal government (Bundesregierung). You can also read the information in different languages and with a simple use of the language.

Here you will find how your foreign certification can be recognized in Germany. The website offers also the possibility to apply directly for the recognition of certificates.

Arriving in Germany

Ankommen - Leben in Deutschland, arriving – living in Germany – www.ankommenapp.de

- Learning German: with this app you can improve your German knowledge with exercises.
- Asylum questions: all questions about the asylum procedure for refugees are answered here.
- Typical German: it answers to the questions about the following topics, shopping, food, drinking, health, mobility, living, free time in Germany and so on.

Please note: we do not take any responsibility for the content of the websites. The contents are not ours. The contents may also change.



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5. To contact Caritas organisation (Caritasverband)

Caritasverband f. d. Diözese Augsburg

Auf dem Kreuz 41
86152 Augsburg

Petra Hiermeier, Tel: 0821 3156-344

Doris Ruppert, Tel: 0821 3156-303

Steffi Siepmann, Tel: 0821 3156-306

Steffi Threadgold, Tel: 0821 3156-417

E-Mail-Adresse: freiwilligendienste@caritas-augsburg.de

Caritasverband für die Diözese Eichstätt

Residenzplatz 14
85072 Eichstätt

Jakob Streller, Tel. 08421/50-975

Sarah Strasser, Tel. 08421/50-944

E-Mail-Adresse: freiwilligendienste@caritas-eichstaett.de



6. Glossary

Aufenthaltsgesetz = Residence Act

The Residence Act states what you have to do to be allowed to live and work in Germany.

Ausländerbehörde = Authority for foreigners

It is an office. You can apply for a work permit (Beschäftigungserlaubnis) at this office.

This office is located in many German cities.

BFD

BFD is the abbreviation for Bundesfreiwilligendienst, that is the Federal Voluntary Service.

Deutsche Botschaft = German Embassy

It is an office.

You can apply for your visa (Visum) at this office.

This office is located in your native country.

Deutsches Konsulat = German Consulate

It is an office.

You can apply for your visa (Visum) at this office.

This office is located in your native country.

Drittstaatenangehörige = Citizen of a non-member country

How citizens who are NOT from the European Union are called in Germany.

Einsatzstelle = Hosting organisation

It is an organisation, where you do your voluntary service. It can be, for example:

- A hospital
- A nursing home
- A museum
- A school
- A political foundation
- A sports club



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Europäische Union = European Union

The European Union (EU) is the union of many countries in Europe.

Grundsicherung = Subsistence income

That is a certain amount of money.

You must have this amount of money every month.

The subsistence income consists of:

1. Your money for food and clothing.
2. Your rent money.

Krankmeldung = Notification of sickness

It is a notification, when you are sick.

It is also called Arbeitsunfähigkeitsbescheinigung (AU), certificate of unfitness for work or sick note.

Motivationsschreiben mit Angaben zu beruflichen Perspektiven nach dem Freiwilligendienst = Letter of motivation with information on professional prospects after the voluntary service

It is a text.

You should write the text yourself.

In the text you should write:

1. Why do you want to do a voluntary service in Germany?
2. What would you like to do after your voluntary service?

Träger = Responsible institution

This is the organization that takes care of the volunteers (Freiwilligen).

And of the hosting organisations (Einsatzstellen).

It helps with questions and problems about the voluntary service (Freiwilligendienst).

And with your application (Bewerbung) for the voluntary service (Freiwilligendienst).

There are many porters in Germany.

Vereinbarung über den Freiwilligendienst = Voluntary service agreement

You can just say Vereinbarung, agreement.

This is your contract (Vertrag) for the voluntary service.



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Impressum

Herausgeber

Caritasverband für die Diözese Eichstätt e.V.

1. Auflage, August 2023

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Gestaltung

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Trotz sorgfältigen Lektorats schleichen sich manchmal Fehler ein.

Wir sind Ihnen dankbar für Anregungen und Hinweise.

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