

Frankfurt mein Zuhause

GUIDE FOR LIVING WITH A BABY



This brochure is also available in Arabic, French, Polish, Spanish, and Turkish. Simply select "Willkommenspaket" at www.frankfurter-kinderbuero.de or scan the QR code.

BABY SUPPLIES

CRYING CLINIC

PARENTS' HOTLINE

MIDWIVES

PARENTAL ALLOWANCE

FRANKFURTER

KINDER

BÜRO



A large, vibrant pink speech bubble shape that serves as the background for the text. It has a rounded top and a pointed tail at the bottom left.

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ah!

The Frankfurter Kinderbüro congratulates you on the birth of your child.







Dear parents,

Congratulations on the birth of your child. To help ease your transition into family life, we have put together a host of useful tips, addresses, and telephone numbers in this handy brochure. It offers an overview of everything that Frankfurt has to offer families. Whether you are raising your child alone or as a couple, no matter which part of town you live in or where your cultural roots lie: Frankfurt is a family city. Our priority is to ensure that parents and children have everything they need to live, love, and thrive here.

I wish you all the best on the most exciting, crazy, and rewarding journey of your life – parenthood!



City Councillor for Education, Real Estate, and Construction

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Representing the Interests of Children in our City

The Frankfurter Kinderbüro is the first point of contact for both children and parents in Frankfurt

Children and their parents are at the heart of everything we do at the Frankfurter Kinderbüro. Our competent staff are here to provide you with professional advice and support. We have been campaigning for children's rights at the municipal level since 1991, advocating to make Frankfurt a more child- and family-friendly place. The UN Convention on the Rights of the Child is an international legal framework that applies to children around the globe, safeguarding

their right to health, education, an upbringing free from violence, and the right to both parents and a safe home.

Our range of tasks is as diverse as the children we support. Wherever the interests of children are affected, we are there to help – quickly and unbureaucratically. We empower children and encourage them to defend their own interests.



Frankfurter Familienmesse (Frankfurt Family Fair): A fair for the whole family

Every year in autumn, the Frankfurter Familienmesse opens its doors to all families in Frankfurt. Traditionally held at the Gesellschaftshaus Palmengarten, the fair is an opportunity for institutions, associations, and initiatives to showcase the services they provide with regard to education, childcare, culture, work and health, sports and leisure, as well as

housing, the elderly, and care. The fair is a relaxed place in which to discover the wide range of family-friendly services available to you in Frankfurt.

What's more, entry to the Frankfurter Familienmesse is completely free. You can find various tips on leisure activities, advisory services, important telephone numbers, and more online at:

www.frankfurter-familienmesse.de



**We give children
in Frankfurt a voice.
But we're pretty good
at listening, too!**



Frankfurter Kinderbüro (Frankfurt Children's Office)

Schleiermacherstraße 7, 60316 Frankfurt am Main

Telephone: 069 212-39001

Email: kinderbuero@stadt-frankfurt.de

www.frankfurter-kinderbuero.de

Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.

U4: Höhenstraße station

Your Guide to Frühe Hilfen (Early Support)

Early support services (Frühe Hilfen) are services designed for families with young children. There are many services available for parents, babies, and small children in Frankfurt am Main.

How can I get to know other families in my area?

Where can I find a parent and child group?

Who can I turn to with questions about how my baby is developing?

Where can I find support with caring for my child?

The Frühe Hilfen early support guide provides you with an overview.

Take a look and find the service that best suits your needs!

www.frankfurt.de/wegweiser-fruehe-hilfen



Babylotsen (Baby Guides): Always There for You and Your Family

New beginnings often raise a lot of new questions. The Babylotsen service aims to ensure that you are well informed and cared for after the birth of your child. Professionally trained Babylotsen are available at all maternity clinics in Frankfurt.



Babylotsen in Frankfurt (Frankfurt Baby Guides)

www.babylotse-frankfurt.de

Telephone: 069 970 901 45

Email: babylotse@kinderschutzbund-frankfurt.de



Finding Your New Normal

A new baby turns everything on its head: Suddenly we are no longer in charge of our time – our baby is.

Babies get hungry and need their nappies changed even in the middle of the night. Gradually, we can get used to our new roles as parents and to a different pace of life. Our parents are now grandparents, our siblings have become aunts and uncles, and our children have a new sister or brother. Sometimes we don't know why our baby is crying. Sometimes it's hungry, needs burping or a nappy change, or simply needs some sleep or attention. We learn to understand our baby even though it can't talk yet.

Your first point of contact for all questions are the Babylotsen in the hospital, the midwives (Hebammen) who make house calls after the birth to provide follow-up care, and your paediatrician.

The costs for a **midwife (Hebamme)** are paid by your health insurance provider or the social welfare office. They will be able to provide you with tips on how to hold and change your baby, and what to do if your baby is not drinking, loses weight, or does not settle at night. Midwives also support mothers who are unwell, have the baby blues, or are suffering from depression.

You can find a list of **addresses for midwives (Hebammen)** at www.gkv-spitzenverband.de/hebammenliste

**Bund freiberuflicher Hebammen Deutschland
(Association of Self-Employed Midwives in Germany)**

Kasseler Straße 1a, 60486 Frankfurt am Main

Telephone: 069 795 349 71

Email: geschaeftsstelle@bfhd.de

www.bfhd.de

Those who live in Frankfurt and have not found a midwife (Hebamme) can contact the Frankfurter Wochenbett-Notversorgung (Frankfurt Post-Partum Emergency Care Service):

Telephone consultation hours:

Monday–Friday, 10:00 a.m.–12:00 p.m.

0160 992 072 71

Email: info@wochenbett-frankfurt.de

www.wochenbett-frankfurt.de



Your paediatrician will need to see your baby regularly for **mandatory check-ups (U-Untersuchungen)**. Please bring the check-up booklet that you were given when your child was born to each appointment. If you have questions regarding the health of your child, or if your child falls ill, you can contact your paediatrician at any time. If your paediatrician's practice is closed, please contact the Kinderärztlicher Notdienst (emergency paediatric service). Furthermore, the specialists at the Gesundheitsamt (Health Authority) can also provide advice on any medical questions you may have regarding the health of children or young people.

**ALL CHILDREN HAVE
THE RIGHT TO MEDICAL
CARE.**



Addresses of local paediatricians can be found at www.arztsuchehessen.de and www.kinderaerzte-im-netz.de

Gesundheitsamt (Health Authority)

Breite Gasse 28, 60313 Frankfurt am Main
Telephone: 069 212-33970
Email: gesundheitsamt@stadt-frankfurt.de
www.gesundheitsamt.stadt-frankfurt.de

Gesundheitsamt (Health Authority)

Humanitäre Sprechstunden (medizinische Versorgung für Menschen ohne Krankenversicherung)
(Consultations for people without health insurance or official documents)
Breite Gasse 28, 60313 Frankfurt am Main
Telephone: 069 212-40007
Email: Clearingstelle.gesundheitsamt@stadt-frankfurt.de
Open consultation hours: Tuesday & Friday, 9:00 a.m.–12:00 p.m.,
Wednesday 2:00 p.m.–5:00 p.m.
www.gesundheitsamt.stadt-frankfurt.de

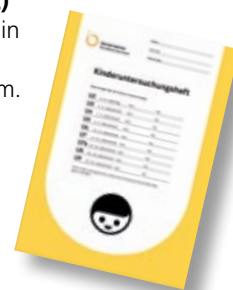
The **Patienten-Service 116 117** provides you with free, round-the-clock support when looking for a paediatrician in your area.
Telephone: 116 117, www.116117.de

Kinderärztlicher Notdienst am Sana Klinikum Offenbach (Paediatric emergency service at Sana Clinic Offenbach)

Starkenburgring 66, 63069 Offenbach
Telephone: 116 117, www.bereitschaftsdienst-hessen.de
Wednesday and Friday, 4:00 p.m.–6:00 p.m.
Saturdays, Sundays and public holidays, 10:00 a.m.–6:00 p.m.

Kinder- und Jugendärztlicher Bereitschaftsdienst am varisano Klinikum Frankfurt Höchst (Paediatric and adolescent medical on-call service at varisano Klinikum Frankfurt Höchst)

Gotenstraße 6–8, 65929 Frankfurt am Main
Telephone: 116 117
Wednesday and Friday, 4:00 p.m.–6:00 p.m.
Saturdays, Sundays, public holidays and
long weekends, 10:00 a.m.–6:00 p.m.



If, after giving birth, the mother requires assistance at home, the health insurance provider may pay for a **Haushaltshilfe (home helper)**. Getting a medical certificate (ärztliches Attest), e.g., from your GP, increases the chance that an application for a Haushaltshilfe will be approved. Your health insurance provider can give you a list of available support services. There is also the option for the Haushaltshilfe to be someone you know, and for your health insurance provider to pay them. Families without health insurance should get in touch with the Sozialamt (Social Welfare Office).

Notmütterdienst Familien- und Seniorenhilfe e.V. (Emergency Service for Mothers, Families, and Senior Citizens)

Sophienstraße 28, 60487 Frankfurt am Main
Telephone: 069 951 03 30
Email: frankfurt@notmuetterdienst.de, www.notmuetterdienst.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.,
Friday, 9:00 a.m.–4:00 p.m.

Contact the Frankfurter Kinderbüro (Frankfurt Children's Office) for more information

Schleiermacherstraße 7, 60316 Frankfurt am Main
Telephone: 069 212-39001, Email: kinderbuero@stadt-frankfurt.de
www.frankfurter-kinderbuero.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.

Life with Baby

Time for some paperwork

Filling out forms: annoying, but it has to be done. It is important to let authorities and organisations know about your new family situation. This includes contacting the Standesamt (Registry Office), your health insurance provider, and the Familienkasse (Family Benefits Office). The following checklist is a tool to help you decide what official tasks can wait and what needs to be done immediately.



What?

Registering your baby

When?

7 days after the baby is born at the latest

Registering your baby with your health insurance provider (provided you have health insurance)

Possible from birth

When fathers wish to officially acknowledge paternity

Possible at any time, even before the birth

Declaring joint custody of your child as an unmarried couple

Possible at any time, even before the birth

The Familienkasse (Family Benefits Office) is responsible for making child benefit (Kindergeld) payments. You will need your child's tax identification number to apply for Kindergeld (child benefits).

Possible from birth

Elterngeld (Parental allowance)

Possible from birth (please note application deadlines)

Elternzeit (Parental leave)

Your employer must be informed in writing 7 weeks before the planned start of your parental leave (Elternzeit) at the latest

Tax

More questions?

Where?

At the hospital or Standesamt (Registry Office)
Hotline: 069 212-73505 (Mitte district),
069 212-45570 (Höchst district)

**Frankfurt Immigration Office –
Ausländerbehörde**
Rebstöcker Straße 4, 60326 Frankfurt am Main
Telephone: 069 212-42485
Email: <https://frankfurt.de/auslaenderangelegenheiten>

**Bearbeitende Außenstelle des Bundesamtes
für Migration und Flüchtlinge (BAMF)
(Federal Office for Migration and Refugees)**

The forms for applying for free statutory family health insurance can be downloaded **online** or **ordered over the phone**.

**Jugend- und Sozialamt,
51.D4 Flüchtlinge und Auswärtige
(Youth and Social Welfare Office,
51.D4 Refugees and Immigrants)**
Mainzer Landstr. 291, 60326 Frankfurt am Main
Telephone: 069 212-70009, Fax: 069 212-40581
Email: Info.51.D4@stadt-frankfurt.de

At the **Standesamt (Registry Office)**,
hotline: 069 212-73505 (Mitte district),
069 212-45570 (Höchst district) or at the
Jugendamt (Youth and Social Welfare Office),
069 212-38269, or a **public notary**.

At the **Jugendamt
(Youth and Social Welfare Office)**
or at a **public notary**.

**Familienkasse Hessen
(Family Benefits Office for the State of Hesse)**
Emil-von-Behring-Straße 8, 60439 Frankfurt am Main,
Telephone: 0800 455 5530
Internet: www.familienkasse.de

**Elterngeldstelle beim Amt für Versorgung und
Soziales (Office for Parental Allowance and Social
Affairs)**
Walter-Möller-Platz 1, 60439 Frankfurt am Main,
Telephone: 069 15671,
Email: post@havs-fra.hessen.de,
www.elterngeld.hessen.de/elterngeld-onlineantrag/

Your employer, i.e., place of work

**Bundesministerium für Familie, Senioren, Frauen
und Jugend (Federal Ministry for Family Affairs,
Senior Citizens, Women and Youth),**
www.familienportal.de
Info tool for family benefits – A German-language
online tool providing information on family benefits,
support services, requirements, and much more:
www.infotool-familie.de

Information

Please contact the Standesamt for more information. Hotline: 069 212-73505 (Mitte district), 069 212-45570 (Höchst district). If the parents have residence status, the same rights of residency are transferred to the baby. If the parents are currently seeking asylum in Germany and this process is still ongoing, it is necessary to also apply for asylum for the child.

If the parents have residence status, the same rights of residency are transferred to the baby and the Ausländerbehörde (Foreigners' Registration Office) must be notified. To do so, please use the form "Aufenthaltstitel, Antrag auf Erteilung bzw. Verlängerung" (available in multiple languages at www.frankfurt.de) and send it to the Foreigners' Registration Office with a copy of the baby's birth certificate attached.

If the asylum process for the parents has not yet been completed, an application for inclusion in the process must also be completed for the baby.

Please send your baby's birth certificate to your health insurance provider. Where spouses have different surnames, a copy of the marriage certificate must also be included. Some paediatricians will want to see the baby's health insurance card at the first check-up.

The Social Welfare Office will bear the costs of any necessary medical care for families who do not have health insurance or are in the process of seeking asylum.

Only with the mother's agreement

For advice, please contact the Youth and Social Welfare Office on the following hotline: +49 69 212-44900, or visit your local Sozialrathaus (social welfare office).
Certification of Joint Custody: Custody Support Team (Team Beistandschaft): 069 212-38269

For each child under the age of 18, 259 euros per month is paid.
If the child lives with both parents, the parents must decide between themselves who will receive the Kindergeld payments. At least one of the parents must have a residence permit in order to be eligible for Kindergeld.

You are also entitled to Elterngeld (parental allowance) if you are unemployed. Mothers or fathers who are raising their child themselves and work fewer than 32 hours per week will receive a minimum of €300 and a maximum of €1,800 per month for up to 14 months. At least one of the parents must have a residence permit in order to be eligible for Elterngeld. Parents whose asylum application is still ongoing or who have been issued with a Duldung (temporary suspension of deportation) are not eligible for Kindergeld or Elterngeld payments. You can submit your application for Kindergeld online.

When registering for Elternzeit, each parent must decide the specific periods for which they wish to exercise their right to two years' parental leave (Elternzeit). Parents with fixed-term and part-time contracts are also eligible for Elternzeit, as are apprentices and those who work on a Minijob basis. The main requirement is that your child lives in the same household and you will be caring for it yourself during the Elternzeit period. www.bmfsfj.de

The local authorities will pass on your information to the tax office. If you are married and both work, you will both be placed in Lohnsteuerklasse IV (tax bracket IV). Please fill in the form "Elektronische Lohnsteuerabzugsmerkmale (ELStAM)" if you wish for the tax allowance for children to be calculated differently or if you want the tax classes to be allocated differently. This can be found online at www.hmdf.hessen.de. Your child's tax identification number will be sent to you automatically once the child has been registered with the Bürgeramt (Citizens' Office).

You can find more details, checklists, and contact information online at www.familienportal.de.

www.infotool-familie.de is an online resource that allows you to check what services your family is entitled to in just a few clicks.

Done?



What babies need and where to find it



A changing mat, cradle, pram, sling, and hats: A newborn baby needs all kinds of things. Most of these can be bought for a reasonable price second-hand, for example at baby clothing bazaars. Specialist baby shops and second-hand shops are also a good place to look for baby supplies. Buying second-hand baby clothes has the additional advantage that any harmful substances they may have contained will have long been washed out. If you have a Frankfurt Pass, a Berechtigungsschein (certificate of eligibility), a valid student ID, or confirmation that you receive Citizens' Benefit/Basic Income Support Notice (Bürgergeld- / Grundsicherungsbescheid), you can shop at social and family markets for a reduced price.

World Shop Frankfurt (Second-hand clothes and goods)

Mainzer Landstraße 349
60326 Frankfurt am Main
Telephone: 069 951 097 240, Email: worldshop@gffb.de

Samt und Sonders XXL (Second-hand clothes shop)

Röntgenstraße 10, 60388 Frankfurt am Main
Telephone: 069 247 5149-6550
Email: back.office@diakonie-frankfurt-offenbach.de

Kleider am Alleehaus Caritasverband Frankfurt e.V. (Second-hand clothes shop)

Königsteiner Straße 130, 65929 Frankfurt am Main
Telephone: 069 2982-2121

Kleiderläden in Frankfurt – DRK BV Frankfurt e.V. (Second-hand clothes shops in Frankfurt run by the German Red Cross)

www.drkfrankfurt.de

Kleiderladen Griesheim (Second-hand clothes shop in Griesheim)

Alte Falterstraße 16, 65933 Frankfurt am Main
Telephone: 069 353 506 16

Having fun and taking care of yourself

It is just as important to care for your own needs as it is for those of your baby. Parenting is easier when you are relaxed. It will do you good to meet other parents, to listen to their experiences, and to spend time with them and their children. There are plenty of services available to families in Frankfurt: at our Familienbildungsstätten (family education centres), Kinder- und Familienzentren (children's and family centres, KiFaZ), at many associations, or at the VHS Frankfurt. You can learn how to massage your baby with warm oil or look on as it experiences water for the first time. You can find an overview of all the services available to you at the Frankfurter Kinderbüro.

Frankfurter Kinderbüro (Frankfurt Children's Office)

Schleiermacherstraße 7, 60316 Frankfurt am Main
Telephone: 069 212-39001
Email: kinderbuero@stadt-frankfurt.de
www.frankfurter-kinderbuero.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.

Find an overview of the services available to you at:

www.netzwerk-fruehe-hilfen-frankfurt.de

Find out more about the various associations for parents in Frankfurt at:

www.frankfurt.de, Themen > Sport > Sportvereine

VHS Frankfurt (Municipal centre of further education)

Sonnemannstraße 13, 60314 Frankfurt am Main
Telephone: 069 212-71501
Email: vhs@frankfurt.de
vhs.frankfurt.de

Familienbildungsstätten (Family education centres)

Billabong Familienzentrum Riedberg (Billabong Family Centre Riedberg)

Graf-von-Stauffenberg-Allee 46b
60438 Frankfurt am Main
Telephone: 069 989 577 95
Email: info@billabong-family.de
www.billabong-family.de

Der Kinderschutzbund – Bezirksverband Frankfurt am Main e.V. (Child Protection Association – Frankfurt am Main District Association)

Bezirksverband Frankfurt e.V.
Comeniusstraße 37, 60389 Frankfurt am Main
Telephone: 069 970 901 10
Email: dksb@kinderschutzbund-frankfurt.de
www.kinderschutzbund-frankfurt.de

Evangelische Familienbildung Frankfurt und Offenbach (Protestant Family Education, Frankfurt and Offenbach)

Darmstädter Landstraße 81
60598 Frankfurt am Main
Telephone: 069 605 004-11
Email: info.familienbildung@frankfurt-evangelisch.de
www.familienbildung-ffm-of.de

Evangelisches Familienzentrum Höchst (Protestant Family Centre, Höchst)

Leverkuser Straße 7
65929 Frankfurt am Main
Telephone: 069 759 367 280
Email: Familienzentrum.hoechst@frankfurt-evangelisch.de
www.familienbildung-ffm.de

FamilienGesundheitsZentrum (Family Health Centre)

Neuhofstraße 32 H
60318 Frankfurt am Main
Günthersburgallee 14 H, 60316 Frankfurt am Main
Telephone: 069 591 700, Fax: 069 593 129
Email: info@fgzn.de, www.fgzn.de

Familienzentrum Monikahaus (Monikahaus Family Centre)

Kriegkstraße 32–36
60326 Frankfurt am Main
Telephone: 069 973 823-45
Email: monikaffee@skf-frankfurt.de
www.skf-frankfurt.de

Familienzentrum im Westend (Family Centre, Westend district)

Westendstraße 21, 60325 Frankfurt am Main
Telephone: 069 768 036 470 and 0157 805 084 40
Email: familienzentrum@jg-ffm.de
www.familienzentrum-westend.de

“der hof” (Free Educational Centre)

Alt-Niederursel 51
60439 Frankfurt am Main
Telephone: 069 957 756 39
Email: hof-verein@der-hof.de
www.der-hof.de

Internationales Familienzentrum gGmbH (IFZ) (International Family Centre)

Interkulturelle Familienbildung
Ostendstraße 70
60314 Frankfurt am Main
Telephone: 069 264 862-0
Email: info@ifz-frankfurt.de
www.ifz-frankfurt.de

Katholische Familienbildung Frankfurt (Catholic Family Education Frankfurt)

Tituscorso 2b
60439 Frankfurt am Main
Telephone: 069 133 077 900
Email: fbs-frankfurt@bistumlimburg.de
www.fbs-frankfurt.de

Kinder im Zentrum-Gallus e.V. (Children's activities at the Gallus Centre)

Mehrgenerationenhaus Frankfurt
Idsteiner Straße 91
60326 Frankfurt am Main
Telephone: 069 758 466 66
Fax: 069 750 029 54
Email: info@kiz-gallus.org
www.kiz-gallus.de

MUKIVA Kinder- und Familienzentrum e.V. (MUKIVA Children's and Family Centre)

Rendeler Straße 48
60385 Frankfurt am Main
Telephone: 069 447 460
Email: info@mukiva.de
www.mukiva.de

Selbsthilfe und Nachbarschaftszentrum Ostend e.V. (Self-help and community centre for the Ostend district)

Waldschmidtstraße 39
60316 Frankfurt am Main
Telephone: 069 439 645
Email: info@nbz-ostend.de
www.nbz-ostend.de

Zentrum Familie im Haus der Volksarbeit e.V. (Family centre at Haus der Volksarbeit e.V.)

Eschenheimer Anlage 21
60318 Frankfurt am Main
Telephone: 069 1501-138
Email: zentrum.familie@hdv-ffm.de
www.zentrum-familie.de



The many Kinder- und Familienzentren (children's and family centres, KiFaZ) and the two community centres available in Frankfurt also offer a range of exciting services for families.
You can find the addresses and contact details for these on page 47.

How do I talk to my child?

Talk to your child as often as you can – this is how it will learn to speak. With time, the initial babbling will become syllables, pairs of syllables, and eventually simple words. Don't worry!

There is no right or wrong here. Simply talk to your child no matter what you are doing.

Answer your child,
even if it can't reply yet.

"Da-da."



"Mmm,
tasty porridge!"



It's easy to talk to each other
when washing, feeding, and
getting a nappy changed.

"Look,
a flower!"



What can you see
when you're both
out and about?

"Cat."



Look at picture books together.

"I love you."



Look at your baby when you talk to it.

"Yes, a red ball."



Listen to your child patiently and repeat what it says.

"Oopsie, the tower fell down again!"



Your child knows what games it likes to play. Join in!

"Hase."

"Rabbit."



Speak to your child in the language you enjoy and speak most – this is usually your native language.

When babies cry

Babies cry – this is perfectly normal. They cry because they cannot speak yet. Some babies cry a lot (and very loudly). This can put great strain on their parents. Sometimes it is hard to know why a baby is crying. No matter the reason, a baby never cries because it wants to annoy its parents. Do not leave your baby alone or it may become frightened.

Babies cry when they

- are hungry.
- are tired.
- want to be held.
- are scared.
- are unwell.
- are too cold or too warm.
- need their nappy changed.
- are bored.

To calm a baby down, you can

- breastfeed/feed it.
- change its nappy.
- pick it up and walk around a little.
- cuddle it.
- talk, sing, or hum quietly to it.
- massage its tummy or back.
- take it on a walk.
- give it its dummy.



Ambulanz Frühkindliche Regulationsstörungen
(Outpatient Clinic for Regulatory Disorders in Infants)
Sozialpädiatrisches Zentrum (Social Paediatric Centre)
Sonnemannstraße 3, 60314 Frankfurt am Main
Telephone: 069 943 409 5-39
Email: spz@vae-ev.de
www.spz-frankfurt.de

FrauenGesundheitsZentrum e.V. (Women's Health Centre)
Frankfurter Schreisprechstunde
(Frankfurt Crying Clinic)
Neuhofstraße 32 H, 60318 Frankfurt am Main
The first consultation is free.
For appointments, please phone: 0179 457 458 6
Monday–Thursday, 8:00 a.m.–11:00 p.m.
Email: info@fgzn.de

Zentrum Familie – Haus der Volksarbeit e.V.
(Family Centre at Haus der Volksarbeit e.V.)
Babysprechstunde im Familien-Info-Café
(Baby consultation hours at the Family Info Café)
Eschenheimer Anlage 21, 60318 Frankfurt am Main
This service is free and confidential!
To arrange an appointment, please phone: 0171 306 027 5
www.zentrum-familie.de

Never shake a baby!

Shaking babies can be deadly. Babies cannot support the weight of their head by themselves. The muscles in their neck are too weak. Their brains are also very fragile and can be jolted back and forth if you shake them too much. This can lead to internal bleeding. Internal bleeding can cause irreversible mental damage or even death.

If you are beginning to lose patience and your baby continues to cry,

- take a deep breath in and out.
- place the baby in a safe place, for example, in its cot.
- sit down or leave the room for a moment.
- ask relatives or friends for support.
- call someone you trust, for example, your midwife (Hebamme).
- take your baby to the paediatrician or to the hospital.
- call the child protection hotline or the parents' hotline.

PLEASE NOTE!

If you think your baby has stopped breathing, call an ambulance immediately! Do not shake the baby under any circumstances!

Emergency services: 112

Frankfurter Kinder- und Jugendschutztelefon
(Frankfurt Child and Youth Protection Hotline)
0800 20 10 111 (free of charge)
Monday–Friday, 8:00 a.m.–11:00 p.m.
Saturday, Sunday, and bank holidays,
10:00 a.m.–11:00 p.m.

Baby-Ambulanz des Anna-Freud-Instituts
Frankfurt e.V.
(Baby Outpatient Clinic of the Anna Freud Institute
Frankfurt)
Myliusstraße 20, 60323 Frankfurt am Main
Telephone: 069 721 445
Email: sekretariat@anna-freud-institut.de

Elterntelefon (Parents' hotline): 0800 111 0 550

Erziehungsberatungsstellen Frankfurt am Main
(Education and family counselling centres in Frankfurt
am Main): www.ebffm.de

You can find information on additional services at:
www.netzwerk-fruehe-hilfen-frankfurt.de

Teenage mums under the age of 18...

...can receive special support from their local Sozialrathaus (social welfare office) and various counselling centres, e.g., pro familia. If the mother is unmarried, the state assigns the child a legal guardian. Ideally, the legal guardian should have experience in dealing with public administration in Germany. School pupils can apply for maternity leave (Mutterschutz) by submitting an informal request to their headteacher. Find out more information at:

www.schwanger-unter-20.de.

Muki – Meet-up for pregnant women and mothers aged between 14 and 24

Tuesdays, 3:00 p.m.–5:00 p.m. in the Kinder- und Familienzentrum Riederwald
(Riederwald Children's and Family Centre)
Schäfflestraße 27, 60386 Frankfurt am Main
Register by telephone: 0176 56 70 65 37

pro familia

Palmengartenstraße 14, 60325 Frankfurt am Main
Telephone: 069 907 447 44, Fax: 069 907 447 30
Email: frankfurt-main@profamilia.de
www.profamilia.de

Frankfurter Kinder- und Jugendschutztelefon (Frankfurt Child and Youth Protection Hotline)

0800 20 10 111 (free of charge)
Monday–Friday, 8:00 a.m.–11:00 p.m.
Saturday, Sunday, and bank holidays, 10:00 a.m.–11:00 p.m.

The Jugendmigrationsdienste (Youth Migration Services) is an excellent point of contact for those with a family history of immigration aged between 12 and 27: www.jugendmigrationsdienste.de

Pregnant again?

Pregnancies aren't always planned or wanted. If you have become pregnant and don't know what to do, pregnancy support services are a good place to start.

Frauen- und Schwangerschaftsberatung Caritasverband Frankfurt e.V.

(Caritasverband Frankfurt e.V.'s Women's and Pregnancy Counselling Service)

Alte Mainzer Gasse 17, 60311 Frankfurt am Main
Telephone: 069 2982-2857, Fax: 069 2982-2851
Email: schwangerenberatung@caritas-frankfurt.de

FrauenGesundheitsZentrum e.V. (Women's Health Centre)

Neuhofstraße 32 H, 60318 Frankfurt am Main
Telephone: 069 591 700,
Email: info@fgzn.de, www.fgzn.de

Beratungsstelle für Frauen

(Counselling service for women)

Diakonie Frankfurt und Offenbach

(Social Ministry, Frankfurt and Offenbach)

Alfred-Brehm-Platz 17, 60316 Frankfurt am Main
Telephone: 069 216 545 19, Fax: 069 247 5149-7251
Email: bff.of@diakonie-frankfurt-offenbach.de
www.diakonie-frankfurt-offenbach.de

pro familia

Palmengartenstraße 14, 60325 Frankfurt am Main
Telephone: 069 907 447 44, Fax: 069 907 447 30
Email: frankfurt-main@profamilia.de, www.profamilia.de

Sozialdienst katholischer Frauen e.V.

(Social service run by Catholic women)

Pregnancy counselling service
Kriegkstraße 32–36, 60326 Frankfurt am Main
Telephone: 069 973 823-46
Email: schwangerschaftsberatung@skf-frankfurt.de
www.skf-frankfurt.de

Screenings are important. These are paid for by your health insurance provider or the social welfare office. The Humanitäre Sprechstunde at the Gesundheitsamt (Health Authority) can provide you with advice and support if you are pregnant, live in Frankfurt, and do not have health insurance.

Gesundheitsamt (Health Authority)

Humanitäre Sprechstunden (medizinische Versorgung für Menschen ohne Krankenversicherung)
(Consultations for people without health insurance or official documents)
Breite Gasse 28, 60313 Frankfurt am Main
Telephone: 069 212-40007
Email: Clearingstelle.gesundheitsamt@stadt-frankfurt.de
Open consultation hours: Tuesday & Friday, 9:00 a.m.–12:00 p.m.,
Wednesday 2:00 p.m.–5:00 p.m.
www.gesundheitsamt.stadt-frankfurt.de



Single parents...

...are not alone, but have access to resources such as the Frauenreferat (Women's Department). The city has also published a free Wegweiser für Alleinerziehende (guide for single parents) with many useful tips. Find out more at:

**www.frankfurt.de, keyword:
Alleinerziehende (single parents).**

Contact your local Sozialrathaus if you need support regarding the Feststellung der Vaterschaft (establishing paternity) process or have questions on Unterhaltsansprüche (child maintenance claims). They can provide you with free advice on these issues and much more.

You can find the address and contact details for your local Sozialrathaus (social welfare office) in the list on page 25.

**Verband alleinerziehender Mütter und Väter
(Association of Single Mothers and Fathers)**
Adalbertstraße 15–17, 60486 Frankfurt am Main
Telephone: 069 979 818 84, Email: info@vamv-frankfurt.de
www.vamv-frankfurt.de

If you are having relationship problems...

...the 14 education and family counselling centres in Frankfurt can provide you with free, confidential advice in a variety of languages. You can decide whether you wish to have a consultation in person, over the phone, or online.

**Erziehungsberatungsstellen Frankfurt am Main
(Education and family counselling centres
in Frankfurt am Main)**
www.ebfff.de

When parents need advice

When it comes to any questions you may have about family life, the Frankfurter Kinderbüro, the child and youth protection hotline, and the 14 education and family counselling centres are good places to start. These resources are available to you free of charge. The competent staff who work here will treat everything you say as confidential and can refer you to other points of contact in Frankfurt who may be able to help you.

Frankfurter Kinderbüro (Frankfurt Children's Office)
Schleiermacherstraße 7, 60316 Frankfurt am Main
Telephone: 069 212-39001
Email: info@frankfurter-kinderbuero.de
www.frankfurter-kinderbuero.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.

**Frankfurter Kinder- und Jugendschutztelefon
(Frankfurt Child and Youth Protection Hotline)**
0800 20 10 111 (free of charge)
Monday–Friday, 8:00 a.m.–11:00 p.m.
Saturday, Sunday, and bank holidays, 10:00 a.m.–11:00 p.m.
www.kinderschutz-frankfurt.de

**Erziehungsberatungsstellen Frankfurt am Main
(Education and family counselling centres
in Frankfurt am Main)**
www.ebfff.de

**Elterntelefon – Nummer gegen Kummer
(Parents' hotline – support for when you are
feeling low)**
0800 111 0 550
Anonymous and free to call from both mobiles and landlines
Monday–Friday, 9:00 a.m.–5:00 p.m.
Tuesday and Thursday, 9:00 a.m.–7:00 p.m.

Visit www.bke-beratung.de/elternberatung for any questions, big or small, you may have about raising your children. You can also find professional parenting advice and have the opportunity to chat and swap tips with many other parents.

How do I clean my child's teeth?

Inspect your child's mouth regularly. Using clean fingers, you can also feel around to see if it is teething. Babies enjoy it when you gently massage their gums. Once your baby's first milk tooth has come through, make sure to clean it from all sides every morning and every evening after your baby has had its last meal of the day. To do so, use a soft-bristled baby toothbrush and a portion of children's toothpaste around the size of a grain of rice. This will help keep your child's teeth healthy. Teeth brushing should be a fun activity – and doesn't take long with babies.

If you have any questions on how to clean your child's teeth correctly, you can make an appointment for a Zahnputzstunde (teeth brushing consultation) for parents and children at the Gesundheitsamt (Health Authority). Here, specialists will provide you with advice and tips on how to brush your child's teeth. These consultations are also offered locally in the individual city districts. **www.frankfurt.de, keyword: Zahnfit (dental care).**

**Gesundheitsamt, Abteilung Zahnmedizin
(Health Authority, Dental Health Department)**

Breite Gasse 28, 60313 Frankfurt am Main
Telephone: 069 212-33621
Email: info.zahnmedizin@stadt-frankfurt.de
www.gesundheitsamt.stadt-frankfurt.de

**Arbeitskreis Jugendzahnpflege für Frankfurt und den Main-Taunus-Kreis
(Working Group for Youth Dental Care in Frankfurt am Main and the Taunus district)**

Mainluststraße 17, 60329 Frankfurt am Main
Telephone: 069 232 414
Email: info@akj-frankfurt.de, www.akj-frankfurt.de



We Aren't Like Other Families

Sometimes things don't go to plan. There are many reasons for this. Babies may develop in ways their parents do not expect. Or conflicts may break out in the relationship that were already brewing during the pregnancy. Sometimes parents find it difficult to establish a bond with their child because they themselves are struggling. No matter your situation, there is a strong support network in Frankfurt available to help. You can contact your Sozialrathaus (social welfare office) or the Child and Youth Protection Team with any questions. **Hotline: 0800 20 10 111**

Frankfurter Kinder- und Jugendschutztelefon (Frankfurt Child and Youth Protection Hotline)

0800 20 10 111 (free of charge)
Monday–Friday, 8:00 a.m.–11:00 p.m.
Saturday, Sunday, and bank holidays, 10:00 a.m.–11:00 p.m.
www.kinderschutz-frankfurt.de

You can find a helpful overview of the services available to you at:
www.netzwerk-fruehe-hilfen-frankfurt.de

Families who are seeking asylum and live in Frankfurt can turn to the Sozialamt (Social Welfare Office) for advice.

Jugend- und Sozialamt (Youth and Social Welfare Office)

51.D4 Flüchtlinge und Auswärtige
(51.D4 Refugees and Immigrants)
Mainzer Landstraße 291, 60326 Frankfurt am Main
Telephone: 069 212-70009, Fax: 069 212-40581
Email: Info.51.D4@stadt-frankfurt.de

SOZIALRATHÄUSER (LOCAL SOCIAL WELFARE OFFICES)

For the districts of Fechenheim, Riederwald, Seckbach, and Bergen-Enkheim

Sozialrathaus Ost, Voltenseestraße 2
60388 Frankfurt am Main, Telephone: 069 212-41211
Email: srh-ost@stadt-frankfurt.de

For the districts of Alt- und Innenstadt, Bornheim, Nordend, and Ostend

Sozialrathaus Ost, Dienstort Bornheim
Eulengasse 64, 60385 Frankfurt am Main
Telephone: 069 212-30547, Email: srh-ost@stadt-frankfurt.de

For the districts of Bockenheim, Rödelheim, Hausen, Praunheim, and Westend-Süd

Sozialrathaus Bockenheim, Rödelheimer Straße 45
60487 Frankfurt am Main, Telephone: 069 212-74304
Email: srh-bockenheim@stadt-frankfurt.de

For the districts of Dornbusch, Westend-Nord, Nordend-West, Eschersheim, Eckenheim, and Preungesheim

Sozialrathaus Dornbusch, Am Grünhof 10
60320 Frankfurt am Main, Telephone: 069 212-70735
Email: srh-dornbusch@stadt-frankfurt.de

For the districts of Griesheim, Gallusviertel, Gutleutviertel, and Bahnhofsviertel

Sozialrathaus Gallus, Rebstöcker Straße 8
60326 Frankfurt am Main, Telephone: 069 212-38189
Email: srh-gallus@stadt-frankfurt.de

For the districts of Zeilsheim, Unterliederbach, Sossenheim, Nied, Höchst, and Sindlingen

Sozialrathaus Höchst, Palleskestraße 14
65929 Frankfurt am Main, Telephone: 069 212-45527
Email: srh-hoechst@stadt-frankfurt.de

For the districts of Niederursel, Heddernheim, Ginnheim, Kalbach, Riedberg, Bonames, Frankfurter Berg, Berkersheim, Harheim, Nieder-Erlenbach, Nieder-Eschbach, and Praunheim

Sozialrathaus Nord
Emil-von-Behring-Straße 14, 60439 Frankfurt am Main
Telephone: 069 212-32274, Email: srh-nord@stadt-frankfurt.de

For the districts of Sachsenhausen-Süd, Sachsenhausen-Nord, Oberrad, Niederrad, Goldstein, and Schwanheim

Sozialrathaus Sachsenhausen, Paradiesgasse 8
60594 Frankfurt am Main, Telephone: 069 212-33811
Email: srh-sachsenhausen@stadt-frankfurt.de

Domestic violence

Babies can sense when there is an aggressive atmosphere at home. This sometimes leads to them crying particularly often so that they get more attention. Or sometimes they remain completely silent so as not to endanger themselves. No matter your nationality and living arrangements – domestic violence is a crime. It doesn't matter whether you are married or not, if you are experiencing domestic violence, please get help.

Call the police in an emergency. Telephone: 110

The “Gewalt gegen Frauen” (Violence against women) hotline is free to call and available 24/7. Their counselling services are created with accessibility in mind and are available in many languages: Telephone: 116 016, www.hilfetelefon.de

The following organisations offer anonymous telephone counselling services free of charge:

Beratungs- und Interventionsstelle Frauen helfen Frauen e.V. (Counselling and Intervention Service, Women Helping Women)
Berger Straße 40–42, 60316 Frankfurt am Main
Telephone: 069 219 361 405,, Email: info@frauenhaus-ffm.de
www.frauen-helfen-frauen-ffm.de

Beratungs- und Interventionsstelle für Frauen Frankfurter Verein (Counselling and Intervention Service for Women Frankfurt Association)
Beratungszentrum am Frauenhof
(Advice Centre at Frauenhof)
Schwanheimer Straße 7, 60528 Frankfurt am Main
Telephone: 069 430 547-66, Fax: 069 430 547-67
Mobile: 0172 619 89 84
Email: beratung@frauenhaus-frankfurt.de
www.frauenhaus-frankfurt.de

Beratungsstelle Frauennotruf Frankfurt (Women's Emergency Hotline, Frankfurt) (Point of contact for girls and women who are threatened or affected by sexualised, online, and physical violence)
Kasseler Straße 1a, 60486 Frankfurt am Main
Telephone: 069 709 494, Email: info@frauennotruf-frankfurt.de
www.frauennotruf-frankfurt.de



Information about the care and support available to rape victims can be found at: www.soforthilfe-nach-vergewaltigung.de

Men can be victims of violence too. The “Gewalt an Männern” (Violence against men) hotline provides advice both over the phone and online: 0800 123 990 0, www.maennerhilfetelefon.de

Informationszentrum für Männerfragen e.V. (Advice and support centre for men)
Walter-Kolb-Straße 5–7, 60594 Frankfurt am Main
Telephone: 069 495 04 46
Email: infozentrum@maennerfragen.de
www.maennerfragen.de

A family without violence

ADVICE ON DOMESTIC VIOLENCE

Advice for mothers

Frauen- und Schwangerschaftsberatung
(Women's and pregnancy counselling services)
Caritasverband Frankfurt e.V.
Alte Mainzer Gasse 17, 60311 Frankfurt am Main
Telephone: 069 2982 2857
Email: schwangerenberatung@caritas-frankfurt.de

Advice for fathers

Eltern- und Jugendberatung Nordweststadt
(Counselling services for parents and young people)
Caritasverband Frankfurt e.V.
Ernst-Kahn-Straße 49a, 60439 Frankfurt am Main
Telephone: 069 2982 2740
Email: eb.nordweststadt@caritas-frankfurt.de

Violence towards children

Parents know that they should never hit, shake, verbally abuse, or neglect their children. However, there are times that they may do so because they have no other way to express their anger or feelings of being overwhelmed at that moment. It is important to break patterns of violence, as the consequences for children are severe. For example, children who experience violence often become the victims of bullying and have difficulties finding their place in social groups. Mothers and fathers in need of support can turn to various counselling centres for advice. These services are free of charge and strictly confidential.

**ALL CHILDREN HAVE THE
RIGHT TO A NON-VIOLENT
UPBRINGING.** !

**Frankfurter Kinder- und Jugendschutztelefon
(Frankfurt Child and Youth Protection Hotline)**

0800 20 10 111 (free of charge)

Monday–Friday, 8:00 a.m.–11:00 p.m.

Saturday, Sunday, and bank holidays, 10:00 a.m.–11:00 p.m.

**Der Kinderschutzbund –
Bezirksverband Frankfurt am Main e.V.
(Child Protection Association –
Frankfurt am Main District Association)**

Bezirksverband Frankfurt am Main e.V.

Comeniusstraße 37, first floor, 60389 Frankfurt am Main

Telephone: 069 970 901 10 or

the counselling centre telephone: 069 200 629 920

Email: beratungsstelle@kinderschutzbund-frankfurt.de

www.kinderschutzbund-frankfurt.de



Diversity Matters!

Growing up with a disability



Every child is unique. Some are particularly quick to develop – moving, crawling, and walking in record time. Others aren't always in so much of a hurry. This is sometimes a cause for concern among parents. But differences in development are perfectly normal. However, some children do need more support than others. If you are unsure whether this applies to your child, contact your paediatrician or a Frühförderstelle (early support centre). They will provide you with expert advice free of charge. The Frühförderstellen can also recommend the next steps to take where necessary. The Sozialpädiatrisches Zentrum (Social Paediatric Centre, SPZ) and the Frühförderstellen also support mothers and fathers if the baby is born earlier than planned. Their aim is to provide a safe space in which parents can express their worries and fears, and to find solutions to these problems together. They also help to promote the development of your child. The general social services department (allgemeiner Sozialdienst) at your local social welfare office (Sozialrathaus) will be able to give you more information about potential financial support (wirtschaftliche Hilfen).

You can also get in touch with other families in similar situations by using the Selbsthilfe-Kontaktstelle Frankfurt (Self-Help Contact Point Frankfurt).

ALL CHILDREN HAVE THE RIGHT TO SUPPORT IN THEIR DEVELOPMENT.



The addresses of paediatricians can be found at
www.arztsuche.hessen.de and www.kinderaerzte-im-netz.de

Gesundheitsamt (Health Authority)
Breite Gasse 28, 60313 Frankfurt am Main
Telephone: 069 212-33970
Email: gesundheitsamt@stadt-frankfurt.de
www.gesundheitsamt.stadt-frankfurt.de

The addresses of Frühförderstellen (early support centres) and sozialpädiatrische Zentren (social paediatric centres) can be found at: www.asffh.de

Hessisches Amt für Versorgung und Soziales (Social Services for the State of Hesse)
Walter-Möller-Platz 1, 60439 Frankfurt am Main
Telephone: 069 156 71, Email: havs-fra@havs-fra.hessen.de

Selbsthilfe-Kontaktstelle Frankfurt (Self-Help Contact Point Frankfurt)
Sonnemannstraße 3, 60314 Frankfurt am Main
Telephone: 069 559 444
Email: service@selbsthilfe-frankfurt.net
www.selbsthilfe-frankfurt.net

Additional related websites:
www.frankfurt-inklusiv.de, www.familienratgeber.de,
www.bvkm.de/ratgeber/mein-kind-ist-behindert-diese-hilfen-gibt-es-in-mehreren-sprachen/

People from over 180 nations...

...call Frankfurt their home. If you have questions about multiculturalism in Frankfurt, there are several professional resources at your disposal:

Amt für multikulturelle Angelegenheiten (Office for Multicultural Affairs, "Amka")

Amka.Info – Information, guidance, support
Mainzer Landstraße 293, 60326 Frankfurt am Main
Telephone: 069 212-41515
Email: amka.info@stadt-frankfurt.de
www.amka.de, www.vielfalt-bewegt-frankfurt.de

Verband binationaler Familien und Partnerschaften (iaf) e.V. (Association of Multinational Families and Partnerships)

Ludolfusstraße 2–4, 60487 Frankfurt am Main
Telephone: 069 713 756-0
Email: info@verband-binationaler.de
www.verband-binationaler.de

You can find German language courses, language schools, counselling services, and integration courses here:

www.integrationskurse-frankfurt.de



Rainbow families

Families in which at least one parent identifies as lesbian, gay, bisexual, or transgender can find information, support, and advisory services through the following organisations:

LIBS – Lesben Informations- und Beratungsstelle e.V. (Information and counselling service for lesbians)

www.libs.w4w.net

Lesben- und Schwulenverband für Hessen (LGBTQ* Association in Hesse)

www.hessen.lsvd.de

Lesben- und Schwulenverband (LGBTQ* Association)

www.lsvd.de

TraKiNE – Trans-Kinder-Netz e.V. (Trans Kids' Network)

www.trans-kinder-netz.de

Deutsche Gesellschaft für Transidentität und Intersexualität e.V.

(German society for people who identify as transgender and intersex, "dgti")
www.dgti.org

Schwule Väter Frankfurt am Main -Selbsthilfegruppe- (Gay Dads in Frankfurt am Main -Self-help group-)

www.schwule-vaeter-frankfurt.de

Koordinierungsstelle für LSBTIQ-Themen (Liaison office for LGBTQ* issues)

Email: LSBTIQ@stadt-frankfurt.de



Finding a Work-Life Balance

Having a small child in the family can be both exciting and exhausting. Mums and dads need to have a good think about how many hours they wish to work during this time and who is going to take on what responsibilities at home. Many parents want to split work and child-rearing responsibilities. The old role model of the father going to work and the mother staying at home has considerable disadvantages. Mothers may miss out on important career opportunities, while fathers may miss out on key milestones in their child's development. The German government and an increasing number of employers are responding to the wishes of parents to reconcile both and find a good work-life balance.



Who can take parental leave (Elternzeit)?

Apprentices and employees can take parental leave (Elternzeit) regardless of whether they work full-time or part-time, are still in training, or employed on a Minijob or fixed-term basis. You can take Elternzeit for up to three years. You must inform your employer that you are taking parental leave at least seven weeks before it is due to begin. Elternzeit can be taken by either the mother or the father, or by both at the same time. After this time, you are entitled to return to your original job or one that is equivalent to it.

Those employed under the conditions of a fixed-term contract will not have their contract extended should they become pregnant or take Elternzeit. Their contract will expire on the agreed-upon date. The exception to this is a training contract, which is usually limited to three years. Apprentices can continue their training after taking Elternzeit because their contract is automatically extended. More information can be found at: **www.bmfsfj.de**.

Mothers and fathers who receive Bürgergeld/ New Basic Income Support (Grundsicherung)...

... can find out more about qualifications, part-time job options, and childcare opportunities from their Beauftragter für Chancengleichheit am Arbeitsmarkt (BCA) (equal employment opportunities officer) at regular Job Centre events.

Jobcenter (Job Centre) Frankfurt am Main
Beauftragte für Chancengleichheit am Arbeitsmarkt
(Equal employment opportunities officer, BCA)
Darmstädter Landstraße 125
60598 Frankfurt am Main
Telephone: 069 597 69-250
Email: Jobcenter-Frankfurt-am-Main.BCA@jobcenter-ge.de
www.jc-frankfurt.de

Mothers and fathers who are registered with the Bundesagentur für Arbeit (Federal Employment Agency) or who are trying to get back to work

Men and women who are trying to get back to work can find out about the services available to them at monthly events organised by the Bundesagentur für Arbeit (Federal Employment Agency) on Fischerfeldstraße. Dates and times can be found at: **www.arbeitsagentur.de**, keyword: **Veranstaltungen (events)**.



Additional related website:
www.new-hessen.de

Part-time training courses for mothers:
www.vbff-ffm.de

People who do not have a school leaver's qualification or vocational qualification, who are new to Frankfurt, or who have questions about further education and training...

...can contact the Walter Kolb Foundation. This is an organisation that provides information on schooling, careers, studying, and social issues.

Walter-Kolb-Stiftung e.V. (Walter Kolb Foundation)
Braubachstraße 30–32, 60311 Frankfurt am Main
Telephone: 069 212-40900
Email: info@walter-kolb-stiftung.de
www.walter-kolb.de

Training and studying as a parent

School pupils can apply for maternity leave (Mutterschutz) by submitting an informal request to their headteacher.

Apprentices can contact the IHK (Chamber of Commerce and Industry) or the Handwerkskammer (Chamber of Trades and Crafts) if they have any questions. Mothers and fathers under the age of 25 who have not completed a formal education and receive Bürgergeld/New Basic Income Support (Grundsicherung) can get more information at the Jugendjobcenter (Youth Job Centre). Mothers who want to do **part-time training** can receive support from the VbFF (Frankfurt Association for the Professional Advancement of Women).

Handwerkskammer Frankfurt-Rhein-Main (Chamber of Trades and Crafts)

Bockenheimer Landstraße 21, 60325 Frankfurt am Main
Telephone: 069 971 72-818
Email: service@hwk-rhein-main.de
www.hwk-rhein-main.de

Industrie- und Handelskammer Frankfurt am Main (Chamber of Commerce and Industry)

Börsenplatz 4, 60313 Frankfurt am Main
Telephone: 069 2197-1280
Email: info@frankfurt-main.ihk.de, www.frankfurt-main.ihk.de

Jugendjobcenter (Youth Job Centre)

Gerbermühlstraße 3-5, 60594 Frankfurt
www.jugendjobcenter-frankfurt.de
Contact: jobcenter.digital



VbFF – Verein zur beruflichen Förderung von Frauen e.V. (Association for the Professional Advancement of Women)

Walter-Kolb-Straße 1–7, 60594 Frankfurt am Main
Telephone: 069 795 09 90, Email: info@vbff-ffm.de
www.vbff-ffm.de and www.teilzeitausbildung.de

Further information is also available at:
www.schwanger-unter-20.de

The Jugendmigrationsdienste (Youth Migration Services) is a good point of contact for those with a family history of immigration aged between 12 and 27: www.jugendmigrationsdienste.de

Students with children can contact their university for advice on topics such as taking time off, part-time studies, or organizing their studies. Many universities also have networks of student parents that you can join.

Frankfurt University of Applied Sciences

Familienbüro (Family Office)
Nibelungenplatz 1, Gebäude (Building) 6, second floor
60318 Frankfurt am Main, Telephone: 069 153 328 66
Email: familienbuero@chd.fra-uas.de
www.frankfurt-university.de/familienbuero

Goethe-Universität (Goethe University)

www.gleichstellungsbuero.uni-frankfurt.de

Studierendenwerk Frankfurt (Frankfurt Student Union)

Telephone: 069 798-349 06
E-Mail: beratung@swffm.de
www.studentenwerkfrankfurt.de

Protection against unlawful dismissal (Kündigungsschutz)

Employers are generally prohibited from terminating your employment contract from the start of your pregnancy until four months after the birth of your child. Mothers and fathers on parental leave (Elternzeit) are also protected against dismissal until the end of their Elternzeit – which can be taken for a maximum of three years.

What happens if my child falls ill...

...and I have to work? Parents are entitled to time off from work if their child falls ill – 15 days per parent per year, and 30 days for single parents. Parents can also transfer sick days taken for their child to one another, however this must be discussed with your employer in advance. If you have statutory health insurance, you are entitled to Krankengeld (sick pay) for any time you need to take off work due to sickness. However, you need to provide a medical certificate (ärztliches Attest) for this. You can take time off work to care for your sick child no matter whether you work part-time or full-time.

Who will look after my child if I fall ill...

...and no one else is available to take care of my child? Your health insurance provider can pay for a Haushaltshilfe (home helper) to come and assist you. You will need to get a medical certificate (ärztliches Attest), e.g., from your GP, for this. Your health insurance provider can give you a list of available support services. There is also the option for the Haushaltshilfe to be someone you know, and for your health insurance provider to pay them.

Notmütterdienst Familien- und Seniorenhilfe e.V. (Emergency Service for Mothers, Families, and Senior Citizens)

Sophienstraße 28, 60487 Frankfurt am Main
Telephone: 069 951 03 30, Email: frankfurt@notmuetterdienst.de
www.notmuetterdienst.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.,
Friday, 9:00 a.m.–4:00 p.m.

Frankfurter Kinderbüro (Frankfurt Children's Office)

Schleiermacherstraße 7, 60316 Frankfurt am Main
Telephone: 069 212-39001
Email: kinderbuero@stadt-frankfurt.de
www.frankfurter-kinderbuero.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.



Getting to Grips with Childcare



Ensuring that it spends time with other children in a stimulating environment is integral to the healthy development of your child. For you as a parent, it is also important that you can rely on those caring for your child to provide it with love and attention. Children may be entitled to receive support and care at a Kita (nursery) or with a Tagesmutter/Tagesvater/Tagesfamilie (daycare family) even before their first birthday. This is the case if, for example, both parents work, are job seekers, are still in education, or if this support is necessary for the child's development.

Children from the age of one have a legal right to a place in a Kita or another form of Kindertagespflege (child daycare). The form

of care parents choose will depend on the individual needs of their family. Take time to decide whether you would prefer a Krippe (daycare centre) or a Tagesfamilie (daycare family), and think about the amount of time you will need it for. Our checklist provides you with an initial overview.

Once you have found a suitable childcare option for your child, you should allow it some time to settle in. Going to a Kita or a Tagesfamilie will be a new and unfamiliar experience for your child. Children will respond to this situation in different ways.

**ALL CHILDREN HAVE THE
RIGHT TO SUPPORT IN
THEIR DEVELOPMENT.**



"Preparing for childcare" checklist



What do I need to do?	Information	Done?
Working out your needs Consider the following questions: • When do we want to work, and how much do we want to work/study/attend courses? How many hours, on which days? • How can we divide our time between work and childcare? • How much childcare do we need? • What is the minimum, what is the maximum? • What type of childcare do we have in mind? • Do our employers provide subsidies for childcare? • Which districts are we able to travel to for childcare?	Familienbildungsstätten (family education centres) organise informational events on this topic.	☐
Preparing for a Kita Consider the following questions: • Which Kitas are we able to travel to? • Which Kitas are a good match for our needs?	You should consider all Kitas in your neighbourhood and on your way to work. You can find the addresses of Kitas in Frankfurt at: www.kindernetfrankfurt.de	☐
You will be able to contact many Kitas by phone. Many Kitas offer open days on which you can get more information. Find out the dates on which these are held and get to know the Kita in person.	www.kindernetfrankfurt.de	☐
Pre-register your child for a place at childcare at www.kindernetfrankfurt.de .	You have two options when it comes to entering your details and listing your preferences: • Online at www.kindernetfrankfurt.de • In person at the Infobörse Kindertagesbetreuung (Child daycare information exchange) Solmsstraße 27–37 60486 Frankfurt am Main Telephone: 069 212-36564 Email: kindernetfrankfurt.amt40@stadt-frankfurt.de www.kindernetfrankfurt.de Telephone consultation hours: Monday–Thursday: 8:00 a.m.–3:30 p.m., Friday: 8:00 a.m.–2:00 p.m. and by appointment. Personal Service Hours: Monday 8:00 a.m.–12:00 p.m., Tuesday & Thursday: 8:00 a.m.–3:30 p.m.	☐
Preparing for a Tagesfamilie Contact your local Fachdienst Kindertagespflege (Professional Childcare Service) for information. They will provide you with advice and put you in touch with potential suitable Tagesfamilien.	Contact details for the Fachdienste Kindertagespflege (Professional Childcare Service) can be found here: Infobörse Kindertagesbetreuung (Child daycare information exchange) Solmsstraße 27–37 60486 Frankfurt am Main Telephone: 069 212-36564 Email: kindernetfrankfurt.amt40@stadt-frankfurt.de www.kindernetfrankfurt.de Telephone consultation hours: Monday–Thursday: 8:00 a.m.–3:30 p.m., Friday: 8:00 a.m.–2:00 p.m. and by appointment. Personal Service Hours: Monday 8:00 a.m.–12:00 p.m., Tuesday & Thursday: 8:00 a.m.–3:30 p.m.	☐



Childcare places are only available at **www.kindernetfrankfurt.de**

How long do we have to wait for a place at childcare, how much does it cost, and where can I find financial support?

Places at childcare facilities are allocated on the basis of certain criteria. For example, while the family's individual situation does play a role, the child's position on the waiting list is very important. Some families will receive a place very quickly because the child fits well into the group, while others may have to wait a little longer. The basic monthly rate for a full-day childcare place costs €198, €158 for a part-time place, and €138 for a half-day place. Those who cannot afford the costs of childcare themselves can apply for the costs to be borne by the Kinder- und Jugendhilfe / Wirtschaftsdienst team at their local Sozialrathaus (social welfare office). You can find the address for your local Sozialrathaus in the list on page 25. For more information, visit:

www.kindernetfrankfurt.de, keyword: Infoportal (information portal).



Emergencies

The Notmütterdienst (Emergency service for mothers) provides support to parents in an emergency. In Frankfurt, you can request their services on an hourly basis. Your health insurance provider can also pay for a Haushaltshilfe (home helper) to come and assist you. If you are uninsured, the Social Welfare Office will cover the costs. You will need to get a medical certificate (ärztliches Attest), e.g., from your GP, to apply for a Haushaltshilfe. Your health insurance provider can give you a list of available support services. There is also the option for the Haushaltshilfe to be someone you know, and for your health insurance provider to pay them.

Notmütterdienst Familien- und Seniorenhilfe e.V. (Emergency Service for Mothers, Families, and Senior Citizens)

Sophienstraße 28, 60487 Frankfurt am Main
Telephone: 069 951 03 30, Email: frankfurt@notmuetterdienst.de
www.notmuetterdienst.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.,
Friday, 9:00 a.m.–4:00 p.m.

Frankfurter Kinderbüro (Frankfurt Children's Office)

Schleiermacherstraße 7, 60316 Frankfurt am Main
Telephone: 069 212-39001
Email: kinderbuero@stadt-frankfurt.de
www.frankfurter-kinderbuero.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.

Childcare services for children under the age of 3 in Frankfurt am Main

Type of childcare	Child age	Opening times	Costs (childcare fees)	Group size	Ratio of carers to children	Providers	Additional information
KINDERTAGESPFLEGE (CHILD DAYCARE)	from 8 weeks	Organised on an individual basis	€75–275, depending on the duration of care (in the case of publicly-funded daycare)	1 to 5 children	max. 5 children	Individuals	In a private household with flexible care times, family setting, advice on child daycare and referral to qualified Tagesfamilien (daycare families) by the Fachdienst Kindertagespflege (Professional Childcare Service).
KINDERTAGES-EINRICHTUNGEN (FULL-DAY CHILDREN'S DAY CARE)	1 to 12 years	Monday–Friday, generally 7:30 a.m.–5:00 p.m. Half-day and part-time places available	Full-day place €198* per month** From 3 years in Frankfurt: free of charge From school age: 2/3 place: €118 per month	9 to 21 children	1 carer: 5 to 10 children	Approx. 200 different independent providers and Kitas (nurseries) in Frankfurt	- Professionally trained staff - Full care provided (food, nappy changes) - Elected parents' council
KINDERKRIPPE UND KRABELSTUBE (CRÈCHES AND DAY NURSERIES)	8 weeks to 3 years	Monday–Friday, generally 7:30 a.m.–5:00 p.m. Half-day and part-time places available	Full-day place €198 per month	9 to 11 children, max. 12 children per group	1 carer: approx. 3 children	Approx. 200 different independent providers and Kitas (nurseries) in Frankfurt	- Professionally trained staff - Elected parents' council - Full care provided (food, nappy changes)
KINDERZENTRUM (CHILDREN'S CENTRE)	1 until the end of primary school	Monday–Friday, generally 7:30 a.m.–5:00 p.m. Half-day and part-time places available	Full-day place €198* per month**	15 to 21 children	1 carer: 5 to 10 children	Kita Frankfurt	- Professionally trained staff - Catering - Elected parents' council
ALTERSGEMISCHTE EINRICHTUNG (MIXED-AGE CARE FACILITY)	1 to 7 years and 1 to 12 years	Monday–Friday, generally 7:30 a.m.–5:00 p.m. Half-day and part-time places available	From 3 years in Frankfurt: free of charge From school age: 2/3 place: €118 per month	9 to 12 children	1 carer: 5 to 9 children	Approx. 200 different independent providers and Kitas (nurseries) in Frankfurt	- Professionally trained staff - Full care provided (food, nappy changes) - Elected parents' council
KINDERLADEN (CHILDREN'S DAYCARE FACILITY)	3 to 7 years	Monday–Friday, generally 7:30 a.m.–5:00 p.m. Half-day and part-time places available	Free of charge in Frankfurt	15 to 18 children	1 carer: 5 to 6 children	Independent providers	- Professionally trained staff - Catering - Elected parents' council
ELTERN-KIND-GRUPPEN (PARENT AND CHILD GROUPS)	0 to 4 years	1.5–2 hours Once a week	Approx. €4 per session**	10 to 12 children with parents	1 to 2 group leaders	Church and non-profit associations	Support for new parents provided by qualified individuals who help to empower parents and instil them with confidence. Provides initial experience for the child of being in a group, with play and movement under parental supervision; group sessions and open meet-ups for infants from 18 months to 3 years of age.
FAMILIEN-INFO-CAFE (FAMILY INFO CAFE)	0 to 3 years	Please enquire	Free of charge	Up to 30 families depending on the available space		Independent providers on behalf of the City of Frankfurt	Depending on the concept: Trained volunteers, part-time staff, trained professionals

* Depending on parental income, funding is available through the Jugend- und Sozialamt – Wirtschaftsdienst Jugend und Familie (Youth and Social Welfare Office). Please contact your local social welfare office for more information.

** Costs for children under the age of three.

Money, Money, Money

A child can have a big impact on your financial situation. You will have new sources of income, and new expenses. Four institutions are important for you if you have financial questions: the Familienkasse (Family Benefits Office), the Sozialrathaus (Social Welfare Office), the Jobcenter (Job Centre), and Amt für Wohnungswesen (Housing Office).

Kindergeld (Child benefits)...

...amounting to €259 per month can be claimed for each child upon submitting an application to the Familienkasse. You can submit your application for Kindergeld online.

Familienkasse Hessen
(Family Benefits Office for the State of Hesse)
Emil-von-Behring-Straße 8, 60439 Frankfurt am Main
Telephone: 0800 455 5530
Email: Familienkasse-Hessen@arbeitsagentur.de
www.familienkasse.de

Elterngeld (Parental allowance)...

... is calculated based on your income. As a rule, this amounts to 65-67% of your average income before your child was born, or slightly more if you have several children. The lowest amount you can receive is €300. Parents who receive social benefits such as Bürgergeld/New Basic Income Support (Grundsicherung) will have this deducted from their benefits.

Hessisches Amt für Versorgung und Soziales
(Social Services for the State of Hesse)
Walter-Möller-Platz 1, 60439 Frankfurt am Main
Telephone: 069 15671, Email: havs-fra@havs-fra.hessen.de

Elterngeld Plus (Parental allowance plus)...

...might be a good option for you if you would like to work part-time during the first year of your baby's life. This is a scheme in which each month of normal Elterngeld is converted into two Elterngeld Plus months. You can receive up to 24 months of Elterngeld Plus payments. At most, the amount of Elterngeld Plus you can receive amounts to half of the amount you would receive for normal Elterngeld without part-time income. If both parents work 24 to 32 hours per week for four

consecutive months at the same time, each will receive an additional four months of Elterngeld Plus as a partnership bonus. Find out more at:

www.familienportal.de

**Hessisches Amt für Versorgung und Soziales
(Social Services for the State of Hesse)**

Walter-Möller-Platz 1, 60439 Frankfurt am Main
Telephone: 069 15671, Email: havs-fra@havs-fra.hessen.de

Save the planet, save money

Saving energy is good for the environment and your bank balance. For example, you can save money and energy by replacing traditional light bulbs with LEDs, by air drying laundry instead of in the dryer, by using energy-saving kitchen appliances, or by switching off electrical appliances completely (not leaving them on stand-by). You can find more energy-saving tips at:

www.klimaschutz-frankfurt.de

Exchange your “electricity guzzler” for a new appliance – free of charge with the Frankfurt Pass

Families with a Frankfurt Pass can exchange an old, electricity-intensive household appliance for a new, more energy efficient device – free of charge. For more information and to apply online, visit:

**www.frankfurt.de, Search term:
Frankfurt spart Strom.**

Stromspar-Check (Energy-saving check)

Low-income households can use the Stromspar-Check service and receive an Abwrackprämie (scrapping premium) for old refrigerators when buying a new, more energy-efficient appliance.

More information can be found at:

www.stromspar-check.de

**VERBRAUCHERZENTRALE
(CONSUMER ASSOCIATIONS)** provide consumers with impartial advice.

You can access information on legal and financial issues, e.g.: contracts, energy bills, insurance, the right pension policy for you, and health insurance by calling their Consumer Advice Centre or by visiting their website.

The Verbraucherservice für alle Beratungsstellen (central Verbraucherzentrale service for Hesse) can provide you with information about opening hours, your local Verbraucherzentrale, topics, and services.

This is where you can also make an appointment for a consultation in person.

Opening times:
Monday–Thursday, 10:00 a.m.–4:00 p.m.
Fridays, 10:00 a.m.–3:00 p.m.

Telephone: 069 972 010 900

www.verbraucherzentrale-hessen.de



Kinderzuschlag (Child allowance, KiZ)...

...is given to parents when their income does not or only just covers the needs of the family. You can use the Bundesagentur's (Federal Employment Agency's) digital service "KiZ-Lotsen" to check whether you are eligible for Kinderzuschlag. You can submit your application for Kinderzuschlag online at:

www.arbeitsagentur.de/familie-und-kinder/kiz-lotse

Parents who receive Kinderzuschlag are entitled to benefits for education and inclusion and do not have to pay any Kita (nursery) fees.

You can apply for Kinderzuschlag at the Familienkasse (Family Benefits Office). More information at:

www.kinderzuschlag.de

Unterhaltsvorschuss (Advances on maintenance payments)

In Germany, if you are a single parent and do not receive any or sufficient maintenance payments for your child from the other parent, you are entitled to advances on maintenance payments (Unterhaltsvorschuss) by law. Please speak to a member of staff at your local Sozialrathaus (social welfare office) for more information.

If you are having financial difficulties...

...your local Sozialrathaus will be able to provide you with advice on financial support (wirtschaftliche Hilfen), advances on maintenance payments (Unterhaltsvorschuss), and benefits that asylum seekers may be able to claim under the Asylbewerberleistungsgesetz (Asylum-Seekers' Benefits Acts).

You can find a list of social welfare offices at www.frankfurt.de or call the Jugend- und Sozialamt (Youth and Social Welfare Office) hotline at 069 212-44900 to find out which is your local Sozialrathaus.

You can get free advice at the Schuldnerberatungsstelle (debt consultation office). There are five Schuldnerberatungsstellen in Frankfurt.

www.frankfurt.de,
Keyword: Schuldner- und Insolvenzberatung (debt and insolvency consultation).



SOZIALRATHÄUSER (LOCAL SOCIAL WELFARE OFFICES)

For the districts of Fechenheim, Riederwald, Seckbach, and Bergen-Enkheim

Sozialrathaus Ost, Voltenseestraße 2
60388 Frankfurt am Main, Telephone: 069 212-41211
Email: srh-ost@stadt-frankfurt.de

For the districts of Alt- und Innenstadt, Bornheim, Nordend, and Ostend

Sozialrathaus Ost, Dienstort Bornheim
Eulengasse 64, 60385 Frankfurt am Main
Telephone: 069 212-30547, Email: srh-ost@stadt-frankfurt.de

For the districts of Bockenheim, Rödelheim, Hausen, Praunheim, and Westend-Süd

Sozialrathaus Bockenheim, Rödelheimer Straße 45
60487 Frankfurt am Main, Telephone: 069 212-74304
Email: srh-bockenheim@stadt-frankfurt.de

For the districts of Dornbusch, Westend-Nord, Nordend-West, Eschersheim, Eckenheim, and Preungesheim

Sozialrathaus Dornbusch, Am Grünhof 10
60320 Frankfurt am Main, Telephone: 069 212-70735
Email: srh-dornbusch@stadt-frankfurt.de

For the districts of Griesheim, Gallusviertel, Gutleutviertel, and Bahnhofsviertel

Sozialrathaus Gallus, Rebstöcker Straße 8
60326 Frankfurt am Main, Telephone: 069 212-38189
Email: srh-gallus@stadt-frankfurt.de

For the districts of Zeilsheim, Unterliederbach, Sossenheim, Nied, Höchst, and Sindlingen

Sozialrathaus Höchst, Palleskestraße 14
65929 Frankfurt am Main, Telephone: 069 212-45527
Email: srh-hoechst@stadt-frankfurt.de

For the districts of Niederursel, Heddernheim, Ginnheim, Kalbach, Riedberg, Bonames, Frankfurter Berg, Berkersheim, Harheim, Nieder-Erlenbach, Nieder-Eschbach, and Praunheim

Sozialrathaus Nord
Emil-von-Behring-Straße 14, 60439 Frankfurt am Main
Telephone: 069 212-32274, Email: srh-nord@stadt-frankfurt.de

For the districts of Sachsenhausen-Süd, Sachsenhausen-Nord, Oberrad, Niederrad, Goldstein, and Schwanheim

Sozialrathaus Sachsenhausen, Paradiesgasse 8
60594 Frankfurt am Main, Telephone: 069 212-33811
Email: srh-sachsenhausen@stadt-frankfurt.de

Free and low-cost services in Frankfurt am Main

You will find a wide range of addresses and points of contact for free and low-cost services in the "Frankfurt kann günstig" brochure, available at:
www.frankfurter-buendnis-fuer-familien.de



Questions about Bürgergeld/New Basic Income Support (Grundsicherung)...

...can be answered by the Job Centre. Those eligible for support include men and women who are fit to work, aged between 15 and 65 years of age, and who meet the centre's needs-based criteria. You may also be entitled to financial support in buying your first appliances and pieces of furniture, such as a cooker, a washing machine etc., when renting a new flat. Pregnant women and single parents can claim for additional benefits.

**Jobcenter Frankfurt
(Job Centre Frankfurt)**
www.jc-frankfurt.de

The Frankfurt Pass

Anyone living on a low income in Frankfurt can apply for the Frankfurt Pass at their local Sozialrathaus (social welfare office). The Frankfurt Pass gives families reduced admission to museums, the zoo, the Palmengarten, the theatre, and swimming pools, among other attractions. It also gives you discounted monthly and annual tickets for the RMV public transport network in Frankfurt. We recommend also applying for a Frankfurt Pass for your baby.

The Bildungs- und Teilhabepaket (inclusive education package)...

...is important for parents who receive Bürgergeld (Citizens' Basic Income), Sozialhilfe, Sozialgeld (social assistance), asylum seeker benefits, Kinderzuschlag (child allowance), Wohngeld (housing benefits), or who have a low income. The Bildungs- und Teilhabepaket provides you with a lump sum of €15 per month to attend swimming classes with your baby or take part in sports classes. The costs for lunch in daycare centres are covered in full. Your local

Jobcenter or Sozialrathaus will be happy to provide you with more information.

Send your questions or documents by e-mail to
Bildung-Teilhabe@stadt-frankfurt.de

**Team Bildung und Teilhabe
(Education and Inclusion Team)**

Telephone: 069 212-33133

Email: Bildung-Teilhabe@stadt-frankfurt.de

Further information available online at:

www.frankfurt.de and www.jc-frankfurt.de

When your home starts to feel too small...

...the Amt für Wohnungswesen (Housing Office) will arrange for social housing.

They also offer an advisory and support service to help families set up housing

projects together with other families. The Amt für Wohnungswesen is also your point of contact for finding out more information about the conditions under which parents with low incomes can apply for Wohngeld (housing benefits). The Amt für Wohnungswesen also provides free advice and support on your legal rights as a tenant.

**Amt für Wohnungswesen
(Housing Office)**

Adickesallee 67–69, 60322 Frankfurt am Main

Telephone: 069 212-34742

Email: info.amt64@stadt-frankfurt.de

Service hotline for Wohngeld (housing benefits) enquiries:
069 212-47100

www.wohnungsamt.frankfurt.de



Frankfurter Kinder- und Familienzentren (Children's and Family Centres in Frankfurt, KiFaZ)

KiFaZ offer a wide range of support services for families.

BONAMES/AM BÜGEL

Kinder- und Familienzentrum Am Bügel (Am Bügel Children's and Family Centre)

Theodor-Thomas-Straße 11/Ben-Gurion-Ring 170
60437 Frankfurt am Main
Telephone: 069 212-70366 or 069 212-45774
Fax: 069 212-70367 or 069 212-45783
Email: KiZ.Theodor-Thomas-Strasse@stadt-frankfurt.de
Email: KiZ.Ben-Gurion-Ring@stadt-frankfurt.de

ECKENHEIM

Kinder- und Familienzentrum Eckenheim (Eckenheim Children's and Family Centre)

Sigmund-Freud-Straße 119, 60435 Frankfurt am Main
Telephone: 069 212-71452, Fax: 069 212-71454
Email: KiZ.Sigmund-Freud-Strasse@stadt-frankfurt.de

FECHENHEIM

Kinder- und Familienzentrum Fechenheim (Fechenheim Children's and Family Centre)

Pfortenstraße 42–44, 60386 Frankfurt am Main
Telephone: 069 348 673 40, Fax: 069 403 589 47
Email: kifa.fechenheim@sozpaed-verein.de

GALLUS

Kinder- und Familienzentrum Monikahaus (Monikahaus Children's and Family Centre)

Kriegkstraße 32–36, 60326 Frankfurt am Main
Telephone: 069 973 823 -45, Fax: 069 973 823 55
Email: monikaffee@skf-frankfurt.de

GINNHEIM

Kinder- und Familienzentrum Morgenstern Ginnheim (Mor- genstern Ginnheim Children's and Family Centre)

Platenstraße 77, 60431 Frankfurt am Main
Telephone: 069 2982-2540, Fax: 069 560 202 69
Email: kifaz.morgenstern@caritas-frankfurt.de

GOLDSTEIN

Kinder- und Familienzentrum Goldstein (Goldstein Children's and Family Centre)

An der Schwarzbachmühle 18b, 60529 Frankfurt am Main
Telephone: 069 660 557 77-10, Fax: 069 660 557 77-19
Email: kifaz.goldstein@diakonie-frankfurt-offenbach.de

GRIESHEIM

Kinder- und Familienzentrum Griesheim (Griesheim Children's and Family Centre)

Platanenstraße 11, 65933 Frankfurt am Main
Telephone: 069 219 38 97-13, Fax: 069 219 38 97-11
Email: kifaz-griesheim-frankfurt@ib.de

HÖCHST

Kinder- und Familienzentrum Sonnenwind (Sonnenwind Children's and Family Centre)

Windthorststraße 80, 65929 Frankfurt am Main
Telephone: 069 348 723 310, Fax: 069 348 723 399
Email: sonnenwind@sozpaed-verein.de

INNENSTADT

Kinder- und Familienzentrum Innenstadt (Innenstadt Children's and Family Centre)

Bleichstraße 44, 60313 Frankfurt am Main
Telephone: 069 292 384, Fax: 069 928 869 87
Email: kifaz.innenstadt@diakonie-frankfurt-offenbach.de

NIEDERRAD

Kinder- und Familienzentrum Niederrad (Niederrad Children's and Family Centre)

Im Mainfeld 5a, 60528 Frankfurt am Main
Telephone: 069 478 700 10
Email: kifaz-niederrad@ifz-frankfurt.de

NORDWESTSTADT/NIEDERURSEL

Kinder- und Familienzentrum Northwest (Northwest Children's and Family Centre)

Thomas-Mann-Straße 6b and 6c, 60439 Frankfurt am Main
Telephone: 069 957 330 93 or 069 957 761 92
Email: kifaz-nordwest@bvz-frankfurt.de

OSTEND

Kinder- und Familienzentrum Ostend (Ostend Children's and Family Centre)

Ostendstraße 70–72, 60314 Frankfurt am Main
Telephone: 069 403 547 11, Fax: 069 403 547 12
Email: kifaz-ostend@ifz-frankfurt.de

PREUNGESHEIM

Kinder- und Familienzentrum Preungesheim (Preungesheim Children's and Family Centre)

Wegscheidestraße 58, Jaspertstraße 71–73
60435 Frankfurt am Main
Telephone: 069 540 116, Fax: 069 905 452 96
Telephone: 069 212-70259, Fax: 069 212-70260
Email: awo.kifaz-koordination@awo-frankfurt.de
Email: KiZ.Jaspertstrasse@stadt-frankfurt.de

RIEDERWALD

Kinder- und Familienzentrum Riederwald (Riederwald Children's and Family Centre)

Raiffeisenstraße 70, 60386 Frankfurt am Main
Telephone: 069 421 066, Fax: 069 949 465 45
Email: kifaz.philippus@diakonie-frankfurt-offenbach.de

SINDLINGEN

Kinder- und Familienzentrum Sindlingen (Sindlingen Children's and Family Centre)

Hermann-Küster-Straße 43, 65931 Frankfurt am Main
Telephone: 069 212-71946
Email: KiZ.Hermann-Kuester-Strasse@stadt-frankfurt.de

SOSENHEIM

Kinder- und Familienzentrum Sossenheim (Sossenheim Children's and Family Centre)

Alt-Sossenheim 9, 65936 Frankfurt am Main
Telephone: 069 380 298 6-100, Fax: 069 3700 430-29
Email: kd-frankfurt@sos-kinderdorf.de

Directory of Addresses

A

Agentur für Arbeit Frankfurt

Fischerfeldstraße 10–12, 60311 Frankfurt am Main
Telefon: 0800 455 550 0 (Arbeitnehmer, kostenfreier Anruf)
Telefon: 0800 455 552 0 (Arbeitgeber, kostenfreier Anruf)

Ambulanz Frühkindliche Regulationsstörungen Sozialpädiatrisches Zentrum

Sonnemannstraße 3, 60314 Frankfurt am Main
Telefon: 069 943 4095-39, E-Mail: spz@vae-ev.de
www.spz-frankfurt.de

Amt für Wohnungswesen

Adickesallee 67–69, 60322 Frankfurt am Main
Telefon: 069 212-34742
Servicetelefon für Wohngeld: 069 212-47100,
E-Mail: info.amt64@stadt-frankfurt.de
www.wohnungsamt.frankfurt.de

Amt für multikulturelle Angelegenheiten (Amka)

AmkA.Info – Information, Orientierung, Vermittlung
Mainzer Landstraße 293, 60326 Frankfurt am Main
Telefon: 069 212-41515, E-Mail: amka.info@stadt-frankfurt.de
www.amka.de, www.vielfalt-bewegt-frankfurt.de

Beratungsstelle Frauennotruf Frankfurt (Anlaufstelle für Mädchen und Frauen, die von sexualisierter, digitaler und körperlicher Gewalt bedroht oder betroffen sind)

Kasseler Straße 1a, 60486 Frankfurt am Main
Telefon: 069 709 494, E-Mail: info@frauennotruf-frankfurt.de
oder beratung@frauennotruf-frankfurt.de
www.frauennotruf-frankfurt.de

Arbeitskreis Jugendzahnpflege für Frankfurt und den Main-Taunus-Kreis

Mainluststraße 17, 60329 Frankfurt am Main
Telefon: 069 232 414, E-Mail: info@akj-frankfurt.de
www.akj-frankfurt.de

B

Baby-Ambulanz des Anna-Freud-Instituts Frankfurt e.V.

Myliusstraße 20, 60323 Frankfurt am Main
Telefon: 069 721 445, E-Mail: sekretariat@anna-freud-institut.de

Babylotsen in Frankfurt: www.babylotse-frankfurt.de

Beratungsstelle für Frauen

Diakonie Frankfurt und Offenbach
Alfred-Brehm-Platz 15–17, 60316 Frankfurt am Main
Telefon: 069 247 5149-6030, Fax: 069 247 5149-7251
E-Mail: bff.zefra@diakonie-frankfurt-offenbach.de
www.diakonie-frankfurt-offenbach.de

Beratungs- und Interventionsstelle Frauen helfen Frauen e.V.

Berger Straße 40–42, 60316 Frankfurt am Main
Telefon: 069 219 361 405, E-Mail: info@frauenhaus-ffm.de
www.frauen-helfen-frauen-ffm.de

Beratungs- und Interventionsstelle für Frauen

Frankfurter Verein, Beratungszentrum am Frauenhof
Schwanheimer Straße 7, 60528 Frankfurt am Main
Telefon: 069 430 547-66, Fax: 069 430 547-67
Mobil: 0172 619 89 84
E-Mail: beratung@frauenhaus-frankfurt.de
www.frauenhaus-frankfurt.de

Billabong Familienzentrum Riedberg

Graf-von-Stauffenberg-Allee 46b, 60438 Frankfurt am Main
Telefon: 069 989 577 95, E-Mail: info@billabong-family.de
www.billabong-family.de

Bundesministerium für Familie, Senioren, Frauen und Jugend (BMFSFJ)

Telefon: 030 201 791 30
E-Mail: info@bmbfsfjservice.bund.de

Bund freiberuflicher Hebammen Deutschland

Kasseler Straße 1a, 60486 Frankfurt am Main
Telefon: 069 795 349 71, E-Mail: geschaeftsstelle@bfhd.de
www.bfhd.de

D

Drogenreferat

Alte Mainzer Gasse 37, 60311 Frankfurt am Main
Telefon: 069 212-30124
E-Mail: drogenreferat@stadt-frankfurt.de
www.drogenreferat.stadt-frankfurt.de

E

Elterngeldstelle beim Amt für Versorgung und Soziales

Walter-Möller-Platz 1, 60439 Frankfurt am Main
Telefon 069 15671, E-Mail: havs-fra@havs-fra.hessen.de

Eltern- und Jugendberatung Nordweststadt

Caritasverband Frankfurt e.V.
Ernst-Kahn-Straße 49a, 60439 Frankfurt am Main
Telefon: 069 2982 2740
E-Mail: eb.nordweststadt@caritas-frankfurt.de

Evangelische Familienbildung Frankfurt und Offenbach

Darmstädter Landstraße 81, 60598 Frankfurt am Main
Telefon: 069 605 004-11
E-Mail: anmeldung.familienbildung@frankfurt-evangelisch.de
www.familienbildung-ffm-of.de

Evangelisches Familienzentrum Höchst

Leverkuser Straße 7, 65929 Frankfurt am Main
Telefon: 069 759 367 280
E-Mail: Familienzentrum.hoechst@frankfurt-evangelisch.de
www.familienbildung-ffm-of.de

Elterntelefon: 0800 111 0 550

F

FamilienGesundheitsZentrum

Neuhofstraße 32 H, 60318 Frankfurt am Main
Günthersburgallee 14 H, 60316 Frankfurt am Main
Telefon: 069 591 700, Fax: 069 593 129
E-Mail: info@fgzn.de, www.fgzn.de

Familienkasse Hessen

Emil-von-Behring-Straße 8, 60439 Frankfurt am Main
Telefon: 0800 455 5530
E-Mail: Familienkasse-Hessen@arbeitsagentur.de
www.familienkasse.de

Familienzentrum Monikahaus

Kriegkstraße 32–36, 60326 Frankfurt am Main
Telefon: 069 973 823-0, E-Mail: monikahaus@skf-frankfurt.de
www.skf-frankfurt.de

Familienzentrum im Westend

Westendstraße 21, 60325 Frankfurt am Main
Telefon: 069 768 036 470E-Mail: familienzentrum@jg-ffm.de
www.familienzentrum-westend.de

FiM – Frauenrecht ist Menschenrecht e.V.

Voltastraße 31–33, 60486 Frankfurt am Main
Telefon: 069 870 082 5-0, E-Mail: info@fim-beratungszentrum.de
www.fim-frauenrecht.de

Frankfurt Immigration Office - Ausländerbehörde

Rebstöcker Straße 4, 60326 Frankfurt am Main
Telefon: 069 212-424 85
https://frankfurt.de/auslaenderangelegenheiten

Frankfurter Kinderbüro

Schleiermacherstraße 7, 60316 Frankfurt am Main
Telefon: 069 212-39001, E-Mail: kinderbuero@stadt-frankfurt.de
www.frankfurter-kinderbuero.de
Öffnungszeiten: Mo.–Do., 9.00–17.00 Uhr

Frankfurter Kinder- und Jugendschutztelefon

0800 20 10 111 (gebührenfrei), Mo.–Fr., 8.00–23.00 Uhr
Sa., So. und Feiertage 10.00–23.00 Uhr
www.kinderschutz-frankfurt.de

Frankfurt University of Applied Sciences

Familienbüro, Nibelungenplatz 1, Gebäude 6, 2. OG
60318 Frankfurt am Main, Telefon: 069 153 328 66
www.frankfurt-university.de/familienbuero

Frankfurter Wochenbett-Notversorgung

Telefonische Sprechzeit: Mo.–Fr., 10.00–12.00 Uhr
Telefon: 0160 992 072 71
E-Mail: info@wochenbett-frankfurt.de
www.wochenbett-frankfurt.de

FrauenGesundheitsZentrum e.V.

Neuhofstraße 32 H, 60318 Frankfurt am Main
Telefon: 069 591 700, E-Mail: info@fgzn.de, www.fgzn.de

FrauenGesundheitsZentrum e.V.

Frankfurter Schreisprechstunde

Neuhofstraße 32 H, 60318 Frankfurt am Main
Erstgespräch kostenfrei
Terminabsprache unter Telefon: 0179 457 458 6

Frauen- und Schwangerschaftsberatung

Caritasverband Frankfurt e.V.

Alte Mainzer Gasse 17, 60311 Frankfurt am Main
Telefon: 069 298 228 57, Fax: 069 298 228 51
E-Mail: schwangerenberatung@caritas-frankfurt.de
www.caritas-frankfurt.de

Frauennotruf: 069 709 494

Freie Bildungsstätte „der hof“

Alt-Niederursel 51, 60439 Frankfurt am Main
Telefon: 069 957 756 39, E-Mail: hof-verein@der-hof.de
www.der-hof.de

Frühförderstellen und die sozialpädiatrischen Zentren finden Sie unter www.asffh.de

G

Gesundheitsamt

Breite Gasse 28, 60313 Frankfurt am Main
Telefon: 069 212-33970
E-Mail: gesundheitsamt@stadt-frankfurt.de
www.gesundheitsamt.stadt-frankfurt.de

Giftnotruf: 06131 19240

Goethe-Universität

www.uni-frankfurt.de/39392181/familie

H

Handwerkskammer Frankfurt-Rhein-Main

Bockenheimer Landstraße 21, 60325 Frankfurt am Main
Telefon: 069 971 72-818, E-Mail: service@hwk-rhein-main.de
www.hwk-rhein-main.de

Hessisches Amt für Versorgung und Soziales

Walter-Möller-Platz 1, 60439 Frankfurt am Main
Telefon: 069 15671, E-Mail: havs-fra@havs-fra.hessen.de

I

IHK Frankfurt am Main

Börsenplatz 4, 60313 Frankfurt am Main
Telefon: 069 2197-1280
E-Mail: info@frankfurt-main.ihk.de, www.frankfurt-main.ihk.de

Infobörse Kindertagesbetreuung

Solmsstraße 27–37, 60486 Frankfurt am Main
Telefon: 069 212-36564
E-Mail: kindernetfrankfurt.amt40@stadt-frankfurt.de
www.frankfurt.de/kinderbetreuung

Informationszentrum für Männerfragen e.V.

Walter-Kolb-Straße 5–7, 60594 Frankfurt/Main
Telefon: 069 495 04 46
E-Mail: infozentrum@maennerfragen.de
www.maennerfragen.de

Internationales Familienzentrum gGmbH (IFZ)

Interkulturelle Familienbildung
Ostendstraße 70, 60314 Frankfurt am Main
Telefon: 069 264 862-0
E-Mail: info@ifz-frankfurt.de
www.ifz-frankfurt.de

J

Jobcenter Frankfurt am Main

Darmstädter Landstraße 125, 60598 Frankfurt am Main
Telefon: 069 597 69-250
E-Mail: Jobcenter-Frankfurt-am-Main.BCA@jobcenter-ge.de
www.jc-frankfurt.de

Jugendjobcenter

Gerbermühlstraße 3–5, 60594 Frankfurt am Main
Kontakt über: jobcenter.digital
www.jugendjobcenter-frankfurt.de

K

Katholische Familienbildung Frankfurt

Tituscorso 2b, 60439 Frankfurt am Main
Telefon: 069 133 077 900
E-Mail: fbs-frankfurt@bistumlimburg.de
www.fbs-frankfurt.de

Kinderärztlicher Notdienst am Sana Klinikum Offenbach

Starkenburgring 66, 63069 Offenbach
Telefon: 116 117, www.bereitschaftsdienst-hessen.de
Mi. und Fr., 16.00–18.00 Uhr
Sa., So. und Feiertage 10.00–18.00 Uhr

Kindergeld und Kinderzuschlag

Familienkasse Hessen
Emil-von-Behring-Straße 8, 60439 Frankfurt am Main
Telefon: 0800 455 5530, www.familienkasse.de
E-Mail: Familienkasse-Hessen@arbeitsagentur.de

Kinder- und Jugendärztlicher Bereitschaftsdienst am varisano Klinikum Frankfurt Höchst

Gotenstraße 6–8, 65929 Frankfurt am Main
Telefon: 116 117
Mi. und Fr., 16.00–18.00 Uhr
Sa., So., Feiertage und Brückentage 10.00–18.00 Uhr

Kinder- und Familienzentrum Am Bügel

Theodor-Thomas-Straße 11/Ben-Gurion-Ring 170
60437 Frankfurt am Main
Telefon: 069 212-70366 oder 069 212-45774
Fax: 069 212-70367 oder 069 212-45783
E-Mail: KiZ.Theodor-Thomas-Strasse@stadt-frankfurt.de
E-Mail: KiZ.Ben-Gurion-Ring@stadt-frankfurt.de

Kinder- und Familienzentrum Eckenheim

Sigmund-Freud-Straße 119, 60435 Frankfurt am Main
Telefon: 069 212-71452, Fax: 069 212-71454
E-Mail: KiZ.Sigmund-Freud-Strasse@stadt-frankfurt.de

Kinder- und Familienzentrum Fechenheim

Portenstraße 42–44, 60386 Frankfurt am Main
Telefon: 069 348 673 40, Fax: 069 403 589 47
E-Mail: kifa.fechenheim@sozpaed-verein.de

Kinder- und Familienzentrum Goldstein

An der Schwarzbachmühle 18b, 60529 Frankfurt am Main
Telefon: 069 660 557 77-10, Fax: 069 660 557 77-19
E-Mail: kifaz.goldstein@diakonie-frankfurt-offenbach.de

Kinder- und Familienzentrum Griesheim

Platanenstraße 11, 65933 Frankfurt am Main
Telefon: 069 219 38 97-13, Fax: 069 219 38 97-11
E-Mail: kifaz-griesheim-frankfurt@ib.de
www.ib-kitas.de/angebote/standort/210624

Kinder- und Familienzentrum Innenstadt

Bleichstraße 44, 60313 Frankfurt am Main
Telefon: 069 292 384, Fax: 069 928 869 87
E-Mail: kifaz.innenstadt@diakonie-frankfurt-offenbach.de

Kinder- und Familienzentrum Monikahaus

Kriegkstrasse 32–36, 60326 Frankfurt am Main
Telefon: 069 973 823-45, Fax: 069 973 82 355
E-Mail: monikaffee@skf-frankfurt.de

Kinder- und Familienzentrum Morgenstern Ginnheim

Platenstraße 77, 60431 Frankfurt am Main
Telefon: 069 2982-2540, Fax: 069 560 202 69
E-Mail: kifaz.morgenstern@caritas-frankfurt.de
www.caritas-frankfurt.de

Kinder- und Familienzentrum Niederrad

Im Mainfeld 5a, 60528 Frankfurt am Main
Telefon: 069 478 700 10
E-Mail: kifaz-niederrad@ifz-frankfurt.de

Kinder- und Familienzentrum Nordwest

Thomas-Mann-Straße 6b und 6c, 60439 Frankfurt am Main
Telefon: 069 957 330 93 oder 069 957 761 92
E-Mail: kifaz-nordwest@bvz-frankfurt.de

Kinder- und Familienzentrum Ostend

Ostendstraße 70–72, 60314 Frankfurt am Main
Telefon: 069 403 547 11, Fax: 069 403 547 12
E-Mail: kifaz-ostend@ifz-frankfurt.de

Kinder- und Familienzentrum Preungesheim

Wegscheidestraße 58, Jaspertstraße 71–73
60435 Frankfurt am Main
Telefon: 069 540 116, Fax: 069 905 452 96
Telefon: 069 212-70259, Fax: 069 212-70260
E-Mail: awo.kifaz-koordination@awo-frankfurt.de
E-Mail: KiZ.Jaspertstrasse@stadt-frankfurt.de

Kinder- und Familienzentrum Riederwald

Raiffeisenstraße 70, 60386 Frankfurt am Main
Telefon: 069 421 066, Fax: 069 949 465 45
E-Mail: kifaz.philippus@diakonie-frankfurt-offenbach.de
www.kifaz-riederwald.de

Kinder- und Familienzentrum Sindlingen

Hermann-Küster-Straße 43, 65931 Frankfurt am Main
Telefon: 069 212-71946
E-Mail: KiZ.Hermann-Kuester-Strasse@stadt-frankfurt.de

Kinder- und Familienzentrum Sonnenwind

Windthorststraße 80, 65929 Frankfurt am Main
Telefon: 069 348 723 310, Fax: 069 348 723 399
E-Mail: sonnenwind@sozpaed-verein.de

Kinder- und Familienzentrum Sossenheim

Alt-Sossenheim 9, 65936 Frankfurt am Main
Telefon: 069 380 298 6-100, Fax: 069 3700 430-29
E-Mail: kd-frankfurt@sos-kinderdorf.de

Der Kinderschutzbund -**Bezirksverband Frankfurt am Main e.V.**

Comeniusstraße 37, 1. Stock, 60389 Frankfurt am Main
Telefon: 069 970 901 10
E-Mail: dksb@kinderschutzbund-frankfurt.de
www.kinderschutzbund-frankfurt.de

Kinder im Zentrum-Gallus e.V.

Mehrgenerationenhaus Frankfurt
Idsteiner Straße 91, 60326 Frankfurt am Main
Telefon: 069 758 466 66, Fax: 069 750 029 54
E-Mail: info@kiz-gallus.org, www.kiz-gallus.de

Kleider am Alleehaus, Königsteiner Straße 130
65929 Frankfurt am Main, Telefon: 069 2982-2121
E-Mail: kleider.alleehaus@caritas-frankfurt.de

Kleiderladen Griesheim

Alte Falterstraße 16, 65933 Frankfurt am Main
Telefon: 069 353 506 16

**MUKIVA Kinder- und Familienzentrum e.V.**

Rendeler Straße 48, 60385 Frankfurt am Main
Telefon: 069 447 460, E-Mail: info@mukiva.de
www.mukiva.de

**Muki – Treff für Schwangere und Mütter
zwischen 14 und 24 Jahren**

Di., 15.00–17.00 Uhr, im Kinder- und Familienzentrum
Riederwald, Schöfflestraße 27, 60386 Frankfurt am Main
Telefon: 0176 567 065 37

**Nachbarschaftszentrum Ginnheim e.V.**

Ginnheimer Hohl 14, HH, 60431 Frankfurt am Main
Telefon: 069 530 566 79, E-Mail: info@nbz-ginnheim.de
www.nbz-ginnheim.de

Notmütterdienst Familien- und Seniorenhilfe e.V.

Sophienstraße 28, 60487 Frankfurt am Main
Telefon: 069 951 03 30
E-Mail: frankfurt@notmuetterdienst.de
www.notmuetterdienst.de

Nummer gegen Kummer: 116 111**Ordnungsamt**

Kleyerstraße 86, 60326 Frankfurt am Main
Telefon: 069 115 oder 069 212-01
E-Mail: ordnungsamt@stadt-frankfurt.de

**pro familia**

Palmengartenstraße 14, 60325 Frankfurt am Main
Telefon: 069 907 447 44, Fax: 069 907 447 30
E-Mail: frankfurt-main@profamilia.de, www.profamilia.de

S

Samt und Sonders XXL

Röntgenstraße 10, 60388 Frankfurt am Main
E-Mail: back.office@diakonie-frankfurt-offenbach.de
Telefon: 069 247 5149-6550

Schreiambulanz des SPZ

Sonnemannstraße 3, 60314 Frankfurt am Main
Telefon: 069 943 409 539, E-Mail: spz@vae-ev.de
www.spz-frankfurt.de

Frauen- und Schwangerschaftsberatung Caritasverband Frankfurt e.V.

Alte Mainzer Gasse 17, 60311 Frankfurt am Main
Telefon: 069 2982-2857, Fax: 069 2982-2851
E-Mail: schwangerenberatung@caritas-frankfurt.de

Selbsthilfe-Kontaktstelle

Sonnemannstraße 3, 60314 Frankfurt am Main
Telefon: 069 559 444
E-Mail: service@selbsthilfe-frankfurt.net
www.selbsthilfe-frankfurt.net

Selbsthilfe und Nachbarschaftszentrum Ostend e.V.

Waldschmidtstraße 39, 60316 Frankfurt am Main
Telefon: 069 439 645
E-Mail: info@nbz-ostend.de, www.nbz-ostend.de

Sozialdienst katholischer Frauen e.V.

Kriegkstraße 32–36, 60326 Frankfurt am Main
Telefon: 069 973 823-46
E-Mail: schwangerschaftsberatung@skf-frankfurt.de
www.skf-frankfurt.de

SOZIALRATHÄUSER

Für Fechenheim, Riederwald, Seckbach und Bergen-Enkheim

Sozialrathaus Ost, Voltenseestraße 2, 60388 Frankfurt am Main
Telefon: 069 212-41211, E-Mail: srh-ost@stadt-frankfurt.de

Für Alt- und Innenstadt, Bornheim, Nordend, Ostend

Sozialrathaus Ost, Dienstort Bornheim
Eulengasse 64, 60385 Frankfurt am Main
Telefon: 069 212-30547, E-Mail: srh-ost@stadt-frankfurt.de

Für Bockenheim, Rödelheim, Hausen, Praunheim und Westend-Süd

Sozialrathaus Bockenheim, Rödelheimer Straße 45
60487 Frankfurt am Main, Telefon: 069 212-74304
E-Mail: srh-bockenheim@stadt-frankfurt.de

Für Dornbusch, Westend-Nord, Nordend-West, Escher- sheim, Eckenheim und Preungesheim

Sozialrathaus Dornbusch, Am Grünhof 10
60320 Frankfurt am Main, Telefon: 069 212-70735
E-Mail: srh-dornbusch@stadt-frankfurt.de

Für Griesheim, Gallusviertel, Gutleutviertel und Bahnhofsviertel

Sozialrathaus Gallus, Rebstocker Straße 8
60326 Frankfurt am Main, Telefon: 069 212-38189
E-Mail: srh-gallus@stadt-frankfurt.de

Für Zeilsheim, Unterliederbach, Sossenheim, Nied, Höchst und Sindlingen

Sozialrathaus Höchst, Palleskestraße 14
65929 Frankfurt am Main, Telefon: 069 212-45527
E-Mail: srh-hoechst@stadt-frankfurt.de

Für Niederursel, Heddernheim, Ginnheim, Kalbach, Riedberg, Bonames, Frankfurter Berg, Berkersheim, Harheim, Nieder-Erlenbach, Nieder-Eschbach und Praunheim

Sozialrathaus Nord, Emil-von-Behring-Straße 14
60439 Frankfurt am Main, Telefon: 069 212-32274
E-Mail: srh-nord@stadt-frankfurt.de

Für Sachsenhausen-Süd, Sachsenhausen-Nord, Oberrad, Niederrad, Goldstein und Schwanheim

Sozialrathaus Sachsenhausen, Paradiesgasse 8
60594 Frankfurt am Main, Telefon: 069 212-33811
E-Mail: srh-sachsenhausen@stadt-frankfurt.de

Studentenwerk Frankfurt

Telefon: 069 798-349 06, E-Mail: beratung@swffm.de

T

Team Bildung und Teilhabe

Telefon: 069 212-33133
E-Mail: Bildung-Teilhabe@stadt-frankfurt.de,
Anträge und Informationen im Internet unter
www.frankfurt.de und www.jc-frankfurt.de

V

VbFF – Verein zur beruflichen Förderung von Frauen e.V.

Walter-Kolb-Straße 1–7, 60594 Frankfurt am Main
Telefon: 069 795 09 90, E-Mail: info@vbff-ffm.de
www.vbff-ffm.de und www.teilzeitausbildung.de

Verband alleinerziehender Mütter und Väter e.V.

Adalbertstraße 15–17, 60486 Frankfurt am Main
Telefon: 069 979 818 84, E-Mail: info@vamv-frankfurt.de
www.vamv-frankfurt.de

Verband binationaler Familien und Partnerschaften (iaf) e.V.

Ludolfusstraße 2–4, 60487 Frankfurt am Main
Telefon: 069 713 756-0, E-Mail: info@verband-binationaler.de
www.verband-binationaler.de

VHS Frankfurt

Sonnemannstraße 13, 60314 Frankfurt am Main
Telefon: 069 212-71501, E-Mail: vhs@frankfurt.de
vhs.frankfurt.de

W

Walter-Kolb-Stiftung e.V.

Braubachstraße 30–32, 60311 Frankfurt am Main
Telefon: 069 212-40900
E-Mail: info@walter-kolb-stiftung.de
www.walter-kolb.de

Wochenbett-Notversorgung

Telefonische Sprechzeit Mo.–Fr., 10.00–12.00 Uhr
0160 992 072 71, E-Mail: info@wochenbett-frankfurt.de
www.wochenbett-frankfurt.de

World Shop Frankfurt

Mainzer Landstraße 349, 60326 Frankfurt am Main
Telefon: 069 951 097 240, E-Mail: worldshop@gffb.de

Z

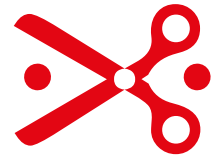
Zentrum Familie – Haus der Volksarbeit e.V.

Eschenheimer Anlage 21, 60318 Frankfurt am Main
Telefon: 069 1501-138, E-Mail: zentrum.familie@hdv-ffm.de
www.zentrum-familie.de

Danger, Danger

We have put together a list of important emergency numbers below. This is a list of phone numbers for professional services that can support you in a number of situations, e.g., if your 10-month-old baby

has swallowed washing-up liquid or aspirin, if your partner has become violent, if you have an unwanted pregnancy, or if your baby's crying is pushing you to breaking point.



Police: 110

Fire brigade: 112



Emergency poison hotline: 06131 19240

Emergency doctor: 112

Paediatric emergency service: 116 117
www.bereitschaftsdienst-hessen.de

Social Paediatric Centre "Crying Clinic":
069 943 409 539

Frankfurt Child and Youth Protection

Hotline: 0800 20 10 111

Parents' hotline:
0800 111 0 550



**There are voluntary
Kinderbeauftragte
(children's commissioners)
in every district in Frankfurt**

The 50 Kinderbeauftragte (children's commissioners) seek to establish a direct dialogue with children and parents. They work together with various child service providers in the district to find out which services can be improved, listen to various concerns, and discover what children want and need to feel safe in their own district.

They provide information about the work they do at children's festivals, children's consultations, and other district events. Most importantly of all, they listen.

The Kinderbeauftragte cannot, however, deal with everything on their own. That is why they sit on, and have the right to speak at sessions of, the Local Advisory Committee, which then forwards corresponding motions to the Frankfurt City Magistrate. The Kinderbeauftragte receive a great deal of support from the Kinderbüro to ensure that the suggestions for improvement given by the district are implemented quickly and well.



Kinderbeauftragte der Stadt Frankfurt

Kinderbeauftragte may:

- **work alongside district working groups**
- **attend children's consultations**
- **conduct on-site meetings about safe routes to school**
- **attend informational events and children's festivals**
- **inspect sites and playgrounds with children**
- **pass motions as part of the Local Advisory Committee**
- **negotiate with public offices**
- **take part in training sessions and networking events at the Kinderbüro**

You can find your local Kinderbeauftragte here:

www.kinderbeauftragte-frankfurt.de





**FRANKFURTER KINDERBÜRO
(FRANKFURT CHILDREN'S OFFICE)**

Schleiermacherstraße 7, 60316 Frankfurt am Main

Telephone: 069 212-39001

Fax: 069 430 247

Email: kinderbuero@stadt-frankfurt.de

www.frankfurter-kinderbuero.de

Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.



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Any questions

Family information centres will tell you about which authorities can help you with which topic, from “A” for “adoption” to “W” for “Wohngeld”. You can contact family information centres throughout Hesse at local rates by calling 0180 235 83 76.

**If you have any further questions,
please contact the Frankfurter Kinderbüro
(Frankfurt Children's Office):**

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Schleiermacherstraße 7, 60316 Frankfurt am Main
Telephone: 069 212-39001
Email: kinderbuero@stadt-frankfurt.de
www.frankfurter-kinderbuero.de
Opening times: Monday–Thursday, 9:00 a.m.–5:00 p.m.
U4: Höhenstraße station

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