Dear residents of the state capital city of Munich

Here at the social services department, we are committed to supporting you if you find yourself in a situation of social distress – for example, if you need social worker support for your family, if you need financial help when looking for a new job or help applying for benefits relating to education, participation or to stabilise your personal circumstances.

The Sozialbürgerhaus (SBH, Social Community Centre) is your first point of contact. Staff at the Department of Social Services and the Munich Jobcentre can assist you further.

All residents of Munich can receive help, irrespective of their gender, cultural or social origin, age, religion, ideology, disability, sexual orientation, or gender identity.

Which Sozialbürgerhaus you need to contact depends on your residential address.

You can find out who deals with your request at the information desk either by telephone or in person during the relevant opening times. For other personal consultations, please arrange an appointment with this member of staff by telephone.

During the initial conversation, you will be advised on what help you could and should make use of. You will find out what we need you to do.

If you need multiple types of assistance, the members of staff involved will, with your consent, discuss this as a team and coordinate the social services and benefits with each other.

The work of Sozialbürgerhäuser is subject to data protection regulations and particularly strict professional confidentiality.

Do not hesitate to contact your Sozialbürgerhaus to arrange an appointment if you need help. We are here for you!

Dorothee Schiwy
Head of the Department of Social Services

We are here for you!

The Sozialbürgerhaus provides information, guidance and support in the following areas:

Family
> Caring for and educating children and teenagers
> Family or relationship conflicts
> Financial aid in the context of youth welfare
> Benefits from the Bildungs- und Teilhabepaket (Education and Participation Package) for children and teenagers
> Unterhaltsvorschuss (maintenance payments) at the Sozialbürgerhäuser in Ramersdorf-Perlach, Schwabing-Freimann and Sendling-Westpark
> Questions about separation/divorce and custody arrangements
> Children’s daycare with families at the Sozialbürgerhäuser of the districts Mitte, Orléansplatz, Pasing and Neuhausen-Moosach

Seniority, illness and disability
> Assistance for the elderly, household help for people with disabilities and reduced earning capacity
> Subsistence aid, care needs and health problems
> Legal representation for adults

Employment
> Job and apprenticeship placement
> Employment-oriented case management
> Arbeitslosengeld II (Unemployment Benefit II)

Housing
> Housing problems
> Threat of homelessness
> Unpaid/owed rent

Economic assistance and excess debt
We are your point of contact, and we will initiate protective measures for children, young people and adults in cases of
> Violence
> Danger
> Neglect

www.muenchen.de/sbh

Munich’s Sozialbürgerhäuser

Als München für ein soziales Miteinander

Wir sind München für ein soziales Miteinander

Munich’s Sozialbürgerhäuser

> Family
> Seniority
> Employment
> Housing

The SBH provides general information (Infothek) and services by appointment on the following days:

Monday – Wednesday 8:00 AM – 4:00 PM
Thursday 8:00 AM – 5:00 PM
Friday 8:00 AM – 1:00 PM

Cashier’s desk hours:
Monday and Wednesday 9:00 AM – 12:00 PM
1:30 PM – 5:00 PM
Thursday 10:00 AM – 12:00 PM
1:30 PM – 4:00 PM
Friday 8:30 AM – 11:30 AM

Opening hours of the Job Centre
(Eingangszone – reception area):
Monday 8:00 AM – 12:00 PM
Tuesday 8:00 AM – 12:00 PM
Wednesday 8:00 AM – 12:00 PM
Thursday 2:00 PM – 5:00 PM
Friday 8:00 AM – 12:00 PM

Experience has shown that the waiting periods are usually shorter from 8:00 AM to 10:00 AM.

At other times outside of these opening hours or in an emergency, please contact the following places:
muenchen.de/notdienste

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