

# Der Kleine Stadtteilkompass Wersten

(Compact Guide to the District of Wersten)

Overview of  
advice and support services  
in the District of Düsseldorf-Wersten



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## **Download**

“Der Kleine Stadtteilkompass” (compact version) can be downloaded in various languages as a PDF file (approx. 1 MB):

<http://www.herz-und-hand-wersten.de/stadtteilkompass.htm>

Düsseldorf-Wersten, December 2015

**Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

## Foreword

Dear citizens of Wersten,

This compact issue of our local guide “Der Kleine Stadteilkompass” is designed to provide you with useful information about a range of advice and support services that are available in Wersten. This local guide offers you guidance to help you find your feet in the district, to make the most of the many opportunities here and to feel at home in the pleasant and welcoming district of Wersten. The “Kleine Stadteilkompass” is published in German, Arabic, English, French, Spanish and Turkish.

This information guide is a partial translation of the second edition of the “Stadteilkompass” which was published in spring 2015 and provides an extensive overview of the existing social, religious, sporting and culture opportunities in the district of Wersten and shows you how to make direct contact with the organisations involved. The current version of the “Stadteilkompass” is also available for download on [www.herz-und-hand-wersten.de](http://www.herz-und-hand-wersten.de). We do our best to insure that the information on all the activities, events and services in Wersten is kept up to date and complete.

The Internet version also contains an overview of all the medical practices in Wersten which we cannot include in this compact version because it is far too large.

**We would like to thank** the city of Düsseldorf and all those who have helped us to create and publish the Stadteilkompass.

We hope that the “Kleine Stadteilkompass” will help you, the citizens of Wersten, and your family to find useful help in your everyday life and also to strengthen the feeling of social integration and neighbourly cooperation in the district.

**Mit Herz und Hand für Wersten – Don Bosco – Stiftung**

Chairman: Klaus Lorenz; Vice-chairman: Frank Heidkamp

**Caritasverband Düsseldorf e. V.**

Board members: Ronald Vogel, Thomas Salmen

**Stadteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

## Instructions for use

The offerings in the “Kleine Stadtteilkompass” are all sorted under useful headings. This makes it easier to find what you need quickly. We have gone to great lengths to ensure that all the information is correct and as complete as possible. If this is not always the case, please bear with us. And if you find any error or any information that is incomplete, just let us know! You can contact us with your corrections or suggestions in the following ways:

- By e-mail: [info@herz-und-hand-wersten.de](mailto:info@herz-und-hand-wersten.de)
- By telephone: 0211 4953277 and fax: 0211 4953279
- Or by post: Liebfrauenstraße 30, 40951 Düsseldorf.

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# 1. General

## **Bürgerbüro Wersten (*Wersten Citizens Office*)**

### **Amt für Einwohnerwesen der Stadt Düsseldorf (*Residents' Registration Office for the City of Düsseldorf*)**

Address: Burscheider Straße 29, 40591 Düsseldorf

Telephone: 0211 8991

E-mail: einwohnermeldeamt@duesseldorf.de

Website: [www.duesseldorf.de/dienstleistungszentrum](http://www.duesseldorf.de/dienstleistungszentrum)

Opening times: Mon & Tue: 7.30 am to 4 pm; Wed: 7.30 am to 1 pm  
Thu: 7.30 am to 6 pm; Fri: 7.30 am to 1 pm

Services:

- **Official attestations**
- **ID matters**
- **Registration issues**
- **Registration certificates**

## **Finanzamt Düsseldorf-Süd (*Tax office: Düsseldorf-South*)**

Address: Kruppstr. 110-112, 40227 Düsseldorf

Telephone: 0211 7798-0

E-mail: [Service@FA-5106.fin-nrw.de](mailto:Service@FA-5106.fin-nrw.de)

Website: <http://www.finanzamt-duesseldorf-sued.de/>

Opening times: Mon–Fri 8.30 am to 12 noon  
Tue also 1.30 to 3.00 pm  
and by appointment

Services:

- **Changing tax class**
- **Issue of tax identification number for the purpose of employment**

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**Schulamt und Schulverwaltungsamt der Stadt Düsseldorf (*Education Authority and School Administration Office of the City of Düsseldorf*)**

Telephone: 0211 89-91  
E-mail: schulverwaltungsamt@duesseldorf.de  
Services: **The Schulamt and the Schulverwaltungsamt are the points of contact for all those involved in school life.**

**Jugendamt der Stadt Düsseldorf (*Youth Welfare Office of the City of Düsseldorf*)**

Address: Willi-Becker-Allee 7  
Telephone: 0211 8995179  
E-mail: jugendamt@duesseldorf.de  
Website: <http://www.duesseldorf.de/jugendamt/wir>  
Opening times: Mon–Thu 8.30 am to 3.30 pm  
Fri 8.30 am to 1.30 pm  
Services: **The Jugendamt website will provide you with an initial overview about the help, services and facilities offered by the office.**

**i-Punkt Familie, Kinderbetreuungsbörse (*Family info-point, child care exchange*)**

**Applications for child care:**

Address: Heinz-Schmöle-Straße 8-10, 40227 Düsseldorf  
Telephone: 0211 8998870  
E-mail: i-punkt-familie@duesseldorf.de  
Website: <http://www.duesseldorf.de/jugendamt/ipunkt>  
Opening times: Mon and Tue 9.00 am to 4.30 pm,  
Wed 9.00 am to 12.00 noon,  
Thu 1.00 pm to 6.00 pm,  
Fri 9.00 am to 1.00 pm  
Services: **The i-Punkt team will help you to find a daycare place in Düsseldorf.**

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## 2. Foreign citizens

**Integrationsagentur Wersten (*Integration Agency Wersten*)**

**Caritasverband Düsseldorf (*Caritas Association Düsseldorf*)**

Address: Kölner Landstraße 70

Telephone: 0211 72139628

Fax: 0211 4576344

E-mail: Manuela.Chajkovska@caritas-duesseldorf.de

Website: www.caritas-duesseldorf.de

Contact: Manuela Chajkovska

Services:

- **Community orientation work**
- **Support and courses for migrants in the district**
- **Application training for female migrants**
- **International women's group**
- **Homework help for children**
- **Bilingual learning and support group (Polish-German)**

### 2.1 Language courses

**Integrationsagentur Wersten (*Integration Agency Wersten*)**

**Caritasverband Düsseldorf (*Caritas Association Düsseldorf*)**

Address: Kölner Landstraße 70

Telephone: 0211 72139628

Fax: 0211 4576344

E-mail: Manuela.Chajkovska@caritas-duesseldorf.de

Website: www.caritas-duesseldorf.de

Contact: Manuela Chajkovska

Service:

- **Language courses for women**

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### **Familienbildungswerk (*Family Education Centre*)**

#### **DRK – Kreisverband Düsseldorf e. V.**

Address: Kölner Landstraße 115  
Telephone: 0211 22992166  
E-mail: familienbildungswerk@DRK-duesseldorf.de  
Contact: Katharina Reitz  
Consultation hours: Mon–Thu: 9.30 am to 12 noon  
Services: 

- **Language courses**

### **MTO Shahmagsoudi®**

#### **Schule des Islamischen Sufismus (*School of Islamic Sufism*)**

Address: Harffstraße 29  
Fax: 0211 7302665  
E-mail: info@duesseldorf.mto.org  
Contact: Dr. Maryam Balke, Marion Pourfarid  
Consultation hours: By arrangement  
Services: 

- **Language and tutoring courses**
- **Emergency counselling for Muslims**
- **Discussion groups and lectures**
- **Interreligious and intercultural dialogue**
- **Discussion groups**

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### 3. Advice for families and single parents

#### **Bezirkssozialdienst – BSD im Stadtbezirk 9 (*District Social Services in District 9*)**

#### **Jugendamt Düsseldorf (*Youth Welfare Office Düsseldorf*)**

Address: Burscheider Straße 27  
Telephone: 0211 8994455  
Fax: 0211 8929371  
E-mail: [bsd209@duesseldorf.de](mailto:bsd209@duesseldorf.de)  
Website: [www.duesseldorf.de/jugendamt](http://www.duesseldorf.de/jugendamt)  
Contact: Erik Frommert  
Consultation hours: Mon–Fri: 10 am to 12 noon and 2 pm to 4 pm  
Services: **Initial consultation**

#### **Advice services:**

- **Difficulties with the upbringing and care of children**
- **Problems at school or in the family**
- **Problems caused by separation or divorce**
- **Violence in the family**

#### **AWO Aktiv Treff Wersten**

#### **AWO Familienglobus gGmbH**

Address: Immigrather Straße 3  
Telephone: 0211 60025435  
E mail/website: [ronja.pillmann@awo-duesseldorf.de](mailto:ronja.pillmann@awo-duesseldorf.de)  
Contact: Ronja Pillmann  
Services:

- **Projekt Kekiz**
- **Individual assistance for questions on the topic of education**
- **Organisation of tutoring services**
- **Support for the transition from kindergarten to primary school**

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## **Caritas education and family counselling**

Address: Kölner Landstraße 264

Telephone: 0211 9764050

Fax: 0211 97640520

E-mail: Erziehungsberatung.Wersten@caritas-duesseldorf.de

Contact: Gerhard Vogel (Head), Martina Blenkers  
Christina Dick, Tanja Golm, Jens Duisberg

Opening times: Mon to Thu: 8.30 am to 5.30 pm  
(with a break from 1.00 to 2.00 pm)  
Fri: 8.30 am to 2.00 pm by appointment

Services:

- **Mediation of family conflicts**
- **Advice on separation/divorce**
- **Support for school and social problems**

## **4. Health assistance**

### **4.1 Help for the sick and disabled**

**Außer-Haus-Service für mobilitätseingeschränkte Bürgerinnen und Bürger (*Home services for disabled citizens*)**

**Einwohnermeldeamt Düsseldorf (*Residents' Registration Office Düsseldorf*)**

Telephone: 0211 8997654

E-mail: einwohnermeldeamt@duesseldorf.de

Website: [www.duesseldorf.de/dienstleistungszentrum](http://www.duesseldorf.de/dienstleistungszentrum)

Consultation hours: Mon, Tue: 7.30 am to 4.00 pm, Wed: 7.30 am to 1.00 pm  
Thu: 7.30 am to 6.00 pm and Fri: 7.30 am to 1.00 p

Services:

- **Acceptance and processing of applications for the issuance of identity cards**

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- **Registration, deregistration and change of registration address**
- **Issuance of life certificates for pension purposes**
- **Extension of disabled person's pass**

## **4.2 People with disabilities**

### **Integrative Kindertagesstätte (*Integrative daycare*)**

#### **Lebenshilfe Düsseldorf e. V.**

Address:	Lise-Meitner-Straße 4
Telephone:	0211 75661990
Fax:	0211 756619937
E-mail:	niekamp@lebenshilfe-duesseldorf.de
Website:	www.lebenshilfe-duesseldorf.de
Contact:	Ms. Niekamp-Käsgen
Services:	<ul style="list-style-type: none"> <li>• <b>Integrative day care for children with delayed development, mentally disabled children, children with multiple disabilities and healthy children</b></li> <li>• <b>Educational supervision and therapeutic care</b></li> <li>• <b>Education and support of children from 4 months up to school age</b></li> <li>• <b>Counselling and support for families</b></li> </ul>

### **KoKoBe / Counselling centre for people with intellectual disabilities**

#### **Paritätisches Netzwerk / main sponsor: Lebenshilfe e. V.**

Address:	Ernst-Abbe-Weg 50
Telephone:	0211 5839707
Fax:	0211 5839888
E-mail:	freibert-ihns@kokobe-duesseldorf.de
Website:	www.kokobe-duesseldorf.de

#### **Stadtteilkompass Wersten**

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Contact: Arnd Freibert-Ihns

Services: **Advice on:**

- **Personal prospects for the future**
- **Individual help planning**
- **Questions about housing**
- **Questions on housekeeping issues**
- **Problems of everyday life – for example, dealing with local authorities, employment opportunities or other measures involving daily routines**

### **Werkstatt für angepasste Arbeit GmbH (*Workshop for the differently abled*)**

Address: In den Großen Banden 60

Telephone: 0211 8825844017

E-mail: info@wfaa.de

Website: www.wfaa.de

Contact: Andrea Schmidt

Services: 

- **Jobs for people with disabilities**

## **4.3 People suffering from mental illness**

### **Assisted living for adults with mental illness**

#### **DRK – Kreisverband Düsseldorf e. V.**

Address: Kölner Landstraße 115

Telephone: 0211 95746777

E-mail: claudia.schmiedberg@DRK-duesseldorf.de

Contact: Claudia Schmiedberg

Services: 

- **Support and assistance for the emotionally and mentally handicapped with the goal of independent living**

#### **Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

**DRK Betreuungsverein (*German Red Cross – support association for people with mental illness*)**

Address: Kölner Landstraße 115  
Telephone: 0211 95746902  
E-mail: Ulrich.philippidis@drk-duesseldorf.de  
Contact: Ulrich Philippidis  
Services: 

- **Legal representation according to BTG (the German Supervision Act) ordered by the guardianship court**

## **5. Children and young people**

### **5.1 Counselling for children and young people**

**Jugend- und Elternberatungsdienst (*Advice service for parents and young people*)**

**Jugendamt Düsseldorf (*Youth Welfare Office Düsseldorf*)**

Address: Burscheider Straße 29  
Telephone: 0211 8994165  
E-mail: jugend.elternberatung@duesseldorf.de  
Opening times: Mon, Tue, Thu: 9.00 am to 12 noon and 1.00 pm to 4.00 pm  
We.: 1.00 pm to 4.00 pm  
Fri: 9.30 am to 2.30 pm  
Services: 

- **Help for children and young people who are looking for help with personal problems and issues**

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## **“Outside – Inside” mobile youth work in Wersten**

### **AWO Familienglobus gGmbH**

Address: Dabringhauser Str. 20

Telephone: 0211 60025800

Mobile phone: 0177 6320916

E-mail: [outside.inside@awo-duesseldorf.de](mailto:outside.inside@awo-duesseldorf.de)

Contact: Daniel Kessing

Services:

- **Outreach work – mobile youth work**
- **Advice on school, family and other problems**
- **Support in the transition from school to work**
- **Support and referral to city offices, authorities and advisory bodies**
- **Leisure activities and open youth centre at the AWO Aktiv Treff (see AWO Aktiv Treff)**

## **5.2 Recreation facilities for children and young people**

### **AWO Aktiv Treff Wersten**

#### **AWO Familienglobus gGmbH**

Address: Immigrather Straße 3

Telephone: 0211 60025 435/437

Fax: 0211 60025 436

E-mail: [jane.donat@awo-duesseldorf.de](mailto:jane.donat@awo-duesseldorf.de)

Website: [www.awo-duesseldorf.de](http://www.awo-duesseldorf.de)

Contact: Jane Donat, Anita Hegerkamp

Services:

- **Open youth work with children and young adults**
- **Youth farm project**
- **Projects:**
- **Jugend aktiv für Wersten (youth activity project)**
- **Sports social work, leisure and holiday activities**
- **Support for schoolchildren, teen work**
- **Supervision of the game container; nature and work activities**
- **Educational work with animals for kindergartens**

### **Stadtteilkompass Wersten**

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- and primary schools
- Experience-based education
- Bike workshop

**Kinder- und Jugendzentrum im Hinterhof (*Children's and youth centre*)**

**Sponsoring organisation: Evangelischer Jugendfreizeitstätten im Kirchenkreis**

**Düsseldorf e. V.**

Address: Werstener Dorfstraße 90a

Telephone: 0211 761081

E-mail: jugendzentrum-im-hinterhof@evdus.de

Website: www.facebook.com/HinterhofWersten

Contact: Nicole Manns-Rodenbach

- Services:
- **Open door (for children from age 12+)**
  - **Cultural and sporting activities**
  - **Open working groups in cooperation with the Joseph Beuys School**
  - **Düsselferien (holiday activities) for children and young people**

**Open door Stephanushaus**

**Sponsoring organisation: Evangelischer Jugendfreizeitstätten im Kirchenkreis**

**Düsseldorf e. V.**

Address: Wiesdorferstr. 13

Telephone: 0211 761018

E-mail: jugendzentrum-im-hinterhof@evdus.de

www.facebook.com/HinterhofWersten

Contact: Nicole Manns-Rodenbach

- Services:
- **Kids' Club (Mondays 4.00–6.00 pm, age 6+)**
  - **Wednesday meet-up (Wednesdays 4.30–7.00 pm, age 10+)**
  - **Extracurricular educational opportunities for**

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- **pupils at Henry Dunant primary school**
- **Düsselferien (school holiday activities for children)**

### **“Die Arche” Düsseldorf**

Address: Werstener Feld 69

Telephone: 0211 721384 10/11

Fax: 0211 721384 19

E-mail: [duesseldorf@kinderprojekt-arche.de](mailto:duesseldorf@kinderprojekt-arche.de)

Website: [www.kinderprojekt-arche.de](http://www.kinderprojekt-arche.de)

Contact: Maike Deckert

Services:

- **For children aged between 6 and 12 years old**
- **“Arche-Samstag” (children’s activities) for the whole family**
- **Free lunch**
- **Homework help**
- **Varied leisure program (including cooking and baking, crafts, sport, girls/boys activities)**
- **Holiday programmes, camps**
- **Dressing up**
- **Special help in individual cases**

### **Open door Wersten**

#### **Sponsoring organisation: KJA Düsseldorf GmbH**

Address: Lützenkircher Straße 14

Telephone: 0211 763988

Fax: 0211 9764797

E-mail: [christian.bustamante@kja.de](mailto:christian.bustamante@kja.de)

Contact: Christian Bustamante

Services:

- **Holiday programme in Easter holidays (2 weeks)**
- **Summer holidays (3 weeks), Autumn holidays (2 weeks)**
- **Leisure time**
- **Advice and assistance with various problems**

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- Assistance with applications
- Various group activities, etc.

## 5.3 Schools

### 5.3.1 Special schools

#### Municipal Special School “Mosaikschule”

Address:	Am Massenberger Kamp 45
Telephone:	0211 8924895
Fax:	0211 8924951
E-mail:	fs.ammassenbergerkamp@schule.duesseldorf.de
Website:	www.mosaikschule.de
Contact:	Andreas Rupieper
Services:	<ul style="list-style-type: none"> <li>• Priority area: mental development</li> <li>• Day school with 11 years of compulsory education</li> </ul>

### 5.3.2 Primary schools

#### Municipal community primary school “Henri-Dunant-Schule”

Address:	Rheindorfer Weg 20
Telephone:	0211 8924350
Fax:	0211 8924352
E-mail:	<u>gg.rheindorferweg@schule.duesseldorf.de</u>
Website:	www.ggs-henry-dunat.de
Services:	<ul style="list-style-type: none"> <li>• All-day school</li> </ul>

#### Stadtteilkompass Wersten

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### **Municipal Catholic primary school “Marien-Schule”**

Address: Rheindorfer Weg 20  
Telephone: 0211 8924360  
Fax: 0211 8924362  
E-mail: [kg.rheindorferweg@schule.duesseldorf.de](mailto:kg.rheindorferweg@schule.duesseldorf.de)  
Website: [www.kgs-marienschule-duesseldorf.de](http://www.kgs-marienschule-duesseldorf.de)  
Contact: Barbara Krüger  
Services: 

- **All-day school**

### **Municipal Catholic primary school “Christophorus-Schule”**

Address: Werstener Friedhofstraße 10  
Telephone: 0211 9769964  
Fax: 0211 9764241  
E-mail: [kg.werstenerfriedhofstr@schule.duesseldorf.de](mailto:kg.werstenerfriedhofstr@schule.duesseldorf.de)  
Website: [www.christophorus-grundschule.de](http://www.christophorus-grundschule.de)  
Services: 

- **Montessori method**
- **Teaching in mixed-age classes**
- **Education and fostering of children’s abilities**
- **Help with homework, lunch, supervision and various activities, open all day**
- **Training for mediators, social competency training, participation in student parliament**

### **Municipal primary school “Theodor-Heuss-Schule”**

Address: Lützenkircher Straße 2  
Telephone: 0211 8927651  
Fax: 0211 8929613  
E-mail: [gg.luetzenkircherstr@schule.duesseldorf.de](mailto:gg.luetzenkircherstr@schule.duesseldorf.de)

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Website: [www.grundschule-theodor-heuss.de](http://www.grundschule-theodor-heuss.de)

Services: 

- **All-day community primary school also offering social work activities**

### 5.3.3 Secondary schools

#### **Benzenberg-Realschule full-time secondary school**

Address: Siegburger Straße 38

Telephone: 0211 8998290

Fax: 0211 8929345

E-mail: [rs.siegburgerstr@schule.duesseldorf.de](mailto:rs.siegburgerstr@schule.duesseldorf.de)

Website: [www.rs-benzenberg.eschool.de](http://www.rs-benzenberg.eschool.de)

Contact: Ulrike Mayer

Services: 

- **All-day school**
- **After-school care**

#### **Municipal Joseph Beuys-Gesamtschule (*comprehensive school*)**

Address: Siegburger Straße 149

Telephone: 0211 8922800

Fax: 0211 8929227

E-mail: [ge.siegburgerstr@schule.duesseldorf.de](mailto:ge.siegburgerstr@schule.duesseldorf.de)

Website: [www.joseph-beuys-gesamtschule.de](http://www.joseph-beuys-gesamtschule.de)

## 6. People in special life situations (people in need)

### Distribution of food

#### St. Maria Rosenkranz convent, Catholic parish

Address: Burscheider Straße 24  
Telephone: 0211 763336  
E-mail: sr.christine@t-online.de  
Contact: Sister Bernhardine  
Opening times: 

- **Tuesdays 2.30–5.00 pm**

## 7. Social support services

### AWO Tauschladen (*Swap shop*)

Address: Burscheider Straße 3, 40591 Düsseldorf  
Telephone: 0211 60025435  
E-mail: jane.donat@awo-duesseldorf.de  
Website: www.awo-duesseldorf.de  
Opening times: Tue: 11.00 am to 1.00 pm; Wed: 3.00 pm to 6.00 pm  
Services: 

- **Sale of donated second-hand clothing, household items, toys and books.**

### Fairhaus Diakonie

Address: Gumbertstr. 83, 40229 Düsseldorf  
Telephone/fax: Telephone: 0211 2103703  
E mail/website: www.fairhaus-duesseldorf.de  
Contact: Ms. Hinkelmann

### Stadtteilkompass Wersten

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

Opening times: Mon–Fri: 10.00 am to 6.00 pm; Sat: 10.00 am to 3 pm

Services:

- **Sale of clothing, household items or furniture – mostly new items, but also donated second-hand goods.**
- **People who have a very low basic salary receive a further 30% discount on the entire range.**

### **Caritas Kaufhaus Wertvoll**

Address: Völklinger Str. 24–36, 40221 Düsseldorf

Telephone 0211 16022330

E-mail: [kaufhaus-wertvoll@caritas-duesseldorf.de](mailto:kaufhaus-wertvoll@caritas-duesseldorf.de)

Website [www.caritas-duesseldorf.de](http://www.caritas-duesseldorf.de)

Opening times: Mon-Thu: 8.30 am to 4.00 pm; Fri: closed

Services:

- **Sale of clothing, household items or furniture – mostly new items, but also donated second-hand goods.**
- **HOLDERS of a Düsseldorfpass receive an additional 30% discount**

### **Givebox Wersten**

Address: Burscheider Straße 22, 40591 Düsseldorf (on the church square)

Permanent offer

Services: **The “Givebox” is an openly accessible exchange for fun things (books, games, films, small items). You put in the things you no longer want, or take something you need.**

### **Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**



**Stadtteilladen Wersten (*neighbourhood help store*)**

Address: Liebfrauenstraße 30  
Telephone: 0211 4953277  
Fax: 0211 4953279  
E-mail: Stadtteilladen.Wersten@web.de  
Contact: Tanja Sowinski & Julia Thomassen  
Appointment: By arrangement  
Services:

- **Help with filling out applications**
- **Information on various social services**
- **Explaining the right place to go for various matters**

## 8. Emergency numbers

**Feuerwehr / Rettungsdienst**

Telephone: 112

*(Fire department / rescue services)*

**Frauennotruf**

Telephone: 0211 686854

*(Women's emergency hotline)*

**Polizeinotruf**

Telephone: 110

*(Police emergency number)*

**Polizei Wache Wersten**

Telephone: 0211 8708428

*(Wersten police station)*

## 9. Advice for senior citizens

**Pflegebüro Stadt Düsseldorf (*Care Office of the City of Düsseldorf*)**

Address: Willi-Becker-Allee 8, 40227 Düsseldorf

Telephone: 0211 8998998

Fax: 0211 8929392

E-mail: [www.duesseldorf.de/senioren/pflege](http://www.duesseldorf.de/senioren/pflege)

Services: 

- **Advice: on long-term care insurance, on forms of care, on paying for care professionals**

**Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

## **Advice and support on the issue of dementia**

### **DRK-Pflegedienste Düsseldorf gGmbH – German Red Cross Dementia Network**

Address: Kölner Landstraße 169  
Telephone: 0211 22993030  
Fax: 0211 22991500  
Website address [www.drk-duesseldorf.de](http://www.drk-duesseldorf.de)  
Contact: Anette Trimborn  
Consultation hours: Mon–Thu: 9.00 am to 4.00 pm  
Fri: 9.00 am to 2.00 pm  
and by arrangement

Services:

- **Advice and assistance in all matters relating to the care and support of dementia patients including the financing of services and complementary offerings**
- **House calls for dementia patients**
- **Care group for dementia patients**

### **zentrum *plus* Caritas Wersten**

#### **Caritasverband Düsseldorf e. V.**

Address: Liebfrauenstraße 30  
Telephone: 0211 7622207  
Fax: 0211 4953279  
E-mail: [zp.wersten@caritas-duesseldorf.de](mailto:zp.wersten@caritas-duesseldorf.de)  
Website: [www.caritas-zentrumplus.de](http://www.caritas-zentrumplus.de)  
Contact: Tanja Sowinski  
Opening times: Mon, Tue and Fri: 9.00 am to 2.00 pm  
Wed, Thu: 12 noon to 5.00 pm

Services: **Advice services:**

- **on basic income**
- **on finding a place to live**
- **on nursing services**

#### **Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

## 10. Housing advice

### **Mieterbüro Wersten Süd-Ost (*Tenant Office Wersten South-East*)**

**Zentrale Fachstelle für Wohnungsnotfälle (ZFS) (*Central Office for Housing Problems*) in the Amt für soziale Sicherung und Integration (*Ministry of Social Security and Integration*) in collaboration with the Städt. Wohnungsgesellschaft (*housing association*)**

Address: Langenfelder Straße 11

Phone/fax in the Mieterbüro: 0211 5809818; 0211 5809819

Phone/fax in the ZFS: 0211 8993588; 0211 8933588

E mail/website: [mieterbüro.wersten@duesseldorf.de](mailto:mieterbüro.wersten@duesseldorf.de)

Contact: N. N.

Consultation hours: Tue: 2.00 pm to 4.00 pm; Thu: 10.00 am to 12 noon  
Consultation regarding impending loss of home due to rent arrears. Wed: 2.00 pm to 4.00 pm  
Consultation regarding minor rent arrears:  
Tue: 11.00 am to 1.00 pm

Services: **Advice, support and mediation in matters regarding:**

- **Rent arrears**
- **Immediate notice to vacate**
- **Eviction**
- **Imminent forced eviction**
- **Unsuitable living conditions**
- **Problems in the residential environment**

### **Wohnungsamt (*Housing Authority*) in the Mieterbüro (*Tenant Office*)**

Address: Langenfelder Straße 11

Telephone: 0211 5809818

Fax: 0211 5809819

E-mail: [christa.sieger@duesseldorf.de](mailto:christa.sieger@duesseldorf.de)

### **Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

Contact: Christa Sieger

Consultation hours: every 3rd Wednesday in the month, 10.00–11:30 am

Services:

- **Advice on and application for housing benefit**
- **Advice on and application for Wohnberechtigungsschein (housing entitlement certificate)**
- **Help in filling out the forms**
- **Help in finding a suitable apartment**

### **Housing advice for elderly and disabled people**

**Amt für Wohnungswesen (*Housing Agency*)**

**City of Düsseldorf**

Address: Brinckmannstr. 5

Telephone: 0211 8996404 (hotline)

Services:

- **Advice on finding an apartment**
- **Adaptation of living space**
- **Organisation of apartments suitable for the elderly/people in wheelchairs**
- **Help with moving house**

## **11. Churches, congregations**

### **Evangelical parish in Düsseldorf-Wersten**

#### **Parish office**

Address: Wiesdorfer Straße 13

Telephone: 0211 7597733

Fax: 0211 752066

E-mail: wersten@evdus.de

#### **Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

Website: [www.evangelisch-in-wersten.de](http://www.evangelisch-in-wersten.de)  
Opening times: Mon and Fri: 10.00 am to 12 noon 2 pm to 5.00 pm

### **Catholic parishes St. Maria Rosenkranz / St. Maria in den Benden**

#### **Pastoral office**

Address: Burscheider Straße 20  
Telephone: 0211 763105  
Fax: 0211 763141  
E-mail: [buero@meinegemein.de](mailto:buero@meinegemein.de)  
Website: [www.meinegemein.de](http://www.meinegemein.de)  
Opening times: Mon, Tue, Wed, Fri: 10.00 am to 12 noon  
Tue, Wed, Thu: 4.00 pm to 6.00 pm

#### **Polish mission**

Address: Dechenweg 40  
Telephone: 0211 757280  
E-mail: [pmkduesseldorf@googlemail.com](mailto:pmkduesseldorf@googlemail.com)  
Website: [www.pmkduesseldorf.iksebk-host.de](http://www.pmkduesseldorf.iksebk-host.de)

#### **Orthodox Parish of the Holy Archangels**

Address: Werstener Feld 65  
Telephone: 0211 73100917  
Fax: 02232 200638  
E-mail: [info@orthodoxe-parochie.eu](mailto:info@orthodoxe-parochie.eu)  
Website: [www.orthodoxe-parochie.eu](http://www.orthodoxe-parochie.eu)

#### **Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

## **MTO Shahmaghsoudi®**

### **École de soufisme islamique**

Adress : Harffstr. 29  
Fax : 0211 7302665  
E-mail: info@duesseldorf.mto.org

## **Mosques**

<http://www.moscheesuche.de/moschee/stadt/Duesseldorf/2513>

## **Fidan Camii Holthausen**

Adress : Henkelstr. 7 (Holthausen)  
Telephone : fidan.camii@googlemail.com  
Website: www.fidan-online.de

## **Masjid As-Salam Islam, Vereinigung e.V.**

Adress : Nürnberger Str. 21 (Reisholz)  
Internet : www.masjid-assalam.de

## **Stadtteilkompass Wersten**

**“Mit Herz und Hand für Wersten – Don Bosco – Stiftung” and Caritasverband Düsseldorf**

## Stadtteilladen Wersten (*neighbourhood help*)

Contact point for the collaborative project organised by

“Mit Herz und Hand für Wersten – Don Bosco – Stiftung”

&

The Caritasverband Düsseldorf

### Our offers

- Development, support and implementation of social projects in the district of Wersten.
- Coordination and networking of help and support in the district, for example, projects for children and young people, families and senior citizens
- Promotion, strengthening and development of neighbourhood help and voluntary work
- Support services and directing people to various support and help services
- Point of contact for people in need

Donations and endowments are used (without any deductions) for the targeted relief of poverty and the strengthening of neighbourly coexistence in Wersten.

### Our address is:

Liebfrauenstraße 30  
40591 Düsseldorf

**Telephone:** 0211 4953277

**Fax:** 0211 4953279

### Donations account for the foundation

Stadtsparkasse Düsseldorf

IBAN: DE39 3005 0110 0030 0303 24

SWIFT/BIC: DUSSEDEXXX

**E-mail:** [info@herz-und-hand-wersten.de](mailto:info@herz-und-hand-wersten.de)

**Website:** [www.herz-und-hand-wersten.de](http://www.herz-und-hand-wersten.de)