



FIRST-HAND ONLINE COUNSELLING
PROVIDED BY LOCAL IOM STAFF

VIRTUAL COUNSELLING OFFERS

- Return and reintegration counselling in the local language
- Direct contact with local IOM staff
- Accessibility through online messengers (WhatsApp, Skype, Viber or Facebook Messenger)
- Anonymous, individual and unbiased assistance

MORE INFORMATION:
WWW.RETURNINGFROMGERMANY.DE/VC

Supported by



PLEASE SCAN
THE QR-CODE
TO CONTACT
LOCAL IOM STAFF

VIRTUAL COUNSELLING
RETURN AND REINTEGRATION
COUNSELLING VIA SMARTPHONE





"EMPOWER MIGRANTS TO RETURN IN DIGNITY"

- IOM VIRTUAL COUNSELLING BANGLADESH

VIRTUAL COUNSELLING IS ANONYMOUS, INDIVIDUAL AND UNBIASED

"REACHING MIGRANTS EVERYWHERE THROUGH ONLINE MESSENGER"

- IOM VIRTUAL COUNSELLING GAMBIA

ONLINE COUNSELLING ON RETURN AND REINTEGRATION

The Virtual Counselling project is implemented by the International Organization for Migration (IOM) in Germany. Migrants living in Germany who are considering a return are offered return and reintegration counselling by IOM staff in the country of origin. Local IOM staff can be contacted in the respective language through online messengers. This service aims to empower migrants to return in dignity by informing them about various return and reintegration options and assistance programmes.

HOW DOES IT WORK?

- Scan the QR-code to contact local IOM staff via WhatsApp, Skype, Viber or Facebook Messenger
- Receive free and personalized counselling service in the local language

This project is supported by the German Federal Office for Migration and Refugees (BAMF).

OUR PRINCIPLES

1. Unbiased and individual counselling
2. Informed decision
3. Migrant protection
4. Organisational and financial assistance for the departure
5. Sustainable reintegration support

COUNSELLING ON:

- Return and reintegration counselling programmes by IOM, ERRIN, GIZ
- Health
- Housing
- Job market and employment opportunities
- Social welfare
- Education and vocational training
- Vulnerable groups (women, children, elderly, LGBTQI+)

AVAILABLE IN 16 COUNTRIES

- Albania
- Armenia
- Bangladesh
- Bosnia and Herzegovina
- Ethiopia
- The Gambia
- Georgia
- Ghana
- Guinea
- Iraq
- Kosovo¹
- Montenegro
- Nigeria
- North Macedonia
- Pakistan
- Serbia

IOM Germany also offers information services for all non-EU states worldwide: recognized return and reintegration counselling centres throughout Germany can send individual enquiries by contacting zirfcounselling@iom.int.

RETURN ASSISTANCE STAGES



¹ References to Kosovo shall be understood to be in the context of United Nations Security Council Resolution 1244 (1999).
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