



## 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
- Anonymous, individual and unbiased assistance

MORE INFORMATION:  
[WWW.RETURNINGFROMGERMANY.DE/VC](http://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
- Health
- Housing
- Job market and employment opportunities
- Social welfare
- Education and vocational training
- Vulnerable groups (women, children, elderly, LGBTQI+)

## AVAILABLE IN 22 COUNTRIES

- Albania
- Algeria
- Armenia
- Azerbaijan
- Bangladesh
- Bosnia and Herzegovina
- Ethiopia
- The Gambia
- Georgia
- Ghana
- Guinea
- Iraq
- Kosovo\*
- Montenegro
- Nigeria
- North Macedonia
- Pakistan
- Republic of Moldova
- Republic of Türkiye
- Russian Federation
- Serbia
- Vietnam

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](mailto:zirfcounselling@iom.int).

## RETURN ASSISTANCE STAGES



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