Bundesamt
für Migration
und Flüchtlinge

IRARA

Pre-Departure Counselling Calls for Afghans, Kenyan, Senegalese, Somali nationals interested in returning home

“Pre-departure Counselling Calls” are conducted by the Federal Office for Migration and Refugees (BAMF) in cooperation with the International Return and Reintegration Assistance (IRARA). This information service supports individuals from Afghanistan, Kenya, Senegal, or Somalia who are interested in returning home, in making more informed decisions and preparing for a possible voluntary return and reintegration into their home country. Those interested in returning can contact IRARA by phone to receive advice on the current situation in their country of origin as well as answers to specific individual questions.
Through this partnership, the BAMF and IRARA aim to provide high-quality services in the form of improved information and realistic expectations to facilitate an informed decision and the successful reintegration of these individuals into their communities.

About international returns and reintegration assistance (IRARA)

IRARA is a global humanitarian organization founded in 2017 that provides return and reintegration services in more than 36 countries. Its core activities include pre-departure counselling, support upon arrival, and long-term reintegration assistance, including living expenses, housing, vocational training, health care, and social integration.
IRARA has been working with the Federal Office for Migration and Refugees (BAMF) for many years on various reintegration projects (e.g., EURP, NRP Afghanistan).

Services provided in Pre-Departure Counselling Calls

Offering reliable & up-to-date information on:

- Employment and labour market opportunities
- Housing and property ownership
- Education and schooling
- Health and medical services
- Social issues and services
- Legal and civil documentation
- Safety and security
- (On-site) research based on individual request

Confidentiality & Data Protection

- All information shared during counselling is kept strictly confidential.

Contact details of IRARA Afghanistan

+49 30 235 95 26 4

Sunday – Thursday / 09:00 – 13:00 (MEZ)

House: 37/1, Street:2, Qala-e-Fathullah, Kabul

Contact details of IRARA Kenia

+49 30 235 95 26 4

Monday – Friday / 09:00 – 13:00 (MEZ)

The Address building, 7th Floor, Muthangari Drive, Parklands, PO Box 650-0060, Nairobi

Contact details of IRARA Senegal

+49 30 235 95 26 4

Monday – Friday / 09:00 – 13:00 (MEZ)

RJPA-MGF/ME (local partner): Ouest Foire, Cité Issa Roukhoulaye, Lot N°2, Dakar, Sénégal

Contact details of IRARA Somalia

+49 30 235 95 26 4

Sunday – Thursday / 09:00 – 13:00 (MEZ) Dheere

tower, Bulahubey, Wdajir District, Mogadishu