

# WRO

# MIGRANT

Information and activity points  
for migrants



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ROZWOJU SPOLECZNEGO

guide for migrants  
and intercultural  
consultants

# WROMIGRANT

Information and activity points for migrants

WROMIGRANT – guide for migrants  
and intercultural consultants

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## Welcome to Wrocław!

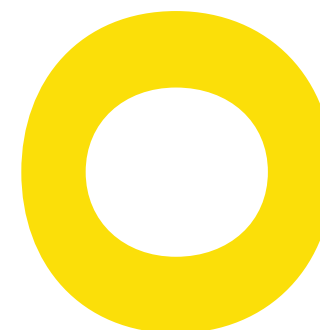
I am glad that the capital of Lower Silesia has become your place of destination. Time will surely show that this has been a very good decision.

Wrocław is a city of dynamic development, with rich multicultural history. It is a city that looks boldly into the future. We have a high rate of economic development, a steadily growing number of jobs and, thanks to our excellent location in the heart of Europe, it is convenient and easy to get here. Maybe that is why we already have over 120 thousand foreigners living in our city, and that number is still growing.

As a city responsible for each of our citizens, we strive to make sure that all newcomers regardless of their origin, religion or vision of their own lives, feel comfortable here. That is why we support and develop activities that will make it easier for the new inhabitants of Wrocław to find their way in our city. We are opening new WroMigrant information and activity points for migrants and in cooperation with our partners we are preparing information materials containing practical information on many important issues such as residence, education, language courses, health care or transportation.

I believe that thanks to this small help, as well as the extraordinary openness of the citizens of Wrocław, you will quickly start to feel at home with us. I really wish for that to happen. So that together we can shape the future of Wrocław - a tolerant, diverse, multicultural and respectful place.

With my best wishes,  
Jacek Sutryk  
Mayor of Wrocław



## Introduction

We are glad that you have come to Wrocław! We know very well that every beginning in a new place is difficult and raises many questions. How and where do I need to legalise my stay? Where and how can I get medical care? Are there suitable language courses for me? Where can my children go to school? That is why we have created this guide.

You will be able to find the information you seek in the respective parts of this document. In the **"Stay"** chapter you will find information on legalisation of your stay in Poland on the basis of documents such as visa, temporary and permanent residence permit, Pole's Card, or a long-term resident of the EU card. You will also find information about registered residence and PESEL number. The chapter entitled **"Work"** is primarily concerned with obtaining a work permit. We have also included hints and tips on how and where to look for a job in Wrocław. **"Education"** chapter contains information about the education system in Poland. It presents different types of schools, rules of recruitment, and also suggests where to look for Polish language courses for migrants. **"Medical Care"** is a part of the guide devoted to the public health service in Poland. You will also find out what vaccinations are mandatory in our country and where to seek medical help at night, on public holidays and in emergencies. Here you will also find information about preventive health care, help for domestic violence victims and psychiatric help. In the chapter entitled **"Social care, family and child-support benefits"** you will find information on free of charge psychological and family help and child-support benefit, e.g. 500+ benefit, which is a popular benefit in Poland. The chapter devoted to **"Civil Registry Office"** is a collection of information on the registration of births of newborns, entering into marriages, obtaining death certificates and transcription of foreign birth or marriage certificates to Polish registers. The chapter entitled **"Apartment"** contains a few tips on how to look for a flat in Wrocław and what a tenancy agreement should contain. The part devoted to **"Resident service centre"** refers to the official points in Wrocław, where you can take care of various formalities. The chapter on **"Public Transport"** presents

practical issues related to the use of public transport in Wrocław. If you prefer to travel around the city by car, please check out the chapter entitled **"Car"**, where we have included information about registering your car and obtaining a Polish driving license. In the chapter devoted to **"Safety"** you will learn how to deal with health and life threatening situations and which services you can count on. In the **"Consulates"** chapter you will find out which honorary consulates operate in Wrocław. In the part devoted to **"International protection"** you will learn more about refugee cases and other forms of protection for foreigners in Poland. **"Citizens Advice Bureau"** is a chapter dedicated to offices that provide free legal, psychological and pedagogical advice in various languages. The last chapter, **"Information Points for Migrants"**, presents contact details of institutions and organisations where you can obtain free of charge support in matters related to your stay in Poland.

Remember that there are a number of exceptions to each rule. Our goal is to provide you with basic knowledge on the topics you may be interested in and to let you know about the problems you may encounter when starting your life in a new country or city, especially if you do not speak Polish. If you are uncertain about something, you can always consult us by phone, e-mail or in person.

We wish you to quickly settle in and feel at home here. We hope that you will soon start thinking of Wrocław as our common city, which you enrich with your presence, experience and culture.

You are more than welcome to come and visit us at our WroMigrant office!

The WroMigrant Team

**WroMigrant. Information and activity point for migrants - Wrocław Centre for Social Development**

pl. Dominikański 6 (ground floor, room no. 14)  
50-159 Wrocław

phone number: +48 71 77 24 950

e-mail: [wromigrant@wcrs.wroclaw.pl](mailto:wromigrant@wcrs.wroclaw.pl)

WWW: [www.wielokultury.wroclaw.pl](http://www.wielokultury.wroclaw.pl)

Opening hours: Monday to Friday

from 9:00 to 16:00



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WroMigrant guide is a pilot project that we would like to continuously develop. We invite everyone to contribute and create it with us.

Please send your suggestions, comments, ideas to the following e-mail address [wromigrant@wcrs.wroclaw.pl](mailto:wromigrant@wcrs.wroclaw.pl)

Please note that this information does not constitute a source of law. The authors have exercised due diligence to ensure that it complies with the legal regulations applicable on 20 February 2020. However, it should be kept in mind that it concerns typical cases and may not fully apply to individual ones. The number and type of documents requested by the administrative bodies in the course of proceedings may differ from those specified depending on a case. In the event of any doubts, we recommend you to contact the authority responsible for your individual case or get acquainted with the law independently.

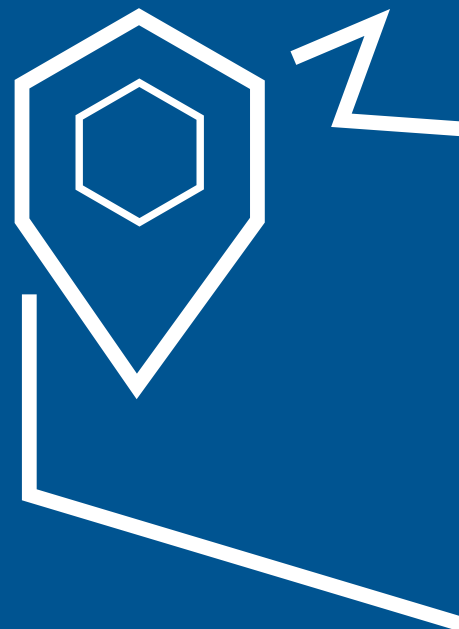
Wrocław, July 2020

# Stay

Wrocław is a city offering many opportunities for development, both on professional, social and cultural grounds. However, in order to take full advantage of them, your stay in Poland must be legalised. Check what to do to get a residence permit and where to get help with the necessary formalities.

In this chapter of our guide you will find out:

- [how to legalise your stay in Poland;](#)
- [how to obtain a visa, temporary and permanent residence permit, Pole's Card or the status of a long-term resident of the EU;](#)
- [who can control the legality of your stay;](#)
- [where can I settle the matters in Lower Silesian Provincial Office;](#)
- [what is registered residence and PESEL number.](#)



## Legalisation of your stay

Legalisation of the stay concerns citizens of the so-called third countries, i.e. inhabitants of countries which are not members of the European Union. If you are in such situation, you need a special residence permit both to enter and stay in Poland. A visa allows you to enter the country for the indicated period. That is why if you are planning to stay in Poland longer than indicated in your visa, during your legal stay you should apply for a residence permit. In order to work in Poland, you must obtain a work permit.

European Union citizens do not need a visa to enter the country, but they should register their stay upon arrival in Poland (see subchapter [Citizens of the European Union](#)). Matters related to the legalisation of residence or employment are settled in the Lower Silesian Provincial Office (Dolnośląski Urząd Wojewódzki).

### **Dolnośląski Urząd Wojewódzki we Wrocławiu**

Wydział Spraw Obywatelskich i Cudzoziemców  
pl. Powstańców Warszawy 1  
50-153 Wrocław

## Visa

In order to enter Poland, you must, as a rule, obtain **a visa**. Citizens of EU Member States can stay in Poland without visas on the basis of the visa-free movement of people as part of the European Union/European Economic Area (EU/EEA). Citizens of states that are not members of the European Union/European Economic Area (EU/EEA), but have concluded an agreement with Poland on visa-free movement can stay in Poland without visas for a period of 90 days.

List of countries who have concluded an agreement with Poland in this regard is available on the website of the Ministry of Foreign Affairs.

More information on visa requirements can be found here: [udsc.gov.pl/cudzoziemcy/obywatel-panstw-trzecich/chce-przyjechac-do-polski/czy-potrzebuje-wizy](http://udsc.gov.pl/cudzoziemcy/obywatel-panstw-trzecich/chce-przyjechac-do-polski/czy-potrzebuje-wizy) (PL/EN/RU).

Schengen visa (C-type visa) is a short-term visa that allows you to enter Poland (as part of a single entry or multiple entries) for 90 days in any 180-day period calculated from the date of first entry. The date of entry is considered as the first day of stay in the Schengen territory.

Schengen Area comprises the following countries (2020): Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, as well as non-EU countries: Norway, Iceland, Liechtenstein and Switzerland.

The following countries are not a part of the Schengen Area: Cyprus, Bulgaria, Ireland, Romania, the United Kingdom and Croatia.

A national visa (D-type visa) is a long-term visa required in order to stay in Poland for a period exceeding 90 days in any 180-day period. A national visa entitles the holder to enter the territory of the Republic of Poland and to stay continuously or for several successive times in this territory for a total duration of more than 90 days during the period of validity of the visa, but not longer than one year.

### **How to calculate the allowed time of stay in Poland**

Here you will find a special calculator for calculating short-term stays on the basis of the so-called C-type Schengen visas: [ec.europa.eu/home-affairs/content/visa-calculator\\_en](http://ec.europa.eu/home-affairs/content/visa-calculator_en) (EN/FR/ES/TR/RU)

### **Where can I get a visa**

Applications for Polish visas are submitted to Polish consulates and embassies abroad (not necessarily in the country of origin). The procedure for granting visas may also take place abroad. It is worth to start by arranging an appointment at a selected consulate. This can be done using the following virtual platform: [www.e-konsulat.gov.pl](http://www.e-konsulat.gov.pl).

For more detailed information on the visa procedure, it is best to contact the Polish embassy or consulate in the country you are located in. The full list of Polish representative offices across the world can be found here: [www.gov.pl/web/dyplomacja/polskie-przedstawicielstwa-na-swiecie](http://www.gov.pl/web/dyplomacja/polskie-przedstawicielstwa-na-swiecie) (PL/EN).

The rules of entering to Poland were also discussed in detail (PL/EN/RU) in the information materials of the Border Guard: [www.strazgraniczna.pl/pl/cudzoziemcy/warunki-pobytu-cudzozie/3914,Warunki-pobytu-cudzoziemcow-w-RP](http://www.strazgraniczna.pl/pl/cudzoziemcy/warunki-pobytu-cudzozie/3914,Warunki-pobytu-cudzoziemcow-w-RP)

## Temporary residence permit

The key to the process of legalising your stay is to submit an application for a residence permit in the period when you are legally staying on the territory of Poland, i.e. within 90 days of the so-called visa-free traffic or within the period of validity of your visa. The application must be submitted, at the latest, on the last day of legal residence on the territory of the Republic of Poland. Time limit is also considered observed, if one submits the application on the last day of their legal stay at the Poczta Polska facility.

You can fill in the application form online (in order to do this you have to register first in the "Przybysz" information system, see next subchapter) or download the application form from the website ([przybysz.duw.pl/dokumenty-do-pobrania](http://przybysz.duw.pl/dokumenty-do-pobrania)). After you fill in the application form, you can submit it:

- in person in the Lower Silesian Provincial Office in Wrocław (in order to do this you have to register first in the "Przybysz" IT system and schedule an appointment: [przybysz.duw.pl/system-rezerwacji-wizyt](http://przybysz.duw.pl/system-rezerwacji-wizyt)). A stamp in your passport made by the office worker shall serve as a confirmation of a correctly submitted and filled in application.
- by registered mail at the post office - in this variant the proof of sending the registered mail will also serve you as a proof of your legal stay in Poland, hence it is necessary to keep it. As practice shows, when sending an application form by post, make sure that you request for "receipt acknowledgement". By requesting for receipt acknowledgment you have a confirmation of sending the letter as well as an information that the letter reached its destination. Please send your application form to the following address:

**Wojewoda Dolnośląski**  
**Dolnośląski Urząd Wojewódzki we Wrocławiu**  
Wydział Spraw Obywatelskich  
i Cudzoziemców  
pl. Powstańców Warszawy 1  
50-153 Wrocław  
Should you have questions please call the following hotlines:  
Foreigners: +48 801 43 00 86, + 48 71 701 11 00  
For people calling from abroad: +48 71 726 15 85  
E-mail address: [info@duw.pl](mailto:info@duw.pl) (EN/PL/RU/UA)

### **Remember:**

Please provide a legible signature on every document. It is worthwhile to sign documents legibly with your name and surname, as an illegible signature may be the basis for a request to supplement the documents.

If you submit your application for temporary residence permit within the time limit and there are no omissions (or the requested information is provided on time), the Governor will put a stamp in your passport confirming that you submitted the application. Submitting the application correctly guarantees you a legal stay until a final decision on your case is made.

It is worthwhile to be active even after submitting an application. Proceedings in recent years have been significantly prolonged due to a high number of applications submitted in the last few years. It would not hurt to remind the office about your case, including in writing.

It is also worth remembering that submitting an application properly in itself (obtaining a stamp in the passport that confirms submitting of application), although guarantees legal stay on the territory of Poland, it does not allow free movement within the Schengen area or outside of it. This requires additional documents: a valid visa or residence card.

Detailed information about the application, procedures, fees, card exchange or frequently asked questions can be found on the "Przybysz" web portal: [przybysz.duw.pl/cudzoziemcy-pobyt](http://przybysz.duw.pl/cudzoziemcy-pobyt) (PL/UA/EN/RU).

### **"Przybysz" ("Newcomer"), an Integrated Foreigners Service System**

The Lower Silesia Province Office has prepared the Integrated System for Foreigners - "Przybysz" ("Newcomer") ([przybysz.duw.pl](http://przybysz.duw.pl)), created in four languages: English, Ukrainian, Russian and Polish.

"Przybysz" portal works similarly to online banking. Every person registering in the portal receives a login and a password, so that they can control their affairs.

The information part of the web portal contains a collection of useful information for migrants, such as information on what regulations apply to foreigners in Poland, how to settle an issue in the office. The operational part of "Przybysz" is intended for registered persons.

Registration of an account on the Information Portal [przybysz.duw.pl](http://przybysz.duw.pl), filling in the application form online, then printing it out and submit-

ting it to the office may speed up the processing of your application and will allow you to track the status of your case.

## Permanent residence permit

In Poland, foreigners may also apply for a permanent residence permit.

A permanent residence permit is granted to a foreigner for an indefinite period of time at the foreigner's request. As a rule, the basis for applying for this type of residence permit will be having Polish roots or other forms of family ties with a Polish citizen. For example:

- person of Polish origin who intends to settle on the territory of the Republic of Poland permanently;
- holder of a Pole's Card, who intends to settle on the territory of the Republic of Poland on a permanent basis;
- is currently a spouse of a Polish citizen, as recognised by the Polish law, who got married and stayed married for at least 3 years before submitting an application for permanent residence permit - as well as has stayed on the territory of Poland uninterrupted for not less than 2 years directly before applying, on a basis of a temporary residence permit granted in connection with being married to a Polish citizen.

To find out more about granting permanent residence permits, please visit: [przybysz.duw.pl/cudzoziemcy-pobyt/zezwozenia-na-pobyt-staly](http://przybysz.duw.pl/cudzoziemcy-pobyt/zezwozenia-na-pobyt-staly)

## Pole's Card

If you have or have had close relatives of Polish descent and you intend to come to Poland or try to legalise your stay for a longer period of time, you can apply for Pole's Card.

There are certain entitlements for the Pole's Card holder. These entitlements are as follows: exemption from consular fees for admission and consideration of an application for national visas, granting of Polish citizenship and permanent residence stay. Pole's Card also allows you to study in Poland (including doctoral studies) and participate in other forms of education based on the principles that apply to Polish citizens (which entails the right to free education in public education facilities and to apply for all

types of financial assistance benefits provided for students and doctoral students with Polish citizenship). Moreover, the holder of Pole's card does not need any additional work permits to work in Poland and start a business in Poland.

Having a Pole's Card does not mean that:

- you were granted Polish citizenship;
- you have the right of temporary/permanent residence in Poland;
- the right to cross the Polish border without a visa.

### **When can you apply for the Pole's Card**

You may apply for the Pole's Card only if you **do not** have Polish citizenship or a permanent residence permit. In accordance with Polish law provisions, citizens of all countries may apply for Pole's card, even when they have the status of a stateless person.

### **Who can obtain the Pole's Card**

In order to receive the Pole's Card, you must meet all of the following criteria:

- have at least a basic knowledge of the Polish language and Polish traditions and customs;
- declare belonging to the Polish nation;
- demonstrate that you were a Polish citizen or you are of Polish descent or that one of your parents or grandparents or two great-grandparents were of Polish descent or present a certificate from a Polish community organisation confirming your active engagement to promote Polish language, culture or Polish minority during at least last 3 years.

You apply for granting or extending the validity of the Pole's Card at the Consulate of the Republic of Poland in your country of origin. Submitting an application is free of charge.

More information about the rules of granting the Pole's Card and the scope of rights that it provides can be found on the following website: [przybysz.duw.pl/cudzoziemcy-pobyt/pobyt-staly-karta-polaka](http://przybysz.duw.pl/cudzoziemcy-pobyt/pobyt-staly-karta-polaka)

You must know that after obtaining a residence card issued on the basis of a valid Pole's Card, you are obliged to return the Pole's Card immediately upon receipt of the residence card.

## Long-term resident of the European Union

If you have been in Poland for a longer time on the basis of a temporary residence permit and you meet the requirements specified by law, you may apply for the status of a long-term resident of the European Union.

The long-term residence permit is a type of long-term permit that is issued for an indefinite period of time. The title of long-term resident of the EU itself is granted for an indefinite period of time, however, the card document needs to be renewed once every 5 years.

A long-term EU residence permit is similar to permanent residence permit. The fundamental difference is that the permanent residence permit is issued to foreigners who have family ties with Poland (Polish origin, Polish spouse, Pole's Card). However, the long-term residence permit is issued to foreigners who can prove a stable employment in Poland.

### **Who can apply for the long-term resident of the EU status**

You have the right to apply for a residence of a long-term resident of the EU, if:

- you have been on the territory of the Republic of Poland for at least 5 years continuously before applying;
- you have a stable and regular source of income for the last 3 years (2 years for Blue Card holders);
- you have health insurance;
- you have a proven knowledge of the Polish language.

Please note that all those conditions need to be fulfilled.

Detailed information on how to obtain such permit and which exceptions to those rule apply can be found on the "Przybysz" web portal: [przybysz.duw.pl/cudzoziemcy-pobyty/zezwole-nia-pobyty-rezydenta-dlugoterminowego-ue](http://przybysz.duw.pl/cudzoziemcy-pobyty/zezwole-nia-pobyty-rezydenta-dlugoterminowego-ue) (PL/EN/UA/RU).

An uninterrupted stay within 5 years does not mean that you cannot leave Poland for the whole period, but it highlights the fact that you must have **an uninterrupted right to stay in Poland**. Successive visas (e.g. one expired on 1 March 2019 and the other is valid from 2 March 2019) or stamps in the passport, certifying the application, are eligible for uninterrupted stay. It is important

that in this 5-year period, a single trip outside Poland cannot be longer than 6 months. At the same time, all your absences from the territory of the Republic of Poland cannot exceed 10 months in the same 5-year period.

An **exception to this rule is for Blue Card holders** when they are on the territory of another Member State of the European Union. If you have a Blue Card, a single break in your stay may not exceed 12 months and all breaks taken together may not exceed 18 months over a five-year period.

The **Blue Card** is a document permitting a foreigner to stay temporarily in order to perform work in a highly qualified profession. This means a work that requires a university degree or professional experience of at least five years at a level comparable to the level of qualifications obtained by completing higher education studies necessary for the pursuit of that activity.

One of the conditions to obtain a long-term EU residence permit is to confirm a stable and regular source of income, current contract (employment contract, contract of mandate, specific task contract) and PIT tax return form of your income for the last 3 years before submitting the application (in case of holders of a temporary residence permit for the purpose of highly qualified employment – for the last 2 years before submitting the application).

A permanent residence permit and a long-term EU residence permit give you the right to stay for life on the territory of the Republic of Poland, and at the same time you have a wider range of rights, which is actually comparable to the rights of Polish citizens.

Obtaining residence permits for an indefinite period of time is a **necessary** condition to become a Polish citizen.

## Residence card

A **residence card** is a document which, together with a valid passport, entitles you to legally stay in Poland and cross the border several times without the need to obtain a visa.

A residence card is issued when you have been granted one of the following:

- temporary residence permit or a temporary residence and work permit,
- permanent residence permit,
- long-term EU residence permit,
- refugee status,

- subsidiary protection,
- a humanitarian residence permit.

Residence card serves only as a confirmation of what is already in your stay permit. Its validity is therefore dependent on temporary stay permit. In case of other stay permits, the residence card validity is as follows:

- permanent stay permit – for 10 years from the issue date;
- long-term EU residence permit – for 5 years from the issue date;
- humanitarian residence permit – for 2 years from the issue date.

The waiting time for the residence card after the decision on the residence permit has been granted is about 2-4 months (although you have to take into account that it may take much longer due to a high number of applications submitted in the last few years).

## Citizens of the European Union (EU)

EU citizens and their family members (whether or not they are EU citizens) may stay in Poland for up to 3 months without meeting any residence conditions other than holding a valid travel document.

If the stay on the territory of the Republic of Poland lasts for more than 3 months, the EU citizen and his/her family member holding EU citizenship are obliged to register their stay. If the family member is a non-EU citizen, he or she must obtain a residence card for EU citizen's family member.

The obligation to register a stay does not apply to EU citizens who have the right to go and look for work in another EU country.

For more information please visit: [www.duw.pl/pl/obsluga-klienta/obywatele-ue](http://www.duw.pl/pl/obsluga-klienta/obywatele-ue)

## **Control of the stay's legality**

If you are staying in Poland on the basis of a residence permit, you must know that the documents confirming your status may be controlled – not necessarily in the announced manner. Hence, you must be prepared for this eventuality. However, not everyone can perform such check.

Control of the legality of foreigners' stay on the territory of Poland consists in requesting you

to present documents and permits entitling you to stay on the territory of Poland, as well as financial resources necessary to cover the costs of such stay and documents entitling you to work or conduct business activity.

The following bodies are authorised to carry out such checks:

- officers of the Customs and Revenue Service;
- Border Guard officers;
- police officers;
- authorised staff of the Office for Foreigners;
- authorised employees of the Province Office.

Authorised authorities, when checking the legality of your stay in Poland, may demand you to present the following:

- documents and permits entitling you to stay in Poland;
- documents entitling you to work or conduct business activity, in particular documents confirming means of subsistence for the duration of the planned stay in Poland and return to the country of origin or transit, in Polish currency or foreign currencies, or documents which may confirm the possibility of obtaining means of subsistence in Poland in accordance with the law;
- a document confirming that the insurer covers the costs of treatment in Poland.

To find out more about your security, as well as about crossing borders and related rights and obligations, install the "Border Guard Assistant" mobile application. It is prepared in several language versions, and more information can be found on the following website: [granica.gov.pl/aplikacja-asystent-granica.php?v=pl](http://granica.gov.pl/aplikacja-asystent-granica.php?v=pl)

There is also a 24/7 hotline to report sudden events to the Border Guard that have a direct impact on safety or concern unusual situations at the border.

Hotline phone number: + 48 800 422 322

## **Where can I settle the matters in Lower Silesian Provincial Office**

Matters related to the legalisation of stay or employment are settled in the **Department for Civil Affairs and Foreigners of the Lower**



## Silesian Provincial Office (Dolnośląski Urząd Wojewódzki).

In case you need help in submitting applications for residence or work permits the employees of **Support Office for Third Country Nationals**, which is also located in the Lower Silesian Voivodship Office, will surely be able to help you.

Please remember that you can also obtain free help in the information points for migrants run by the city and non-government organisations. Full list of information points can be found in the chapter entitled "Information Points for Migrants"

## Governor of Lower Silesia - Department of Civil Affairs and Foreigners in Lower Silesia Provincial Office

It is the office which, among other things, handles the following matters:

- legalisation of stay and employment of foreigners,
- granting Polish citizenship,
- granting the right to a passport document,
- registration of residence of citizens of the European Union.

Due to the fact that the legalisation of stay takes place in the form of a written administrative procedure, you can contact the Governor of Lower Silesia - Department of Civil Affairs and Foreigners mainly by post, by sending letters to the office (registered mail).

Official address for correspondence with the Governor of Lower Silesia:

### Wojewoda Dolnośląski

Dolnośląski Urząd Wojewódzki we Wrocławiu  
pl. Powstańców Warszawy 1  
50-153 Wrocław

hotline: +48 71 701 11 00, +48 801 43 00  
86 (foreigners), +48 717 261 585 (for people calling from abroad)  
e-mail: [info@duw.pl](mailto:info@duw.pl) (EN/PL/RU/UA)

Office hours:  
Monday to Friday from 8:00 to 16:00  
Saturday: closed

## Support Office for Third Country Nationals in the Lower Silesia Province Office<sup>1</sup>

### A. Information point for foreigners with the help of specialists, where you can:

- receive basic information on the correct submission of an application for legalisation of stay in Poland;
- schedule a consultation with a legal advisor with or without interpretation;
- meet with a specialist for direct support and get help with completing applications for legalisation and work permits;
- be referred to the service of certified or ordinary translation of documents (translations: include regular and certified translation of documents from Russian/Ukrainian/English into Polish and interpreting of meetings with the legal advisor operating within the project).

### Where is the point located

The Information Point is located in the building of the Lower Silesian Provincial Office, on the ground floor in the Customer Service Room and is marked with a rollup of the Support Office for Third Country Nationals.

### How to use the service

In order to use the information point, you need to take a ticket from a ticket machine located in the same place on the ground floor. The "queuing" system will give you a ticket from the "Information for foreigners" queue with the letter Z.

### When is the point open

Mondays, Tuesdays, Thursdays and Fridays from 9:00 to 14:00; Wednesdays from 12:30 to 17:30.

- B. Legal Advice Point**, where there is a possibility to obtain free legal assistance in the area of immigration law, family law, guardianship law, labour law and social

<sup>1</sup> The Office operates within the framework of the project entitled: "Integration, adaptation, acceptance. Support for third country nationals living in Lower Silesia", co-financed by the National Programme of the Asylum, Migration and Integration Fund.

insurance, health insurance, education, social assistance and housing law.

### Where is the point located

The point is located in the room next to the Customer Service Room on the ground floor. Ask for its location at the information point and you will be directed there.

### How to use the service

In order to obtain advice, you should fill in the participant's questionnaire and consent to the processing of personal data and go to the information point, where you will be able to make an appointment with a legal advisor for a specific date and time.

### When is the point open

Legal advice is provided on Tuesdays, Wednesdays and Thursdays from 8:00 to 12:00.

- C. Interpreting and translation** - you can get help with interpreting and/or translation.

Qualification for the translation service shall be performed by an employee of the information desk in the seat of the Lower Silesia Province Office in Wrocław. Translations will cover the following languages: Ukrainian, Russian, English and Polish.

Remember: if you have an appointment for a consultation, come or inform in advance that you will not be there. If you are absent, the access to advisory services will be limited for other persons.

Biuro Wsparcia Obywateli Państw Trzecich w Dolnośląskim Urzędzie Wojewódzkim  
pl. Powstańców Warszawy 1  
50-153 Wrocław  
phone number: +48 71 340 60 75, +48 71 340 60 76  
e-mail: [infofami@duw.pl](mailto:infofami@duw.pl)  
fb: Wsparcie obywateli państw trzecich zamieszkałych na Dolnym Śląsku

Opening hours:  
Monday to Friday from 8.00-16.00

## Registration

Registration is an obligation to confirm your place of residence to the appropriate authority. If you came to Wrocław with the intention of staying longer, you should register. Remember that if:

- you are coming from the EU: you should register yourself at the place of permanent or temporary residence within 30 days from the date of your arrival to this place;
- you are coming from outside of the EU: you should register yourself at the place of permanent or temporary residence within 4 days from the date of your arrival to this place;

Registration of residence is a mandatory procedure, so make sure you take care of it when you arrive. Foreigners coming from outside of the EU, who will not register their residence may be fined. Registering residence is free of charge. We apply for registration at the Service Points for Citizens (*Centrum Obsługi Mieszkańca - COM*) in the City Hall of Wrocław. Service Points for Citizens are located in the buildings of the City Hall of Wrocław:

Urząd Miejski Wrocławia - Centrum Obsługi Mieszkańca I (COM II)  
ul. Gabrieli Zapolskiej 4  
phone number: +48 71 777 77 77  
WWW: [bip.um.wroc.pl](http://bip.um.wroc.pl)  
Opening hours:  
Monday to Friday from 8:00 to 17:15

Urząd Miejski Wrocławia - Centrum Obsługi Mieszkańca I (COM I)  
pl. Nowy Targ 1-8  
phone number: +48 71 777 77 77  
WWW: [www.bip.um.wroc.pl](http://www.bip.um.wroc.pl)  
Opening hours:  
Monday to Friday from 8:00 to 17:15

Urząd Miejski Wrocławia - Centrum Obsługi Mieszkańca I (COM III)  
al. Marcina Kromera 44  
phone number: +48 71 777 77 77  
WWW: [www.bip.um.wroc.pl](http://www.bip.um.wroc.pl)  
Opening hours:  
Monday to Friday from 8:00 to 15:15

### The registration obligation is based on the following actions:

- registering at the place of permanent or temporary residence;

- de-registering from the place of permanent or temporary residence;
- notifying about the departure outside of the borders of the Republic of Poland and returning from the departure (unless the departure is not connected with the intention of permanent residence and lasts less than 6 months).

**Permanent residence** means living in a specific place at a given address with the intention of permanent stay. **Temporary residence** means staying for more than 3 months (without the intention of changing the place of permanent stay) in another city at a given address or in the same city, but at a different address than the permanent residence.

To register residence, you must submit and present the following documents:

- application for registration of residence "Notification of temporary stay" (Zgłoszenie pobytu czasowego) or "Notification of permanent stay" (Zgłoszenie pobytu stałego) (application forms are available in the office).
- valid passport or identity card;
- a document confirming the legal title to the premises (tenancy agreement, title deed)
- non-EU citizens must additionally submit a document which confirms their legal stay on the territory of Poland (visa, the so-called passport stamp, residence card. You should submit a decision of the Governor on permanent or temporary stay until the moment of receipt of your residence card).

If your child came with you to Poland, or your child was born on the territory of Poland, you have to register your child's residence as well. In order to register your child's residence, please present the above-mentioned documents concerning your child.

For more information please visit:

[bip.um.wroc.pl/sprawa-do-zalatwienia/17185/zameldowanie-na-pobyt-czasowy-cudzoziemcow-oraz-obywateli-panstw-czlonkowskich-unii-europejskiej-i-czlonkow-ich-rodzin](http://bip.um.wroc.pl/sprawa-do-zalatwienia/17185/zameldowanie-na-pobyt-czasowy-cudzoziemcow-oraz-obywateli-panstw-czlonkowskich-unii-europejskiej-i-czlonkow-ich-rodzin)  
[bip.um.wroc.pl/sprawa-do-zalatwienia/17188/zameldowanie-na-pobyt-staly-cudzoziemcow](http://bip.um.wroc.pl/sprawa-do-zalatwienia/17188/zameldowanie-na-pobyt-staly-cudzoziemcow)

You can register your temporary residence on the basis of a tenancy agreement concluded with the owner of the flat, that is why the owner does

not have to be present at the office. By presenting a tenancy agreement, a foreigner may register his/her residential address and, therefore, confirm his/her place of residence. One should also inform the owner of the flat, that he or she registered the flat as his/her place of residence. If you would like to register your permanent place of residence, make sure that you obtain the signature of the owner of the flat on the application for registration of residence. Please remember to de-register from the place of permanent or temporary residence, on the last day of your tenancy, at the latest;

Important: when registering for permanent or temporary residence on the territory of Poland for the first time, each foreigner receives a **PESEL** number (except for those whose stay in Poland is of short-term or transit nature).

## PESEL

It is best to apply for a PESEL when registering your stay. **Having PESEL number is not obligatory, but it is very practical.** They will ask you about it in many official forms, when you register with a doctor or at a bank. If you do not have your PESEL number yet, please remember that you can always provide the number of your proof of identity.

PESEL is a unique, 11-digit identifier of each citizen. This number allows for easy identification of its owner. It is granted to all Polish citizens and foreigners registered for a permanent or temporary stay. The PESEL number includes the date of your birth, the serial number, your gender and the check number. Therefore, remember not to share it with third parties, and in case your data or documents are stolen, immediately report the incident to the Police.

PESEL will be required for, among others:

- using medical care,
- starting a new job,
- changing civil status.

Granting PESEL is **free of charge**. It is important to know that if you are coming from outside of the European Union and you register for a stay longer than 30 days or you are coming from an EU member state and you will register your residence for a period exceeding three months in Poland, you will receive a PESEL number ex officio. You do not have to fill in any additional application for granting PESEL number. Such matters are handled by the City Hall of Wrocław - Service

Points for Citizens (Centrum Obsługi Mieszkańca - COM). The address of this office can be found in the subchapter "Registered residence".

PESEL number may also be granted to a foreigner, who on the basis of separate regulations of law is obliged to have a PESEL number and has not registered his/her residence in Wrocław due to a short stay in Poland.

To be granted a PESEL number on individual request:

- fill in the application form for the PESEL number (the application form is available in Polish under the following address: [obywatel.gov.pl/documents/10181/0/Wniosek+o+nadanie+numeru+PESEL.pdf](http://obywatel.gov.pl/documents/10181/0/Wniosek+o+nadanie+numeru+PESEL.pdf));
- file the application personally or let the attorney do it on your behalf.

In case of lack of a place of residence for permanent or temporary stay in Poland, the application for granting PESEL number should be submitted to the municipal authority competent for the registered office of your employer. If you are employed by an employer whose registered office is in Wrocław, the application for a PESEL number on the basis of separate regulations should be submitted to the City Hall of Wrocław - *Centrum Obsługi Mieszkańca I (COM I)*:

Urząd Miejski Wrocławia - Centrum Obsługi Mieszkańca I (COM I)  
 ul. Gabrieli Zapolskiej 4  
 counter no. 14  
 phone number: +48 71 777 77 77  
 WWW: [bip.um.wroc.pl/sprawa-do-zalatwienia/17185/zameldowanie-na-pobyt-czasowy-cudzoziemcow-oraz-obywateli-panstw-czlonkowskich-unii-europejskiej-i-czlonkow-ich-rodzin](http://bip.um.wroc.pl/sprawa-do-zalatwienia/17185/zameldowanie-na-pobyt-czasowy-cudzoziemcow-oraz-obywateli-panstw-czlonkowskich-unii-europejskiej-i-czlonkow-ich-rodzin)  
 Opening hours:  
 Monday to Friday from 8:00 to 15:15

If you do not have a permanent or temporary residence in Poland, you are not employed in Poland, and you are obliged under separate regulations to have a PESEL number, you should submit an application for granting PESEL to the commune authority competent for the Śródmieście district of the capital city of Warsaw.

The office worker will accept your application right away. If there is a basis for assigning a PESEL number, you will receive a notification of assigning a PESEL number.

\*If your child is born, you must register him/her with the Civil Registry Office. The birth will be registered there and your child will be granted a PESEL number.

## Glossary

**Foreigner from a third-country** - a person who does not have the citizenship of the State on whose territory he/she is staying and is not a citizen of the European Union, the European Economic Area or Switzerland.

**Emigrant** - person who leaves his/her country of origin.

**Immigrant** - person that comes to a country other than his/her country of origin.

**Migrant** - a person who moves from one place to another (especially in order to find better living conditions).

**Citizens of the European Union** are all citizens of the European Union Member States. Every person holding the nationality of a Member State shall be a citizen of the European Union. Citizenship of the Union shall be additional to and not replace national citizenship.

**Person of Polish origin** - a person who declares his or her Polish nationality is considered to be of Polish origin. In addition, one of his/her parents, grandparents or grandparents was of Polish origin or this person confirms his/her connections to Polishness. A person of Polish origin could also be a person declaring Polish nationality, who had Polish citizenship in the past.

**Person with registered residence** - person, who is staying temporarily or permanently at the given address of residence (specified town, street, street number and, if necessary, also suite number) and has registered his/her stay as permanent or temporary with the locally competent commune office.

**Tax resident** - is a person who resides within the territory of Poland for tax purposes or resides on Polish territory for more than 183 days in a tax year. Polish tax residents are obliged to pay taxes in Poland. Tax residence is inde-



# Work

First of all, in order to work in Poland, you must be a legal resident in the country. Citizens of the European Union member states may work in Poland without any additional formal requirements, while foreigners from outside the EU should obtain a work permit. Help in finding a job and support for foreigners is provided by relevant institutions, i.e. District Employment Agency and the National Labour Inspectorate. A number of doubts can also be resolved by "Zielona Linia" - a hotline dedicated to employment issues. WroMigrant along with non-government organisations such as Nomada and Ukraine Foundation (see chapter "[Information Points for Migrants](#)") provide free of charge legal advice with regard to your stay and employment legalisation. If you work and earn in Poland, you are also subject to taxes, especially income tax (PIT).

In this chapter of our guide you will find out:

- [how to legalise work in Poland](#);
- [which questions are answered by "Zielona Linia"](#);
- [what do the District Employment Agency and the National Labour Inspectorate take care of](#);
- [how to effectively look for a job in Wrocław](#);
- [what taxes apply to you](#).



## Legalisation of work

If you are an EU citizen, the subject of legalisation of work does not apply to you, as foreigners from the EU may work in the territory of Poland without additional formalities. However, if you are a foreigner from outside the EU and you entered Poland (based on a visa or visa-free traffic), it does not automatically mean that you can work here. You must obtain an additional work permit, which, for some nationalities, is a simplified form of the so-called "declaration on entrusting the performance of work to a foreigner".

There are also additional categories of foreigners who are exempt from the obligation to obtain a work permit. A detailed list of these categories can be found on the website of the Office for Foreigners ([udsc.gov.pl/kategorie-3](http://udsc.gov.pl/kategorie-3)).

**If you do not belong to the category of persons exempt from the work permit requirement**, the prerequisite for you to take up work is that it is **legalised**. You can legalise your job in three ways, namely by applying for:

1. work permit
2. single temporary residence and work permit;
3. declaration on entrusting the performance of work to a foreigner (simplified procedure for citizens of: Armenia, Belarus, Georgia, Moldova, Russia and Ukraine).

## Work permit

A work permit is a prerequisite for you to be employed in Poland. From a legal perspective work permit is an issue independent from the legalisation of stay. This refers to having a visa or residence permit. This means that when you come to Poland to work, you must make sure that your stay is legal. However, your employer should obtain documents entitling you to work in Poland and conditions for issuing you a visa or temporary residence permit for this purpose. Your employer is also obliged to keep copies of documents confirming your legal stay and work permit in Poland.

**Work permits** are issued at the request of your employer. The employer applies to the Governor for those. There are several types of such permits, depending on the location of the employer and the type of work performed (permanent or temporary). As a rule, a permit can be

issued when the employer provides information that there are no unemployed people or job-seekers available on the local labour market.

These requirements often force employers to apply for a work permit before you come to Poland. You must know that under the Polish law you cannot employ a foreigner who does not have a valid work permit, and even one day of illegal work may have negative consequences for both the employer and the employee. For instance, it can prevent you from legalising your stay in Poland in the future. It can also result in an obligation to return to your country and a temporary ban to enter the Schengen area.

In accordance with the law provisions, applications for employment permits for foreigners in Poland submitted together with a set of necessary documents should be examined within one month, and particularly complex cases - within two months. However, practice shows that administrative proceedings in these cases may take longer.

## Single temporary residence and work permit

You apply for a **temporary residence and work permit** yourself in the **Lower Silesian Provincial Office**. A temporary residence and work permit is granted when the purpose of your stay in Poland is to perform work and the following conditions are met:

- you have health insurance, providing financing for "medical treatment costs" on the territory of Poland;
- you have a source of stable and regular income, sufficient to cover the cost of living for you and your dependent family members;
- you have a guaranteed place of residence in the territory of the Republic of Poland;
- Before employing you in his/her company, your employer must check whether it is possible to employ a Polish citizen for your position;
- Your salary must not be lower than the salary of people working the same number of hours and performing work of a comparable type or on similar position;
- the amount of monthly remuneration referred to above is not lower than the minimum remuneration for work in a given year in Poland.

A single temporary residence and work permit is issued if the circumstances which are the basis for applying for the permit justify your stay on the territory of the Republic of Poland for a period longer than 3 months.

## **Declaration on entrusting the performance of work to a foreigner**

If you meet the following criteria together:

- you come from Armenia, Belarus, Georgia, Moldova, Russia or Ukraine.
- Your period of employment will not exceed 6 months in the following 12 months;
- the work you will be doing does not include seasonal work for which a permit is required;

then your employer is entitled to a simplified procedure for obtaining a work permit for you, called a declaration on entrusting work to a foreigner.

Your employer submits such statement to the **District Labour Office in Wrocław** (ul. Gliniana 20-22, 50-525 Wrocław) - in person or by post. You can also make such statement by electronic means on [praca.gov.pl](http://praca.gov.pl). If an employee of the Authority finds any deficiencies or inaccuracies in the documentation, he or she shall request the employer to supplement the documentation or clarify the doubts. Your employer has 7 days to provide all the requested documents. If the declaration and annexes meet all the requirements, the employee of the Employment Office will enter the declaration in the register. The entry shall be confirmed by a declaration bearing the stamp of the office. The employer may collect it in person or by an attorney. The waiting time shall be up to 7 working days or, in the event of a hearing, up to 30 days. In the case of refusal, the employer may appeal against this decision within 14 days.

Remember: your employer will forward the registered declaration to you.

### **When you do NOT need a work permit, i.e. when you can start working in Poland without a work permit:**

- you are a citizen of a Member State of the European Union, the European Economic Area (EEA) or Switzerland;
- or
- you are covered by international protection in the territory of the Republic of

Poland (e.g. you have refugee status or were granted a subsidiary protection), you have a Pole's Card, you are a teacher of foreign languages in institutions belonging to the education system, a graduate of Polish upper secondary schools and full-time higher education or a full-time student.

**Important! The work permit is assigned to a specific employer. This means you need a new work permit every time you change employer.** Therefore, if you already know that you want to change jobs when you work for one employer, you should first obtain a permit to work for a new employer. The process of obtaining a new work permit in the Lower Silesian Provincial Office takes much longer than the deadline specified in the Act. It may take even up to 6 months. As a rule, termination of the employment relationship requires informing the office about it and submitting an application for a new residence permit within 30 days from the date of termination of the employment relationship. Foreigner is obliged to notify the Governor who granted this permit in writing, within 15 working days, about the termination of the employment relationship.

## **Zielona Linia**

Detailed information and answers to your questions concerning employment can be obtained from the information and consultation centre of the employment services "Zielona Linia", tel. no. **19524** and on the website of "Zielona Linia": [zielonalinia.gov.pl](http://zielonalinia.gov.pl) (PL/EN/RU).

"Zielona linia" will provide you with information on labour market services, benefits and support offered by labour offices, as well as answers to questions concerning the Act on Promotion of Employment and Labour Market Institutions and the Labour Code, including information on:

- current job offers (domestic and foreign);
- rights on the labour market;
- co-financing of economic activity;
- training and retraining opportunities;
- reimbursement of the employee's employment costs;
- recruitment of workers;
- benefits from the District Employment Agency;
- databases of contact details of District Employment Agencies, employment agen-

cies, information and career planning centres and others.

Additionally, "Zielona Linia" portal offers information and support services, i.e:

- automatic search of job advertisements;
- automatic search of training offers;
- automatic search of workers;
- automatic search of information from the regions;
- a CV factory that gives you the opportunity to create a CV from scratch and translating it;
- newsletter for 4 target groups: employers, jobseekers, people interested in returning to Poland and general.

If you are an employer yourself - you can submit a demand for jobs and "Zielona Linia" will engage in searching for people who meet the criteria required by you.

Contact with "Zielona Linia" is very simple. You can call the following number: 19524 or write an e-mail. No matter which option you choose, you will always get full and up-to-date information.

Number for international calls: **+48 22 19 524** or **+48 22 53 75 400**

Correspondence address:

**Centrum Informacyjno-Konsultacyjne  
Służb Zatrudnienia Zielona Linia**

ul. Ciepła 40 (building E)

15-472 Białystok

e-mail: [contact@zielonalinia.gov.pl](mailto:contact@zielonalinia.gov.pl)

Helpline hours:

Monday to Friday from 8:00 to 18:00

## **Institutions: District Employment Agency (PUP) and the National Labour Inspectorate (PIP)**

### **District Employment Agency (PUP)**

District Employment Agency (Powiatowy Urząd Pracy - PUP) handles multiple tasks related to promotion of employment and activation of the local labour market. PUP helps, i.a. the unemployed and jobseekers in finding employment (in particular through employment job agency), conducts career counselling and trainings and gives

grants to people who would like to start their own business. PUPs also operate within the EURES (European Employment Services) platform, which helps jobseekers find employment in Europe.

Moreover, PUP provides assistance to employers during the process of employee recruitment, in particular by refunding the costs of creating a job position for the newly employed persons, financing of employees and the employer continuing education, or in case of employing foreigners as part of work permits for seasonal work for foreigners from outside of EEA (European Economic Area) and as part of "simplified" procedure - declarations on entrusting the performance of work to the citizens of Ukraine, Belarus, Russia, Georgia, Armenia and Moldova.

*Powiatowy Urząd Pracy we Wrocławiu*

**(District Employment Agency in Wrocław)**

ul. Gliniana 20-22

50-525 Wrocław

Opening hours:

Monday to Friday from 7:30 to 14:30

More information can be found here:

[wroclaw.praca.gov.pl](http://wroclaw.praca.gov.pl) (PL).

## **National Labour Inspectorate (Państwowa Inspekcja Pracy - PIP)**

The National Labour Inspection Authority enforces labour law and health and safety at work, carries out inspections and takes preventive measures to reduce accidents at work and to ensure that employers and employees respect labour law. All employers and entrepreneurs for whom work is provided by natural persons, including self-employed persons, regardless of the basis of work performance, are subject to the control of the National Labour Inspectorate - with respect to health and safety at work and the legality of employment. So if you are hiring an employee on the basis of a contract of mandate or a contract for specific work, you must also be prepared for a visit by a labour inspector.

*Okręgowy Inspektorat Pracy we Wrocławiu*

**(District Labour Inspectorate in Wrocław)**

ul. Zielonego Dębu 22

51-621 Wrocław

phone number: 71 37 10 430

e-mail: [kancelaria@wroclaw.pip.gov.pl](mailto:kancelaria@wroclaw.pip.gov.pl)

The District Labour Inspectorate in Wrocław does not respond to anonymous e-mails or mail. Correspondence should contain a precise indication of:

- the person from whom it originates,
- the address of that person,
- the case in question.

### Free legal advice on labour law in the District Labour Inspectorate in Wrocław

Telephone advice is provided from Monday to Friday from 9:00 to 15:00 at the Counselling Centre of the National Labour Inspectorate (hours are subject to change).

phone number: +48 801 002 006 - for persons calling from landline phones,  
phone number: +48 459 599 000 - for persons calling from mobile phones.

Advice is given in person at the headquarters of the National Labour Inspectorate, at ul. Zielonego Dębu 22, in rooms no. 2 and 3, on Monday from 10:00 to 18:00 and from Tuesday to Friday, from 10:00 to 14:00 (hours are subject to change).

For more information, please visit the following websites:

- Okręgowy Inspektorat Pracy we Wrocławiu (District Labour Inspectorate in Wrocław): [wroclaw.pip.gov.pl/pl](http://wroclaw.pip.gov.pl/pl) (PL);
- Główny Państwowy Inspektorat Pracy (Chief Labour Inspectorate): [www.pip.gov.pl/pl](http://www.pip.gov.pl/pl) (PL/EN).

## Job search

We have good news for those who plan to work in Wrocław! The capital of Lower Silesia offers many jobs and the unemployment rate in the city is one of the lowest in the country.

You can look for work in many ways, both through direct contact with your employer and as well as through:

- the European Employment Service's (EURES) job offer network ([eures.praca.gov.pl](http://eures.praca.gov.pl) (PL/EN)), when you come from the EU Member States, the European Economic Area (EEA) and Switzerland;
- central database of job offers of district labour offices [oferty.praca.gov.pl](http://oferty.praca.gov.pl) (PL);
- employment agencies, whose legal register you can find here: [www.kraz.praca.gov.pl](http://www.kraz.praca.gov.pl) (PL); employment agencies cannot charge fees for finding a job, they can

only do so if there is a need, for example, to translate documents and so on;

- newspapers with the job advertisements;
- internet portals with job offers, i.e.:  
LinkedIn  
Goldenline  
Jobrapido  
Jobpilot.pl  
Careerjet.pl  
Gazetapraca.pl  
Pracuj.pl  
Praca.pl  
Jobs.pl  
Absolvent.pl

For more information please call Zielona Linia (19524) or visit the website: [zielonalinia.gov.pl](http://zielonalinia.gov.pl) (PL, EN, UA, RU).

## Taxes

Tax settlement is the responsibility of every taxpayer, regardless of the source of income. Remember to settle your taxes within the set deadline, i.e. no later than 30 April each year (settlement for the previous year).

The tax return consists of special documents, called PITs, available at every tax office and on the Internet. It is very easy and popular to submit PIT declarations by electronic means. You just need a special program that can be downloaded for free (e.g. e-pity) and an Internet connection.

For the settlement of the PIT declaration we have a strictly defined time limit. A delay may cause, i.a. a fine, and failure to submit a PIT declaration may even result in an accusation of committing a tax crime. Detailed information concerning all types of PITs can be found on [podatki.gov.pl](http://podatki.gov.pl) website.

By the end of February each year, an employer must send a PIT-11 form to the employee or submit it directly to the Tax Office, with information on income, tax deductible costs, tax deductible advances, social security and health insurance. In practice, therefore, it is possible to prepare an appropriate tax return from 1 March. By 30 April, each taxpayer must file a PIT return with the relevant tax office (depending on the address of residence). This deadline shall be final and absolute.

What is important for married couples is that in Poland spouses can settle taxes together. This is particularly beneficial when one person does not work or has a low income. There is one condition for this type of settlement – timely submission of an appropriate PIT return by 30 April.

You can get help with tax settlement from information points in tax offices and non-governmental organisations. There are 5 tax offices in Wrocław. When submitting a PIT, the address of your residence is taken into account, not your registered residence address.

### Tax office search engine:

[www.wroclaw.pl/urzed-skarbowy-wroclaw-wyszukiwarka](http://www.wroclaw.pl/urzed-skarbowy-wroclaw-wyszukiwarka)

Enter your address and the search engine will show you the tax office where you should file your PIT return.

### The opening hours of tax offices are usually as follows:

- Monday from 7:30 to 18:00
  - Tuesday to Friday from 7:30 to 15:30
- Please note that hours are subject to change and it is always worth checking them.

### Tax offices in Wrocław

#### Urząd Skarbowy Wrocław Fabryczna

ul. Ostrowskiego 5  
53-238 Wrocław  
phone number: +48 71 797 73 00  
Range in Wrocław (housing estate): Gajowice, Gądów Mały, Grabiszyn, Grabiszyniek, Jarnołów, Jerzmanowo, Kozanów, Kuźniki, Leśnica, Maślice, Muchobór Mały, Muchobór Wielki, Nowy Dwór, Oporów, Osiniec, Pilczyce, Popowice, Pracze Odrzańskie, Stabłowice, Strachowice, Złotniki, Żerniki

#### Urząd Skarbowy Wrocław Krzyki

ul. Sztabowa 100  
53-310 Wrocław  
phone number: +48 71 338 92 01  
Range in Wrocław (housing estate): Bieńkowice, Bierdzany, Borek, Brochów, Gaj, Jagodno, Klecina, Krzyki, Księża Małe, Księża Wielkie, Ołtaszyn, Opatowice, Partynice, Południe, Rakowiec, Tarnogaj, Świątniki, Wojszyce

#### Urząd Skarbowy Wrocław Psie Pole

ul. Trzebnicka 33  
50-231 Wrocław  
phone number: +48 71 326 52 00  
Range in Wrocław (housing estate): Karłowice, Kleczków, Kłokoczyce, Kowale, Leśnica, Ligota, Lipa Piotrowska, Osobowice, Pawłowice, Polanka, Polanowice, Popiele, Poświętne, Psie Pole, Rędzin, Różanka, Sołtysowice, Strachocin, Swojczyce

#### Urząd Skarbowy Wrocław Stare Miasto

ul. Inowrocławska 4  
53-654 Wrocław  
phone number: +48 71 786 67 00  
Range in Wrocław (housing estate): Stare Miasto, Przedmieście Świdnickie, Szczepin

#### Urząd Skarbowy Wrocław Śródmieście

ul. Piłsudskiego 27-29  
50-044 Wrocław  
phone number: +48 71 343 53 76  
Range in Wrocław (housing estate): Bartoszowice, Biskupin, Dąbie, Nadodrze, Ołbin, Plac Grunwaldzki, Sępolno, Zacisze, Zalesie

### Consultations for foreigners on PIT settlements

A few weeks before the end of the personal income tax settlement period (February/March) the Ukraine Foundation conducts consultations for foreigners. They are subject to previous provisions, therefore we suggest you contact the Foundation directly under the following address: [infocukr@fundacjaukraina.eu](mailto:infocukr@fundacjaukraina.eu)

For more information please visit: [fundacjaukraina.eu](http://fundacjaukraina.eu)

### "Settlement of PIT in Wrocław" initiative

Every year Wrocław organises the "Settlement of PIT in Wrocław" initiative to encourage people working here to settle tax in the city. There are attractive prizes to win.

For more information, please visit the following websites:  
[www.wroclaw.pl/portal/rozlicz-pit-we-wroclawiu-2019](http://www.wroclaw.pl/portal/rozlicz-pit-we-wroclawiu-2019) (PL)  
[www.wroclaw.pl/portal/files/dokumenty/18020/PIT\\_ulotka%20\\_EN.pdf](http://www.wroclaw.pl/portal/files/dokumenty/18020/PIT_ulotka%20_EN.pdf) (EN)

# Education

Knowing Polish will surely help you in everyday life in Wrocław. You will be able to make friends, chat with your neighbours and colleagues from work and it will be easier for you to settle the matters in the office. You can learn Polish during courses (you can attend some of them for free or they are offered at low prices) and in language clubs for adults that offer language classes at different levels of proficiency.

Education is also very important for children. In Poland children are obliged to attend school. Every child between the ages of 6 and 18 must attend school. This obligation also applies to children who do not have Polish citizenship, regardless of their parents' migration status in Poland. There are preparatory classes for children who do not speak Polish at all or do not speak Polish well. In case children do not attend preparatory classes, they are entitled to 2 extra hours a of Polish as a foreign language a week. Schools may also hire intercultural assistants that know the language as well as the culture of the children's country of origin.

Adult education gives mature learners a chance to increase their knowledge. Adults can choose from postsecondary schools, higher education facilities or schools for adults, who quit school and represent different levels of education.

In this chapter of our guide you will find out:

- where to look for Polish language courses;
- what are preparatory classes for children who speak a foreign language;
- what is compulsory schooling about;
- what are the stages of Polish educational system;
- how to enrol a child in a nursery, preschool and school;
- what is Centre for Continuing Education;
- what international schools can be found in Wrocław;
- where to look for higher education facilities.

## Basic Polish Language Course

Knowing Polish even at a basic level will enable you not only to communicate more easily with friends, neighbours, colleagues or passers-by, but will also give you a chance to learn about history and participate in the Polish culture.

Wrocław organises **Polish language courses** for people with different levels of proficiency. Some of them are subsidised by the city, they are free or offered at an attractive price. Apart from language courses, there are also **language clubs**, where you can learn Polish in a less formal environment. It is also a great way to meet new people.

## Polish Language Courses

### “Let’s mów po polsku”

“Let’s mów po polsku” are Polish language courses organised by the Ukraine Foundation for third country nationals. The courses are conducted at different levels (from A1 to C1) and last on average 3-4 months. The participants meet in one of two 15-person groups. Each person is provided with the necessary study materials - office supplies, a textbook and exercises prepared by teachers. Class schedules are planned individually for each group based on the preferred days and times reported in the surveys.

Each cycle of classes ends with a Polish language exam, which aims to verify the language competences acquired by the students. After receiving the results of the exam, all participants receive an internal certificate confirming completion of the course.

Most active and excelling students can take a state exam in Polish as a foreign language. Selected participants will receive a certificate approved by the State Commission for the Certification of Proficiency in Polish as a Foreign Language. The certificate will be issued free of charge.

Thanks to the subsidy from the National Programme - Asylum, Migration and Integration Fund and the state budget, the price of classes is very low and amounts to PLN 384 for the 128-hour course. One hour of the course costs only PLN 3.

For more information:

e-mail: [lets-mow@funcjaukraina.eu](mailto:lets-mow@funcjaukraina.eu)

WWW: [fundacjaukraina.eu/kursy-jezyka-polskiego-lets-mow](http://fundacjaukraina.eu/kursy-jezyka-polskiego-lets-mow)

### „Polski na luzie”

This project offers free Polish language lessons for all migrants. There will be two course groups (beginner and advanced) and the classes will take place on Sundays and will be held at Wrocław Centre for Social Development (pl. Dominikański 6, 2nd floor, room 210).

For more information:

WWW: [www.facebook.com/groups/368942013770207](http://www.facebook.com/groups/368942013770207)

### School of Polish Language and Culture for Foreigners (University of Wrocław)

You can also sign up for paid Polish language courses offered by School of Polish Language and Culture for Foreigners (University of Wrocław). The school offers a wide range of paid language courses at various levels, including: one-semester course, one-year preparatory course, intensive summer course, a skills improvement course for teachers and a contract course.

For more information:

School of Polish Language and Culture for Foreigners  
pl. Nankiera 15b (room 6)  
50-140 Wrocław  
phone number +48 71 375 25 70  
e-mail: [sjpkc@uwr.edu.pl](mailto:sjpkc@uwr.edu.pl)  
WWW: [www.sjpik.uni.wroc.pl/pl](http://www.sjpik.uni.wroc.pl/pl)

### Department of Foreign Languages

(Wrocław University of Science and Technology)  
Wrocław University of Science and Technology also offers paid Polish language courses: summer courses, 60-hour semester courses, intensive Polish language courses on different levels of proficiency.

For more information:

Department of Foreign Languages (Wrocław University of Science and Technology) (building H-4)  
ul. Wyb. Wyspiańskiego 8  
50-370 Wrocław  
phone number + 48 71 320 31 17,  
+48 71 320 31 87  
e-mail: [sekretariat.sjo@pwr.edu.pl](mailto:sekretariat.sjo@pwr.edu.pl)  
WWW: [sjo.pwr.edu.pl](http://sjo.pwr.edu.pl)

## Language clubs

“Wrocław on tongues of the world”

The aim of this free of charge initiative is to break down language and cultural barriers and support the process of integration of foreigners living, studying or working in Wrocław. People willing to participate in this project, meet in pairs or groups and talk about everyday life, what unites them, what makes them different, what fascinates and entertains them. It is also a great way to meet new friends.

### Wrocław Integration Centre

ul. Strzegomska 49  
53-611 Wrocław  
tel. +48 576 119 521  
e-mail: kontakt@wnjs.pl  
WWW: www.wnjs.pl

### “Polish speaking club”

This club run by the Ukraine Foundation provides an opportunity not only to practice Polish, but also to share the experience of integration in a new environment and look for solutions to problems you came across after moving to Poland. There is no need to sign up, just come to the meeting. Meetings are held twice a week.

For more information:

WWW: [www.facebook.com/polish.speaking.club](http://www.facebook.com/polish.speaking.club)

### Other Polish language courses

If you start working for a multinational corporation, it is a good idea to ask your employer upfront whether the company holds language classes for new employees or may recommend some places where you can learn Polish.

Are you a student? If the answer is “Yes”, it is highly likely that your higher education facility organises Polish language courses. Go to the year tutor assigned by the higher education facility and ask for more information.

If you already know Polish well and want to obtain a certificate confirming your language proficiency, visit the website of the State Commission for the Certification of Proficiency in Polish as a Foreign Language and read the information about the exam and check the exam dates:

For more information: [www.certyfikatpolski.pl](http://www.certyfikatpolski.pl)

## Preparatory classes for foreign-language children

There are preparatory classes for children who do not speak Polish at all or do not speak Polish well.

### What is a preparatory class

Children who start their education in Polish schools attend preparatory classes. The offer is addressed to children speaking foreign languages (including migrants) and children returning to Poland from emigration. Apart from the intensive Polish language course, children learn how to communicate, they learn vocabulary and phrases from Mathematics, Science, History and other school subjects. Students attending preparatory classes participate in theme lessons and integration classes, and they get to know the city. Students attending a preparatory class do not have a gap year, because they study the core curriculum required for their age.

Preparatory classes accept non-Polish-speaking students aged 6 to 19, starting their education in a Polish school. The classes can be attended for anywhere from 4 weeks to 12 months. More importantly, you can enrol your child in a preparatory class at any point during the year and attending such class is free of charge. Parents can count on teacher’s support, which encompasses consultations as well as training on the principles of education in a Polish school.

### Why is it a good idea to enrol your child in a preparatory class

Not knowing the language will definitely make it difficult for a child to learn, express himself/herself and communicate with his/her peers in everyday situations. The child may be stressed and frustrated.

### Schools with preparatory classes. For detailed information, please contact these institutions:

Primary School no. 4 (*Szkoła Podstawowa nr 4*)  
53-140 Wrocław  
ul. Powstańców Śląskich 210-218  
phone number: +48 71 798 69 03  
e-mail: sekretariat.sp004@wroclawskaedukacja.pl

Prymas Tysiąclecia Primary School no. 74  
(*Szkoła Podstawowa nr 74 im. Prymasa Tysiąclecia*)  
ul. Kleczkowska 2  
50-227 Wrocław  
phone number: +48 71 798 68 63  
e-mail: sekretariat.sp074@wroclawskaedukacja.pl

Jan Kasprowicz Primary School no. 83  
(*Szkoła Podstawowa nr 83 im. Jana Kasprowicza*)  
al. Tadeusza Boya-Żeleńskiego 32  
51-160 Wrocław  
phone number: +48 71 798 68 69  
e-mail: sp83.sekretariat@wp.pl

Stanisław Tołpa Primary School no. 90  
(*Szkoła Podstawowa nr 90 im. prof. Stanisława Tołpy*)  
ul. Orzechowa 62  
50-540 Wrocław  
phone number: +48 71 798 68 73  
e-mail: sp90wro@op.pl

Edward Dembowski Primary School no. 109  
(*Szkoła Podstawowa nr 109 im. Edwarda Dembowskiego*)  
ul. Inżynierska 54  
53-230 Wrocław  
phone number: +48 71 798 68 39  
e-mail: sekretariat.sp109@wroclawskaedukacja.pl

Major Piotr Wysocki Secondary School of General Education no. XV  
ul. Wojrowicka 58  
54-436 Wrocław  
phone number: +48 71 798 67 39  
e-mail: sekretariat@loxv.wroclaw.pl

Primary School and Nursery Unit no. 1  
(*Zespół Szkolno-Przedszkolny nr 1*)  
ul. Zemska 16c  
54-440 Wrocław  
phone number +48 71 798 69 15  
e-mail: sekretariat@sp113.wroc.pl

Activity coordinated by the Department of Education of the City Office of Wrocław as part of the Strategy for the Cultural Dialogue in Wrocław.

To find out more, please visit: [www.wielokultury.wroclaw.pl/klasy-przygotowawcze-dla-dzieci-obcojezycznych/](http://www.wielokultury.wroclaw.pl/klasy-przygotowawcze-dla-dzieci-obcojezycznych/) (PL/EN/UA).

## Education system

The Polish education system is divided into the following stages:

- preschool (for children aged 3 - 5/6 years old);
- primary school (8 grades, for children aged 6/7 - 14/15 years old);
- secondary schools (various types, the education lasts 3, 4 or 5 years).

In accordance with the provisions of law, a child:

1. has the right to learn starting from the age of three;
2. is required to follow a one-year pre-primary education programme at the age of six;
3. is subject to compulsory schooling from the age of 7 until the end of primary school (no longer than till the age of 18);
4. compulsory schooling till the age of 18.

### What compulsory schooling is all about

- The child is subject to compulsory schooling from the age of 7 until the end of primary school (8th grade) no longer than till the age of 18.
- From 1 September 2019, compulsory schooling will be fulfilled by enrolling a child in a public or non-public primary school.

### Who controls compulsory schooling

In accordance with the provisions of the Act on Education Law, the principals of primary public schools control the fulfilment of compulsory schooling. The fulfilment of compulsory schooling is checked on the basis of pupil’s address of residence, not the address of permanent residence. Principals of non-public and public primary schools are obliged to notify the principal of pupil’s catchment area primary school and to inform him/her that the pupil is fulfilling the obligation of compulsory schooling.

### What happens in case of failure to fulfil the obligation of compulsory schooling

Failure to comply with compulsory schooling obligation may lead to imposing fines on parents and, in extreme cases, even termination of parental rights. When the pupil turns 18, the compulsory schooling ceases even if it was not fulfilled earlier (for example, because of the child’s stay in a country where other rules of the education sys-



tem apply). If a child is disabled, this duty may be postponed until the child turns 10. The decision is made on the basis of an opinion issued by psychological-pedagogical counselling centre.

There is a Psychological-Pedagogical Counselling Centre in Wrocław, whose employees speak foreign languages and will surely be to provide help to you and your child. If you want to diagnose your child, go to:

**Psychological and Pedagogical Counselling Centre no. 1 (Poradnia Psychologiczno-Pedagogiczna nr 1)**

ul. Kościuszki 31/1  
50-011 Wrocław  
phone number: +48 71 798 68 28  
WWW: [www.ppp1.wroc.pl](http://www.ppp1.wroc.pl)

**Important exams**

There are 2 or 3 important exams in the educational career of a pupil in Poland:

1. 8th grade examination (three parts: Polish, Mathematics and Modern Foreign Language) - after finishing primary school and being promoted to continue education in a secondary school;
2. secondary school final examination (the so-called "Matura") (oral and written) - after finishing secondary school and being promoted to a higher education facility;
3. bachelor's exam or master's thesis defence - in case of making a decision about continuing education at a higher education facility.

**Additional information**

**Remember! City buses and trams (MPK) in Wrocław are free of charge for students attending schools in Wrocław if they show a valid ID card.**

To find out more about different stages of education in Poland and changes in education, please see the following website: [eurydice.org.pl/system-edukacji-w-polsce](http://eurydice.org.pl/system-edukacji-w-polsce) (PL/EN).

To find out more about private, non-public education please go to: [eacea.ec.europa.eu/national-policies/eurydice/content/organisation-private-education-56\\_pl](http://eacea.ec.europa.eu/national-policies/eurydice/content/organisation-private-education-56_pl) (PL/EN).

The following list of the Wrocław education facilities is updated every year in September: [bip.um.wroc.pl/artykul/172/2924/zbiorczy-wykaz-szkol-i-placowek](http://bip.um.wroc.pl/artykul/172/2924/zbiorczy-wykaz-szkol-i-placowek) (PL).

The Education Department of the City Office of Wrocław is responsible for the implementa-

tion of tasks related to the supervision over the activity of educational units in the area of financial, administrative and organisational matters.

**Education Department**

(*Departament Edukacji*)  
ul. W. Bogusławskiego 8-10,  
5th floor, room 503  
50-031 Wrocław  
phone number: +48 71 777 85 16  
e-mail: [deu@um.wroc.pl](mailto:deu@um.wroc.pl)  
Monday to Friday from 7:45 to 15:45

## Nurseries and kids' clubs

The aim of the nurseries and kids' clubs is to help parents reconcile work and family responsibilities (childcare). These two places differ from one another. Children aged between **20 weeks and three years** can be admitted by **nurseries**. Children aged between **1 year and 3 years** can be admitted by kids' clubs. That is why apart from people with appropriate pedagogical or psychological education and experience in working with small children, nurseries employ nurses or midwives. **Kids' clubs** are also much smaller than nurseries and they can admit up to 30 children. The employees of these facilities look after children. The parents can also come to kids clubs' and play with children while they gain new experiences and skills (unlike in a nursery).

To learn more about the differences between nurseries and kids' clubs please visit this website: [zielonalinia.gov.pl/zlobek-i-klub-dzieciocy-33256](http://zielonalinia.gov.pl/zlobek-i-klub-dzieciocy-33256)

Remember to check if the place you have chosen is registered in the register of nurseries and kids' clubs. All you need to do is to visit the website of the Wrocław Nursery Complex: [rekrutacja-zlobki.um.wroc.pl/wroclaw/zlobek/oferta](http://rekrutacja-zlobki.um.wroc.pl/wroclaw/zlobek/oferta)

**Rules for admission to nurseries**

Applications for nurseries are submitted on a continuous basis - all year round by using an electronic system. In order to submit an application, please fill out the electronic form (if you do not speak Polish, ask people who speak Polish to help you). All children who live in the city of Wrocław can participate in the recruitment process. An application submitted by means of an electronic system can be edited until the child is enrolled in a nursery.

On the day of admission to a nursery, the child must be at least 20 weeks old. If there are more applicants than places in nursery, additional criteria will be taken into account. Remember that if you submit additional certificates (e.g. employment confirmation, confirmation of running an agricultural farm or certificate of full-time student status), they should be issued no later than 3 months before the day of their submission to the nursery. A certificate in a foreign language has to be translated into Polish by a sworn translator.

The parent must provide a printed application form with a set of documents confirming that the child meets the criteria, after receiving an information about child's admission to nursery. This information will be sent to parents electronically.

At least one of the parents or a legal guardian of a child must live within the borders of the city of Wrocław. In order to confirm this residence criterion, the parent must make the following documents available on request, these documents include:

- identity card of the parent or legal guardian;
- permanent or temporary residence certificate of at least one parent or legal guardian and the child;
- another document confirming your residence, e.g. apartment lease agreement;
- residence card or EU Blue Card may also be used to confirm residence if it contains information about the place of residence in Wrocław. If this is not the case, you should submit e.g. a flat lease agreement or other document stating that the parent or legal guardian of the child resides in Wrocław.

If you have any questions about the admission to nurseries, you can direct them to the City Office Hotline: +48 71 777 77 77, from Monday to Friday from 8:00 to 15:45.

For more information please contact the following facility:

**Nurseries' administration**

ul. Fabryczna 15  
53-609 Wrocław  
phone number: +48 71 365 03 46  
fax number: +48 71 365 03 47  
WWW: [www.wzz.wroc.pl](http://www.wzz.wroc.pl)

## Preschools

A child may be enrolled in a preschool from the age of 3, and in justified cases parents may

apply to enrol their two-and-a-half-year-old in a preschool. A child between 3 and 5 years of age has the right to education, whereas education is compulsory for a 6-year-old.

If you want to enrol your child in a preschool, you can choose any place in Wrocław that you think will be suitable for your child. The reason for this is that preschools (as opposed to primary schools) are not subject to catchment areas and you find a place you like and - even in the case of 6-year-olds - enrol your child in preschool units in primary schools.

**Rules for admission to preschools**

There are two stages of the recruitment process:

1. Recruitment procedure.
2. Supplementary recruitment procedure - this procedure takes place if there are still some places available.

Both stages take place on-line via an online platform: [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl).

They shall be carried out by a recruitment committee appointed by the Principal of the facility concerned. The recruitment process concerns the places that the facility listed as available for a given age group. The number of vacant places available for particular age groups is determined by the principal of the preschool after he or she asks the parents of children that are currently admitted to the preschool whether they want their children to stay in the same facility for the next year.

Children who live in Wrocław will take part in the recruitment process for vacant places, that is why it is important to submit documents confirming your place of residence. If there are some vacant places left after all the needs of Wrocław residents have been satisfied, the children living outside of Wrocław will be admitted to preschools. For the purpose of recruitment, it is assumed that the residence is confirmed by a permanent or temporary residence or any other document clearly indicating the place of residence.

**Time-limits and the course of recruitment**

**STAGE 1:**

1. Submitting an application  
Usually in March (it is worth checking this information on the City Office's website) you should apply for admission to a preschool or a preschool unit in a primary school and submit documents confirming that the candidate meets the criteria taken into account in the recruitment process.

- Results of recruitment  
Results of the recruitment process are published once a year in May.  
After the end of the first stage of the recruitment process, if there are any places left, the places in the institutions closest to your place of residence will be indicated. If there are no places available, you take part in the next stage of online recruitment.

#### STAGE 2:

- Submission of applications and results of recruitment  
Stage no. 2 usually finishes in June. If there are still some places, you can go to the principal of the facility with your application. If there are no more places and your child has a right to education (3 - 5 years), you can choose a private preschool. However, if your child is subject to compulsory schooling, the Municipality will offer you a preschool or a preschool unit, where there are still some places available (regardless of your place of residence) your child will be able to attend preschool there.

#### Filling out an application for admission to a preschool

Recruitment for preschools is carried out with the use of an electronic system on the following website [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl).

As for now, the platform is available in Polish language only, so if you do not speak that language yet, you have two options: ask a person you trust for help with submitting an application on the platform or go to a selected facility in person and ask for help with submitting an application. The order of applications does not have any influence on the admission of the candidate to a preschool.

In order to fill out the application form correctly, you must:

- enter the particulars of a child and his/her parents/legal guardians;
- select a maximum of 3 facilities from the list;
- create a preference list - set the order of the institutions, starting with the one you like the most (first-choice institution);
- mark the criteria that your child meets;
- print out the application form with attachments, attach the required documents/declaration\*, sign and submit it to the preschool/primary school that you marked as your first choice.

\*Declarations confirming compliance with the criteria shall be made under penalty of perjury. The declarant is obliged to include the following clause in the declaration: "I declare that I am aware of the criminal liability for making a false statement." (Article 150(6) of the Act of 14 December 2016 on Education Law). Print-outs of declarations, constituting attachments, are available on the website used for electronic recruitment to preschools or preschool units in a primary schools.

If you would like to **resign from the granted place** in a preschool/primary school, please submit a resignation at the given facility, after the list of qualified children gets published.

#### If your child has been denied admission, you can:

- Request the committee to justify why they refused to admit your child to a given preschool within 7 days from the date of publication of the list of qualified and non-qualified candidates.
- Appeal against the decision of the Recruitment Committee to the Preschool Principal within 7 days from the date of receipt of the justification.

**Secretary of the Preschool and Primary School Division of the Education Department of the City Office of Wrocław**  
ul. Zapolskiej 4, 4th floor, room 446  
50-032 Wrocław  
phone number: +48 71 777 87 06  
e-mail: [wpp@um.wroc.pl](mailto:wpp@um.wroc.pl)

## Primary schools

When you enrol your child in a primary schools, you must be aware of the fact that these schools have catchment areas, and your child should go to a school assigned to the area where he or she lives. Your child will attend primary school for a total of 8 years.

#### Enrolment at a catchment area school/district school

Candidates are provided with a place at a regional/district school based on their place of residence. This means that choosing a regional school as your first option and submitting an application to this school within the time limit means that a children is automatically enrolled in

first grade. The application is also a declaration of willingness to study at this school. The application shall be accompanied by a statement on the place of residence of the parents or legal guardians of the child, which shall be submitted under pain of criminal liability for making false statements. For the purpose of recruitment, it is assumed that the residence is confirmed by a permanent or temporary residence or any other document clearly indicating the place of residence.

**Important:** Primary schools are catchment area schools. However, if your child has completed compulsory one-year preschool preparation ("reception") in a preschool department of a primary school other than the school in the area/district in which you live, your child is admitted, at your request, to the first grade of the same school in which he/she has been studying in "reception" so far, without the need for any recruitment procedure, on the basis of the so-called **continuation**.

Compulsory schooling is subject to control and if the parent does not ensure that the child attends school, the principal of the catchment area/district school may impose a penalty of up to PLN 50,000 on the parent.

#### Enrolment at a primary school other than the catchment area school

As a parent, you must remember that **if you choose a school other than your catchment area school, the children who live in this school district will have the right to be admitted first to this school.**

Principal of each establishment shall appoint a recruitment committee. The recruitment is divided into two stages:

- Recruitment procedure on an electronic platform: [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl).
- You choose three schools. The last school of your choice must always be your catchment area school because there will **always** be a place for your child.
- Supplementary recruitment procedure for schools with vacant places - you submit the application in person to the school.

**Important!** Children who live in Wrocław will take part in the recruitment process for vacant places, that is why it is important to submit documents confirming your place of residence. If there are some vacant places left after all the needs of Wrocław residents have been satisfied, the children living outside of Wrocław will be admitted to preschools.

## Course of recruitment

#### STAGE 1:

- Submitting an application  
The application must be submitted together with the required attachments to the school of first choice and it needs to be signed by the parent/legal guardian.
- Results of recruitment.  
If your child is enrolled in a school other than a regional/district school, you must immediately notify the primary school in your district that your child is enrolled in another school. If your child has not been admitted to a place of your choice and there are still some places available, you go to stage two and you apply in person in the school.

#### STAGE 2:

- Submission of applications and results of recruitment

#### Filling out an application for admission to a primary school

As a parent you fill out and submit an application for admission of your child to school on the date and time specified in the recruitment process. It is important that date and time of filling in an application in the IT system, printing it out or submitting it in the facility - do not have any influence on the order of admission of children.

You can also pick up the application form at any school and submit it to the school of your first choice after completing it.

If you would like to **resign from the granted place** in a given facility, please submit a resignation at the given facility.

**If your child has been denied admission** to a school other than your catchment area school, you can:

- request the committee to justify why they refused to admit your child to a given primary school within 7 days from the date of publication of the list of qualified and non-qualified candidates;
- lodge an appeal against the decision of the Recruitment Committee to the Primary School Principal within 7 days from the date of receipt of the justification;
- file a complaint with the administrative court against the decision of the principal of the primary school.

### Bilingual 7th grades

If your child speaks Polish very well, he or she has the opportunity to study in a bilingual class at the end of primary school. It is worth checking with the Department of Education of the City Office of Wrocław which primary schools have such an offer

and how your child can be admitted to such a class. Below we present our offer for the school year 2019/2020. It may change next year, so it is best to direct your questions to the schools below or to the Education Department.

Item	School name and address	Number of bilingual sections	Liczba miejsc	Language	Subjects in bilingual mode
1.	Szkoła Podstawowa nr 1 ul. Nowowiejska 78 phone number: 71 798 68 36	1	28	german	Information Technology, Social Studies
2.	Szkoła Podstawowa nr 5 ul. Jelenia 7 phone number: 71 798 67 03	2	60	english	History, Geography, Social Studies
3.	Szkoła Podstawowa nr 1 ul. Nyska 66 phone number: 71 798 68 72	1	28	german	Information Technology, Social Studies
4.	Szkoła Podstawowa nr 1 w ZSP nr 17 ul. Wieczysta 105 phone number: 71 798 69 23	2	56	spanish	History, Social Studies
5.	Szkoła Podstawowa nr 29 ul. Kraińskiego 1 phone number: 71 798 67 20	1	30	german	in 7 <sup>th</sup> grade: Music, Information Technology in 8 <sup>th</sup> grade: Safety Education, Information Technology
6.	Szkoła Podstawowa nr 66 ul. Dembowskiego 39 phone number: 71 798 67 10	1	30	english	Biology. Information Technology
7.	Szkoła Podstawowa nr 71 ul. Podwale 57 phone number: 71 798 68 60	4	120	english	Geography, Visual Arts, Mathe- matics, Information Technology, Chemistry, Biology

Source: [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl)

## Secondary schools

Graduates of 8-year primary schools can continue their education in four-year secondary schools of general education, five-year technical secondary schools or three-year 1st degree industry schools. When selecting sections in school, please ensure that your child will continue the foreign language from the primary school. It is also important that a candidate enrolled in a secondary vocational training school should receive a referral for a medical examination from the school secretary's office within the time limit specified in the schedule. Detailed information on how to conduct medical examinations is provided by schools who issue refer-

als for medical examinations and the Provincial Occupational Medicine Centre in Wrocław.

Keep in mind that there are various education subsidy programmes: scholarships, benefits, etc. It is worth finding out more about them at the Education Department.

### Course of recruitment

#### 1. Logging in to the electronic recruitment system

The current school of the candidate will, in due time, issue a login and a temporary password for the recruitment system [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl). After changing the password, you should fill out, save and print out the application form.

Candidates currently attending non-public schools who did not attend a school/nursery/institution run by the City of Wrocław.

- Go to a page [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl) and click on the recruitment to secondary schools. Now, you can enter the system by using your PESEL number ("Enter a candidate application from outside the system").
- In the first step of filling out the application form, you should provide a password that will enable you to log into the system.
- Please note that when you fill out the application form, you must provide an e-mail address that will be used to retrieve your password.

Candidates currently attending schools run by the City of Wrocław

- The current school of the candidate will, in due time, issue a login and a temporary password for the recruitment system.
- Go to a page [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl) and click on the recruitment to secondary schools. Now, you can enter the system by using your login and password.
- After changing the password, you may fill out, save and print out the application form.
- Please note that when you fill out the application form, you must provide an e-mail address that will be used to retrieve your password.

#### 2. Filling in the application and submitting documents to the facility

- After logging in to your account, you should generate an electronic application form.
- Enter or verify the personal data of the candidate and his/her parents.
- Select up to 3 sections in secondary schools from the list.
- Create a preference list - set the order of schools, starting with the school that you think is the most important for you, this school will be called the first choice school.
- Print out the application and submit it to the institution of your first choice. If there is a need to submit the attachments, please submit them as well (within the time limit specified in the schedule).

#### Adding information to an electronic application

Please log in to the electronic recruitment system (within the time limits specified in the schedule) and add the following information:

- grades from your school report card and the results of your eighth grade exam,
- indicate any other achievements listed on the school report card,
- indicate compliance with the additional criteria,
- bring a copy of the eighth grade exam results and a copy of your report card to the school of your first choice (do not print the application form again).

#### 3. Selection of schools

As candidate's parent, you must thoroughly familiarise yourself with the offer of the schools. Please pay attention to the deadlines for submitting to appropriate schools a written declaration of participation in physical fitness tests, linguistic competence tests/other tests. Candidates can apply for admission to sections in three secondary schools of their own choice that take part in the recruitment process and create their own list of preferences. The lists of accepted candidates and candidates who were not admitted to the section shall be drawn up in accordance with the number of recruitment points obtained. The number of recruitment points obtained at a given school is the sum of points for: grades listed in the Certificate of Completion of Education in Primary School, 8th grade exam results, other achievements listed in the school report card and results of additional language competence test/other tests, physical fitness test.

**The candidate should deliver to the school of first choice a printed application along with the required attachments, as it is a condition for the calculation of recruitment points.**

As a result of the recruitment procedure, a candidate may be admitted to only one section.

#### 4. Submission of documents

The candidate should submit an application signed by the parent and the class teacher at the first choice school within the specified time limit. In case of candidates from outside of Wrocław, the application form

does not require the signature of the class teacher. The following documents should be submitted with the application within a specified period of time:

- certified true copies of Certificate of Completion of Education in Primary and the 8th grade examination results certified by the principal of the school the candidate has graduated from;
- documentary evidence of compliance with other criteria, if required.

### 5. Confirmation of the will to learn

The Candidate will check, in a timely manner, at the first choice school or on the recruitment page of the school to which section and school on his or her selection list the Candidate has been qualified. In order for a candidate to be finally admitted to a school section, he/she must submit the following documents to the school to which he/she has been admitted within a specified period of time:

- Certificate of Completion of Education in Primary School,
- certificate of the 8th grade examination results,
- two photos.

If the Candidate (or their parent) fails to submit the original documents to the school that he or she has been admitted to within the specified period of time, it means that the Candidate resigned from the place granted in this school.

### 6. Supplementary recruitment

Supplementary recruitment for schools with vacancies after the first stage of recruitment is also carried out by means of an electronic recruitment system. Supplementary recruitment is open to all candidates: those who did not apply in the first stage of recruitment, those who did not qualify for the place in school, and those who qualified and accepted. The latter, in order to be admitted to the school in a supplementary recruitment process, must resign from the previously declared admission to the school to which they were admitted in the first stage of recruitment, within a specified period of time. The date of resignation is also the date of confirmation of admission to the facility in supplementary recruitment.

### 7. Recruitment criteria:

- grades for Polish, Mathematics and two other subjects listed on the Certificate of Completion of Education in Primary School;
- results of the 8th grade examination; this exam takes place in the spring;
- student's special achievements;
- graduating with honours;
- social activity.

Winners of the competitions and Olympiads listed by the Ministry of National Education have the right of priority to be admitted.

### Where can I get detailed information about the recruitment process

1. on the recruitment website: [rekrutacje.edu.wroclaw.pl](http://rekrutacje.edu.wroclaw.pl) (in Polish only);
2. at the Information Centre of City Office of Wrocław, phone number +48 71 777 7777 (from 8:00 to 15:45).
3. at the primary school attended by a candidate, by asking class teachers and counsellors;
4. at a school marked as candidate's first choice;
5. on the websites of secondary schools;
6. in the School Career Centers:

Primary school no. 4  
(*Szkoła Podstawowa nr 4*)  
ul. Paulińska 14  
53-140 Wrocław  
phone number: +48 71 798 67 25;

Secondary School Of General Education no. V  
(*Liceum Ogólnokształcące nr V*)  
ul. Hutnicza 45  
50-550 Wrocław  
phone number: +48 71 798 67 34;

School Complex no. 14  
(*Zespół Szkół nr 14*)  
al. Brücknera 10  
51-410 Wrocław  
phone number: +48 71 798 68 90;

Technical Secondary School no. 15  
(*Technikum nr 15*)  
ul. Skwierzyńska 1/7  
53-521 Wrocław  
phone number: +48 71 798 69 01;

Schools of Economics and Administration  
(*Zespół Szkół Ekonomiczno-Administracyjnych*)  
ul. Worcella 3  
50-448 Wrocław  
phone number: +48 71 798 69 09;

in the Interschool Vocational Activity Support Centre at the Practical Training Centre (*Międzyszkolny Ośrodek Wspierania Aktywności Zawodowej przy Centrum Kształcenia Praktycznego*)  
ul. Strzegomska 49  
53-611 Wrocław  
phone number: +48 71 798 67 00.

### List of facilities

As a parent you can choose the right place for your child in public or non-public institutions. Below you will find a full list of preschools, primary schools, secondary schools of general education, technical secondary schools, vocational schools, post-secondary schools, art schools, psychological-pedagogical counselling centres, boarding schools, youth hostels and, complexes of schools and special education facilities, youth cultural centres and other institutions. It is updated once a year in September [bip.um.wroc.pl/artykul/172/2924/zbiorczy-wykaz-szkol-i-placowek](http://bip.um.wroc.pl/artykul/172/2924/zbiorczy-wykaz-szkol-i-placowek)

To learn more about universities in Wrocław, visit the following website: [www.wroclaw.pl/uczelnie-wyzsze-wroclaw-kierunki-studiow](http://www.wroclaw.pl/uczelnie-wyzsze-wroclaw-kierunki-studiow) (PL/EN).

## Schools for adults

Adults who represent different levels of education have the opportunity to study for free in Wrocław. In the **Centre for Continuing Education** (Centrum Kształcenia Ustawicznego - CKU) you can continue your education at the level of primary school, secondary school of general education and participate in vocational courses and industry trainings. There are different types of educational systems - full-time, afternoon or extra-mural courses. Thanks to this you can choose the hours that suit you best.

Studying at CKU can bring you specific benefits. For example, if you finish your education at a level of secondary school of general education, it will end with a secondary school final examination (matura). With the matura exam you can continue your education at a higher educa-

tion facility. The courses will give you an opportunity to acquire or improve your professional qualifications, which will certainly help you find your place in the labour market.

CKU course participants are a diverse group in terms of age, social, cultural and nationality, that is why the school is able to create equal opportunities for all course participants, who are coming from different environments.

Centrum Kształcenia Ustawicznego is a public school that offers education completely free of charge. Detailed information about the recruitment and educational offer can be obtained in person by e-mail or telephone.

### Centrum Kształcenia Ustawicznego

ul. Swobodna 73  
50-089 Wrocław  
phone number: +48 71 798 67 01  
e-mail: [cku@cku.wroc.pl](mailto:cku@cku.wroc.pl)  
WWW: [www.cku.wroclaw.pl](http://www.cku.wroclaw.pl)

## International schools

There are also international schools in Wrocław where English is the language of instruction. These are private schools, which means that you have to pay to attend them. The school uses an international curriculum, so that their students can easily find their feet at schools of the same type in other countries. International schools also give pupils an opportunity to take the International Baccalaureate exam, which is recognised in many countries around the world and is a pass to foreign universities.

International schools offer education at different levels, from primary to secondary school. These schools put a great emphasis on language learning, so it is they will teach you how to speak fluently in English and in other foreign languages. The groups are quite small (about 15 pupils in each class), which means that the teacher has the possibility to approach each pupil individually. Their advantage is also a multicultural, international environment in which students have the opportunity to meet people from different cultures. The tuition fees in such institutions are usually higher than in Polish private schools.

An updated list of international schools operating in Wrocław can be found under this link: [www.ourkids.net/pl/szkoly-miedzynarodowe-wroclaw.php#school-list](http://www.ourkids.net/pl/szkoly-miedzynarodowe-wroclaw.php#school-list)



# Medical care

There are both public and private health care in Poland. Everyone employed under an employment contract, contract of mandate or self-employed person is obliged to pay health insurance contributions. When you enter into an agreement with your employer, they are obliged to report you to the health insurance and pay contributions for you. In this way you can benefit from free medical care. However, you will need to wait for some examinations and visits to specialists due to queues, so sometimes people choose the services of private doctors. In an emergency life threatening situation, specialists will provide you with immediate assistance in the admission rooms and hospital emergency departments. PESEL number makes it much easier to use your free medical care

In this chapter of our guide you will find out:

- what is included in Public Medical Care - National Health Fund (NFZ);
- what are the obligatory vaccinations in Poland;
- who provides health care during the night and holidays;
- how private healthcare works;
- where to look for help in life-threatening situations;
- what international agreements on social security are in force in Poland;
- how to contact the Patients' Ombudsman;
- what is health prevention;
- where to seek help in case of domestic violence;
- where to get psychiatric assistance.



## Public Medical Care - National Health Fund (NFZ)

### Compulsory insurance

In Poland, the **National Health Fund (NFZ)** is the institution responsible for financing and providing public health services. Contributions for compulsory health insurance are paid through a public organisational unit - the **Social Insurance Institution (ZUS)**.

Foreigners coming to Poland can benefit from public health services provided that they apply to the National Health Fund. This is usually done through the employer.

All persons employed in Poland (on a contract of employment or mandate), including foreigners, are subject to the obligation of health insurance. When you start working, your employer reports you as an employed person, which means that your monthly salary will automatically be paid into the Social Insurance Institution (ZUS). Remember that in case of termination of employment, the insurance ends 30 days after the termination of the employment contract. If you have your own business, you have to pay the appropriate contributions to the Social Insurance Institution (ZUS) on time.

As a rule, treatment of a person insured in the National Health Fund is **free of charge** (it is financed from medical insurance funds). In some cases, however, you may have to pay for some services. The National Health Fund does not finance benefits that are not included in the lists of guaranteed benefits set forth in the Ordinance of the Minister of Health.

**Remember! If you do not have the insurance of the National Health Fund and go to hospital, you will have to pay the full cost of treatment.**

### Voluntary insurance with the National Health Fund

If you are staying in Poland without a valid health insurance, you should consider the option of voluntary insurance with the National Health Fund in order to avoid the costs of hospital treatment in case of sudden illness or accident. For that to happen, submit an application to the National Health Fund (in one

of the branches near your place of residence). In order to sign an agreement with the National Health Fund, if you are from the outside of the EU, in addition to your passport you must also have your visa or a residence permit.

After signing an agreement with the National Health Fund, you must go to Social Insurance Institution and submit a ZUS ZZA form. Information about the amount of the contributions as well as the date of payment date can be obtained from the National Health Fund branch.

Remember that citizens of EU countries who have not yet taken up work or have lost their jobs can register with the Labour Office as unemployed and get insurance for themselves and their children. You will need to present the certificate of insurance from the Labour Office when you register with a doctor.

### Choosing a clinic and doctor

The whole procedure of visiting the doctor at the clinic will be faster if you provide your PESEL number (PESEL procedure, see Chapter 2). If you do not have a PESEL number, you can register for a visit by submitting your passport or residence card.

After you register with the Social Insurance Institution (ZUS), you must register with the appropriate clinic. In other words, in order to receive medical care, it is not enough for the employer to report to the Social Insurance Institution alone. It is also necessary for you to choose a doctor called a primary care physician. Take your passport, residence card and proof of payment of contributions to the clinic you choose (you will receive it from your employer). Fill in the application form on the spot and register to take full advantage of your insurance. It is best to choose a clinic near your place of residence, checking beforehand whether the institution has a contract with the National Health Fund (NFZ).

When registering at a selected clinic, it is worth remembering that health services provided to an insured person may also be used by members of their immediate family (children, spouses, parents, grandparents), if they are not insured under any other title (such information should be reported to the employer in order for your family to be included in your insurance and when choosing a National Health Fund institution).

### Choosing a doctor/nurse/midwife:

As an insured person in the National Health Fund, you have the right to choose a facility, doctor, nurse and midwife of basic health care. This choice is evidenced by the so-called declaration of choice, which is usually completed on the spot at the clinic. Ask a the person in charge of the registration to help you fill it in.

### The family doctor, the internist and the paediatrician

Patients often do not know that the family doctor, internist and paediatrician are doctors of different specialisations. The scope of family medicine is slightly wider than that of an internist or paediatrician. The family doctor can provide health services and advice to both adults and children. The paediatrician only takes care of the children. An internist only deals with adults.

**Remember that children attending a Polish school are entitled to free health care under the NFZ.**

## Student insurance

As a student you can also voluntarily insure yourself in the National Health Fund and benefit from free health care.

How to sign a contract with the National Health Fund?

1. First, obtain your student status document from the Dean's Office.
2. Then go to the appropriate branch of the National Health Fund – Lower Silesia Branch of the National Health Fund, Insurance Service Centre (ul. Dawida 2 in Wrocław, tel. +48 71 797 91 32). Bring the following documents with you:
  - a certificate from a higher education institution confirming the status of a student,
  - student ID,
  - passport.
3. When you are there – fill in the application form for voluntary insurance.
4. Come to the branch on the date set by the National Health Fund to sign a voluntary insurance agreement.
5. After signing the agreement, within 7 days register at the branch or inspection of the Social Insurance Institution (ZUS) by submitting a ZUS ZZA blank form (“Application for health insurance”).

A student who has signed an agreement for insurance and pays contributions on time has the right to receive medical care in the territory of Poland in points which have signed a contract with the National Health Fund for providing medical assistance (there is an appropriate marking with the “NFZ” inscription in such clinics).

Going to the doctor, you must have a copy of the agreement with the National Health Fund with you, as well as a blank application form for the Social Insurance Institution and a confirmation of the last month's contribution fee.

The addresses of the Social Insurance Institution branches in Wrocław can be found here: [www.zus.pl/o-zus/kontakt/oddzialy-inspektoraty-biura-terenowe](http://www.zus.pl/o-zus/kontakt/oddzialy-inspektoraty-biura-terenowe)

You can also sign insurance agreement with private insurance agencies. You can choose any package of services, depending on your needs and financial capabilities.

## EHIC card

European Health Insurance Card (EHIC) The European Health Insurance Card (EHIC) is a card that will serve you to confirm your right to receive basic health care at the expense of the National Health Fund during a temporary stay in another EU/EFTA member state. In order to obtain an EHIC card, you must be insured with the National Health Fund and be a citizen of one of the EU countries. The EHIC card cannot be used by third country (non-EU) nationals. During their stay abroad, persons from outside the EU can only purchase additional travel insurance from commercial insurance companies.

Remember to make sure that the medical facility you go to outside the Republic of Poland operates within the public health system of that country.

### How do I get an EHIC card

1. Fill in the EHIC application form. Remember that the application should be signed by you or an authorised person. You can find templates of applications here: [obywatel.gov.pl/ochrona-zdrowia-i-ubezpieczenia-spoleczne/ekuz-wniosek-o-europejska-karte-ubezpieczenia-zdrowotnego](http://obywatel.gov.pl/ochrona-zdrowia-i-ubezpieczenia-spoleczne/ekuz-wniosek-o-europejska-karte-ubezpieczenia-zdrowotnego)
2. Scan the signed application and save it in the PDF format.
3. Attach the necessary documents:
  - scan of a valid school or student ID or, if there are no such documents,

- scan of a certificate confirming that you are a student;
  - scanned A1 document from the Social Insurance Institution (if your trip is work-related);
  - scan of U2 document from the Employment Agency (if you are unemployed and you are going abroad to look for work).
4. Send your application together with documents to the branch of the National Health Fund competent for your place of residence. Find your National Health Fund branch on the following website: [www.ekuz.nfz.gov.pl/hidden\\_main\\_page/kontakt](http://www.ekuz.nfz.gov.pl/hidden_main_page/kontakt)
  5. Wait for the card to be ready or visit the National Health Fund branch to collect it.

You can also obtain a Temporary Replacement Certificate for the European Health Insurance Card if:

- for some reason you did not manage to obtain an EHIC card before you left Poland or forgot to apply for one, and you must confirm your right to health services;
- the EHIC card has been stolen, lost or destroyed.

More information in Polish, English, Italian, French, German, Spanish and Spanish, visit the following website: [www.ekuz.nfz.gov.pl/en/info\\_dla\\_uprawnionych\\_z\\_innych/general-information-concerning-access-health-care-during-temporary-st](http://www.ekuz.nfz.gov.pl/en/info_dla_uprawnionych_z_innych/general-information-concerning-access-health-care-during-temporary-st)

## Vaccination

It is worth knowing that in Poland vaccinations are obligatory. It applies to:

- children and youth up to the age of 19;
- persons from a group of higher risk of disease (students of medical universities, veterinary or health care staff).

Also foreigners under 19 years of age staying on the territory of the Republic of Poland for more than 3 months, regardless of the purpose of their stay, should undergo mandatory protective vaccinations.

Mandatory vaccinations shall be carried out against:

- diphtheria
- tuberculosis

- pertussis
- pneumococcal infections
- polio (poliomyelitis)
- tetanus
- rubella
- measles
- mumps
- infections against Haemophilus influenzae type B
- hepatitis B.

### The vaccination calendar is available on the following website in Polish and English:

[szczepienia.pzh.gov.pl/en/immunisation-schedule](http://szczepienia.pzh.gov.pl/en/immunisation-schedule)

Mandatory vaccinations are free of charge. If you do not want to be vaccinated with the vaccine offered by the Ministry of Health, you can bring a vaccine purchased by yourself to the clinic.

In addition to the mandatory vaccinations, vaccination against the following disease is also recommended:

- influenza,
- tick-borne encephalitis
- chickenpox
- hepatitis A
- meningococcal infection
- rotavirus infection.

To be vaccinated, you must get a prescription from your doctor, then buy a vaccine from a pharmacy and bring it to the clinic.

The obligation to vaccinate includes both Poles and foreigners. Lack of mandatory vaccinations in a person subject to them may result in the imposition of a fine.

## Basic healthcare during night-time and holidays

This assistance is provided from 18:00 to 8:00 on weekdays and around the clock on public holidays. You can use it in the following situations:

- there are no symptoms suggesting an imminent threat to life or significant damage to health;
- the home remedies or over-the-counter medicines used did not deliver the expected improvement;
- there is a threat that waiting for the opening of a clinic may have a significant adverse effect on your health.

In night-time and holiday health care centres, you have the right to obtain a certificate stating the extent of the assistance provided to you. The obligation to issue a certificate of incapacity for work shall (the so called sick leave or L4) rest with the doctor who establishes such incapacity.

You can seek basic healthcare during night-time and holidays here:

#### **Dolnośląski Szpital Specjalistyczny**

##### **im. T. Marciniaka**

ul. Fieldorfa 2  
54-049 Wrocław  
tel. +48 71 306 42 22

#### **Wojewódzki Szpital Specjalistyczny**

ul. Kamieńskiego 73a  
51-124 Wrocław  
tel. +48 71 32 70 536

#### **Wojewódzki Szpital Specjalistyczny**

##### **im. J. Gromkowskiego**

ul. Koszarowa 5  
51-149 Wrocław  
tel. +48 71 395 76 07

#### **Szpital Specjalistyczny im A. Falkiewicza**

ul. Warszawska 2  
52-114 Wrocław  
tel. +48 71 37 74 116

## Private medical care

There are many private medical facilities in Wrocław offering a wide range of health services for a fee. You can easily find them using a search engine. Their offer is used by many citizens of Wrocław.

The main advantage of private health care is often the fact that you can register with a doctor who speaks your language. Private clinics inform about the languages spoken by the doctors they employ on their websites. You can also purchase a private medical policy to help you access private medical care.

## Assistance in life-threatening situations

This type of assistance is provided **in a life-threatening state of emergency** when there are signs of deterioration in health, the direct

consequence of which may be serious damage to the body's functions, bodily injury or loss of life.

In an emergency life threatening situation, specialists will provide you with immediate assistance in the admission rooms and hospital emergency departments.

Remember: Call an ambulance **only** if you are in **immediate danger of death or you have observed sudden, serious deterioration in your health!** If this is not the case, you should seek the help of your family doctor. If this is not the case, you should seek the help of your family doctor. To call for help, call **999** or **112** and provide the operator with the following information:

1. the location of the event (address, location, landmarks);
2. information on who needs help and in what condition he/she is;
3. your name and surname.

If you are employed in Poland and have insurance at work, it is enough to give your PESEL number. If you do not have the PESEL number, you should have a proof of insurance with you (insurance policy or ZUS ZUA - issued at the employee's request every month) and show it during registration for verification. If you are not insured at work and do not have a private insurance policy, emergency assistance will be given to you but you will have to pay for it.

Addresses of the emergency rooms in Wrocław (open 24/7):

#### **Wojewódzki Zespół Specjalistyczny Opieki Medycznej Dobrzyńska - Ambulatorium chirurgiczne**

(dislocations, fractures, cuts)  
ul. Dobrzyńska 21/23  
50-403 Wrocław  
Main number: +48 71 774 77 00  
Registration: +48 71 774 77 03 to 707

#### **SOR 4. Wojskowy Szpital Kliniczny z Polikliniką SPZOZ**

ul. Weigla 5  
50-981 Wrocław  
Hospital's Emergency Ward: +48 71 76 60 208, 261 660 130 (registration, medical triage)

#### **SOR Uniwersytecki Szpital Kliniczny we Wrocławiu**

ul. Borowska 213  
50-556 Wrocław  
Information: +48 71 733 11 10, 7:30 - 15:00  
Hospital's Emergency Ward: +48 71 733 29 64

#### **SOR Wojewódzki Szpital Specjalistyczny we Wrocławiu**

ul. Kamieńskiego 73A  
51-124 Wrocław  
phone number: +48 71 32 70 100

#### **SOR Dolnośląski Szpital Specjalistyczny im. T. Marciniaka**

ul. Fieldorfa 2  
50-996 Wrocław  
phone number: +48 71 306 44 19  
Hospital admission point: +48 71 306 42 21 to 22  
Hospital's Emergency Ward - information/ registration: +48 71 306 43 04

#### **For children:**

#### **Klinika Chirurgii i Urologii Dziecięcej w SPSK1**

(surgical outpatient department)  
ul. Curie-Skłodowskiej 52  
50-369 Wrocław  
phone number: +48 71 770 30 15

#### **Wojewódzki Szpital Specjalistyczny im. J. Gromkowskiego**

ul. Koszarowa 5, building A3, ground floor  
51-149 Wrocław  
phone number: +48 71 39 25 338

#### **Oddział Chirurgii Dziecięcej - Dolnośląski Szpital Specjalistyczny im. Marciniaka**

ul. Fieldorfa 2  
54-049 Wrocław  
tel. (doctor on duty): +48 71 305 44 05

#### **Admission point**

Admission points are responsible for providing medical assistance, medical consultations, preliminary diagnostics and all formalities related to the admission of patients. Admission points are marked and located in the buildings of individual hospitals. You can find their addresses on the websites of individual hospitals and health care facilities.

## International agreements on social security

Thanks to bilateral international social security agreements, citizens who have worked in the territory of two countries that have signed such

agreements are entitled to social benefits (pensions, sickness benefits) in both countries.

If you belong to a group of people from a country with which the agreement has been concluded, you can work in both countries without fear of losing your future pension rights.

The list of countries with which the Republic of Poland has such an agreement is available under the following address: [www.zus.pl/o-zus/wspolpraca-miedzynarodowa-zus/umowy-miedzynarodowe-o-zabezpieczeniu-spolecznym](http://www.zus.pl/o-zus/wspolpraca-miedzynarodowa-zus/umowy-miedzynarodowe-o-zabezpieczeniu-spolecznym)

#### **Patients' Ombudsman**

The Patients Ombudsman of the Lower Silesia Province Department of the National Health Fund is the central body of government administration that is responsible for protecting patients' rights.

#### **Patients' Ombudsman**

ul. Dawida 2  
50-525 Wrocław  
phone number: +48 71 797 91 48  
e-mail: [rzecznikpp@nfz-wroclaw.pl](mailto:rzecznikpp@nfz-wroclaw.pl)

## Preventive health care

An important part of health care is preventive health care, i.e. actions to prevent diseases, through their early detection and treatment, and to consolidate and promote proper patterns of a healthy lifestyle.

#### **Prevention of breast cancer**

In Poland, breast cancer is one of the most common types of cancer. Therefore, a systematic, monthly breast self-examination and periodic oncological consultation is recommended.

In Wrocław, educational activities are conducted by the so-called **Health Education Centres**, in which you can learn self-examination for free, as well as undergo breast examination.

The breast examination is painless. If a nurse/midwife identifies changes in the breast gland that require medical consultation, she refers the woman for further specialist diagnosis at **the Breast Disease Diagnostic Centre**.

**Health Education Points** are located in medical facilities in Wrocław. The list of points can be found on the following website: [www.odchp.pl](http://www.odchp.pl)



### Ośrodek Diagnostyki Chorób Piersi

pl. Hirszfelda 16-17  
53-410 Wrocław  
phone number: +48 71 368 95 71  
Monday to Friday from 8:00 to 14:00.

The systematic self-examination of breasts, combined with periodic specialist diagnostics, guarantees early detection of lesions and prevents the development of breast cancer. Participation in the program is free of charge.

Detailed information on the programme is available on the following website:  
[www.odchp.pl](http://www.odchp.pl).

### Prevention of diabetes

For people with diabetes, Wrocław provides health education combined with learning how to self-control sugar levels, insulin administration and self-observation and prevention of diabetes complications. This educational program can be attended by children, young people and adults living in Wrocław, who are at risk of diabetes, suffering from diabetes and other metabolic disorders, and their families and carers.

Participation in the programme is free of charge. Detailed information on the programme is available on the following website: [spzoz.wroc.pl/programy-zdrowotne/program-profilaktyki-cukrzycy](http://spzoz.wroc.pl/programy-zdrowotne/program-profilaktyki-cukrzycy)

### Centrum Edukacji Diabetologicznej

ul. Biskupia 11  
50-529 Wrocław  
phone number: +48 71 341 76 57  
WWW: [psd.wroclaw.pl](http://psd.wroclaw.pl)

In case of complications of diabetes concerning vascular changes of the so-called "diabetic foot", health education is provided by a nurse and a cosmetologist.

### Centrum Medyczne Dobrzyńska

ul. Dobrzyńska 21/23  
50-403 Wrocław  
phone number: + 48 71 774 77 57  
WWW: [www.dobrzyńska.wroc.pl](http://www.dobrzyńska.wroc.pl)  
additional information: telephone registration open Monday, Tuesday, Thursday, Friday from 7:30 to 14:30, Wednesday from 11:30 to 18:30.

## Helping people suffering from domestic violence

There are organisations in Wrocław that provide free of charge psychological and legal assistance for persons experiencing domestic violence – both children and adults. Specialists provide psychological support, inform about rights and forms of assistance, and help to find a solution in a difficult situation. **If you are a person who has suffered domestic violence, let yourself to be helped.**

Psychological and legal assistance is provided by:

### Women’s Rights Foundation - Wrocław Branch

ul. Ruska 46 (B entrance, room 312, 2nd floor)  
50-079 Wrocław  
phone number: +48 71 358 08 74  
e-mail: [cpk\\_wroclaw@cpk.org.pl](mailto:cpk_wroclaw@cpk.org.pl)  
WWW: [cpk.org.pl](http://cpk.org.pl)  
scope of assistance: psychological and legal (also provided in English and Russian)

### “Non Licet” Foundation

ul. Stalowa 6A  
53-425 Wrocław  
phone number: + 48 71 361 97 70  
e-mail: [oik@go2.pl](mailto:oik@go2.pl)  
scope of assistance: psychological and legal help

### “Dajmy Szansę” Foundation

address: ul. Piłsudskiego 95 (1st floor)  
50-529 Wrocław  
phone number: + 48 71 346 88 20  
e-mail: [dajszanse@op.pl](mailto:dajszanse@op.pl)  
WWW: [dajmyszanse.pl](http://dajmyszanse.pl)  
scope of assistance: legal and psychological help  
Psychological assistance together with therapy for families is provided by:

### “Neuromed” - Neuropsychiatry Centre

address: ul. Białawieska 74A  
54-234 Wrocław  
phone numbers: + 48 71 355 35 94, + 48 71 350 17 30, + 48 71 350 17 80  
e-mail: [sekretariat@neuropsychiatria.com](mailto:sekretariat@neuropsychiatria.com)  
scope of assistance: psychological and therapeutic for help for families

## Psychiatric assistance

If you need psychiatrist’s help, please contact the Lower Silesian Centre for Mental Health (Dolnośląskie Centrum Zdrowia Psychicznego). The Centre helps people with emotional problems, in a mental health crisis or with experience of mental illness, as well as their families or relatives. Those in need will find comprehensive assistance at the Centre, tailored to their individual needs. Team of specialists will propose an action and treatment plan that will help to recover from the crisis and return to the social roles that patients have previously played.

“Dolnośląskie Centrum Zdrowia Psychicznego” sp. z o. o.  
Wybrzeże J. Conrada-Korzeniowskiego 18  
50-226 Wrocław  
phone number: +48 71 77 66 200 (headquarters)  
+48 71 77 66 240  
+48 519 319 458 (emergencies)  
e-mail: [sekretariat@dczp.wroclaw.pl](mailto:sekretariat@dczp.wroclaw.pl)

## NOTES

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# Social care, family and child-support benefits

**Social assistance** is intended for individuals and entire families who are in a difficult financial and social situation. It may be granted because of, among other things: orphanage, poverty, homelessness or unemployment, disability, long-term or severe illness or domestic violence. Social assistance includes benefits of a monetary nature (e.g. allowances) and non-monetary benefits such as specialist counselling - including psychological and family assistance.

In addition to social welfare benefits, foreigners may benefit from **family and parental benefits**. Family benefits include, among others, a one-time aid for the birth of a child (so-called "becikowe") or care benefits (e.g. nursing allowance), while the most popular in Poland is the so-called 500+ benefit.

Foreigners staying in Poland who fulfil certain statutory conditions concerning the type of permit they hold are entitled to social assistance and benefits on the same principles as Polish citizens. This assistance (as well as additional support) is also available to persons who were granted the refugee status and persons who were granted the so-called subsidiary protection on the territory of the Republic of Poland.

In this chapter of our guide you will find out:

- who is entitled to social assistance and where to seek it;
- what are family and parental benefits and where will you get information about them.

## Who is entitled to social care

Social assistance is granted to foreigners who live and reside in Poland and have a specific type of work permit. This includes a permanent residence permit, a temporary residence permit and a European Union long-term resident's permit. The citizens of the European Union living in Wrocław benefit from the support of social assistance on principles similar to those of Polish citizens.

Social assistance is also provided to persons who were granted the refugee status and persons who were granted the so-called subsidiary protection on the territory of the Republic of Poland, i.e. those who do not meet the conditions for granting the refugee status, and at the same time the return to the country of origin would expose them to a real risk of suffering serious harm.

## Social assistance for foreigners with refugee status or subsidiary protection

Foreigners with refugee status or subsidiary protection are entitled to social assistance benefits on the same principles as Polish citizens. These may be benefits of a monetary nature, e.g.: permanent benefit, periodic benefit, purpose-specific benefit, or non-monetary benefits including social work, specialist counselling, including psychological and family counselling, temporary or emergency assistance, shelter, provision of necessary clothing, assistance in the form of care services.

Before granting assistance, a social worker conducts an interview with a foreigner, the so-called community interview. On this basis, specific type of aid is provided.

You will receive all information regarding this form of support here:

### Social Welfare Centre in Wrocław

Assistance team for homeless persons and refugees  
ul. Zachodnia 3  
53-643 Wrocław  
phone number: +48 71 782 35 84  
phone number: +48 71 782 35 80  
WWW: [www.mops.wroclaw.pl/formy-pomocy/pomoc-dla-uchodzcow](http://www.mops.wroclaw.pl/formy-pomocy/pomoc-dla-uchodzcow)  
Opening hours:  
Monday to Friday from 7:30 to 15:30

## Family and child-support benefits

In addition to social welfare benefits, foreigners may benefit from family and parental benefits. Family benefits include, among others, a one-time aid for the birth of a child (the so-called "becikowe") or care benefits (e.g. nursing allowance, nursing benefit, special care allowance), while the most popular in Poland is the so-called 500+ benefit.

Individual benefits are often granted to different groups of beneficiaries. The most popular benefit in Poland, the so-called 500+ benefit for each child is regulated by a separate act, which defines in great detail the categories of foreigners entitled to this benefit. Therefore, it is worth verifying at the Social Welfare Centre whether you meet the criteria to benefit from social welfare. You will receive all information regarding this form of support here:

### Social Welfare Centre in Wrocław Benefits/Customer Service Office

ul. Namysłowska 8 (Grafit Business Centre)  
50-302 Wrocław  
phone number: +48 71 782 23 22 (family benefits)  
phone numbers: +48 71 782 23 22, +48 71 799 92 74, +48 501-928-501, +48 71 782 23 26 (parental benefits)

Working hours:

Monday, Tuesday, Wednesday and Friday  
from 7:30 to 15:00

Thursday from 7:00 to 16:00

Family benefits [www.mops.wroclaw.pl/formy-pomocy/swiadczenia-rodzinne](http://www.mops.wroclaw.pl/formy-pomocy/swiadczenia-rodzinne)

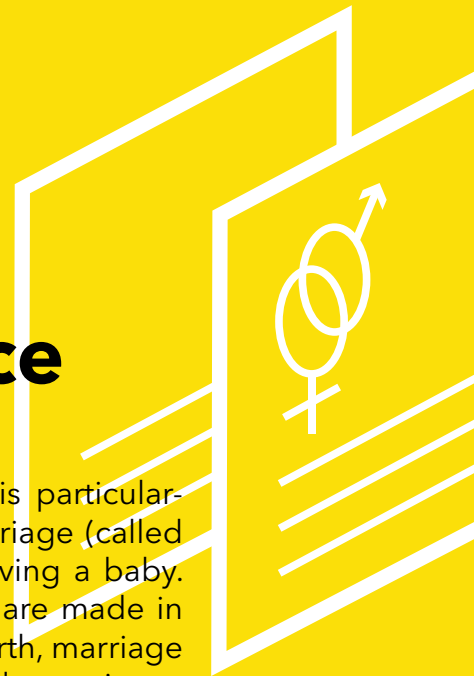
Parental benefits [www.mops.wroclaw.pl/formy-pomocy/program-rodzina-500](http://www.mops.wroclaw.pl/formy-pomocy/program-rodzina-500)

# Civil Registry Office

Information about the Civil Registry Office is particularly useful if you are planning civil or church marriage (called concordat marriage in Poland) or if you are having a baby. In the Civil Registry Office, the relevant entries are made in the State Register of Civil Status in the form of birth, marriage and death certificates. Civil Registry Office mainly requires a personal visit or your family members. Therefore, if you do not speak Polish, it is best to arrange a meeting with an official with a Polish-speaking friend or family member, otherwise the assistance of an interpreter may be necessary.

In this chapter of our guide you will find out:

- how to register the birth of a new-born;
- how to transcribe a foreign birth or marriage record;
- how to obtain a death certificate.



## Registry Office in Wrocław

Registry Office in Wrocław is located at ul. Włodkowica 20. In service room no. 2 on the ground floor there is an automatic queuing system. Select the appropriate letter on the ticket dispenser; in the marriage registration division it is the letter D (civil marriage/ concordat marriage/marriage abroad).

### You can obtain the following things from the Registry Office in Wrocław:

- full and abridged copies of civil-status documents;
- summary copies of civil status records on multilingual forms;
- a certificate of the details of the person indicated, whether or not entered in the register of civil status;
- a certificate of no civil status;
- a certificate of marital status;
- a certificate necessary to enter into a church marriage with civil law effect;
- a certificate confirming that a Polish citizen intending to get married abroad may marry in accordance with the Polish law.

If you are obliged to present documents drawn up in your country of origin, remember that they will be accepted by the Polish Registry Office only if you also submit attached certified translation of these documents. If a document issued by a foreign registry office, has been issued in an EU Member State, instead of providing a certified translation of this document, you may present a multilingual standard form in accordance with Regulation (EU) 2016/1191 of the European Parliament and of the Council of 6 July 2016. On the website of the Ministry of Justice you will find a list of sworn translators and interpreters operating throughout Poland and verified by Polish authorities and institutions: [www.gov.pl/web/sprawiedliwosc/znajdz-tlumacza-przysieglego](http://www.gov.pl/web/sprawiedliwosc/znajdz-tlumacza-przysieglego)

Civil Registry Office clients are served in the order of ticket collection in the ticket machine of the queue system located in room no. 2.

## Registry Office - Secretary's office

Włodkowica 20 (2nd floor, room 25) 25

50-072 Wrocław

phone number: +48 71 777 91 50

fax number: +48 71 777 91 52

e-mail: [usc@um.wroc.pl](mailto:usc@um.wroc.pl)

Opening hours: Monday to Friday

from 8:00 to 16:15

## Birth Registration Department

### Registration of the birth of a new-born child - drawing up a birth certificate for a child whose parents are married

The registration of the birth of a child shall be made at the Registry Office competent for the child's place of birth. This means that if the parents are registered e.g. in Katowice, but the child was born in Wrocław, its birth must be registered with the Wrocław Registry Office.

The birth of a child can be registered in person or online. In order to register online, you need a trusted profile that allows you to deal with various official matters without leaving home. You can set up a Trusted Profile in two ways: through an account in the system of a bank or other entrepreneur who has permission to confirm the Trusted Profile, or through confirmation points. More information can be found here: [epuap.gov.pl\(PL/EN\)](http://epuap.gov.pl(PL/EN)).

For more information on registering your child online, please visit the following website: [www.gov.pl/cyfryzacja/rejestracja-narozdin-dziecka-online](http://www.gov.pl/cyfryzacja/rejestracja-narozdin-dziecka-online)

### Who reports the birth of a child

- the child's mother or father having full legal capacity;
- the child's mother or father having who are over 16 if they have a limited legal capacity;
- in other cases, the legal representative or the mother's guardian.

You can also report the birth of a child through an attorney. The power of attorney must be granted in writing, dated with indication on who authorises whom and for what action. Submission of the power of attorney to the office is connected with the necessity to pay stamp duty.

At the hospital you will receive information about the required documents and where and when you should report for the birth certificate. The child's birth card is handed over to the Registry Office directly through the new-born infant hospital wards.

Registration of the birth of a child at a time other than that indicated in the information from the hospital may involve waiting in line.

## **New-born registration - drawing up a birth certificate for a child whose parents are not married**

As the mother of a child, you will receive information at the hospital, after the birth of the child, where and when you can apply for a birth certificate.

### **Who reports the birth of a child**

- the mother of a child with full legal capacity;
- the mother of a child who is over 16 if she has limited legal capacity;
- the father of a child – if he acknowledged the child's paternity after its conception and before its birth;
- the child's father – if he applies to the Civil Registry Office to register the child together with the child's mother and at the same time submits a declaration of acknowledgment of paternity to the Head of the Civil Registry Office;
- in other cases, the legal representative or the mother's guardian.

A declaration of acknowledgement of paternity may be made even before the birth of the child, during pregnancy. The child's parents may submit such statement to any Registry Office. In order to accept the declaration you will still need a medical certificate stating that you are pregnant.

The child's parents who were unmarried at the time of the child's birth may, at the time of the child's registration, make statements to the Head of the Civil Registry Office about the child's origin:

- the father of the child shall make a declaration of acknowledgement of the child's paternity;
- the child's mother confirms that the child's father is the man who acknowledged his paternity.

A person who has reached the age of 16 and under the age of 18 may only make the declaration necessary to acknowledge paternity in a guardianship court.

### **Birth certificate - transcription of a foreign birth certificate**

You can apply for a transcription of your foreign birth certificate at any Registry Office. An application for transcription of a foreign birth certificate may be submitted by:

- the person concerned;
- parents of a minor child;
- a person who shows a legal interest in the transcription of another person's birth certificate;

The applicant may act through an attorney.

A document which, in the State of issue, is recognised as a civil-status document and has the force of an authentic instrument, is issued by a competent authority and is not in doubt as to its authenticity shall be transcribed. Applications for the transcription of the birth certificate shall be handled promptly. If the handling of the case requires an investigation – no later than one month, and in particularly complex cases – no later than two months from the date of application. After the transcription of the birth certificate, a full copy of the birth certificate is issued.

### **What is the stamp duty cost**

- for a full copy of the birth certificate after the transcription – PLN 50;
- for a full copy of the birth certificate issued as a result of a correction or supplement – PLN 39;
- for the power of attorney – PLN 17 (however, the submission of a power of attorney granted to a spouse, ascendant, descendant or sibling is free of stamp duty).

Payments can be made in cash or by payment card at the automatic cash desks located on the ground floor of the Registry Office or by transfer to the account of the Municipality of Wrocław.

### **What documents are required in order to transfer a foreign birth certificate to the Civil Registry Office**

- application;
- if the applicant acts through a proxy – the proxy attaches the original or a certified copy of a power of attorney to the application; the power of attorney shall indicate who authorises whom and to what action, it must bear a date and the signature of the principal;

- original foreign birth certificate or a certified copy of a birth certificate together with its translation into Polish (documents cannot be laminated);
- civil status records ascertaining an earlier event together with their translation into Polish – if the applicant simultaneously applies for correction or supplementation of the transcribed birth certificate, and these documents have not been drawn up on the territory of the Republic of Poland;
- stamp duty payment receipt or printout of bank transfer confirmation.

Documents in a foreign language shall be submitted with an official translation into Polish.

Short-form copies of birth, marriage and death certificates on multilingual standard forms that have been issued in accordance with Convention no. 16 on the issue of multilingual extracts from civil status records, drawn up in Vienna on 8 September 1976 or to which a multilingual standard form has been attached issued in accordance with Regulation (EU) 2016/1191 of the European Parliament and of the Council of 6 July 2016.

Persons residing outside the territory of the Republic of Poland may also ask the Consul of the Republic of Poland for a transcription of a birth certificate. They will then receive the necessary information and pay the applicable fees at the relevant consulate.

### **Assignment of the PESEL number**

When drawing up a birth certificate, the Head of the Registry Office applies for the PESEL number to be assigned to children born on the territory of the Republic of Poland:

- Polish citizens residing on the territory of the Republic of Poland;
- foreigners residing on the territory of the Republic of Poland;

### **Registry Office - Birth Registration Division**

ul. Włodkowica 20, 1st floor, room 14, 15, 17  
50-072 Wrocław  
phone numbers: +48 71 777 99 64,  
+48 71 777 99 55, +48 71 777 99 65,  
+48 71 777 99 56

### **Wrocław baby starter kit**

From 1 January 2019, all parents or legal guardians of children born in Wrocław will receive a special welcome package, the so-called Wrocław starter kit.

The leitmotif of the whole starter kit is the Wrocław dwarf, which appears on textile and graphic materials. The set contains: body, a dwarf-shaped mascot, a blanket, Wrocław Family Guide, a brochure „For a good start” with the library card of the Municipal Public Library, a children's booklet and a congratulation letter from the President of Wrocław. The main element of the starter kit is the Wrocław Family Guide – a compendium of knowledge in which parents will find all the necessary information on city support, family benefits, nurseries and children's clubs and Wrocław's cultural offer. The guide contains the most important addresses and telephone numbers of night and holiday care, 24-hour pharmacies and family clinics. You can also find discount coupons to many Wrocław institutions there.

### **Where can you pick up your Wrocław baby starter kit**

The parents or legal guardians receive the Wrocław baby starter kit when they pick up a copy of a child's birth certificate from the Registry Office or at the Wrocław Centre for Social Development (1. if the child was born outside Wrocław and the parents submit their tax return to Wrocław tax offices 2. if the parents only have a copy of a birth certificate in electronic form after the child's registration on the ePUAP platform).

## **Marriage Registration Division**

### **Certificate of civil status of a foreigner**

A certificate of civil status is issued to you when you have transferred all the civil status records relating to you to the register of civil status in Poland. We will send you back to the Registry Office for detailed guidance.

### **Marriage certificate - transcription of a foreign marriage certificate**

You can apply for a transcription of a foreign entry of marriage at any Registry Office. In Wrocław, you can apply for it at:

### Registry Office - Marriage Registration Division

ul. Włodkowica 20, 2nd floor, room 24  
50-72 Wrocław  
phone numbers: +48 71 777 99 59, +48 71 777 99 68

#### Who may file an application/initiate a case

- a person who got married abroad;
- another person who shows a legal interest in it.

The applicant may act through an attorney. The proxy attaches the original or a certified copy of a power of attorney to the set of documents. The power of attorney shall indicate who authorises whom and to what action, it must bear a date and the signature of the principal. Submission of a document confirming the granting of a power of attorney and its excerpt or copy is subject to a stamp duty of PLN 17. However, the submission of a power of attorney granted to a spouse, ascendant, descendant or sibling is free of stamp duty.

A document which, in the State of issue, is recognised as a civil-status document and has the force of an authentic instrument, is issued by a competent authority and is not in doubt as to its authenticity shall be transcribed.

When transcribing a foreign entry of marriage which concerns a Polish citizen who also uses civil status records drawn up in the Republic of Poland, the Head of the Registry Office adjusts the spelling of the data contained in the foreign marriage record to the rules of Polish spelling, if such an application was filed with a request for transcription.

If your foreign entry of marriage does not contain an entry with the last names that each spouse will hold after contracting marriage, as spouses, you may attach such statements in your transcription application or at any time and enter them to the minutes before the Head of the Registry Office who carried out the transcription. In the same way you can make a statement about the last name of the children born of your marriage.

The act after transcription may need to be corrected or supplemented.

Applications for the transcription of the marriage record shall be dealt with immediately; however, if a case requires investigation, no later than one month and a particularly complex one no later than two months after the date of ap-

plication. After the transcription of the marriage certificate, a full copy of the marriage certificate is issued.

#### What documents are required to transcribe

##### a foreign marriage certificate

- application;
- the original of the foreign marriage certificate or copy of the marriage certificate together with its translation into Polish (the document cannot be laminated);
- civil-status documents stating an earlier event, together with their translation into Polish (in case of a request to rectify/complete the record);
- the original or an officially certified copy of the power of attorney, if the applicant acts through an agent;
- stamp duty payment receipt or printout (scan) of bank transfer confirmation.

Documents in a foreign language shall be submitted with an official translation into Polish performed by:

- a sworn translator entered on the list kept by the Minister of Justice;
- a sworn translator authorised to make such translations in the Member States of the European Union or the European Economic Area (EEA);
- consul.

The following documents are also considered to be translated by the consul:

- documents in a foreign language translated into Polish by a translator in the host country and certified by the consul;
- documents translated from a rare language into a language known to the Consul, and then translated by the Consul into Polish.

If there is no sworn translator of a foreign language on the territory of the Republic of Poland, a foreign document confirming marital status in a foreign language may be translated by a consul or an authorised employee of a diplomatic representation of a foreign country on the territory of the Republic of Poland.

Short-form copies of birth, marriage and death certificates on multilingual standard forms that have been issued in accordance with Convention no. 16 on the issue of multilingual ex-

tracts from civil status records, drawn up in Vienna on 8 September 1976.

Persons residing outside the territory of the Republic of Poland may also ask the Consul of the Republic of Poland for a transcription of a birth certificate. They will then receive the necessary information and pay the applicable fees at the relevant consulate.

An appeal procedure is available only if a decision is taken to refuse the transcription. The appeal shall be lodged with the Lower Silesian Voivode within 14 days from the date of delivery of the decision through the Head of the Civil Registry Office, who issued the decision.

### Marriage at the Civil Registry Office

You can go to the Registry Office for detailed information about getting married.

#### The question of changing the name and/or surname in specific cases

A change of name and/or surname only applies to:

- Polish citizens;
- foreigners who do not have the citizenship of any country, if they have a place of residence in the Republic of Poland;
- foreigners not holding a citizenship of any country, if they have their place of residence in the Republic of Poland; foreigners who have obtained refugee status in the Republic of Poland subject to Article 4(2) of the Act on changing first names and surnames (a change of first name or surname of a foreigner who has obtained refugee status in the Republic of Poland may be performed only for particularly important reasons connected with a threat to their right to life, health, freedom or personal safety).

#### Documents that will remain in the Civil Registry collective file forever:

- marriage certificate with a sworn translator's translation,
- birth certificate with a translation performed by a sworn translator.

## Deaths Registration Department

### Drawing up a death record

The registration of a person's death is made at the Registry Office responsible for the area where the death took place. The registration of the death of the deceased in Wrocław should be made under the following address:

#### Civil Registry Office - Deaths Registration Department

ul. Włodkowica 20, ground floor, room no. 2  
50-072 Wrocław  
phone number: +48 71 777 99 52, +48 71 777 99 53, +48 71 777 99 62

#### Persons obliged to report death:

- the spouse or children of the deceased,
- closest relatives or relatives with a family relationship.

Death can be reported by acting through an attorney.

The preparation of the death certificate and abridged copy of the death certificate issued after registration are free of charge. Death is reported by submitting a death card to the relevant Civil Registry Office within 3 days of its preparation. If death is caused by a contagious disease, the report of death shall be made within 24 hours of death.

Registration of a death that does not require an investigation shall take place immediately. The registration process takes about 30 minutes. In order to confirm the registration, the applicant receives a summary copy of the death certificate.

#### Applications and documents required:

- a death card issued by a doctor;
- the identity card of the deceased;
- the passport of the deceased, if it was valid at the time of death;
- the original or an officially certified copy of the power of attorney - if the person obliged to report death acts through an agent;
- stamp duty payment receipt or printout of bank transfer confirmation.

# Apartment

It is worth starting your search for a flat in Wrocław by choosing the district you would like to live in and determining the maximum amount you are able to spend on the flat. You can search for new accommodation yourself by browsing the ads on the Internet or through a real estate agency (in the latter case, remember that the agency charges a commission for its services). Most new offers appear in September, due to the academic year starting in October. There are many apartments on the market with different sizes and standards – you will surely find something for yourself!

In this chapter of our guide you will find out:

- how to find a suitable accommodation;
- what to keep in mind when concluding an apartment lease.

## How to find an apartment

One of the first decisions that everyone has to make after arriving in Wrocław is whether to rent or buy an apartment. Start looking for a flat before coming to Poland – because, oftentimes, many people want to rent an apartment at the same time of the year. You can look for apartments in Wrocław on your own on the Internet or with the help of a real estate agency.

### Real Estate Agencies

If you would like to use the services of a real estate agency, please remember that agents charge a minimum of half month's rent up to one month's rent as a commission for finding an apartment for rent (when you buy an apartment, their commissions range from 1% to 3% of the sale price). However, working with a real estate agent is a good way to protect you in the event of a dispute – the agent will help you clarify the matter. An agent will also draw up a flat lease agreement and advise you on legal matters.

### The Internet

Looking for a flat on your own can be done in many ways: by asking friends, browsing through advertisements, but mainly on the Internet. There are various internet websites that will help you find and rent or buy a flat directly from the landlord. You can search for current advertisements, e.g. on Gumtree, OLX or ADA. You can also find a lot of housing ads on Facebook, where there are many groups for migrants living in Wrocław (check "expat Wrocław" or "live in Wrocław") or local groups for people looking for or offering apartments and rooms for rent (check the following phrases: "mieszkanie do wynajęcia Wrocław" or "Wrocław mieszkania pokoje").

## Conclusion of an agreement

When you rent a flat, ask the landlord to sign a contract with you – this will keep you safe and you will be able to claim your rights in the event of a dispute with the landlord.

These are the important issues that should be regulated in the agreement:

1. Detailed determination of the condition of the apartment as of the date of the lease – it is best to take photographs and keep them for future reference.

2. Details of the tenancy terms – a list of people who can live in the apartment, the amount of the deposit and whether it is possible for tenants to make some changes to the apartment.
3. Details relating to the agreement term and notice period. Remember that if you concluded an agreement for a definite period and if the conditions specified in the agreement have not been met, such agreement **CANNOT BE TERMINATED** before the end of the agreement term. But you can always try to negotiate with the landlord.

If you finally choose a flat, please remember:

- There is no standard template for lease agreement – it can also be handwritten (you can find lease agreement templates on the Internet).
- However, the agreement must contain all data about the parties to the agreement and its subject matter, such as: data concerning the landlord and the tenant (first and last names, dates of birth, residence as well as correspondence address, PESEL numbers and numbers of documents certifying the above data, e.g. identity card issued in Poland or your passport and residence card) and data concerning the subject of the lease agreement together with the exact address of the premises (city, street, building and apartment number). The agreement shall clearly state the amount of the rent and the rent payment deadlines and, if the landlord would like to receive a deposit, the deadline and conditions for returning the deposit.
- The apartment lease contract should be concluded between the landlord and the tenant of a given apartment in writing in Polish.
- Specify clearly in the contract who is responsible for paying the utility charges. In the annex to the contract, it is worth to indicate the status of the meters, e.g. electricity, water, gas. This data will help you find out what your actual media consumption was during the period you were living in the premises.
- Include a description and technical condition of the apartment at the time of hand-over in the contract. It is worth to make photographic documentation of the actual technical condition of the apartment at the beginning of the lease, it will be useful while handing over the apartment.

If in doubt, consult a lawyer within the Citizens Advice Bureau (see Chapter 15).

# Resident Service Centre

There are several Resident Service Centres (so-called COMs) in Wrocław, where you can take care of various official matters. You can also use the Taxpayer Service Centre and the Business Information Point. Check out what these institutions are doing.



## Resident Service Centre (COM)

Resident Service Centres (COM) are places where you can take care of a number of official matters.

In Resident Service Centre at ul. Zapolskiej 4, pl. Nowy Targ 1-8 and al. Kromera 44 you can settle the matters related to:

- identity card,
- registration,
- driver's license,
- vehicle registration.

In the following centres, you can take care of the following matters:

### COM I

#### ul. Zapolskiej 4

- registration of economic activity;
- local taxes and fees, as well as fees for perpetual lease of land and other payments;
- confirming the ePUAP Trusted Profile;
- municipal waste management fees.

### COM II

#### pl. Nowy Targ 1-8

- registration of economic activity;
- architectural and construction matters at the Department of Architecture and Construction (accepting applications and motions, issuing documents);
- local taxes and fees, as well as fees for perpetual lease of land and other payments;
- confirmation of the ePUAP Trusted Profile;

### COM IV

#### al. M. Kromera 44

- issuing certificates from population register records as well as certificates about issued and invalidated identity cards.

In the following centers, you will only be able to take care of the following matters:

### COM III

#### ul. W. Bogusławskiego 8-10

- pick up vehicle registration cards for cards registered at COM I located at ul. Zapolskiej 4;
- pick up vehicle registration cards seized by the Police.

### Vehicle Registration Point - CM

#### Polmozbyt

al. Karkonoska 45

- registrar vehicles.

### COM V

#### ul. Hubska 8-16

- submit applications for matters carried out by the Department of Environment and Agriculture;
- submit documentation for cases carried out by the District Construction Supervision Inspectorate for the City of Wrocław.

Remember to check the opening hours of the centres on the main page of the Public Information Bulletin: [bip.um.wroc.pl/arttykul/148/2803/com](http://bip.um.wroc.pl/arttykul/148/2803/com)

## Taxpayer Service Centre

The Taxpayer Service Centre can take care of a number of official matters related to:

- tax on means of transport, real estate, agriculture and forestry;
- submitting an application for issuance of certificate of no tax arrears or amount of overdue tax, agricultural tax and civil law liabilities;
- fees for perpetual lease of land and other non-tax arrears;
- municipal waste management fee;
- obtaining information about the stamp duty;
- filing an application for a refund of stamp duty;
- confirming the ePUAP Trusted Profile;
- updating the contact details in matters concerning taxes and fees collected by the Municipality of Wrocław;
- submitting letters to all departments and offices of the Wrocław City Hall.

### Taxpayer Service Centre

ul. Kotlarskia 41

50-151 Wrocław

phone number: + 48 71 777 77 77

Check the most current opening hours of the centre on the following website: [bip.um.wroc.pl/article/149/2805/cop](http://bip.um.wroc.pl/article/149/2805/cop)

## Economic Information Office

The Economic Development Office of the City Office of Wrocław was established to support micro, small and medium-sized enterprises, as well as help people who want to start their own business.

Along with the changing reality, the citizenship of people starting their businesses in Wrocław has also changed. Nowadays, more and more companies incorporated in Wrocław are the ones run by citizens of other countries. That is why the office tries to adapt its activities to people who speak different languages and are not yet acquainted with the situation on the Polish market.

Everyone who asks the office for help will receive information on how to set up a company, what are the necessary formalities, forms of support, possibilities of obtaining premises, trading on municipal bazaar markets and shopping streets, food-trucks, as well as information about other institutions and centres that can provide assistance in this regard.

Even if you are at the beginning of your business path, the Economic Development Office will show you, step by step, how to become an entrepreneur, how to develop your business or where to look for help. In order to reach the Economic Development Office, please give them a call, send an e-mail or make an appointment.

Basic information about the Economic Development Office can be found on the following website: [www.wroclaw.pl/biznes](http://www.wroclaw.pl/biznes)

On BRG's website you will find, i.a.: "Wrocław Entrepreneur's Guide" containing necessary information on where to apply for opinions and decisions required by law and how to obtain necessary entries, licenses and permits to start a business.

The Economic Development Office conducts quite regular trainings for foreigners interested in running their own business, as well as conferences and seminars aimed at broadening the knowledge of entrepreneurs on new trends and economic phenomena.

### **Economic Development Office - Economic Information Point**

ul. Świdnicka 53, 50-030 Wrocław,  
room 311 (3rd floor)  
phone number +48 71 777 78 19,  
+48 71 777 75 31  
e-mail: [brg@um.wroc.pl](mailto:brg@um.wroc.pl)

## NOTES

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# Public transport

There is an extensive network of public and suburban transport in Wrocław, thanks to which you can easily reach any place. Moreover, the city invests in pro-ecological solutions such as trams, trains, city bikes and scooters.

In this chapter of our guide you will find out:

- [where to buy bus and tram tickets;](#)
- [how to use city bikes and scooters;](#)
- [where to buy train tickets.](#)



## Buses and trams

You can buy tickets for trams and buses at the ticket vending machines located at the bus/tram stops (payment by cash or card – contactless), directly in the vehicle (payment by card only) or at “RUCH” newsagent’s (payment by cash or card). If your planning to stay in Wrocław for longer, it is a good idea to apply for an Urbancard. You can encode any ticket, including a long-term one, on this card.

**Remember! City buses and trams in Wrocław are free of charge for students attending schools in Wrocław (they only have to show a valid ID card). Persons over 68 years of age can also travel free of charge (upon presentation of an identity card or other document with a photograph proving their age).**

### How to use ticket machines on buses and trams

The system of contactless payments for tickets in public transport vehicles is very convenient for travellers in Wrocław. When you get on a tram or bus, you will find machines with displays mounted by the seats. See how to use them: See how to use them:

1. Come to the display.
2. Select a language by clicking on one of the flags in the upper right-hand corner of the screen.
3. Choose the right ticket.
4. Confirm your ticket selection with the green button at the bottom of the display.
5. To pay for the ticket, put a payment card that supports contactless payment into the panel below the display – you have just bought a paperless ticket saved on your payment card.

### It’s good to know:

- In case of an inspection, you must show the controller the payment card that you paid for the ticket. The controller’s reader will confirm the validity of the ticket.
- In public transport vehicles you will not buy a paper ticket, but an electronic one.
- If you have a paper ticket that you bought outside the vehicle, validate it in the same machine where you can buy a close-up ticket, you will find the punch under the display.

- Tickets for buses and trams can be one-time, temporary (for a certain number of minutes) and long-term (e.g. 7-day, 30-day, half-year, annual, semester). A single ticket entitles to a single journey on one means of transport only. A time ticket, on the other hand, entitles you to use an unlimited number of journeys during the period for which it has been purchased. The moment you validate your ticket, the time of your journey begins.

For more information, see this:

- [jakdojade.pl/wroclaw/track\\_](http://jakdojade.pl/wroclaw/track_) – search engine for transport connections and public transport travel planning;
- [www.urbancard.pl](http://www.urbancard.pl) – Urbancard will come in handy, if you use public transport on a daily basis, as you will easily encode long-term tickets on it;
- [www.wroclaw.pl/rozklady-jazdy](http://www.wroclaw.pl/rozklady-jazdy) – timetables of public transport in Wrocław: tram and bus lines within Wrocław;
- [mpk.wroc.pl/en/tickets/tickets-types-and-prices](http://mpk.wroc.pl/en/tickets/tickets-types-and-prices) – types of public transport tickets.

## Wrocław City Bike

Wrocław City Bike (WRM) is a means of transport allowing you to move quickly and ecologically around the city. During rush hours, it will allow you to reach your destination in time. Before your first rental, you must register in the system and fund your account. You can rent a bike using mobile applications and in most systems also contactless payment cards.

For more information, please visit [wroclawskirower.pl/en](http://wroclawskirower.pl/en)

## Electric scooters

Electric scooters are an interesting transportation solution available in Wrocław. All you need to rent a scooter is a mobile app.

For more information, please see:

- [play.google.com/store/apps/details?id=com.limebike&hl=en](https://play.google.com/store/apps/details?id=com.limebike&hl=en) – link to the Lime application;
- [play.google.com/store/apps/details?id=com.ridehive.app&hl=pl](https://play.google.com/store/apps/details?id=com.ridehive.app&hl=pl) – link to the Hive application;

- [play.google.com/store/apps/details?id=co.bird.android&hl=pl](https://play.google.com/store/apps/details?id=co.bird.android&hl=pl)  
- link to the Bird application.

Remember to be very careful on the road and park the scooter in the right places. Do not leave your scooter on the road, stops or other traffic areas, as this will endanger your safety.

## Trains

You can also travel by train within the city borders. You can buy train tickets online, at the railway station ticket office, from a conductor (ticket inspector) or at a railway station equipped with vending machines. If it is possible to purchase a ticket at the station, purchasing a ticket from the conductor will result in an additional fee. In specific cases you can also use your public transport ticket to travel by train.

For more information, please see:

- [polregio.pl/en/offers-and-promotions/regional-offers/traveling-by-train-in-the-wroclaw-city-with-public-transport-ticket](https://polregio.pl/en/offers-and-promotions/regional-offers/traveling-by-train-in-the-wroclaw-city-with-public-transport-ticket)  
- public transport tickets accepted by the railway company;
- [www.kolejedolnoslaskie.pl/wp-content/uploads/2019/01/Schemat-Dolno%C5%9B%C4%85skie-KD-PR-2018-19.pdf](http://www.kolejedolnoslaskie.pl/wp-content/uploads/2019/01/Schemat-Dolno%C5%9B%C4%85skie-KD-PR-2018-19.pdf) - a connection map.

## NOTES

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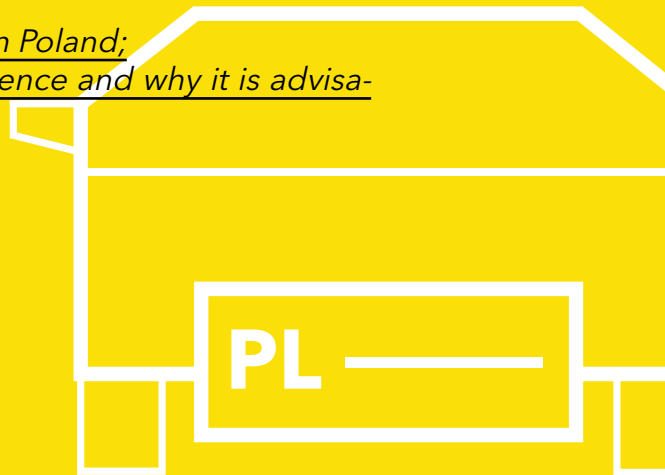
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# Car

Now we will present some basic information about the registration of vehicles in Poland. We will tell you how to obtain a driving licence in Poland and when is it necessary to obtain an international driving licence.

In this chapter of our guide you will find out:

- [how to register a car;](#)
- [how do I obtain a driving license in Poland;](#)
- [what is an international driving licence and why it is advisable to obtain one;](#)



## How to register a car

The process of car registration may look quite differently depending on whether it is new car, a used one, whether it comes from Poland or from abroad. We'll get you familiar with the general scheme. Know that depending on the past of your vehicle, its registration will look a little different. The registration of a vehicle requires that you are familiar with the registration system, and that you comply with all the office's guidelines relating to fees and applications submitted.

### Who can register the vehicle

- vehicle owner (possible co-owners must be present during registration);
- representative/official agent of the company (if the vehicle is a company vehicle);
- an attorney (please check with the office what form of authorisation is required).

### What's the deadline for vehicle registration

The vehicle must be registered within 30 days of its arrival in Poland. To register your vehicle, you have to:

- prepare all required documents;
- pay the fees due;
- submit documents in one of the following ways:
  1. in person at the office,
  2. by mail,
  3. send by electronic means (if the office allows the application to be sent by this means).

### Where to apply for vehicle registration

You can submit your application from Monday to Friday to the Vehicle Registration Department at the following address:

- ul. Zapolskiej 4, ground floor, counters from 1 to 21 (from 8:00 to 17:15);
- pl. Nowy Targ 1-8, ground floor, counters from 9 to 13 (from 8:00 to 17:15);
- Al. Kromera 44, ground floor, counters operated by the R Group (from 8:00 to 15:15);
- Al. Karkonoska 45 (from 8:00 to 15:00)

You will find more information together with the registration system described in detail here:

- [www.gov.pl/web/gov/zarejestruj-pojazd](http://www.gov.pl/web/gov/zarejestruj-pojazd);
- [bip.um.wroc.pl/case to deal with 9149/ registration-vehicle-vehicle-vehicle-purchased-and-registered-in-country](http://bip.um.wroc.pl/case-to-deal-with-9149/registration-vehicle-vehicle-vehicle-purchased-and-registered-in-country) - in case the vehicle was purchased in the country;
- [bip.um.wroc.pl/customs-only/9150/ registration-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle](http://bip.um.wroc.pl/customs-only/9150/registration-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle-vehicle) - in case the vehicle was imported from abroad.

## How do I obtain a driving license in Poland

Everyone person who has lived in Poland for at least 185 days can apply for a Polish driving licence if they are of appropriate age or they already have a driving licence and would like to obtain another category. The basic procedure is as follows:

1. Medical assessment for future drivers - you need a medical certificate confirming that you can drive vehicles (ask your doctor at the school that prepares you for the driving test).
2. Preparation of necessary documents.
3. Submit the documents to the appropriate office (the district office in your place of residence, the city office - if you live in a city with district rights, e.g. in Wrocław).
4. Pick up a PKK number (Driver Candidate Profile), which is a unique number for each driver candidate. It will allow the driving school and traffic centre to search for you in the system.
5. Taking the course and passing the driving test (if you pass the practice test, the examination centre will send a message to your office).
6. Paying for a driving licence (if you pay at the cash desk - take the fee confirmation to the room where your application was accepted. If you are making a transfer - send an e-mail with confirmation of the transfer to the office).
7. Collecting driver's license.

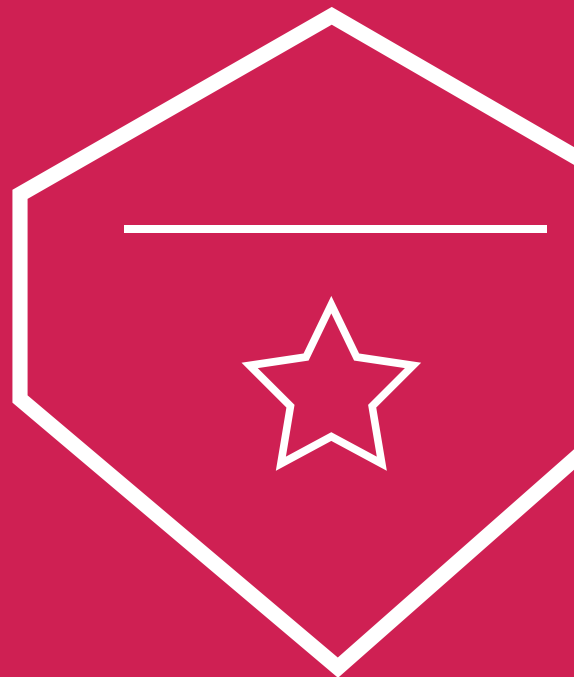


# Safety

There are a number of services and institutions that take care of your safety in Wrocław: Police, Fire Brigade, City Guard, Border Guard and WOPR (Volunteer Water Rescue Service). You can report an immediate threat to health or life by calling 112. There are also many national and local hotlines and helplines in Wrocław that you can use.

In this chapter of our guide you will find out:

- how to report a health or life threat by calling the number 112;
- what these formations do: Police, Fire Brigade, City Guard, Border Guard and WOPR (Volunteer Water Rescue Service);
- what to do if you become a victim of hate crime;
- what emergency telephone numbers, hotlines and helplines operate in Wrocław.



## Emergency Communication Centre (emergency number 112)

Safety and immediate assistance is important for every citizen of the city. By calling the emergency number 112 you will quickly and efficiently pass on the information about life-threatening situations, threat to safety, property, environment and health to the Emergency Communication Centre. The Emergency Communication Centre cooperates with the Police, the Fire Brigade and medical rescue teams. 112 is an emergency number, you can dial this number in the whole European Union, it can be dialled free of charge from mobile phones and fixed phones. It is important to note, that it can be dialled from a phone without a SIM card.

**Remember, dialling 112 saves lives! Use it responsibly. Abuse of 112 may delay someone else's access to emergency assistance.**

Emergency Call takers in Emergency Communication Centres deal with notifications concerning, i.a.:

- threats to life, health and safety,
- threats to property and the environment (emergencies),
- threats to someone's freedom,
- crimes or disturbing public order,
- situations, when it is necessary for the Police, the Fire Brigade or the State Medical Rescue Services to act immediately.

Call only in emergencies that require the intervention of emergency services, such as:

- road accidents,
- severe bleeding and bodily injury,
- fainting and loss of consciousness,
- fires,
- cases of electric shock,
- theft and burglary,
- robberies and other cases of violence,
- suspicion of driving under the influence of narcotics,
- recognition of a person wanted by the Police,
- other situations posing an immediate threat to life, health, environment, property, security or public order.

The speed of accepting a notification depends on many factors, including the way in

which we report a specific threat, so it is very important to fully cooperate with the call taker of emergency numbers in Emergency Communication Centres and provide only the relevant information.

### Accident site:

- find out where you are and what happened at the accident site;
- determine the number of injured persons and their condition;
- tell the witnesses of the incident that you are calling 112 so that they do not call 112 to report the same incident;
- find a quiet place to have a calm conversation with emergency number call taker.

### Conversation with an emergency call taker:

- after picking up the phone, the call taker will present his or her official call taker number (the call taker will not provide you with his or her personal data) and ask what he or she can do for you;
- briefly describe the event you wish to report - this description will make it possible to distinguish your call from an accidental call that is not related to any life-threatening situation or a threat to health, the environment or property;
- please provide answers to all the questions that the call taker may have - the order of questions is not accidental, and their content is necessary to obtain key information for emergency services;
- provide the exact address or tell the emergency services how they can reach the accident site (province, district, commune, city, as well as the name of the street where the event took place, the number of the nearest building) or other data enabling quick localisation of the accident site;
- provide additional information requested by the call taker;
- provide your contact details so that the services can reach you, if necessary;
- do not hang up until the operator has explicitly accepted your report;
- After the conversation is over, try not to use the phone for a while so that the emergency services can contact you in case some additional information is needed;

- if the situation changes after you have made a call, re-dial 112;
- in case of medical emergencies, after obtaining relevant information, the call taker will direct your call to the dispatcher of the State Medical Rescue Services, who will ask additional questions related to medical issues and will help you provide necessary aid to the injured.

Remember:

- you can obtain information on the telephone numbers of services, companies and institutions by calling a national number **+48 118 913**;
- check the telephone numbers of the nearest police station or other services and write them down in a visible place or save them on your mobile phone;
- use the **Moja Komenda (My police station)** mobile application, where you will find all the necessary information about the nearest Police units: phone number, address, distance from your location;
- add all the necessary phone numbers to the contact list on your phone.

Do not call this number if the situation does not require emergency services, is not dangerous and it does not pose a threat to life, health, environment, property or in other situations when you would like to:

- report a fictitious report;
- find out more about weather, timetables, public, rail or air transport;
- report traffic difficulties;
- inform that you do not need help;
- determine the contact details of a company or an individual;
- express an opinion on any subject, event or person;
- postpone a scheduled meeting with representatives of uniformed services;
- check if 112 really works;
- call a taxi, order a pizza or a road-side assistance;
- get legal or medical advice;
- to obtain a PIN or PUK number for your phone;
- get your call redirected;
- get a phone number to reach the services.

## Police (112)

The Police (emergency number 112) and the City Guard (number 986) are responsible for the safety of the inhabitants of Wrocław. You can count on their professional help.

### The Police is responsible for:

- helping crime victims;
- helping victims of violence, including domestic violence;
- prosecuting the perpetrators of offences;
- ensuring security and public order.

**If you are in danger or if you see a person that needs help, call 112 immediately** and you will easily find someone who speaks English, German, French or Russian.

**If you have become a victim of any crime, do not wait and immediately report it in person to the Police.** If you do not speak Polish fluently or you do not know Polish at all, you have two solutions:

- take a person you trust, who speaks Polish, with you to the police station;
- ask for an interpreter at the police station – you will be given the date and time of the meeting, when the interpreter will be available.

Remember to take your documents with you (passport and/or residence card). At the police station, you will give your statement to a police officer and the next procedures will follow accordingly.

### “Moja Komenda” application

“Moja Komenda” facilitates contacting the Police and Police Community Support Officers, i.e. the police officers that should be contacted first. Police Community Support Officers are police officers who work directly with the local communities of their districts. These people recognise their needs and expectations in terms of safety in its broad sense, both the individual and public safety. Each Police Community Support Officer has his own area of activity (district). You can ask your Police Community Support Officer for help, ask him a question or inform him about a situation that poses a threat to safety. “Moja Komenda” application, which acts as a guide to Polish police units, will surely help you. You will find the addresses of police stations, as well as the phone number of the Police Community Support Officer that works in your district.

### National map of safety threats

It is a police tool and its aim is to eliminate negative behaviours and problems that are a burden to a society (e.g. alcohol consumption in public places). Thanks to this Map you can report cases of law violations. Indicating a given threat on the map, causes a proper reaction of the Police. The Police officers will start sending patrols to this place and will take action to remove the threat.

You can see the map on this website: [www.Policja.pl/pol/mapa-zagrozen-bezpiecze](http://www.Policja.pl/pol/mapa-zagrozen-bezpiecze)

### Important addresses

#### Wrocław Municipal Police Headquarters

ul. Sołtysowicka 21  
51-168 Wrocław  
ul. Podwale 31-33  
50-040 Wrocław  
phone number: +48 71 340 44 90  
(officer on duty)  
WWW: [www.wroclaw.policja.gov.pl/pl](http://www.wroclaw.policja.gov.pl/pl)

#### Plenipotentiary of the Provincial Chief Commander of Police on the Protection of Human Rights

junior inspector Barbara Lorenc-Żelisko  
ul. Podwale 31-33  
50-040 Wrocław  
phone number: +48 71 340 45 21  
e-mail: [prawa-czlowieka@wr.policja.gov.pl](mailto:prawa-czlowieka@wr.policja.gov.pl)  
e-mail: [pelnomocnikopc@wr.policja.gov.pl](mailto:pelnomocnikopc@wr.policja.gov.pl)

#### Department for fight against Cybercrime of Municipal Police Headquarters in Wrocław

phone number: +48 71 340 24 33  
e-mail: [cyber@wr.policja.gov.pl](mailto:cyber@wr.policja.gov.pl)

## What to do if you become a victim of hate crime

Hate crime is a criminal offence motivated by prejudice, targeting the victim only because he or she has a different skin colour, comes from a different country or cultural background, speaks a different language or has different religious beliefs. If you become a victim of hate crime, please immediately report it to the Police. You can report a crime in writing or in person. You can also take a person you trust (e.g. a family member or friend), with you to the police station (who will provide support to the person injured by the crime when you will be giving your statement.

When you report a crime, you can get further help from us by contacting a lawyer and/or a psychologist. If you have already reported the crime to the Police, please call the following emergency number +48 604 535 838. This number is available 24 hours a day, 7 days a week.

If you would like us to help you during our office hours, please call us at +48 71 772 49 50.

You can also go to Nomada Association, which offers support for all victims in preparing and reporting prejudice-motivated crimes at the Police station. Nomada provides help to every person at any stage of the proceedings from reporting the crime to the Police to the final termination of court proceedings.

For more information please check out: [www.wielokultury.wroclaw.pl/bezpieczenstwo-hate-crime-victims-support-system](http://www.wielokultury.wroclaw.pl/bezpieczenstwo-hate-crime-victims-support-system) and: [nomada.info.pl/kontakt](http://nomada.info.pl/kontakt)

## City Guard (986)

### Headquarters of Wrocław City Guard

ul. Na Grobli 14/16  
50-421 Wrocław  
e-mail: [straz@strazmiejska.wroclaw.pl](mailto:straz@strazmiejska.wroclaw.pl)  
WWW: [www.strazmiejska.wroclaw.pl](http://www.strazmiejska.wroclaw.pl)

By using the slogan “helping local community”, the City Guard cooperates on a daily basis with the Police, community councils, Wrocław Centre for Social Development, educational institutions, public benefit institutions, animal welfare organisations, foundations and, of course, the residents of Wrocław.

### City Guard is responsible for, i.a.:

- protection of peace and order in public places;
- ensuring compliance with local laws;
- keeping an eye on order and traffic control;
- building and improving the life quality of residents, students, tourists and those who live in Wrocław temporarily.

The City Guards also conduct prevention programmes and thematic activities that aim at improving safety among children, adolescents and adults.

If you would like to find out who is your local City Guard, please visit this website: [www.smwroclaw.pl](http://www.smwroclaw.pl)

## Border Guard

Border Guard is responsible for:

- preventing and counteracting illegal migration;
- controlling the compliance with the regulations concerning foreigners' entry and stay in the territory of the Republic of Poland;
- combating crime, i.e. enabling illegal stay of foreigners, employing foreigners staying in the Republic of Poland illegally and trafficking of human beings.

### Border Guard

phone number : +48 71 35 847 00

### "Asystent Granica" (Border Assistant) and "Mobilna Granica" (Mobile Border) applications

Both of these applications together with a website [www.granica.gov.pl](http://www.granica.gov.pl) contain a number of information, that are extremely important from the point of view of people travelling to Poland.

"Mobilna Granica" application allows for tracking traffic at border crossings, gives access to the information on the current situation on Polish roads and so on.

The "Asystent Granica" application is a guide to Polish border crossings: road, rail, air, sea and pedestrian. The user can find out what the customs and border clearance process looks like and what documents are necessary to cross the border. The application was developed by the Polish Customs Service and the Border Guard and it is a handy tool for every person crossing the Polish border.

### Border Guard establishment in Wrocław-Strachowice

ul. Graniczna 190A  
54-516 Wrocław  
phone number: +48 71 358 47 00  
e-mail: [strachowice@strazgraniczna.pl](mailto:strachowice@strazgraniczna.pl)  
WWW: [www.nadodrzenski.strazgraniczna.pl](http://www.nadodrzenski.strazgraniczna.pl)

## Fire Brigade (112, 998)

The State Fire Brigade deals with fires, natural disasters and other local threats.

Their basic responsibilities include, among other things, identification of fire hazards and other local hazards, organising and conducting rescue operations during fires, natural disasters or elimination of local hazards, performing auxiliary specialist rescue operations during natural disasters or when other rescue services deal with eliminating local hazards.

### Municipal Headquarters of the State Fire Brigade in Wrocław

ul. Kręta 28  
50-233 Wrocław  
phone number: +48 71 320 70 04  
e-mail: [wroclaw@kmpsp.wroclaw.pl](mailto:wroclaw@kmpsp.wroclaw.pl)  
WWW: [kmpsp.wroclaw.pl](http://kmpsp.wroclaw.pl)

### Municipal Headquarters of the State Fire Brigade in Wrocław

ul. Borowska 138  
50-552 Wrocław  
phone number: +48 71 368 21 00  
e-mail: [kw@kwpsp.wroclaw.pl](mailto:kw@kwpsp.wroclaw.pl)

## WOPR - Volunteer Water Rescue Service

WOPR deals with the water rescue in its broad sense, i.e. helps people on water and saves their lives or health. It protects recreational facilities and associates lifeguards and Volunteer Water Rescue Service instructors. WOPR experts are prepared to report threats to the safety of swimmers and bathers and to make requests to the appropriate entities to remove threats or stop using facilities and equipment used for leisure, sports, recreation and tourism in areas near water reservoirs, as well as to issue expert reports and opinions in the field of water safety.

### Lower Silesian Volunteer Water Rescue Service in Wrocław

ul. Na Grobli 40-44  
50-421 Wrocław  
phone number: +48 71 344 47 45  
e-mail: [biuro@dolnoslaskiewopr.pl](mailto:biuro@dolnoslaskiewopr.pl)  
WWW: [www.dolnoslaskiewopr.pl](http://www.dolnoslaskiewopr.pl)

## Emergency numbers, helplines and hotlines

### Emergency and rescue phone numbers in Wrocław (in case of a direct threat to health and life)

- 112 - General emergency number (Police, Ambulance, Fire Brigade)
- 999 - Ambulance
- 997 - Police
- 998 - Fire Brigade
- 986 - City Guard
- +48 601 100 100 - WOPR (Volunteer Water Rescue Service) (emergency number to be used while on the water)
- +48 71 770 22 22 - Crisis Management Centre

### Emergency numbers in Wrocław

- 991 - Electricity Emergency
- 992 - Gas Emergency
- 993 - Heating System Emergency
- 994 - Water Supply - Sewage Emergency

### Hotlines in Wrocław

- +48 71 344 31 11 - Tourist Information Centre
- +48 519 509 337 - Polish Railways (PKP) Tourist Information Hotline
- +48 71 793 97 22 - Lower Silesian Tourist Information Centre
- +48 71 772 49 50 - WroMigrant - Information and Activity Space For Migrants
- +48 71 321 72 71 - MPK Hotline
- +48 703 200 200 - Polish Railways (PKP) hotline
- +48 76 742 11 12 - Koleje Dolnośląskie S.A. hotline (information in Polish only)
- +48 800 022 222 - Polish Railways (PKP) Hotline for Disabled Persons - Regional Connections (information in Polish only)
- +48 71 720 70 51 - Polbus PKS Hotline (traffic orderly)
- +48 71 358 13 81 - Wrocław Airport
- +48 71 777 77 77 - Information Centre of City Office of Wrocław

### Helplines in Wrocław

- +48 116 111 - Helpline for children and adolescents (free of charge)
- +48 800 121 212 - The Ombudsman for Children Helpline
- +48 116 000 - a helpline for missing chil-

- dren (24 hours, free of charge)
- +48 800 283 107 - Police Helpline (from fixed phones/free of charge), +48 71 344 15 53 (number for users of fixed phones and mobile phones / operator's rates apply)
- +48 697 071 112 - Police SMS helpline for deaf persons - phone number intended exclusively for sending text messages by persons with hearing and speech impairments.
- +48 800 120 226 - Police Helpline for the Prevention of Domestic Violence +48 801 120 002 - "Niebieska Linia" (Blue line) Helpline for Victims of Domestic Violence
- +48 71 340 38 03 - Police Helpline for children witnessing violence at home
- +48 801 247 70 or +48 22 654 70 70 - reporting missing people (24/7 ITAKA Foundation Helpline)

### Other useful numbers

- +48 71 799 89 06 - Emergency Kids' Shelter (24/7)
- +48 71 340 31 78 - Emergency Youth Centre
- +48 71 337 36 36 - Veterinary Emergency (24/7)
- +48 605 883 227 - Provincial Sanitary-Epidemiological Station in Wrocław (24/7 emergency phone number)
- +48 71 194 88 - National Health Fund in Wrocław (hotline)
- +48 71 376 08 96 - Lost and Found Office
- +48 71 321 72 71 - MPK (Municipal Transport Company) Wrocław Customer Service
- +48 71 340 96 55 - MPWiK (Municipal Water and Sewage Company) Customer Service
- +48 71 376 00 22, 19 501 - report an emergency to the Roads and City Support Management Board
- +48 71 777 75 59 - Municipal Consumer Advocate

### Other numbers

- 987 - Crisis Management Centre
- 995 - Police Headquarters - Child Alert system
- 996 - Anti-terrorist Centre
- 985 - GOPR (Mountain Volunteer Rescue Service) and TOPR (Tatra Volunteer Search and Rescue)





# Consulates

In Wrocław, only the Consulate General of Germany serves as an official diplomatic representation. All other consulates are honorary consulates that mainly serve as information and contact centers.

At the Consulate General of Germany, you will take care of formal matters, such as the visa procedure (if you are a German citizen). In honorary consulates you will be provided with professional advice. You will find out what to do and where to do it, and get in touch with people who are in a similar situation. Most importantly, these are the places where you can talk about everything in your mother tongue.



## **Consulate General of Germany**

ul. Podwale 76  
50-449 Wrocław  
phone number: +48 71 377 27 00  
e-mail: info@breslau.diplo.de  
Opening hours:  
Monday to Friday from 8:30 to 11:30

## **Honorary Consulates in Wrocław:**

### **Honorary Consulate of the Kingdom of Norway**

ul. Rynek 7  
50-106 Wrocław  
phone number: +48 71 377 27 00  
e-mail: consulate@norway.wroc.pl  
Opening hours:  
Monday to Friday from 10:00 to 12:00

### **Honorary Consulate of the Republic of Latvia**

ul. Danuty Siedzikówny 12  
51-214 Wrocław  
phone number: +48 71 773 74 64  
e-mail: konsulat@lotwy.wroclaw.pl  
Opening hours:  
Monday to Friday from 8:00 to 16:00

### **Honorary Consulate of the Republic of Lithuania**

plac Powstańców Śląskich 1/114  
53-332 Wrocław  
phone number +48 71 360 24 00/10  
e-mail: t.koson@lithuaniaconsulatepoland.pl  
Opening hours:  
Monday to Friday from 10:00 to 14:00

### **Honorary Consulate of the Republic of Korea**

ul. Leona Petrażyckiego 57  
52-434 Wrocław  
phone number: +48 71 783 53 10  
e-mail: beata.chelpa@korea-consul.wroc.pl  
Opening hours:  
Monday to Friday from 10:00 to 16:00

### **Honorary Consulate of the Republic of Malta**

ul. Włodkowska 10/3  
50-071 Wrocław  
phone number +48 71 358 24 01  
e-mail: mikulanka.consul@op.pl  
Opening hours:  
Monday to Sunday from 7:30 to 15:00

## **Honorary Consulate of France**

ul. Rynek 58/300  
50-116 Wrocław  
phone number: +48 71 341 02 80  
e-mail: consul.wroclaw@gmail.com  
Opening hours:  
Monday to Friday from 10:00 to 14:00

## **Honorary Consulate of the Republic of Austria**

ul. Skwierzyńska 21/10  
53-521 Wrocław  
phone number +48 782 173 777, + 43 50 11 50 44 11 (emergency cases)  
e-mail: sekretariat@konsulat-austrii-wroclaw.pl  
Opening hours:  
Monday to Friday from 12:00 to 14:00

## **Honorary Consulate of the Republic of Chile**

ul. Świdnicka 39  
50-029 Wrocław  
phone number: +48 71 372 44 91  
e-mail: konsulatchile@dig.wroc.pl  
Opening hours:  
Monday to Friday from 10:00 to 15:00

## **Honorary Consulate of Bulgaria**

ul. ks. Piotra Skargi 7/1  
50 - 082 Wrocław  
phone number: +48 71 783 39 28  
e-mail: sekretariat@konsulat-bulgarii.pl  
Opening hours:  
Monday, Wednesday, Friday from 9:00 to 13:00  
Tuesday, Thursday from 9:00 to 11:00

## **Honorary Consulate of Finland**

ul. Pawła Włodkowica 10/11  
50-072 Wrocław  
phone number: +48 71 780 76 00  
e-mail: consulate@cww.pl  
Opening hours:  
Monday to Friday from 8:30 to 17:30

## **Honorary Consulate of the United Mexican States**

ul. Przejście Garncarskie 12  
50-106 Wrocław  
phone number: +48 71 344 52 67  
e-mail: wroclaw@spiz.pl  
Opening hours:  
Monday to Friday from 10:00 to 16:00

**Honorary Consulate of the Kingdom of Sweden**

ul. Mydlana 2  
51-502 Wrocław  
phone number: +48 71 302 13 00  
e-mail: adm.swecons.wro@volvo.com  
Opening hours:  
Monday, Wednesday from 8:00 to 10:00,  
Friday from 13:00 to 15:00

**Honorary Consulate of Ukraine**

ul. Jedności Narodowej 89  
50-262 Wrocław  
phone number: +48 71 788 44 50, +48 787 513 901 (emergencies, consulate in Cracow)  
e-mail: info@konsulat-ukraina.wroclaw.pl  
Opening hours:  
Monday, Wednesday, Friday from 9:00 to 14.00

**Honorary Consulate of the Kingdom of Denmark**

ul. Świdnicka 36/15  
50-068 Wrocław  
phone number: +48 71 372 39 50  
e-mail: consulate@denmark-wroc.pl  
Opening hours:  
Monday to Friday from 10:00 to 14:00

**Honorary Consulate of the Republic of Slovakia**

ul. Danuty Siedzikówny 12  
50-001 Wrocław  
phone number: +48 71 785 03 69  
e-mail: konsulat@slovacji.wroclaw.pl  
Opening hours:  
Monday to Friday from 08:00 to 16:00

**Honorary Consulate of the Czech Republic**

Szkocka 5/2  
54-402 Wrocław  
phone number: +48 71 350 97 00  
e-mail: wroclaw@honorary.mzv.cz  
Opening hours:  
Monday to Friday from 10:00 to 14:00

**Honorary Consulate of the Grand Duchy of Luxembourg**

ul. Rzeźnicza 32-33  
50-130 Wrocław  
phone number: +48 71 346 70 87  
e-mail: luxemburg@konsulat.wroclaw.pl  
Opening hours:  
Monday to Friday from 12:30 to 16:00

**Honorary Consulate of the Italian Republic**

pl. Tadeusza Kościuszki 10/1  
50-138 Wrocław  
phone number: +48 795 413 015  
e-mail: consolatoitaliano.wro@gmail.com  
Opening hours:  
Monday to Friday from 9:00 to 17:00

**Honorary Consulate of the Republic of India**

ul. Kuźnicza 11-13  
50-138 Wrocław  
phone number: +48 502 411 355  
e-mail: office@consulateindiawroclaw.pl  
Opening hours:  
Monday to Friday from 9:00 to 17:00

**Honorary Consulate of the Kingdom of Spain**

ul. Ludwika Rydygiera 2a/15  
50-249 Wrocław  
phone number: +48 669 505 300  
e-mail: konsulat@fira.pm  
Opening hours:  
Monday to Friday from 10:00 to 14:00

**Vice Consulate of Hungary**

ul. Łaciarska 4  
50-104 Wrocław  
phone number: +48 511 468 584  
e-mail: consulate.wro@mfa.gov.hu  
Opening hours:  
Monday to Thursday from 8:00 to 16:30  
Friday from 8:00 to 14:00

**Honorary Consulate of the Republic of Turkey**

pl. Solny 2/3  
50-060 Wrocław  
phone number: +48 607 11 22 44  
e-mail: biuro@konsulturcji.wroclaw.pl  
Opening hours:  
Tuesday from 12:00 to 14:00

**Honorary Consulate of the Republic of Kazakchstan**

ul. Rynek 56/57 lok.12  
50-116 Wrocław  
phone number: +48 71 392 56 99  
e-mail: office@konsulkazachstan.pl  
Opening hours:  
Monday to Friday from 9:00 to 17:00

**Honorary Consulate of Georgia**

Rynek 5  
50-106 Wrocław  
phone number: +48 71 725 58 81  
e-mail: wojciech.wrobel@mfa.gov.ge  
Opening hours:  
Monday to Thursday from 11:00 to 14:00

**Honorary Consulate of Estonia**

ul. Piłsudskiego 13  
50-048 Wrocław  
phone number: +48 71 757 55 54  
e-mail: office@consulate.wroc.pl  
Opening hours:  
Monday to Friday from 8:00 to 16:00

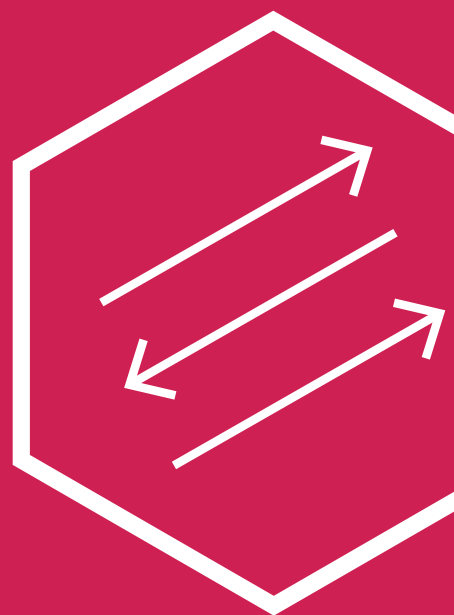
**NOTES**

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# International protection

In some specific situations, your stay in Poland may be a result of the fact that it is the only place where you are safe. In Poland these matters are governed by the Act of 13 June 2003 on Granting Protection to Foreigners within the Territory of the Republic of Poland.

Applications for international protection shall be settled in the first instance by the Head of the Office for Foreigners. Such applications may be submitted by persons who meet the conditions for granting the refugee status and those who do not meet the conditions for granting the refugee status but qualify for the so-called subsidiary protection. These applications can be submitted via field units of the Border Guard.



## When is a foreigner granted refugee status

A foreigner shall be granted refugee status if, as a result of a well-founded fear of persecution in the country of origin for reasons of race, religion, nationality, political opinions or membership in a particular social group, he or she is unable or unwilling to avail himself or herself of the protection of that country. The refugee status is also granted to a minor child of a foreigner who was granted refugee status in the Republic of Poland and was born within the territory of the Republic of Poland.

## When is a foreigner granted subsidiary protection

A foreigner shall be granted subsidiary protection when his or her return to the country of origin may expose him or her to a real risk of suffering serious harm through: death penalty or execution, torture, inhuman or degrading treatment or punishment, serious and individual threat to life or health resulting from widespread use of violence against civilians in a situation of international or non-international armed conflict and due to this risk he or she cannot or does not wish to benefit from the protection of the country of origin.

If you would like to apply for international protection, read the publication "First steps in Poland. Guidebook for foreigners applying for international protection", which is published on the website of the Office for Foreigners in several languages:

- English
- Russian
- French
- Arabic
- Georgian
- Polish.

The publication is available at: [udsc.gov.pl/do-pobrania/materialy-informacyjne-urzedu](http://udsc.gov.pl/do-pobrania/materialy-informacyjne-urzedu)

Detailed information can be obtained in English, Russian and Polish on the website of the Office for Foreigners and through direct contact with the Department for Refugee Procedures.

### Department for Refugee Procedures

ul. Taborowa 33  
02-699 Warszawa  
phone number: +48 22 601 74 07  
fax number: +48 22 601 51 23  
e-mail: [dpu.udsc@udsc.gov.pl](mailto:dpu.udsc@udsc.gov.pl)  
WWW: [udsc.gov.pl](http://udsc.gov.pl)

If you need help in matters related to international protection you can also contact Noma-da Association (see Information Points for migrants).

## NOTES

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# Citizens Advice Bureau

“Citizens Advice Bureau” in Wrocław provides free legal, psychological and pedagogical advice in various languages. They guarantee the reliability, confidentiality and professionalism of the services provided.

All the advice centres that we have indicated provide advice in foreign languages. However, there are many more counselling centres that provide advice in Polish. We encourage you to use the latter if you are already fluent in Polish.

Below you will find information about programme partners and the scope of their services, a weekly counselling schedule and the language in which you can get help.



## FREE LEGAL ASSISTANCE IN FOREIGN LANGUAGES

Citizens Advice Bureaux in Wrocław offer free assistance in the field of **law, psychology and pedagogy**. They guarantee the reliability, confidentiality and professionalism of the services provided, acting as part of the communal aid system and uniform standards.\*

No.	Unit name	Address	Contact details		Days and hours of operation	Assistance in foreign languages	Notes*
			Phone number	E-mail			
1	Association of Citizens Advice Bureau in Wrocław	ul. Szajnochy 12, Wrocław	+48 71 344 84 39	bpo@bpo.wroclaw.pl	Monday from 10:00 to 18:00, Tuesday from 10:00 to 16:00, Wednesday from 10:00 to 16:00, Thursday from 10:00 to 18:00, Friday from 10:00 to 16:00	English*	make prior appointment before coming for consultations
2	“We Give a Chance” Foundation	ul. Piłsudskiego 95, 1st floor, Wrocław	+48 71 346 88 20	dajszanse@op.pl	Wednesday from 16:00 to 18:00 (excluding July and August)	English* Ukrainian*	
3	“UNICONSULT” Association - Building of the Centre of Social Education	ul. Koreańska 1A, Wrocław	+48 605 995 681	biuro@uniconsult.pl	Tuesday from 16:00 to 18:00 (excluding July and August)	English*	
4	“Sancta Familia” Foundation in Wrocław	ul. Monte Cassino 64, Wrocław	+48 517 453 575	fundacja@safa.org.pl	Wednesday from 17:00 to 20:00 (excluding July and August)	English* Byelorussian* German* Russian* Ukrainian*	
5	Women’s Rights Foundation - Wrocław Branch	ul. Ruska 46 (B entrance, room 312, 2nd floor), Wrocław	+48 71 358 08 74	cpk_wroclaw@cpk.org.pl	Monday from 10:00 to 18:00, Tuesday from 10:00 to 16:00, Wednesday from 10:00 to 16:30, Thursday from 10:00 to 18:00, Friday from 10:00 to 15:00	English* Russian*	

## FREE LEGAL ASSISTANCE IN POLISH

There is also a system of free legal assistance but it is provided mainly in Polish. Some information points offer advice in the field of labour law, taxation law, preparation for starting a business, criminal cases or family matters.

You can make an appointment for a free meeting with an advisor by phone at +48 71 777 98 88 or on the website (online) by visiting a page: [www.npp.wroclaw.pl/Rejestracja/Home](http://www.npp.wroclaw.pl/Rejestracja/Home)

In order to receive legal aid it is necessary to show your proof of identity and making a statement, an make a statement that you are unable to bear the costs of paid legal - available at the point of free legal advice.

No.	Unit name	Address	Days and hours of operation
1.	Wrocław Centre for Social Development	pl. Dominikański 6	Monday to Friday from 11:00 to 19:00
2.	Premises from the housing stock of City of Wrocław	ul. Szczytnicka 47	Monday to Friday from 16:00 to 20:00
3.	Municipal Social Welfare Center (Miejski Ośrodek Pomocy Społecznej)	ul. Rydygiera 43	Monday to Friday from 8:00 to 20:00
4.	Krzyki-Partynice Community Council (Rada Osiedla Krzyki-Partynice)	ul. Wiosenna 14	Monday to Friday from 12:00 to 16:00
5.	Powstańców Śląskich Community Council (Rada Osiedla Powstańców Śląskich)	ul. Gajowicka 96a	Monday to Friday from 12:00 to 16:00
6.	Premises from the housing stock of City of Wrocław	ul. Szczytnicka 47	Monday to Friday from 8:00 to 16:00
7.	Building of the City Office of Wrocław	Al. Kromera 44	Monday to Friday from 8:00 to 16:00
8.	Premises from the housing stock of City of Wrocław	ul. Rękodzielnicza 1	Monday to Friday from 12:00 to 16:00
9.	Premises from the housing stock of City of Wrocław	ul. Ignuta 125	Monday to Friday from 8:00 to 20:00

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# Information points for migrants in Wrocław



## WroMigrant. Information and activity points for migrants\*

**Stare Miasto** Wrocław Centre for Social Development  
pl. Dominikański 6 (ground floor, room no. 14)  
50-159 Wrocław  
phone number: +48 71 77 24 950  
e-mail: [wromigrant@wcrs.wroclaw.pl](mailto:wromigrant@wcrs.wroclaw.pl)  
WWW: [www.wielokultury.wroclaw.pl/wromigrant](http://www.wielokultury.wroclaw.pl/wromigrant)  
Opening hours:  
Monday to Friday from 9:00 to 16:00

**Tarnogaj**  
Centrum Aktywności Tarnogaju CAT  
ul. Gazowa 22  
50-317 Wrocław  
phone number: +48 71 77 24 950  
Opening hours:  
Thursday from 16:00 to 19:00

**Psie Pole**  
FAMA Centrum Biblioteczno-Kulturalne  
ul. Bolesława Krzywoustego 286  
51-312 Wrocław  
phone number: +48 71 77 24 950  
Opening hours:  
Friday from 16:00 to 19:00

### What is WroMigrant

WroMigrant are information and activity points for migrants moving to and living in Wrocław. In WroMigrant facilities we will advise you on the following matters: where and how to settle official matters, where to obtain more information on legalisation of work and stay, granting of PESEL number, finding a flat and registering your residence in Wrocław. We will also advise you on healthcare, education system and the offer of Polish language courses in the city.

The information points will also provide you with the information about workshops and trainings, where you can acquire practical skills needed in everyday situations in Poland. WroMigrant is always ready to hear about your initiatives and ideas!

You can obtain information in the following languages: Ukrainian, Russian, English and German.

### How to obtain information

There is no need to make an appointment prior to your visit at WroMigrant. You can come to

the information point of your choice during our opening hours, write us an e-mail to the following e-mail address: [wromigrant@wcrs.wroclaw.pl](mailto:wromigrant@wcrs.wroclaw.pl) or give us a call at: **+48 71 77 24 950**.

In case of complex matters, which require legal consultations, please schedule an appointment with us and then join us for legal consultations at WroMigrant Stare Miasto information point.

### How much does it cost

Consultations are free of charge.

This activity is coordinated by Wrocław Centre for Social Development as part of the implementation of "Strategy for the Intercultural Dialogue in Wrocław 2018-2022"

Consultations at WroMigrant points are run as part of the reSTART project, which is co-financed by the National Programme of the Asylum, Migration and Integration Fund and the state budget.

### Information point for foreigners (InfoCUKR) - Ukrainian Centre for Culture and Development

(*Centrum Ukraińskie Kultury i Rozwoju*)  
ul. Ruska 46a/201  
50-079 Wrocław  
phone number: +48 571 330 203  
e-mail: [infoCUKR@fundacjaukraina.eu](mailto:infoCUKR@fundacjaukraina.eu)  
WWW: [fundacjaukraina.eu](http://fundacjaukraina.eu)  
Opening hours:  
Monday, Wednesday, Friday from 14:00 to 20.00  
Tuesday, Thursday from 10:00 to 14:00

InfoCUKR operates as part of Ukraine Foundation Regardless of your country of origin, you will be provided with information and assistance in the field of **legal and administrative matters** (i.a. legalisation of stay and work, types of employment) and **everyday matters** (i.a. education, healthcare and types of insurance). You can also make an appointment for thematic consultations: **career counselling** (e.g. verifying application documents, mock job interview) and the issues that require more specialised legal knowledge (e.g. labour law, criminal law, legalisation of residence).

Information points will also provide you with information on workshops and training on the above-mentioned matters organised by Ukraine Foundation.

Free of charge consultations are run in four languages: Ukrainian, Polish, Russian and English.

### How to use it

There is no need to make an appointment prior to your visit at InfoCUKR. You can come during opening hours: Monday, Wednesday, Friday 14:00 to 20:00, Tuesday and Thursday 10:00 to 14:00.

Appointments apply only to thematic consultations. You can register for the appointment under the following number: +48 571 330 203 during InfoPoint's business hours, or via the following email: [infoCUKR@fundacjaukraina.eu](mailto:infoCUKR@fundacjaukraina.eu)

### Counselling point of the NOMADA Association for the Integration of Multicultural Society

ul. Paulińska 4/8  
50-247 Wrocław  
phone number: +48 71 307 03 35,  
+48 791 576 459  
e-mail: [nomada@nomada.info.pl](mailto:nomada@nomada.info.pl)  
[counselling@nomada.info.pl](mailto:counselling@nomada.info.pl)  
WWW: [www.nomada.info.pl](http://www.nomada.info.pl)  
Opening hours:  
Monday and Thursday from 16:00 to 19:00

Nomada Association provides free of charge counselling for migrants, i.e. in the field of documenting their stay in Poland, employment, health or family issues, and supports migrants who found themselves in a difficult situation, including those seeking international protection and those who experienced violence motivated by prejudice.

Counselling is available at the office or out of office in case you need to take an assistant with you to some other place to settle matters. The employees of Nomada Association can go with you to your visits at the doctor's, offices, police stations, Border Guards or courts. They can also act as interpreters and cultural or language interpreters providing full anonymity to those who apply.

### How to use it

Counselling point is open on Monday from 16:00 to 19:00 and Thursday from 16:00 to 19:00. You can make an appointment by sending an e-mail to: [counselling@nomada.info.pl](mailto:counselling@nomada.info.pl) or by calling the following phone numbers: + 48 71 307 03 35 or +48 791 576 459. The information point does not provide advice by e-mail.

### Economic Development Office - Economic Information Point

(*Biuro Rozwoju Gospodarczego - Punkt Informacji Gospodarczej (BRG)*)  
ul. Świdnicka 53, room 311 (3rd floor)  
50-030 Wrocław  
phone number +48 71 777 78 19,  
+48 71 777 75 31  
e-mail: [brg@um.wroc.pl](mailto:brg@um.wroc.pl)  
WWW: [www.wroclaw.pl/biznes](http://www.wroclaw.pl/biznes)  
Opening hours:  
Monday to Friday from 7:45 to 15:45

If you are considering starting your own business or are looking for answers to questions related to running a business, please contact the Economic Development Office (BRG) and Wrocław Agglomeration Development Agency (Agencja Rozwoju Aglomeracji Wrocławskiej - ARAW).

Employees of the Economic Development Office will show you, step by step, how to become an entrepreneur, how to develop your business or where to look for help. On BRG's website you will find, i.a.: "Wrocław Entrepreneur's Guide" containing necessary information on where to apply for opinions and decisions required by law and how to obtain necessary entries, licenses and permits to start a business. It is practical knowledge in a nutshell, that will prove to be useful to anyone. You can contact the Economic Development Office, by giving them a call, writing an e-mail or making an appointment.

### Wrocław Agglomeration Development Agency Agencja Rozwoju Aglomeracji Wrocławskiej (ARAW)

pl. Solny 14  
50-062 Wrocław  
phone number: +48 71 783 53 10  
e-mail: [office@invest-in-wroclaw.pl](mailto:office@invest-in-wroclaw.pl)  
WWW: [araw.pl](http://araw.pl)

### Wrocław Agglomeration Development Agency (Agencja Rozwoju Aglomeracji Wrocławskiej)

(ARAW) is responsible, in particular, for economic promotion as well as active acquisition and service of foreign investors (Business Support Centre) and uploading content onto [wroclaw.pl](http://wroclaw.pl) website - Wrocław's main website and its dedicated web portals. ARAW also implements the project "Study in Wrocław" (see chapter on Education) and runs [live-in-wroclaw.com](http://live-in-wroclaw.com) website.

\*Consultations at WroMigrant points are run as part of the re-START project, which is co-financed by the National Programme of the Asylum, Migration and Integration Fund and the state budget.

## Information on the Internet

You can find a lot of useful information about everyday life in Wrocław on web portals and thematic groups. There are various threads: from information on the events in Wrocław to experiences in official and everyday matters such as renting a flat, education or buying food from other countries. Joining an online group is also an opportunity to make friends and get to know the city better.

### Multilingual

Wrocław.pl - Wrocław's official web portal  
WWW: [www.wroclaw.pl](http://www.wroclaw.pl)  
Fb: [www.facebook.com/RedakcjaWroclawPL](https://www.facebook.com/RedakcjaWroclawPL)  
Language: Polish, English, Ukrainian, German

WroMigrant - municipal information portal for migrants run by Wrocław Centre for Social Development  
WWW: [www.wielokultury.wroclaw.pl/wromigrant](http://www.wielokultury.wroclaw.pl/wromigrant)  
Languages: Polish, English, Ukrainian

Wielokultury Wrocław - municipal and web portal for immigrants and non-government organisations run by the Wrocław Centre for Social Development / Team of Intercultural Dialogue  
WWW: [www.wielokultury.wroclaw.pl](http://www.wielokultury.wroclaw.pl)  
Fb: [www.facebook.com/WielokulturyWroclaw](https://www.facebook.com/WielokulturyWroclaw)  
Languages: Polish, English, Ukrainian

Ukraina Foundation - web portal and profile of Ukraine Foundation, whose aim is helping migrants.  
WWW: [fundacjaukraina.eu](http://fundacjaukraina.eu)  
Fb: [www.facebook.com/fundacja.ukraina](https://www.facebook.com/fundacja.ukraina)  
Languages: Polish, English, Ukrainian

Nomada Association - web portal and profile of Nomada Association, whose aim is helping migrants.  
WWW: [www.nomada.info.pl](http://www.nomada.info.pl)  
Fb: [www.facebook.com/nomada.wroclaw](https://www.facebook.com/nomada.wroclaw)  
Languages: Polish, English, Russian

### In English

Wrocław Expats - popular web portal and a social group for migrants and Poles who live and work in Wrocław.  
WWW: [www.wroclawexpats.com](http://www.wroclawexpats.com)  
Fb: [www.facebook.com/groups/wroclawexpatscom](https://www.facebook.com/groups/wroclawexpatscom)

Wrocław Uncut - popular guide which presents current and cultural events in Wrocław.  
WWW: [www.wroclawuncut.com](http://www.wroclawuncut.com)  
Fb: [www.facebook.com/WroclawUncut](https://www.facebook.com/WroclawUncut)

Live in Wrocław - guide presenting information on official and everyday matters  
WWW: [www.live-in-wroclaw.com](http://www.live-in-wroclaw.com)

### In Ukrainian

UAinWroclaw.pl - information web portal for Ukrainians in Wrocław  
Fb: [www.facebook.com/uainwroclaw](https://www.facebook.com/uainwroclaw)

Ukraińcy we Wrocławiu - thematic group for Ukrainians in Wrocław  
Fb: [www.facebook.com/groups/1564569017138634](https://www.facebook.com/groups/1564569017138634)

Praca we Wrocławiu - portal on work in Wrocław  
Fb: [www.facebook.com/podrobotkawroclaw](https://www.facebook.com/podrobotkawroclaw)

Opinie - thematic group where you can express your opinion about services or institutions operating in Wrocław  
Fb: [www.facebook.com/groups/otzyvy.typwroclaw](https://www.facebook.com/groups/otzyvy.typwroclaw)

Inpoland - Ukrainian-Polish information portal for inhabitants of Wrocław and Lower Silesia.  
WWW: [www.inpoland.net.pl](http://www.inpoland.net.pl)  
Fb: [www.facebook.com/4inPoland](https://www.facebook.com/4inPoland)

Nasz wybór - the oldest portal and newspaper for Ukrainians in Poland.  
WWW: [www.naszwybir.pl](http://www.naszwybir.pl)  
Fb: [www.facebook.com/fundacjanaszwybor](https://www.facebook.com/fundacjanaszwybor)

Prostir - information portal for Ukrainians in Poland.  
WWW: [www.prostir.pl](http://www.prostir.pl)  
Fb: [www.facebook.com/prostirPL](https://www.facebook.com/prostirPL)

**In Russian**

Wrocław, nasi ludzie - social support and communication group for people who speak Russian and live in Wrocław.  
Fb: <https://www.facebook.com/groups/1838903886436288>

Typowy Wrocław - thematic group and information portal for the inhabitants of Wrocław.  
Fb: [www.facebook.com/groups/Typical.Wroclaw](http://www.facebook.com/groups/Typical.Wroclaw)  
[www.facebook.com/typwroclaw](http://www.facebook.com/typwroclaw)

Praca.Typowy Wrocław - thematic group concerning work in Wrocław.  
Fb: [www.facebook.com/groups/rabota.typicalwroclaw](http://www.facebook.com/groups/rabota.typicalwroclaw)

**In Byelorussian**

Białorusini w Polsce - thematic group for Byelorussians in Poland.  
FB: [www.facebook.com/groups/165617026818947](https://www.facebook.com/groups/165617026818947)

**In German**

NTKS - Deutsche Sozial-Kulturelle Gesellschaft Breslau information portal  
WWW: [www.ntkswroclaw.vdg.pl/de](http://www.ntkswroclaw.vdg.pl/de)  
Fb: [www.facebook.com/DSKGBreslau.NTKS](https://www.facebook.com/DSKGBreslau.NTKS)

Wochenblatt - newspaper for Germans living in Lower Silesia  
WWW: [www.wochenblatt.pl](http://www.wochenblatt.pl)  
Fb: [www.facebook.com/wochenblattpl](https://www.facebook.com/wochenblattpl)

**In Italian**

Włosi we Wrocławiu - portal, profile and thematic group for Italians in Wrocław  
WWW: [www.breslaviamo.it](http://www.breslaviamo.it)  
Fb: [www.facebook.com/ItalianiAWroclaw](http://www.facebook.com/ItalianiAWroclaw)  
[www.facebook.com/groups/Italianiawroclaw](http://www.facebook.com/groups/Italianiawroclaw)

Italia Breslavia - thematic group for Italians in Wrocław  
[www.facebook.com/groups/468468813236605](https://www.facebook.com/groups/468468813236605)

**NOTES**

Lined area for taking notes, consisting of two columns of horizontal lines.



**Partnerzy:**





