

english

POSTOJNA, MY NEW HOME

Good to know:
Information Booklet for Migrants



FREE COPY – TAKE ME WITH YOU!

CONTENTS

- Administration services
- Social services
- Health insurance
- How to find a physician
- Education
- Employment
- Sports, culture and social life
- Slovenian language courses
- Help with communication
- Police, fire brigade, emergency services

Dear migrants,

This booklet is intended to make your first steps in a new environment easier. It contains information about the help available to you from social work centres and other organisations, enrolling your children in kindergarten or school, obtaining health insurance and finding a physician. You will also find basic information about employment and learning Slovenian, about activities organised by sports and cultural societies and about the options available to young people, as well as where you can find help with communication.

This booklet is a result of the pilot activities conducted as a part of transnational project PlurAlps (INTERREG Alpine Space), focused on making the Alpine space friendlier to migrants. Actively responding to the invitation from the project partner – the Urban Planning Institute of the Republic of Slovenia – the Jesenice, Kamnik and Postojna municipalities have joined the project and launched pilot activities aimed at creating a more inclusive environment for migrants.

We hope that our intentions have succeeded. We wish you every comfort in your new environment and hope that you will become an active part of it.

Authors

ADMINISTRATION SERVICES

What can I do at the administrative unit?

At the administrative unit, you can take care of matters such as residence permits, the registration of temporary/permanent residence, single permits for work and residence (see the Employment section), marriages, birth certificates, driving licences, replacements for lost documents, etc.

You can only apply for a **temporary residence permit** if you have entered Slovenia legally and you meet other conditions (e.g. if you study or work in Slovenia). As a general rule, the initial permit should be applied for at the consulate or embassy of the Republic of Slovenia, while extensions can be requested at your local administrative unit. If you move, the administrative unit should be notified of your new address within 8 days.

For **children born in Slovenia**, the maternity hospital will provide all the relevant details to the administrative unit and the birth certificate will be sent to your address. The baby is not automatically granted Slovenian citizenship. To ensure that the baby is entitled to a residence permit, the necessary documents should be taken care of as soon as possible in the home country (the parents' country). The baby will not be entitled to health insurance until they have a residence permit.

A number of administrative matters can also be taken care of via the eUprava portal at <https://e-uprava.gov.si/en>.



Postojna Administrative Unit / Upravna enota Postojna
Ljubljanska cesta 4, 6230 Postojna

☎ (05) 728 0600, www.upravneenote.gov.si/postojna

Postojna

SOCIAL SERVICES

What kind of assistance can the social work centre provide?

You can contact the social work centre any time you have a problem. The consultants will help you. They can provide financial assistance, help with integrating into the community, support for families and children, and consultations on a variety of topics.

Initial social assistance refers to the initial conversation with a social worker, where you discuss your problem and find the solution together. You will receive information on the types of help available and how to obtain it, including financial assistance.

How can you access initial social assistance? Visit the centre during office hours for your first conversation with a social worker. There is no need to make an appointment in advance. In emergencies, you can also find help outside office hours, but only during opening hours.

Personal help means a personalised long-term consultation to solve your problems depending on your needs. You will be assigned a consultant who will help you draw up a plan to solve the problem and will guide you on your way, helping you to reach the solution and organise your life. They will also inform you of the types of help available to you locally and provided by other organisations (Red Cross, Caritas, etc.).



Family counselling means help with family relationships and childcare. It is comparable to personal help but with multiple family members included in the consultation.

Home help is intended for people over 65 years of age and people who are unable to look after themselves. It includes help with housekeeping, personal care, establishing social contact, taking care of urgent matters, etc.

Financial assistance: You can apply for child benefits, social assistance benefits in cash, income support, reduced kindergarten fees, subsidised meals for primary and secondary school students, subsidies for rent, exemption from payments for compulsory health insurance and/or social assistance services, etc.

More information about your rights is available at <https://www.csd-slovenije.si/>.



Social Work Centre / Center za socialno delo Primorsko Notranjska,
Enota Postojna
Novi trg 6, 6230 Postojna

🌐 (05) 700 1200, www.csd-slovenije.si/csd-primorsko-notranjska/enota-postojna

Postojna

HEALTH INSURANCE

Health insurance covers your costs in case of illness, injury or any other medical need, ensuring medical and social security (for the duration of your illness or injury). Health insurance in Slovenia is **compulsory** (basic health insurance) **and voluntary**. The basic form of health insurance is compulsory for all residents of the Republic of Slovenia. It is generally taken out and paid for by your employer. You are required to take out compulsory health insurance yourself if you would like to add family members or if you become unemployed and are not entitled to financial compensation. In this case, you will be required to submit form M-DČ at the Health Insurance Institute of Slovenia.

As compulsory health insurance only covers the basic costs of treatment, we recommend also taking out voluntary health insurance to ensure full coverage of the value of medical services not covered in full by the compulsory health insurance.

Compulsory health insurance is required before you can take out voluntary health insurance. It is up to you to organise your own voluntary health insurance at any insurance company where it is available, namely Adriatic, Triglav or Vzajemna.

If you have no health insurance, you are still entitled to emergency medical assistance. For any other services, you can contact a pro bono clinic for people with no health insurance.

Postojna

Health Insurance Institute / Zavod za zdravstveno zavarovanje Slovenije, OE
Koper, Izpostava Postojna
Prečna ulica 2, 6230 Postojna

🌐 (05) 668 7285, www.zzzs.si/imenik

INSURANCE COMPANIES:

VZAJEMNA zdravstvena zavarovalnica
Ulica 1. maja 2, 6230 Postojna

🌐 (05) 721 1670, www.vzajemna.si/sl/poslovalnice/poslovalnica-postojna

ADRIATIC SLOVENICA d.d.

Novi trg 6, 6230 Postojna

🌐 (05) 700 3010, www.adriatic-slovenica.si/zavarovanje/zdravje

Zavarovalnica TRIGLAV d.d.

Novi trg 6, 6230 Postojna

🌐 (05) 728 2200, www.triglavzdravje.si/sklenitev-zavarovanja/dopolnilno-zdravstveno-zavarovanje

HOW TO FIND A PHYSICIAN

Once you have taken care of compulsory health insurance, you will need to choose a **personal physician** whom you will consult in case of health issues. The list of available physicians can be found at your nearest health centre. The health centre also houses clinics for infants and school-age children offering medical services and counselling.

In addition to a personal GP, you are expected to choose a personal dentist and a personal gynaecologist.

Health centres also offer counselling services, which provide information on how to look after your health, have a healthy diet, stay physically active, maintain a healthy weight, live without harmful habits (such as smoking or drinking alcohol), maintain good interpersonal relationships and manage stress. All counselling services and workshops are free of charge and open to everyone looking to do something positive for their health. Enquire at your nearest health centre for details.

For **urgent medical assistance**, call the toll-free number 112 or visit the emergency unit, which is open 24/7.

Multilingual handbooks are available for easier communication in medical matters:

SL-EN-FR http://multilingualhealth.ff.uni-lj.si/MNZ_ang_fr_ponatis_www_skupaj.pdf

SL-Arab-Farsi http://multilingualhealth.ff.uni-lj.si/MNZ_arab_far_ponatis_www_skupaj.pdf

Health Centre / Zdravstveni dom Dr. Franca Ambrožiča

Prečna ulica 2, 6230 Postojna

📍 (05) 700 0400, www.zd-po.si

Hospital for Gynaecology and Obstetrics / Bolnišnica za ženske bolezni in porodništvo Postojna

Prečna ulica 4, 6230 Postojna

📍 (05) 700 0720, www.bolnisnica-po.si

Pro bono dental clinic

Božič Private Dental Clinic / Zasebna zobna ambulanta Božič

Matenja vas 16d, 6258 Prestranek

📍 (05) 754 0110

Emergency Unit / Urgentna ambulanta

Prečna ulica 2, 6230 Postojna

📍 (05) 720 4539, (05) 720 4540, www.zd-po.si

Postojna

EDUCATION

When, how and where to enrol your child in kindergarten

Your child can be enrolled in kindergarten from the age of 11 months onwards. Subject to availability, your child can be enrolled at any time during the year. To enrol, visit your nearest kindergarten where you can collect the registration form and other information. As kindergarten is not compulsory, it is subject to a fee. The amount depends on the kindergarten and your income. At the social work centre, you can inquire whether you are entitled to a reduced kindergarten fee. The application for a reduced kindergarten fee should be submitted no later than one month before the child starts kindergarten.

... in primary school

Slovenia has compulsory primary education for children from 6 to 15 years of age. Primary school has 9 grades. Your child should be enrolled in the first grade of primary school in the calendar year in which they turn 6. Enrolment in primary school takes place in February. Visit your nearest primary school to learn more about enrolment and the curriculum, including for children who have previously attended primary school. Information on reduced fees for brunch and lunch is available at the social work centre.



... in secondary school

Secondary education has 3 or 4 grades and takes place in general upper secondary schools (gimnazija), vocational schools and technical schools. Calls for enrolment are published in February. Schools also hold visitors' days where you can find out more about the curriculum. Enrolment takes place in March. Secondary school students may also be entitled to a reduced brunch fee.

Adult education

Are you an adult looking to finish your education? Would you like to further your education? You have a number of options available for finishing or obtaining a formal education, as well as for participating in free non-formal education programmes, such as workshops and talks on personal growth, strengthening basic skills, easier integration into the local environment, etc. Do you have the skills and know-how for a specific vocation but no formal qualifications? You can enrol in the **National Vocational Qualification** (NPK – Nacionalna poklicna kvalifikacija) programme, which is the fastest way to the vocation you want. Contact the adult education providers in your municipality. They will be happy to provide advice and assistance. Some adult education programmes are free of charge.

Several adult education programmes are also offered by the **Institute of the RS for Vocational Education and Training** (Center RS za poklicno izobraževanje, <http://www.cpi.si/en/>) and the **Institute for Business Education** (Center za poslovno usposabljanje, <https://www.cpu.si/?lang=en>).



EDUCATION



Postojna

KINDERGARTEN:

- › 🌐 Vrtec Postojna, Cesta na Kremenco 4, 6230 Postojna
(05) 720 4650, 081 601 692, www.vrtec-postojna.si

PRIMARY SCHOOLS:

- › 🌐 OŠ Antona Globočnika Postojna, Cesta na Kremenco 2, 6230 Postojna
(05) 700 0300, www.osagpostojna.si
- › 🌐 OŠ Miroslava Vilharja Postojna, Trg padlih borcev 1a, 6230 Postojna
(05) 700 0910, www.miroslav-vilhar.si

SECONDARY SCHOOLS:

- › 🌐 Šolski center Postojna, Cesta v Staro vas 2, 6230 Postojna
081 601 650, www.scpo.splet.arnes.si
(various education programmes)
- › 🌐 Srednja gozdarska in lesarska šola Postojna, Tržaška 36, 6230 Postojna
(05) 850 1020, www.sgls.si

ADULT EDUCATION:

- › 🌐 Postojna Public Education Centre / Ljudska univerza Postojna
Ljubljanska cesta 2, 6230 Postojna
(05) 721 1280, 041 383 940, www.lu-postojna.si/si



EMPLOYMENT

The application for a **work permit** is included in the application for a **single permit** for work and residence, which enables foreign nationals from third countries to enter, live and work in Slovenia. The application for a single permit should be submitted at the administrative unit if you are already in Slovenia or at the Slovenian consulate or embassy in your country. Before submitting the application, make sure you **notify your employer**, as they will need to ensure that their tax obligations are settled in full on the day of submission.

The procedure for issuing the permit is managed by the administrative unit, while approval is issued by the Employment Service, provided you meet the required conditions. The conditions differ depending on the type of work. More details are available at the Employment Service and online at https://www.ess.gov.si/delodajalci/zaposlovanje_in_delo_tujcev/vrste_soglasij_in_pogoji.

Work permits for citizens of Bosnia and Herzegovina and citizens of Serbia, as well as for seasonal jobs in agriculture that take under 90 days, are issued by the Employment Service.

Self-employment: Foreign nationals can enter into self-employment after a 1-year uninterrupted legal stay in Slovenia or after registering in the business register. In this case, approval from the Employment Service is not required.

To find out more about your own and your employer's rights and obligations, contact the workers' counselling centre by calling the free phone number 080 14 34 or visiting <http://www.delavskasvetovalnica.si>.



Postojna

Employment Service of the RS / Zavod RS za zaposlovanje, Urad za delo Postojna
Ljubljanska cesta 5a, 6230 Postojna

🌐 (05) 969 5850, www.ess.gov.si/o_zrsz/naslovi_in_uradne_ure/

SPORTS, CULTURE AND SOCIAL LIFE

Leisure activities are very important for your well-being in a new environment. Why not join an activity in your town and get acquainted with the locals? Most of them are free of charge and their providers are always happy to greet new participants. For details, contact each organisation directly.

Sports activities: Sports activities are the domain of the sports clubs. Take a look at the addresses below and online to see what is available in your town. There will almost certainly be a local football, basketball, handball or volleyball team for you to join, as well as a mountaineering club that will introduce you to the neighbouring hills so you can explore your new home.

Culture activities: If you have a preference for culture rather than sports, you can visit a museum or gallery in town, take in an exhibition or join the local culture society to discover the sights with other members.

Youth centres offer a place for secondary school students, university students and other young people to meet and mingle. The centres organise social and cultural events, sports activities and non-formal education activities (workshops, courses, talks and roundtable discussions).

Libraries are a treasure trove of information on activities in your area, so stop by your local library and ask about upcoming events. Libraries also frequently organise events for kindergarten and school-age children.



SPORTS, CULTURE AND SOCIAL LIFE

Postojna The Postojna Municipality boasts a busy social life, with close to 1000 activities and events taking place throughout the year (cultural and sports events, talks and workshops for visitors of all ages). Invitations for each event are published on the Postojna Municipality website. A lot of information on events and activities in the municipality is also available at the Galerija TIC in the centre of Postojna and on the Visit Postojna Facebook page.

Postojna Municipality / Občina Postojna
Ljubljanska cesta 4, 6230 Postojna

📍🌐 (05) 728 07 00, www.postojna.si

Galery TIC / TIC Galerija
Trg padlih borcev 5, 6230 Postojna

📍🌐 040 122 318, www.visit-postojna.si/si/info

Library / Knjižnica Bena Zupančiča Postojna
Trg padlih borcev 5, 6230 Postojna

📍🌐 (05) 726 45 20, www.sikpos.si

BOREO – the regional hub of NGOs / BOREO – regijsko stičišče nevladnih organizacij Primorsko-notranjske regije
Vilharjeva ulica 14, 6230 Postojna

📍🌐 041 578 131, www.boreo.si/o_nas/regijsko-sticisce-boreo

The BOREO regional hub of NGOs in the Primorje-Notranjska region has a comprehensive overview of activities in the region. They will help you find the right NGO for your field of interest, be it culture, sports, environmental protection, animal conservation, working with children, etc. Stop by and you are sure to find the right organisation for you.

Youth Centre / Mladinski center Postojna
Vilharjeva ulica 14 a, 6230 Postojna

📍🌐 040 413 315, www.mcp.si

The Postojna Youth Centre offers a space where young people can meet and express their creativity. They regularly host workshops and cultural events. During the school holidays, they also organise a number of activities for children.

Postojna Tourism Society / Turistično društvo Postojna
Jamska cesta 9, 6230 Postojna

📍🌐 (05)720 1610, www.tdpostojna.si

The Postojna Tourism Society offers information on activities in Postojna and events that they organise themselves (the Coachmen's festival, the Carnival in Postojna, the International Youth Music Festival, etc.). At their premises, you will also find promotional materials and invitations to various events.

Postojnska godba 1808 Culture Society / Kulturno društvo Postojnska godba – 1808
Ljubljanska cesta 10a, 6230 Postojna

📍 051 252 792, www.postojnska-godba.si

The Postojnska godba 1808 Culture Society is a merry band of musicians from Postojna and other towns, near and far. One of the oldest ensembles in Slovenia, Postojnska godba has been active since 1808. While they have performed a thousand kilometres and more from home, they still consider their main mission to be bringing music, happiness and joy to their compatriots.

Nikola Tesla Serbian Culture Society / Srbsko prosvetno društvo Nikola Tesla
Trg padlih borcev 5, 6230 Postojna

📍 041 730 671, <https://sl-si.facebook.com/spdnikolateslapostojna/>

The Nikola Tesla Serbian Culture Society is dedicated to non-professional culture. Their aim is to introduce the general public to Serbian culture and traditions, thus enhancing the cooperation and friendship between Serbians and Slovenians. They also organise cultural events to demonstrate Serbian music and dances, as well as traditional Serbian customs on various holidays.



SLOVENIAN LANGUAGE COURSES

Learning Slovenian is sure to make your life in a new environment easier. Citizens of third countries (all countries except EU and EEA member states and Switzerland) can take advantage of the **free Slovenian language course** organised as part of the programme for initial immigrant integration (Začetna integracija priseljencev, ZIP). The courses are organised throughout Slovenia; the provider's contact details are included below. The full updated list is available here:

<https://infotujci.si/vkljucevanje-v-slovensko-druzbo/brezplacni-tecaji-slovenskega-jezika/>.

You can take part in the course if you have a valid residence permit, have not completed and are not currently enrolled in an education programme in Slovenia and have not yet passed the basic-level Slovenian language exam. The course has up to 180 hours. In order to take part, you will need a certificate from the administrative unit (Certificate on meeting the enrolment conditions – Potrdilo o izpolnjevanju pogojev za udeležbo v enotnem programu), which costs EUR 22.60. 80% lecture attendance is a condition to sit the exam. Exams are free of charge.

In addition to these courses, you can also take part in other activities aimed at improving your Slovenian language skills. Ask the providers in your town for more information.

Postojna Free Slovenian language courses as part of ZIP, the initial immigrant integration programme in Postojna, are provided by the language school Veris, d.o.o.

Veris, d.o.o.

Stegne 7, 1000 Ljubljana

☎️ (01) 500 0570, www.veris.si/jezikovni-studio

Other free Slovenian language courses for foreign nationals are organised at the Postojna Public Education Centre.

Postojna Public Education Centre / Ljudska univerza Postojna

Ljubljanska cesta 2, 6230 Postojna

☎️ (05) 721 1280, 041 383 940, www.lu-postojna.si/si

HELP WITH COMMUNICATION

If you need help communicating with officials, teachers, physicians or society in general, you can take advantage of an intercultural mediator. Mediators speak English, Arabic, Farsi, Dari Farsi, Albanian and Bosnian. To find your nearest mediator, please contact the Society UP Jesenice.



Further information on integration into Slovenian society can be found at

<https://infotujci.si/>

(in English and Slovenian language only)



Society UP Jesenice / Društvo UP Jesenice
Cesta Maršala Tita 63, 4270 Jesenice

☎ 031 569 340, e-mail: info@up-jesenice.org

POLICE, FIRE BRIGADE, EMERGENCY SERVICES

If you find yourself in a situation where your own or someone else's life is at risk, dial 112 (emergency services, fire brigade, police).

If you are a victim of a crime, if you have witnessed a crime or if you believe a crime has been committed, call the police on 113.

You can also call the police anonymously on the free phone number 080 1200.



Postojna

Police Station / Policijska postaja Postojna
Kolodvorska cesta 3b, 6230 Postojna

- 🌐 (05) 703 3400, www.policija.si, www.policija.si/o-slovenski-policiji/organiziranost/policijske-uprave/pu-koper/enote

Volunteer Fire Brigade / Prostovoljno gasilsko društvo Postojna
Prečna ulica 6, 6230 Postojna

- 🌐 (05) 726 2166, www.pgd-postojna.si

Emergency Unit / Urgentna ambulanta
Prečna ulica 2, 6230 Postojna

- 🌐 (05) 720 4539, (05) 720 4540, www.zd-po.si

Authors:

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- Jesenice: Občina Jesenice, Center za socialno delo Gorenjska, Enota Jesenice, Ljudska univerza Jesenice in Društvo UP Jesenice.
- Kamnik: Občina Kamnik, Knjižnica Franceta Balantiča Kamnik, Zasebni vrtec Zarja, Center za socialno delo Osrednja Slovenija, Enota Kamnik, Javni zavod Cene Štupar – Center za izobraževanje Ljubljana.
- Postojna: Občina Postojna, Srednja gozdarska in lesarska šola, BOREO Regijsko stičišče NVO, Center za socialno delo Primorsko Notranjska, Enota Postojna.

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For more information about the PlurAlps project, please visit

www.alpine-space.eu/pluralps

