

english

JESENICE, MY NEW HOME

Good to know:
Information Booklet for Migrants



FREE COPY – TAKE ME WITH YOU!

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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>.



Jesenice Administrative Unit / Upravna enota Jesenice
Cesta železarjev 6a, 4270 Jesenice

☎ (04) 585 1400, www.upravneenote.gov.si/jesenice

Jesenice

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 Gorenjska, Enota Jesenice
Cesta železarjev 4a, 4270 Jesenice

☎ (04) 583 4600, www.csd-jesenice.si

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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.

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Health Insurance Institute / Zavod za zdravstveno zavarovanje Slovenije,
OE Kranj, Izpostava Jesenice
Cesta maršala Tita 78, 4270 Jesenice
☎ (04) 583 3782, www.zzzs.si/imenik

INSURANCE COMPANIES:

VZAJEMNA zdravstvena zavarovalnica
Cesta maršala Tita 77, 4270 Jesenice
☎ (04) 583 3830, www.vzajemna.si/sl/poslovalnice/poslovalnica-jesenice

ADRIATIC SLOVENICA d.d.
Cesta železarjev 2, 4270 Jesenice
☎ (04) 583 7050, www.adriatic-slovenica.si/zavarovanje/zdravje

Zavarovalnica TRIGLAV d.d.
Delavska ulica 1, 4270 Jesenice
☎ (04) 581 0500, 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 Jesenice

Cesta maršala Tita 78, 4270 Jesenice

☎ (04) 586 8146, www.zd-jesenice.si

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General Hospital / Splošna bolnišnica Jesenice

Cesta maršala Tita 78, 4270 Jesenice

☎ (04) 586 8000, www.sb-je.si

Emergency Unit / Urgentna ambulanta, Cesta maršala Tita 78, 4270 Jesenice

☎ (04) 586 8385, www.sb-je.si, www.zd-jesenice.si

Pro bono clinic for people with no health insurance

Fajdiga Clinic / Fajdigova Ambulanta

Gospodsvetska ulica 9, 4000 Kranj

☎ (04) 208 2208, www.fajdigova.si

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



Jesenice

KINDERGARTEN:

Vrtec Jesenice, Cesta Cirila Tavčarja 21, 4270 Jesenice

🌐 (04) 583 6740, www.vrtecjesenice.si

PRIMARY SCHOOLS:

OŠ Toneta Čufarja Jesenice, Cesta Cirila Tavčarja 21, 4270 Jesenice

🌐 (04) 583 3250, www.tonecufar.si

OŠ Prežihovega Voranca Jesenice, Cesta Toneta Tomšiča 5, 4270 Jesenice

🌐 (04) 581 1500, www.prezihovvoranc.si

OŠ Koroška Bela Jesenice, Cesta talcev 2, 4270 Jesenice

🌐 (04) 580 6405, www.oskoroskabela.si

OŠ Poldeta Stražišarja, Ul. Viktorja Kejžarja 35, 4270 Jesenice
(education programme for children with special needs)

🌐 (04) 583 4150, www.poldestrazisar.si

SECONDARY SCHOOLS:

Srednja šola Jesenice, Ulica bratov Rupar 2, 4270 Jesenice

🌐 (04) 581 3100, www.ssj-jesenice.si

Gimnazija Jesenice, Trg Toneta Čufarja 1, 4270 Jesenice

🌐 (04) 580 9450, www.gimjes.si

ADULT EDUCATION:

Jesenice Public Education Centre / Ljudska univerza Jesenice
Delavska ulica 1, 4270 Jesenice

🌐 (04) 583 3802, www.lu-jesenice.net/splosno-izobrazevanje



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>.



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Employment Service of the RS / Zavod RS za zaposlovanje, Urad za delo Jesenice
Cesta maršala Tita 16, 4270 Jesenice

🌐 (04) 581 1300, 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

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Jesenice Public Education Centre / Ljudska univerza Jesenice, Večgeneracijski center Gorenjske

Delavska ulica 1, 4270 Jesenice

🌐 (04) 583 3802, www.lu-jesenice.net/splosno-izobrazevanje/vecgeneracijski-center

The Jesenice Public Education Centre offers a variety of activities that will help you integrate into society. You can choose from Slovenian and foreign language courses, ICT workshops, creative workshops and culinary workshops. Activities are open to foreign nationals and Slovenians alike and are organised free of charge. Free study help is available for children.

Society UP Jesenice / Društvo UP Jesenice

Cesta maršala Tita 63, 4270 Jesenice

🌐 031 569 340, www.up-jesenice.org

Society UP Jesenice in the House of Happiness offers a variety of choices for quality leisure time activities for people of all ages. You can take part in creative workshops, crafts workshops, talks, computer and social media courses or workout courses. Most activities are free of charge.

Jesenice Sports Institute / Zavod za šport Jesenice

Ledarska ulica 4, 4270 Jesenice

🌐 (04) 588 4660, 040 666 933, www.zsport-jesenice.si

Partizan Jesenice, Sports and Recreation Society / Društvo za športno rekreacijo in telesno vzgojo

Cesta Železarjev 1, 4270 Jesenice

🌐 059 110 129, www.partizan-jesenice.si

The Partizan Sports and Recreation Society organises a range of workout courses for children and adults at various levels, from recreational to competitive. You can join them in aerobics, healthy workouts, acrobatics, judo, majorettes and many other activities.

Jesenice Youth Centre / Mladinski center Jesenice

Ulica Viktorja Kežarja 22, 4270 Jesenice

🌐 (04) 588 4681, www.mc-jesenice.si

The Jesenice Youth Centre organises and offers the following activities:

- daily opportunities for young people to meet and mingle,
- holiday activities for children and adolescents at various locations,
- providing information on various spheres of interest for young people,
- preventive programmes for young people on addiction and high-risk behaviour,
- non-formal education and opportunities for innovation and cultural creativity for young people.

If you are interested in discovering the rich culture of Bosnia, Macedonia or Serbia with a focus on folklore, literature and music, visit the societies below and ask about upcoming events.

Biser Culture and Sports Society / Kulturno in športno društvo Biser Jesenice
Ledarska 4, 4270 Jesenice

🌐 040 422 077, <http://sokultura.si/wp/povezave/kulturna-drustva/kulturno-in-sportno-drustvo-bosnjakov-biser-jesenice/>

Ilinden Macedonian Culture Society / Makedonsko kulturno društvo Ilinden
Jesenice

📞 Cesta Borisa Kidriča 2, 4270 Jesenice
051 239 139

Vuk Karadžić Culture, Sports and Humanitarian Society / Kulturno prosvetno športno in humanitarno društvo Vuk Karadžić Radovljica – podružnica
Jesenice

📞 Cesta maršala Tita 62, 4270 Jesenice
040 652 484



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.

Free Slovenian language courses as part of ZIP, the initial immigrant integration programme in Jesenice, are provided by the Škofja Loka Open University.

Škofja Loka Public Education Centre / Ljudska univerza Škofja Loka
Podlubnik 1a, 4220 Škofja Loka

☎ (04) 506 1300, www.lu-skofjaloka.si

Jesenice

The Jesenice Public Education Centre holds Slovenian conversation courses called "What's the right word for that?" and free multi-level Slovenian courses.

Jesenice Public Education Centre / Ljudska univerza Jesenice
Delavska ulica 1, 4270 Jesenice

☎ (04) 583 3802, www.lu-jesenice.net

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

Jesenice

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.



Jesenice

Police Station / Policijska postaja Jesenice

Hrušica 217, 4276 Hrušica



(04) 582 1300, www.policija.si

www.policija.si/o-slovenski-policiji/organiziranost/policijske-uprave/pu-kranj/enote

Fire Fighting Association / Gasilska zveza Jesenice

Cesta Maršala Tita 66, 4270 Jesenice



(04) 583 4967, www.gzj.si

Emergency Unit / Urgentna ambulanta

Cesta maršala Tita 78, 4270 Jesenice



(04) 586 8385, www.sb-je.si, www.zd-jesenice.si

Authors:

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- 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.
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For more information about the PlurAlps project, please visit

www.alpine-space.eu/pluralps

