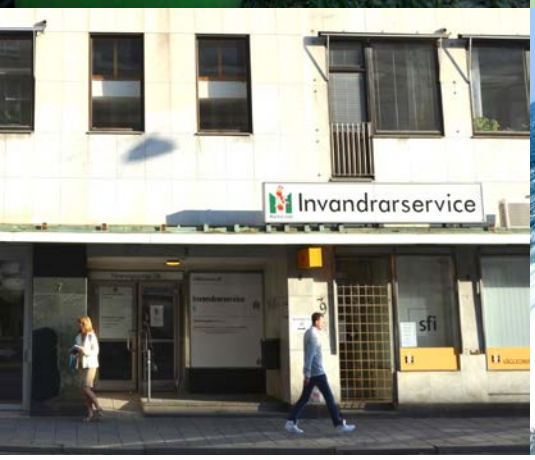
Information

For newly arrived immigrants in Sweden



Språk: Engelska
Förvaltning: Sociala Resursförvaltningen
Enhet: Invandrarservice

Malmö stad

NATIONAL POPULATION REGISTRATION (FOLKBOKFÖRING)

When settling in Sweden, it is important that you enter yourself into the *Swedish population register* . You will then be issued a personal identity number (personnummer). Bring your passports and documents showing that you have a residence permit or right of residence to the *Swedish Tax Agency*. If possible, please also remember to also bring your *marriage certificate* or the *birth certificate* of any children you have.

Many Swedish rights and obligations depend on whether or not you are listed in the national population register, and if so - where. For example, you need to be registered as living in Malmö to be able to study SFI (Swedish for Immigrants) in Malmö.

You should be registered as living in your place of residence. Contact the Swedish Tax Agency if you move to a new address.

The Swedish Tax Agency (Skatteverket)

Address: Kattsundsgatan 7

Telephone: +46 (0)771 - 567 567

Office hours: Monday, Tuesday, Wednesday and Friday 10:00 - 16:00
Thursday 10:00 - 18:00

More information: www.skatteverket.se/privat/folkbokforing/flytta/flyttatillsverige

IDENTIFICATION

You need Swedish identification as proof of your identity. You need this in a number of situations, for example when visiting banks and doctors. Swedish identification documents include your Swedish personal identity number. It is often important that you are able to provide such information.

The form of identification can be a Swedish driver's license or an ID card (ID-kort).

To issue you with an ID card, the Swedish Tax Agency needs you to:

- have paid the fee before visiting the Tax Agency's office
- visit one of the Tax Agency's offices that issue ID cards
- be able to prove your identity, for example using your residence permit card (uppehållstillståndskort)
- be included in the national population register

The Swedish Tax Agency (Skatteverket)

Address: Kattsundsgatan 7

Telephone: +46 (0)771 - 567 567

Office hours: Monday, Tuesday, Wednesday and Friday 10:00 - 16:00
Thursday 10:00 - 18:00

More information: www.skatteverket.se/privat/idkort

THE SWEDISH SOCIAL INSURANCE AGENCY (FÖRSÄKRINGSKASSAN)

If you have the right to any assistance from the *Swedish Social Insurance Agency* you must register. First you must have received your personal identity number. Bring a copy of your written decision on a residence permit when registering.

Examples of financial benefits issued by the Swedish Social Insurance Agency:

Housing allowance (Bostadsbidrag)
Housing allowance helps persons who have trouble affording their rent. If you have no housing of your own and live with your children, you can apply for housing allowance. It is important that you inform the Social Insurance Agency if you move, if your family grows, if your income increases or if your rent is modified. If you have received too much housing allowance, you may be liable to repay a portion of it.

Child allowance (Barnbidrag)
If you are registered with the Swedish Social Insurance Agency you are entitled to child allowance for children under 16 years of age who have residence permits. The child allowance is paid automatically once you have registered the child with the Social Insurance Agency.

Maintenance support (Underhållsstöd)
If you are divorced and live with your child, the other parent should pay maintenance. If the other parent is unable to pay, you can receive assistance from the Social Insurance Agency. If the other parent is deceased, you can receive assistance from the Swedish Pensions Agency.

Parental benefit (Föräldrapenning)
Families with small children may receive parental benefits. If you stay at home to care for your child, you can receive parental benefits.

The Swedish Social Insurance Agency

Address:	Kattsundsgatan 7
Telephone:	+46 (0)771 - 567 567
Office hours:	Monday, Tuesday, Wednesday and Friday 10:00 - 16:00 Thursday 10:00 - 18:00
More information:	www.forsakringskassan.se

SFI - SWEDISH FOR IMMIGRANTS

SFI - Swedish for Immigrants is a basic Swedish language course for adult immigrants. The goal is for you to gain proficiency in the Swedish language so that you can get by both at work and in day to day life.

You have a right to study SFI if you are *nationally registered* in Malmö and are unable to talk, read or write Swedish very well. You are not entitled to study SFI if you are proficient in Norwegian or Danish.

Contact Immigration Services (Invandrarservice) if you wish to study SFI.

For more information about SFI, visit: www.malmo.se/sfi

CIVIC ORIENTATION (SAMHÄLLSORIENTERING)

As a newly arrived immigrant you can in some cases participate in a course about Civic Orientation. The course includes information about Sweden for newly arrived immigrants. For example, you are taught about work, housing, legislation, healthcare and how Sweden works. Contact Immigration Services if you are interested in participating in Civic Orientation.

More information: www.malmo.se/Ny-i-Sverige

THE PUBLIC EMPLOYMENT SERVICE (ARBETSFÖRMEDLINGEN)

At the Swedish Public Employment Service you can find information about vacancies in the job market. As an unemployed person you are offered support, help with guidance counselling, advice on how to apply for work and traineeships.

For more information, visit: www.arbetsformedlingen.se or call +46 (0)771- 416 416

Refugees should contact **Arbetsförmedlingen Integration** at Amiralsgatan 13.

As a newly arrived immigrant you should contact the office that you think best suits your work experience. If you have not previously worked, you can choose the office that you feel is best suited to you.

Arbetsförmedlingen Service, Kungsgatan 6
Areas: retail/sales, hotel/restaurant, customer service.

Arbetsförmedlingen Teknik, Storgatan 5
Areas: construction, energy production, graphic design, IT, caretaking, animal care/agriculture/gardens, food industry, cleaning services, sanitation, dental care, transport/warehouse, garage/mechanics.

Arbetsförmedlingen Vård och Administration, Södra Förstadsgatan 35
Areas: insurance and bank workers, lawyers, office and administration services, teachers, public administration, health and social care.

The Employment Office

Website:	www.arbetsformedlingen.se
Telephone:	+46 (0)771 - 416 416

HOME EQUIPMENT LOAN (HEMUTRUSTNINGSLÅN)

Home equipment loans are intended for buying furniture and other items for the home. These loans are intended for persons who are refugees or relatives of refugees. If you want to take out a home equipment loan, contact Immigration Services who will assist you. The actual loan is issued by CSN.

- The size of the loan depends on how many persons are included
  in the household and whether you have your own apartment or are lodging with someone else

- The household incudes spouses, common-law spouses that also are refugees and are entitled to loans, and children under the age of 21 who are living at home.

- Spouses/common-law spouses have joint responsibility for repaying the loan. This applies even if you file for divorce.

- To apply for a home equipment loan, make an appointment with the reception of Immigrant Services on tel +46 (0)04-34 19 94.

For more information, visit: www.csn.se/hemutrustningslan

PRE–SCHOOL APPLICATION (FÖRSKOLA)

Children are eligible to attend pre-school from the age of one until they begin attending school. You should apply for your child no less than four months before the desired start date.

Follow these instructions to apply for municipal pre-schools (kommunala förskolor):

Fill out the application form, available at your local civic office (medborgarkontor) www.malmo.se

You can also apply at www.malmo.se/forskola

You will be notified by post when there is a spot available. To be given the spot you need to accept it by replying to the letter within a certain period of time. If you do not reply within this period, your child loses their spot and the application is rejected. If you are given a spot you need to submit an income statement to the Billing Office (Debiteringsenheten). If you do not do this, you will be charged with the maximum fee.

You can also apply to private pre-schools. These applications are submitted directly to the respective pre-schools. Information about private pre-schools can be found at www.malmo.se/forskola

Municipal pre-schools are open weekdays, Monday – Friday 06:15 - 17:30. If needed, they can extend their hours until 18:30.

All children have a right to public pre-school, 15 hours per week, from the autumn of the year in which they turn three years old.

ENROLMENT IN COMPULSORY SCHOOL (GRUNDSKOLA)

Newly arrived children between the ages of 6 and 16 should contact Mosaikskolan for enrolment into the school. At least one parent or guardian should accompany the child. Compulsory school is obligatory between the ages of 7 and 16.

The child and parent or *guardian* must provide identification documents. The residence permit card issued by the Swedish Migration Board is an acceptable form of ID.

If you work or study you are entitled to an after-school centre (fritidshem) for your child. This applies from when the child starts attending pre-school until the age of 13. The after-school centre is open in the mornings before school and in the afternoon once school is over. Contact your child's school for more information about applying for the after-school centre.

Mosaikskolan

Address:	Rönnblomsgatan 6 A
Telephone:	0729 – 814121
Telephone hours:	Monday - Friday 08:00-09:00
Office hours for enrolment:	Tuesdays, Wednesdays and Thursdays 09:00 - 13:00

ENROLMENT IN LANGUAGE INTRODUCTION (SPRÅKINTRODUKTION)

Newly arrived immigrants between the ages of 16 and 20 are eligible for a language introduction course. There, you will learn Swedish in order to attend upper-secondary school (gymnasieskolan) or other forms of education.

For enrolment, contact:

Peggy Thornström
Värnhemsskolan
Kungsgatan 44
Tel 076-6076912
Telephone hours: Monday - Friday 10:00-11:00
peggy.thornstrom@malmo.se

THE SWEDISH MIGRATION BOARD (MIGRATIONSVERKET)

The Swedish Migration Board is the government agency responsible for examining applications from persons wanting to move or visit Sweden, applying for citizenship or seeking protection from persecution.

Contact the Swedish Migration Board to:

- extend your residence permit (uppehållstillstånd)
- register your right of residence (uppehållsrätt)
- apply for Swedish citizenship (medborgarskap)
- be issued with travel documents (resedokument)
- be issued with an alien's passport (främlingspass)
- extend your visitor's permit (besökstillstånd)

The Swedish Migration Board

Address: Agnesfridsvägen 111

Telephone: +46 (0)771-235 235
Telephone hours: Monday - Friday 08:00-16:00

Office hours: Monday - Friday 09:00-15:00

More information: www.migrationsverket.se

HEALTHCARE

Anyone living and nationally registered in Sweden has a right to healthcare. If you require healthcare you should contact a health centre (vårdcentral) in the first instance. You can choose which health centre you register with.

For health-related questions, you can contact the Healthcare Information Line (Sjukvårdsupplysningen). There, you can be counselled by a nurse and directed to the appropriate healthcare clinic.

In case of medical emergencies or accidents, you can visit the Emergency ward (Akutmottagningen). If possible, call 1177 before your visit to establish whether or not you need to visit the Emergency ward. If an ambulance is needed, call 112.

You can find a lot of information about healthcare in Skåne at www.1177.se. Here you will find a list of health centres that you can register with, as well as information about various illnesses, and you can learn more about your rights as a patient.

The healthcare services can arrange an interpreter for you, if required. You have a right to an interpreter, and the service is free of charge.

All children up to six years of age should be in contact with a child health clinic (barnavårdscentral), where children are given checkups and vaccinations. You can also get advice regarding all aspects of your child's development.

Pregnant women can have their health and that of their child checked at an antenatal clinic (barnmorskemottagning). There you can also receive advice and help regarding your sexual health. The antenatal clinics have a shared phone line known as "Midwife direct" ("Barnmorska direkt"). See the contact information below.

When visiting a doctor you usually have to pay a fee. Collect your payments in a *high-cost card* (högkostnadskort) Your payments are then limited to a maximum SEK 1100 per year. If you do not attend an appointment you will be charged with double the fee. This fee cannot be added to the high-cost card. If you know that you are unable to attend, you need to cancel your appointment no later than 24 hours before.

Healthcare

Healthcare Information Line	Telephone: 1177
Emergency ward	Address: Ruth Lindskogs gata 5
Emergency situation	Telephone: 112
Midwife direct	Telephone: +46 (0)40-33 33 00
More information:	www.1177.se

DENTAL CARE

You can choose to go to a private dentist or to the *Swedish Public Dental Service*. Adults have to pay a large portion of the cost for dental care. However, part of the cost may be covered by the *Swedish Social Insurance Agency* (Försäkringskassan), if you are registered with it.

Children and youths under 20 years of age have free dental care. They are offered regular checkups from the age of three. If your child is in need of emergency dental care, you can book an appointment with a dentist yourself.

If you need emergency dental care, you should contact your regular dentist in the first instance. If you need help on evenings or weekends, you can call 1177 for more information about on-call dentists.

More information: www.1177.se/Skane/Tema/Tander/

HOUSING

Malmö has a housing service known as Boplats Syd. Here, you can join a queue for apartments. The site offers apartments based on queue time. The longer you have been in the queue, the better your chances of getting an apartment.

You can register on the Boplats Syd website or at their office. The fee for queuing is SEK 300 per year.

You can also apply for apartments by contacting private landlords directly. Private landlords usually have their own rules and queuing system.

Boplats Syd

Address:	Lejonetpassagen, Stortorget 8
Visiting hours:	Monday - Thursday 09:00-12:00 and 13:00-15:00 Friday 09:00-12:00
Telephone:	+46 (0)40-34 24 50
More information:	www.boplatssyd.se

MORE INFORMATION

www.informationsverige.se

Information about Swedish society for newly arrived immigrants and refugees. This information is presented in: Arabic, Dari, English, Persian, Somali and Tigrinya. You can also download the book Om Sverige (About Sweden), which is translated into several languages.

www.informationsverige.se/Svenska/Samhalle/Sidor/Boken-Om-Sverige-på-flera-språk.aspx

www.sweden.se

Facts and articles about Sweden, available in English, French, German, Spanish, Russian, Chinese and Arabic.

www.dinsakerhet.se

Information about how to prevent accidents and what to do in emergency situations. Information available in 66 languages!

www.8sidor.se

News in simple Swedish

http://sverigesradio.se/International

News in several different languages

www.malmo.se

Information about the city of Malmö

GLOSSARY

National Population Register (Folkbokföring)
National Population Registry means registering where you live. Many Swedish rights and obligations depend on **whether or not** you are listed in the national population register, and if so - **where**.

Swedish Public Dental Service (Folktandvården)
The Swedish Public Dental Service is the dental service run by the public healthcare sector. There are private dental services which are operated by the private sector, as an alternative to the Swedish Public Dental Service.

Birth certificate (Födelsebevis)
A birth certificate shows where and when you were born, and who your parents are.

Swedish Social Insurance Agency (Försäkringskassan)
The Swedish Social Insurance Agency is the agency responsible for Swedish social security. It administers many of the financial benefits available in Sweden, for example benefits for families with children, or for persons who are ill.

High-cost protection card (Högkostnadskort)
The high-cost card is used to ensure that you never have to pay more than SEK 1100 for doctor's appointments in a year. Each time you visit your doctor and pay a fee, you are given a stamp in your high-cost card. When you have paid a total of SEK 1100 you are entitled to free healthcare for a certain period.

Swedish Pensions Agency (Pensionsmyndigheten)
The Swedish Pensions Agency is the agency responsible for the national retirement pension, i.e. the money paid to persons who have stopped working due to old age.

Swedish Tax Agency (Skatteverket)
The Swedish Tax Agency administers the tax paid by everyone living in Sweden. It also has other areas of responsibility, such as handling the national population register and issuing Swedish ID cards.

Marriage certificate (Äktenskapsbevis)
A document proving that you are married.

Guardian (Vårdnadshavare)
A guardian is the person or persons legally responsible for a child. Usually, a child's parents are its guardians, but other persons may be guardians if the parents are unable to take care of their child.