



THE COMPASS  
OF CIVIL AND  
WORKERS'  
RIGHTS  
FOR MIGRANTS  
IN MARIBOR  
or  
How Can  
You Become  
Integrated with  
Your Own Rights?



MARIBOR2012  
Evropska prestolnica kulture

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# WELCOME, NEW INHABITANT OF EUROPE!

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The booklet in your hands is intended to be an information compass, explaining both the legal and practical aspects of moving to and living in the Republic of Slovenia. It attempts to delineate most of the common situations you may have encountered already, or may expect to encounter, during your (future) stay here. This booklet illustrates some of the basic administrative procedures and defines the role of competent public authorities in charge of administering the matters regarding your status.

Intensive field work, performed between January 2011 and May 2012 by the research collective Rhizome, revealed a profound lack of tangible information for migrants in Maribor, the Slovenia's second largest city. For this very reason, this booklet is meant to serve as a handy map for guidance, information and advice intended for everyone who has ended up in the north-eastern part of Slovenia, be it by chance, choice or as a result of external circumstances. It is not the booklet's ambition to offer a substantial and in-depth inventory of the subject matter; instead it seeks to provide its



This booklet has been written primarily for those of you who have entered the area of the Republic of Slovenia without having arranged your immigration documents and permits beforehand, i.e. as “undocumented migrants”. However, it may also be of use to anyone interested in the concrete aspects of arranging legal and practical matters in Maribor, or in the general legal conditions for foreigners in Slovenia. It is by no means easy to start fresh in a foreign place; especially not when one is forced to fight for the basic means of survival. The following chapters are meant to provide you with information on how to arrange your status, how to deal with administrative matters, and how to go about the practical aspects of your life in Maribor. But first, allow us to briefly portray the current situation in Slovenia.

Slovenia, like the rest of Europe and the world, has fallen victim to the current economic and financial crisis which began in 2008. The burden of the crisis has affected a significant portion of people, increasing unemployment and radically reducing the quality of life. Due to the collapse of several companies on one hand, and the implementation of austerity measures on the other, both “migrant” and “native” workers with permanent employment are becoming vulnerable, similarly

to those working with fixed-term employment contracts. In the beginning of 2012, the unemployment rate in Slovenia was 12.5%. One should bear in mind, however, that the actual unemployment figures are substantially higher than those indicated, since a significant amount of people are not accounted for in the unemployment registers of the Employment Service of Slovenia, either because they are not eligible to receive unemployment benefits or because they work in the so-called “grey” economy. An average monthly salary in Slovenia is around € 1,000 after taxes, but in reality most people earn less than this. Young people constitute an especially vulnerable segment of society, and are thus often forced to rely on help from their family in order to survive. With the enactment of austerity measures, strong budget cuts are being imposed, and workers from various segments are being laid off. For this reason, many of the unemployed and socially vulnerable inhabitants of Maribor go looking for work in the neighbouring country of Austria, where certain professionals earn much more money than in Slovenia. You can take a look at the list of the most in-demand professions in both countries in chapter 4 of this booklet, in the section “The job search and a list of the most in-demand careers”, and perhaps consider the possibility of pre-qualification.

Slovenia has thus far managed to preserve some of the advantages of a welfare state. This means that a person with a permanent residency permit, for example, is entitled to receive social welfare, which amounts to around € 260 per month (as of 2012). Unemployed persons, registered as employment seekers at the Employment Service of Slovenia, are also entitled to welfare under certain conditions. Higher education in Slovenia (first and second Bologna study cycles, full-time) remains free and without tuition.

In general the living costs in Maribor are lower than in Ljubljana, especially with respect to apartment rent. It might be worth emphasising, however, that there are no formal social networks for immigrants in Maribor. Even though the city, as the biggest industrial urban centre, has a long tradition of receiving migrant workers predominantly from the former Yugoslavian states, it unfortunately has very little experience with migrants from other parts of the world. You might subsequently get the feeling that those few individuals who look “different” attract a considerable amount of attention. There are, of course, some informal social networks of migrants, consisting of individuals scattered across Maribor and the neighbouring areas, but compared to Ljubljana there are very few in existence.

We do realise how tremendously difficult it must be to start your life from scratch here in Slovenia. The Rizomalnica Counselling Office is here for you, to be by your side while you go through the jungle of administrative procedures, and to offer basic guidelines on how to set up a life here in Maribor. Rizomalnica, as an independent counselling office for migrants is part of the Centre for Alternative and Autonomous Production (CAAP). You can read more on CAAP at [www.brazde.org](http://www.brazde.org).

### RIZOMALNICA COUNSELLING OFFICE

**E-mail:**

rhizome.association@gmail.com

**Telephone:**

070 344 384 from Monday to Friday  
between 9 a.m. and 6 p.m.

**Permanent Address:**

CAAP, Valvasorjeva 42, 2000 Maribor

**Official hours:**

from Monday to Friday between  
10 a.m. and 2 p.m.

# 2

## ENTRY INTO THE REPUBLIC OF SLOVENIA AND RESIDENCE STATUS



### 2.1 ENTRY INTO THE REPUBLIC OF SLOVENIA AS AN UNDOCUMENTED MIGRANT

If you entered the territory of the Republic of Slovenia without documents, you will be treated as a so-called “undocumented migrant”. If you were detained captured while illegally crossing the border, or as a consequence of that, and furthermore have not made a request for international protection (**asylum**), you will be handed over to security authorities of one of the neighbouring states that you entered Slovenia from (Croatia, Italy, Austria or Hungary) within 48 hours.

#### INTERNATIONAL PROTECTION (RIGHT TO ASYLUM)

International protection, or asylum, seeks to protect individuals whose basic human rights are being jeopardised or violated in either their home country or in country of

permanent residence, and are subsequently forced to look for protection outside the territory of their home country.

### YOU HAVE THE RIGHT TO ASK FOR INTERNATIONAL PROTECTION (ASYLUM) IF:

- you are being systematically persecuted in your home country due to your political beliefs, religion, race, nationality, ethnic origin or membership to a certain social group;
- your life and your freedom would have been jeopardised upon return to your home country with the possibility of being exposed to torture, inhumane treatment or severe perpetual punishment.

### A DESCRIPTION OF THE PROCEDURE AND YOUR RIGHTS

You may express the intention to request international protection with any public authority. Applications for asylum will normally be lodged at the first interview, which generally takes place in the Asylum Centre and is conducted by competent authorities. You will be given a legal advisor to represent you as your personal lawyer throughout the process of acquiring international protection (asylum).

**Do not hesitate to ask for international protection (asylum) loudly and clearly as soon as you encounter police if you are being persecuted or if your life is endangered in your home country. Most individuals who get captured while illegally crossing the border are deported directly from the police station within 48 hours. "Illegal" migrants will be placed in the so-called "Aliens Centre" as an exception only if the deportation procedure turns out to take longer than usual for some reason. Deportation from Slovenia is what normally follows.**

- a. At the police station you will be asked to present your reasons for seeking international protection, to disclose your personal information and to describe the journey that has led you to Slovenia.
- b. You have the right to an interpreter free of charge during the police procedure and should be provided with one, if necessary.
- c. According to some asylum seekers who have already gone through the procedure, the inspectors are known to be extremely thorough in checking whether the asylum seekers' statements are true.
- d. Once the police procedure is over, you will be placed in the Asylum Centre in Ljubljana for as long as your application for international protection is being processed.

**When taking your fingerprints, the competent authorities might establish that you were already registered as an asylum seeker in another Europe-**

**an country beforehand, which means that they will send you back to that country and make sure that your asylum seeking procedure comes to an end there. This rule, however, does not apply for Greece, the official position of the Republic of Slovenia being that the circumstances for international protection seekers are not adequate there.**

- e. You have the right to reside in Slovenia as an asylum seeker from the day you lodge an application for international protection until you receive a final decision with regard to your application.
- f. The Asylum Centre will regularly provide you with food (three meals per day); you will also be given clothes, shoes and a basic hygiene kit. You are entitled to receive basic medical treatment as an asylum seeker (which is, however, rather limited in range) and the right to attend organised forms of education.

- g. According to certain asylum seekers and refugees, the Asylum Centre carries out what they consider a strict surveillance policy in relation to the movement of asylum seekers, thoroughly monitoring and thus limiting their right to enter and exit the Asylum Centre.

**You are allowed to move freely around the entire territory of the Republic of Slovenia as an asylum seeker. You will be provided with an ID card, confirming your status as an asylum seeker and serving as a proof of identity upon requests made by competent authorities. After having the status of an asylum seeker for nine months, you are entitled to apply for a work permit with the competent authority for a period of 3 months, with the option of renewal.**

## **POSSIBLE OUTCOMES REGARDING YOUR APPLICATION FOR INTERNATIONAL PROTECTION:**

The statutory period for a competent authority to reach a decision with regard to an international protection application is up to six months. In reality, asylum seekers wait for a longer period of time to receive the decision: normally one year, and in some specific cases even three years or longer.

**Given that the procedures normally take a long period of time, many asylum seekers lose perspective. It may be hard, but nevertheless try to go through the waiting process by becoming actively involved in educational programs and other free activities organised by the Asylum Centre and other non-governmental organisations.**

## You were granted the status of a refugee

This means that your rights are almost equal to those of Slovenian citizens and that you have been given a permanent residence permit. You may work, you may enter formal education, you may move to whichever place you choose in Slovenia. Subsidised accommodation, on the other hand, is not available to you. You will be given a Refugee ID Card and if you apply, also a Refugee Travel Document, which allows you to travel freely among EU member states. After five years of residence and two officially acknowledged years of employment in Slovenia, you may apply for Slovenian citizenship.

### Other rights of persons with refugee status:

- a. Free accommodation in an integration house for a one-year period.

**An integration house is meant to make the transitory period of integration somewhat easier for refugees by taking the burden of finding adequate housing off their shoulders for a while, thus allowing refugees to focus on other issues. The integration house in Maribor is located on Makedonska 33 and has room for accommodating up to 45 individuals.**

- b. Once you find private accommodations and form a tenancy agreement, the Ministry of the Interior will grant you financial compensation for private accommodations for the next two years of your integration period.

**A single person with international protection status is entitled to receive financial compensation for private accommodations in the amount of basic minimum income, which equals € 260 per month (after taxes) in 2012.**

- c. Persons with refugee status may apply for a **Refugee Travel Document** at the Ministry of the Interior of the Republic of Slovenia, and are required to enclose two personal photographs with the application. A Refugee Travel Document will be issued for a ten-year period and can be prolonged upon request. The price for the initial passport to be issued in May 2012 was € 38.84 or, alternatively, € 27.50, without administrative charges. A refugee without sufficient funds for subsistence at his or her disposal and without being provided for in some other way will be exempt from administrative charges when applying for a Refugee Travel Document. This document allows you to travel to any destination in the world with the exception of your home country. If you ever return to your home country, your status of international protection will cease.

### You were granted subsidiary protection

Subsidiary protection is generally granted to persons who do not fulfil the conditions necessary to be granted refugee status (i.e. are not being systematically persecuted), but are nevertheless seriously endangered. This form of protection is given for a shorter period of time and may be prolonged on the basis of new applications. It is based on the assumption that the threat in a person's home country will eventually cease, i.e. this person will be able to return once the circumstances are safe. You will be granted a temporary residence permit, but in general your rights are similar to those of persons with refugee status including the right for a Travel Document (passport). In this case the Travel Document lasts as long as your subsidiary protection.

**While obtaining international protection you may acquire legal assistance from consultants for asylum seekers and from the non-governmental**

organisation PIC, which specialises in law, and also works in the Asylum Centre in Ljubljana. If interested, make an enquiry with authorities in the Asylum Centre.

## 2.2 RESIDENCE PERMITS IN THE REPUBLIC OF SLOVENIA

### TEMPORARY RESIDENCE PERMIT

If you wish to acquire a residency permit (i.e. a temporary residence permit) you must apply for it before coming to Slovenia at one of the Slovenian embassies abroad.

### Necessary requirements for obtaining a temporary residence permit:

- a valid passport;
- health insurance to cover emergencies at the very least;
- a sufficient financial means of subsistence (at least the basic amount of the minimal income in the Republic of Slovenia);
- a justified reason for seeking residence in Slovenia (see below).

### Justified reasons for seeking residence in Slovenia are:

- employment or work, cross-border provision of services as a posted worker, research work, commuting;

- matriculation in the system of formal or informal education in Slovenia;
- other justified reasons (such as receipt of Slovenian pension, guardianship, ownership of real estate, receipt of employment benefits, medical treatment);
- Slovenian origin up to the third successive generation;
- family reunification;
- other reasons, defined by the Aliens Act.

### Renewal of a temporary residence permit:

A temporary residence permit can be renewed under the same conditions as it was issued. You should submit an application at the administrative unit prior to the expiry of the current permit. You are allowed to stay in the Republic of Slovenia for as long as your application is under consideration.

**The requirement of a five-year continuous stay can also be met if you were staying outside the Republic of Slovenia and also if your temporary residence permit has not been issued for a certain period of time. The limitation here, however, is that each of your individual absences may not exceed six consecutive months and that the sum of your individual absences may not exceed nine months within this period of five years.**

### PERMANENT RESIDENCE PERMIT

You may apply for a permanent residence permit as a citizen of a third country after having continuously resided in Slovenia for five years on the basis of a temporary residence permit while also complying with all other conditions set out in the Aliens Act.

**If granted the status of a refugee, you are automatically given a permit for temporary residence in the Republic of Slovenia and entitled to exercise all the related rights arising from that status.**

A permanent residence permit may not be obtained, however, if your temporary residence permit was issued on the basis of subsidiary protection, asylum seeking process, high school education, vocational training, seasonal employment as a posted worker, or as a daily migrant worker.

## **REGISTRATION OF TEMPORARY OR PERMANENT RESIDENCE**

When registering your residence you are requested to enclose:

- a valid ID with a photo;

- evidence indicating your right to reside at the address stated (proof of ownership, tenancy agreement or contract of sublease, written consent of the owner etc.).

If your stay in the Republic of Slovenia is based on a temporary residence permit, you are expected to register your temporary residence at an administrative unit within three days of either moving in or having your temporary residence permit issued. The registration is valid for a maximum of one year and can be prolonged either by you in person or by an authorised individual for up to eight days after its expiry.

You are required to register your temporary residence at an administrative unit in the period of eight days after having moved in or having your temporary residence permit issued.

## 2.3 THE ACQUISITION OF CITIZENSHIP

There are several ways of obtaining citizenship of the Republic of Slovenia. In general you must comply with the following conditions to obtain citizenship by means of naturalisation:

- you are aged 18 years or more;
- you must be released from your current citizenship or, alternatively, be able to demonstrate that you will be released from it, provided that you are granted the citizenship of the Republic of Slovenia;
- you have been living in the Republic of Slovenia for a period of ten years, of which five were spent continuously in Slovenia before applying for citizenship, and your status as an alien has been arranged;
- you have secured adequate financial means, ensuring that you are capable of providing material and social security for yourself as well as for the persons you have to support;

- your knowledge of Slovenian is sufficient for the purposes of everyday communication; you will be required to prove this with a certificate, confirming that you have passed the basic level Slovenian language exam;
- you have not been convicted by a judgement which has the force of res judicata (to unconditional imprisonment longer than three months), or you have not been sentenced to conditional imprisonment for a trial period, longer than one year;
- you have not had your residence status in the Republic of Slovenia annulled;
- public order, security and defence of the country will not be jeopardised if you become a citizen of the Republic of Slovenia;
- you have no existing tax liabilities;
- you take an oath, declaring respect for free democratic constitutional order as set out in the Constitution of the Republic of Slovenia.

This booklet is written with a very specific circle of readers in mind, which is why two further options for acquisition of the citizenship are set out below: the acquisition of citizenship by marriage to a Slovenian citizen and the acquisition of citizenship for persons with a refugee status.

## ACQUISITION OF CITIZENSHIP BY MARRIAGE TO A SLOVENIAN CITIZEN

You may apply for citizenship in the Republic of Slovenia if you:

- have been married to a citizen of the Republic of Slovenia for at least three years;
- live in Slovenia continuously for at least one year before applying for citizenship;
- have a temporary or permanent residence permit;

- have obtained a Slovenian language certificate;
- have been working on the basis of a permanent employment contract for at least two years or, alternatively, you have been receiving remuneration on the basis of a fixed-term employment contract for at least two years, and remain employed while your application is being considered;
- are unemployed and your partner agrees to ensure your means of subsistence, if he or she is employed.

Double citizenship of persons married to a Slovenian citizen may be possible only when a foreigner has special reasons why having both citizenships would be more beneficial for him or her as well as for the Republic of Slovenia. The Government of the Republic of Slovenia is the entity that decides upon this matter, and not the Ministry of the Interior. The decision of the Government is final and no appeal can be made against it.

## ACQUISITION OF CITIZENSHIP FOR PERSONS WITH REFUGEE STATUS

You may apply for the citizenship in the Republic of Slovenia as a person with the status of a refugee if you:

- live in Slovenia continuously for at least five years before applying for citizenship;

**You must demonstrate that you have lived continuously in Slovenia for five years with official documents, such as a residence permit, registration confirmation at the Employment Service of Slovenia, etc. It is therefore extremely important that you keep all official documents from the day you enter Slovenia.**

- have passed a the basic level Slovenian language exam; you may take the exam free of charge if you have at least 80% attendance at the integration training;
- have at least the minimal income per person ensured (also for children);
- have been in a permanent employment relationship for two years;
- have a fixed-term employment relationship and are able to demonstrate that you have been receiving your employment-based remuneration at least for two years before making an application, and that you remain employed while your application is being considered.

**Adequate means of material support are defined as a receipt of ongoing remuneration on the basis of a fixed-term employment relationship (multiple employers also count) for a period of six months before making an application. One or more of the following benefits may also be considered as**

**adequate means of material support: pension, scholarship, monthly income from a life annuity, rent, a large family supplement, child benefits, child care allowance and parental benefits.**

## **CITIZENSHIP & CHILDREN OF PARENTS WITHOUT CITIZENSHIP**

At least one of the parents must be a citizen of the Republic of Slovenia for his or her child to acquire the Slovenian citizenship. If neither of the parents has citizenship, then a child can apply for the citizenship when he or she turns 18, provided that he or she can present proof of their continuous stay in Slovenia since birth.

A child or children who have not yet turned 18 may acquire citizenship upon request only if:

- you and your partner have acquired citizenship of the Republic of Slovenia;
- one of the parents has acquired citizenship in the Republic of Slovenia beforehand, and subsequently applies for the citizenship of the child, provided that the child has been living with this parent continuously in Slovenia for at least a year before making an application and that the child holds alien status;
- the child was born in the Republic of Slovenia and is less than one year old, provided that citizenship is requested for by the parent who is a citizen of the Republic of Slovenia.

# 3 ADMINISTRATIVE PROCEDURES IN THE REPUBLIC OF SLOVENIA

## 3.1 MANAGING YOUR AFFAIRS AT ADMINISTRATIVE OFFICES IN MARIBOR

This chapter offers an overview of institutions in charge of processing your residential and existential matters in the form of administrative procedures. Some people arrange matters at administrative offices on a regular basis and some very rarely, but no one can completely avoid them. It is therefore good to know where and when one can go with regard to arranging administrative matters.

### ADMINISTRATIVE UNIT MARIBOR

Administrative units are territorial entities of public administration, established on the basis of the State Administration Act. Administrative units are primarily competent for making decisions with regard to administrative matters of first instance.

Administrative units are operative entities, performing tasks of the ministries across the territory of the Republic of Slovenia.

**An administrative unit is the right address, if you wish to:**

- change your personal name;
- apply for citizenship in the Republic of Slovenia;
- get married;
- arrange your ID card and your passport, once given citizenship in the Republic of Slovenia;
- declare/cancel your place of permanent or temporary residence;
- get your driving license recognised or renewed;
- register your vehicle.

### ADMINISTRATIVE UNIT MARIBOR

**Address:**

Ulica Heroja Staneta 1, 2000 Maribor

**Telephone:**

02/ 220 17 62

**Web site:**

<http://www.upravneenote.gov.si/maribor/>

**Official hours:**

Monday: 8.00–15.00

Tuesday: 8.00–15.00

Wednesday: 8.00–18.00

Thursday: 8.00–15.00

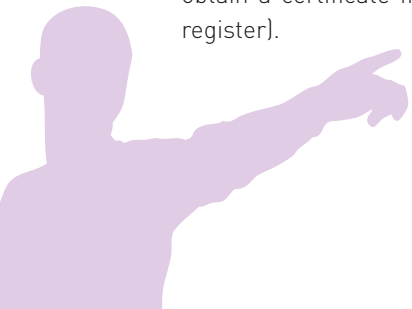
Friday: 8.00–13.00

### ALIENS DEPARTMENT MARIBOR

Foreigners' Desk Maribor is part of the Division for Public Order and Foreigners of the Administrative Unit Maribor. The Division is responsible for managing and adopting decisions in various administrative matters, including those related to foreign citizens and their lives in Slovenia.

### The Aliens Department is the right address if you wish to:

- acquire a temporary residence permit;
- acquire a permanent residence permit;
- acquire an ID card (for foreigners);
- acquire a travel document (for foreigners);
- register temporary or permanent residence or;
- obtain a certificate from public record (for example, extract from the civil register).



#### ALIENS DEPARTMENT MARIBOR

**Address:**

Partizanska cesta 47, 2000 Maribor

**Telephone:**

02/ 220 16 93

**Web site:**

[http://www.upravneenote.gov.si/maribor/o\\_upravni\\_enoti/naloge\\_in\\_cilji/sektor\\_za\\_upravne\\_notranje\\_zadeve/oddelek\\_za\\_javni\\_red\\_in\\_tujce/](http://www.upravneenote.gov.si/maribor/o_upravni_enoti/naloge_in_cilji/sektor_za_upravne_notranje_zadeve/oddelek_za_javni_red_in_tujce/)

**Official hours:**

Monday: 8 a.m.–3 p.m.

Tuesday: 8 a.m.–12 noon and 1 p.m.– 6 p.m

Friday: 8 a.m.–1 p.m.

#### THE CENTRE FOR SOCIAL WORK MARIBOR

The Centre for Social Work Maribor is a public social institution which provides social assistance benefits and welfare services for the purpose of diminishing economic and social hardships on one hand and managing administrative matters related to family care and family benefits on the other.

**The Centre for Social Work is the right address if you:**

- are going through economic or social hardship and need a professional consultant to help you identify various existing forms of help;
- wish to verify whether you are entitled to receive financial assistance (welfare) in a situation of social hardship;

**The purpose of financial assistance (welfare) is to provide help to those individuals who lack funds or properties for subsistence. In order to seek financial assistance, one must be a citizen of the Republic of Slovenia or a foreigner with a permanent residence permit or subsidiary protection. As welfare recipient you will be required to register at the Employment Service of Slovenia as a job seeker.**

- have got a family in Slovenia and wish to verify whether you are entitled to receive family benefits;

**If you are staying in Slovenia with your family, you may be entitled to family benefits which consist of: parental benefits, birth grants, child benefits, large family supplements, child care allowances and partial payment for lost income. Remember to check your eligibility to claim various existing benefits!**

- need family and partner counselling or guidance regarding general life matters;
- are a woman who has been subjected to domestic violence and need emergency shelter in a safe house together with your children;
- are a minor with an inadequate domestic situation and need shelter in the youth crisis centre or a youth hostel.

### THE CENTRE FOR SOCIAL WORK MARIBOR

**Address:**

Zagrebška cesta 72, 2000 Maribor

**Telephone:**

02/ 250 66 00

**Website:**

<http://csd-mb.si/sl/page/view/NasloviInUradneUre>

**Official hours:**

Monday: 8 a.m.–12 noon and 1 a.m.–3 p.m.

Wednesday: 8 a.m.–12 noon and 1 a.m.–5 p.m.

Friday: 8 a.m.–1 p.m.

## THE EMPLOYMENT SERVICE OF SLOVENIA

The Employment Service of Slovenia is one of the key institutions in the job market, striving to increase employability and employment.

### The Employment Service of Slovenia is the right address, if you:

- are looking for a job or employment;
- wish to report an employee who is committing violations of your rights;
- wish to acquire information related to the issue of a work permit;
- wish to review the list of employers with negative references;
- wish to review the list of employers with prohibitions to hire foreigners.

You may also look for job vacancies published at the Employment Service of Slovenia online: [http://www.ess.gov.si/iskalci\\_zaposlitve/prosta\\_delovna\\_mesta](http://www.ess.gov.si/iskalci_zaposlitve/prosta_delovna_mesta)

### The link below lists employers with negative references:

[http://www.ess.gov.si/iskalci\\_zaposlitve/prosta\\_delovna\\_mesta/delodajalci\\_z\\_negativnimi\\_referencami](http://www.ess.gov.si/iskalci_zaposlitve/prosta_delovna_mesta/delodajalci_z_negativnimi_referencami)

The list of employers with prohibition to hire foreigners can be found on the following link: [http://www.ess.gov.si/delodajalci/zaposlovanje\\_in\\_delo\\_tujcev/prepoved\\_zaposlovanja\\_tujcev](http://www.ess.gov.si/delodajalci/zaposlovanje_in_delo_tujcev/prepoved_zaposlovanja_tujcev).

The list merely contains employers whose violations have been proven. However, fieldwork performed by the research collective Rhizome testifies to the fact that there is a great number of rights-violating employers who are not listed as such. Workers claim that the best way for you to check whether your future employer fulfils obligations towards employees is to make informal enquiries with people who already work there. Ask them about the regularity and manner of payments, social security contributions and bonuses.

### THE EMPLOYMENT SERVICE OF SLOVENIA

**Address 1:**

Gregorčičeva 37, 2000 Maribor

**Telephone 1:**

02/ 23 57 700

**Address 2:**

Moše Pijade 22, 2000 Maribor

**Telephone 2:**

02/ 33 05 400

**Website:**

<http://www.ess.gov.si/>

**Official hours:**

Monday:

8 a.m.–12 noon and 1 p.m.–3 p.m.

Tuesday:

8 a.m.–12 noon and 1 p.m.–3 p.m.

Wednesday:

8 a.m. – 12 noon and 1 p.m. – 5 p.m.

Friday: 8 a.m.–1 p.m.

Remember to register with the Employment Service of Slovenia as a job seeker if you have been employed by one single employer for at least nine months, because in that case you will be entitled to receive financial unemployment compensation for three months or more. Your temporary

residence permit will be prolonged automatically during the period in which you receive unemployment compensation.

## THE HEALTH INSURANCE INSTITUTE OF SLOVENIA

The basic mission of the Health Insurance Institute of Slovenia is to arrange obligatory health insurance – ensuring the efficient collection and distribution of the means to exercise the rights contained in this Title. The rights of obligatory health insurance encompass the right to health services and to certain financial compensations. You can read more on the health insurance system in Slovenia in chapter 4.

**The Health Insurance Institute of Slovenia is the right address, if you wish to:**

- arrange your obligatory health insurance;
- verify whether you were registered in the health insurance system by your employer;

You may also check whether your obligatory health insurance has been paid for over a text message. Enter ZZ and the nine-digit number of your health card (for example ZZ038863521) in the body of the message and then send it to 031 771 009. You should receive a reply in about one minute (a text message will be sent to you in return).

- check whether your obligatory health insurance is being regularly paid for by your employer.



### THE HEALTH INSURANCE INSTITUTE OF SLOVENIA

**Address:**

Sodna ulica 15, 2000 Maribor

**Telephone:**

02/29 09 300 in 02/29 09 315

**Website:**

<http://www.zzzs.si/>

**Official hours:**

Monday: 8 a.m.–12 noon and 1 p.m.–3 p.m.

Tuesday: 8 a.m.–12 noon and 1 p.m.–3 p.m.

Wednesday: 8 a.m.–12 noon and 1 p.m.–5 p.m.

Friday: 8 a.m.–1 p.m.

If you wish to check whether your employer is performing regular payments of your social contributions, you may contact the Tax Administration of the Republic of Slovenia (DURS). Its unit in Maribor is located at Titova cesta 10. Official hours are virtually the same as those of the Health Insurance Institute of Slovenia, with one exception: its official hours on Wednesday are place between 1 p.m. and 6 p.m.

### THE LABOUR INSPECTORATE OF THE REPUBLIC OF SLOVENIA

The Labour Inspectorate of the Republic of Slovenia performs supervision and monitoring over the implementation of legal acts, regulations, collective agreements and general legal acts concerned with matters regarding work relations, payments and other remunerations from employment, labour recruitment in Slovenia and abroad, as well as the cooperation of workers in strike management and the security of workers in relation to their work commitments, unless otherwise provided by regulations.

**The Labour Inspectorate of the Republic of Slovenia is the right address, if:**

- your work-related rights are being violated;
- you wish to report the employer who is committing these violations.

Report of violations can either be made by an individual or a group of individuals and may be anonymous. Work-related violations can also be reported at the Employment Service of Slovenia, which is obliged to pass on the report of violations to the Labour Inspectorate of Slovenia.

#### THE LABOUR INSPECTORATE OF THE REPUBLIC OF SLOVENIA

**Address:**

Partizanska cesta 47, 2000 Maribor

**Telephone:**

02/234 86 00

**Website:**

<http://www.id.gov.si/>

**Official hours:**

Monday: 9 a.m.–11 a.m.

Wednesday: 9 a.m.–11 a.m.

## 3.2 WHO DOES WHAT IN ADMINISTRATIVE PROCEEDINGS?

This chapter contains all the important facts and guidelines related to the obligations and rights of individuals in administrative proceedings. The better you know your rights, the more you can claim them.

According to the General Administrative Procedure Act, an administrative officer is a person empowered by law to make decisions on administrative matters or to perform certain actions as part of the administrative proceeding.

### THE ADMINISTRATIVE OFFICER WHO DEALS WITH YOUR CASE MUST:

- choose such measures in the decision-making process, which are more beneficial for the party, provided that all legal provisions are being considered and respected;
- make sure that a lack of information on your side does not affect your legal rights;

**The administrative officer is bound by duty to notify you if your application is incomplete and offer advice regarding possible solutions.**

- explain procedures, rights and duties that you may be interested in without you having to offer any explanation whatsoever as to the reason why this information interests you;
- allow you to exercise the right to cooperation in the procedure, and to give your statement with regard to all the facts and circumstances related to your application.

**The General Administrative Procedure Act (ZUP) determines that the administrative authority must issue a decision to a party in the administrative proceeding after a maximum period of one month after a complete application had been received, unless a fact-finding procedure is rendered necessary. In all other cases a decision must be issued in two months later at the latest.**

According to the General Administrative Procedure Act, a party to an administrative proceeding can be any natural or legal person, governed by private or public law, who initiated the administrative procedure, or against whom the administrative procedure is taking place. A group of people may also be defined as a party if these people are entitled to have rights and obligations which will be decided upon in the administrative proceeding.

## A PARTY TO AN ADMINISTRATIVE PROCEDURE, I.E. YOU:

- must always tell the truth before the administrative authority and give a correct and detailed account of the state of affairs;
- has the right to appeal on the first-degree decision (i.e. the first decision upon the matter), unless otherwise provided for by the law;
- shall be notified of the possibilities to appeal in each decision issued;

**Usually you may appeal a decision within fifteen days from the day you have received it or in the period, defined by the decision. A decision may be filed in writing or orally on the record at the administrative authority in charge of issuing the decision.**

- may appeal to a decision also if your application has not been solved in the period provided by the law;
- must be 18 or older and capable of autonomously performing actions in the administrative procedure.

## AN AUTHORISED REPRESENTATIVE

According to the General Administrative Procedure Act, an authorised representative can be any person with full legal capacity.

An authorised representative has the right to perform actions on behalf of a party (i.e. you) in an administrative procedure, whereby these actions have the same legal effect as if they would have been performed by you yourself. An authorised representative cannot, however, act as your substitute in actions where you alone are expected to give statements. You may authorise an individual in writing, or you may give an oral authorisation on the record.

An authorised representative will not only act on your behalf in the procedures, but will also receive your documents at his or her address, which is why you should be careful when expecting documents and parcels by mail. There have already been instances of an employer arranging all of the administrative matters on behalf of the workers in his favour, with the workers being unaware of the fact that they had authorised the employer to represent them due to their insufficient knowledge of the Slovenian language. It is important to know that you may withdraw your authorisation at any given time, either in writing or orally on the record. Should an administrative officer come to realise that an authorised representative is performing actions to your disadvantage, they are bound to explain the harmful consequences which may subsequently result.

## A VIOLATION OF YOUR RIGHTS

You may contact the Human Rights Ombudsman when you suspect or are convinced that your rights are being violated, but you may do so only after having attempted to resolve the issue yourself, either by exercising your right to an appeal or by the use of other legal means available.

A written complaint in your mother tongue (which can be a filled-in form or a letter) should be sent to the Human Rights Ombudsman, describing the violations of your rights as well as the steps you have taken thus far to resolve the problem. Remember to add your personal information and your signature, because the **Human Rights Ombudsman** will not deal with anonymous complaints.

You may also address the Human Rights Ombudsman with a complaint as a group.

### HUMAN RIGHTS OMBUDSMAN OF THE REPUBLIC OF SLOVENIA

**Address:**

Dunajska cesta 56 (4<sup>th</sup> floor)  
1109 Ljubljana

**Free phone:**

080 15 30

**E-mail:**

info@varuh-rs.si

**Official hours:**

Monday to Thursday from 9 a.m. to 3.30 p.m.  
Friday from 9 a.m. to 2.30 p.m.

## 3.3 OVERCOMING LANGUAGE BARRIERS IN OFFICIAL PROCEDURES

All official procedures normally take place in Slovenian, the official language of the Republic of Slovenia. This is why you are expected to present all official documents for the requirements of the administrative procedure in Slovenian.

**Your application will be understood as incomplete if not submitted in the official, i.e. Slovenian language. If your knowledge of Slovenian is not perfect, you might consider submitting applications orally on the record. An administrative officer is bound by duty to file an application on your behalf in this manner. Remember to bring along someone you trust to translate for you. You can read more about submitting your application in an oral manner in chapter 3.4.**

If you submit an incomplete application, an administrative officer will summon you within five workdays to regularise it (for example, by having it translated into Slovenian) and will thereby also set a new submission date. The timely regularisation of your application means that it has been regularised and submitted in accordance with the due date. Should this not be the case, an administrative officer may dismiss the application without further proceedings.

**In the call for regularisation with regard to your application, an administrative officer determines whether the document in question must be translated by a court interpreter or a translation agency. This may happen for example during the procedure of driving licence translation. Any costs incurred shall be borne by the party, i.e. you.**

**If you are not completely proficient in Slovenian, you can always bring along an acquaintance or a friend to translate the procedure into a language that you understand. This person can help you write applications and appeals.**

The prices of court interpreters are likely to vary and for this reason it is worth investing some effort to find the cheapest one. To learn more about the part played by a court interpreter in an administrative proceeding, and for a list of officially sworn translators see following links:

[http://www.fu.uni-lj.si/mediawiki/index.php?title=Vloga\\_tolma%C4%8Da\\_v\\_upravnem\\_postopku](http://www.fu.uni-lj.si/mediawiki/index.php?title=Vloga_tolma%C4%8Da_v_upravnem_postopku)

[http://www2.gov.si/mp/tol\\_cen.nsf/\(WebTolmaci\)?OpenView](http://www2.gov.si/mp/tol_cen.nsf/(WebTolmaci)?OpenView).

**Do not sign anything you do not understand completely, even if administrative authorities informally explain the content of the document to be signed. Before signing anything, make sure you have a translator you can trust.**

## **3.4 SUBMITTING OFFICIAL APPLICATIONS**

Applications are defined as requirements, motions, reports, requests, complaints and appeals. You may submit applications either in writing, orally or electronically. Regardless of how you submit them, make sure you hold on to the receipt you are given upon submission, confirming that the application really was submitted. Receipts of this sort serve as proof on the basis of which you can file a complaint.

## THE MANNERS OF SUBMITTING OFFICIAL APPLICATIONS

### Written application

Either handwritten or printed, a written application must always be personally signed. If you forget to sign your application and thereby fail to identify yourself, the application will subsequently be dismissed as invalid.

A written application may be:

- submitted directly with an administrative authority (an institution you want something from);
- sent to an administrative authority by mail;
- sent by e-mail or handed over to a firm specialised in application submission, to submit it on your behalf. Remember to add your digital signature.

It is also possible to submit a written application by fax, or to send it in a scanned format, but in this case you will still be expected to sign the application in person later on at the competent authority.

### Oral application

Another way to submit your application is orally on the record. You do this by dictating in person the exact text of your application to a competent administrative officer, who then makes a record of your application.

**If you do not understand Slovenian well enough, bring along a translator you trust to translate for you and to verify the accuracy of the text written in your application.**

## YOUR GUARANTEE/PROOF OF APPLICATION SUBMISSION

Administrative authorities work on the basis of documents and written proofs of actions, which is why you must protect your own interests as a party and keep all documentation received from administrative officers (or at least copies if originals cannot be accessed): applications, requests, decisions and, most importantly, receipts proving that you actually submitted your applications.

### Receipt upon submitting an application in person

When submitting an application in person, an administrative officer will give you a receipt, which serves as a confirmation that you did submit your application on a given date, as of which the time will be calculated for an administrative officer to issue a decision or an answer. So remember to keep this receipt!

### Receipt upon submitting an application by mail

When submitting an application by mail, use the “registered shipment” service. You do this by simply filling in the form, which serves as your confirmation receipt as to where and when you have sent a certain shipment. Remember to keep this confirmation receipt!

**If you send your application as registered mail, the day you post the mail will also be considered as the day of the application receipt. This basically means that you may also submit your application on the last possible day according to the deadline, even if the administrative officer actually receives it a couple of days later.**

## 3.5 RECEIVING RULINGS AND RESOLUTIONS

This chapter contains some guidance on avoiding potential slips when receiving decisions issued by an administrative authority and thus make sure that your rights are being enforced.

- a.** All rulings and resolutions must be handed to you in person. In most cases this means mail delivery and if so, you will be required to sign the acknowledgment of receipt, confirming that the delivery was received.

**The day you receive any official documents will always be important, because it is considered as a starting date of a limited eligibility period, during which you must either regularise your application or perform some other specified action. If you fail to perform the required action within the given deadlines due to negligence, you are running the risk of administrative procedure termination.**

- b.** If you have a legal or authorised representative, keep an eye on the arrival of all mail that he is to receive on your behalf.
- c.** Decisions regarding your applications will be sent to the address you specify in your applications, so make sure you give the exact and existing address. If you do not have your own address, use one belonging to a person you trust.

## 3.6 THE RIGHT TO APPEAL

You may appeal against a decision addressed to you on the first level, even if administrative authority did not specify this fact in the decision. It is, on the other hand, impossible to make an appeal if the decision explicitly indicates it. You may submit a complaint about a decision at the administrative authority that issued the decision. You may do so either in writing or orally on the record.

### Your appeal must indicate:

- the decision you are contesting;
- the administrative authority in charge of issuing the decision;
- reference number of the decision;
- the date your decision was issued;
- reasons for your appeal.

Even if the body of first instance rejects the appeal with a decision, you may again appeal against this decision. Should, on the other hand, your appeal turn out to be successful, a new decision will be issued.

# 4

## LIFE AND WORK IN THE REPUBLIC OF SLOVENIA

## 4.1 YOUR RIGHTS IN EVERYDAY LIFE

Regardless of the status you were granted by the Republic of Slovenia, one thing is certain: starting life in a new place and among new faces is far from easy, especially given the fact that Slovenia is not very multicultural and religiously diverse. At times you will feel like you are stuck somewhere in the middle, but remember: things will get better. Regardless of your status, there are certain rights you can exercise in the Republic of Slovenia and thus make gradual steps forward. However, you can claim your rights only if you know them well.

### HEALTH CARE IN SLOVENIA AND YOUR RIGHT TO ACCESS IT

Slovenia currently has a system of basic/obligatory and supplementary healthcare insurance. The basic healthcare insurance is essential; without it you would be char-

ged a considerable amount of money to see a doctor. However, this insurance covers merely the most general medical examinations and services. Persons without supplementary insurance (and who are not already insured in some other insurance scheme, like that of the collective supplementary insurance at workplace for example) must cover the costs of specialists, hospital services, non-basic dental services and surgical procedures themselves. Usually, the costs for these services are quite substantial, which is why it makes sense to arrange for supplementary healthcare insurance. It covers the difference between the full price of the service and the part paid for by the obligatory insurance. You may arrange it at any health insurance company and this service is charged monthly .

**You may claim your right of basic healthcare insurance, if you have:**

- a permanent residence permit;
- a temporary residence permit on the basis of employment or education;

**In the above case, your insurance shall cease simultaneously with the cessation of your employment or education.**

- the status of a refugee, since the rights (and obligations) attached to this status almost equal to those arising from citizenship in the Republic of Slovenia.

**Individuals with the status of a refugee or under subsidiary protection shall have their basic and supplementary health insurance covered for the period of three years after the status has been granted.**

### **Free medical assistance**

The outpatient clinic and its counselling office for persons without basic health insurance is located on Strossmayerjeva 15 in Maribor. It is open from Monday to

Thursday between 8 a.m. and 1 p.m. The doctor works there every Monday from 4 p.m. to 5.30 p.m., and every Wednesday and Thursday from 10 a.m. to 12.30 p.m. Every second and third week of the month, the doctor receives patients also on Wednesday afternoons from 3 p.m. to 5.30 p.m. You may acquire all the detailed information by calling the outpatient clinic at 05 90 80 359.

### **Health insurance and employment**

When you enter a full-time employment relationship, your employer registers you in the healthcare system at the Health Insurance Institute of Slovenia, which means that your health insurance is paid for with a part of your salary. If this is not the case, you should register at the Health Insurance Institute and pay for your insurance yourself.

## Health insurance and low income

You will be exempt from health insurance payment if your income does not exceed 260 € after tax per month. You may apply for exemption from payment by submitting an Application for the Benefits from Public Funds (in Slovenian: Vloga za uveljavljanje pravic iz javnih sredstev), where you should indicate that you are exercising your right to payment of the health security contribution. You can find the application at <http://www.csd-mb.si/sl/page/view/Dokumenti>.

## THE RIGHT TO FREE LEGAL AID

You are entitled to receive free-of-charge legal advice and free-of-charge legal aid, if you have a permanent or temporary residence permit in Slovenia and are unable to solve your problem without incurring financial damage to yourself and your family.

Furthermore, the right to free-of-charge legal aid can also be exercised by a person whose average monthly income per member of the family does not exceed a two times the multiplier of the minimal income in Slovenia.

**If you are staying in Maribor without a residence permit and have encountered a legal problem, contact one of the non-governmental organisations in the area (Rhizome, MISC Infopeka) and they will seek legal advice with the PIP Institute on your behalf.**

If you do have permanent or temporary residence registered in Maribor, you may seek free legal aid yourself at the PIP Institute.



**PIP INSTITUTE – LEGAL AND INFORMATION CENTRE MARIBOR****Address:**

Gosposvetska cesta 83, 2000 Maribor

**Telephone:**

02/ 234 21 46

You may choose your legal representative from a list of pro bono lawyers when you ask for your free-of-charge legal aid.

Application for free legal help, Form BPP No 1, can be found in bookshops and on the internet (<http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=1225>). You submit the filled-in application at the competent court, where your residence is registered. The court shall evaluate your financial situation and thus determine whether you are entitled to receive legal aid or not. Once your application is approved you will be granted a lawyer and given a written referral to see him.

Detailed information regarding your property will be required in the application for free-of-charge legal aid and this information can be obtained only in your home country. Acquiring this information in your home country will unfortunately make the entire process of resolving your situation substantially longer and more complicated. If you manage to demonstrate, however, that you have received any kind of social benefits in Slovenia at least once (financial aid also counts) or that you are a regular recipient of financial aid, there is a good chance that you will avoid the requirement of obtaining information from your home country, which will make the process of acquiring free legal aid much easier and faster.

## THE RIGHT TO EDUCATION

Foreigners have the right to enrol in national educational institutions, but must fulfil the necessary entry requirement to enrol in a secondary school or in a higher education programme. Here is a brief overview of education system in the Republic of Slovenia.

### Kindergarten

Parents may place their child into kindergarten in the period between the age of 11 months and until his or her entry into elementary school. A child may be registered into kindergarten all year round on the basis of an application form, which can be obtained in most stationery shops. When registering your child into kindergarten you will also be required to provide a paediatrician's examination statement about the child's health status.

**If you are a financial welfare recipient, you will be partially exempt from paying kindergarten fees. This benefit can be arranged at the administrative unit.**

### Elementary school

The elementary school system in Slovenia is mandatory, free and lasts for nine years. As a parent, you are required to register a child that is about to turn six in the following year into first grade of elementary school. Enrolment for the following school year takes place in February and should be performed at the school located in the neighbourhood of your temporary or permanent residence.

## Secondary school

The secondary school education system is roughly divided into general secondary school and vocational/technical secondary school. Every February the call for secondary school entry is published and first-round applications are due in March.

## Enrolment to one of the faculties of the University of Maribor

As a foreigner, you have the right to study as an undergraduate full-time student at public educational institutions in Slovenia for free. You will merely be required to pay the enrolment fee, which varies in amount from one faculty to another.

If you wish to study at the University of Maribor and have previously graduated abroad, you will be required to start an education recognition procedure for the

purpose of continuing your education process, which means that you are required to fill in the N form (available at the Admissions Office of the University of Maribor) and enclose the following upon submission of your application:

- your original certificate of completed education, which you would like to have recognised;
- a certificate of completed secondary school education (matura exam) – the certificate must be legalised either on the basis of Hague Convention from 1961 or Act on verification of documents in international traffic;
- a photocopy of your original certificate of completed education referred to in the first indent;
- a certified Slovenian translation (by a court interpreter) of your original certificate of completed education referred to in the first indent;
- secondary school certificates for each year of your secondary school education;

- a chronological overview of your entire educational process, which you are required to prepare yourself.

All of the above should be sent to the following address: Univerza v Mariboru, Slomškov trg 15, 2000 Maribor, with the heading: "Recognition of foreign education".

The education recognition procedure normally lasts around two months. For all further information regarding enrolment procedure contact Higher Education Admissions Office at [vpis@uni-mb.si](mailto:vpis@uni-mb.si)

## 4.2 LABOUR CONDITIONS AND WORKERS' RIGHTS

The period in which this booklet is being made is far from easy when it comes to employment, salary standards and workers' rights. At the moment, Slovenia is su-

ffering from acute financial arrest due to the economic crisis, which was an all too handy excuse for many employers to violate the rights of their workers. Due to the crisis, massive layoffs are planned to happen in the public sector, whereas full-time employment relationships outside the public sector do not seem to exist anymore. The market was already gradually cutting back workers' rights in the period of economic boom, and things just went from bad to worse with the onset of the recession. Full-time forms of employment relationships are basically non-existent, whereas vulnerable, precarious and insecure forms of employment are on the rise. In general, such types of employment are completely detached from any work-related rights (reimbursement of transport costs, reimbursement of meals, maternity leave, annual leave, sick leave, etc.) and allow employers to let workers go easily. These changes on the job market have particularly affected the younger generation, in particular university graduates, who subsequently find it extremely difficult to build their own, independent future. The above outline of the current labour market situation is meant to roughly explain the situation you have found yourself in and in which you will be forced to develop your own survival strategies. If finding a job in Slovenia will at one

point become an impossible endeavour, we strongly advise you to consider entering a vocational course for one of the most in-demand professions on the labour market at the moment.

Having said that, it might also be worth emphasising that those working in full-time employment relationships are in no way exempt from exploitation. This is particularly true for the workers coming from the countries of former Yugoslavia, who have migrated to Slovenia in search of a better life, but the sad truth is that many have become victims of various forms of exploitation. And it is for this reason that we are dedicating this chapter to you, dear migrant worker.

**The minimum salary in Slovenia for the year 2012 amounts to € 763.06 before tax per month.**

## STAYING IN THE REPUBLIC OF SLOVENIA ON THE BASIS OF WORK OR EMPLOYMENT

If you wish to reside in Slovenia on the basis of employment, work, seasonal employment, cross-border supply of services as a posted worker or as a daily migrant worker, you must first acquire a valid work permit. Only then will you be eligible to apply for a residence permit. The Employment Service of Slovenia is competent for issuing work permits, whereas The Foreigner's Desk is in charge of all matters related to your residence and visa.

**If you have a temporary residence permit or a temporary work permit (visa) and are at the same time a recipient of unemployment allowance (from the Employment Service of Slovenia), you may apply for an extension of your temporary residence permit for the period in which you receive your**

unemployment allowance. Your temporary residence permit will also be automatically extended if you are receiving official medical treatment in Slovenia. This information holds great significance for those workers who became redundant due to company bankruptcy and have no personal work permit or residence permit.

## PERSONAL WORK PERMIT

As of recently, you can now apply for a personal work permit if you have had your health insurance paid for in the last 20 months. This rule still applies, even if you were employed by different employers for 20 months. Do keep track, therefore, whether your employer pays for your health insurance and other contributions.

## THE JOB SEARCH AND A LIST OF THE MOST IN-DEMAND CAREERS

You may look for vacancies in the following websites:

The Employment Service of Slovenia

[http://www.ess.gov.si/iskalci\\_zaposlitve/prosta\\_delovna\\_mesta](http://www.ess.gov.si/iskalci_zaposlitve/prosta_delovna_mesta)

Moja zaposlitev

<http://www.mojazaposlitev.si/>

Aktiv.si

[http://www.aktiv.si/prosta\\_delovna\\_mesta](http://www.aktiv.si/prosta_delovna_mesta)

Zaposlitev.net

[http://www.zaposlitev.net/delo.php?m=iskalci&a=karierni\\_centre&a2=seznam\\_clankov&clanek\\_kategorija=1](http://www.zaposlitev.net/delo.php?m=iskalci&a=karierni_centre&a2=seznam_clankov&clanek_kategorija=1)

Trenkwalder

[http://www.trenkwalder.com/si/Iskalci/Iskanje\\_dela/Delo\\_v\\_Sloveniji.html](http://www.trenkwalder.com/si/Iskalci/Iskanje_dela/Delo_v_Sloveniji.html)

Moje delo

<http://www.mojedelo.com/isci>

#### **The most in-demand professionals in Slovenia are:**

stonemasons, welders, electricians, carpenters, cleaners, medical professionals, architects, work therapists, pharmacists, social workers, psychologists, secondary school teachers, repairmen, security guards, professional chauffeurs, chefs.

#### **The most in-demand professionals in Austria are:**

civil engineers, construction workers and professionals for building completion works, medical professionals for elderly care, caterers and waiters for hospitality industry during summertime, metalworkers, maintenance workers in the manufacturing industry.

## **REIMBURSEMENT OF WORK-RELATED EXPENSES: MEAL AND TRAVEL ALLOWANCES**

If you are in a full-time employment relationship, you are entitled to having your meal and travel expenses reimbursed and these benefits must be evident from your wage bill. The amount of travel costs to be reimbursed will be calculated on the basis of the distance between your place of residence and your work. The employer will usually reimburse expenses of the cheapest public transport available to you. If unable to use bus or train, you will receive allowance per kilometre to your workplace and back.



## HEALTH INSURANCE AND SICK LEAVE

### How to make sure that your employer pays for your insurance?

Over your mobile phone it is possible to check whether your health insurance is paid for and if, consequently, your employer has made the work relationship official. This can be done by a text message: enter ZZ and the nine-digit number of your health insurance card (for example ZZ039081320) in the body of the message and then send it to 031 771 009. You should receive your reply in a couple of minutes. Make sure to check whether your employer pays your social contributions on a regular basis – you can do this at Tax Administration of the Republic of Slovenia.

**An employer cannot de-register workers with work permits from health insurance register without submitting a proof of work relationship cessation, which basically means that he needs your signature!**

If you were prematurely and unjustly de-registered from health insurance scheme, your rights have been violated and your employer should be reported to the Labour Inspectorate. Alternatively, you may ask the Employment Service of Slovenia to report the employer on your behalf.

**A violation report can be collective, i.e. performed by a group of workers, and anonymous upon request.**

## Sick leave and wage compensation

Your wage compensation during sick leave must be paid for by your employer and not the Republic of Slovenia, even when your sick leave lasts for more than 30 days, and even if your employer is in bankruptcy proceedings. Unfortunately, the country does not bear responsibility for persons on justified sick leave, who are left without their wage compensation.

## Medical treatment without health insurance

The outpatient clinic and its counselling office for persons without basic health insurance is located on Strossmayerjeva 15 in Maribor. It is open from Monday to Thursday between 8 a.m. and 1 p.m. The doctor works there every Monday from 4 p.m. to 5.30 p.m., and every Wednesday and Thursday from 10 a.m. to 12.30 p.m. Every second and third week of the month, the doctor also receives patients on

Wednesday afternoons from 3 p.m. to 5.30 p.m. You may acquire all the detailed information by calling the outpatient clinic at 05 90 80 359.

## Costs related to arranging work relationship

Your employer is in no way allowed to make you pay for financial burdens related to acquiring your work permit or work relationship arrangement. Your employer is thus bound to pay all costs related to forming an employment contract: work permit, medical examination, etc.

## Unemployment compensation

If you are receiving unemployment compensation (from the Employment Service of Slovenia) and your temporary residence permit is about to expire, you may extend it or apply for a new one. However, this can be done only for as long as you

receive unemployment compensation. If you enter into an employment relationship during this time, the residence permit will be extended on the basis of your employment. When receiving unemployment compensation, your basic health insurance is also covered. The supplementary one, however, is entirely up to you.

**Slovenian Association of Free Trade Unions recently opened a new phone service which allows you to make enquiries with regard to work and employment, insurance and residence in Slovenia. You can make a free call to 080 14 34 every day between 8 a.m. and 7 p.m.**

Queries regarding job recruitment, work, residence permits, access to university studies or other options of education, may be addressed to

### INFOPOINT FOR FOREIGNERS

**Address:**

Slovenska 55, 1102 Ljubljana

**Telephone:**

(01) 472 64 60 ali 041 659 228

**Website:**

<http://www.ess.gov.si/tujci>

**E-mail:**

[info-tujci@ess.gov.si](mailto:info-tujci@ess.gov.si)

**Official hours:**

Monday, Tuesday, Thursday: 8 a.m. to 5 p.m.

Wednesday: 8 a.m. to 6 p.m.

Friday: 8 a.m. to 4 p.m.

### RIGHTS IN THE PROCEDURE OF FORCED RETURN

According to the new Aliens Act, a person in the forced return procedure may leave the country without forced escort. The police may determine the deadline within which a person is required to leave the country on their own, but it must be no shorter

than seven days and no longer than thirty days. The police may also determine the place of your residence in the Republic of Slovenia or restrain your movement until your return to your home country. You may leave the country in less than in seven days. You are entitled to receive free legal aid in all court proceedings.

**You may make an appeal against a Return Decision issued by the police within three days of receiving of the decision. The Ministry of the Interior will make a decision with regard to your appeal within eight days.**

You may acquire a Delay Permit in the forced return procedure if you meet with at least one of the following conditions:

- the passport of the country of your citizenship is not at your disposal and cannot be obtained;
- a physician advises against your immediate deportation because of your medical condition;

- you are a minor involved in elementary school education and are as such allowed to finish the school year;
- you have been refused stay in the country of your citizenship or in the country of your most recent last residence;
- transportation from the Republic of Slovenia by land, air or water cannot be arranged;
- the occurrence of extreme circumstances, such as natural and other catastrophes occurred in the country of your citizenship or in the country of your most recent last residence, which make forced return impossible.

**A delay Permit may be issued by the police upon your application for a period of six months with the possibility of extension, either upon your request or due to the abovementioned reasons for as long as there are justified reasons for your stay in the Republic of Slovenia.**

The new Aliens Act also protects the rights of victims of trafficking in persons and victims of illegal employment. You will be protected only if prepared to cooperate with judicial authorities in court proceedings against your employer or in so far as you bring charges against your employer for exercising rights arising from the employment relationship. You may acquire a Delay Permit on the basis of your application or under compulsory powers, which allows you to stay in the Republic of Slovenia for three months and can be extended upon expiry for another three months. Within this period you are entitled to receive free assistance from a court interpreter or translator.

**If you are the victim of trafficking in persons or a victim of illegal employment, you may be granted a temporary residence permit in so far as you are prepared to cooperate as a witness in the court procedure and your testimony holds a particular value for the outcome of the procedure. This will be confirmed by a competent authority of criminal prosecution. If you are a victim of illegal employment, you may obtain a temporary residence permit**

**in so far as you brought charges against your employer for exercising rights arising from employment relationship and, moreover, your physical presence in the territory of the Republic of Slovenia is important for the court procedure. This will be confirmed by a court of competent jurisdiction.**

## **EVICION FROM MIGRANT WORKERS' RESIDENCE HALLS**

If you are being threatened by the caretaker, manager, owner or liquidator of residence halls that they will get the police to evict you in so far as you refuse to move out yourself, simply ignore these threats!

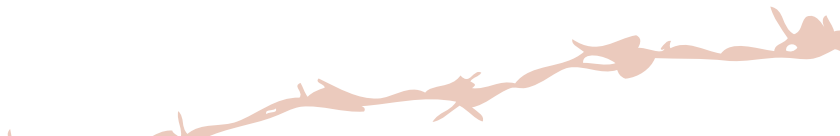
**The police cannot perform eviction from housing as an arbitrary action on its own or someone else's initiative. Only a competent court may order eviction**

and thus issue a decree, which you will be notified of *ex officio* beforehand in writing. Eviction from housing is thus a rather complex procedure and normally lasts for a longer period of time. It will be executed only in so far as you fail to comply with the expulsion deadline, ordered by a competent court.

If the lock on the door to your room or the entry door to residence halls has been replaced in an arbitrary manner, preventing you from accessing your belongings, you should report this action to the police. The report of such offence will be considered legitimate also if you did not pay your rent, since eviction or prevention from entering your room or residence halls cannot take place without a court order.

**To enter a room which had its lock replaced without your prior knowledge or consent, you may refer to your right to self-help as defined in the Article 31 of Code of Property Law, allowing the owner (or a tenant in your case) to**

re-enter into the space of his ownership/tenancy without causing damage. This applies only when entry to your residence has been prevented due to the arbitrary will of a person, such as a residence hall owner. If this is the case, you may immediately change the lock on the door as long as you do not cause any damage.



## 4.3 A COMPASS OF EVERYDAY SURVIVAL

This chapter offers some hints regarding the art of everyday life, namely where to find the internet, where to buy food with a good cost-quality ratio, and where to get clothes (almost) for free.

### THE RIZOMALNICA COUNSELLING OFFICE AND CENTRE OF ALTERNATIVE AND AUTONOMOUS PRODUCTION

The Maribor-based counselling office seeks to offer support to migrants as they struggle through the jungle of administrative procedures and information. It assists migrants in arranging documents and statuses, solving residential issues, finding employment and entering educational and other processes. The Rizomalnica Counselling Office does not offer legal aid.

If you have questions or need help, escort, advocacy or a simple conversation, you may write an e-mail to the Rizomalnica Counselling Office to [rhizome.association@gmail.com](mailto:rhizome.association@gmail.com), or call 070 344 384 every workday between 9.00 a.m. and 6 p.m.

### ACQUIRING INFORMATION OVER THE INTERNET

The internet is a crucial communication network that allows you to access all sorts of information related to your current life situation, work, residence, mobility and social networks.

You may find the internet in Maribor in several public locations.

The Rizomalnica Counselling Office and the Centre of Alternative and Autonomous production (CAAP) offer free internet. Every workday between 10 a.m. and 6 p.m. you can find us in CAAP, Valvasorjeva 42, Maribor.

## **PUBLIC & FREE WIRELESS NETWORKS IN THE CENTRE OF MARIBOR**

If you cannot access the internet from home, you may connect to the wireless free internet in the centre of Maribor for two hours per day.

Since there are several internet points in the city centre which are currently not interrelated, you may basically access the internet from each of them for two hours.

## **PUBLIC LIBRARIES**

The internet is also accessible in several branch units of the Maribor Public Library. You will be required to pay € 2.5 upon registration for your membership card, which will be accepted in all of the below-listed libraries. Internet is free for library members and can be accessed for up to 30 minutes.

### **Pobrežje Public Library**

Čufarjeva 5, 2000 Maribor  
Monday – Wednesday: 12 noon – 7 p.m.  
Thursday – Friday: 10 a.m. – 3 p.m.

### **Tezno Public Library**

Zagrebška 18, 2000 Maribor  
Monday – Wednesday: 12 noon – 7 p.m.  
Thursday – Friday: 10 a.m. – 3 p.m.

### **Rotovž Public Library**

Rotovški trg 2, 2000 Maribor:  
Monday – Friday: 9 a.m. – 7 p.m.  
Saturday: 8 a.m. – 12 p.m.

## CYBERCAFÉS

Cybercafés are specialised bars, offering internet as a payable service. These days, however, most bars have wireless internet, accessible to their guests free of charge. The network can be detected in the neighbouring areas of these bars.

### **KiBar – cybernetic bar**

Address: Ul. Kneza Koclja 9, 2000 Maribor

One hour of internet: free

Monday – Friday: 9 a.m. – 10 p.m., Saturday: 4 p.m. – 10 p.m.

### **Communication information point KIT**

Address: Glavni trg 14, 2000 Maribor

One hour of internet: 1 €

Monday – Saturday: 9 a.m. – 10 p.m.

### **Youth information and counselling centre INFOPEKA Pekarna-Magdalena networks**

Address: Ob železnici 8, 2000 Maribor

One hour of internet: free

Monday – Friday: 10 a.m. – 4 p.m.

### **Useful websites for you:**

A comprehensive set of information regarding entry and residence in the Republic of Slovenia, social and health insurance, education, employment and life in general.

[www.infotujci.si](http://www.infotujci.si)

<http://www.ess.gov.si/tujci>

An online street map of Slovenia.

<http://zemljevid.najdi.si/>

Train schedules.

<http://www.slo-zeleznice.si/>

The website of the administrative unit, competent for visa-related matters.

<http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=6>

The website of the Invisible Workers of the World collective (IWW)

<http://www.njetwork.org/IWW-Nevidni-delavci-sveta>

Apartment search.

<http://www.bolha.com>

<http://www.dostop.si/kamrica.aspx>

<http://www.nepremicnine.net/>

The blog of the Rizomalnica Counselling Office & Rhizome Collective.

<http://za0kista.wordpress.com/>

The Facebook profile of the Rhizome Collective.

<http://www.facebook.com/#!/Platform.Rhizome>

The Arabian-Slovenian intercultural society Rozana in Maribor

<http://www.rozana.si/>

Mitra, the Association for the Development of Audiovisual Culture and Intercultural Dialogue in Maribor

<http://www.mitra.si/>

The Association of Free Trade Unions of Slovenia

<http://www.zsss-podravje.si>

Legal Information Centre for NGOs

<http://www.pic.si>

Independent information for refugees and migrants coming to Europe

<http://w2eu.info/>



## GROCERY SHOPPING AND PERSONAL HYGIENE NECESSITIES IN MARIBOR

Grocery and basic hygiene necessities are rather expensive in Slovenia, which is why adopting a strategic approach to shopping may save you a considerable amount of money. Compare product prices for different supermarkets on the website <http://www.prihranimo.si/> and then make your list of products, combining several supermarkets. Most supermarkets with grocery products are located in the neighbourhood Pobrežje, scattered around the Ulica Veljka Vlahoviča. Bus number 16 will take you there.

### Saving money & grocery shopping:

- thoroughly compare product prices for each of the supermarkets and then make a list of products sold at the lowest price for each of the supermarkets

(products on discount can be found either in printed supermarket catalogues or on the internet);

- try to make weekly purchases on the basis of a previously prepared list;
- supermarkets have limited discounts of products for a certain period of time. Discounts may also target various segments of population (students, OAPs, etc.) or they offer different types of loyalty schemes (loyalty cards, etc.);
- you can save a lot of money if you cook yourself; buy basic ingredients and try avoiding readymade instant food (such as soups and pasta in packs);
- buy brands from the supermarket you are in, these products are normally the most inexpensive, whereas their quality does not really differ from other brands; you can read more about the differences in quality of products on the website of Slovene Consumers' Association ([www.zps.si](http://www.zps.si)).

## Public kitchen

### Public kitchen Maribor

Makedonska ul. 33, 2000 Maribor  
Telephone: 02/ 331 16 16  
Hours: from Monday to Friday  
between 11 a.m. and 1 p.m.  
Bus number 13 drives there.

### Social kitchen Betlehem at Karitas Maribor

Strossmayerjeva 15, 2000 Maribor  
Meals are served daily from 11 a.m.  
to 1 p.m.  
Buses number 1, 7, 8, 12, 17 and 19  
drive there.

## WHERE TO FIND SECOND-HAND GOODS IN MARIBOR?

There are several different ways for you to get inexpensive or free clothes and shoes. The Slovenian Red Cross has clothes and food packages stored in the Humanitarian Aid Storage, located in Ljubljanska ulica 23, Maribor. Opening hours are every Wednesday from 8 a.m. to 2 p.m. Bus numbers 1, 7 and 21 go there.

In the streets: Partizanska, Koroška, Framska and Ljubljanska in Maribor, the following can be found: second-hand clothes and shoes; various useful objects accessible for bargain prices; rather more expensive, but therefore unique designer clothing and shoes; second-hand items for children.

You may also find low-priced products, clothes, bikes and smaller pieces of furniture at a Sunday flea market, located in the Tezno neighbourhood, next to the TAM industrial zone.

## MOBILITY

### Second-hand bicycles

The weather in Maribor allows you to cycle around the city and its neighbourhood roughly nine out of twelve months. A second-hand bike can be bought at the flea market. If you already have a bike that needs some fixing, you can bring it to

one of the Earn-a-bike events, which are held from time to time by the Maribor Cycling Network in the Centre of Alternative and Autonomous production. Follow their posts on <http://kolesarji.org/> to see when the next Earn-a-bike event is about to take place.

### An e-network of civil transportation: prevoz.org

If you wish to travel across Slovenia or internationally, visit the website <https://prevoz.org/>, where you will find travel destinations posted by other people, who plan to travel with their own cars and wish to take other people on board to split costs. You simply make a free account on the website by creating your username and a password (you will need your own functioning e-mail to do that) and then contact the person travelling to your destination at the time that suits you. Normally transportation providers will also set a certain price for the costs to be contributed, and these are always significantly lower than those of public transportation.

**Transportation providers on the website <https://prevoz.org> are generally younger people, who all speak at least basic English. You should therefore not hesitate to call and arrange for a cheap ride, even if your knowledge of Slovenian is not perfect.**

### FREE E-BAZAARS

There are various websites where you can find people giving away everything from furniture, sports equipment, car parts, household appliances and various low-cost services:

<http://www.bolha.com/podarim?b=av&ckatb=3549>

<http://www.podarimo.si/>

<http://www.kolektiva.si/maribor/>

<http://1nadan.si/ponudbe>

# 5

## CLOSING THOUGHTS: SELF-ORGANISATION, SOLIDARITY NETWORKING, REACTION



**M**embers of the research collective Rhizome and founders of the Rizomalnica Counselling Office have been performing intense fieldwork in terms of tracking down and identifying various life situations and status-related occurrences of political and economic migrants. The results thus obtained clearly show that migrants in Maribor are often faced with latent and subtle forms of racism on one hand, and the unprofessional attitude of competent authorities, namely administrative officers, on the other. Moreover, migrants are in many systemic aspects unapologetically placed in an underprivileged position and treated as such. We would therefore like to ask you as a migrant living here to pay particular attention to this issue when arranging your personal and administrative matters in Maribor. By bearing in mind that the mechanisms of racism and relations of power do very much exist, you will be opening a new horizon of informal surveillance over functioning standards of administrative institutions for everyone's benefit. If you are not particularly familiar with various mechanisms of claiming your own rights, you are kindly invited to contact the Rizomalnica Counselling Office for assistance in exercising and asserting your rights.

Networking and self-organisation are the key to improving the position of migrants in Slovenia, which is far from perfect at the moment. Informal networks of civilians are most effective in articulating interests, performing initiatives, addressing competent authorities and bringing attention to burning issues. The weak position of migrants in Slovenia is in large measure due to their dispersion and lack of proper self-organisation, whereas it should be once again emphasised that there are real chances of improving conditions of work and residence in Slovenia. Improvement, however, comes only with joining forces and demands not only networking, but also taking sincere interest in one another. So, do not wait for someone else to do something on your behalf. Only you alone, acting as part of a self-organised group, can most efficiently represent your own interests. The Rhizome Collective will offer you space, support, advice and all resources available along the way. We shall walk next to you, but not instead of you.

**Let the Rizomalnica Counselling Office know what type of networking events, interventions, seminars, workshops and activities you would be interested**

**in attending! We will try to bring your interests and needs to life, whereas it is up to you to try and self-organise. Only in this way shall we succeed in forming our own place amid the “foreign” one while opening the door to a more tolerant and socially just coexistence.**

**DON'T WAIT, DON'T HESITATE, DON'T BE AFRAID –  
SELF-ORGANISE AND REACT!**

### THE RIZOMALNICA COUNSELLING OFFICE

**E-mail:**

rhizome.association@gmail.com

**Telephone:**

070 344 384

**Permanent address:**

CAAP, Valvasorjeva 42, 2000 Maribor

**Official hours:**

from Monday to Friday between 10 a.m.  
and 2 p.m.







## Legislation referred to in this booklet:

Aliens Act (ZTuj-2), Official Gazette of the Republic of Slovenia No 50/2011  
International Protection Act (ZMZ), Official Gazette of the Republic of Slovenia No 111/2007 with amendments  
Citizenship of the Republic of Slovenia Act (ZDRS-UPB2), Official Gazette of the Republic of Slovenia No 24/2007  
Employment and Work of Aliens Act (ZZDT-1), Official Gazette of the Republic of Slovenia No 26/2011  
Minimum Wage Act (ZMinP), Official Gazette of the Republic of Slovenia No 13/2010  
Pension and Disability Insurance Act (ZPIZ-1-UPB4), Official Gazette of the Republic of Slovenia No 109/2006  
Adult Education Act (ZIO-UPB1), Official Gazette of the Republic of Slovenia No 110/2006  
Act Amending the Exercise of Rights to Public Funds Act (ZUPJS-A), Official Gazette of the Republic of Slovenia No 40/2011  
General Administrative Procedure Act (ZUP), Official Gazette of the Republic of Slovenia No 8/2010

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**Published by:** KUD Anarhiv

**Edited by:** Ajda Šoštarič, Tomaž Gregorc

**Written by:** Tomaž Gregorc, Ajda Šoštarič

**Professional support by:** Miha Nabergoj, Goran Lukič, Marko Tanasić

**Translations by:** Ajda Šoštarič

**Language edit:** Tony Čater

**Designed by:** Oblikovanje vizualnih komunikacij, Staša Sukič s.p.

**Cover photo by:** Vanja Bučan, <http://www.vanjabucan.com/>

**Printed by:** Demat d.o.o.

**Year of publishing:** 2012

This booklet was published as part of the Digital Nomadism project in the production of KUD Anarhiv and with the co-production of Urban Furrows, a programme strand of Maribor 2012 – European Capital of Culture.

The booklet was made possible by the public institute Maribor 2012 – European Capital of Culture.

CIP - Kataložni zapis o publikaciji  
Univerzitetna knjižnica Maribor

342.72/.73:314.151.3-054.7(497.4Maribor)  
331.105.44:314.151.3-054.7(497.4Maribor)

GREGORC, Tomaž

The compass of civil and workers' rights for migrants in Maribor  
or How can you become integrated with your own rights? / [written by  
Tomaž Gregorc, Ajda Šoštarich ; translation by Ajda Šoštarich]. - [Ljubljana] :  
KUD Anarhiv, 2012

ISBN 978-961-92324-5-3

1. Gl. stv. nasl. 2. Šoštarich, Ajda

COBISS.SI-ID 71212033



**URBANE BRAZDE**



EVROPSKA PRESTOLNICA KULTURE