

Important information for any person who was granted cash consideration to cover by oneself the costs of staying at the territory of Republic of Poland.

MONEY, APPLICATIONS, ADDRESS

1. **Please inform us in writing about any change of your place of residence or mailing address** and send this information by post to the **address of the Office for Foreigners DPS ul. Taborowa 33 02-699 Warszawa** or bring it in person and leave it in the Registry Office at ul. Taborowa 33 with an annotation: for DPS (remember, **you have to sign**). You may also submit the signed information about the address to an employee of the Office in the centre. Address sent by an e-mail as a scan or content of information shall not be accepted.

Providing current address is necessary for you to receive financial aid on time. Until 15th day of each month, a postal order is sent to the last address given in the Office. You will receive money after few days of sending from the postman or in the event of absence you have the opportunity to receive your cash consideration at the post office closest to your place of residence within 7 days of receiving an advice note, which you will find in your letter box. In the advice note you find information when, in which hours and at which post office you may cash postal money. Postal order shall be advised two times. In the event of failing to report at the post office, postal order shall be returned to the Office. Remember also about **providing your current telephone number**, which will allow an employee of the Office to communicate with you as fast as possible.

2. Pursuant to Polish law **you should direct all applications, requests and queries to the Office in writing, you have to sign them and sent by post, leave at the Registry Office or in the centre** (same as the residence address). The Office does not respond to an e-mail. Completing administrative formalities in an electronic form is possible only via the mailbox of the Office at EPUAP – /UDSC/SkrytkaESP platform (<https://epuap.gov.pl/wps/portal>).

3. **If you are not in a position to support yourself and you are still covered with social assistance, you may always return to the centre.** Ask for details an employee of the centre in which you have been living so far, employees of the Foreigners Service Team (ul. Taborowa 33) or via info line no. 47 721 76 75.

EDUCATION, LEARNING POLISH LANGUAGE

4. The Office offers you (and your children) **the opportunity to learn Polish** at the center for foreigners where you have been living, in Warsaw, or remotely. To sign in for classes, please call the phone number 500-732-854 or email polski@globalschool.pl, which is the contact for Global School, the institution that organizes the classes. Additionally, Polish language learning materials are available to you (and your children), which you can find here: <https://www.gov.pl/web/udsc/-materialy-dydaktyczne-do-nauki-jezyka-polskiego>. We warmly invite you to make use of these materials!

5. The Office for Foreigners (UDSC) also **provides school supplies** for children attending Polish schools. If you wish to receive a school kit for your child, please submit the following to the Office:

- **A current school certificate for the ongoing school year,**
- **A completed application for educational aid,** available on the Office's website <https://www.gov.pl/web/udsc/edukacja> or in the Refugeebook app for foreigners.

The school kit is available only once per school year.

For children attending secondary schools or kindergartens, **school textbooks are provided.** To receive **school textbooks** for your child, please submit the following to the Office:

- **A current school certificate for the ongoing school year,**
- **A list of textbooks provided by the school,**
- **A completed application for school textbooks,** available on the Office's website <https://www.gov.pl/web/udsc/edukacja> or in the Refugeebook app for foreigners.

The above documents should be delivered to the Foreigners Service Team of the Department of Social Assistance at the UDSC, located at 16 Taborowa Street in Warsaw, or sent by traditional mail to 33 Taborowa Street, 02-699 Warsaw, or you can contact the center for foreigners where you have been residing. More information about education in Poland, in your language, can be found here: <https://www.gov.pl/web/udsc/informacja-o-edukacji-dzieci-cudzoziemskich>.

PLEASE NOTE!

The Office does not reimburse the cost of textbooks purchased by you. It also does not cover the cost of preschool care.

6. Your child is also entitled to cover, as much as possible, the costs of after-school and recreational-sports activities. For more details, ask the staff at the center where you previously resided, the staff of the Foreigners' Service Team (16 Taborowa Street in Warsaw), or via the helpline at 47 721 76 75 – choose your language, then select 4 and for benefit payments, press 3.

7. Starting in April 2024, the Refugeebook app for foreigners has been launched. This tool has been developed by the Office for Foreigners to facilitate your access to essential information during the asylum procedure **and to keep you updated with the latest news. Scan the QR code located in the footer of the letter regarding the decision to grant you financial assistance to cover your living expenses in Poland and use the app at any time.**

MEDICAL CARE

8. Medical care is provided in medical points in all centres for foreigners and at the Foreigners Service Team at ul. Taborowa 33 in Warsaw. Each point employs a physician, nurse and psychologist who provide basic medical care, as well as refer for specialist examinations and vaccinations. Medical care is provided also outside of the centres. Registration and coordination of medical visits is carried out via info line of Petra Medica medical operator tel. 22 112-02-06, where you may obtain information about the date and place of visit and how to fill a prescription.

INFORMATION, DOCUMENTS

9. Questions related to social assistance, medical care and education you may direct to an employee of the centre in which you have been living so far, to an employee of the Foreigners Service Team (in person at ul. Taborowa 33) or via info line no. 47 721 76 75.

10. **You will not obtain any information about the status of your matter by telephone or e-mail**, you may only obtain general information via info line 4772176 75.

- refugee status and supplementary protection and documents (**residency card, tztc, Geneva passport**) - choose the language and then select 3.
- Social assistance provided by the Office for persons under the refugee procedure - choose the language and then select 4 and as required: medical care - 2; benefits pay-out - 3; education - 4.

**All information (also in English and Russian) you will find at the Office's website <https://www.gov.pl/web/udsc>
Answers to questions regarding your specific matter you have to send in writing (see item 1) or ask in person an employee of the centre or the Foreigners Service Team (ul. Taborowa 33).**

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(date / дата)

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(signature / подпись)