

LIVING IN VENETO

A PRACTICAL GUIDE FOR IMMIGRANT CITIZENS

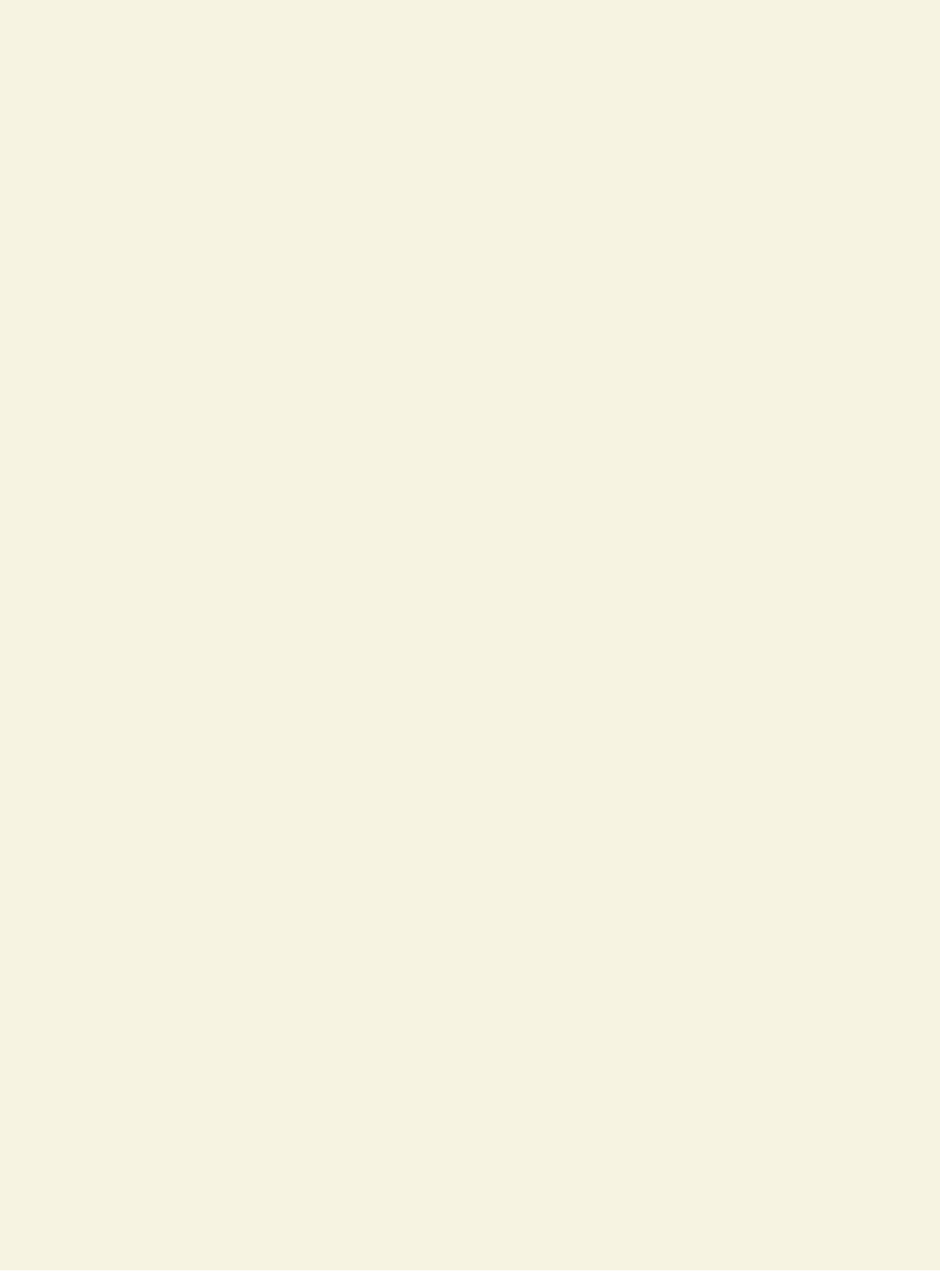


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MINISTERO
DELL'INTERNO

ASYLUM, MIGRATION AND INTEGRATION FUND (FAMI) 2014-2020





INTRODUCTION

The Veneto Regional Government has been striving successfully for years to channel European funds that it receives into implementing its social integration policies in the field of migratory flows. In particular, as part of the Asylum, Migration and Integration Fund (FAMI 2014-2020), it has created the project "MARI-Multicultural Actions Regional Immigration", in partnership with local health and social care services (ULLS) and municipal councils, whose specific aim is to improve access to healthcare, housing, training, social and financial services for immigrant citizens.

Specifically, access to housing, work, education and social services in general in the region are essential so that foreign citizens who intend to live permanently in our country can really integrate.

For this reason and in order to be of help to immigrant citizens, on first entering our country, which is such a vulnerable and difficult time for many, this guide to settling here was created, and with which, on the one hand, we want to respond to a current and urgent need of immigrant citizens to learn about the services offered by the region, and on the other, aim to support them, providing them with essential information for the different bureaucratic and administrative steps that enable them to legally settle in our region.

Therefore this guide aims to be an easily accessible tool to consult to help people to orient themselves in accessing the services offered by the country, especially in the initial period of stay in our region.

Councillor for Social Services
Hon. Manuela Lanzarin

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FIRST ENTRY TO ITALY

TO JOIN FAMILY OR TO WORK

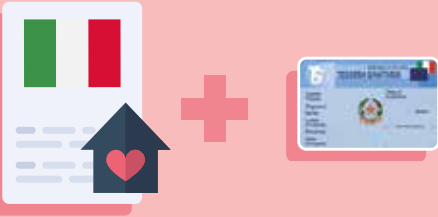
WHO NEEDS TO GO THROUGH THE PROCESS OF FIRST ENTRY TO ITALY?

Foreign citizens who have entered Italy to work or to join family.



WHY IS IT NECESSARY?

To obtain the **permesso di soggiorno (residency permit)** (for employment or for family reasons) and the **healthcare card** giving the right to receive healthcare.

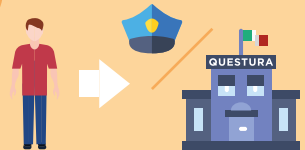


HOW TO GO ABOUT IT

Within **48 hours** of entering Italy, the host of the foreign national must inform the public safety authority (questura police headquarters if they live in the main administrative town in the province, vigili urbani municipal police for residents of all other districts) of the arrival of the worker or family member, using the form for informing of hosting received from the police headquarters or municipal council.

Within **8 working days** of entry to Italy the foreign national must make an appointment AS INDICATED ON THE PREFECTURE'S WEBSITE to be seen at the **IMMIGRATION DESK (SPORTELLO UNICO)** at the relevant PREFECTURE.

48
HRS



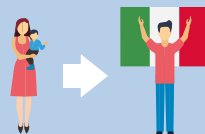
8
DAYS



WHAT TO BRING?

On the day of the appointment for FIRST ENTRY, the foreign national must bring the following documents to the PREFECTURE IMMIGRATION DESK (SPORTELLO UNICO DI PREFETTURA):

ENTERING TO JOIN FAMILY MEMBERS(1)



2 photocopies of the notification of hosting for each citizen entering



Original copy of the passport of the person entering



Photocopies of the passports of the persons entering (only pages with text and stamps)



1 photocopy of the residence permit (permesso di soggiorno) for the family member who has requested to join other family members



1 official stamp for 16.00 euros

ENTERING TO WORK(1)



Seasonal workers need an **employer** present who will sign their contract



2 photocopies of the notification of hosting a foreign national



Original copy of the passport of the person entering



Photocopies of the passports of the persons entering (only pages with text and stamps)

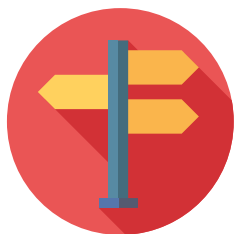


Certificate of suitability of accommodation (certificato di idoneità alloggiativa)



1 official stamp for 16.00 euros

(1) The family member or employer must go to the Prefecture Immigration Desk to obtain a certificate of no impediment (nulla osta) to send to the person requesting entry.



WHERE TO GO...

1. AT THE PREFECTURE, AT THE IMMIGRATION INFORMATION DESK (SPORTELLO UNICO PER L'IMMIGRAZIONE)



At the Prefecture Immigration Desk an **ACCORDO di INTEGRAZIONE (integration agreement)** must be signed.

A “**mandatory settlement route**” (percorso di integrazione obbligatorio) is necessary, which provides guidance to the foreign national wishing to live and integrate in Italy on compliance with various obligations in order not to incur, in the most serious cases, a deportation penalty.

The agreement works through a credit system with a **maximum of 30 credits**, obtainable by acquiring knowledge of the Italian language and civic culture, as well as carrying out certain other activities that the Agreement stipulates.

A **two-year period** is given to obtain all the credits; if they are not all obtained, the agreement may be extended for 1 further year.

The process at the immigration desk is finalised with the delivery of an envelope containing the following documents:

- printout of the tax code (codice fiscale);
- form 209 (containing the request for the residence permit with the applicant's personal data filled in);
- an addressed envelope to post to the police headquarters (questura) of the province of residence.





2. AT THE POST OFFICE, AT THE AUTHORISED POST OFFICE (UFFICIO POSTALE ABILITATO)

the foreign citizen must hand the envelope with the documents received from the prefecture immigration desk into the “**Sportello Amico**”, which is located inside authorised post offices.

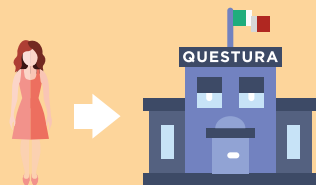


The “SPORTELLO AMICO” at the Post Office will give the foreign citizen:

- the proof of postage for the envelope;
- a receipt for the payment of the stamp;
- an appointment to attend the relevant police headquarters to have their fingerprints taken and to check their documents.

3. AT THE POLICE HEADQUARTERS

After the appointment, the relevant police headquarters will contact the foreign citizen to collect the residence permit.



4. AT THE ULSS (LOCAL HEALTH AND SOCIAL CARE SERVICE)

With the receipts obtained from the Sportello Amico, you can go your local health and social care service (ULSS) to request your **health card**.



...FOR EMPLOYMENT LOOKING FOR WORK



HOW TO GO ABOUT IT

Those looking for work or are unemployed must register with the **Employment Office (CPI)**. When you go to the CPI, you should bring:

- **Residence permit** **card**
- **Tax code** - **Identity document**
- **Italian healthcare** - **Passport**



To look for a job it is important to have a **curriculum vitae (CV)**; the CV is a document in which you should include your personal details, educational / training and work experience, knowledge of languages, driving licenses held, IT skills and other skills.

To create it, you can use the Europass template (<https://europass.cedefop.europa.eu/it/documents/curriculum-vitae>).

To find work you can also contact **recruitment agencies**. They are authorised organisations that help in searching for a job and / or training courses.



Useful sites

www.regione.veneto.it

- 1) REG-VENETO - Work and training
- 2) REG-VENETO - Accreditation of work and training
- 3) REG-VENETO - Work and employment offices
- 4) REG-VENETO - Network of services for work
- 5) www.cliclavoroveneto.it



1



2



3



4



5



...FOR EMPLOYMENT EMPLOYMENT

- In Italy the minimum age to work is 16 years. This rises to 18 for particularly dangerous jobs.
- Employment (working for an employer) is regulated by the National Collective Employment Agreements, which establish the minimum wage and the regulations for each sector of employment.
- When employing somebody, the employer has to give a copy of the contract to be signed by the worker. This shows the relevant National Contract type, the duties to be carried out and the working hours.
- Contracts establish a trial period, during which the working relationship may be terminated, either voluntarily by the worker or by the employer. However, the trial period must be paid.
- Each month, the employer must give workers a copy of their payslip. Also, in April/May, they must also be given the Certificazione Unica (CU), a document indicating the income earned in the previous year.
- All employees have the right to take holidays, to a thirteenth month's pay and to severance pay (TFR).

HOW TO GO ABOUT IT

To get information on employment contracts, you can contact a **trade union**.

IMPORTANT

Anti-discrimination laws!

Under the Italian Constitution and many laws in our country it is illegal to discriminate against workers based on their gender, religion, age, disability, sexual orientation or ethnic origin. It is also forbidden to discriminate in terms of marital status, family or pregnancy in working women.

Useful sites

www.lavoro.gov.it
www.cliclavoroveneto.it
www.regione.veneto.it
www.ispettorato.gov.it



Workers' rights



Main rights of
the worker



Code of
conduct



Interregional
inspectorates



...FOR EMPLOYMENT

WORKING IN ITALY WITH A FOREIGN PROFESSIONAL QUALIFICATION



PROFESSIONS ARE DIVIDED INTO TWO CATEGORIES IN ITALY



LEGALLY "NON-REGULATED" PROFESSIONS

This means that **it is not necessary to have a specific qualification** to do these jobs (for example, artists, musicians, composers and many more).



Anyone who wishes to practise a "non-regulated" profession in Italy and has an educational qualification gained abroad **does not need** to request legal or formal recognition of the qualification from the Italian embassy/consulate in the country of origin.

Useful sites

www.politicheeuropee.gov.it/



LEGALLY "REGULATED" PROFESSIONS

In this case, a **mandatory qualification** is required and the subsequent requirements for practising the profession (for example, registering with a professional board). These professions may be practised by qualified people according to the specific law pertaining to the type of profession.



Those who have a professional qualification gained abroad must request **recognition** from the Italian embassy/consulate in the country of origin to be able to legally practise the relevant profession in Italy. In some cases, it is also necessary to request the **official recognition of the foreign qualification** relative to the Italian equivalent.



WHEN YOU LOSE YOUR JOB



First of all, remember that if you are fired or your employment contract does not get renewed, you can claim "**unemployment**". This is an income support allowance for people who lose their job; there are various types depending on the type of job held, age and the amount of social security contributions you have made.



Workers who leave their job voluntarily do not have the right to any unemployment compensation.

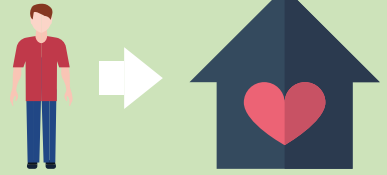
Mothers may leave their jobs **within the 1st year after the baby is born** without losing their right to unemployment.

For any queries about unemployment, you can contact an **ente di Patronato** (institution for advice and social assistance).



...FOR RESIDENCE

RESIDENCES



A residence is the place where you live. To apply for residency, it is necessary to go to the council civil registry office (ufficio anagrafico del comune).

To obtain residency, the municipal police will check **whether you actually live in the house** that you have indicated.

Residency is necessary to have an ID card issued, to get the health card, to receive help from social services, to have a driving licence issued and to apply for Italian citizenship.

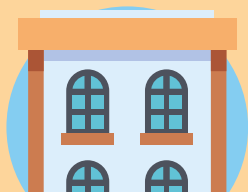


INFORMATION ABOUT HOSTING A FOREIGN NATIONAL

Within 48 hours of moving into a home (as a guest or a tenant or as owner), the landlord/landlady or the host must **inform the police headquarters or the council that the guest/tenant is living there**. Informing the relevant authorities of this is compulsory.



If you are living with your employer, it is not necessary to inform the authorities that you are a guest. The information declared on the INPS employment form (for domestic workers) or at the Employment Office (for employees).



PUBLIC AND SUBSIDISED HOUSING "CASE POPOLARI"



Anyone who holds a legal residence permit and is working or is registered with the employment office may be eligible for:

- Social Housing **with their local council**;
- entitlement to credit assistance for the purchase or rental of their first home;
- access the social fund (subsidy) for rent;
- be entitled to reductions on bills, on the basis of income.

HOW TO GO ABOUT IT

The application for a subsidised home, as well as the application for the social aid for renting must be made to your local council **by filling in the relevant form** available from the council.

For further information, contact the social services department of your local council.



You will also need the **ISEE model** (Equivalent Financial Situation Index), which allows access to welfare benefits or public utility services (landline, electricity, gas, etc.) at more affordable rates.

To obtain the ISEE form, you can go to a tax Information Office (Centro di Assistenza Fiscale **CAF**)

Useful sites
www.regione.veneto.it





...FOR RESIDENCY TENANCY AGREEMENT

- A rent contract (or tenancy agreement) is an agreement between the tenant and the landlord/landlady of the property, which allows the tenant to live in the property (house or flat) for a particular period of time, paying an amount of money (canone di locazione - lease or rental fee).
- As with any contract or agreement, even with rent, each party has rights and duties relative to the other party, which are regulated by law.
- A rent contract must be drawn up in writing and must be registered with the Revenues Agency (Agenzia delle Entrate).

Anyone looking for a home to rent can buy newspapers and magazines from kiosks with adverts for property for rent; it is also possible to go to estate agents (agenzie immobiliari), which offer services for a fee.



BEFORE SIGNING A RENT CONTRACT, IT IS IMPORTANT TO:



read the **conditions** of the contract carefully and make sure you understand them (especially the small print);



check the **condition the property is in** and the utilities (water, electricity, gas, drainage systems);



check whether there are any **additional costs** such as costs shared by all residents in the building or heating bills.



The contract must indicate the **date** on which the parties sign it.



Within 30 days of signing, **the contract must be registered** and the tenant's personal details as well as those of the landlord/landlady must be reported.



The address of the home must be included and **details of what it includes** (number of rooms and facilities), **the intended use** (residence, office, laboratory, etc.) as well as the **cost of the rent**.



Other **costs shared by all residents in the building** (i.e., for the concierge, lifts, insurance and heating if there is central heating) must also be reported in the contract.



Also, the **period of time** that the tenant is allowed to live at the property must be indicated.



To connect the water, electricity and gas, contracts must be signed with the **public services companies** who will send bills for utilities consumed.

It is important to remember that in order to rent a property, you must have a **valid residence permit**.

Useful sites

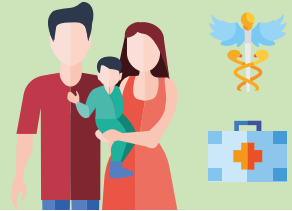
www.agenziaentrate.gov.it
www.sunia.it





...FOR FAMILIES

FAMILY ADVISORY SERVICES AND SOCIO-EDUCATIONAL FAMILY ADVICE BUREAUS (CFSE)



Family advisory services and socio-educational family advice bureaus (CFSE) are health service offices where all residents in Italy, including immigrants (legal or otherwise) are entitled to access to obtain **various forms of healthcare provision**, all of which are free of charge, and usually without needing an appointment. The **professionals** who work in the advisory bureaus are gynaecologists, paediatricians, social workers, nurses and psychologists, along with other professionals such as sociologists, child neuropsychiatrists, legal professionals and interpreters for immigrant citizens.



WORKING PARENTS: RIGHTS

Employees have the right to certain family support services:

- applying for maternity leave;
- paternity leave;
- working hours entitlements;
- parental leave;
- Family allowance (ANF).



There are some financial aid allowances once a baby is born:

- birth grant or "baby bonus" (bonus bebè) (ISEE is necessary);
- birth premium.

IMPORTANT!

For many of the services listed below the ISEE is required.

To get the ISEE you can contact the Tax Assistance Centres (CAF).



HOW TO GO ABOUT IT

Contact the benefit advice centres (Patronati) for information on all the benefits mentioned above and to apply for them.



MUNICIPAL COUNCIL SERVICES FOR FAMILIES

Mothers who have an unstable job, a seasonal job or are unemployed can apply for the **State Maternity allowance paid** by the national social welfare institution (INPS).

In addition, municipal councils provide cheques for large families; i.e. financial aid for families with 3 or more children.



HOW TO GO ABOUT IT

Contact your local social services; also in this case it will be necessary to have the ISEE.

To get the ISEE you can contact the Tax Assistance Centres (CAF).



WOMEN'S SERVICES



Women who are victims of violence, persecution and exploitation are entitled to social protection measures - the police headquarters (questura) issues a special residence permit and can enter them into social aid and protection programmes organised by public bodies or associations and volunteering organisations.



Foreign citizens who are pregnant cannot be deported from Italy; in this case she is entitled to a residence permit for medical treatment (pregnancy) which is valid from the moment in which pregnancy is certified up to six months after the birth of the child.



HOW TO GO ABOUT IT

It is possible to contact the local social services, anti-violence centres in the Veneto region or shelters (case rifugio).

Useful sites

www.regione.veneto.it



General
Information



Family
Guidance
Centres



Anti-violence
centres



Shelters



...TO STUDY



FOR MINORS

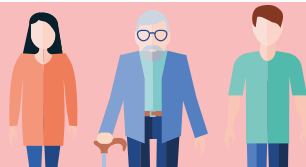
In Italy school is **compulsory up to 16 years** and compulsory education or training, up to 18 years for all young people. This means that even minors without a residence permit have the **right/obligation to attend Italian compulsory schooling** and to complete their compulsory education at public schools of all types and levels.

16
YEARS

Minors **are enrolled in school by their parents** or by legal guardians; they must be enrolled in the corresponding class according to their age, unless otherwise decided by the teaching staff; registration can be made at any time of the school year directly at schools of all types and levels.



FOR ADULTS



Adults can attend **Italian language courses** or access the various services offered by **CPIAs** (provincial adult education centres) which also organise evening study courses to achieve the **first cycle diploma**.

If you have the required prerequisites you can access **university courses** on equal terms with Italian students. To enrol at university, however, you must have a qualification that is recognised in Italy.

QUALIFICATIONS OBTAINED ABROAD



Official documents certifying qualifications held that are from the country of origin **must be legalised** to be considered authentic and valid in Italy.

Legalisation does not expire.



Along with the legalisation of qualifications, it is advisable to ask the Italian Embassy / Consulate for the **certificate of equivalence of qualifications** ("Dichiarazione di valore"). The "Dichiarazione di valore" is an official document, written in Italian and which does not expire, giving information on a qualification obtained abroad and on its value in the country that issued it (official status of the school that issued it), access requirements for the relevant course of study, duration of the course, etc.).



This declaration is issued by the relevant **Italian Embassy / Consulate** for the region, i.e. closest to the premises of the educational institution where the qualification was obtained, by presenting the necessary documentation.



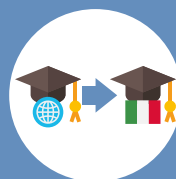
DEGREES OBTAINED ABROAD

In general, undergraduate degrees gained abroad **have no legal value in Italy**.

However, Italian universities can assess whether foreign university qualifications have the same value as Italian ones.

To find out if the degree can be used in Italy, the application must be submitted to the **University Dean** where a study course similar to the one taken abroad is provided.

It may be necessary to pass **supplementary exams** to achieve the corresponding Italian qualification.



Useful sites

www.venetoimmigrazione.it

www.istruzioneveneto.it

www.miur.gov.it



CPIA CTP



CPIA
addresses



Equivalent
foreign
qualifications

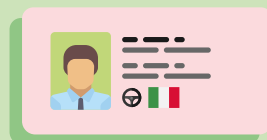


Foreign
academic
qualifications



... FOR A DRIVING LICENCE

TO WORK IT IS OFTEN
NECESSARY TO HAVE A
DRIVING LICENCE.



QUIZ

To obtain a driving license in Italy you must pass a **theory test** (in Italian) **and a practical test**.

To prepare for the exams you must contact a **driving school** (for a fee), have a permit to stay (permesso di soggiorno) and residency.



Anyone who has a driving license issued by a foreign state can drive in Italy for a maximum of **one year** from the date of residence in Italy but it is mandatory that he has the original driving license with the official translation in Italian (or the original international driving license).

1
YEAR



After one year from gaining residency, the driving license must still be converted, by applying to the **Traffic Authority (Motorizzazione Civile)** (check if the country of origin is among those with an agreement with Italy for the conversion of the license) or you must obtain the license in Italy, otherwise you cannot drive.

Useful sites
www.mit.gov.it





USEFUL CONTACT NUMBERS

PREFECTURE - LOCAL GOVERNMENT OFFICE BELLUNO

<http://www.prefettura.it/belluno>

IMMIGRATION DESK

Piazza Duomo, 38 - 32100 Belluno (first floor)



PREFECTURE - LOCAL GOVERNMENT OFFICE OF PADOVA

<http://www.prefettura.it/padova/contenuti/Immigrazione-13228.htm>

IMMIGRATION DESK

Branch office - Piazza Zanellato 19 (Stanga area) - 35100 Padova



PREFECTURE - LOCAL GOVERNMENT OFFICE OF ROVIGO

<http://www.prefettura.it/rovigo/contenuti/Immigrazione-13472.htm>

IMMIGRATION DESK

Branch office - Via Oberdan n. 22 - 45100 Rovigo



PREFECTURE - LOCAL GOVERNMENT OFFICE OF TREVISO

<http://www.prefettura.it/treviso>

IMMIGRATION DESK

Piazza dei Signori, 22 - 31100 Treviso



PREFECTURE - LOCAL GOVERNMENT OFFICE OF VENEZIA

<http://www.prefettura.it/venezia>

IMMIGRATION DESK

Via G. Mameli, 39 - Marghera Venezia



PREFECTURE - LOCAL GOVERNMENT OFFICE OF VERONA

<http://www.prefettura.it/verona/contenuti/Immigrazione-13680.htm>

IMMIGRATION DESK

via Santa Maria Antica, 1 - 37121 Verona



PREFECTURE - LOCAL GOVERNMENT OFFICE OF VICENZA

<http://www.prefettura.it/vicenza/contenuti/Immigrazione-13389.htm>

IMMIGRATION DESK

Contrà Gazzolle, 10 - Vicenza (ground floor)



BELLUNO POLICE HEADQUARTERS

Via Volontari della Libertà no.13
32100 Belluno
<http://questure.poliziadistato.it/it/Belluno>

PADOVA POLICE HEADQUARTERS

Piazzetta G. Palatucci, 5
35123 Padova
<http://questure.poliziadistato.it/padova>

ROVIGO POLICE HEADQUARTERS

Viale Tre Martiri, 40
45100 Rovigo
<https://questure.poliziadistato.it/it/Rovigo>

TREVISO POLICE HEADQUARTERS

Piazza delle Istituzioni, 1 Building A
31100 Treviso
<https://questure.poliziadistato.it/it/Treviso>

VENEZIA POLICE HEADQUARTERS

Sestiere of Santa Croce, 500
30100 Venezia
<https://questure.poliziadistato.it/it/Venezia>

VICENZA POLICE HEADQUARTERS

Viale Mazzini n.213
36100 Vicenza
<https://questure.poliziadistato.it/it/Vicenza>

VERONA POLICE HEADQUARTERS

Lungadige Antonio Galtarossa, 11
37133 Verona
<https://questure.poliziadistato.it/it/Verona>

**BELLUNO****PADOVA****ROVIGO****TREVISO****VENEZIA****VICENZA****VERONA****NUMBERS TO CALL IN CASE OF EMERGENCY**

112 CARABINIERI

113 STATE POLICE

114 CHILDREN'S EMERGENCIES

115 FIRE BRIGADE

116 ROADSIDE ASSISTANCE

117 FINANCE POLICE

118 PRONTO SOCCORSO
FOR MEDICAL EMERGENCIES

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patronages (institutions for advice and social assistance),
sponsoring bodies.

