

**A Guide  
for Filipino  
Migrants in Italy**

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*A Guide for Filipino Migrants in Italy*

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## Introduction and objectives of the booklet

International migration is a global phenomenon that involves the movement of people from one country to another for various reasons. The majority of these migrants leave their countries of origin in order to find employment abroad to support their families. Currently, about eight million Filipino women and men, or 10% of the population, are working in different regions of the world. In 2006, there were 113,907 Filipino migrants legally recorded in Italy, and 70,694, or 62.1%, of these are women.

The Filipino community is one of the oldest migrant groups in Italy, and while there are existing governmental and non-governmental organizations that respond to their social and economic concerns, there is an urgent need for materials that consolidate basic information about remittances, the rights and responsibilities of foreign workers, access to social services, and other issues. These materials are designed to better facilitate the social and labour integration of migrants in the host country.

This booklet aims to provide Filipino migrant workers in Italy with concrete information about immigration laws, the sending channels and costs of remittances, available services that promote the migrant's well being, such as medical care and education, and lists of governmental and non-governmental agencies, as well as community organizations that provide assistance to migrants.

This booklet is divided into the following sections:

- I. Remittances
- II. Migrant Rights in Italy: Immigration Law - Requirements and Procedures
- III. Networks and Organizations Providing Services for Immigrants/Foreign Workers

## I. Remittances

It is estimated that some 192 million people (or 3% of the global population) are migrants (IOM 2007), who send approximately \$300 billion in remittances to their households and/or places of origin in 2006 (IFAD 2007). Collectively, remittances are one of the largest cash flows in the world, and are certainly indispensable for many economies, especially families in the global South.

From 1994 to 2004, Filipino migrants in Italy were the community that sent the most money to the Philippines through banks and non-bank financial companies. In 2005, the remittance flow from Italy to the Philippines amounted to €245.4 million, which doubled in 2006 at €512.8 million.<sup>1</sup>

## A. What are remittances?

Remittances are the money earned by migrants abroad, which they send home to their families and their communities of origin. Remittances are sent through different channels, including:

- Financial institutions such as banks
- Non-bank financial companies such as money transfer operators (Western Union, MoneyGram, etc.)
- Informal channels such as unlicensed couriers, entrepreneurs and travelling friends, which can facilitate the sending of money (padala system). Such informal channels are used by many migrants who do not have a bank account or because they may offer lower fees, or they do not require any type of identification.

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<sup>1</sup> *Annual Report of the Governor of Banca D'Italia, 2006 and 2007.*

## B. Types of migrants' remittances:

- Monetary remittances are monies sent by migrants to support their families or households with basic expenses (food, housing, education, healthcare, etc.)
- Collective remittances, also called communal remittances, are monies sent by groups such as migrant associations to their home communities. Collective remittances usually support development projects at the community level, such as the construction or improvement of churches and schools, scholarships, medical equipment, etc.
- Material remittances are non-cash transfers that are sent to relatives and others. These can be gifts or donations such as food, books, toys, clothing, school supplies, or household equipment and appliances.
- Social remittances are the ideas, behaviours and identities that flow between countries as migrants are exposed to new ways of life, attitudes and ideas. The role that these resources play in promoting immigrant entrepreneurship, community and family formation and political integration is very important to the development of the communities of origin.

Remittances are sent by Filipino migrant workers mainly to their families and are used for: (a) food, utilities and other basic family needs; (b) education; (c) housing and property; (d) health and other emergencies; (e) payment of debts; and (f) money set aside for small business ventures.<sup>2</sup>

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<sup>2</sup> [www.ercof.org](http://www.ercof.org). *Basic premises: Remittances of overseas Filipinos for development*

## C. Channels of transfer: comparative costs, benefits and efficiency of services

### Philippine National Bank SpA

Main Branch Origin: The Philippines  
Branches: Rome, Milan, Florence

Contact: PNB Main Branch in Rome. Tel: +39 06 4827830/41 [www.pnb.com.ph](http://www.pnb.com.ph)

Channel	Service Fee (in €)	Delivery
To self account with PNB	5.00	Immediate transfer/within seconds
To beneficiary's account with PNB	8.00	Immediate transfer/within seconds
To other banks	8.00	Within 24 hours
Door-to-door delivery	10.00	From 1 – 2 days

Services: Pangarap Loan Programme for those who have PNB accounts in the Philippines.

### BPI Express Remittance SpA

Main Branch Origin: The Philippines  
Branches: Two in Rome, two in Milan, and Turin

Contact: Tels: +39 06 4452641/4450146 E-mail: [bpi.roma@tiscali.it](mailto:bpi.roma@tiscali.it)  
[www.bpiexpressonline.com](http://www.bpiexpressonline.com)

Channel	Service Fee (in €)	Delivery
To BPI Family bank accounts	8.00	Immediate transfer/within seconds
To other banks	8.00	Within 24 hours
Door-to-door delivery	10.00	Within 24 hours if in Metro Manila; Provincial 2-3 days
Pick up from any BPI/BPI Family bank	10.00	Pick up available from first hour of next banking day

**LBP Financial Services SpA**

Main Branch Origin: The Philippines  
Branches: Rome and Milan

Contact: Tel: +39 06 4870676/4872214 E-mail: [lbp\\_rome@yahoo.com](mailto:lbp_rome@yahoo.com)

<b>Channel</b>	<b>Service Fee (in €)</b>	<b>Delivery</b>
To self account with LBP	5.00	Within 24 hours
To beneficiary's account with LBP	8.00	Within 24 hours
To other banks	10.00	Within 2-3 days
Door-to-door	10.00	1-2 days in Metro Manila 3-5 days in other areas
Pick-up from LBP branch anywhere	8.00	3 – 5 days

**Metro Remittance Italia SpA**

Main Branch Origin: The Philippines  
Branches: Rome, Milan and Bologna

Contact: Subsidiary of Metrobank Phil. Tel: +39 06 48913091/ 48913095  
[www.metrobank.com.ph](http://www.metrobank.com.ph)

<b>Channel</b>	<b>Service Fee (in €)</b>	<b>Delivery</b>
To beneficiary's account w/ Metrobank	8.00	Within seconds
To beneficiary's account with other banks	10.00	Within 24 hours
Door-to-door	10.00	24 hours within Metro Manila 1-3 days in provinces
Remittance over the counter at Metrobank Phils	8.00	Within 24 hours



### BDO Remittance Center SpA

Main Branch Origin: The Philippines  
Branches: Rome Milan, Florence, Bologna, Messina and Turin

Contact: BDO Main Branch. Tel: +39 06 4460395

Channel	Service Fee (in €)	Delivery
To self account with BDO	5.00	Within 24 hours
To beneficiary's account with BDO	8.00	Within 24 hours
To other banks	10.00	Within 24 hours in Metro Manila; Up to 2 days in provinces
Door-to-door	10.00	Within 24 hours in Metro Manila; Between 2-3 days in provinces
Pick up from any BDO branch in Phils	8.50	Within 24 hours

Service: Coordinates Abot Kamay Programme that provides free medical services to Filipino migrants in Rome.

### RCBC Telemoney Europe SpA

Main Branch Origin: The Philippines  
Branches: Rome, Naples, Florence and Bologna

Contact: RCBC Main Branch. Tel: +39 06 4823616/617 [www.rcbc.com](http://www.rcbc.com)

Channel	Service Fee (in €)	Delivery
To self account with RCBC	5.00	Immediate transfer/within seconds
To beneficiary's account with RCBC	8.00	Immediate transfer/within seconds
To other banks	9.00	2 – 3 days
Door-to-door delivery	10.00	2 days within Metro Manila 2-3 days in provinces
Pick up from any RCBC branch in Phil	8.00	After 24 hours of transaction

**Banca di Roma Gruppo UNICREDIT**

Main Branch Origin: Italy		
Contact: Rome Tel: 06 544451 <a href="http://www.bancaroma.it">www.bancaroma.it</a>		
<b>Channel</b>	<b>Service Fee (in €)</b>	<b>Delivery</b>
Bank to bank	NA	5 – 20 days
Services: Savings, Cash, Card/Credit		
Other: Remittance services available only for account holders		

**Gruppo Banca Intesa San Paolo**

Main Branch Origin: Italy		
Contact: Tel: 800 020 202 <a href="http://www.bancaintesanpaolo.com">www.bancaintesanpaolo.com</a>		
<b>Channel</b>	<b>Service Fee (in €)</b>	<b>Delivery</b>
Bank to bank	9.00 for account holders; 16.45 for non-acct holders not exceeding €2,500	5 – 20 days
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Multi-ethnic branches/centres all over the country established to serve foreign migrants in eight different languages. San Paolo Bank offers micro-credit facilities for women migrants who want to open up small businesses in the Province of Rome.		

**Banca Nazionale del Lavoro  
Gruppo BNP Paribas**

Main Branch Origin: Italy		
Contact: Tel: 800 020 202 <a href="http://www.bnl.it">www.bnl.it</a>		
<b>Channel</b>	<b>Service Fee (in €)</b>	<b>Delivery</b>
Bank to bank	20.00	4 – 5 days
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Reduced remittance fees to bank account holders; provides bulk remittance transfer services for Philippine remittance centres based in Italy.		

**Banca Popolare di Ancona  
Banca di Brescia  
Banca Regionale Europea  
Banca di San Giorgio  
(Unione Banche Italiane-UBI)**

Main Branch Origin: Italy		
Contact: Tel: 800 665588 <a href="http://www.ubibanca.it">www.ubibanca.it</a>		
Channel	Service Fee (in €)	Delivery
Bank to bank	0.00 – 25.00	5 – 20 days
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Provides free remittance services only for account holders for transaction up to €200; €25.00 for walk-in clients; multi-lingual services; insurance		

**Banca Sella**

Main Branch Origin: Italy		
Contact: Tel: 800 142142 <a href="http://www.sella.it">www.sella.it</a>		
Channel	Service Fee (in €)	Delivery
Bank to bank	15.76 for a max. limit of € 2.000.00	Up to 5 days
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Remittance services available only for account holders. Remittance limit up to €2,000 per transaction		

**Banca TU**

Main Branch Origin: Italy		
Contact: Tel: 800 991905 <a href="http://www.agenziatu.it">www.agenziatu.it</a>		
Channel	Service Fee (in €)	Delivery
Bank to bank	6 remittances per year - free of charge to account holders	Up to 5 days
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Remittance limit up to €2,500 per transaction; longer hours of services; provides medical and road assistance to clients.		

### Credem Bank and More

Main Branch Origin: Italy		
Contact: Tel: 06 85305712 <a href="http://www.credem.it">www.credem.it</a>		
Channel	Service Fee (in €)	Delivery
Bank to bank	9.00 – 11.00	2 – 3 days
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Multi-ethnic branches, funds projects promoted by migrants, insurance. Lower remittance charges to account holders.		

### Banco Popolare di Verona and Novara

Main Branch Origin: Italy, a branch in Rome		
Contact: In Rome Tel: 06 32651835 <a href="http://www.bpv.it">www.bpv.it</a> , <a href="http://www.bpn.it">www.bpn.it</a>		
Channel	Service Fee (in €)	Delivery
Bank to bank	7.00 – 10.00	3 – 5 days
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Insurance policies		

### Banca Etruria

Main Branch Origin: Italy		
Contact: Via Calamandrei, 255 Arezzo. Tel: 05753371 <a href="http://www.bancaetruria.it">www.bancaetruria.it</a>		
Channel	Service Fee (in €)	Delivery
Bank to bank	Depending on amount sent	N.A.
Services: Savings, Cash, Card/Credit, Loans, Mortgage		
Other: Medical and road assistance, internet banking		

**Western Union represented  
by Angelo Costa SpA,  
Banca di Sassari SpA**

Main Branch Origin: Italy, Omnia Finanziaria with 4,000 branches all over the country

Contact: Tel: 800 464464 [www.finint.eu](http://www.finint.eu)

<b>Channel</b>	<b>Service Fee (in €)</b>	<b>Delivery</b>
Credit to account and pick-up from any Western Union subsidiary elsewhere	0,01 – 500,00 = 9€ 501-1.200,00 = 15€ 1.201,00-12.500,00 =20€	in seconds/minutes after transaction
Other: Non-banking remittance centre; also operates as an exchange centre and travel ticketing		

**Important Notes:**

1. N.A. – data not available or not revealed.
2. The Italian Law on Anti-Laundering – D. L. number 231 of 21 November 2007, binds the limit of amount of remittances per transaction. For remittances through Philippine financial institutions – €1.995.00 remittance allowed per week; while remittances sent through Italian banks could be up to maximum of €5,000 (divided into 2 different transactions) per week. Over these amounts, a declaration by the remitter on the source of the money must be presented to any of the financial institution processing the remittance.

## On exchange rates, fees and efficiency compared:

Particulars	Philippine Remittance Centres in Italy	Italian Banks/ Remittance Centres
Costs/Fees per transaction	between €5 – €10	From €0 up to €20; calculation of service fee based on amount sent
Amount limit without clearance in conformity with the based Anti-Laundering Law (D. L. No. 231) of 21 Nov 2007	Up to €1,995 per transaction per week	Up to €5,000 (divided into two transactions per week)
Delivery service	Within 24 hours up to 5 days	From 3 days to a maximum of 20 days (average 3-5 days), depending on efficiency of correspondent bank in the Philippines
Exchange rate basis	Based on calculation by Philippine-based offices	Based on official published rates regulated by Banca d'Italia. Monitoring and comparison was made and the Italian banks apply higher exchange rate than the Philippine institutions.
Loans/Mortgages	Not available in Italy – but Philippine offices provide different kinds of loans in the Philippines that are available to Filipino migrant workers and beneficiaries.	Accessible only to regular migrant workers .

Sources: Individual and telephone interviews with responsible officers of above institutions, websites of Italian banks, *Metropoli* of *La Repubblica* Issue No. 35 of 2006.

## D. Tips for managing and using remittances<sup>3</sup>

- **Save** first before spending, and not the other way around. From your expected income, automatically set aside a portion as savings (for example 5 to 10%), and if possible, put it in a bank near your place of work or residence.

*The formula should be:*

Income minus Savings = Expenses, and not Income minus Expenses = Savings.

- **Budget** and stick to it, no matter what. There will be special requests from family and friends that will tempt you to deviate from your budget. Be firm, and people will eventually understand that you are doing it for the good of everyone.
- **Insure** yourself and your family members, whether it is for health, education, your retirement or pension. When done through reputable companies, insurance plans can guarantee that you and your family's needs are attended to professionally and that funds are available when most needed.
- **Avoid** 'get rich quick' investment schemes and take time to make enquiries through family, friends, NGOs, or financial experts. The primary rule is that investments that offer high interest rates, even from banks, could be an indication that the financial institution is in trouble, and needs to accumulate large amounts of money by promising high returns. An example of this type of "investment" is the pyramid scheme promoted by unscrupulous agents.
- **Expert advice** is needed when making an investment in real estate, a business, or any other venture involving money. It is wiser to spend for an expert's fees, rather than being sorry later for spending huge amounts or even your life savings on something you cannot enjoy.

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<sup>3</sup> Results from Validation workshop organized by FWC with the community on 2007 in Rome, under the UN-INSTRAW-IFAD-FWC study on "Gender dimension of remittances: their flows, uses and development impact in the Philippines", and in consultation with Mr I. Bagasao of Ercof (Economic Resource Center for Overseas Filipinos)

- **Computer literacy** can enable you to finish or further your education through distance learning, remit through bank transfers, and communicate with your families through e-mail, online chat or even face-to-face conversations - at little or no cost.
- **Learn the Italian language** and take advantage of available skills training programmes offered by institutions in order to upgrade your skills.
- **Join an organization** or take up volunteer work in order to fight boredom and loneliness and open yourself to new opportunities for economic, social, and political empowerment.
- **Know and network** with other institutions, both in the Philippines and in Italy, that are working for the welfare of overseas foreign workers (OFWs), specifically on issues of financial literacy and management or investing remittances for savings and enterprise development. The following are some of the most active non-governmental institutions that could be contacted:
  - ATIKHA ([www.atikha.org](http://www.atikha.org))
  - ERCOF ([www.ercof.org](http://www.ercof.org))
  - UNLAD KABAYAN ([www.unladkabayan.org](http://www.unladkabayan.org))
  - PHILSEN - Philippine Network for Social Enterprise (E-mail [contacts:butchumengan@yahoo.com](mailto:contacts:butchumengan@yahoo.com); [ptad\\_2004@yahoo.com](mailto:ptad_2004@yahoo.com), [igaphil@info.com.ph](mailto:igaphil@info.com.ph); [jgss65@yahoo.com](mailto:jgss65@yahoo.com))



## **Living in Italy**

Immigration Laws - Requirements and Procedures

The following sections provide practical information on the rights of regular migrants living in Italy. The immigration law in Italy is regulated by the Testo Unico (d.lgs. n. 286/1998) and by the relevant Regolamento di Attuazione (dpr. N. 349/1999) and its succeeding modifications.<sup>4</sup>

This booklet contains only very basic information regarding legal entry and how to maintain regular residency in the country.

It is highly advisable to seek the free services provided by Patronati and other offices listed in this booklet.

The following are the most important immigration regulations in force:

## A. Entry visa and permit to stay

It is possible to migrate to Italy for the following reasons:

### A.1 Tourism

Requirements are:

- Entry visa to be requested from the Italian Embassy or Consulate in the Philippines. The maximum duration of the entry visa is 90 days, and it is not renewable.
- A completed Declaration of Presence Form at the Questura or at the Border Police within eight days of arrival in Italy.

taken from

<sup>4</sup> INAS-CISL provided the details of the all the basic information. Other sources of information herein contained are the websites of Ministero dell'Interno, Ministero del Lavoro, della Salute e delle Politiche Sociali, Comune di Roma, Stranieri di Italia. Many of the information are available in Italian language and needed to be translated into English.

## A.2 Subordinate Work

It is possible to come to Italy on a residence contract for reasons of subordinate work for an indefinite period of time, within the limits of the annual influx quota as established by the Italian government. The requirements are:

- An entry visa from the Italian Embassy or Consulate in the country of origin following the release of the *Nulla Osta by the Sportello Unico per l'Immigrazione in Italy*;
- Advising the Sportello Unico per l'Immigrazione of entry into Italy within eight days of the arrival date;
- Filling out the 'Request of issuance of first permit to stay for subordinate work' KIT, available from the Sportello Unico, and presenting the following documentation in duplicate copies:
  - *Nulla Osta* for subordinate work;
  - Photocopy of the whole passport;
  - Certificate of suitable housing accommodation;
  - Copy of the residence/contract (*Contratto di Soggiorno*) signed between the employer and the employee;
  - Employer's engagement with the State to pay the travel expenses in case of an employee's sudden return to the country of origin.
- Submitting the completed KIT to the *Questura* (Provincial Police Headquarters) through the Italian Post Office with *Sportello Amico*<sup>5</sup> desks. The Post Office will issue a receipt that guarantees legal residence of the foreign worker while waiting for the release of the residence permit (*Permesso di Soggiorno*). (*The receipt must be kept.*)
- In many provinces in Italy, the *Sportello Amico* of the Post Office will immediately give the applicant an appointment with the *Questura* for finger printing and photo identification.

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<sup>5</sup> *Sportello Amico desks at the Italian Post Offices are the only ones authorized to accept the KIT for any application related to permit to stay.*

- In other provinces where this procedure is not yet implemented, the *Questura* will contact the foreign worker for photo and fingerprint identification. The applicant will receive a notice via SMS or via registered mail for an appointment to collect the residence permit. It is also possible to monitor the process by visiting the website: [www.portaleimmigrazione.it](http://www.portaleimmigrazione.it) (click on “Area Riservata Stranieri”) and type in the information (Nome Utente and Password) issued by the Post Office).
- Pick-up of the residence permit with validity from one to two years.
- The renewal of all residence permits (work, family, study, political and religious reasons, privileged residence permits) must be done at least 60 days before the expiration.

#### *Important note:*

As of May 19, 2008, the Department of Civil Affairs and Immigration of the Ministry of Home Affairs (Ministero dell'Interno) has issued the latest changes on the procedure regarding the submission of the request for authorization to work and the *Nulla Osta* for entry to Italy of highly qualified subordinate workers. These workers include: nurses, professional interpreters, teachers of international schools and international organizations, highly specialized technical workers engaged in special projects hired and working abroad, or to be hired by public, private and international institutions that do not belong to the established quota influx. *All applications must be submitted online.* ([www.interno.it/mininterno/export/sites/default/it/sezioni/servizi/come\\_fare/](http://www.interno.it/mininterno/export/sites/default/it/sezioni/servizi/come_fare/))

## **A.3 Independent work**

*It is possible to come to Italy for independent work, which also falls under the limit of the annual influx quota established by the Italian government by completing the following requirements:*

- An entry visa issued by the Italian Embassy/Consulate in the country of origin indicating the kind of activity the person intends to do in Italy. Approval or rejection of the visa application should be done within 120 days of application; and in the case of approval, the visa should be used within 180 days of its issuance;
- Advising the Sportello Unico per l'Immigrazione of entry into Italy within eight days of the arrival date;

- Filling out the 'Request of issuance of first permit to stay for independent work' KIT, available from the Sportello Unico, and presenting the following documentation in duplicate copies:
  - Photocopy of passport or related documents;
  - Adequate resources for the work that the person intends to do in Italy;
  - Relevant certificate(s) attesting registration with lists and registries for recognized professional titles in Italy ;
  - Clearance from competent authorities that there are no reasons to limit the release of authorization or license for such activity;
  - Demonstration of annual income tax declaration that is higher than the minimum level stipulated by law for exemption from medical expenses. In substitution to the income, a guarantee by an Italian, a foreigner regularly staying in Italy, or an organization could be considered.
  
- Submit the completed KIT to the Questura (Provincial Police Headquarters) through the Italian Post Office with Sportello Amico desks. The Post Office will issue a receipt that guarantees legal residence of the foreign worker while waiting for the release of the residence permit. *(The receipt must be kept).*
  
- In many provinces in Italy, the Sportello Amico of the Post Office will immediately give the applicant an appointment with the Questura for finger printing and photo identification.
  
- In other provinces where this procedure is not yet implemented, the Questura will contact the foreign worker for photo and fingerprint identification. The applicant will receive a notice via SMS or via registered mail for an appointment to collect the residence permit. It is also possible to monitor the process by visiting the website: [www.portaleimmigrazione.it](http://www.portaleimmigrazione.it) (click on "Area Riservata Stranieri" and type in the information (Nome Utente and Password) issued by the Post Office).
  
- Pick-up of the residence permit with validity from one to two years;
  
- The renewal of the permit must be requested within 60 days before the expiration.

## A.4 Family reasons

Entry to Italy for family reunification purposes is only possible when the foreigner residing in Italy is in possession of a residence permit valid for at least 1 year. Those who can apply are foreigners who are in Italy for subordinate and independent works, study, asylum, humanitarian protection, and religious reasons or for family reasons. Reunification could be requested for family members (spouses, minor children, children who have reached the age of majority but who are dependent on the parents and could not support their needs for health reasons, and dependent parents who have no other children in the country of origin, or parents over 65 years old who still have children in the country of origin, but cannot support the parents for health reasons) who are residing abroad. Applicants should have the following requirements:

- Entry visa to be requested from the Italian Embassy or Consulate in the country of origin following the release of the *Nulla Osta* released within 180 days after the request by *the Sportello Unico per l'Immigrazione in Italy for family reasons*.
- Advising the Sportello Unico per *l'Immigrazione* of entry into Italy within eight days of the arrival date;
- Filling out the 'Request of issuance of first permit to stay for family reunification' KIT, available from the *Sportello Unico*, presenting the following documentation in duplicate copies:
  - Photocopy of the whole passport;
  - Certificate of suitable housing accommodation; released only by the Comune or by the Municipio;
  - Declaration of support to the family member by the foreigner who requested the family reunification;
  - Availability of adequate income to support the family member being requested to join the foreign worker;
  - Employer's declaration of the foreign worker's request for the family reunification and the existence of working relationship;
  - Declaration of the employer to host the arriving family member, if the foreign worker is not the holder of the contract for the rent or not the owner of the apartment ;
  - Submit the completed KIT to the *Questura* (Provincial Police

Headquarters) through the Italian Post Office with *Sportello Amico desks*. The Post Office will issue a receipt that guarantees legal residence of the foreign worker while waiting for the release of the residence permit. *(The receipt must be kept).*

- In many provinces in Italy, the Sportello Amico of the Post Office will immediately give the applicant an appointment with the Questura for finger printing and photo identification.
- It is also possible to monitor the process by visiting the website: [www.portaleimmigrazione.it](http://www.portaleimmigrazione.it) (click on “Area Riservata Stranieri” and type in the information (Nome Utente and Password) issued by the Post Office).
- Pick-up of the residence permit with same validity of that of the foreign family member who obtained the reunification.
- The residence permit for family reasons allows the holder to do subordinate work or independent work, to register at the unemployment list, to access to social services and to enrol in school or other professional training courses.
- The renewal of the residence permit for family reasons must be made together with the family member who has obtained approval for the reunification.
- It is prohibited to expel migrants who have up to second degree of parental relationship with Italian citizens provided they can appropriately demonstrate such relationship to the Questura - who will then issue a valid residence permit to migrant relatives - on the condition that they live together and that the Italian relatives will assume the responsibility to economically support the migrant relative.

*Minor children of foreign workers who are regularly staying and are residing with parents must be listed in the residence permit of the parents until he/she is 14 years old; after which, a separate residence permit for family reasons will be issued to them.*

The *Testo Unico* also specifies that visa entry for Italy for study, training, adoption and voluntary work is possible.

All applications for the *Nulla Osta* for entry to Italy for any reason must be submitted on-line: [www.interno.it](http://www.interno.it). For modalities and further instructions, those interested are advised to inquire from the *Patronati* and from the Italian Embassy/Consulate in the country of origin.

### **VERY IMPORTANT INFORMATION FOR ALL MIGRANTS The Integration Agreement or *Accordo di Intergrazione***

At the moment of the request for the issuance of residence permit, the migrant is held to undersign an “*Accordo di Intergrazione*” (*Integration Agreement*) that are articulated in “*credit points*” for the achievement of its objectives to be respected within the period of the validity of the residence permit. The stipulation of the agreement is a condition necessary for the release of the residence permit. The total loss of the points determines the loss of the said permit, and therefore the expulsion of the migrant, except for those who are holders of residence permit for asylum, those applying for asylum, protection support, those who are in Italy for humanitarian and family reasons, the holders of Long-term EC residence permit (*ex-carta di soggiorno*).

For the request of first and or renewal of residence permit, it is foreseen that a “*contribution*” amounting between €80 to €200 will be paid by all applicants to the Italian government (under implementation already but awaiting further instruction from the Italian Ministry of Finance on the manner in which the contribution will be used.)

## **B. EC Long-term Residence Permit (*ex carta di soggiorno*)**

The EC long-term residence permit is a document that replaced the *Carta di Soggiorno*, which is valid for an indefinite period of time. This document allows foreigners that are residents of Italy entry and re-entry into Italy, the performance of any kind of job (except those reserved for Italians), access to social security and assistance, education, health, etc.



A foreigner that is a regular resident of Italy can apply for the EC long-term residence permit for their spouse, minor children, adult children who are not self-supporting for health reasons, and dependent parents. To be eligible to apply for this kind of residence permit, one must:

spazio tra 6 e family

- Be a holder of residence permit (permesso di soggiorno) for at least 5 years valid for dependent nuclear <sup>6</sup>family members living with the migrant worker; subordinate or independent work, political asylum, subsidiary protection, humanitarian and religious reasons, and have been living regularly in Italy;
- Have a sufficient amount to support him/herself and his/her family members;
- Adequate housing;
- Never been convicted of any crime;
- Have passed the Italian language test.

## C. The Anagrafe registry

In order to register with the Anagrafe, you must be over 18. Personally go to the Anagrafe of the Comune (Town/City) of residence where the foreigner will be given a form for completion and signature. Family members under 18 years of age must also be declared, presenting the following:

- Residence permit valid for longer than 3 months;
- Valid passport or an equivalent document;
- Fiscal code;
- Proof of documents of the civil status containing data that are not indicated in the passport (i.e., birth, marriage, divorce, kinship, etc.). All personal data indicated in the passport must exactly match with the data in the residence permit. These documents must be either:

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<sup>6</sup> Spouse, children under 18 and parents.

- Original, issued by the competent authorities in the country where the event took place, translated into Italian and then certified; or
- Original, issued by the Consular Authorities of the country of origin in Italy with authentication of the applicant's signature at the local Prefettura.. ← **togliere un punto (.)**

Registration of the application is made only after the Anagrafe officer, through the Municipal Police (Polizia Municipale), has checked that the foreign worker (and his/her family if the application also includes them) is actually living at the given address.

- Being registered with the Anagrafe is essential for several administrative formalities.
- All personal data indicated in the passport must match exactly the data in your residence permit.
- Any registration, change or deletion at the Anagrafe will be officially communicated to the local Questura.
- If the foreigner is not registered with the Anagrafe one must communicate any changes of address to the local Questura.
- Make a declaration as to the place of residence to the Tax Department of the Comune of the residence for the solid waste disposal tax.
- Within 60 days of the renewal of the residence permit, one must again provide a statement of habitual residence to the Anagrafe officer of the Comune by enclosing a copy of the new residence permit, otherwise the residence will be cancelled from the list of the anagrafe of the Comune/Municipio of residence after 6 months of expiration of the residence permit.
- To be able to request documents for authorization and licenses, certificates, one must present a valid residence permit, except for services related to health or emergency situations and for enrolment to compulsory education for children: elementary, intermediate and at least 3 years of high school, in accordance with the Italian educational policy.

## Change of place of residence and address:

When moving to another Comune, the foreigner must send the application to the Anagrafe of your new residence, within 20 days of actual transfer with the following documents:

- Valid identity document;
- Residence permit or the application receipt for the expired residence permit renewal;
- Italian driving license and/or owned vehicles registration documents (if any).

If there is a change of address within the same Comune, the foreigner must duly apply to the Anagrafe of your residence by producing a valid identity document (passport or ID), a valid residence permit (of all those who intend to change address), an Italian driving licence and/or registration documents of owned vehicles (if any).

## D. Identity card (Carta d'Identità)

To obtain an identity card, the foreigner must go to the Anagrafe and produce:

- 3 identical recent passport-size photographs
- Valid passport
- Valid residence permit or application for the renewal of the expired permit

The identity card is valid for five years and is not valid for travelling abroad. It does not entitle a foreign national to stay in Italy in the absence or on expiration of the residence permit.

## E. Social security and social assistance

*The law on social security provides the following assurances and protection to migrants:*

- Equal treatment between the migrant and Italian worker with respect to the right to social security in Italy;
- Protection of the workers who have exercised their activities abroad, as a result of various International Conventions on social security stipulated in Italy with some sending countries such (for example Cape Verde and Tunis);
- Protection of social security rights to the foreign worker who returns home before 65 years of age, even if the worker had paid social contributions for less than five years. The foreign worker who returned to the home country does not lose the right to pension, when requirements prescribed by the law are available. Late presentation of requests for pension guarantees the recovery of the pension quota within the limit of 10 years.
- For foreign workers holding the EC long-term residence permit, economic or social assistance can be provided - including civil invalidity, social pension, (assegno sociale) if one has completed 10 years of continuous legal residency in Italy and financial support for women during maternity period, etc.
- Registration for social security is done once the contract is signed between the employer and the employee. It is the duty of the employer to register the worker for social security. The employer must report to INPS the hiring of a domestic worker no later than ten days after the end of the calendar trimester during which the hiring took place and pay the corresponding contribution per schedule established under the INPS regulations:
  - 10<sup>th</sup> April if the hiring took place within 1<sup>st</sup> January to 31<sup>st</sup> March
  - 10<sup>th</sup> July if the hiring took place within 1<sup>st</sup> April to 30<sup>th</sup> June

- 10<sup>th</sup> October if the hiring took place within 1<sup>st</sup> July to 30<sup>th</sup> September
  - 10<sup>th</sup> January if the hiring took place within 1<sup>st</sup> October to 31<sup>st</sup> December.
- A fine will be applied if the reporting is done beyond said deadlines. The registration may be done either **by phone** or by calling the toll free number 803164 or **online** by filling in and sending the registration found at the INPS website [www.inps.it](http://www.inps.it)
  - The employer must report to INAIL the beginning of the domestic job within 24 hours of hiring. Or the notification can be done within the 5 days following the beginning of the job by justifying the delay. This could be done: **by phone** by calling the toll free number 803164 and by **e-mail** at the address indicated at the website of INPS:
  - The employer must give timely notification of the hire to:
    - **Registry:** live-in workers
    - **Employment centres:** all workers
  - Since January 1, 2007 it is obligatory to notify to the Questura within 48 hours from the moment of job termination of a non-European worker. For live in-workers, the employer must also advise the Anagrafe and the Centro per l'Impiego of the termination of the working relationship. ← manca lo spazio

*Further information and advice on this issue are provided for free at the Patronati, Centro per l'Impiego and other migrant desks of CGIL-CISL-UIL and other trade unions. For residents of Rome, Florence and Milan, see NGOs and service centre section; for others, please consult the websites of Trade Unions under the same section, or visit the Patronati offices in your area of residence that the same information and services to all foreign workers.*

## F. Medical assistance and healthcare

EU and non-EU nationals registered with the Servizio Sanitario Nazionale (S.S.N. - National Health Service) are entitled by law to receive health care. In order to obtain health and medical assistance, the foreign citizen must enrol directly at the Azienda Sanitaria Locale - ASL (Local health Office) in the

area of residence, after which the foreigner can choose a family doctor or a paediatrician in case of children. The ASL offices are charged with facilitating the connection of the citizen to the health service network.

- Foreign nationals are required to register with the S.S.N.
  - Those with a residence permit that have regular subordinate work, are self-employed, or enrolled in the unemployment listings;
  - Those with a regular residence permit or those who are renewing their permits for the following reasons: subordinate work, self-employment, dependent family members, asylum, asylum application, adoption, foster care, citizenship or religion;
  - Dependent family members (with a valid residence permit) included in the above list.
  - Those not falling within the above-mentioned categories do not have to register with the S.S.N. Nevertheless, they have to take out a sickness, accident and pregnancy insurance policy, valid throughout Italy and extended to their dependent family members as well.
  
- In registering with the SSN, the following documents must be presented to the ASL:
  - Identity card (*Carta d'Identità*)
  - Fiscal code
  - Residence permit
  - Self-certification regarding the place of residence or actual domicile where a foreigner has lived for more than three months can be considered the actual residence (as reflected in the residence permit).
  
- Registration with the S.S.N. is valid for the whole length of the residence permit, as well as during its renewal.
  
- Issuance of a personal Health-care Card (Tesserino Sanitario Personale) which has the same validity as that of the Residence Permit
- Medical assistance is always provided:
  - During pregnancy and motherhood;
  - For children's health needs;
  - Through vaccinations according to regulations in-force and within

- the general disease campaigns approved by different regions;
- Through international disease prevention programmes;
- Through infectious disease prevention, diagnosis and treatments in general.

## **G. Family Planning Clinics (Consultori Familiari)**

Every ASL has a family planning clinic, which according to law must offer free services to all. It is not necessary to have the family doctor's prescription in order to have access to these services. Family planning clinics have to assist pregnant women, even those without a residence permit, and their children under the age of 18. These clinics offer assistance and guidance on women's health, to those who are pregnant or to those who decide to terminate their pregnancy. ASLs must also provide gynaecological assistance, prevention and diagnosis for tumours in the female genital organs, family mediation and psychological support, vaccination against German measles for women of reproductive age, etc.

### **Medical assistance to pregnant women**

A foreign pregnant woman has the right to medical assistance even if she is in the country illegally. She doesn't have to pay the ticket for medical assistance and for all the tests and special treatments required for safeguarding pregnancy.

### **Terminating pregnancy**

According to Italian law, an adult woman can terminate pregnancy within 90 days of conception. After this period, pregnancy can only be terminated if the mother's life is in danger due to pregnancy, or if the baby risks being born with serious malfunctions that will place it in a dangerous physical or mental condition. In order to terminate a pregnancy, one has to seek medical assistance from a family doctor or seek assistance at the family planning clinics at the local ASL.

### **Hospitalization**

Hospitalization expenses are taken care of by the Servizio Sanitario Nazionale (SSN- National Health Service). Medical staff must inform the patient of all

the side-effects of surgical operations, anaesthesia, etc. The patient must also be informed of any alternative treatments. Before the operation the patient has to give consent and sign the acceptance of intervention.

## H. Education

### Minor children

All foreign children, even those without a valid residence permit, are entitled to an education. Enrolment of foreign minors is based on the same procedures and requirements as those of Italian children and can be requested at any time of the school year.

Minors falling under compulsory education are enrolled by their parents or guardians in the grade corresponding to their age unless the committee of teachers decides that the child can attend a different grade, considering the:

- School system in the child's country of origin;
- Evaluation of skills, qualifications and level of competence of the child;
- Programme of study taken in the country of origin;
- Educational qualifications, if any

### Right to education for foreign adults living in Italy

Foreign adults are also entitled to receive education. The right to study allows foreign workers to learn the Italian language, deemed as the most important requirement for integration into the Italian society. Language and literacy courses at various levels are available in many public elementary and secondary schools, as well as voluntary organizations all over the country.

Those who have already completed the compulsory educational levels (elementary and lower secondary level) and desire to carry on can enrol at the higher secondary level to get the relevant degree.



## University education

Foreign students are admitted to university on the same conditions applied to Italians if:

- They are living in Italy and have an EC-Long-term residence permit or a residence permit issued for subordinate work, self-employment, family, political asylum or humanitarian protection and religious reasons;
- They have lived in Italy with a regular residence permit for at least one year and have high education qualifications issued in Italy;
- They hold final diplomas awarded by Italian schools abroad or by foreign/international schools operating in/outside Italy, recognized through bilateral agreements or specific legal provisions, irrespective of your place of residence.

## I. Italian Citizenship

Foreigners can acquire Italian citizenship principally for those who are:

- Born in Italy and have legally resided in the country for 18 years; and declaring that they want to acquire the Italian citizenship;
- Married to Italian citizens,
- Applying for ordinary naturalization wherein the fundamental requisite for the granting of Italian citizenship is the legal residency in Italy for 10 years, depending on the cases. Citizenship is granted after a thorough evaluation of the requirements such as economic status, fulfilment of fiscal obligations, absence of criminal records and the status of socio-cultural integration in Italy.

### I.1. Citizenship for children born in Italy

Children of foreign migrants who are born in Italy and are residents from their birth can declare that they want the Italian citizenship for as long as the

application is done before they reach the age of 18. For all applications, it is the Anagrafe Centrale of the city/town of residence that takes/and provides all the relevant information of the whole process.

## I.2. Citizenship by marriage

The following are the requirements for applying for Italian citizenship by marriage:

- A foreigner may apply from the date of marriage if he/she is married to an Italian national and have resided legally in Italy for at least two years;
- If a foreigner lives abroad, he/she may apply three years after their marriage;
- During these periods, no dissolution, annulment or cessation of all civil effects of the marriage should occur and no legal separation should be underway.

The application shall include the following documents:

- Summary of birth certificate translated and authenticated in conformity with all relevant instructions given in the application form;
- Criminal record certificate issued in the home country duly translated and authenticated in conformity with all relevant instructions given in the application form.
- Filling in the various special sections of said application form using self-declaration forms:
  - Certificate of residence in Italy
  - Certificate of family status
  - Certificate of legal status in Italy
  - Italian citizenship certificate of the Italian spouse
  - Papers proving marriage validity.

*Application for Italian citizenship can be submitted to the Prefettura in the*

foreign national's place of residence, by properly filling in the application form on with € 14.62 revenue stamp attached to it. If the foreigner lives abroad, application can be submitted to the competent Consular Authority three years after your marriage.

The following are the requirements in applying for Italian citizenship by Ordinary Naturalization:

- Summary of birth certificate translated and authenticated in conformity with all relevant instructions given in the application form;
- Criminal record certificate issued in the home country duly translated and authenticated in conformity with all relevant instructions given in the application form;
- Certificate of Residential History in Italy (with €14.75 revenue stamp)
- Certificate of Family Status (with €14.75 revenue stamp)
- Certificate of Criminal Records (with €14.75 revenue stamp)
- Photocopy of annual income declarations (Mod. 101, 730, 740, etc) for the last three years
- Declaration of communication regarding change of address
- Photocopy of valid documents (Identity Card, driver's license, passport)
- Photocopy of the Residence Permit

Application Form and self-certification models could be downloaded from: [www.interno.it](http://www.interno.it) For applications for children of migrants residing in Rome, contact Comune di Roma in Via Petroselli, 50, tel. 06 67103989, [www.prefettura.roma.it](http://www.prefettura.roma.it)

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*For applications for Italian citizenship concerning children of migrants, the competent office is the Comune of residence. For applications for children of migrants residing in Rome, contact Comune di Roma in Via Petroselli, 50, tel. 06 67103986; for Florence and Milan, please visit the Anagrafe.*

### **I.3. Citizenship by residence in Italy**

Citizenship is granted to non-Italians who meet the requirements established by the Italian law on citizenship.

- a non-EU national and have legally lived in Italy for at least ten years;
- a EU national and have legally lived in Italy for at least four years;
- a stateless person or a political refugee and have legally lived in Italy for at least five years;
- a child or a second degree lineal grandchild of Italian nationals by birth and have legally lived in Italy for three years;
- born in Italy and have legally lived in Italy for three years;
- a person of age, adopted by an Italian citizen and have legally lived in Italy for five years after your adoption;
- Have worked for the Italian State, even abroad, for at least five years (in case of service abroad it is not necessary to have your residence in Italy and the foreigner can submit the application to the competent consular authority).

Application is submitted to the Prefettura in the foreign national's place of residence, by properly filling in the application form with €14.62 revenue stamp attached. Together with the filled in application form, the following documents should be submitted:

- Summary of birth certificate with all personal details (except for foreign nationals born in Italy) translated and authenticated in conformity with all relevant instructions given

in the application form (to be submitted to the Prefettura);

- Criminal record certificate issued in the foreign national's country of origin duly translated and authenticated in conformity with all relevant instructions given in the application form.
- In filling in the sections of the application form, the foreigner can execute a self-declaration regarding the place of residence, family status, legal position in Italy, and the last three years' income.
- For every request/application related to citizenship, a contribution of €200 should be paid to the Italian government.

*If the required papers are irregular or insufficient, the Prefettura will require the applicant to duly regularize or complete all documents within a fixed date. Non-fulfilment entails the rejection of the application.*

*Discretionary power in administrative matters is practiced and is provided for by law as to document evaluation. The application for the Italian citizenship may be rejected for national security reasons, as well as for other reasons, such as: short legal residence time, lacking financial resources, previous crime convictions or low integration level.*

*The Call Centre of the Ministero dell'Interno 06 48042101/2/3/4 and Ufficio Cittadinanza 06 433621214 can be contacted for any further details and changes on regulations regarding application for Italian citizenship.*

## **Networks and Organizations Providing Services for Immigrant/ Foreign Workers**

## **A.Support institutions for labour and residence permit issues in Rome, Florence and Milan**

This section provides the most important public offices/centres that provide free services to migrants, as well as information about rights concerning Carta di Soggiorno CE (EC Residence Card), permit to stay, citizenship, family reunification, job opportunities, pension and invalidity, maternity compensation, control of pay slips, liquidation pay (TFR), computation and filing of income tax returns, refund of contribution, family allowance, political asylum, mobbing, and other health issues etc. The NGOs and other voluntary institutions providing many other services to foreign workers are also listed below.

### **A.1 Public Support Institutions in Rome**

#### **Ufficio Immigrazione Sportello Unico for Nulla Osta**

Office of the Prefettura di Roma Via Ostiense 131 L, piano 1°, scala B1 – Tel. 06 67294841-4.

#### **INAS-CISL – Istituto Nazionale Assistenza Sociale**

Central Office: Viale Margherita 83/D – 00198 – Roma – Tel. 06 844381 Toll free number – 800 001 303 [www.inas.it/immigrazione](http://www.inas.it/immigrazione)

INAS-Roma – Viale Regina Margherita, 83/A – Tel. 06 84438390

INAS RM –Tuscolano - Viale A. Ciamarra 3/5 – Tel. 06 72900363

INAS RM – Aurelio Trionfale – Via B. degli Ubaldi, 378 – Tel. 06 6380500-39376533

INAS RM – Montesacro – Via Monte Cervialto, 138 – Tel. : 06 87189716 / 87191340

INAS RM – Magliana – Via dell’Impruneta, 15, Sc C-Int. 2 – Tel. : 06 5506884

UZ INAS – Ostia Lido – Via Paolo Orlando, 58 – Tel. 06 5624210.

INAS RM Centocelle – Via dei Castani, 56 – Tel. 2314070.

INAS Roma Centro – Via Crescimbene, 13/72 – Tel. 06 70493438

INAS RM Tiburtino – Via Mozart, 77 – Tel. 06 4073411

**CGIL – Confederazione Generale Italiana del lavoro**

CELSI – CGIL (Central Office for Immigration services)

Via Buonarroti, 12 (Zona Piazza Vittorio) – Tel. 06 4814703

[www.cgil.it/immigrazione](http://www.cgil.it/immigrazione)

CELSI-INCA – Via Buonarroti, 12 (Zona Piazza Vittorio) –

Tel. 06 4467978

Other offices:

Via Massaciuccoli, 61 (Zona Viale Eritrea) – Tel. 06 86214552

Via Stamira 74/a (Zona Piazza Bologna) – Tel. 06 44254744

Via G. Branca, 46 (Zona Testaccio) – Tel. 06 5745555

Via P. Giannone, 7 (Zona Trionfale) – Tel. 06 39723729

Via dei Volsci, 62 (Zona San Lorenzo) – Tel. 06 4463131

Via Montezebio, 9 (Zona Prati) – Tel. 06 45427600

**ITAL-UIL (Unione Italiana del Lavoro)**

Via Cavour 108 - Roma 00184 – Tel. 06 48166341

[www.uil.it](http://www.uil.it)

**ACLI- COLF Immigrazione**

Via G. Marcora 18/20 – Tel. 06 5840485

[www.acli.it](http://www.acli.it)

**API-COLF**

Piazza Sallustio, 3 - Tel. 06 4814573

[www.api-colf.it](http://www.api-colf.it)

**Associazione Nazionale Oltre la Frontiera (ANOLF)**

Via Salaria, 89 - Tel. 06 8841732 / 8543387

[www.anolf.it](http://www.anolf.it)

**Difensore Civico of Comune di Roma**

Migrants Desk

Via Barberini, 95 – Tel. 06 6710 9723 /22

[www.difensorecivico.roma.it](http://www.difensorecivico.roma.it)



## A.2. List of NGOs and other institutions providing social services for migrant workers

Name of organization and contact information	Social Services for available for migrant workers
<p>Centro Servizi per l'Immigrazione (Cinecittà) Via Vignali, 14 – Rome Tel. 06 72991208 CSI has 9 centres in the Province of Rome <a href="http://www.capitalelavoro.it">www.capitalelavoro.it</a></p>	<p>Provides socio-cultural and linguistic mediation services; information on national and regional migration laws and the corresponding rights and responsibilities of migrants; helps facilitate processing of documents; employment orientation.</p>
<p>AMSI – Associazione Medici Stranieri in Italia Viale Libia, 5 – Rome Tel./fax: 06 86325874</p>	<p>Free medical and dental check-ups and immediate treatments. Services are offered in different languages</p>
<p>Be Free Cooperativa Via Giuseppe Giulietti, 11 Roma Tel. +39 0689533659 <a href="http://www.befreecooperativa.org">www.befreecooperativa.org</a> SOS Donna h24 7 days a week Via Statilio Ottato 33 Roma Tel. 06 71077015 Cell. 366 4664216 or 366 4736894 San Camillo Hospital (Emergency Room) Via Circonvallazione Gianicolense 87 Tel. 06 58703216 E-mail: <a href="mailto:sosdonnacomune.roma@gmail.com">sosdonnacomune.roma@gmail.com</a></p>	<p>Areas of intervention: trafficking, violence against women and discrimination. Socio cultural, emotional and legal support for women affected by domestic violence, gender-based violence and trafficking.</p>
<p>Ass. "Progetto Casa Verde" Via Scido 104, Morena, Roma Tel. 06 7900059 <a href="http://www.progettocasaverde.it">www.progettocasaverde.it</a></p>	<p>Italian language courses, training courses for caregivers</p>

<p>Ass. Virtus Ponte Mammolo Via Donato Menichella, 146, Rome Tel. 06 4060305 <a href="http://www.virtuspontemammolo.it">www.virtuspontemammolo.it</a></p>	<p>Information on existing laws, basic rights of migrants, educational support, skills training courses, employment opportunities</p>
<p>Immigrati Caritas Roma Tel. 06 6875228 E-mail: <a href="mailto:area.immigrati@caritasroma.it">area.immigrati@caritasroma.it</a></p>	<p>Offers shelter, food and clothing to indigent migrants and refugees, free language courses including professional training courses, job placements and various counselling services related to legislations and social inclusion in the host society.</p>
<p>Ospedale S. Gallicano Servizio di Medicina delle migrazioni Via San Gallicano, 25/a Tel. 06 58543780 <a href="http://www.inmp.it">www.inmp.it</a></p>	<p>Free medical check-ups and treatments to regular and undocumented migrants, intercultural mediation services, training courses and seminars on health issues in general.</p>
<p>Centro Welcome Viale Romania 32 00197 Rome Tel. 06 85300916</p>	<p>Provides free medical assistance and treatments to migrants, especially to women migrants, provides skills training and promotes entrepreneurship for women migrants in Rome</p>
<p>Centro CIES Educazione allo Sviluppo Tel. 06 48880311 Tel. 06 77264611 E-mail: <a href="mailto:cies@cies.it">cies@cies.it</a> <a href="http://www.cies.it">www.cies.it</a></p>	<p>Provides training courses for intercultural mediators, awareness-raising activities on migrants' rights, and publication of relevant information on migration issues.</p>
<p>Comunità S.Egidio Piazza S.Egidio 3/a - Roma Tel. 06 8992234 Tel. 06 5894327 E-mail: <a href="mailto:info@santegidio.org">info@santegidio.org</a></p>	<p>Counselling services, distribution of food and material aid, shelter, free Italian lessons for migrants</p>

<p>Candelaria – Associazione Donne immigrate          Casa Internazionale delle Donne          Via della Lungara, 19 - Rome          Tel. 06 6879293          E-mail: <a href="mailto:candelaria@tiscali.it">candelaria@tiscali.it</a></p>	<p>Counselling, legal assistance and referral services for migrant women, training programmes on leadership and empowerment, intercultural mediation, anti-racist training for teachers and public health workers in the region.</p>
<p>Associazioni Donne di Colori          Via Tiberna, 64 – Rome          Tel. 339 5725733          E-mail: <a href="mailto:donneacolorionlus@yahoo.it">donneacolorionlus@yahoo.it</a></p>	<p>Provides medical, psychological and legal assistance to women migrants; offers professional skills training and Italian language courses.</p>
<p>Centro Didattico Interculturale – Celio Azzurro          Salita Gregorio al Celio, 3 – Roma          Tel. 06 7004271  <a href="http://www.celioazzurro.org">www.celioazzurro.org</a></p>	<p>Provides childcare and educational services to children of migrants from 3 – 6 years old.</p>
<p>Cooperativa Strada Facendo          Via Carlo Emanuele, 48 – Roma          Tel. 06 7008867          Email: <a href="mailto:stradafacendo@yahoo.it">stradafacendo@yahoo.it</a></p>	<p>Provides counselling on family issues and childcare services; organizes cultural exchange programmes.</p>
<p>Differenza Donna          Via delle Tre Cannelle, 15 - Rome          Tel. 06 6780537  <a href="http://www.differenzadonna.it">www.differenzadonna.it</a></p>	<p>Legal assistance to women and women migrants who are victims of violence and trafficking. The organization has a network of shelters in the Province of Rome.</p>
<p>NODI – I nostri diritti          E-mail: <a href="mailto:inostridiritti@yahoo.es">inostridiritti@yahoo.es</a>          Tel. 06 6833688</p>	<p>Counseling and legal assistance, intercultural mediation for women migrants on rights of migrant families, access to healthcare and education, rights of children, adoption, housing and citizenship.</p>

<p>Casa dei Diritti Sociali - FOCUS Via dei Mille, 6 00185 Rome Tel. 06 4464613 Tel. 06 4464933 Fax. 06 44700229 E-mail: <a href="mailto:info@dirittisociali.org">info@dirittisociali.org</a> <a href="http://www.dirittisociali.org">www.dirittisociali.org</a></p>	<p>Works towards facilitating integration. Operates various reception centres for socio-cultural mediation, medical care, legal and healthcare, counselling, shelter, Italian language course, psycho-social support to minors that are victims of abuse, exploitation and organized crimes.</p>
<p>SenzolInverso Viale Vicopisano, 83 - Roma <a href="http://www.sensoinverso.org">www.sensoinverso.org</a></p>	<p>Provides free Italian lessons for migrants.</p>
<p>Ufficio Centrale Studenti Esteri in Italia (UCSEI) Via Lungotevere dei Vallati, 14 00186 Rome Tel. 06 68804062 E-mail: <a href="mailto:ucsei@flashnet.it">ucsei@flashnet.it</a> <a href="http://www.ucsei.org">www.ucsei.org</a></p>	<p>Provides services to students such as housing and information on immigration policies.</p>
<p>Informagiovani Immigrati Via Ottavio Assarotti, 9/B Tel. 06 30600346 E-mail: <a href="mailto:cig19@romagiovane.it">cig19@romagiovane.it</a> <a href="http://www.inafrica.it/pagine/roma/utuli.html">www.inafrica.it/pagine/roma/utuli.html</a></p>	<p>Family planning clinic, medical care assistance, counseling services, professional training courses and Italian language lessons.</p>
<p>Fondazione Risorsa Donna Via di Santa Balbina, 6 – Roma Tel. 06 57289655 <a href="http://www.fondazionerisorsadonna.it">www.fondazionerisorsadonna.it</a></p>	<p>Provides micro-credit facilities for migrant women for entrepreneurial and educational purposes in the Province of Rome; organizes training courses on entrepreneurship for women in general.</p>
<p>Commission for Filipino Migrant Workers (CFMW) Via Cerretti, 55 - Rome Tel. 06 66019097</p>	<p>Provides day care services for children of migrants; organizes summer camps for children of migrants.</p>

<p>Kaisahan ng mga Manggagawang Pilipino sa Italya – KAMPI c/o CELSI, Via Buonarroti, 12 Tel. 06 47882296 / 5575794</p>	<p>Provides legal counseling on labour issues, intercultural mediation services, job placement; organizes summer camps for children of Filipino migrants in Rome.</p>
<p>Filipino Women's Council – FWC Casa Internazionale delle Donne Via della Lungara, 19 – Rome Telefax: c/o 06 2423512 Cell. 339 8922953/333 7053473 E-mail: <a href="mailto:fwc.italy@gmail.com">fwc.italy@gmail.com</a></p>	<p>Provides counseling and referral services on specific women's issues; free intercultural mediation and translation services; training on entrepreneurship, leadership, empowerment and basic women's orientation courses; research, lobby advocacy; and works in collaboration with other NGO and government service institutions on gender and migrants' rights issues.</p>
<p>Pilipinas-OFSPES Casale Postale 64268 – 00153 Rome E-mail: <a href="mailto:info@pilipinas-ofspes.org">info@pilipinas-ofspes.org</a> <a href="http://www.pilipinas-ofspes.org">www.pilipinas-ofspes.org</a></p>	<p>Offers seminar on savings and investment, arts workshop and orientation seminar for new arrivals, leadership and entrepreneurship training and IT programmes for Filipino youth in Rome.</p>

## **B. Support institutions for labour and residence permit issues in Florence**

### **B.1 Public Support Institutions in Florence**

#### **Sportello Unico per l'Immigrazione - Florence**

Via A. Giacomini, 8 - Tel.: 05527831

#### **Meeting/Info Point**

Ufficio Immigrati del Comune di Firenze

Via Pietrapiana, 53

Tel. 055 2769791/9786/9787/9792

*A central service for migrant associations promoted by the City Council of Florence that provides related information and references on migration issues, legal assistance in establishing and creating associations, provides meeting places for migrant organizations. The immigration office also provides intercultural mediation and translation services.*

### **B.2 Major Trade Union offices in Florence providing information and support services related to immigration laws, labour and migrants' rights issues:**

#### **1. CGIL – Coordinamento Lavoratori Stanieri**

Via Borgo dei Greci, 3 – Tel. 055 2700472

Via Guido Monaco, 29 – Tel. 055 332547

#### **2. CISL-ANOLF**

Via Carlo Del Prete, 135 – Tel. 055 3269029

#### **3. UIL - Ufficio Immigrazione**

Via Vittorio Corcos, 15 – Tel. 055 7326199

Via Alamanni, 25 – Tel. 055 288033

## B.3 Other Institutions providing social and other support services

Name of other support organization and contact addresses	Public Services available for migrant workers
<p>Centri per l'Impiego (Employment Centres) within the City            Quartiere 1, Via Cavour 11/19 rosso            Tel. 055 2720331            Quartiere 2, Piazza Alberti 52            Tel. 055 666128            Quartiere 3, Via Gran Bretagna 48            Tel. 055 685521            Quartiere 4, Via delle Torri 23            Tel. 055 2767142            Quartiere 5, Viale Guidoni 156            Tel. 055 4476043            Toll Free number for the Province of Tuscany – 800 437631  <a href="http://www.provincia.fi.it/lavoro-formazione/cpi/portello_immigrati.htm">www.provincia.fi.it/lavoro-formazione/cpi/portello_immigrati.htm</a></p>	<p>Provides information on norms related to immigration, rights and responsibilities of migrants. Includes legal counseling services. Assists in the preparation of administrative documentation necessary for renewal of stay permit, EC-Long-term permit (Carta CE), family reunification, citizenship; access to social services; orientation and information on employment, training and job opportunities. The CSI are operated and manned by multi-ethnic intercultural linguistic and socio-cultural mediators.</p>
<p>Municipal/City Family Planning and Health Clinics in Florence            Via S. Monaca, 37 - Tel. 055 218883            Pzza SS. Annunziata, 13 - Tel. 055 2758706            Info: <a href="http://www.asf.toscana.it/">http://www.asf.toscana.it/</a>            Public Relations Office (URP) of the Azienda Sanitaria - Firenze            Piazza Brunelleschi, 1 - Tel. 055 2758200</p>	<p>Gynaecological and obstetric services for migrant women and their children up to 14 years of age.</p>
<p>Centro Stenone            Piazza S. Lorenzo 9            Tel. 055 280960</p>	<p>Free medical and dental assistance to indigent migrants.</p>
<p>Centro Aiuto alla Vita            Piazza San Lorenzo 9            Tel. 055 291516</p>	<p>Assistance to pregnant women, distribution of clothing, milk and diapers for children.</p>

<p>Direzione Istruzione – Servizio Asili Nido and complementary services Via Nicolodi, 2 - Tel. 055 265748</p>	<p>Provides information, accepts application for enrolment of children of migrants to day care services within the city of Florence.</p>
<p>ABC, Centro di Lingua e Cultura Italiana Via dei Rustici, 7 – Tel. 055 312001 Lorenzo de' Medici Via Faenza, 43 – Tel. 055 287360 Macchiavelli Piazza S. Spirito, 4 – Tel. 055 2396966 CLI, Dante Alighieri Piazza della Repubblica, 5 – Tel. 055 210808 For information: Ufficio Immigrati del Comune di Firenze Via Pietrapiana, 53 - 3<sup>rd</sup> Floor Tel. 055 276 9787/9786/9783/9792 E-mail: <a href="mailto:immigr@comune.fi.it">immigr@comune.fi.it</a></p>	<p>Provides scholarship for professional Italian language courses to migrant workers with a valid permit to stay – in agreement with the City Council of Florence. Application required. On a selection basis due to limited number of free admissions (maximum up to 2 students per course).</p>
<p>Centro Sociale Evangelico Via Manzoni, 21 – Tel. 055 2478476 Centro Sociale G. Barberi Borgo Pinti, 74 – Tel. 055 2480067 Centro Socio-Culturale Dea Borgo Pinti, 42/r – Tel. 055 2342238 Gli Anelli Mancanti Via Palazuollo, 8 – Tel 055 2399533</p>	<p>Provides free Italian lesson services for migrant workers and refugees, legal services by appointment.</p>
<p>VIDES Piazza Costituzione, 14/A – Tel. 055 899961 E-mail: <a href="mailto:sdonnino.pcn.net">sdonnino.pcn.net</a></p>	<p>Provides legal counseling, Italian language courses, psychological support to families, organizes intercultural training courses.</p>
<p>Nosotras Via S. Agostino, 19 – Ground Floor Tel. 055 2776326 E-mail: <a href="mailto:infoponteimmigrati@libero.it">infoponteimmigrati@libero.it</a></p>	<p>Provides counseling, information on laws, intercultural mediation services, job opportunities, legal assistance, including free Italian language lessons to women migrants.</p>



<p>Progetto Arcobaleno Via del Leone, 9 – Tel. 055 280052 E-mail: <a href="mailto:arcobaleno@progettoarcobaleno.it">arcobaleno@progettoarcobaleno.it</a> <a href="http://www.progettoarcobaleno.it">www.progettoarcobaleno.it</a></p>	<p>Provides shelter, general information on legislations and services available to migrants and refugees, job training programmes, legal counseling services</p>
<p>Progetto S. Agostino Via S. Agostino, 19 – Tel 055 294093 E-mail: <a href="mailto:agostino@comune.fi.it">agostino@comune.fi.it</a> <a href="http://www.progettosantagostino.it">www.progettosantagostino.it</a></p>	<p>Provides shelter for migrant women and their children.</p>
<p>Casa Gestanti e Madri Piazza SS. Annunziata, 12 Tel. 055 2307101 E-mail: <a href="mailto:m.mannelli@istitutodegliinnocenti.it">m.mannelli@istitutodegliinnocenti.it</a> (for information)</p>	<p>Provides shelter for pregnant women migrants and their children. Access is only upon recommendation of the Tribunal for Minors or by the Office of Social Services in the territory.</p>

## **C. List of key Public Institutions providing services for migrant workers in Milan**

### **C.1 Public Support Institutions in Milan**

#### **Immigration Offices of the City of Milan**

Via Tarvisio, 13 - Tel. 02 67391357/02 6700944

Via Barabino, 8 - Tel. 02 55230509 - 02 56611096

Via Edolo, 19 - Tel. 02 8846.7581

*Provide information to all immigrants pertaining residence to permits, citizenship, family reunification and other administrative services, including orientation on jobs and training courses; translation services, juridical counselling; coordinates and manages shelter projects in Milan and assists refugees and political asylum seekers.*

#### **Immigration Office – Questura of Milan**

Via Montebello 26, Via Cagni 21, and Viale Certosa 7

Tel. Trunkline: 02 62261

*For specific information on services and working hours, please visit:*

[www.poliziadistato.it/pds/cittadino/stranieri/stranier.htm](http://www.poliziadistato.it/pds/cittadino/stranieri/stranier.htm)

#### **Sportello Unico per l'immigrazione c/o la Prefettura di Milano**

C.so Monforte 31 - 20122 Milano

Tel. 02 77584919/ 4385;

E-mail: [immigrazione.milano@utgprefettura.it](mailto:immigrazione.milano@utgprefettura.it)

[www.prefettura.milano.it/immigrazione/sui.htm](http://www.prefettura.milano.it/immigrazione/sui.htm)

#### **Centri per il lavoro del Comune di Milano**

Coordinamento Centri Lavoro

Via Bergognone, 30 - Tel. 02 884.56149

[www.comune.milano.it](http://www.comune.milano.it)

*Provides free services as established by the Settore Politiche del Lavoro for those looking out for jobs, and offers information, orientation, training and stage programmes. The services are located in different areas of the city.*

## **C. 2 Major Trade Union offices in Milan providing information and support services related to immigration laws, labour and migrants' rights issues:**

### **CGIL – Immigration Centres located at the following addresses:**

#### **Central Information Centre**

Corso Porta Vittoria, 43 - Tel. 02 55025254

Sesto San Giovanni - CGIL Camera del Lavoro

Via Breda 56 - Tel. 02 262721

San Siro - CGIL Camera del Lavoro - Piazzale Segesta 4 - Tel. 02 4048253

Gorgonzola - CGIL Camera del Lavoro

Via Italia, 55 - Tel. 02 9516990

Giambellino - CGIL Camera del Lavoro

via Giambellino 115 - Tel. 02 4232551

#### **CISL - ANOLF Milan**

Via Benedetto Marcello, 10 – Tel. 02 20408142

#### **CESIL - Centro Solidarietà Internazionale Lavoratori della Cisl**

Via Tadino, 31

Tel. 02 29408142, fax 02 29409064

[www.cislmilano.it/servizi/cesil/index.html](http://www.cislmilano.it/servizi/cesil/index.html)

#### **UIL – Ufficio Immigrazione in Milan**

Via Campanini, 7 Tel. 02 671101

#### **Centro Operativo Assistenza Stranieri - Uil Lombardia**

V.le Marelli 497 - Sesto S.Giovanni - Tel. 02 26249240 or 338 5805619

[www.uiltucs Lombardia.it/servizi/stranieri/serviziostranieri.htm](http://www.uiltucs Lombardia.it/servizi/stranieri/serviziostranieri.htm)

### C. 3 Other Institutions providing social and other support services

Name of other support organization and contact addresses	Public Services for available for migrant workers
<p>Associazione Macondo Viale Lombardia 27 c/o C.U.B. - Milano Tel. 02 70634875 - Fax 02 70602409 <a href="http://www.ecn.org/macondo">www.ecn.org/macondo</a></p>	<p>A centre offering free legal counseling services to non-European migrants who are in difficulty with the Italian bureaucracy and legal problems. The association also organizes meetings and conferences relevant to judicial problems. Collaborates with other institutions in the territory for problems that are not specifically connected to legal issues. Law students in Milan provide the voluntary services.</p>
<p>Casa di Betania Via Carducci, 4 - Rozzano (MI) Tel. 02 57514325 <a href="http://www.casadibetania.org">www.casadibetania.org</a></p>	<p>Offers hospitality and accommodation to non-European foreign workers. Actively works to integrate people into Italian society by helping them find jobs and housing. Also helps find simple ways to regularize those who have an irregular status.</p>
<p>Farsi Prossimo Onlus Via Ponale, 2 - 2062 Milano Tel. 02 66114432 <a href="http://www.farsiprossimo.it">www.farsiprossimo.it</a></p>	<p>Provides orientation and information services for migrants; shelter and housing for marginalized migrants and families, including victims of trafficking; counseling and support on preparation and management of project proposals and in creating cooperatives.</p>

<p>SAI Servizio Accoglienza Immigrati of Milan Via Galvani, 16 – Tel. 02 67380261 For complete contact addresses and telephone numbers of all other centers, visit: <a href="http://www.caritas.it/8/centri.asp">www.caritas.it/8/centri.asp</a></p>	<p>Provides orientation on available social services, guidance on job search; legal counseling related to renewal of stay and residence permits, family reunification, etc.; orientation on temporary accommodation (shelters).</p>
<p>Centro Come Via Galvani, 16 - 20124 Milano Tel. 02 67100792 - fax 02 67384557, E-mail: <a href="mailto:info@centrocome.it">info@centrocome.it</a> <a href="http://www.centrocome.it/homemenu.htm">www.centrocome.it/homemenu.htm</a></p>	<p>A service of Cooperativa “Farsi Prossimo” that promotes socio-cultural integration of the migrant population and the well-being of children and migrant youths. Provides services that facilitate educational inclusion of minors in formal schools; the safeguard of rights and vulnerability of minors through integration between resources; and public services and voluntary activities within the territory.</p>
<p>DIACONIA <a href="http://www.associazioni.milano.it/itsos/sitodiaconia/copia.html">www.associazioni.milano.it/itsos/sitodiaconia/copia.html</a> Via Porro Lambertenghi, 28 - 20129 Milano</p>	<p>A voluntary organization that provides practical support to foreign migrants related to emergency shelter, finding regular work, regularization of stay/residency in Italy. Provides temporary shelter to migrants who have regular permit to stay.</p>
<p>F.I.L.E.F. Lombardia <a href="http://www.fileflombardia.org">www.fileflombardia.org</a> Via Bellezza 16a - Milano Tel. 02 58302112</p>	<p>Provides information, orientation and support to foreign migrants' needs and rights. The organization offers specific support to women and trans-migrants; and offers free Italian lessons.</p>

<p>Naga: Associazione Volontaria di Assistenza Socio - Sanitaria e per i Diritti di Stranieri e Nomadi Viale Zamenhof, 7 Tel. 02 58102599 <a href="http://www.naga.it">www.naga.it</a></p>	<p>Provides free socio-sanitary and legal assistance, orientation services to foreign citizens without legal stay permit in the territory. Among the services provided are medical and counseling services for health related issues such as psychological and psychiatric services for women migrants. The association also provides legal information.</p>
<p>Telefono Mondo Via Angera 3, Milano Tel. 02 66982030 <a href="http://www.telefonomondo.it">www.telefonomondo.it</a></p>	<p>A multi-lingual telephone service established by a social cooperative Progetto Intergazione for migrants living in Italy. The relevant information services offered are on residency, labour, social rights, family reunification, education, citizenship, political asylum, etc.</p>
<p>Centro di Mediazione al lavoro (CELAV) Via Scaldasole, 5 - 20123 Milano Sportello informativo per i cittadini e le imprese: 02 8356544 02 8323478 <a href="http://www.comune.milano.it">www.comune.milano.it</a></p>	<p>A centre that provides information and facilitates labour integration of migrant communities. Formulates and implements projects in cooperation with public and private training agencies, targeting marginalized groups in the territory such as migrant workers, youth, those infected with AIDS, those in jail, and, the disabled.</p>
<p>Telefono Donna c/o A.O. Niguarda Cà Granda Pzza Ospedale Maggiore 3 Tel. 02 64441 (Trunkline) 02 64444008</p>	<p>A counseling centre for women and families in difficulty that provides information and support. Psychological, sociological and cultural services are provided free of charge by the professional volunteers such as doctors, lawyers, accountants, psychologists and social workers.</p>

## D. Other important services at national level

### SOS Discriminazione

Toll free number: 800 210210

*A special project of the national government that provide support to migrants who are victims of discrimination and unequal treatment actions. The toll free number is active from 10:00AM up to 8:00PM all day, providing services in eight languages. Immigrants can also request legal assistance and information – free of charge.*

### SOS for Victims of Sexual Exploitation and Prostitution

Toll free number: 800 290290

*The service is active 24 hours a day to respond to the phenomenon of sexual exploitation and trafficking for prostitution. Comprehensive integration services and protection are given to those who would like to report sexual abuse. Services are especially for those victims of trafficking for prostitution who want to denounce exploiters and traffickers and who want to be liberated from such exploitation. Services are free of charge to documented and undocumented migrants.*

## E. Very important websites to visit for updates and information to immigration laws and administrative procedures in Italy

1. [www.interno.it/mininterno/export/sites/default/it/sezioni/servizi/come\\_fare/immigrazione/](http://www.interno.it/mininterno/export/sites/default/it/sezioni/servizi/come_fare/immigrazione/)
2. [www.prefettura.roma.it/index.php/fd=services/id=46.html](http://www.prefettura.roma.it/index.php/fd=services/id=46.html)
3. [www.poliziadistato.it/pds/cittadino/stranieri/stranier.htm](http://www.poliziadistato.it/pds/cittadino/stranieri/stranier.htm)
4. [www.portaleimmigrazione.it](http://www.portaleimmigrazione.it)