

EN

Map of Wrocław for new residents

WRO Migrant

Information point for migrants and refugees



Healthcare

National Health Fund (NFZ)

The National Health Fund (NFZ) is the body responsible for funding public healthcare in Poland. With NFZ insurance, you can receive treatment free of charge.

You are insured if you work under a contract of mandate or an employment contract, or if you run your own business. International students can take out voluntary insurance. Those insured in Poland can also obtain a **European Health Insurance Card (EHIC)** here.

Under the NFZ, you can register with a GP, who is the first person you should see if you have health problems. Your GP can issue a prescription, refer you for tests or to a specialist. The NFZ reimburses the cost of some medicines, which means you pay less for them at the pharmacy.

If you are unsure which facility to contact, use the NFZ 24-hour helpline on **+48 800 190 590** in Polish, and on weekdays between 8:00–18:00, also in EN, UA and RU. You can also find a lot of information by logging into your Online Patient Account at **pacjent.gov.pl**.

Information on treatment dates

To find out where and when you can see a doctor as soon as possible, how many people are waiting for treatment at your chosen facility, and whether the hospital or clinic has facilities for patients (e.g. car park, wheelchair ramp, lift or accessible toilet), you can use the appointment search tools at **nfz.gov.pl** or **pacjent.gov.pl/terminy-leczenia**.

Hospital Accident and Emergency Department (SOR)

SOR is a hospital department where immediate medical assistance is provided in emergencies. Go to SOR if you have had an accident, are experiencing sudden severe pain, or have life-threatening symptoms, such as shortness of breath or heavy bleeding.

You do not need a referral to visit the SOR department, and there are no catchment area restrictions. Patients are admitted according to the urgency of their condition – those in the most serious condition are given priority.

Night and holiday healthcare (NiSOZ)

Night and holiday healthcare refers to assistance from a doctor and nurse outside clinic opening hours, i.e. at night (from 6.00 pm to 8.00 am) and at weekends and public holidays. You can use this service if you suddenly fall ill or your condition worsens, but there is no immediate threat to life. You can receive assistance at any night and holiday healthcare centre.

24-hour psychological support

If you are struggling with stress or feel constantly depressed, call the free 24-hour helpline of the Support Centre for Adults in Mental Crisis on **+48 800 70 2222** (Polish-language line). For more information, visit **centrumsparcia.pl**.

The **+48 116 111** helpline for children and young people provides anonymous, free, 24-hour and confidential support to those under the age of 18. For more information, visit **116111.pl**.

The **116sos.pl** platform and the Crisis Support Helpline **+48 116 123** are the first point of contact for adults experiencing a crisis.



Education

Wrocław Nursery Network (an organisational unit of the Municipality of Wrocław)

The Wrocław Nursery Network manages a network of nurseries offering professional care, upbringing and education for children aged between 20 weeks and 3 years.

You can enrol your child in a nursery online via the Trusted Profile on the website **rekrutacja-zlobki.um.wroc.pl**.

Department of Education (Wrocław City Council)

The Department of Education oversees the activities of educational institutions in financial, administrative and organisational matters.

On the website **rekrutacje.edu.wroclaw.pl**, you can find an institution and take part in enrolment for nurseries and nursery classes (3–6 years), first-year primary school classes and secondary schools. Enrolment takes place on designated dates; outside these dates, contact the educational institution directly.

Board of Education in Wrocław

As a parent, you can report irregularities to the Board of Education that breach education law or affect the quality of students' education.

A submission should be based on facts and well-founded, as the Board does not deal with personal conflicts or school decisions that do not breach the law.

Platforms for self-study

Popolskupopolsce.edu.pl, **polski.info**, **polskijazyk.pl** are educational platforms established with the support of Polish ministries, universities, non-governmental organisations, and European funds.

Teaching materials

On the website of the Office for Foreigners, you will find freely available textbooks for learning Polish for children and adults at various proficiency levels: **gov.pl/web/udsc/-materialy-dydaktyczne-do-nauki-jezyka-polskiego**.

The House of Peace Foundation

The Foundation offers free mediation services to residents and schools in Wrocław as part of the Mediation Hotline programme, which aims to resolve conflicts and improve group dynamics.

If you would like to seek the support of a mediator, call the Mediation Hotline on **+48 538 208 660** or email **pogotowie.mediacyjne@wcrs.pl**.

The Inter-school Centre for Supporting Vocational Activity (MOWAZ)

MOWAZ supports students at primary and secondary schools in Wrocław with planning their educational and career paths, providing information on professions and qualifications, and on the educational offers of secondary schools in Wrocław.

Educational materials in several languages are available on the website **doradcy-wroclaw.pl**.

Study in Wrocław

As part of a city-wide project run in collaboration with Wrocław City Council and local universities, you can access free information about universities in Wrocław, receive support with the admissions process, and take part in events designed to help you settle in and integrate into your new environment. For more information, visit **study-in-wroclaw.pl**.



Learning Polish

Wrocław on the tongues of the world

A municipal programme run by the Wrocław Integration Centre, aimed at creating opportunities to learn Polish through one-to-one language exchanges, so-called "language tandems".

The programme brings together people who want to practise Polish with volunteers who support them in learning the language and developing their communication skills.

Sign up at **wnjs.pl**.



Official matters

Resident Service Centres (COM)

Basic administrative matters can be dealt with at the City Council's branches – Resident Service Centres:

1. register your residence and obtain the relevant certificate,
2. obtain a PESEL number,
3. confirm your Trusted Profile in person, which you can set up online beforehand on the government website **pz.gov.pl**,
4. register a vehicle, apply to exchange a foreign driving license for a Polish one,
5. pay local taxes and charges (e.g. for municipal waste collection), and more.

You can check exactly which services a specific COM offers and book an appointment for a specific date and time via the online queue booking system at **bez-kolejki.um.wroc.pl**.

Registry Office (USC)

At the Registry Office (USC), you can register the birth of a child and obtain a birth certificate for them, as well as get married or register a death. At the office, you can also enter documents issued abroad – such as birth, marriage or death certificates – into the Polish civil registry.

Consulate General of Ukraine

The Consulate General of Ukraine in Wrocław provides services relating to passport matters, including the issuance of foreign passports for children and adults, temporary identity certificates and extracts from the civil registry. It also handles the registration of children born within the consular district, as well as temporary and permanent consular registration. In addition, the consulate carries out notarial services, including the certification of powers of attorney and signatures on documents.

To book an appointment, please visit **go.mfa.gov.ua**. You can find out more at **wroclaw.mfa.gov.ua**.

Tax Office (US)

If you spend more than 183 days a year in Poland and have your centre of vital interests here, you are granted Polish tax resident status. Apply to the Tax Office for a tax residence certificate. This certificate allows you to benefit from international double taxation agreements between Poland and other countries. You can also use the official website **podatki.gov.pl** to file your PIT return or apply free of charge for a certificate of no tax arrears.

Electronic Public Administration Services Platform (ePUAP)

Thanks to **epuap.gov.pl**, you can handle many matters with various government departments without leaving your home. You do not need to sign applications and letters by hand – the free Trusted Profile, which you can set up online at **pz.gov.pl**, is used to sign electronic documents.



Consulates

Consulate General of Germany

In Consulate General of Germany you can apply for a passport or identity card, establish German citizenship, and register the birth of a child born within the consular district. The Consulate also authenticates signatures and copies of documents and handles other consular matters. You can also apply for a visa to Germany at the Consulate.

At the "DP Dokument" passport office (CH Pasaż Grunwaldzki, Level 0), Ukrainian citizens can apply for a foreign passport, an ID card and obtain an apostille.



Information points for migrants and refugees

WroMigrant

Wrocław Centre for Social Development (an organisational unit of the Municipality of Wrocław)

A municipal information point for migrants and refugees. Here you can obtain free information on administrative matters (e.g. legalisation of residence and work, international or temporary protection, and obtaining a PESEL number) as well as everyday issues (e.g. education, medical care and social support). Consultations with a lawyer and a psychologist are also available, as well as workshops on current topics. Languages of consultation: PL, UA, EN, BY, RU.

Passage of Dialogue

Wrocław Centre for Social Development (an organisational unit of the Municipality of Wrocław)

Passage of Dialogue is a municipal space for meetings and social activities in the centre of Wrocław. It hosts integration, cultural and educational events for residents of all ages. Passage of Dialogue hosts daily consultations and other events organised by WroMigrant, the city's information point for migrants and refugees, and partner organisations.

Institute Of Migrant Rights

Foundation Ukraine

At the information point for foreign nationals, you can receive advice on administrative, family, registration, health and housing matters, and consult a lawyer on employment, workers' rights and family law. The centre also offers online and offline training sessions, as well as adaptation and information courses. Languages available: PL, UA, EN, RU.

Nomada Association

Free support for migrants and refugees: residency and asylum matters, employment rights, family law, and access to social benefits and services. Assistance available when dealing with public authorities (government offices, the police, the Border Guard). Support in cases of prejudice-motivated violence (racism/xenophobia), domestic violence and gender-based violence. Languages available: PL, UA, EN, RU, ES (other languages may also be available where possible, depending on the needs of those seeking assistance).



Safety

Emergency numbers

- 112 – Single European Emergency Number**
- 997 – Police**
- 998 – Fire Brigade**

- 999 – Ambulance**
- 986 – City Guard**
- 984 – Volunteer Water Rescue Service (WOPR)**

Combating human trafficking

Call the National Intervention and Consultation Centre for Victims of Human Trafficking if someone has taken your documents, is beating you, threatening you, blackmailing you, or forcing you into work, prostitution, begging or theft: **+48 22 628 01 20**, **+48 605 687 750**.

Removing hate speech from public spaces

If you have noticed an offensive inscription or symbol on a wall, bus stop or other surface, report it to the Wrocław Integration Centre via the platform at **wcsn.pl**. As part of the Wrocław Centre for Justice programme, convicted offenders remove inscriptions and symbols that promote hatred while carrying out their community service.



Social support

Municipal Social Welfare Centre (MOPS)

MOPS is a place where you can get support in difficult life situations, for example, if you are on a low income, have problems paying for housing, need help with bringing up children or support in everyday life. At MOPS, you can find out about benefits, material assistance (such as food and clothing) and support programmes for families, older people and people with disabilities.

You can apply for a disability certificate from the County Disability Assessment Board. People with international protection will receive support from the Refugee Department.

Social Insurance Institution (ZUS)

ZUS is an institution that collects social and health insurance contributions and provides various forms of social benefits. At ZUS offices in Wrocław, you can obtain general information on matters such as mandatory and paid contributions, family benefits (800+, "Good Start", "Active Parents" etc.), old-age pensions and disability pensions, other benefits and assistance.

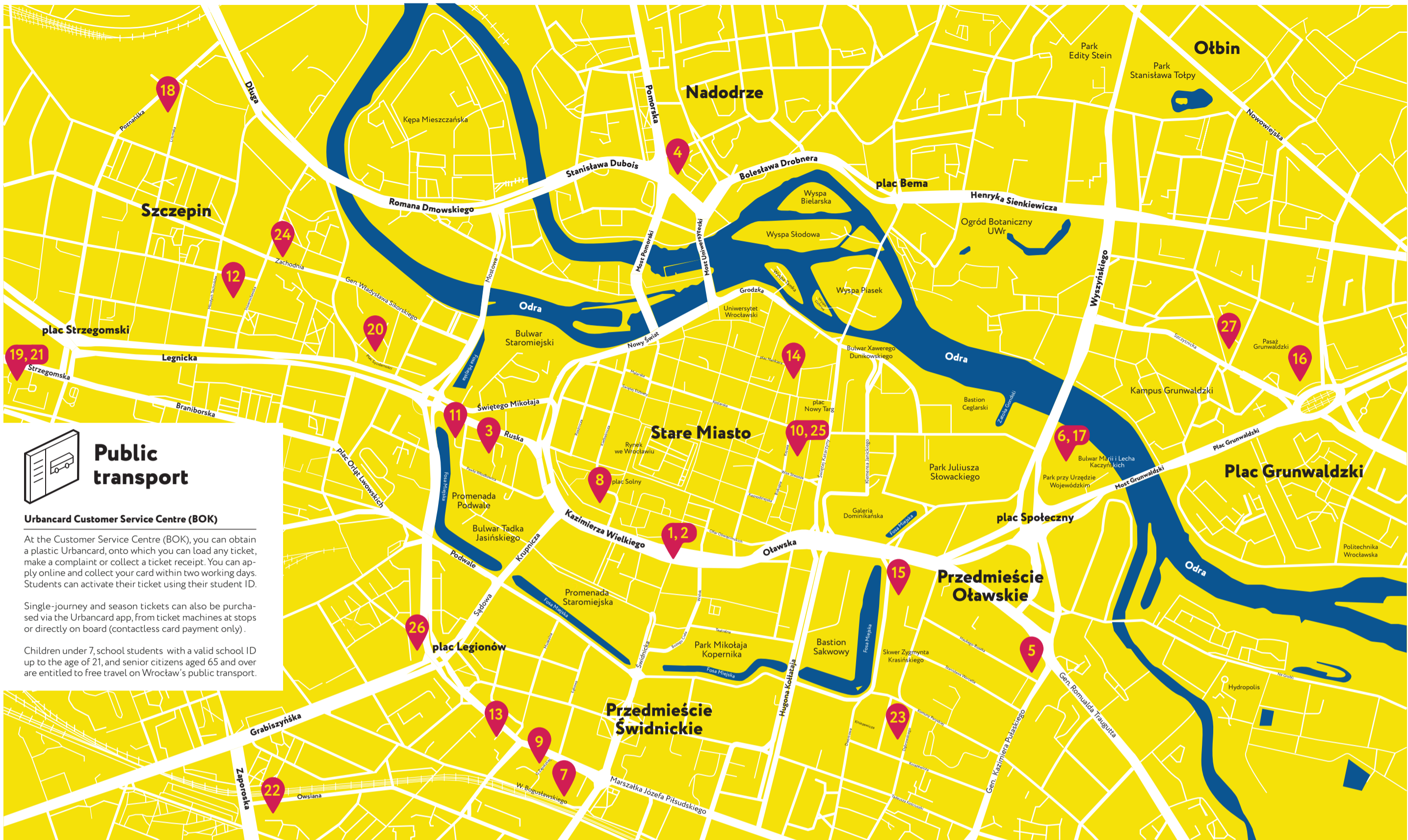
Most matters at ZUS are dealt with online – via your personal account on the **z.us.pl** portal.

Social housing in Wrocław

The municipality offers three types of housing: social housing, council housing and flats in need of renovation. Foreign nationals legally residing in Poland who have unmet housing needs and meet the income criteria may also apply for housing. Matters relating to council housing are handled by the Housing Department of the Wrocław City Council. More information: **bip.um.wroc.pl**.

Please note! If you or someone else is experiencing a homelessness crisis, call **+48 71 78 23 584** to contact the Homelessness Crisis Team at the Municipal Social Welfare Centre (MOPS), or **+48 800 292 137** to contact the St Brother Albert Aid Society, to get help.

Publication date: March 2026



Public transport

Urbancard Customer Service Centre (BOK)

At the Customer Service Centre (BOK), you can obtain a plastic Urbancard, onto which you can load any ticket, make a complaint or collect a ticket receipt. You can apply online and collect your card within two working days. Students can activate their ticket using their student ID.

Single-journey and season tickets can also be purchased via the Urbancard app, from ticket machines at stops or directly on board (contactless card payment only).

Children under 7, school students with a valid school ID up to the age of 21, and senior citizens aged 65 and over are entitled to free travel on Wrocław's public transport.

INFORMATION POINTS FOR MIGRANTS AND REFUGEES

1 WroMigrant – municipal information point for migrants and refugees

Wrocław Centre for Social Development
Individual consultations:
Mon–Sat 12:00–16:00
Passage of Dialogue, ul. Świdnicka 19 (underground passage)
Remote consultations:
Mon–Fri 9:00–17:00
e-mail: wromigrant@wcrs.pl
+48 71 772 49 50
+48 538 579 517
+48 735 969 992 (Viber)
+48 538 579 555 (Viber)

2 Passage of Dialogue – municipal space for meetings and community activities

Wrocław Centre for Social Development
ul. Świdnicka 19 (przejście podziemne)
Mon–Fri 9:00–17:00
Sat 10:00–16:00
e-mail: przejsciodialogu@wcrs.pl
+48 71 798 64 99

3 Institute Of Migrant Rights – information point for foreign nationals

Foundation Ukraine
ul. Ruska 46a/202 (press 3 on the intercom)
Mon 09:00–18:00
Tue–Sat 09:00–17:00
e-mail: zapisy@instytutpm.eu
+48 510 011 846

4 Nomada Association

ul. Stanisława Dubois 11–13
Mon 11:00–18:00
Tue, Wed, Fri 9:00–16:00
Thu 11:00–16:00
email: help@nomada.info.pl (UA, RU)
counselling@nomada.info.pl (EN)
+48 536 149 008 (UA, RU)
+48 791 576 459 (EN)

HEALTHCARE

5 National Health Fund (NFZ) Lower Silesia Voivodship Branch in Wrocław

ul. Generata Romualda Traugutta 55
e-mail: kancelaria@nfz-wroclaw.pl
+48 71 797 93 25

Hospital Emergency Departments (SOR) in Wrocław, Night and Holiday Healthcare (NiSOZ) in Wrocław

T. Marciniak Lower Silesian Specialist Hospital
ul. Gen. Augusta Emila Fieldorfa 2
SOR for adults
+48 71 306 43 00
+48 71 306 43 20
SOR for children
+48 71 306 43 14
NiSOZ
+48 71 306 42 22

Voivodship Specialist Hospital
ul. Kamieńskiego 73a
SOR
+48 71 327 03 68
NiSOZ
+48 71 327 05 36

University Clinical Hospital
ul. Borowska 213
SOR
+48 71 733 29 64

Military Clinical Hospital
ul. Rudolfa Weigla 5
SOR
+48 261 660 130

J. Gromkowski Voivodship Specialist Hospital
ul. Koszarowa 5
NiSOZ
+48 71 395 76 07

A. Falkiewicz Specialist Hospital
ul. Warszawska 2
NiSOZ
+48 71 377 41 16,
+48 883 372 776

EDUCATION

6 Wrocław Board of Education

plac Powstańców Warszawy 1
+48 71 340 63 36

7 Department of Education, Wrocław City Council

ul. W. Bogusławskiego 8,10
Secretariat
V floor, room 503
+48 71 777 85 16
Kindergarten Team
Primary Schools Team
+48 71 777 87 06

Secondary Schools Department
+48 71 777 77 91

Wrocław Nursery Network

ul. Fabryczna 15
e-mail: sekretariat@wzz.wroc.pl
+48 71 718 62 46

8 Study in Wrocław

pl. Solny 14
e-mail: study-in-wroclaw@araw.pl
+48 728 388 907 (Viber, WhatsApp)
+48 71 7767133

OFFICIAL MATTERS

RESIDENT SERVICE CENTRES (COM)

9 ul. G. Zapolskiej 4
10 pl. Nowy Targ 1-8
al. Kromera 44
ul. Legnicka 58 (CH MagnoliaPark)
+48 71 777 77 77

11 Civil Registry Office (USC)

ul. P. Włodkowica 20
+48 71 777 99 67

Tax Office

12 *Tax Office Wrocław-Stare Miasto*
ul. Inowrocławska 4

13 *Tax Office Wrocław-Śródmieście*
ul. marsz. Józefa Piłsudskiego 27-29

Tax Office Wrocław-Krzyki
ul. Sztabowa 100

Tax Office Wrocław-Fabryczna
ul. Aleksandra Ostrowskiego 5

Tax Office Wrocław-Psie Pole
ul. Trzebnicka 33

CONSULATES

14 Consulate General of Ukraine in Wrocław

plac Nankiera 7
e-mail: gc_plw@mfa.gov.ua
e-mail: konsulawroclaw@gmail.com
+48 71 712 76 00

15 Consulate General of Germany in Wrocław

ul. Podwale 76
+48 71 377 27 00

16 DP Dokument passport office for Ukrainian citizens

Plac Grunwaldzki 22 (Pasaż Grunwaldzki, level 0)
wroclaw.pasport.org.ua
+48 451 106 881

STAY AND WORK

17 Lower Silesian Province Office (DUW)

pl. Powstańców Warszawy 1
+48 71 701 11 00
Mon–Fri 8.00–16.00
Wed 8.00–18.00

Boarder Guard

ul. Graniczna 105a
e-mail: wroclawstrachowice@strazgraniczna.pl
+48 71 770 16 40
+48 71 770 18 25

District Employment Centre (PUP)

ul. Gliniana 20-22
e-mail: wrrw@pup-wroclaw.pl
+48 71 770 16 40
+48 71 770 18 25

Wrocław Province Labour Office (WUP)

Career Guidance Centre in Wrocław
ul. Eugeniusza Kwiatkowskiego 4
+48 71 39 74 315
+48 71 39 74 316
+48 71 39 74 268
e-mail: wroclaw.ciz@dwup.pl

State Labour Inspectorate in Wrocław (PIP)

ul. Zielonego Dębu 22
e-mail: kancelaria@wroclaw.pip.gov.pl
+48 71 37 10 430
+48 71 39 74 316

SOCIAL SUPPORT

Social Insurance Institution (ZUS)

18 ul. B.Pretficza 11,
18 ul. Litomska 36,
ul. Reymonta 4-6
+48 22 560 16 00

19 Municipal Social Welfare Centre in Wrocław (MOPS)

ul. Strzegomska 6
mops.wroclaw.pl
e-mail: sekretariat@mops.wroclaw.pl
+48 71 78 22 322

20 District Disability Assessment Team (MOPS)

Pl. Solidarności 1/3/5
ground floor
e-mail: pzon@mops.wroclaw.pl
+48 71 78 22 360
+48 71 7822 362
+48 71 78 22 363

21 Support Department for People with Disabilities (MOPS)

ul. Strzegomska 6
e-mail: dwon@mops.wroclaw.pl
+48 71 78 22 339
+48 78 22 342
+48 78 22 357

22 Domestic Violence Prevention Department (MOPS)

ul. Owsiana 4-6
e-mail: dppd@mops.wroclaw.pl
+48 71 78 23 591
+48 71 79 64 088

23 Refugee Crisis Support Team (MOPS)

ul. gen. Jana Henryka Dąbrowskiego 11/ul
+48 71 738 84 62
e-mail: zuch@mops.wroclaw.pl

24 Team for People in a Homelessness Crisis (MOPS)

ul. Zachodnia 3
+48 71 782 35 84
e-mail: zobu@mops.wroclaw.pl

25 Housing Department

pl. Nowy Targ 1-8
11 floor, room 217
+48 71 777 84 22
e-mail: wlm@um.wroc.pl

PUBLIC TRANSPORT

URBANCARD Customer Service Centres (BOK)

26 ul. Grabiszyńska 9
ul. Ractawicka 2-4
ul. Ładna 1c
al. Kromera 21a
ul. Świeradowska 22
e-mail: bok@urbancard.pl
+48 71 34 11 200