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## INTRODUCTION

This booklet has been produced by AWAS under its mandate which includes to “provide information programmes to its clients in the areas of employment, housing, education, health and welfare services offered under national schemes.” This publication is designed to provide practical advice and information to those who have applied for asylum in Malta on how to access services.

This is one of the various initiatives undertaken in Malta with the aim of facilitating integration in Maltese society and familiarising asylum seekers with the proper procedures to access public services.

This handbook is the result of the experience gained by AWAS in providing support and counselling. It focuses on the relevant issues to achieve results expected in the inclusion and integration processes carried out both at the EU and national level.

The handbook also responds to what asylum seekers themselves have been asking for, namely information on their social and economic rights and obligations in Malta and on their empowerment and ability to organise themselves.

# CHAPTER 1

## MALTA: A GENERAL OVERVIEW

The Republic of Malta is located in the Mediterranean Sea, south of the Italian island of Sicily and north of Libya. It is a parliamentary democracy and a member of the European Union.

The country's population is around 420,000 and its capital city is Valletta. Malta, which has an area of 316 square kilometres, is one of the world's smallest but most densely populated countries. The country's official religion is Catholicism; however, the Maltese Constitution guarantees the right to practice different religions.

The nation has a very rich history, which dates back to the prehistoric ages. Over the years, the island has been conquered and populated by various peoples. Malta achieved independence in 1964 and became a Republic in 1974. Its two official languages are Maltese and English. The Maltese language is a Semitic language and contains a number of words that derive from Arabic, Italian, French and English.

Malta is a signatory of the 1951 Refugee Convention and its 1967 Protocol.





# CHAPTER 2

## EDUCATION

The following is a summary of the Maltese Education System

<b>Malta's Education System</b>	Kindergarten	Ages 3 to 4
	Primary Education	Ages 5 to 11
	Secondary Education	Ages 12 to 16
	Post-Secondary Education	Junior College
		Higher Secondary School
		Institute of Tourism Studies (ITS)
		Malta College of Arts, Science and Technology (MCAST)
Tertiary Education	University of Malta	

*Asylum seekers of all ages can access various educational programmes and courses for free.*

### Compulsory Education in Malta

All children aged between 5 and 16 must attend school, irrespective of their immigration status. It is illegal for parents to prevent their children from going to school. Education is free in both State and Church institutions for Maltese and EU citizens, while non-EU citizens need to apply to be exempted from educational fees.

Exemptions from educational fees are done through the Ministry for Education and Employment (Great Siege Road, Floriana).

Learning Support Assistants are available in state schools for children who have individual educational needs.

AWAS staff is available to give all the information necessary regarding children's enrolment in schools and how to access financial support to cover costs such as school uniforms. One can ask for guidance from AWAS staff at the open centre or at AWAS Head Office (Block C, The Mall, Floriana).

### **Special Education**

The Special Education and Resource Centres Section within the Student Services Department in the Directorate for Educational Services is the base for a number of services that provide support to students with Individual Educational Needs, to their families and in mainstream schools. The services include:

- Peripatetic Teachers for students with visual impairment in mainstream schools.
- Early Intervention Service for children with special needs who are still of pre-school age or have started their school experience at kindergarten level.
- Home Tuition Peripatetic Teachers for students who are absent from school on a long-term basis due to chronic illness or injury.
- Teachers working in Hospital Classes.
- Access to Communication and Technology Unit (ACTU).
- Autism Spectrum Disorder Team.
- Peripatetic Teachers for the Hearing Impaired who offer support to students with a Hearing Impairment attending mainstream schools.
- Transition Organisers.
- Learning Support Centres



## Compulsory and Free Education

## **Educational Levels**

### **Primary Education**

Primary schools cater for students of ages 5 to 11, offering the first six years of compulsory schooling. Pupils are given a grounding in Maltese, English, Mathematics, and Social Studies. Religion is also offered but is not compulsory.

Learners who cannot communicate in English and Maltese are given a special induction course which lasts up to one year and which prepares them to join the mainstream classes.

### **Secondary Education**

Secondary schools prepare students of ages 12 to 16 to sit for the SEC (commonly known as O Levels), which will enable students to continue to advance their studies at a higher level after the age of 16. Students who acquire at least English, Maltese, Mathematics, Physics and two other subjects can enrol at the Junior College after secondary school.

Those who do not manage to obtain the required amount of subjects have the option to enrol at Giovanni Curmi Higher Secondary School, Naxxar, where students can study to obtain the necessary SEC qualifications while at the same time start attending classes to sit for Advanced Matriculation and Intermediate (MATSEC) (for more information on A Level examinations, see section on Post Secondary Education).

### **GEM16+ Education Programme**

This programme is intended for those students who, in September, possess a limited number of SEC subjects between Grades 1 and 5 or possess SEC subjects at Grades 6 or 7.

Students need to have finished their Secondary Education in June of the same year or of the previous year.

Students at GEM 16+ follow a course in small groups and study Maltese, English, Mathematics, Physics or ECDL. They also receive

lessons in PE and PSCD. Students sit for SEC the following May. The Programme is recognised by MCAST and ITS. Students receive a stipend and a grant.

Courses are held at GEM16+ Education Programme Centre at Gzira.

Applications are received online on [education.gov.mt/gem16plus](http://education.gov.mt/gem16plus) or directly at the Programme Centre at Gzira. Contact information for GEM 16+ is:

Tel: 21322159, 21334076

E-mail: [gem16plus@ilearn.edu.mt](mailto:gem16plus@ilearn.edu.mt)

### **Post Secondary Education**

At Junior College or other institutions such as Giovanni Curmi Higher Secondary, students are prepared to sit for the Advanced Level and Intermediate Level examinations. This certification will provide students with the necessary qualifications and certificates to enter university.

### **University of Malta**

The University of Malta is the highest teaching institution in Malta. The main campus is situated in Msida. There are two other campuses, one in Valletta and one in Gozo, where part-time evening degree and diploma courses are offered.

For more information, contact the University's International Admissions Office:

Address:

Room 103, International Admission Office Administration Building,  
University of Malta Msida

Tel: 2340 2225

<http://www.um.edu.mt/int-eu/international>





# English [ing lis language spok the people

## **English Lessons**

Learning to communicate in English is important to succeed in Malta. Furthermore, one has to learn English before being able to enrol in other educational programmes; in fact most educational and practical courses are in English.

Lessons in English are from time to time offered in open centres run by AWAS.

Outside open centres, there are many opportunities to learn English, among them:

## **Integra Foundation**

Free English and Maltese lessons are offered on a weekly basis. For more information send an email to [kkonnect.integra@gmail.com](mailto:kkonnect.integra@gmail.com) or call on 9990 0580.

## **Lifelong Learning**

Lifelong Learning English courses are against payment at the same rate as Maltese citizens but may be offered free on a case-by-case basis.

Tel: 25982291/92

Email: [lifelonglearning@gov.mt](mailto:lifelonglearning@gov.mt)

Website: <https://lifelonglearning.gov.mt/>

## **St Andrew's Scots Church, Valletta**

Mondays and Thursdays. Lessons are free but you need to register. The church is located at the corner of South Street and Old Bakery Street, Valletta. Address: 212 Old Bakery Street, Valletta. Tel: 2141 5465.

## Youth.Inc

Free English lessons for persons between 16 and 21 years.  
Address: St Joseph High Road, St Venera, Tel: 2258 6700, E-mail:  
agenzia.zghazagh@gov.mt

## Unilang International School of Languages

Monday to Friday at General Workers Union, South Street, Valletta.  
You will need to pay for these lessons. To apply, go to the GWU  
building and take your ID card with you. Tel: 25679226. Email:  
unilang@gwu.org.mt

## Jobsplus

Jobsplus offer free English courses for foreigners. To apply one  
should be over 16 years of age. Applicants have the possibility of  
sitting for a pre-assessment to determine their level of knowledge  
in the subject.

Address: Training Services, Jobsplus Training Complex, Hal Far.  
Email: training.jobsplus@gov.mt (when sending an email one has  
to state ID card/Police number, attach copies of qualifications  
and a copy of the CV). Other courses offered by Jobsplus will be  
discussed further on in this booklet.

## Vocational Education and Training

Vocational Education and Training include formal and informal  
learning. Malta offers a wide range of options for those interested  
in pursuing learning. The most relevant programmes are offered  
by the following institutions:



**The Malta College of Arts, Science and Technology (MCAST)** is the country's leading vocational education and training institution. Through its Foundation, Technical and University Colleges, together with its six institutes in Malta and Gozo, MCAST offers 170 full-time and over 300 part-time vocational courses ranging from certificates to Masters degrees (MQF Level 1 to Level 7). Students are prepared for careers in different sectors of the economy or for further education. One of the advantages of studying at MCAST is that most of the courses include both theory and practice; therefore, students are equipped with the required skills and experience necessary for the workplace.

MCAST offers full-time and short courses. Applications for full-time courses should be submitted by July for courses that start in September. Applications for short courses are to be submitted in February or September. More information can be obtained from MCAST's website and in their prospectus which one can collect from MCAST.

MCAST main campus Triq Kordin, Paola PLA 9032 Tel: 2398 7100. Visit the MCAST website: [www.mcast.edu.mt](http://www.mcast.edu.mt) for a full list of the courses available E-mail: [information@mcast.edu.mt](mailto:information@mcast.edu.mt)

### **Lifelong Learning**

The Directorate for Lifelong learning offers a range of courses in different subjects including basic skills courses, language courses, computer courses and preparation courses for O and A Levels. Lifelong learning courses are carried out over 32 weeks. Courses are against payment at the same rate as Maltese citizens but can be free on a case-by-case basis.

For a list of lifelong courses available please visit their website: [www.lifelonglearning.gov.mt](http://www.lifelonglearning.gov.mt)

Applications open in July for courses starting in October and in



November/December for courses starting in February. Applications can be obtained and handed in at local councils, at the Ministry for Education and Employment (Great Siege road, Floriana) or online.

Directorate for Lifelong Learning

Address: Ministry of Education and Employment Great Siege Road, Floriana

Tel: 2598 2291/92. Email: [lifelonglearning@gov.mt](mailto:lifelonglearning@gov.mt)

### **Institute of Tourism Studies (ITS)**

ITS is Malta's main tourism and hospitality training college. The school year starts in September; however there may be shorter courses throughout the year. Exemptions of fees can be applied for through the Ministry of Education.

For more information on courses, go to ITS' campus or visit their website:

ITS campus (Main Campus, St George's Bay, St Julian's)

Telephone: 2379 3100. E-mail: [registrar.its@gov.mt](mailto:registrar.its@gov.mt) Website: [www.its.edu.mt](http://www.its.edu.mt)

### **Jobsplus**

Jobsplus offers a number of courses that are free of charge. These include trade courses, IT related, office related, Accounting and others.

These courses are available to refugees, persons with subsidiary or temporary humanitarian protection, asylum seekers and persons with a rejected status.

The list of courses can be found on Jobsplus' website: [www.jobsplus.gov.mt/courses](http://www.jobsplus.gov.mt/courses)

### **Reggie Miller Foundation**

The Reggie Miller Foundation of the General Workers Union offers courses in languages, tailoring, IT, mathematics, physics, customer care and others. Courses are against payment.



**CERTIFICATION**

Applications can be found on their website, [www.gwu.org.mt](http://www.gwu.org.mt). Tel: 25679226. Email: [pbalzan@gwu.org.mt](mailto:pbalzan@gwu.org.mt).

### **Youth.Inc**

Youth.inc is an inclusive education programme, based on applied learning, for young people between the age of 16 and 21. The aim of the programme is to help young people to improve their standard of education and gain more knowledge, values and skills to enter the labour market or to gain qualifications to continue in further education and training. Courses include languages, food handling, music, sports and others.

Entry requirements are a school leaving certificate and an ID card, however, for refugees, persons with subsidiary protection, asylum seekers and persons with a rejected status, these requirements may be removed.

Address: Aġenzija Żgħażaġh, St Joseph High Road, St Venera Tel: 2258 6700 E-mail: [aġenzija.zgħażaġh@gov.mt](mailto:aġenzija.zgħażaġh@gov.mt)

### **Malta Qualifications Recognition Information Centre (MQRIC)**

Foreign qualifications need to be assessed to determine their equivalency to the European Qualifications Framework as well as the Malta Qualifications Framework. This process is carried out by the National Commission for Further and Higher Education (NCFHE) through the MQRIC.

MQRIC is the official national body which deals with the recognition and comparability of both academic and vocational qualifications.

Tel: 23810000

Address: National Commission for Further and Higher Education  
Sir Temi Zammit Buildings, Malta Life Sciences Centre Ltd, Malta  
Life Sciences Park, San Gwann, SGN 3000

E-mail: [qric.malta@gov.mt](mailto:qric.malta@gov.mt) Website: <http://www.ncfhe.gov.mt>



# CHAPTER 3

## EMPLOYMENT

### **The Benefits of Legal Employment**

It is important to enter into legal employment since it greatly enhances successful integration and offers protection from exploitation at work. Through legal employment, you cannot be paid less than the minimum wage and employers cannot force you to work more than an average of 48 hours per week.

### **The Risks of Illegal Employment**

It is strictly prohibited to work in the EU without a permit; EU rules set basic standards on sanctions to be imposed on employers who hire unauthorised migrant workers. It is a criminal offence to work illegally and those caught working illegally can be prosecuted by the police.

While in illegal employment, there will be no records that you have worked at a particular place. This means that if you have problems with your employer, for example if s/he does not pay you the agreed wage, you will not have enough evidence to take action to secure your right to be paid. You are also more prone to be bullied at work due to the imbalance of power that exists. Illegal employment usually means lack of health and safety at work, more abuse and lack of social protection like injury at work benefits or sick leave. You will not be entitled to other positive features of legal employment, such as bonus pay. In addition, since you do not pay National Insurance (NI), you can end up without a pension when you retire from work.

Persons who are under 16 years cannot work in Malta unless authorisation has been granted by the Director of the Industrial and Employment Relations.

Anyone who has worked illegally still has rights. The Department



Lack of health  
and safety  
at work is dangerous

of Industrial and Employment Relations is the authority to be contacted if you feel that you have not been treated fairly at work.

Department Of Industrial and Employment Relations  
121, Melita Street, Valletta

Tel: 21224245/6

Email: ind.emp.relations@gov.mt

## **Trade Unions**

A Trade Union is an organisation of workers formed for the purpose of advancing its members' interests in respect to wages, benefits, and working conditions. A Trade Union will make sure that your employment rights are secured and they will take action on your behalf if you were not treated fairly by your employer.

For more information about joining a trade union, please speak to an AWAS staff member.

## **Employment License**

Non EU citizens must have an Employment License to be able to work in Malta. An Employment License costs €58 and to renew it, one has to pay €34. An Employment License is valid for one year, except for asylum seekers (valid for six months) and persons with a rejected status (valid for three months). The validity of this license depends also on status of the application lodged in with the Office of the Refugee Commissioner.

Jobsplus (formerly known as ETC) is the authority responsible to issue this license. To get an employment license, one needs to go to Jobsplus Head Office, Hal Far road, Hal Far. You need to take with you an application, a valid Residence Permit or Identification Document and the Certificate issued from the Office of the Refugee Commissioner.

Further information on the Employment Licenses can be obtained from the ELU guidelines, accessible from [www.jobsplus.gov.mt](http://www.jobsplus.gov.mt)

## **Trade Testing**

Trade Testing has been set up to assess individuals who have acquired knowledge, skills and competence in a particular occupation but do not possess a formal qualification.

Candidates who successfully pass the Trade Test are awarded a Certificate of Competence in a particular occupation. In order to sit for these assessments, a candidate must be able to understand and communicate in English.

Contact Information

Telephone: 2220 1613

E-mail: tradetest.jobsplus@gov.mt

Website: [www.jobsplus.gov.mt/training-opportunities/trade-testing-system](http://www.jobsplus.gov.mt/training-opportunities/trade-testing-system)

## **Looking for a job**

Job Hunting is an ongoing process and one should look for jobs regularly. All job applications should have a covering letter accompanied by a Curriculum Vitae (CV), copies of certificates and references.

A Curriculum Vitae (CV) is a written document which highlights your work experience, skills, educational background, language skills and contact details such as mobile number, address and email. Simplicity, conciseness and precision are recommended when writing a CV.

It is recommended that the standard European Curriculum Vitae format is used. This can be downloaded from <http://europass.cedefop.europa.eu>

You can get assistance with writing your CV from a number of places: AWAS staff, Jobsplus, Jesuit Refugee Service and Integra Foundation.

## **People with Refugee Status can register with Jobsplus:**

If you have refugee status and are currently seeking employment or

alternative employment, you can register for work with Jobsplus

For your first time registration you should visit Jobsplus' Jobseekers Registration Unit at 72, Kumpless Access, Melita Street, Valletta.

Offices are open to the public during the following times:

1st October to 30th June

Monday to Thursday 8am to 12pm and 1.30pm to 3pm

Friday 8am to 12pm

1st July to 30th September

Monday to Friday 8am to 12pm

Persons who are seeking part time employment can visit one of Jobsplus' Job Centres or send an email to [part-time.jobsplus@gov.mt](mailto:part-time.jobsplus@gov.mt). Persons who are seeking alternative full-time employment can visit one of Jobsplus' Job Centres or send an email to [records.jobsplus@gov.mt](mailto:records.jobsplus@gov.mt). Persons interested in temporary employment (such as a summer job and jobs with shorter fixed term contracts) should send an email to [records.jobsplus@gov.mt](mailto:records.jobsplus@gov.mt)

In all cases, you need to provide the following documents:

- Identity Card
- National Insurance Card (which can be obtained from any branch office of the Department of Social Security)
- Any termination forms pertaining to previous employment (if available)
- Any certificates or qualifications together with a copy of your Curriculum Vitae (CV)
- In the case of minors (those under 18 years of age), a signed copy of the Parents' Consent Form.

Jobsplus registers of persons seeking employment consist of the following parts:

**Part 1** of the Register is for persons who have never worked, or who have been made redundant. Persons on Part 1 of the Register may be eligible for unemployment benefits.

**Part 2** is for persons who resigned from their previous job, who have missing documents, were dismissed, or who have been removed from Part 1 of the Register.

**Part 3A** is for persons who are seeking full time alternative employment

**Part 3B** is for persons seeking temporary employment

**Part 3C1** is for unemployed persons who are seeking part-time employment as their principal employment.

**Part 3C2** is for persons who seeking part-time employment and who are already in gainful part-time or full-time employment.

## Where to look for jobs:

### Jobsplus

[www.jobsplus.gov.mt](http://www.jobsplus.gov.mt)

Jobsplus' website offers interactive and dynamic functions and a personalised experience in order to find the work that is suitable for you. You need to have a user registration in order to be able to access your profile and also to apply for jobs. If you need help with this, you can get assistance from AWAS staff.

Jobsplus Head Office and Job Centres also advertise jobs.

## Jobsplus Job Centres

Jobsplus Valletta, St. Zachary Street, Valletta, VLT 1131.  
Tel. No: 22201901-4. Email: valletta.jobsplus@gov.mt

Jobsplus Mosta, 274, Main street, Mosta MST 1017.  
Tel. No: 22201921-3. Email: mosta.jobsplus@gov.mt

Jobsplus Birgu (Vittoriosa), Leap Centre, St. Edward Street,  
Birgu BRG 9030.  
Tel. No: 22201911-4. Email: cottonera.jobsplus@gov.mt

Jobsplus Gozo, Sir Arturo Mercieca street, Victoria, VCT 2025.  
Tel. No: 22201957. Email: rabat.jobsplus@gov.mt

Jobsplus Qawra, Leap Centre, Frejgatina Street,  
Qawra SPB 1273.  
Tel. No: 22201931-2. Email: qawra.jobsplus@gov.mt

Jobsplus Birkirkara, Civic Centre, Tumas Fenech Street,  
Birkirkara BKR 2527.  
Tel. No: 22201971-2. Email: birkirkara.jobsplus@gov.mt

## Newspapers (printed and online)

Most newspapers advertise jobs, especially the Sunday papers. Timesofmalta.com has a section called 'Classified' where you can look for jobs under 'Situations Vacant'.

## Other websites:

<http://maltapark.com>

<http://www.youth.org.mt>

<http://www.maltajobs.com.mt>

<http://malta.xpatjobs.com>

<http://www.8am.com.mt>

<http://www.keepmeposted.com.mt>

Children can be taken care of at childcare centres while parents are at work



## **Recruitment Agencies**

A recruitment agency is a private company that can help you find the right job. Recruitment agencies may charge a fee for their services. There are a number of such agencies in Malta. AWAS staff can assist you further.

## **Other ways of finding a job**

Visit companies and hand in a covering letter and your CV in person. You can follow up by calling those companies some days later.

## **Childcare Centres and Klabb 3-16**

Children between the ages of 0-3 years can attend a Childcare centre. Klabb 3-16 service offers the parents of children between 3 to 16 years the possibility of after school care.

If you have children between 0 to 3 years, you can benefit from a free childcare centre while you are at work. Your children will be interacting with other children of their age and improve their social skills. There are a number of government- approved childcare centres in Malta and Gozo. Talk to AWAS staff if you would like to explore this option.

If you need additional information contact the Directorate for Educational Services, School Resources Department, Great Siege Road, Belt is-Sebh, Floriana, Tel: 2598 2000

For further information about Klabb 3-16 you may call 2258 6810.



# CHAPTER 4

## HEALTH

### Health System in Malta

Malta enjoys a high standard of medical care. Medical facilities are available through the regional health centres and hospitals. There are also specialised clinics and a number of private hospitals.

Access to free treatment is determined by the regulations established by the Health Authorities and by your legal status.

### Primary Health Care & Referral System

The Government delivers primary health care through a number of Health Centres (listed in the chart on next page) that offer a range of preventive, curative and rehabilitative services, such as diabetic, ophthalmic, well baby clinics, etc.

The general practitioner (GP) and nursing services are supplemented by various specialised services. GP services are also offered in private clinics throughout the island.

GPs may refer patients to hospital services for screening and consultations according to the need. Following such consultations, a decision regarding your health condition will be made and may include further tests, surgery or further treatment.

Usually you will receive an appointment for such a test from the hospital to your residency address. You can check with the reception of health centres or hospitals to make sure they have your correct address.

Health Centre	Contact details, opening hours and localities covered
<p>Paola (Address: Pjazza Antoine De Paule)</p>	<p>Telephone: 21691314-5  Opening Hours: Monday to Sunday 24 hours, but from 8pm to 8am for emergencies only.  Localities: Paola, Tarxien, Sta. Lucia, Birzebbuga, Zejtun, Marsaxlokk, Zabbar, Marsascala, Xghajra, Fgura, Gudja, Ghaxaq, Benghajsa</p>
<p>Mosta (Address: Pjazza tar-Rotunda)</p>	<p>Telephone: 22695701/2  Opening Hours: Monday to Sunday, 24 hours.  Localities: Mosta, Naxxar, Gharghur, Mgarr, Ghajn Tuffieha, St. Paul's Bay, Mellieha, Burmarrad, Bugibba, Qawra, Bahar ic-Caghaq, Madliena, Mriehel (part of), Fleur-de-lys, Salina, Xemxija, Manikata, Bidnija, Zebbiegh, Maghtab, Ta'Qali, Ghadira, Cirkewwa.</p>
<p>Gzira (Address: Pjazza Meme' Scicluna)</p>	<p>Telephone: 21337245 / 21344766 / 21337244  Opening Hours: Monday to Friday from 8am to 8pm. Saturday from 8am to 1pm. Saturday 1pm to 5pm (needing immediate care only). Sunday 8am to 5pm (needing immediate care only).  Localities: Msida, Ta' Xbiex, Gzira, Sliema, Kappara, San Gwann, Taz-Zwejt, St. Julian's, Swieqi, L-Ibrag, St. Andrew's, Pembroke, High Ridge and Victoria Gardens</p>
<p>Floriana (Address: Triq Frangisk Saver Fenech)</p>	<p>Telephone: 21243314  Opening Hours: Monday to Sunday, 24 hours.  Localities: Pieta', G'Mangia, Valletta, Floriana, Hamrun, Sta. Venera, Marsa, Zurrieq, Safi, Luqa, Mqabba, Qrendi, Kirkop and Hal-Far (L/O Zurrieq)</p>
<p>Rabat (Address: Civic Centre, Triq San Kataldu)</p>	<p>Telephone: 22563000  Opening Hours: Monday to Friday 8am to 8pm. Saturday 8am to 1pm. Sunday 7am to 8pm (no GP service on Sunday).  Localities: Rabat, Mdina, Mtarfa, Dingli, Attard, Bahrija and Kuncizzjoni.</p>

Health Centre	Contact details, opening hours and localities covered
<p>Qormi (Address: Triq il-Vitorja)</p>	<p>Telephone: 21484450-3            Opening Hours: Monday to Friday 7am to 8pm. Saturday 8am to 1pm. Sunday from 8am to 5pm (for emergencies only).            Localities: Qormi, Zebbug, Mriehel (towards Qormi) and Siggiewi</p>
<p>Cospicua (Address: Triq Ljun)</p>	<p>Telephone: 21675492 / 21673292-3 / 21821727            Opening Hours: Monday to Friday, 7am to 8pm. Saturday 7am to 2pm. Sunday 7am to 8pm (no GP service on Sunday).            Localities: Cospicua, Vittoriosa, Senglea, and Kalkara.</p>
<p>Birkirkara (Address: Triq Tumas Fenech)</p>	<p>Telephone: 21494960            Opening Hours: Monday to Friday 8am to 8pm. Saturday 8am to 1pm. Closed on Sundays.            Localities: Birkirkara, Iklin, Lija and Balzan</p>
<p>Victoria, Gozo (Address: Triq Enrico Mizzi)</p>	<p>Telephone: 22156820            Opening Hours: Monday to Sunday from 7:00 to 20:00            Localities: Gozo</p>

## Services offered at Health Centres

You may need a referral note from a doctor (general practitioner) before making an appointment in some specialised clinics in the list below.

- General practitioner (GP) and nursing services, and other
- Minor surgical procedures
- Diabetes clinics
- Well Baby Clinic
- Immunisation
- Speech therapy
- Antenatal, Gynae & postnatal clinic
- Ophthalmic clinic
- Medical Consultant clinic
- Psychiatric clinic
- X-Ray
- Podology clinic

## Hospitals in Malta and Gozo

- Mater Dei Hospital (General Hospital) tel. 25450000
- Mount Carmel Hospital (Psychiatric Hospital) tel. 21415183
- General Hospital Gozo tel. 2156160

## Emergencies

Emergency treatment is provided at the Emergency department of Mater Dei Hospital which operates 24 hours a day, 7 days a week.



## What is an emergency?

An emergency is when there is a life threatening situation. Call the **EMERGENCY NUMBER 112**. You should **not** call **112** if it is not an emergency.

## Medicine & Pharmacies

Medicines can be supplied from pharmacies all over Malta. Some medicines are classified as Prescription-Only, which can only be bought if a medical professional prescribes them. Other medicines can be bought without a prescription.

The doctor will decide on the best treatment for you, which may not involve any medication at all.


There may be severe interactions between different medicines and have significant side-effects when taken together. It is important to inform a medical professional if you are currently on any medication. Medicines should never be shared with other people.

## Procedure to collect free medicine from Government Pharmacies.

You **may** be able to receive free medicines.

Initially you will need to present the doctor's free medicines prescription, along with a valid Identification Document (ID) with your correct address, to the Floriana or Paola Government Pharmacies, where you will be given the right amount of medicines. A few days later you will receive vouchers by post which you will need to keep in a safe place. In cases where you would need to take other medicines in the future, you would still need to present the same vouchers.

**You will not** be given any medication without a valid Identification Document (ID) and the vouchers. Therefore it is very important that you inform the pharmacy about your correct address or of any change of address.

A collection of various medications including pills, capsules, and bottles. In the foreground, there are several white round tablets, some blue and yellow capsules, and a blister pack of yellow capsules. In the background, there are several medicine bottles with different colored labels (red, blue, green, orange) and some are out of focus.

Doctors decide on  
the best treatment  
for you

Please note that not all medicines are free and some have to be bought from a private pharmacy.

## **Medicines for Chronic Conditions**

Chronic conditions are long term conditions which can be controlled by long term, sometimes life long, treatment.

These conditions include:

- Hypertension
- Diabetes Mellitus
- Chronic Heart Failure
- Asthma
- Chronic Obstructive Pulmonary Disease (chronic bronchitis)
- Hypercholesterolemia (in certain cases)
- Chronic Mood Disorders (such as Depression)
- Chronic Neurotic Disorders (such as high levels of anxiety)
- Others

In order to become entitled to receive free medications for chronic conditions, the Consultant will provide you with a special form (SLH 145) which you will need to present, together with your vouchers and a valid ID, on collecting your medicines from the Floriana or Paola Government Pharmacies. Any missing documents will result in not being given the medications.

## **Mother and Child Health Care**

Pregnancy care consists of antenatal (before birth) and postnatal (after birth) healthcare to ensure the health of the mother and the unborn child.

### **Ante-Natal Clinic**

Antenatal care is the care you receive from healthcare professionals during your pregnancy. The purpose of antenatal care is to monitor your health, your baby's health and support you to make plans which are right for you. It is very important to monitor your pregnancy. You should make an appointment at Mater Dei Hospital Antenatal Clinic (tel. 2545 4440) after having obtained a referral ticket from your doctor.



Antenatal care is important to ensure that the pregnant woman and her unborn child are in the best possible health, to detect complications at an early stage and treat them; to prepare the woman for childbirth, lactation and care of the newborn. Mater Dei Hospital offers parenthood classes (parent craft courses).

### **Post-Natal Care**

The postnatal period lasts six to eight weeks, beginning right after the baby is born. During this period, the mother goes through many physical and emotional changes. The postpartum care aims to provide care for rapid restoration of the mother to optimum health, to check adequacy of breast feeding, to provide family planning services and to provide basic health education to parents.

### **Community Services - Post-Natal Care**

After the birth of your baby, a midwife will visit you in your home and guide you on the right care for your newborn.

The Community Midwife offers four home visits after being discharged from hospital. If problems are still pending after the fourth visit, extra visits are given. During these visits, the midwife will examine the mother and her child and answer any questions the parents may have. The midwife will also detect any signs and

symptoms that indicate that the mother is going through a post-natal depression. You should not feel ashamed to talk about your feelings and emotions.

Around six weeks after the birth, mothers will be advised to make an appointment with their doctor. The doctor will be able to give the mother a check up and see how she is coping. This is a good time to ask any questions that mothers may have, including physical and emotional problems.

### **Well-baby Clinic**

The well-baby clinic seeks to ensure that the baby is developing in a healthy way. Mothers are sent an invitation by post to visit the Well-Baby Clinic.

These clinics serve the purpose of clinical examinations and developmental assessments for babies between the ages of 6 weeks and 18 months. Three routine visits are carried out at ages 6 weeks, 8 months and 18 months respectively.

### **National Immunisation Service**

The National Immunisation Service is responsible for the administration of all vaccines given to the public. All clinics in the health centres carry out the scheduled vaccinations for infants, children and adolescents. The scheduled vaccines for infants and children up to 16 years are free of charge. Persons at high risk of certain vaccine-preventable diseases are also vaccinated free of charge and these include persons in particular jobs.





National Immunisation Service - At Floriana Health Centre  
Monday to Saturday  
For appointments call on 25680222/3

After giving birth to your baby, it is very important to take care of the immunisations of the child. This is also important for the child's development, as this continues to be followed up by the Immunisations Clinic during later stages of the child's development. These are given free of charge from an infant stage up to 16 years. Immunisation protects your child from many serious infections.

## **Sexual Health**

### **Sexually Transmitted Infections (STIs) and HIV infection**

STIs are commonly spread through sexual contact.

These infections include Chlamydia, Gonorrhoea, Mycoplasma genitalium, Trichomonas vaginalis, Hepatitis B and C virus, Herpes Simplex Virus, HIV, Human Papilloma Virus, Syphilis, Molluscum contagiosum, Scabies and Pediculosis pubis.

STIs can be transmitted through seminal or vaginal fluid and blood. Some STIs can be passed from person to person by genital contact without penetration. Infection can also be passed through oral and anal sex.

If you have any of the following symptoms you should see the doctor without delay:

- Itching sores, lumps, pain, blisters and rashes in the genital area
- Unusual discharges from penis or vagina
- Burning sensation or pain during urination or during sex
- Warts or blisters on genital areas and surrounding areas
- Swollen genitals
- Women bleeding between periods and/or during sexual intercourse.

If you are having or have had unprotected sex you could be at risk. You should see a doctor to be tested for STIs. In case you are sexually active with only one partner and you do not make use of a condom, ask for advice by making an appointment at the GU Clinic.

Genitourinary (GU) Clinic

Mater Dei Hospital

Clinic Direct Line: 22987115- 25457494 (For appointment: 21227981)

**At the GU Clinic tests are kept confidential.**

### **Services delivered at the GU Clinic:**

Diagnosis and treatment of Sexually Transmitted Infections;

Counselling and testing for HIV;

Other genital conditions not necessarily sexually acquired.

### **Female Genital Mutilation (FGM)**

FGM is the cutting of the external sexual organs of the female, usually at the age of 0 to 15 years. This is not performed by a medical

professional and **there are no health benefits to FGM**. Short and long-term health consequences of FGM will have a negative impact on the girls' physical and psychological wellbeing.

FGM is illegal in Malta. You are encouraged to discuss FGM with any health professional. You can choose to talk to a female health worker if you prefer.

## Infectious diseases

### Tuberculosis (TB):

TB is a communicable disease that can be spread from person to person through the air. If you have pulmonary tuberculosis, people who are near you can become infected.

*Symptoms of TB:* A cough that lasts two weeks or more, especially if fluid or blood comes out from the lungs when you cough. Other symptoms include fever, weight loss and loss of appetite.

### Chicken Pox

Chicken pox is a common disease among children and usually occurs one time only in a person. It manifests itself with an itchy rash of spots that look like blisters all over the body and may be accompanied by flu-like symptoms. Symptoms usually go away without treatment, but because the infection is very contagious, an infected child should stay home and rest until the symptoms are gone.

*How to stop chicken pox from spreading:* Chicken pox is very contagious from about 2 days before the rash appears and lasts until all the blisters are crusted over. A person with chicken pox should stay away from other people until the blisters have dried up, usually about 1 week. In order to keep the virus from spreading, make sure you wash your hands frequently, especially before eating and after using the bathroom.

*Signs and symptoms include:* Fever, abdominal pain, sore throat, headache, a sick feeling a day or two before the rash appears, a

red itchy rash on abdomen, back and face at first, several small red bumps which develop into blisters. The blister becomes an open sore, which crusts over to become dry, brown scabs.

## **Scabies**

Scabies is caused by a mite. It burrows into the skin to produce intense itching, which tends to be worse at night. Not every type of itching is caused by scabies. Transmission of the mites occurs through prolonged skin-to-skin contact, which includes sexual contact. However, you will not get scabies through shaking hands.

*Signs and symptoms include:* Small red blisters affecting the webs between the fingers, the wrists, the backs of the elbows, the knees, around the waist and umbilicus, the axillaries folds, the areas around the nipples, the sides and backs of the feet, the genital area, the buttocks.

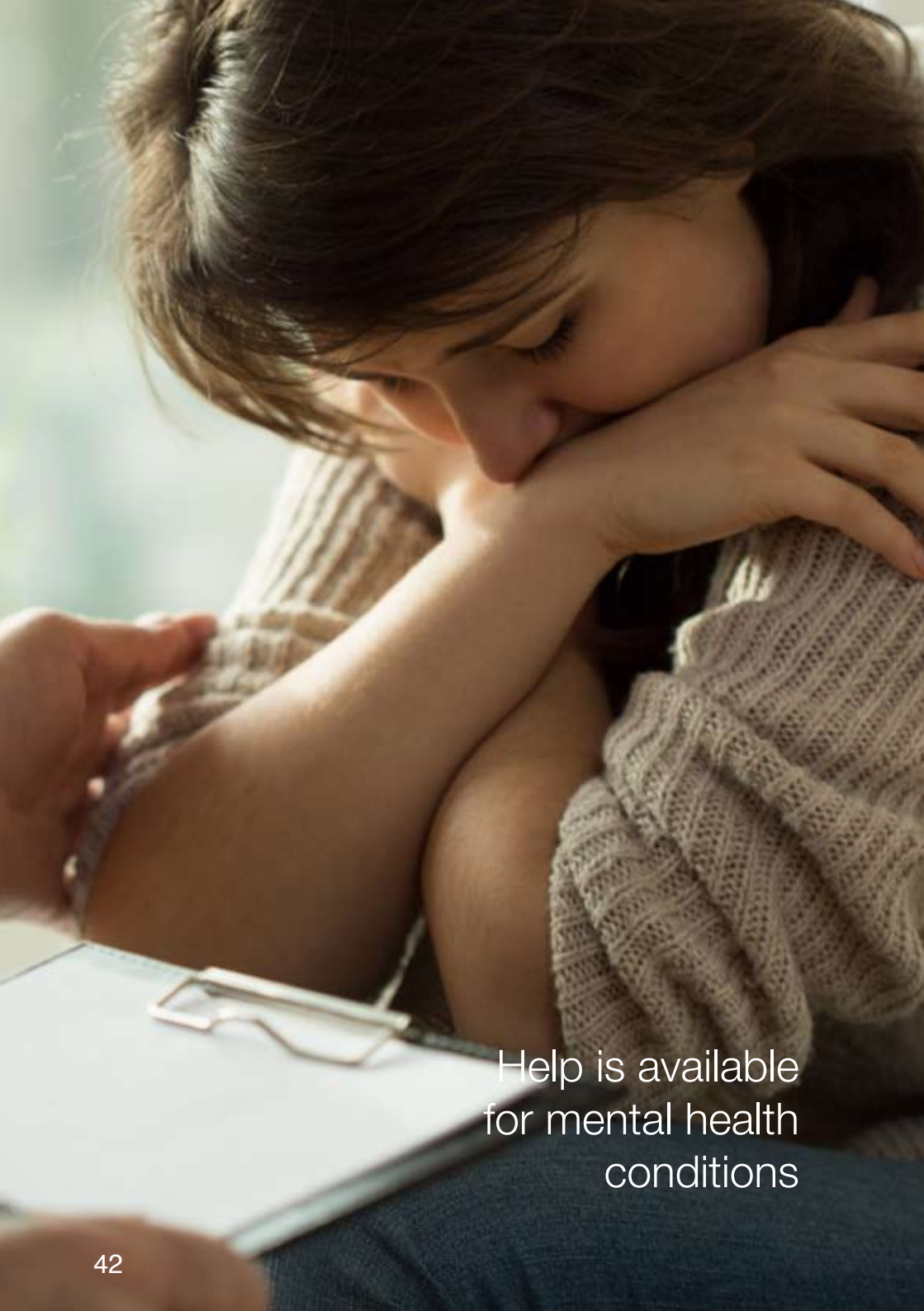
## **Disease Spread and Prevention**

Wash your hands often and thoroughly using soap and water after using the toilet, after sneezing or coughing, after touching animals and before touching food. Cover your nose and mouth when sneezing and coughing. Do not spit since this can spread the disease. Do not leave food uncovered. Shower daily with soap and brush your teeth for your personal hygiene.

## **Mental Health**

Mental health is a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community.

You can be suffering from emotional disorders if you are feeling sad, depressed, stressed, tired and worried. You may experience problems of eating and sleeping, experience bad moods, anxiety and apathy. You may feel a generalized body pain such as headache, chest pain and stomach pain.



Help is available  
for mental health  
conditions

When one needs support and treatment with regard to his or her mental health, one can seek help by visiting a doctor at a Health Centre. Individuals may need to be admitted and treated at Mount Carmel Hospital or referred to the Psychiatric Unit at Mater Dei Hospital. Follow up care will be provided after discharge from hospital.

**Mental health disorders are not rare conditions. You should not feel ashamed or embarrassed if you are suffering from mental health conditions. It is important that you seek help.**



# CHAPTER 5

## HOUSING

As an asylum seeker in Malta, you can be accommodated at one of the open centres that are run by AWAS. Staying in an open centre will provide you with accommodation which includes assistance from trained members of staff. AWAS is committed to helping asylum seekers particularly during their initial time in Malta. While living in an open centre, you are encouraged to attend education courses, work or do both. AWAS staff members are available to help you identify courses or job opportunities that might interest you.

Living in an open centre is not a permanent option. Asylum seekers are encouraged to become independent in order to be able to move into the community as part of an effective integration process.

### **Finding accommodation in Malta**

The sale and rental of property is advertised in local newspapers and by estate agents. The availability of property in Malta varies from one locality to another.

### **Rental of property**

The rental market has seen an increase in both supply and in demand in recent years and is expected to continue to grow. The availability of rented property varies from one locality to another.

A rental agreement is normally drawn up in writing by both parties. In Malta, most rental apartments are offered fully furnished and rent is usually paid one month in advance. The owner may ask for an advance payment of up to three months rent as a deposit. It is important to keep in mind that once you are living independently, you have to pay extra for utilities such as water, electricity, gas, telephone, internet and other costs related to your daily living

expenses such as clothing, food and medicines. The cost of living can vary greatly depending on your lifestyle, habits, budget and spending habits.

### **Social Housing**

Refugees with a valid status certificate can apply for social accommodation from the Housing Authority, provided that they qualify from the respective conditions of such application, like any other Maltese or EU citizen. Persons who are asylum seekers, have subsidiary or temporary humanitarian protection or have a rejected status are not entitled to social housing from the Housing Authority.

#### *Housing Authority*

Address: 22, Pietro Floriani Street, Floriana, FRN1060

Tel: 8007 2232 / 2299 1000

Email: [customer.care.ha@ha.gov.mt](mailto:customer.care.ha@ha.gov.mt)





# CHAPTER 6

## THE HUMAN RIGHTS AND INTEGRATION DIRECTORATE

The Human Rights and Integration Directorate was established in November 2015 within the Ministry for Social Dialogue, Consumer Affairs and Civil Liberties. It is charged with the development of strategies and policy for the integration of migrants in Malta and with the coordination of migrant services within different Governmental departments and entities.

The understanding of migrant integration measures is not limited to any particular group. Indeed, the Directorate caters for persons who were not born in Malta, that is: EU citizens; third country nationals; beneficiaries of international protection and even failed asylum seekers.

In performing its role relating to integration, the Directorate seeks to oversee and liaise with all relevant governmental ministries, departments and entities. It works very closely with other relevant government departments which deal with migrant issues, for example Identity Malta which handles required documentation, the Unit for Migrant Education which addresses issues of migrant learners of compulsory schooling age, Jobsplus (formerly known as the Employment and Training Corporation) and the Migrant Health Unit, among others.

The Directorate's aim is to identify issues and to assist in adopting a streamlined and effective approach which facilitates integration, which is understood as the capacity of people to live together with full respect for the dignity of each individual, non-discrimination, pluralism and diversity, non-violence and solidarity, as well as their well-being and ability to participate in social, cultural and economic life. For this purpose a specific Forum for Integration Affairs comprising representatives of migrant communities was set up.

The Directorate invites migrants seeking any guidance or support to initiate contact either individually or through their NGOs so that the Directorate may offer them the needed services.

### Contact Details:

Telephone Number: 2090 8328  
Email: [integration@gov.mt](mailto:integration@gov.mt)  
Website: [www.integration.gov.mt](http://www.integration.gov.mt)



# CHAPTER 7

## SOCIAL BENEFITS

### Social Security

The law states that all those who are in employment have to contribute social security in order to be able to receive contributory benefits after a significant amount of contributions. It is therefore important that you engage in lawful employment since this will ensure that you are eligible to certain benefits and will act as a safeguard in case of sickness and/or injury at work.

### Social Security Contribution

Employees pay 10% of their basic pay, while the employer pays another 10%. Those who are self-employed pay 15% of their earnings from self-employment.

### Types of Benefits

The Social Security Act Chapter 318, provides that a third country national in lawful, insurable employment may qualify for sickness and injury benefit as long as s/he satisfy the contribution average.

S/he may also qualify for a retirement, invalidity or widows pension as the case may be, subject to the contribution average requirement and other statutory conditions.

Persons with Subsidiary Protection who are not living in open centres are entitled to Core Social Assistance, until s/he finds employment. The rate varies as this benefit is means tested.

A person with Refugee Status may register for work under the Jobsplus' Part 1 register (see chapter on Employment) and may qualify for unemployment benefits as long as s/he satisfies the contribution average. Persons with Refugee Status are eligible to all benefits under the Social Security Act.

Asylum seekers, persons with Temporary Humanitarian Protection and those with a rejected status are not entitled to any non-

contributory benefits under the social security act, but may be entitled to some contributory benefits subject to the contribution average requirement.

Below is a list of benefits with a description and an explanation on who is eligible to benefit from them.

### **Injury Benefits**

Injury Benefit is paid in respect of injuries/diseases resulting in incapacity of work of more than 3 working days. Applications need to be submitted within 10 days from the date of injury.

Who is eligible: Anyone who is in lawful, insurable employment.

### **Sickness Benefits**

Sickness Benefit is paid from the fourth day of the sickness and entitles you to a flat rate financial assistance while away from work due to sickness. Applications need to be submitted within 10 days from the date of sickness.

Who is eligible: Anyone who is in lawful, insurable employment and who has satisfied the contribution average requirement (50 contributions since first day of employment and 20 contributions during the two benefit years prior to the current year).

### **Unemployment Benefits**

Unemployment benefit is paid to those persons who are unemployed, have refugee status and are registering for work under Jobsplus' Part 1 register and who satisfy the contribution average.

Who is eligible: Persons with Refugee Status and who have



satisfied the contribution average requirement (50 contributions since first day of employment and 20 contributions during the two benefit years prior to the current year).

### **Retirement Pension**

A person is eligible to apply for a retirement pension when s/he reaches pensionable age (which varies from ages 61 to 65) and on satisfying the contribution average requirement. The pension received depends on how many contributions a person has paid throughout his/her working life and it is received regularly throughout the person's years after his/her retirement.

Who is eligible: Anyone who is in lawful, insurable employment and who has satisfied the contribution average requirement.

### **Invalidity Pension**

This type of pension is paid to those who can no longer work before reaching retirement age. This could be due to a medical condition which makes a person unable to work. A Medical Board decides on who is eligible for this pension. This is paid until reaching pensionable age.

Who is eligible: Anyone who is in lawful, insurable employment and who has satisfied the contribution average requirement.

### **Widows' Pension**

This pension is paid to the widow of a deceased person who has worked in lawful, insurable employment and who has satisfied the contribution average requirement. The widows' pension is paid throughout the widows' lifetime. In case where the widow is entitled to a retirement pension (see above) on his/her own right, s/he may be entitled either to her own retirement pension or to a pension that is equivalent to the two-thirds pension of his/her deceased partner, depending on which pension is most advantageous.

Who is eligible: Explanation above.

### **Injury Pension**

An injury pension is paid to those who have sustained an injury at work and whose rate of disability is 20% or over. However, if the rate of disability is 90% or more, that person is entitled to an invalidity pension (see above) instead of an injury pension.

Who is eligible: Anyone who is in lawful, insurable employment.

### **Unemployment Social Assistance – Special Unemployment Benefit (SUB)**

This is paid to persons with Refugee Status and who are registering under the Jobsplus' Part 1 register. This is different from Unemployment Benefits (see page 52) since it is means tested and calculated according to the number of persons in the household. If a person satisfies the means test it will be paid instead of Unemployment Benefits for the same duration, that is, not exceeding 156 days.

Who is eligible: Persons with Refugee Status registering on Jobsplus' Part 1 register and who do not live in an open centre.

### **Core Social Assistance**

Core Social Assistance is paid to those with Subsidiary Protection who are unemployed. The benefit is means tested. One needs to sign regularly at the relative district office and report any change of circumstance like change of address or employment at once.

Who is eligible: Persons with Subsidiary Protection who are unemployed and who do not live in an open centre.

### **Children's Allowance**

This benefit is paid to the parent/guardian and is calculated depending on each child under the age of 16 living in the household.

Who is eligible: Persons with Refugee Status.

### **Maternity Benefit**

This is a benefit paid to mothers who need to stop working altogether or who has been unemployed. The application is lodged on entering the eighth month of pregnancy. It is paid for a period of 14 weeks.

Who is eligible: Persons with Refugee Status.

### **Maternity Leave Benefit**

This is paid to those mothers who are in employment and have benefited from the 14 weeks maternity leave (that is, the salary

paid by the employer). The benefit, which is a flat rate paid by the government, gives the option to mothers to spend four more weeks away from work.

Who is eligible: Persons with Refugee Status.

### **Energy Benefit**

The Energy Benefit is for persons who are either on social assistance or on a very low income. This benefit is a discount on energy bills and it is deducted directly from the water and electricity bill.

Who is eligible: Persons with Refugee Status and who do not live in an open centre.

### **Supplementary Benefit – Supplementary Allowance (SPA)**

This benefit is paid to those persons who are in receipt of social assistance or to low income earners but who are not in receipt of children's allowance. It is paid according to the annual income of the household.

Who is eligible: Persons with Refugee Status and who do not live in an open centre.

### **Medical Assistance**

Persons who are on Social Assistance and who have certain chronic medical conditions (which fall under the Social Security Act) are eligible for this assistance which is paid regularly as long as the applicant satisfies the means test. Pensioners may also be eligible if they satisfy the means test.

Who is eligible: Persons with Refugee Status and who do not live in an open centre.

### **Other Benefits**

There are other forms of benefits, including the Disabled Child allowance and the milk grant which you may be eligible to. For more information you can visit one of the Social Security District Offices (as listed after this page).



## Social Security District Offices (Malta)

**Balzan** District Office, 153, Triq il-Kbira

Areas Covered: Balzan, Attard, Lija, Iklin

**B’Kara** District Office, Centru Civiku, Level 1, Triq Tumas Fenech,

Area Covered: B’Kara

**Fgura** District Office, Triq il-Kampanella

Areas Covered: Fgura

**Hamrun** District Office, 1, Triq l-Iskola

Areas Covered: Hamrun, Pieta’, Santa Venera

**Luqa** District Office, 89, Triq Pawlu Magri

Areas Covered: Luqa, Gudja, Mqabba

**Marsa** District Office, 84, Triq is-Salib

Area Covered: Marsa

**Mosta** District Office, Centru Civiku, Triq il-Parocca

Areas Covered: Mosta, Mgarr

**Msida** District Office , 174 / 175, Triq il-Wied

Areas Covered: Msida, Gzira,

**Naxxar** District Office , Centru Civiku, Vjal il-21 ta’ Settembru

Areas Covered: Naxxar, Gharghur, Bahar ic-Caghaq, Madliena

**Paola** District Office, 5, Centru Civiku, Pjazza Antoine De Paule,

Areas Covered: Paola, Tarxien, Santa Lucija

**Qawra** District Office, ‘Kumpless Access’, Triq il-Fregatina

Areas Covered: San Pawl il-Bahar, Burmarrad, Mellieha, Manikata

**Qormi** District Office , 395, Triq il-Vitorja

Area Covered: Qormi

**Rabat** District Office, Centru Civiku, Triq San Kataldu

Areas Covered: Rabat, Mtarfa, Dingli

**San Gwann** District Office, c/o Ghasa tal-Pulizija, Triq in-Naxxar

Areas Covered: San Gwann, Kappara

**Siggiewi** District Office, Pjazza San Nikola

Areas Covered: Siggiewi

**Sliema** District Office, 101, Triq Sir Adrian Dingli

Areas Covered: Sliema, San Giljan, Tal’Ibragg, Swieqi, Pembroke

**Valletta** District Office, ‘Kumpless Access’, 72, Triq Melita

Areas Covered: Floriana, Valletta

**Vittoriosa** District Office, ‘Kumpless Access’, Triq San Dwardu

Areas Covered: Vittoriosa, Kalkara, Cospicua, Senglea

**Żabbar** District Office, Centru Civiku, Triq il-Kunvent

Areas Covered: Zabbar, Xghajra, Marsaskala

**Żebbug** District Office, Bini tal-Gvern, Blk 1, Flt 2, Triq Sciortino

Areas Covered: Zebbug

**Żejtun** District Office , 9, Triq il-Madonna tal-Hniena  
Areas Covered: Żejtun, M'Xlokk, Birzebbuga, Hal Ghaxaq

**Żurrieq** District Office, 1, Triq Dun Guzepp Zammit  
Areas Covered: Żurrieq, Qrendi, Hal Kirkop, Hal Safi

### **Social Security Offices (services extended to Local Councils)**

Kunsill Lokali **Birzebbuga**,  
Dar Birzebbuga, Triq Santa Marija

Kunsill Lokali **Gudja**,  
88, Triq Raymond Caruana

Kunsill Lokali **Hal Kirkop**,  
31, Triq San Benedittu

Kunsill Lokali **Hal Safi**  
40, Dar il-Kunsill, Triq l-Iskola

Kunsill Lokali **Mellieha**  
126, Triq il-Mithna l-Gdida, (entrance from Triq il-Madonna ta' Fatima)

Kunsill Lokali **Swieqi**  
Centru Civiku, Triq G. Bessiera

### **Social Security District Offices (Gozo)**

**Nadur** District Office, 43, Triq il-Kappillan  
Areas Covered: Ghajnsielem, Nadur, Qala

**Victoria** District Office, Centru Amministrattiv, Pjazza San Frangisk  
Areas Covered: Fontana, Gharb, Ghasri, Kercem, Munxar, San Lawrenz, Sannat, Victoria, Xaghra, Xewkija, Zebbug

### **Service Extended to Local Councils**

Kunsill Lokali **Qala**  
Centru Civiku Qala, Triq l-Isqof Mikiel Buttigieg

Kunsill Lokali **Ta' Sannat**  
Triq Sannat

Kunsill Lokali **Xaghra**  
Vjal 8 ta' Settembru

Kunsill Lokali **Xewkija**  
2, Triq it-Torri Tingi



# CHAPTER 8

## TRANSPORT

One of the most convenient ways to travel around Malta and Gozo is by bus. Malta Public Transport has over 400 buses serving various localities around the island. The majority of these buses depart from the terminus in the capital city of Malta, Valletta.

With the tallinja card, a card which holds prepaid credit, travel is made easier and passengers can benefit from reduced rates. You can get your tallinja card from a number of ticket booths around the island or else from their website: [publictransport.com.mt](http://publictransport.com.mt).

The tallinja bus mobile app may also be downloaded to find up-to-date, real-time information about the estimated time of arrival of buses at the closest bus stop. The app, which also includes other features such as a Journey Planner, can be downloaded for free from the App Store or from Google Play. Further information about the public transport service can be found on the official website: <http://www.publictransport.com.mt/>

### Driving in Malta

A person coming from a non EU country needs a valid driving licence to drive in Malta. He or she can drive for one year if in possession of a driving license from another country. Beyond that, one must undergo the Maltese driving test through a licensed motoring school or a driving instructor.

The first step is to apply for a Learner's Permit at a cost of €23.25. The applicant must undergo a medical fitness test and have a driving instructor endorse the application. The applicant must submit a recent passport photo and a copy of the residence card or another valid identification document.

The applicant can then start driving lessons. The highway code, the official user guide for Maltese roads, is a must-read. One must be 18 years old and have a learner's permit to apply for the theory test, which costs €30.25.

After training, one can apply for the Practical Test at a fee of €23.25. The test will be scheduled after four weeks.

Website: [www.transport.gov.mt](http://www.transport.gov.mt),

Address: Transport Malta offices, A3 Towers Paola.

Email: [info.tm@transport.gov.mt](mailto:info.tm@transport.gov.mt)

Freephone - 80072309

