

INFORMATION LEAFLET

for Asylum Seekers in Malta




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1

Basic Information about Malta



1-1 Introduction to Malta

Malta is an archipelago in the Mediterranean Sea and is part of the European continent. The Republic of Malta is composed of three main islands: Malta, Gozo and Comino, which are off the Italian island of Sicily. The national languages are Maltese and English. The Maltese language is very similar to Arabic with a mix of Italian words. Malta has also been a member of the European Union since 2004 and its currency is EURO. The capital city is Valletta and the economic centre is located between St Julians and Valletta. Direct Dialling Code for Malta is +356.



1-2 Phone and Sim Card

The first thing you will need to do once in Malta is to get a phone and a prepaid sim card. There are many shops around the island that sell cheap phones. The most common brands for a SIM card are Epic (formerly Vodafone), GO & Melita. You can get a Maltese SIM card in Epic (formerly Vodafone), GO & Melita stores, or at Malta International Airport for Epic. The price of a SIM card is around 10EUR. Then you will have to top-up with a minimum of 5.00EUR and a maximum of 50.00EUR.

	package	min	sms	internet	price	valid
epic	-	200	200	8GB	9.99 €	28 days
GO	Smart S	100	100	500MB	4.99 €	28 days
	Smart M	200	200	10 GB	9.99 €	28 days
	Smart L	300	300	12GB	15.99 €	28 days
	Smart XL	Unlimited	Unlimited	14GB	34.99 €	28 days
melita	Pass S	100	100	250MB	5.00 €	30 days
	Pass M	200	200	8GB	10.00 €	30 days
	Pass L	200	200	15GB	15.00 €	30 days



<https://www.epic.com.mt/value/>



<https://www.go.com.mt/mobile-plans/top-up-plans?productName=Smart%20M>



<https://www.melita.com/mobile/prepaid-plans/>

1-3 Useful Numbers in Malta

Here are the phone numbers you will need to know in case of emergency:



Fire Brigade: **112**



Emergency: **112**



Police: **21224001-7**



Hospital – Gozo: **21561600**



Hospital – Malta: **25450000**



Government Information Service: **153**

Police Station: There are many police stations around Malta, one in each locality. If you need to report anything to the police you can go visit one of the stations. It is best to contact Victim Support Malta <https://victimsupport.org.mt> to seek assistance. They will help you to press charges and report a crime at the Police station.

1-4 Helpline



The UNHCR is the international organisation which assists refugees, asylum seekers and migrants. You should have already been introduced to them, or you will be soon. They work with many interpreters so you might be able to talk to someone who speaks your language. The UNHCR has several helplines in different languages, the contacts are on their websites: <https://www.unhcr.org/mt/contact-us>

1-5 Integration in Malta

The government has put up a unit to help immigrants integrate into Maltese society. As such, the Human Rights Directorate has developed several programmes including the I Belong Programme which offers English and Maltese language lessons as well as Cultural orientation lessons. You can find more information on:

<https://humanrights.gov.mt/en/Pages/default.aspx>

2

Healthcare



2-1 Overview

As an asylum seeker, you are entitled to receive emergency healthcare and essential treatment for illnesses, including serious mental disorders. This means that you will be able to access public hospitals free of charge as long as you are in possession of an Asylum-seekers Document issued by the International Protection Agency.

2-2 Services

1. Public Hospital

If you have an injury or if you feel sick you can visit the hospitals in Malta and Gozo free of charge.

Mater Dei Hospital (Malta)

Bus stops : Sptar 1 // Sptar 2

From Hal Far : Bus stop Paci X4 direction Valletta to Marsa Park & Ride 1

Marsa Park & Ride 1 X1 direction Cirkewwa to Sptar 1



Gozo General Hospital (Gozo)

Bus stops : Borg // Spiteri // Gonna



2. Health Centres

To visit a doctor/seek medical advice it is best to go to **the health centre in your area**. Visits are free of charge but medicines need to be paid for by the patient.

Primary Health Centres in Malta:

Health Centres - Primary Health Care

Aġenzija Sedqa Psychological Services

AWAS Therapeutic Unit

3. Emergency

If you get very sick, badly hurt or in need of an ambulance you should use the emergency medical services by using the emergency **freephone number 112**.

In case of an emergency, you can go to the hospital which is closest to you.

4. Pregnancy

If a pregnancy is suspected, you should first visit a doctor for an initial examination. Once the pregnancy is confirmed, the woman will receive a referral to visit the Antenatal Clinic where she can make an appointment and open a new casefile.

Antenatal Clinic (Mater Dei):

Open Times: Monday to Friday from 7.30 am until 12.30 pm.

Telephone: 2545 4440

Abortion: Abortion in Malta is illegal. Abortion Support Network offers help and support for women who wish to seek an abortion abroad: <https://www.asn.org.uk/malta/>. You may also check out Doctors for Choice Malta: <https://www.doctorsforchoice.mt/>

5. Sexual Health

The Clinic deals with services related to sexual health such as diagnosis and treatment of Sexually Transmitted Infections, counseling, testing for HIV and other genital conditions which are not necessarily sexually acquired. All appointments are free and confidential. There is no need for the patient to be referred to the clinic for an appointment.

GU Clinic, Mater Dei Hospital

Outpatients Department Level 2

☎ Clinic Direct Line: **(00356) 2545 7494**;

☎ For appointment: **(00356) 2122 798**

✉ **guclinic@gov.mt**

Opening hours : Monday – Friday ; **7am to 4 pm**

6. Mental Health:

If you live in the open centres, you can contact AWAS to have a referral to the AWAS Therapeutic Unit. EUAA, on behalf of AWAS, also conducts vulnerability assessments in the open centres and proposes the necessary follow-up / treatment, depending on the needs of the person.

You may also visit a doctor at the health care centre to get a referral for a mental health service, or contact Aġenzija Appogg.

All mental health services are free of charge.

KNOW YOUR RIGHTS

Your rights according to your situation can be found through Health Entitlement (Government of Malta): <https://s2.eessi.gov.mt/en/health-entitlement-to-refugeesmigrants/>

USEFUL LINKS:

COVID-19 information from UNHCR Malta:

<https://www.unhcr.org/mt/news/covid-19-information-for-malta>

Mental Health Services:

<https://deputyprimeminister.gov.mt/en/phc/Pages/Services/Mental-Health-Services/Mental-Health-Services.aspx>

Fact sheets Aditus:

https://aditus.org.mt/Publications/factsheet15_rightsapplicants.pdf

Government information on pregnancy:

<https://www.gov.mt/en/Life%20Events/Pages/Pregnancy%20and%20Birth/Pregnancy.aspx>

Government information on Sexual health:

<https://sexualhealth.gov.mt/>

Frequently Asked Questions - Department of Health:

<https://deputyprimeminister.gov.mt/en/phc/Pages/About-Us/Frequently-Asked-Questions.aspx>

Agency Appogg:

<https://fsws.gov.mt/en/appogg>

Richmond Foundation:

<https://www.richmond.org.mt/>

TIPS

Events and Information Sessions are held by the **Migrant Health Liaison Office**:

<https://deputyprimeminister.gov.mt/en/phc/mhlo/Pages/activities.aspx>

Kellimni: 24/7 Chat line <http://kellimni.com/> offers free mental health online support through SmartMessaging, e-mails, chat or through a forum. All of our services are free and confidential.

“Lack of effective recourse to the mainstream health services when required, language difficulties, absence of full-time medical staff in the detention centers, problems with identification of persons suffering from mental health issues, lack of identification mechanism of victims of torture or serious violence are among the difficulties encountered in practice.”
Aditus Foundation. :https://aditus.org.mt/Publications/factsheet15_rightsapplicants.pdf

Main Health Centres:

Health Centre	Localities covered	Address/ Telephone	Opening Hours
Floriana Health Centre	Pieta', G'Mangia, Valletta, Floriana, Hamrun, Sta. Venera, Marsa.	Triq Frangisk Saver Fenech, Floriana. FRN-1211 Telephone: 25680000/ 21243314	24/7 (all day/everyday).
Gzira Health Centre	Msida, Ta' Xbiex, Gzira, Sliema, Kappara, San Gwann, Swatar, Madliena, Taz-Zwejt, St. Julian's, Swieqi, L-Ibrag, St. Andrew's, Pembroke, High Ridge and Victoria Gardens.	Pjazza Meme' Scicluna, Griza. GZR-1120 Telephone: 22609000/ 21337245 / 21344766 / 21337244	Monday-Friday: 8am - 8pm. Saturdays, Sundays and Public holidays: 8am to 5pm.
Qormi Health Centre	Qormi, Zebbug, Mriehel (towards Qormi) and Siggiewi.	Triq il-Vitorja, Qormi. QRM-2503 Telephone: 22761000/ / 21484450-3	Monday- Friday: 8am- 8pm Saturdays: 8am- 1pm. Closed on public holidays.
Paola (Rahal Gdid) Health Centre	Paola, Tarxien, Sta. Lucia, Birzebbuga, Zejtun, Marsaxlokk, Zabbar, Marsascalea, Xghajra, Fgura, Gudja, Ghaxaq, Benghajsa.	Pjazza Antoine De Paule, Paolo. PLA-1266 Telephone: 23675000/ 21691314-5	Open 24/7 (all day/everyday).
Kirkop Health Centre	Hal Far, Hal Farrug, Hal Kirkop, Hal Safi, Hal Luqa, L-Imqabba, Il-Qrendi, Iz-Zurrieq.	Triq Danny Cremona, Kirkop. KKP-1703 Telephone: 23348000 / 23348000.	Monday to Friday: 8am - 8pm. Saturdays: 8am - 1pm. Closed on public holidays.

3

Malta's Education System



3-1 Overview

As an Asylum-Seeker you can have access to state education and training for free. For example, you can apply to be exempted from fees at University of Malta, training courses, languages lessons and other adult education. Your children can access the education system free of charge like a Maltese national.

3-2 Malta's education system

Malta's Education System	Primary Education	Ages 5 to 11
	Secondary Education	Ages 11 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	

Source : Awas

Malta has two streams of education:

- State School : Public schools that follow the british system and that are present in almost all towns in Malta.
- Church School: Private schools that are run by religious orders.

Education is free in both schools when you apply to be exempted from educational fees.

3-3 Primary and Secondary Education

Primary school: Children from 5 to 11 years old.

Secondary school: Children from 11 to 16 years old.

When: The school year runs from September till June.

Languages: The lessons are taught in both English and Maltese.

Attendance: The attendance of children at school is mandatory and monitored. If your children are sick for more than 3 days, you are expected to present the school with a medical certificate.

Transport: School transport is available for most State schools. Contact the school of your locality to know about the availability.

Uniforms and Stationery Cost: AWAS provides financial support to pay for the uniforms and textbooks for school.

Who to contact to register: Contact AWAS Staff or go to HFO Bloc C.

3-4 Post Secondary Education and Tertiary Education

States Institutions where you can be exempted from fees

- Giovanni Cumi Higher Secondary School
- Gian Frangisk Abela Junior College
- Sir Mikelang Refalo Post-Secondary Complex (Gozo)
- GEM 16+
- The Institute of Tourism Studies
- The Malta College of Arts, Science and Technology (MCAST)
- The University of Malta
- Schools' Information System Training Centre and Course programmes organised by the Directorate for Lifelong Learning.

How to apply:

You will need to upload showing that you are an asylum seeker by uploading the Asylum-Seeker Document (ASD) in the category "other documents". You will have to specify that it is the Asylum-Seeker Document.

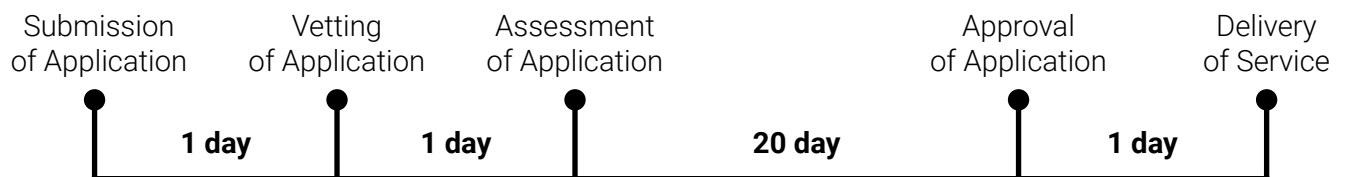
Apply by clicking [HERE](#)



TIPS

If you are on your phone, go to parameters to de-zoom so you can submit the form.

Timeline:



Vocational Training

If you would like to have a training that is more practical, you can consider vocational training. The courses prepare you for the day-to-day duties that you will be doing in a specific job.

Institute of Tourism Studies (ITS):

If you are interested in hospitality and tourism, you can have courses at the ITS.

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

☎ +356 2379 3100 | ✉ registrar.its@gov.mt

🌐 www.its.edu.mt | 📘 [Facebook](#)

JobsPlus:

A number of courses are offered free of charge such as trade courses, IT related, office related, Accounting and other.

🌐 www.jobsplus.gov.mt/courses | 📘 [Facebook](#)

Lifelong Learning:

For a list of courses available please visit their website:

🌐 www.lifelonglearning.gov.mt | 📘 [Facebook](#)

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

🌐 2598 2291/92. | ✉ lifelonglearning@gov.mt

The Malta College of Arts, Science and Technology (MCAST):

You can choose to do full-time or short courses.

Application Full-time courses:

You should submit your application before July for courses to start in September.

Application Short courses:

You should submit your application in February or September.

Address:

In Malta MCAST main campus, Triq Kordin, Paola PLA 9032

or in Gozo, MCAST Gozo Campus, J F De Chambray Street, Għajnsielem

☎ (+356) 2398 7100 | ✉ www.mcast.edu.mt | 📘 [Facebook](#) | ✉ information@mcast.edu.mt

Youth Inc (Agenzija Zghazagh):

If you are aged between 16 and 21 years old. You can have access to a program to improve or learn new skills.

Address: Agenzija Zghazagh, St Joseph High Road, St Venera

☎ 2258 6700 | ✉ agenzija.zghazagh@gov.mt | 📘 [Facebook](#)

KNOW YOUR RIGHTS

School is mandatory and all children no matter their status must attend school from 5 to 16 years old.

English Courses

To learn English for free, you can contact the following organisations who offer beginner and pre-intermediate level courses. Do not hesitate to contact them on Facebook messenger, telephone or/and emails.

Blue door English:

You can contact them on 📘 [Facebook](#)

or on 🗨️ Whats app => **+356 7904 2040**

✉ info@bluedoorenglish.org | 🌐 www.bluedoorenglish.org

Hal Far Outreach: If you are resident of Hal Far Open Centre, you can contact HFO on Facebook

to access the language courses that are given online and in-person.

🌐 <https://halfaroutreach.org> | ✉ info@halfaroutreach.org | 📘 [Facebook](#) | ☎ +356 77358431

Integra Foundation: You can contact them on 📘 [Facebook](#)/ [Group Facebook](#)

✉ pblijden.integra@gmail.com

The Jam Project (Gozo):

You can contact them on 📘 [Facebook](#)

or on 🗨️ Whats app => **+356 771 029 46** | ✉ info@jamproject.eu | 🌐 www.jamproject.eu

4

Housing



4-1 Overview

If you are coming from a non-safe country (according to the Maltese government) you will be accommodated free of charge at one of the Open Centres in Hal Far:

-If you are a **single woman or a family** you will be accommodated at the **Family Centre (HFO)** or the **Hangar Open Centre (HOC)**

-if you are a **single male** you will be accommodated at **Hal Far Tents Village (HTV)** or **HOC**. The Open Centres are managed by a governmental organisation called the **Agency for the Welfare of Asylum Seekers in Malta (AWAS)**.

Food and other services are supposedly provided free of charge by the staff in the open centres.

Monthly allowance: If you are unemployed and you live in reception centres, you may be able to receive a monthly financial allowance/vouchers of approx. €130. You can request to receive the per diem to AWAS if you are living in the community, and AWAS will conduct an individual assessment to see whether you are eligible for the per diem. This means in practice that not everybody who requests the per diem will also receive it.

You can stay **in these centres for the duration of 6 months** or a year (for families and minors). AWAS has the discretion to decide whether someone can stay beyond this period of time depending on individual cases (e.g. medical situation). Evicted residents do not receive any support from the government to find new accommodation.

N.b: Persons coming from safe countries of origin (or countries with which Malta has a returns agreement) are generally kept in detention throughout the entire asylum procedure.

● 1. If you disagree with the decision that has been made to terminate your stay in an Open Centre

You have the right to ask AWAS to review the decision to terminate your stay at an Open Centre. You should speak to a lawyer who can help you to make an appeal. JRS and Aditus can assist you with this if necessary.

● 2. Temporary accommodation - Shelters

For many of these services you will need a **referral from a social worker**. Appogg, JRS or Caritas 9kl, have social workers who could help you with this. Their contact details are below in the last part of this document.

Dar Papa Frangisku for men between the ages of 18 and 59

Spots need to be reserved before 6 PM. On a first-come-first-serve basis. However, it is better to get a referral from JRS or Agenzija Appogg.

Address: 126, Triq Fleur-De-Lys, Birkirkara

Bus Stops: **Spinelli or Briegex**

Bus from Hal Far: Bus X4 (direction Valletta) from Paci to Marsa Park & Ride 1.

Bus 110 (direction Pembroke P+3) from Marsa Park & Ride 3 to Briegex.

Dar Papa Frangisku is 100 metres from the bus stop.

Dar Maria Dolores for women and children.

It is best to get a referral from JRS or Agenzija Appogg.

Address: 66, Triq Fleur-De-Lys, Birkirkara.

Bus Stops: **Spinelli, Briegex or Birkirkara 3**

Bus from Hal Far: Bus X4 (direction Valletta) from Paci to Marsa Park & Ride 1.

Bus 110 (direction Pembroke P+3) from Marsa Park & Ride 3 to Briegex.

Dar Maria Dolores is 120 metres from the bus stop.

YMCA shelter - Dar Niki Cassar for both men and women

Call 179 (the Foundation for Social Welfare Services hotline) and ask for a referral for YMCA.

Address: Triq it-Torri, Msida

Bus from Hal Far: Bus X4 (direction Valletta) from Paci to Bombi 2.

Bus 32 (direction Swatar) from Bombi 4 to Qroqq 2.

YMCA is 350 metres from the bus stop.

3. Renting accommodation

You are allowed to rent a flat with just a **police document**. It is not necessary to have an ID card. You have a better chance to find cheap private accommodation if you find 5-8 friends to live with.

You can look for an apartment on **MarketPlace** (Facebook). There are a lot of options all over Malta and Gozo. It is likely that you will have to go through a Real Estate Agencies. With agencies you will have **to pay a fee (50% of the first month's rent + 18% VAT)**. You will pay the fees once you have signed the contract for the accommodation.

4-2 Related NGOs and Government offices

The organisations listed below offer different types of services that you might find useful.

Caritas

Located in Floriana in front of the Police Headquarters. You can ask for the assistance of a social worker. They will try to find an interpreter for you.

Bus from Hal Far: Bus **X4** (direction Valletta) from Paci to Mall.

Agenzija Appogg

Agenzija Appogg has social workers available who can do an intake assessment and offer the necessary support and assistance. They can also make referrals for homeless shelters.

Drop-in Hours: Monday to Friday 08:00 - 16:00

Address: 36, Triq San Luqa, Gwardamangia, Pieta

Bus from Hal Far: Bus **X4** (direction Valletta) from Paci to Blata L-Bajda 5.

Bus **122** (direction Mater Dei) from Blata L-Bajda 3 to Gwardamangia Bus Stop.

JRS Malta

JRS can help with referrals to other organisations that provide assistance and with referrals to homeless shelters.

Drop-in Hours : Mondays 10:00 – 13:00 and 14:00 – 16:00 + Thursdays 09:00-12:00

☎ 2144 2751

Address: St. Aloysius Sports Complex, 50, Triq ix-Xorrox, Birkirkara.

Bus from Hal Far: Bus **X4** (direction Valletta) from Paci Blata L-Bajda 5.

Bus **51** (direction Mtarfa) from Blata L-Bajda 3 to Mriehel. JRS is 300 metres from the bus stop.

Malta Microfinance (micro loans for rent, education and small businesses)

People who have full-time, legal employment can contact Malta Microfinance to apply for a loan. This loan can help with the deposit and the first month's rent.

☎ 99005648 | ✉ contact.maltamicrofinance@gmail.com

Address: International Centre, 212 Old Bakery Street, Valletta. (Same building as Blue Door English & African Media Association).

Bus from Hal Far: Bus **X4** (direction Valletta).

5

BANKING



5-1 General Overview

As an asylum-seeker you are allowed to open a basic bank account **for free** in one of the five main banks of Malta: APS Bank, BNF Bank, Bank of Valletta (BOV), HSBC Bank Malta and Lombard Bank. A bank account can be used to receive your salary, among other things..

Benefit: You will be able to deposit, withdraw from ATMs that are in Malta and other EU countries. You will be able to make payments by card locally and outside Malta. Most of the banks offer online banking.

5-2 How to Open a Bank Account

You can open a bank account by visiting the office of the bank in your locality or online, in some cases...

You need to have an address and a contact number before opening a bank account.



1.HSBC Bank:

To find an office around you and its opening hours - click [here](#)

🌐 <https://www.hsbc.com.mt/>

📞 (general enquiries): +356 2380 2380

(8am-4pm, from Mon to Sat. except Public Holidays).

Documents you will need to bring/upload:

-Asylum-Seeker Document

-Utility bills from your telephone provider **OR** a letter from your employer on a business letterhead which confirms your identity (name, surname, address, contact number).

Online:

You can apply online by filling the form and submitting it online. If you do not have an ID please select "undefined" and instead you will be able to put the reference number of your official identification document.

Apply online: [Click here](#)

TIPS

At the bottom left of the page you can choose the language and the form will be translated.





2. APS Bank

To find an office and its opening hours click [here](#)

🌐 <https://www.apsbank.com.mt/>

☎ (general enquiries): +35621226644

Document you need to bring: Asylum Seeker Document.

Important: The maximum balance allowed on a Basic Payment Account is of €7,000 and the maximum total credits allowed each calendar month is of €2,500

More information click [here](#)



3. Bank of Valletta (BOV)

You will have to **make an appointment at one** of the BOV branches. To find an office and its opening hours click [here](#) or call the **Contact Customer Service** centre on ☎ +356 21312020

✉ customercare@bov.com

You can also make an appointment online: [Here](#)

🌐 <https://www.bov.com/>

Document you need to bring: Asylum Seeker Document and proof of address (for example: rental agreement, utilities bill or home internet bill in your name).

If you wish to receive your salary in it, you will have to provide your work contract and payslips as available.



4. BNF Bank

You will have to visit one of the BNF branches:

To find an office and its opening hours click [here](#)

☎ **Contact Customer Service:** +356 2260 1000

(mon-fri : 8am- 8pm - Sun:8am - 1pm) / **Chat on** [Facebook](#)

🌐 <https://www.bnf.bank/>

Document you need to bring: Asylum Seeker Document

If you will receive your salary in it, you will also have to provide proof of income.



5. Lombard Bank

To find an office and its opening hours click [here](#)

🌐 <https://www.lombardmalta.com>

Document you need to bring: Asylum Seeker Document

(ask the staff of the bank if additional documents are needed).

KNOW YOUR RIGHTS

With the introduction of Legal Notice 411 of 2016 to the Payment Accounts Regulations, you are entitled to open a payment account with basic features either free of charge or at a reasonable cost.

6

TRANSPORTATION



6-1 General Overview

Maltese drive on the **left side**, so be careful when crossing the street! You need to be careful when you are walking and crossing, as drivers in Malta often exceed the speed limit. There is a lot of traffic during rush hours (7am-10am and 3pm-7pm). There are different ways to travel in Malta, such as buses, ferries, taxis, electric scooters and electric bikes. The cheapest one is the bus.

6-2 Ways to Travel

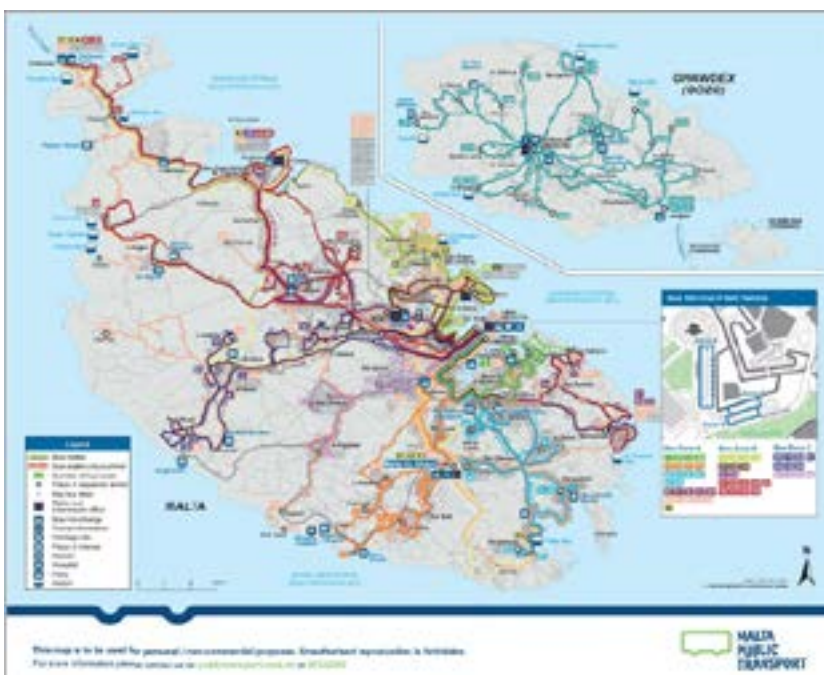


Buses

The Malta Public Transport has several buses operating around Malta. The schedule of the buses displayed at the bus stop is not always accurate, the reality is the bus comes when it comes.

Tickets & cards

- 1 journey ticket cost varies between 1,50 and 2 euros, depending on the season (high season between June and September, low season between October and May). They are valid for 1h30. You can pay directly to the bus driver once you enter the bus. Prepare cash as they may not have changed.
- Tallinja card - there are various options regarding the type of Tallinja card you can get. For more information please visit their website: <https://www.publictransport.com.mt/en/tallinja-card> or visit any of their offices in Malta and Gozo .



Tallinja card - Tfal	
Vjogġ (ta' 10 minuti)	25€
Garnata	ta' 50€
Gingha	ta' €2

Tallinja card - Studenti	
Vjogġ (ta' 10 minuti)	75€
Xahar	ta' €21
Biljett ta' 3 Xahar	€55

Tallinja card - Adulti	
Vjogġ (ta' 10 minuti)	75€
Xahar	ta' €26

Tallinja concession card (Kartanjan/Karta tal-Identita' Maltija 60+ jew Blue Badge)	
Vjogġ (ta' 10 minuti)	25€
Garnata	ta' 50€
Gingha	ta' €2

Tallinja card - Residenti F'Għawdex	
Vjogġ (ta' 10 minuti)	75€
Xahar (Għawdex biss)	ta' €10
Xahar (Malta + Għawdex)	ta' €26



On-Demand

On-Demand vans are operated by Malta Public Transport and can only be booked via the the **Tallinja App**:



<https://www.publictransport.com.mt/en/td-plusb>

It is only available between Pembroke, St-Julians, Sliema, Gzira, Floriana, Valletta, a part of Birkirkara and Msida, and between 5am and midnight.



Night Buses:

Route N13 from St. Julian's / San Giljan to Valletta via Sliema / il-Gzira / L-Imnsida / Tal-Pieta / Il-Floriana. The Bus runs between 23:10 and 1:30 and 2:10 (Friday/Saturday and Saturday/Sunday nights).

Route N212 from Sliema to Bugibba via St. Julian's (San Giljan) / Is-Swieqi / Pembroke / Bahar ic-Caghaq / Il-Qawra / San Pawl il-Bahar. The bus runs from Sliema: 23:10 and 00:40, from Bugibba Terminus: 23:50 and 01:20.

Route N301 (Gozo) from Mgarr and Victoria via Għajnsielem / Universita' / Xewkija, Friday and Saturday at 23:15 and 23:45.



Ferry In Malta

There are two ferries you can use when in Malta. One goes between Sliema and Valletta and the other between Cospicua and Valletta. Same fares apply for the buses and for the ferries. You can use your Tallinja card to pay for your journey.



Ferry To Gozo

Ferry to Gozo: leaving from Cirkewwa (Malta) to Mgarr (Gozo), it operates daily all year long with a boat every 25 minutes approximately. Standard price is 4.65 euros, but there are different prices. For more information please visit their website:

<https://www.gozochannel.com/>





Taxi

One way to move around the islands, if you are in a hurry, is to use a taxi. In addition to the regular white taxis that you can find on the island, you can also use the apps Bolt, Hicabs, Ecabs and Cool. It is considerably more expensive than using public transportation.



Bikes/Electric scooters

E-scooters have become increasingly popular in Malta. You can bike and/or use an e-scooter in Malta however in order to rent it you will need a bank account.

6-3 How to Get a Bus Pass

Visit the Tallinja counter in Valletta in order to buy your bus pass or fill out an application online. Download the Tallinja App on your phone.

Upon receiving your tallinja card, you can top it up with additional credit for trips. There are three different types of vouchers, €5, €10 and €20. Vouchers may be purchased from the Sales and Information Offices, MaltaPost post offices, and leading outlets across Malta and Gozo.

Where to buy a top-up voucher:

<https://www.publictransport.com.mt/en/where-to-buy-a-topup-voucher-list-of-resellers>

Once you have the voucher:

-You must scratch the marked area on the reverse side of the voucher to reveal a code. This code must then be used to top up the credit on your tallinja card.

-When **topping up online**, you will be asked to enter this code into the appropriate field, and also your customer number too.

-You may also use this code **to top up over your mobile phone**. Call **2099 1000** and follow the instructions. You will first be asked for your customer number, so have your tallinja card ready. You will then be asked for the voucher number, which is the number you have just revealed on the card.

6-4 Related NGOs and Government Offices

Routes and Maps: <https://www.publictransport.com.mt/en/routes-timetables>

Malta Public Transport: <https://www.publictransport.com.mt/>

Tallinja App: <https://www.publictransport.com.mt/en/tallinja-smartphone-app>



7-1 General Overview

As an asylum seeker you are allowed to work in Malta without limitations concerning the nature of employment that you may seek. You are usually allowed to work as soon as you apply for international protection. You might face several difficulties such as language obstacles, limited professional background, danger of exploitation and abuse. Irregular work in Malta is common as it is easier to find, however it can be very dangerous. Because you are legally allowed to work, legal employment is also easy to find and usually safer for you.

N.b: only asylum-seekers from non-safe countries of origin are allowed to work. After 9 months, if they are still in the asylum procedure, asylum-seekers from safe countries of origin will also be allowed to work.

7-2 Employment Rights

You will need an Employment Licence in order to work legally in Malta. Only your employer can apply on your behalf. The issuance of the licence can take up to a month, and will be issued for the maximum duration of:

- 3 (three) months for Asylum Seekers whose application has been rejected by the International Protection Agency;
- 6 (six) months for Asylum Seekers whose application is still pending or appealed to the International Protection Agency / International Protection Appeals Tribunal.

The following fees are applicable:

- The issue of a NEW Employment Licence, valid for a maximum period of 12 months - € 58.00
- The issue of an EXTENSION, valid for a maximum period of 12 months - € 34.00

In Malta the minimum wage is quite low, it is around 777.10 EUR per month (as of June 2020).

7-3 How to Apply for a Job

You will need to start by making a CV. A 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. You have several organisations in Malta which will help you to make your CV: Hal Far Outreach, JRS and Kopin.

Once you have a CV, you can either distribute it to employers by directly going to see them, or you can upload your CV online.

For example, you can find vacancies on the JobPlus website: <https://jobsplus.gov.mt/job-seekers-mt-MT-en-GB/vacancies>

And on these 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>

You can go to the JobPlus office in Hal Far:
The Employment Licences Unit
Jobsplus Head Office
Hal Far BBG 3000

Or you can contact JobsPlus at ☎ +356 21654940,
or ✉ employment-licences.jobsplus@gov.mt

JobsPlus website: <https://eforms.gov.mt/pdfforms.aspx?fid=wes127e>

KOPIN: *How to contact:*

☎ +356 27 567 460 | ✉ info@kopin.org | 📘 Facebook

JRS: *How to contact:*

☎ +356 21 44 2751 / 🗨️ Whats app: +356 99 21 4445 | 📘 Facebook | 📷 Instagram |

Hal Far Outreach: *How to contact:*

Sens a message on 📘 Facebook | 📷 Instagram | or ✉ info@halfaroutreach.org

KNOW YOUR RIGHTS



*Technically 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**. However, **BEWARE**, asylum seekers in Malta have previously highlighted the following issues: low wages, unpaid work, long working hours, irregular work, unsafe working conditions, and employment without a licence - source Aditus Foundation.*



8-1 NGOs Providing General Services

African Media Association

Media NGO that promotes The African Perspective with News, Empowerment and Advocacy.

How to contact: Facebook | Email: africanmediamalta@gmail.com

For more information: Website | Facebook | Youtube | Instagram

Blue Door English

NGO providing literacy and English classes

How to contact: info@bluedoorenglish.org

For more information: Facebook | Website

Hal Far Outreach

Provides information, Employment assistance via assistance with CV writing and job searches, Educational services through 10-week English courses in different levels, as well as weekly language cafés. Collection and distribution of (non-food) items.

How to contact: info@halfaroutreach.org

For more information: Website | Facebook | Instagram | LinkedIn

Integra Foundation

NGO providing literacy and English classes and general assistance.

How to contact: Facebook/ Group Facebook | pblijden.integra@gmail.com

Kopin

NGO providing basic needs' and integration/ inclusion support including provision of information, education assistance, employment assistance, referrals to services, provision of food, clothing etc.

How to contact: +356 27 567 460 | info@kopin.org

For more information: Website | Facebook

Migrant Women Association Malta

A non-Governmental organisation concerned with the social & community advancement of Migrant women in the Maltese Islands.

How to contact: migrantwomenmalta@gmail.com

For more information: Website | Facebook

SOS Malta

NGO providing Social Integration.

How to contact: +356 21244123 / +356 21335097 | info@sosmalta.org

For more information: Website | Facebook

Spark 15

Youth refugee and migrant led NGO that run an English IELTS programme (to access higher education), organise football tournaments, get-togethers, and various projects with focus on inclusion.

How to contact: sparkfif@gmail.com | +356 9996 1531 | Facebook

For more information: Facebook

Sudanese Community Malta

Providing general and integration support to asylum-seekers and refugees from Sudan and other countries.

How to contact: ☎ 77032032 / 79801199 | ✉ sudanesecommunitymalta@gmail.com

For more information: 📘 Facebook

Tama

Providing language courses and general assistance.

22/11 Vincenti Buildings, Strait Street, Valletta

☎ 77091170 / ✉ info@tama.ngo / 🌐 www.tama.ngo

📘 Facebook: [@tama.malta.ngo](https://www.facebook.com/@tama.malta.ngo)

The Jam Project (Gozo)

Provides information, Employment assistance, Educational services, language cafés.

How to contact: 📞 Whats app: +356 771 029 46 | ✉ nfo@jamproject.eu | 📘 Facebook

For more information: 🌐 [Website](#)

8-2 NGOs Providing Legal Support

Aditus Foundation

How to contact: ☎ +356 20106295 / F. +356 20106296 | ✉ info@aditus.org.mt

For more information: 🌐 [Website](#) | 📘 Facebook | 📷 Instagram | 🐦 Twitter

Jesuit Refugee Service (JRS) Malta

How to contact: ☎ +356 21 44 2751 / 📞 Whats app:+356 99 21 4445 |

For more information: 🌐 [Website](#) | 📘 Facebook | 📷 Instagram | 🐦 Twitter

Women's Right Foundation

How to contact: ☎ +356 79708615 | ✉ info@wrf.org.mt |

For more information: 🌐 [Website](#) | 📘 Facebook

8-3 Governmental Organisations Working with Asylum-Seekers

1. Legal Assistance

Agency for the Welfare of Asylum Seekers (AWAS)

(Manages reception centres) Block C, Belt is-Sebh, Floriana

☎ 25687200 | ✉ awas@gov.mt | 🌐 www.awas.gov.mt

Detention Services

(Manage detention centres) / Yellow House, Safi Barracks, Safi

☎ 21642768 | ✉ safi.ds@gov.mt | 🌐 [Website](#)

International Protection Agency (formerly the Office of the Refugee Commissioner)

(Receives, processes and determines applications for international protection) 37/39, Rue D'Argens, Msida

☎ 21255257 | ✉ refugee-commission@gov.mt | 🌐 [Website](#)

Immigration Police

(Controls points of entry and processes visas)

Police General Headquarters, St Calcedonius Square, Floriana, FRN 1530

☎ 2122 4001

Immigration Appeals Board

(Hears appeals related to the refusal, annulment or revocation of visas)
109, Old Mint Street, Valletta

☎ 25689461 | ✉ immigrationappealsboard@gov.mt

Legal Aid Malta

(Free legal representation) 188-189, Old Bakery Street, Valletta

2. Employment

Jobsplus (ex-ETC)

(Employment support & training)

Head Office, Birzebbuga Road, Hal Far

Freephone: 153 | ☎ 22201100 | ✉ jobsplus@gov.mt | 🌐 [Website](#)

Jobplus in Gozo:

Sir Arturio Mercieca Street, Victoria

Freephone: 153 | ☎ 2220 1950

3. Education

Aġenzija Appogg

St Joseph High Road, St Venera

☎ 2258 6700 | ✉ agenzia.zghazagh@gov.mt | 🌐 [Website](#) | 📘 [Facebook](#)

Department for Further Studies and Adult Education (LifeLong Learning)

Ministry for Education and Employment, Great Siege Road, Floriana

Freephone: 153 | ☎ 25982290, 25982291, 25982292, 25982293 | ✉ lifelonglearning@gov.mt | 🌐 [Website](#) |

📘 [Facebook](#)

Free Childcare Scheme

(Provision of free childcare for parent/s in employment or education)

Jobsplus – Free Childcare Scheme Office, Ministry for Education and Employment, Great Siege Road, Floriana

☎ 25981167 / 25981168 | ✉ freechildcare@gov.mt | 🌐 [Website](#)

Higher Secondary School

(Post-secondary education)

Giovanni Curmi Higher Secondary School, Triq il- Kbira, Naxxar

☎ 21416422 | ✉ gcurmi.hss@gov.mt | 🌐 [Website](#)

Intercultural & Anti-Racism Unit

(English, Maltese and cultural orientation classes and integration support)

A3 Towers, Level 0, Triq l-Arkata, Paola

☎ 22263210 | ✉ integration@gov.mt | 🌐 [Website](#)

Institute of Tourism Studies (ITS)

(Further education in relation to hospitality & event management)

ITS Main Campus, Aviation Park, Aviation Avenue, Hal Luqa

☎ 23793100 | ✉ registrar.its@gov.mt | 🌐 [Website](#) | 📘 [Facebook](#)

Gozo campus: Triq l-Isqof Buttigieg, Qala, Gozo | ☎ 23793400

Malta College of Arts, Science and Technology (MCAST)

(College for vocational and higher education)

MCAST Main Campus, Triq Kordin, Paola

☎ 23987100 | ✉ information@mcast.edu.mt | 🌐 [Website](#) | 📘 [Facebook](#)

Gozo campus: JF De Chambray Street, Ghajnsielem | ☎ 23987665 | 📘 [Facebook](#)

Malta Qualifications Recognition Information Centre (MQRIC) within National Commission for Further and Higher Education (NCFHE)

(Recognition of qualifications)

Triq J Abela Scolaro, Hamrun

Freephone: ☎ 153 | ✉ qric.malta@gov.mt - ncfhe@gov.mt | 🌐 [Website](#)

Ministry for Education and Employment

(Government entity responsible for education and employment)

Great Siege Road, Floriana

☎ +356 25980000 | 🌐 [Website](#) | 📘 [Facebook](#)

Migrant Learners Unit (Promotes inclusion of migrant students)

Room 313, Ministry for Education and Employment Great Siege Road, Floriana

☎ 25982711, 25982712, 25982716 | ✉ mlu.mede@gov.mt | 🌐 [Website](#) | 📘 [Facebook](#)

4. Health Services

Caritas Malta

(Substance abuse rehabilitation programs)

5, Triq l-Iljun, Floriana Tel: 25906600

✉ info@caritasmalta.org | 📘 Facebook: @CaritasMalta | 🌐 www.caritasmalta.org

Floriana Health Centre

(Cultural mediation available)

F.S. Fenech Street, Floriana Tel: 25680200

✉ customercare.phc@gov.mt | 📘 Facebook: primaryhealthcarenalta | 🌐 www.health.gov.mt

Gozo General Hospital

(Gozo's public general hospital) Triq l-Arcisqof Pietru Pace, Victoria

☎ 21561600 | ✉ info-ggh@stewardmalta.org | 🌐 www.stewardmalta.org/gozo-general

Kirkop Health Centre (Cultural mediation available)

Triq Danny Cremona, Kirkop. KKP1703

☎ 21681267, 23348000 | ✉ customercare.phc@gov.mt | 📘 Facebook: @primaryhealthcarenalta |

🌐 www.health.gov.mt

Mater Dei Hospital

(Malta's largest public general hospital)

Triq Dun Karm Psaila, Msida

☎ 25450000 | ✉ customercare.mdh@gov.mt | 📘 Facebook: @materdeihospital | 🌐 www.Health.gov.mt

Mental Health Services

Mount Carmel Hospital, Triq Notabile, Attard

☎ 23304444, 23304445 | ✉ customercare.mhs@gov.mt | 🌐 www.health.gov.mt

Richmond Foundation

(Community mental health services)

424, St Joseph High Road, St Venera

☎ 21224580, 21482336, 21480045 / Freephone 1770 | ✉ info@richmond.org.mt |

📘 Facebook: Richmond Foundation - Malta | 🌐 www.richmond.org.mt

Sexual Assault Response Team at Mater Dei Hospital

(Specialist team working with survivors of sexual assault) Triq Dun Karm Psaila, Msida

✉ sart@victimsupport.org.mt |

🌐 <https://deputyprimeminister.gov.mt/en/MDH/Pages/MDH-Sexual-Assault-Response-Team.aspx>

Operates 24/7 on a call basis. Further info provided by VSM during office hours: ☎ 21228333

5. Housing / Shelters

Housing Authority

(Social housing and/or rent subsidy)

22, Pietro Floriani Street, Floriana

Freephone: 8007 2232 | ☎ 2299 1000 | ✉ customer.care.ha@ha.gov.mt | 🌐 www.housingauthority.gov.mt

Dar Maria Dolores

(emergency shelter for women) 126, Fleur de Lys Road, B'Kara

☎ 7702 6644 | ✉ info@fdh.org.mt | 📘 Facebook: @fondazzjonidarilhena

Fondazzjoni Suret il- Bniedem (Support with homelessness)

34, Prince Albert Street, Albertown, Marsa

☎ 9954 6900 | ✉ info@sib.org.mt | 📘 Facebook: @fsib99

YMCA (Support with homelessness)

178, Merchants Street, Valletta

☎ 27674278 | ✉ info@ymcahomeless.org | 📘 Facebook: @ymcavalletta | 🌐 www.ymcamalta.org

Dar Emmaus

Belliegfa Street, Victoria, Gozo

☎ 21552390, 99866673, 77603330 | ✉ kennutama075@gmail.com

Agency for the Welfare of Asylum Seekers (AWAS)

☎ 25687200 | ✉ awas@gov.mt | 🌐 www.awas.gov.mt

Malta Emigrant's Commission (Accommodation)

Dar l-Emigrant, Castille Place, Valletta

☎ 21222644 | ✉ mecmalta@onvol.net.mt | 🌐 www.mecmalta.com

6. Food Vouchers

Malta Community Chest Fund Foundation

(Food vouchers) The Palace of the President, Republic Street, Valletta

☎ 2124 0568 | ✉ mccf@gov.mt | 📘 Facebook: @MCCFFmalta | 🌐 www.mccff.org.mt

Malta Islamic Welfare Fund

(Food support) 38, Triq il-Kanun, St. Venera Saturday at 11:00

☎ 77489770, 77045538 | ✉ elsadi@melita.com | 📘 Facebook: @tmiwif

The Food Bank (Food support)

St Andrew's Scots Church St Andrew's House 210, Old Bakery Street, Valletta

📘 Facebook: TheFoodbankatSaintAndrews | 🌐 www.thefoodbank.webs.com

8-4 Other Agencies and Organisations

International Organisation for Migration (IOM) (Coordinates AVR program & other projects)

Apt. 2, De Vilhena Residence, Trejjet il-Fosos, Floriana

☎ 21374613 | ✉ iommalta@iom.int | 📘 Facebook: @IOMinMalta | 🌐 www.malta.iom.int

United Nations High Commissioner for Refugees (UNHCR) (Protection, Information, Integration and Other Projects)

UNHCR Country Office in Malta, 52, Mountbatten Street Hamrun HMR 1574

☎ +356 2248 9400 / +356 9911 5787 | ✉ mtava@unhcr.org

▶ <https://www.youtube.com/channel/UCciKUrzmE0aONF7fXJQuEg/featured>

Malta Red Cross (Family tracing)

104/5, St. Ursola Street, Valletta

☎ 21221022, 99388112 | ✉ info@redcross.org.mt | 📘 Facebook: @MaltaRedCross | 🌐 www.redcross.org.mt

Foundation for Shelter and Shelter to Migrants (Various projects)

2, John F. Marks Street, San Gwann

☎ 21375862 | ✉ info@fsmmalta.org | 📘 Facebook: @fsmmalta | 🌐 www.fsmmalta.org

Malta Gay Rights Movement (Support services related to LGBTIQ issues)

32, Parish Street, Mosta

☎ 99255559, 21430009 | ✉ mgrm@maltagayrights.org | 📘 Facebook: @mgrmmalta | 🌐 www.maltagayrights.org

The Malta Foundation For The Wellbeing Of Society (Focus on social research)

St Calcedonius Square, Floriana

☎ 21484662 | ✉ mfw.s.ope@gov.mt | 📘 Facebook: @MFWSmalta

8-5 Refugee-led Organisations

Bangladeshi Community & Association Malta

☎ 7751 5001 | ✉ bdcommunitymalta18@gmail.com | 📘 Facebook: @wearebangladeshiinmalta

Sudanese Community

☎ 77032032 | ✉ sudanesecommunitymalta@gmail.com

Somali Community

☎ soomalicm@gmail.com | ✉ Facebook: Somali community in Malta

Spark 15 (youth group)

☎ 99711211 | ✉ sparkfif@gmail.com | 📘 Facebook: @spark15

Syrian Solidarity in Malta

☎ 9998 8117 | ✉ syriancmalta@gmail.com | 📘 Facebook: The Syrian Solidarity in Malta S S M

Somali Immigrant Aid Association of Malta

☎ 99322041 | ✉ somalicommunityinmalta@gmail.com

Eritrean Community

☎ 77093100 | ✉ eritreancommunitym@gmail.com | 📘 Facebook: The Eritrean Migrant community In Malta

Libico (Libyan community)

43/4, Regent House, Triq Bisazza, Sliema

☎ 99148752 | ✉ info@libico.org | 📘 Facebook: @libicomalta | 🌐 www.libico.org

Syrian Maltese Community

☎ 99422286, 99471463, 99538681, 99262322 | 📘 Facebook: @SyrianMalteseCommunity | 🌐 www.smcmalta.org

To access more information:

🌐 <https://www.unhcr.org/mt/wp-content/uploads/sites/54/2020/10/Service-Providers-for-Refugees-and-asylum-seekers-in-Malta-1.pdf>

CONTACT DETAILS



info@halfaroutreach.org



[@halfaroutreach](https://www.facebook.com/halfaroutreach)



[@halfaroutreach](https://www.instagram.com/halfaroutreach)



[@halfaroutreach](https://www.linkedin.com/company/halfaroutreach)



www.halfaroutreach.org

Get in touch with us to learn more!



RIME: <https://rime-refugees-inclusion.eu>

