

Citizen services The Danish language
The Stepguide Place of Origin
Practical information





Welcome to Midtjylland

We hope that you had a pleasant journey and that you are now ready to discover this part of Denmark.

With this welcome pack you will be well prepared for life in the region. The pack contains both regional and local information in five areas, each with its own booklet: Health, Family, Jobs and Society, Leisure and Culture, and Students. You will also find the “Welcome” booklet and a local booklet, which describes in more detail the municipality you have just moved to.

The welcome pack is the result of collaboration between the region’s 19 municipalities and is supported by Region Midtjylland and the European Union Social Fund. It contains a wealth of information for those who want to work, study and live in Midtjylland for a shorter or longer period, as an individual or with your family.

The population of Denmark is often named as the happiest in the world. Many factors influence whether life feels good or not. We believe that a good welfare system, favourable conditions for education and work and

widespread trust in authorities and each other are some of the things that matter in this regard.

Midtjylland has a number of joint initiatives in culture, health and business that provide fertile soil for cooperation between municipalities and create the foundation for growth and development in the region. Midtjylland’s nature offers long coastlines, large forests and idyllic countryside. The cultural provision in Midtjylland is rich and diverse, offering everything from small local events to culture of international class.

So no matter where you move to in Midtjylland, the region, local authorities and a wide range of organizations, associations and institutions will take good care of you. We hope that you and your family create good networks, make good friends and so have the best conditions to thrive in your job, your studies and in your neighbourhood.

CITIZEN SERVICES

Online Citizen Services

Citizen Services is your point of contact with the public authorities in Denmark.

The high degree of readiness of Danish people to use digital solutions to contact the public authorities puts Denmark at the forefront in the area of public service digitization. Public service digitization helps funds be used more effectively and benefits the general welfare. Unfortunately most digital solutions are not available in languages other than Danish, but there is usually a lot of information and help available in English on the municipalities' own websites.

The website www.lifeindenmark.dk contains general information about Denmark and the issues associated with being an international citizen here. This will also contain information on digital solutions. Always check your local authority website too – many have English information and give you guidance on digital self-service solutions.

NemID

You must use NemID when using self-service online. NemID is your key to the digital solutions, and the use of NemID is the same

wherever and whenever it is used. With NemID you get secure access to your personal information whether it is public or private in nature.

Read more about NemID here:
www.nemid.nu (click English)

International Citizen Service (ICS)

There is a lot to take care of when you arrive in Denmark as a foreign employee, job seeker or student. But International Citizen Service (ICS) is here to help. All the authorities you typically need to contact are represented at ICS. So in most cases, you will only need to visit an ICS office in order to take care of your paperwork and find answers to your questions. ICS offers help with residence permits and registration certificates, tax card, social security number, etc. As well as with personal guidance on job seeking, Danish courses, the Danish tax system and more. You can also get information about living and working conditions, accommodation, daycare for children and social activities. In ICS West (located in Aarhus) you can meet International Community and get an introduction to their network, events, seminars and social activities.

From 1 January 2013 all municipalities can give the ICS centre permission to issue social security numbers and health cards on their behalf. And so ICS can be a true one-stop service – also for those people who do not live in one of the four major municipalities. Contact ICS to hear whether your municipality has made such an agreement.

Find out more here: www.icitizen.dk

Citizen Service centres

In all municipalities you can meet in person with the local Citizen Service (often located in the town hall).

This is the place where you can ask any questions and get help in finding the answers. First and foremost you can order a NemID and get help in using the digital self-service solutions. The Citizen Service can give you assistance in completing forms and applications online. Remember to bring your NemID.

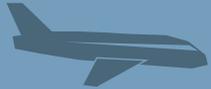
You can also receive guidance about health insurance, passports, driving licenses, housing benefit, child benefit and childcare.

Find the location and opening hours of your local Citizen Service on your municipality's website or find more information in the local booklet in this welcome pack.

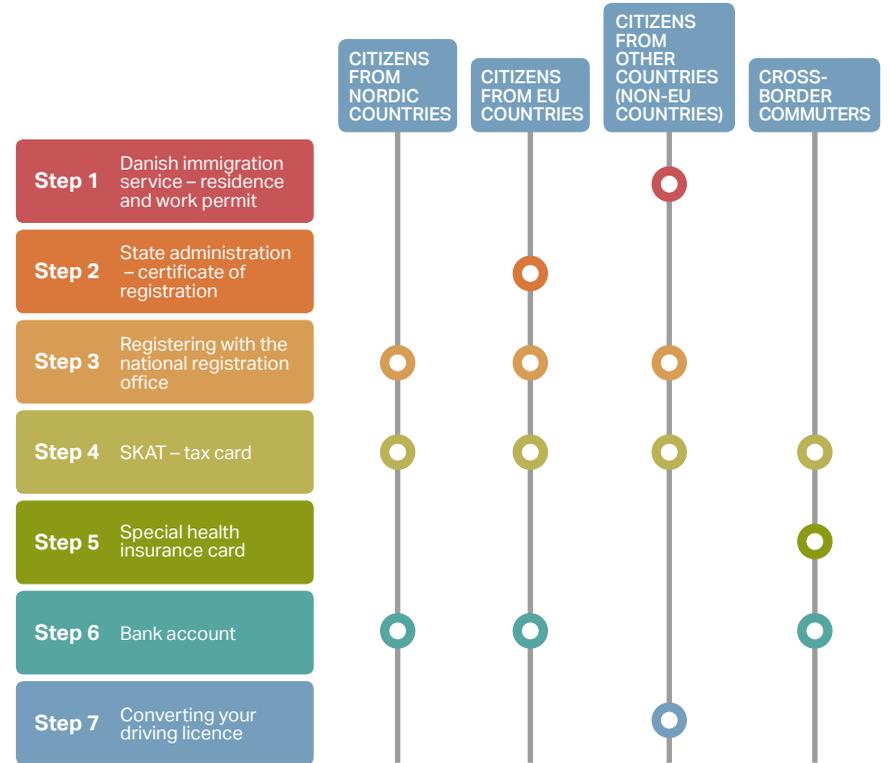




WHAT TO DO WHEN YOU MOVE TO DENMARK



The following map is a guide to help you through the specific steps you need to take depending on which country you moved from.



PLACE OF ORIGIN

Citizens from Nordic countries

- follow the step-numbers 3, 4 and 6

If you are a citizen of Finland, Iceland, the Faroe Islands, Norway or Sweden, you are free to enter, reside, study and work in Denmark. In other words, you do not require a visa or residence or work permit! As a newcomer, you can only be registered if you have a home or permanent place of residence here in Denmark. Persons moving to Denmark from a Nordic country, whatever their citizenship, are only obliged to report their move if they are residing in Denmark for longer than six months. You are entitled to be registered with the national registration office if you are staying in Denmark for longer than three months.

If you are staying for longer than six months, you must report your move to the registration authority in the country from which you are moving and to Citizens' Services in the municipality in Denmark to which you are moving. Once you are registered with the national register in Denmark, the registration authority in the country, which you have left, is informed that you are registered in Denmark.

An alternative is to work in Denmark as a cross-border commuter: read the cross-border commuter section below.

Citizens from EU countries

- follow the step-numbers 2, 3, 4 and 6

Citizens from EU countries can be employed and start work immediately when a date of employment has been agreed upon between employer and employee. Citizens from Switzerland and Liechtenstein follow the same rules as citizens from EU countries. If foreign employees choose to give up their permanent residence abroad and live in Denmark, they must register as citizens in Denmark.

An alternative is to work in Denmark as a cross-border commuter: read the cross-border commuter section in the welcome pack.

Citizens from other countries (non-EU countries)

- follow the step-numbers 1,3, 4, 6 and 7

Citizens from non-EU countries MUST have applied for and been issued with a residence and work permit BEFORE they can commence work.

Cross-border commuters

- follow the step-numbers 4,5 and 6

Cross-border commuters is EU/EEA citizens who:

- Work in Denmark
- Maintain their place of residence/national registration in their home country
- Return to their country of residence either daily or weekly

Cross-border commuters do not need to apply for a residence or work permit or an EU Certificate of Registration in Denmark but, immediately after they have been employed in Denmark, they must contact SKAT, the Danish Tax and Customs Administration, in the municipality in which their workplace is located.

Moving within Denmark

If you change your address within the borders of Denmark, be sure to register the change to the municipality you are moving to, otherwise you will receive a fine. You should generally use NemID to register the change of address online. Read more about changing address in Denmark at www.businessregionaarhus.com/da/Living-in/Accommodation/Change-of-address

Leaving Denmark

When returning to your home country, it is important that you notify Citizens' Services that you are leaving Denmark.

- You need to deregister from the national register if you move abroad.
- If you are moving abroad for less than six months, you can retain your registered address UNLESS you rent out or lend your house or flat.
- If staying abroad for longer than six months, you must always deregister from the national register or submit a written notification.

This can be done by completing a leaving certificate online. Read more about leaving Denmark and moving within Denmark at www.lifeindenmark.dk.

You must also notify SKAT that you are returning to your home country so you can conclude your tax affairs. You can contact SKAT via www.skat.dk/english.

Moving to a Nordic country

Before leaving Denmark, you must notify your move to Citizens' Services. You must also report your move to the registration authority in the Nordic country to which you are moving prior to the deadline, which applies in the relevant country.

THE STEPGUIDE

Step 1 – DANISH IMMIGRATION SERVICE – Residence and working permits

After 20 May 2012, all non-EU citizens over the age of 18 applying for residence permits under the terms of the Aliens Act must have their biometric features (facial image and fingerprints) recorded when submitting their application.

Biometric features will also be recorded when applying to renew a residence permit and when applying for permanent residence. If the application is submitted at an embassy or consulate that has agreed to process Danish applications for residence, the applicant will be required to appear at the embassy or consulate in person to submit two facial photos. Applicants who are granted residence will be informed that they will be required to have their biometric features recorded within a specific time period after arriving in Denmark. An applicant must appear in person to have his/her biometric features (facial image and fingerprints) recorded when submitting an application for residence at a Danish embassy or consulate, a Danish police station or at the office of the Immigration Service/ Agency for Labour Retention and International Recruitment. Applicants will also be asked to provide a signature. You can read more here: www.nyidanmark.dk/en-us/coming_to_dk/Residence_cards_biometric.htm

Step 2 – STATE ADMINISTRATION

If you are going to stay in Denmark for more than three months, you can apply for a Certificate of Registration from the regional state administration. You need to complete form OD1, which can be downloaded from www.newtodenmark.dk. You are only obliged to report a change of address if you are staying in Denmark for more than three months.

To apply for a Certificate of Registration, you need to personally contact International Citizen Service (www.icitizen.dk) or the regional state administration. If you are an international student the State Administration might handle the registration at your educational institution. Please contact your educational institution for further information on date and time.

Visit the website of the Regional State Administration for contact information:
www.statsforvaltningen.dk (click English)

Visit the website of International Citizen Service for contact information: www.icitizen.dk

For your meeting in person, you must bring the following documents:

- Original passport or national ID card
- A passport photo

- Relevant documentation to support your reason for wanting to stay in Denmark (contract of employment and employer's declaration, maximum one month old)
- If you are a student, you need to bring your letter of admission from your Danish educational institution

If your cohabitant is accompanying you and you are not married, you must document that you have been living together for 1½-2 years or that your cohabitant has funds in his/her bank account and is self-supporting and/or that you are able to support your cohabitant. After two to three weeks you will receive a letter with your residence permit, so it is important that your name is on your mailbox. The Certificate of Registration is not issued for any specific period. It is valid as long as the conditions on which its issue was based are still being met. After four years of uninterrupted legal residence in Denmark you can apply for an unlimited (permanent) residence permit. Read more at www.newtodenmark.dk.

Step 3 – REGISTERING WITH THE NATIONAL REGISTRATION OFFICE/OBTAINING A HEALTH INSURANCE CARD

Meet up in person at the local Citizen Service Centre. You can find the address and opening hours of the Citizen Service on the municipality's own website.

You may also contact International Citizen Service (ICS) to check if they are able to help you register. +45 72 22 33 75, west@icitizen.dk. If you are a new citizen in Aarhus you can always contact the ICS.

If you are an international student, Citizen Service may handle the registration at your educational institution. Please contact your educational institution for further information.

When meeting with your local Citizen Service or International Citizen Service, you must bring the following:

For Nordic countries:

- Passport or personal ID
- Documentation for personal ID from your home country, marriage certificate and children's birth certificates, if applicable

For EU countries:

- Once you have received your Certificate of Registration, you must bring (in person):
- Passport or personal ID with photo
 - Certificate of Registration
 - Marriage certificate and your child's/children's birth certificate(s), if applicable
 - If you are a student you must bring a copy of your blue European Health Insurance Card (both sides)

For non-EU countries:

Once you have received your residence and work permit, you must bring (in person):

- Passport or personal ID with photo
- Residence permit
- Marriage certificate and your child's/children's birth certificate(s)

You will then be issued with a Danish social security number (CPR No.). In conjunction with being registered with the national register you also need to choose a GP/family doctor. About 14 days after you have been registered, you will receive a yellow health insurance card by post, which bears your Danish social security number. Use the card when contacting your GP, hospitals and dentists. If you move to another address, you must report your change of address online within five days, giving your social security number, date of move, old address and new address.

Step 4 – SKAT – TAX CARD

As a salary earner in Denmark, you must pay income tax in Denmark, but you may also be partly liable to pay tax in your home country. SKAT issues tax cards. You can read more about SKAT at www.skat.dk/english

Contact SKAT here:

www.skat.dk/english, +45 72 22 18 18
SKAT is also represented at International Citizen Service (www.icitizen.dk).

* Note to cross-border commuters: To obtain a taxpayer number (a tax registration number) or a tax card, you must complete form 04.063, which can be obtained from your local tax centre or downloaded from www.skat.dk/english.

Remember to bring:

- Personal ID with photo
- Documentation on marital status (for example a marriage certificate) and children (birth certificate(s))
- Documentation for place of residence in your home country
- Latest tax statement from your country of residence
- Contract of employment
- Bank details from your country of residence

Step 5 – SPECIAL HEALTH INSURANCE CARD

If you are working in Denmark but live in another EU/EEA country, you can obtain a special health insurance card which entitles you to treatment in Denmark on the same terms as everyone else. However, you must:

- Submit a copy of your contract of employment/pay slip
- Work a minimum of 9 hours a week, 18 hours a fortnight or 39 hours a month in Denmark
- Make payments to ATP (lifelong supplementary pension scheme)
- Not work in your country of residence

You can also obtain the special health insurance card if you are self-employed and have a Danish company registration number (CVR no.). The special health insurance card is issued for 12 months at a time and is basically free of charge. The special health insurance card is only issued once your country of residence has documented that you are entitled to receive health care from that country on the same terms as people with public health insurance in Denmark.

You can apply for a special health insurance card at Citizens' Services in the municipality in which your employer is domiciled.

Step 6 – BANK ACCOUNT

You can only open a bank account once you have been issued with a social security number (CPR No.). If you are a cross-border commuter see the note below. Your employer may be able to help recommend a local bank or branch. Remember to inform the payroll department of your bank account number.

You must bring:

- Passport and social security number (CPR No.)

* Note: As a cross-border commuter you can only open a bank account once you have obtained your tax card. As you are not a registered citizen in Denmark, the bank will want to see your:

- Passport
- Tax card
- Contract of employment and pay slip

Step 7 – CONVERTING YOUR DRIVING LICENCE

A driving licence issued within the EU/EEA ranks alongside a Danish driving licence and gives you the right to drive in Denmark as long as the driving licence is valid and you are under the age of 70. A driving licence acquired within the EU/EEA can be exchanged to an equivalent Danish driving licence without you taking a driving test.

If you have permanent residence in Denmark and have a driving licence issued in a country outside of the EU/EEA, you must exchange your foreign driving licence for a Danish one within 90 days. Otherwise you may not drive a vehicle in Denmark.

Please contact the citizen service centre in one of the country's municipalities.



THE DANISH LANGUAGE

Danish lessons

The Ministry of Children and Education seeks to ensure that foreign employees and their families are well received in Denmark so they quickly feel at home, learn Danish and start establishing their own networks.

Adult foreigners can receive free Danish lessons for up to three years to facilitate their work or studies and being a citizen in Denmark.

To be eligible for Danish lessons you must:

- Be over 18 years of age
- Possess a valid residence permit or Certificate of Registration in Denmark
- Be registered in the national register in a Danish municipality. Commuters who do not have a CPR number are also entitled to Danish lessons.

Danish lessons include, for example:

- Danish culture and society and the Danish labour market
- Danish in the workplace
- Danish in the educational system
- Danish as a parent

Conditions

Your three years of right to Danish education will commence on your very first day of school and

cannot be put on hold for any reason. However if necessary, you can apply for an extension later on if you have been cut off from attending lessons due to maternity leave, a documented period of illness, or a heavy workload /incompatible hours. If you apply for an extension, you will be asked to document the reason for your absence. You are expected to attend lessons actively and continuously.

Special conditions for EU citizens under employment

If you are an EU citizen and employed upon arrival in Denmark, your referral is provided on the basis of a statement from your employer alone. The school offers a course in introductory Danish specially designed for the purpose of employees with a temporary stay in Denmark. If you end up extending your stay in Denmark, you are entitled to three years of Danish education with a deduction of the lessons you already received in the introductory course.

Information

Contact your local Citizens' Services for further information about free Danish lessons, language centres and other course providers. Danish lessons are offered by municipal or private language schools and other education centres.

PRACTICAL INFO

Practical Info

Fire, accidents, danger, acute emergencies
Call 1-1-2

Call the police emergency number 1-1-2 free of charge from landline telephones, public telephones and mobile telephones with and without SIM cards.

Denmark has an official app to contact the emergency services in emergency situations. The 112 app automatically sends your GPS coordinates to the emergency services so that assistance can be sent to you more quickly. Activation of GPS on your phone is required to send the coordinates. The app can be downloaded for iOS, Android and Windows phones.

For non-emergencies, call your local police station.

Police

114 is the direct number to your nearest police station. This is the number you should use when reporting a crime, when you need

help or information about permits, or if you have a tip for the police etc.

Out-of-hours doctor

All contact to the out-of-hours doctor must be by telephone. Over the phone, the out-of-hours doctor will assess whether you need to be examined by a doctor. Remember to take your health insurance card with you to the examination. The telephone number for the out-of-hours doctor is the same regardless of where in the region you live (except for Anholt and Endelave). The out-of-hours doctor will answer the phone on weekdays between 16.00 and 08.00, and all day on weekends and public holidays.

T +45 70 11 31 31

Accident and emergency (A&E)

Before contacting a hospital accident and emergency department, you need a referral from your GP/family doctor or the out-of-hours doctor. In other words, you cannot show up at the A&E department without a referral. Call the out-of-hours doctor before going to the A&E.



