

00 Introduction to a supervisor

Why is this introduction important to you?

- During the meeting with your supervisor, you will receive an explanation of what you will be doing with the supervisor in the near future, and you will learn more about:
 - what the purpose of the social counselling is.
 - what the guidance process and the guidance period look like overall.
- what you can expect from your supervisor and what the supervisor expects from you.

Necessities:

No

Target:

Meet your supervisor and know what you and your supervisor are going to do during the counselling process. And also, what you can expect from the supervisor (and what not) and what the supervisor expects from you in this process.

Actions:

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| 1 | Get to know each other personally. Briefly tell us something about yourself, your family, family situation, background, work and education. |
| 2 | What is and does the Council for Refugees do? Let the client describe this in their own words. |
| 3 | Let the client explain in his / her own words what is expected from the guidance of the Dutch Council for Refugees:
- what do people think the guidance entails.
- what would one want to get help or support with? |
| 4 | Explanation about the program: <ul style="list-style-type: none">• how does social counselling work in the Netherlands.• the frequency of contact with the supervisor.• exercises with subjects from the skills training.• how can one expand his / her network in the Netherlands.• he offer and the possibilities from the Council for Refugees regarding guidance, training and workshops. |
| 5 | Evaluation of the agreed program: <ul style="list-style-type: none">• How did all this go?• What went well and what didn't?• Are there any issues that need to be addressed?• Are there any special points for attention? |

Tips for the facilitator

- Explain why you work for the Dutch Council for Refugees; this tells the client more than what you do. Also state that you are doing this voluntarily and unpaid out of humanity, among other things.
- Explain why it is important that someone builds up a new, independent life in the Netherlands as soon as possible and that it is therefore important to have insight into and access to all kinds of authorities.
- Give the client enough space to explain what the counselling means to him.
- Make it clear that the Council for Refugees is not there to solve problems, but to provide explanations, to coach, to make them stronger and more independent and to help expand their network, so that people can eventually tackle those issues themselves.
- Explain that open, honest cooperation is important to be able to guide and coach him / her properly.
- Underline that the client has every interest in making optimal use of the guidance, but also that he himself remains responsible for all steps that are taken in his integration process.

01. Handling and archiving mail

Why is it important that you can handle and archive your mail yourself?

We receive a lot of mail in the Netherlands. You will receive mail in the letterbox and by e-mail. This item consists of important (such as bills) and insignificant item (such as advertising brochures).

Necessities:

- The NIBUD folder. You received this during the intake.
- Pen or highlighter, a stapler and a hole punch.
- Your login details for your email account.
- A computer with internet connection.
- Your DigiD data.

Target:

You know:

- which mail and e-mails are important, and which are not.
- how you should deal with received mail.
- how to sort your mail.
- how to keep your administration organized.
- how to know what to do to take desired / requested action on time.

Actions:

1 Explanation of the distinction between important and unimportant item

Important mail is usually addressed and from organizations / institutions with which you have an agreement. For example: the bank, the municipality, insurance, energy supplier or housing association.

PS: Not all mail from organizations you have an agreement with is important.

Unaddressed mail is almost always unimportant mail. But addressed mail can also be advertising, so unimportant. Advertising is aimed at tempting people to buy something or to become a customer by taking out a subscription / contract. This type of mail can often be recognized by colorful folders, etc. Advertising is not relevant to keep and can be immediately thrown away or removed from your e-mail box. By doing this you create an overview for yourself and prevent important mail from being seen.

2 Mail received by letter:

- Sort mail and create a stack with important mail and not important mail.
- Remove all important mail from the envelopes (and dispose of the envelopes in the wastepaper).
- Read the letter, try to understand what it says and what to do. Possibly with the help of Google Translate or help from someone who has sufficient command of the Dutch language.
- If you have to pay money or you receive money, there will be an amount in the letter. It also states the latest date you must pay the amount or can expect to receive it on your account.
- In each letter, underline:
 - the words you think are important;
 - the dates and any amounts stated in the letter.
- Make holes in all received mail and store the mail behind the appropriate tab in your NIBUD folder.
- Take the NIBUD folder with you to every meeting with your supervisor and discuss:
 - which mail you have received;
 - what you have already done with it;
 - what you think should be done.

	<p>Your supervisor can then confirm whether you are correct or explain in more detail what it says and what to do with it. Discuss with your counsellor the words and concepts you underlined in the letters that you think are important.</p>
3	<p>Receive mail by e-mail.</p> <ul style="list-style-type: none"> • To save costs, more and more organizations are sending important information by e-mail. • Check regularly whether you have received new e-mails; preferably daily. • Just like with mail by letter, you will also receive advertising by e-mail. Delete these emails to the digital trash can. • Open emails and, as in step 2, find important dates, amounts and write down the words for yourself that you think are important. • Discuss with your supervisor: <ul style="list-style-type: none"> - Which important e-mails you have received; - what you have already done with it; - what you think should be done. <p>Your supervisor can then confirm whether you are correct or explain what is in the email and what to do with it. Discuss with your supervisor the words and concepts that you think are important in your e-mail messages.</p>
4	<p>Exercises:</p> <ol style="list-style-type: none"> 1. Practice stowing the mail behind the correct tab. Make sure this is done consistently, not one time before and the other time behind the tab! 2. View your (digital) mail that you have received in the past two weeks together with your supervisor. Indicate which mail is important and which is not (and can therefore be thrown away). 3. Discuss the following words and concepts (which are often used in letters and e-mail messages from authorities): <ul style="list-style-type: none"> - Payment arrears- Payment arrangement - Payment term - Advance - Remission - Reminder - Objection (written) - writ of execution - At the latest before (+ date) - Authorization - Consent - householdn - Income - Other places and concepts which you have questions.

<p>Tips for facilitator</p>
<p>1. Show some promotional flyers as examples of unimportant mail.</p>

02 Franking and sending mail

Why is it important that you can frank and send your mail yourself?

Being able to frank and send mail is an important part of being able to arrange your affairs yourself.

Necessities:

- A computer with internet connection.
- (Letter) paper, envelopes and stamps.

Target:

Being able to frank, address and send letters yourself.

Actions:

1 Address

To be able to send a mail item, it must have a clearly legible address. The address is written on the envelope in a fixed order:

1. The name of the person / family, organization or company.
2. Name of the person or department for whom the letter is (in case of an organization or company).
3. The street name, including house number and any additions.
4. The room number (or other information if applicable).
5. The zip code and the official city name.
6. (Possibly the country, if it goes abroad)

The Netherlands has a very fine meshed postal code system. Your zip code and house number (for example: 1234 AC 64a) is a unique combination for your address. If you are sending something that is important to you, it is useful to state that combination as the sender so that, in the unlikely event that the mail cannot be delivered, the letter can be returned to you. Write that code in the top left corner of the envelope or on the back flap.

2 Franking

If you want to send something by post, in most situations sufficient stamps must be attached to the envelope.

Postage stamps

The new Dutch stamps no longer have a monetary value printed on them, but a number corresponding to that value. Within reasonable limits you can also use a stamp with a 1 on it if that stamp has become more expensive in the meantime.

Digital franking

If you do not have or not enough stamps to send something, you can also send a digital stamp at <https://jouw.postnl.nl/?pst=sp-pnl-nav-verz-ql2-versturen#!/versturen/details> create and pay for stamps. The website will then create a number that you have to write on your postal item where the stamps are normally located. You must use a digital stamp within 5 days after it has been created.

Business reply number

Some agencies and organizations let you send or return mail to them without the need for a stamp. You can recognize this by stating a business reply number instead of a home address.

In such a situation, all you have to do is write the business reply number and corresponding number on the envelope.

How much is it?

The costs for sending a postal item depend on:

- The weight of the mail item.
- The size of the mail item
- can / cannot it be delivered through the letterbox or must the delivery person ring the bell for this;
- PostNL has maximum dimensions.
- The destination (within or outside the Netherlands).
- Any desired additional services (urgent, insured, with signature, etc.)

Because the rates and conditions of PostNL can change, it is good to send by letter to <https://www.postnl.nl/tarieven/Brief/NL/0-20g?pst=sp-pnl-nav-verz-ql1> rates to see how much it costs to send the specific mail item.

If you do not know exactly what your mail item weighs, you can have it weighed at the nearest post office or PostNL point (this is usually a shop closer to you) so that you know that you have stamped the letter sufficiently. (If you do not sufficiently frank a mail item, the recipient may have to pay extra).

Pay attention:

- Packages can usually be sent by regular mail but can be offered at a PostNL point or the post office. Different prices apply for this.
- For mail abroad, other stamps are required than for mail that is sent to addresses in the Netherlands. You can buy these stamps at PostNL offices.
- Sending something to a PO box instead of an address will also simply cost you money.

Sent by registered mail:

If a letter is very important and you want to be sure that it has arrived, you can send it by registered mail. This means that the recipient must sign when he or she receives the letter. You can send a letter by registered mail at PostNL locations.

To mail:

When the letter has been addressed and sufficient stamps have been affixed to it, it still has to be sent.

This can be done through:

Public orange PostNL mailboxes

These are located along the road in various places in your area. In the Netherlands, a letterbox has two slots: one for mail to your area and one for mail further away. This is stated on the letterbox based on the postal codes in your area and 'other postal codes'. Other postcodes therefore also include other countries.

A postal location

If something does not fit in the letterbox, you are not sure of the weight, or you want an extra service or proof of dispatch, you can deliver the mail item at a PostNL location.

Even if you send something of financial value - for example, the return of an internet order - you can receive proof at a post office or at a PostNL point that you have actually delivered the relevant postal item there. Keep that proof for at least a month.

Tips

The letterbox is not emptied every day. The letterbox states when it was last emptied (by means of a number in a white circle) and when it will be emptied again. So keep this in mind when you want to send a letter. This can cause delays in delivery.

03.Filling out common forms

Why is it important that you can fill in common forms independently?

Forms often have to be filled in to arrange or request a great many things. This can be done on paper as well as digitally. In addition to specific questions, forms also contain a number of standard questions that you must be able to fill in.

Necessities:

- A pen.
- A printer (for printing documents; possibly for a copy for yourself).
- A computer with internet connection (in case of a digital form).
- Your DigiD login details (if requested).
- Your citizen service number (if requested).
- Any required attachments (paper or digital).
- Your Nibud folder (for finding your data and attachments).

Target:

Be able to fill in standard data on a form.

Actions:

Step 1 The best way to fill in forms is to do it yourself as much as possible .
By practicing you will learn to recognize the standard data so that you can easily enter them yourself, even if you do not yet have a very good command of the Dutch language.

Step 2 The most common standard data are:

- Your official first name
- Your full last name
- your date of birth
- Your official place of birth
- Your Citizen Service Number
- Your official address (street, zip code and city)
- Your (mobile) telephone number (where you can best be reached)
- Your email address
- Your bank account number (if applicable)

These details must be identical to those registered with the BRP at your municipality.

Exercise:

Fill in both a paper and an online form. If there are any questions, please discuss them with your supervisor.

Tips

1. It is the intention that you get to work yourself and not your supervisor fills in the form for you.
2. Make a copy of each submitted form for your own administration (Nibud folder).
3. If there are words you don't know, use an (online) dictionary or translation app.

04. Arranging banking affairs

Why is it important that you can arrange your banking affairs yourself?

By properly arranging your banking affairs you can keep a good grip on your financial situation and prevent debts. Nowadays banking is almost exclusively done digitally. For this it is necessary to be able to use internet banking.

Necessities:

- A computer with an internet connection or a smartphone with a Mobile Banking App.
- Login details of your bank. These are your username and password.
- Depending on the bank and the amount to be processed, also a random reader.

PS: If you have to go to a bank branch in person: your ID card and bank card.

Target:

Being able to independently arrange banking matters, such as:

- communicating changes (such as your contact details);
- keep an overview of your payments and receipts;
- knowing what to do if your bank card is lost or stolen.
- download, print or save bank statements and send them by e-mail.

Actions: *For the sake of convenience, this has been chosen to take examples from ING*

1 Report changes:

You can report changes to your data in two ways:

- via internet banking
- at a branch of your bank.

[On the ING website](http://www.ing.nl) (www.ing.nl) you can watch instructional videos explaining step by step how to report a change.

PS: Not all data can be changed online. For example, would you like to change your initials, surname or date of birth? Then you should do this at an ING branch. Don't forget your identity - proof and debit card to bring!

2 Save

For example, if you want to set aside an amount every month for a later moment or unexpected expenses (savings), you can open a "savings account" via the Internet (My ING), see the header "savings" on your bank's website.

3 Exercise 1: Payment via internet banking

1. Log in [to the ING website](http://www.ing.nl) (www.ing.nl) or your or the mobile app on your smartphone.
2. Choose 'Bank accounts'
3. Select 'Overwrite' (top left).
4. Enter at least the following information:
 - The amount you want to transfer under 'Amount (€)'.
 - * on the letter in which the request for payment is made;
 - * on the bank card of the person to whom you want to transfer the amount.
 - The recipient's account number at 'Account number (IBAN)'.
 - This starts with NL, followed by 2 numbers, four capital letters and 10 numbers.
 - The official name of the recipient at 'Name recipient'. This name is
5. State why you are paying:
 - For a payment to government agencies, you almost always need to state a payment reference. This is a 16 digit number; this is usually stated on the giro collection form or in the text of

	<p>the letter. Your payment cannot be processed without this number.</p> <ul style="list-style-type: none"> - For payments to companies or private individuals, you must state the reason for payment in communications or comments .Usually this is a customer number and / or account number. <p>6. Choose the date on which you want to pay this amount. Take into account:</p> <ul style="list-style-type: none"> - a few extra days for administrative processing; - whether you expect to receive or pay other amounts during that period. <p>7. For shipping you can also choose to make the payment more often - for example every month. For example every month, in case of rent payment. This way you cannot forget to make that payment.</p> <p>8. Complete the planned payment by choosing 'Send' .</p> <p>9. Before a payment is final, you must have this digitally sign</p> <p>10. FINALLY, DO NOT FORGET TO LOG OUT CORRECTLY via the 'Logout' button.</p> <p><i>At this moment you can choose to enter another payment, but we recommend, especially in the beginning, to separately advance and approve each payment so that there is less chance of errors.</i></p> <p><i>The way in which this should be done differs per bank. Please read this carefully with your supervisor; without proper signature you still have not paid anything.</i></p>
4	<p>Exercise 2: Checking credits and debits:</p> <p>It is important to:</p> <ul style="list-style-type: none"> • Regularly check your bank account how much money is left in your bank account. This will prevent you from spending too much money and not having enough money in your account to pay for your fixed expenses. • Check whether the amounts credited and debited to your bank account are correct and correct. <p>Via the mobile app or internet banking you can also see which fixed payments (direct debits) are still planned in the coming period. This way you know how much money you still need for your accounts and how much you still have free to spend</p> <p>Check your bank account regularly to make sure that no amounts have been reversed because of too much there was little money in your bank account when a direct debit was collected from you. This means that the amount cannot be debited, so it has not been paid (on time) because you have not does not have the entire amount due in your bank account.</p> <p>When this happens, you should contact the organization to which you are receiving it as soon as possible amount or transfer the amount if your financial situation permits.</p>
5	<p>Exercise 2: Checking your personal information</p> <ul style="list-style-type: none"> • Log in to your bank account via internet banking or the mobile app on your smartphone. • Check your personal information. • Are these still correct? • Adjust your data if necessary.
6	<p>Exercise 3: Download, print or save bank statements and send them by e-mail</p> <p>Search, download and print a statement of, for example, the payment of your rent 2 months ago.</p> <ul style="list-style-type: none"> • Log in to the ING website (www.ing.nl) or your or the mobile app on your smartphone. • Choose 'Bank accounts' • Select 'Service' at the bottom right. • Choose 'Download debits and credits. • Choose an account and enter the period. • Click download and PDF. • Choose as type: 'PDF with book balance date descending' or 'PDF with book balance date ascending' <p>You can now print, save and / or send the document as a file</p>
7	<p>Exercise 4: Blocking and unblocking your debit card.</p> <ul style="list-style-type: none"> • Log in to your bank account via internet banking or the mobile app on your smartphone:

	<ul style="list-style-type: none"> • Look up your debit card details. • Block your debit card. • Then unblock your debit card again.
8	<p>Exercise 5: Pin and pay (daily) limits</p> <p>Standard limits apply to withdrawals per day or per week. This differs per payment method, such as bank transfers, debit card payments in shops, for example, withdrawing cash at an ATM, etc. You can reduce these maximum amounts. This way you limit damage when your bank card is lost or stolen.</p> <ol style="list-style-type: none"> 1. Go to www.mijn.ing.nl and log in to Mijn ING 2. Click on Service at the bottom right. 3. Click on Change debit card limit 4. In the following screen you can indicate: <ul style="list-style-type: none"> - how much money you want to be able to withdraw per day at a payment terminal; - how much you can pay per day at an ATM; - whether you want to switch contactless payment on or off. <p>You cannot change the card limit via the Mobile Banking App mobile app on your smartphone, but you can change the daily limit of the app itself. You do it like this:</p> <ol style="list-style-type: none"> 1. Log in to your Mobile Banking App using your PIN or fingerprint. 2. Click on Service at the bottom right. 3. Then click on change the daily limit of the Mobile Banking App. 4. Choose the desired limit by scrolling and click set. 5. Enter your mobile app PIN or confirm using your fingerprint. <p>You will now see a confirmation.</p> <p>If you have contactless payment 'on', you can pay amounts up to € 25 without a PIN. For amounts above € 25, you must enter your pin code.</p>
9	<p>Exercise 6: Withdrawals or payments outside the EU.</p> <p>Debit cards are blocked by default for cash withdrawals or payments outside the EU. You can change this via internet banking and the mobile app.</p>

Tips

- Leg that precisely in the situation of low-income is very important to set aside an amount for unforeseen expenses. Try to discuss this with examples from your own experience.
- Transferring money to a savings account via the internet is done in the same way as paying money to third parties.
- You can find the specific manual perpayment method per bank via Google (search). If you have a bank other than ING, practice with that too.
- Note that at the top, at the address of the website, you see a lock in front of the page name. This means that the page is secure and your data is processed securely.
- If the website asks to save (remember) your login details, choose 'no' to prevent misuse by others.
- Never just click on a hyperlink in an email or message from a bank. Always check whether the entire internet address is correct. More and more scammers are copying bank websites in order to steal your money. The differences you see are sometimes very small. IF IN DOUBT NEVER LOG IN BUT ASK SOMEONE FOR HELP!

05. Budgeting

Why is it important that you learn to budget independently?

Budgeting is providing insight into the income and expenditure, so that you can see what fixed costs you have and what amount you have to spend freely.

Necessities:

- Pen and paper (for taking notes).
- A blank budget forms.
- A PC with a spreadsheet program such as Excel.
- The Nibud map.

Target:

- To be able to make an overview of your expected income and expenses.
- Keep track of how much you have to spend so that you can make ends meet with the money you have.

Actions:

1	<p>What are Incomes?</p> <p>Income is any source of money that you regularly receive through work, benefits, benefits or other earnings.</p> <p>Some income comes back every month. You receive other income every quarter (such as child benefit), or even every six months or every year.</p> <p>That is why it is wise to make a monthly budget based on what you receive on average per month. To do this, you recalculate all income that you expect per quarter, per half year or per year to a monthly amount by dividing the amounts to be received by 3, 6 or 12.</p>
2	<p>What are expenses?</p> <p>Expenses are all amounts you spend on food, rent, goods and services. There is a difference between fixed costs and other expenses.</p> <p><u>Fixed charges:</u> There are expenses that you have to pay regularly, such as your rent, health insurance, water, energy, insurance, telephone, TV, internet. This is often a fixed amount. But also recurring expenses such as swimming lessons, a public transport chip card, gym, payment arrangements.</p> <p>Some expenses recur every month, others every quarter, every six months or every year. That is why it is wise to make an average monthly budget. To do this, you recalculate all expenses that you expect per quarter, per half year or per year to a monthly amount by dividing the amounts to be received by 3, 6 or 12.</p> <p><u>Miscellaneous expenses:</u> Other expenses are the expenses you make on other things such as food, clothing, parties, etc.</p>
3	<p>Save</p> <p>It is wise to reserve a fixed amount per month for irregularly recurring costs such as shoes, clothing and furniture, as well as for large or unexpected expenses such as repairs. Put money aside for that every month so that you always have some money when you need it. If possible, it is also good to put aside a small amount of money you can spare each month in a savings account so that you also have some money</p>

to do unexpected or fun things.

Tips

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| <ul style="list-style-type: none">• Make agreements with your supervisor about how your finances will be monitored. For example, you can agree to go through your budget every month and see if all payments have gone well.• Make sure that you do not count amounts twice.• If you don't know exactly your income / expenses or the exact amount, check your bank account.• Use Eurowijzer. |
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06. Make a payment arrangement

Why is it important that you can make a payment arrangement yourself?

Sometimes a bill you receive is too high to pay in one go. You can then ask the authority to which you owe money to be allowed to pay the amount in instalments.

Necessities:

- Overview of your fixed income and fixed costs (Budget in the Euro-Wijzer format, see Euro-Wijzer toolkit on the intranet).
- Letters from the agency (s) to which you still owe money.
- Overview of any other debts, including, for example, an installation loan.

Target:

You know what you can do to be able to pay in instalments an amount that you cannot pay in one go.

Actions:

1	Look up the phone number of the organization with which you want to make the payment arrangement.
2	Call us and explain for which payment and for what amount you want to make a payment arrangement and ask if this is possible.
3	Make sure that the amount of the debit is on the account every month. If the amount cannot be written off, the scheme may expire. Then the amount still to be paid must be paid in one go. The amount will be debited monthly at the end of the month.
4	If you have agreed on a payment arrangement by telephone, you will receive a confirmation letter with the agreements made. Pay attention to these agreements and keep the letter in a safe place.

Tips

Always make a note of when speaking to someone on the phone:

- the date of the telephone conversation.
- the time of the telephone call.
- the full name (ie first and last name) of the interlocutor who makes a commitment.

07. Contact the benefits agency.

Why is it important that you can contact the Social Services yourself?

When you receive social assistance benefits, it is important that you are able to contact us in case of:

- questions about your benefits.
- reporting changes in your situation.
- finding (voluntary) work.
- following a course.

Necessities:

- DigiD
- Client number
- Citizen Service Number
- Name of your contact person (consultant / case director) at the Municipality / Social Services (if known)

Target:

To be able to contact the Municipality or Social Services yourself.

Actions:

1	<p>On the website of the Municipality / Social Service in your municipality you can find a lot of information about work, income and social assistance benefits. Here you can also find how you can contact us or apply for financial support through, for example, a benefit or special assistance.</p> <p>Look up the website of your Municipality / Social Services together with your counsellor and see what information you can find there about social assistance benefits, minimum benefits, debt counselling, work and contact options.</p>
2	<p>Exercise 1</p> <p>You receive social assistance benefits. This month you received less money than previous months. You think this is incorrect.</p> <ul style="list-style-type: none">• Then what are you going to do?• How do you contact the Municipality or Social Services?• What kind of information do you provide? <p>Discuss in advance with your supervisor how you will prepare yourself for the interview and then how you will conduct the interview. You can also practice this together in advance through role play:</p> <ul style="list-style-type: none">• "Good morning, with the Municipality / Social Services, how can I help you?"{your answer}• "What is your citizen service number or customer number?" {your answer}• "May I have your date of birth and your address for verification?"{your answer}• Etc.
3	<p>Exercise 2:</p> <p>There are changes in your situation. They may affect your benefit. If there are no changes at the moment, think up an example and discuss this with your supervisor.</p> <p>How can you report the changes? Discuss this with your supervisor and write down the steps you need to go through.</p>

Tips for facilitator

Discuss with the client that it is advisable to have all correspondence from the municipality / social service relating to the benefit ready when you start the conversation.

08. Rights and obligations regarding distributions

Why is it important to know your rights and obligations when it comes to applying for and receiving benefits?

If you have little or no income, you can apply for social assistance benefits, which will give you extra money to live on. The benefit will stop when you or your family (again) has enough income.

Necessities:

- Computer with internet connection
- Pen and paper (for taking notes)

Target:

To have knowledge of the rules of social assistance benefit, so that you can act accordingly.

Actions:

- 1 You can apply for this benefit at the municipality / social services of the municipality where you live. The community / social services decides whether you are eligible for benefits. If you receive social assistance benefits, certain rules apply. If you do not comply with these rules, the municipality / social service can stop or reduce your benefit.
- 2 **The following basic rules, among others, apply to social assistance benefits:**
 - Looking for work.

With social assistance benefits, you are expected to do everything you can to get back to work as soon as possible. The municipality / social services can offer help in the search for a job. You are obliged to cooperate with the help that your municipality / social service imposes or offers you. You must also accept work offered and do your best to keep that work.
 - Sufficient command of Dutch.

It is much easier to find work if you have a good command of Dutch. The government wants everyone on social security benefits to be able to understand, read, speak and write Dutch sufficiently. The level of the end of primary school or higher is sufficient. Is your Dutch insufficient? Then the municipality / social services will make agreements with you about improving your language level.
 - Participate actively.

You are obliged to perform a consideration to the best of your ability. In return, it may also concern unpaid work. If a worker from the municipality / social services has registered you for a training, workshop or other activity, for example to improve the command of the Dutch language, you are obliged to be on time and actively participate. You may therefore not cancel for a valid reason and you must make every effort. In addition, the municipality / social service expects you to actively contribute to society if you are unable to work. For example, through volunteer work.
 - Coming to appointments.

You are obliged to go to the agreements of the municipality / social service. Can you really not come? Then contact the social services / municipality. You can only cancel the appointment if you have a valid reason for it
 - Changes in your situation.

If something changes in your situation, you must report this immediately. For example:

 - if you have or receive other income in addition to your benefit.
 - if you are going to live together or divorce.
 - if a fellow resident / adult child starts or stops a study.
 - if you change to study.
 - Provide complete and correct information.

	<p>You must provide complete and correct information about your personal situation, income and assets. Otherwise, you are committing fraud. Examples of fraud are: You do not report that you are working, or you have more income than you stated. You do not report that you are cohabiting.</p> <p><u>Measures in case of fraud.</u></p> <p>If you provide incomplete or incorrect information to the municipality / social service, then:</p> <ul style="list-style-type: none">• your benefit may be stopped.• you must repay anything that you have received in excess.• you will (temporarily) receive a lower benefit.• the municipality / social service will report a criminal offense to the Ministry of Justice.
3	<p>Exercises:</p> <ol style="list-style-type: none">1. Open the website of the municipality / social service and look for the information about the rules of the benefit. Review it with your tutor and discuss the points you do not fully understand.2. Imagine finding a paid job for 2 days a week. Find out how to report this to the municipality / social service. Discuss this with your supervisor and write down the steps you need to go through.

Tips
More information about the rights and obligations of social assistance benefits can be found on the website of the municipality / social service.

09. Check whether you are entitled to financial support

Why is it important to be able to investigate whether you may be entitled to additional financial support?

In addition to income from work or benefits, there are also allowances and financial benefits to which you may be entitled.

Necessities:

- A computer with internet connection
- A recent pay or benefits slip
- An annual income statement for the previous calendar year
- Your lease
- Possibly your overview of childcare

Target:

You can find out for yourself whether you are entitled to allowances and / or other financial benefits.

Actions:

1 The review

At http://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/privetoelagen/inreken_op_mijn_toelagen you can, by logging in with your DigiD, see which allowances and allowances you already receive and make a test calculation yourself. .

You can also calculate the national allowances you really have on www.berekenuwrecht.nl. To calculate your entitlement, you need the following information:

- A recent pay or benefits slip
- An annual income statement for the previous calendar year
- Your lease
- Your childcare overview (if applicable)

The data you enter at NIBUD is anonymous; fill in this information truthfully. After you have entered all the details, a screen will appear showing you which allowances you are entitled to and where you can apply for these allowances.

Note: The calculated amount is an indication. You cannot derive any rights from this. With the application, the allowances actually determine whether you are entitled to the allowances and how high the amounts are.

2 Other tax and municipal allowances to which you may be entitled

Municipal charges:

Every household pays taxes to the municipality and region where they live. For example, sewage charges, waste charges and water board tax. If you have a low income, you may sometimes qualify for a waiver of these local charges. See process description 52 for this.

Special assistance

This is a benefit that you can apply for if you have to incur extra and special costs and you have a low income. These costs must be urgently needed and not already be reimbursed by another scheme. See process description 29 for this. You must submit a request for this to the Social Service of the municipality where you live.

Stichting Leergeld

This foundation supports parents so that all children can participate in a school camp, or sports or theater association. They can also help you with computers and other school materials. See process description 20 for this.

3 Exercise

Visit the NIBUD website with your companion and calculate whether you are entitled to certain benefits.

10. Request minimum amenities

Why is it important that you can possibly apply for a minimum provision?

Minimum benefits are schemes for people with a minimum income around the social assistance level. You probably have just enough money to meet basic needs, but you probably have little money left at the end of the month. These arrangements ensure that you do not run into financial difficulties, that you can do things that you would otherwise not be able to afford or that your child can participate in activities, for example.

Necessities:

- A computer with internet connection
- Your DigiD
- Your citizen service number

Target:

You know what financial provisions there are for people with a low income, when you are entitled to them and how you can apply for them.

Actions:

1	<p>What arrangements are there?</p> <p><u>National regulations</u> The national schemes are implemented by various bodies such as the Education Executive Agency (DUO) and the Tax and Customs Administration.</p> <ul style="list-style-type: none">• Through DUO, students and pupils can apply for a number of facilities such as student finance and the contribution towards the education contribution for people aged 18 or older. You can apply for the following benefits via the Tax and Customs Administration (See also process description 66):- Rent allowance- Care allowance- Child-related budget – Childcare allowance <p><u>Municipal schemes</u> Your municipality also implements schemes, such as special assistance and the individual income supplement, as well as remittances from municipal charges (see process description 52).</p> <p>Each municipality can decide for itself what they reimburse for people close to social assistance level. If you want to know exactly what your municipality or social services can reimburse for you, you can find out in several ways:</p> <ul style="list-style-type: none">• Check the website of the municipality or social service where you live.• Send an e-mail or call your municipality and ask what the options are in your municipality. The contact details are usually on their website.• Go in person to the desk of your municipality or social service. Please note the opening times and whether you first need to make an appointment.
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11. Apply to Stichting Leergeld

Why is it important that you can submit an application to Stichting Leergeld yourself?

In the Netherlands it is important that children can participate in society at an early age, by going to school and taking part in various activities outside of it. Families with a low income do not always have sufficient financial resources for this. To prevent some children from not being able to participate in these activities, there are funds that provide financial support for this. Usually this is Stichting Leergeld *.

Necessities:

Before registration:

- Registration form (this can be found on the website of Stichting Leergeld in your municipality or region)
- Computer or smartphone with internet connection and sound

To submit a request for help:

- Invoice / cost overview (for example, receipt of bicycle purchased or membership fee for football club)
- File number (assigned by the Foundation)
- computer or envelope / stamp

Target:

To be able to use the resources made available by Stichting Leergeld, so that your children do not stay behind at school and your children can also participate in sports and cultural activities if you do not have enough money to buy things and materials for them .

Actions:

Step 1	<p>What is Stichting Leergeld?</p> <p>Stichting Leergeld wants to help children between the ages of 4 and 18 who, for financial reasons, cannot participate in activities that are quite normal for their peers, so that they can also participate in in school and extra-curricular activities. For example, children can go on a school trip through Stichting Leergeld, go sports or take music lessons. The Foundation can also often arrange a (second-hand) bicycle or swimming lessons if a child needs them. This allows these children to develop, develop and count. The more than 100 local foundations are active in 74% of all municipalities in the Netherlands. Check at http://www.leergeld.nl/ whether Stichting Leergeld is active in your municipality. If there is no Stichting Leergeld in your region, ask your municipality how this is arranged there.</p>
Step 2	<p>Eligibility conditions:</p> <ul style="list-style-type: none"> • School-aged children aged 4 to 18 years. • Your family has minimal financial resources * • You live with your children in a municipality where a local Stichting Leergeld is active. <p><i>* Municipalities use different amounts to qualify for financial support. Look for the exact standards on the Leergeld website in your municipality.</i></p>
Step 3	<p>Your first inquiry</p> <ul style="list-style-type: none"> • Watch the movie of Stichting Leergeld together on YouTube: • https://youtu.be/zeQsd7rMaSU • Go to http://www.leergeld.nl/ to the website of the local Stichting Leergeld that your municipality is part of. • Go to 'submit application'. • Fill in the digital application form and click on 'send'. • Stichting Leergeld assigns a file number (all new aid applications are also requested with the same file number).
Step 4	<p>The follow-up to your first application</p>

	<p>After the first application, Stichting Leergeld will contact you. They will then make an appointment to visit your home to:</p> <ul style="list-style-type: none"> • map out the family situation in more detail. • to see what is needed. • to inform you about available options in your municipality. • inform you about how these items can be requested. <p>Your child will then receive a file number from the Stichting Leergeld.</p>
Step 5	<p>Reimbursements by Stichting Leergeld</p> <p>When someone from Stichting Leergeld visits you, it is good to discuss how the reimbursement of applications will be made. There are several options:</p> <ul style="list-style-type: none"> • Direct payment of Stichting Leergeld to the relevant body. • Refund to you. You must first pay the bill to the organization in question yourself. • Compensation in the form of provision of goods. <p>It is also wise to ask:</p> <ul style="list-style-type: none"> • how long it takes for applications and declarations to be processed. • what the maximum amounts are per year. • how the budget can be properly spread over a calendar year (so that not everything is used up at once).
Step 6	<p>Submit a request for help</p> <p>To submit a request for help, go to the Stichting Leergeld website of the region where your place of residence falls. Fill in the application form completely. For this you need the file number of your child.</p> <p><u>Submitting an invoice / cost statement</u></p> <ul style="list-style-type: none"> • If it concerns an invoice that you would like the Stichting Leergeld to pay (for example, purchase a second-hand bicycle or your own contribution from school), send the invoice digitally or by post to the indicated address of the relevant region of Stichting Leergeld. • If it concerns a cost overview (for example for a membership with a sports club), send the cost overview digitally or by post to the indicated address of the relevant region of Stichting Leergeld for approval. <p><u>Submitting an invoice already paid</u></p> <ul style="list-style-type: none"> • Send an invoice or other proof of payment by post to the indicated address of the relevant region of Stichting Leergeld. • Don't forget to add your own bank account number.

Tips

1. Note for the supervisor: In principle, the first application for school-age children from 4 to 18 years of our clients is made during the Coaching Establishment. However, there will be situations where no registration has been made yet, for example because a child has only turned 4 after the Coaching Establishment and is going to primary school for the first time. It is then important to do the first question together and let the client fill in everything themselves as much as possible.
2. If you do not yet have sufficient command of the Dutch language, you can opt for Stichting Leergeld to contact your counselor from the Dutch Council for Refugees to arrange the appointment.
3. Please note that some time is required to process and possibly accept the application.

12. Applying for remission of municipal and water board tax

Why is it important that you know how to apply for a waiver of municipal taxes and water board tax?

In addition to national taxes, there are also local and regional taxes in the Netherlands. These taxes apply to all tenants and owners of homes. You will receive an invoice for this every year. Because it involves a lot of money, people with a lower income can apply for a waiver for these taxes to avoid getting into debt.

Necessities:

- Your DigiD data (username & password)
- A computer with internet connection
- A scanner to scan or copy documents.
- Your tax assessment (s)
- Your income information
- The balance of your bank account (s)
- The form of the body with which a remission can be applied for
- Relevant documents regarding your rental, health insurance and belongings.

Target:

You can apply for remission yourself if you are unable to pay these amounts.

Actions:

- | | |
|---|---|
| 1 | Check the received invoice to see how you can request a remission and go to the indicated website, log in with your DigiD and look up the remission form. |
| 2 | Complete the remission form and upload the requested documents. |
| 3 | Keep a copy of the enclosed documents in one place or file location. |
| 4 | After submitting your request, you will automatically receive an extension of several weeks. After some time, if your request has been granted, you will receive a confirmation by post. Keep a copy of that letter with the other documents. |

Tips

- The best time to do this exercise is when you have received the attacks.
- To decide whether you are eligible for a waiver, your bank balance at that specific moment is considered. It is therefore best not to submit the application during the period in which you receive all your monthly amounts, because the balance may then be too high.
- If you have debts, enter them so that they are also taken into account.
- If you submit a request independently, without a guide, always have it checked by someone from the Dutch Council for Refugees before sending it.
- Also, to look at the following websites or you could potentially qualify for remission of municipal taxes on <https://www.rijksoverheid.nl/onderwerpen/gemeenten/vraag-en-antwoord/wanneer-kom-ik-in-aanmerking-by-cancellation-of-tax-municipal> or more in the *algemeen*: <https://www.leuker.nl/kwijtschelding/>

13. Applying for supplements and submitting changes

Why is it important that you can request or change certain supplements yourself?

You may be able to receive monthly allowances from the tax authorities, but you must apply for them first. These allowances can change if your income changes, or if someone comes to live with you or your children get older. You must report this to the tax authorities yourself, otherwise you will not receive an allowance, or you will have to pay money back.

Necessities gdheden:

- A computer with internet connection
- Your DigiD
- A recent benefit statement or payslip
- Your lease
- The citizen service number of all resident family members

Target:

Knowing what supplements there are and how to apply for them or how to report changes to them.

Actions:

1 Which allowances are involved?

You can apply for the following allowances from the tax authorities:

- Housing allowance
- Care allowance
- Child budget
- Childcare allowance

To find out whether you can apply for a supplement, see process description 65.

2 How do you apply for benefits?

Care allowance and housing allowance

You can request this via http://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/privetoelagen/inreken_op_mijn_toelagen. Watch a movie how can you request toelagen: <https://youtu.be/BkqTQWSmT3s>

Child budget

You do not have to apply for this yourself, it is linked to the child benefit.

Childcare allowance

This can apply if your children go to a registered childcare. Watch a video on how to apply for this allowance here: <https://youtu.be/6cGEFkSPkbI>

3 What changes do you need to report?

If something changes in your life, it could be important for the tax authorities. You must report the following changes to the tax authorities:

- A change in your rent.
- If something changes in your income or the income of your allowance partner.
- You are going to live together or get divorced.
- If underage children (under 18) come to live with you from abroad.
- If your child goes to childcare, something changes in the number of hours of childcare or if you stop childcare
- If your bank account number changes.

For all changes that you need to report, also go to <https://belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/privetoelagen/>

[toeslagen/wijandering_doorvragen/](#).

4 **How do you report change?**

You must notify us of any changes at [http://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/ Privé / allowances / logging in op mijn toeslagen](http://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/Privé/allowances/logging_in_op_mijn_toeslagen). Go there to 'My Surcharges', log in with your DigiD and follow the instructions in this video <https://youtu.be/710yXSmpaw>.

14. File a declaration of your income

Why is it important that you can declare your income?

Everyone with an income in the Netherlands pays income tax. You file a tax return to verify that you have paid the correct amount of income tax.

Necessities:

- A computer with internet connection
- Your DigiD
- The annual statement of the previous calendar year
- Your bank account number

Target:

Being able to file your income tax return

Actions:

1	<p>What is Tax?</p> <p><u>Tax in general</u> The task of the Dutch government is to take care of all kinds of matters that are in the general interest of the Netherlands and its inhabitants. For example, the government provides an army that protects the population, the police, the judiciary, the construction and maintenance of roads, care for the elderly, health care, education, etc. That all costs money. That money comes from the population and from companies. The government must ensure that sufficient money comes in and that not too much is spent. We call the money that is collected tax.</p> <p>Income tax is just one of the types of tax we all pay together. You also pay tax for your car, everything you buy, your dog, etc.</p>
2	<p>What is income tax?</p> <p>An important source of income in the Netherlands is income tax. Everyone is obliged to pay tax on the money he earns in the Netherlands. How much you have to pay depends on your income.</p> <p>If you earn very little or have no income, you don't have to pay taxes. If you have a very high income, you have to pay about half of everything you earn in tax. Many people in the Netherlands pay about a third of their income directly as income tax.</p> <p>The Tax and Customs Administration has access to a great deal of information. She knows exactly how much everyone earns and has access to what everyone has in the bank. All this information is used to calculate the exact amount that must be paid in tax.</p> <p>Calculating the amount someone has to pay for income tax is complicated. Most people in the Netherlands are helped by someone who understands taxes.</p> <p>The level of the tax rate depends on the source of income, the level of the income (taking into account any deductions). The total income tax amount consists of the balance of the 3 boxes.</p> <p>In the Netherlands, sources of income are divided into 3 categories: 1: taxable income from work and home 2: taxable income from a substantial interest (in a company) 3: taxable income from savings and investments</p>

3	<p>When do you have to declare your income?</p> <p>You must file a tax return to pay or reclaim tax. You will usually receive an automatic message about this. But even if you do not receive a message, you may still have to file a declaration.</p> <p><u>Did receive a message?</u> You have been informed that you must file a report. The message states the date for which you must submit a declaration. Are you unable to file a declaration in time? Then you can request a postponement; however, you must do this in plenty of time.</p> <p>If you do have to file a tax return, but you do not - or not on time - then the Tax Authorities will make an estimate of your income. You will then be fined in addition to the assessment.</p> <p><u>No message received!</u> If you do not receive a message, you may still have to file a report. You must file a declaration yourself in the following 2 situations:</p> <ul style="list-style-type: none"> • You think you will get tax back (more than € 14). For example, if you have children, if you study, or if you have not worked all year round. • You think you have to pay tax (more than € 45). For example, if you had income on which no tax has yet been withheld.
4	<p>How do you file an income tax return?</p> <p>Were you living in the Netherlands for the entire calendar year for which you are filing tax returns? Then you can submit your tax return via the website of the Tax Authorities or via the app. You need your DigiD for this.</p> <p>The Tax and Customs Administration has already filled in as much information as possible for you. Check this information carefully. If something is wrong, you can adjust it.</p> <p>You may deduct certain costs that you have incurred from the tax. You can state this with your tax return. You must be able to demonstrate that you actually incurred those costs.</p> <p><u>Examples of deductions:</u></p> <ul style="list-style-type: none"> • If you travel by public transport between your home and work, you may be entitled to a commuting allowance. If you receive a reimbursement from your employer for the travel costs you incur by traveling by public transport, you must deduct the reimbursement from this fixed amount. • If you have healthcare costs, you may deduct certain costs and expenses. You must meet certain conditions to be able to deduct healthcare costs. You may sometimes also deduct the costs you incur for others. <p>You can find a tax return checklist with all deductions on the following website of the Tax Authorities: https://belastingdienst.nl/wps/wcm/connect/nl/belastingaangifte/content/aangiftechecklist-2016.</p> <p><i>Note: If you did not live in the Netherlands for the entire calendar year, you must complete another form for your tax return. This is called the M form. You cannot enter this digitally. If you have an M form you must file a declaration before the submission date stated on the declaration letter.</i></p>
5	<p>Where can you get help completing your income tax return?</p> <p>If you are not sure how to correctly complete your tax return, you can get help with this through the tax authorities, your neighborhood social team or the Bureau Sociale Raadsleden in your area.</p> <p>Did you also receive help from someone else last year? Then you will automatically receive an authorization code for this year. Do you want help from someone else for the first time? Request an authorization code via www.digid.nl/machtigen. You will receive your authorization code to your home address within 5 days. <i>Pay attention! Do you also want help for your tax partner? In that case, your tax partner also has an authorization code Required. You need DigiD to request an authorization code.</i></p>

15. I can spot internet fraud

Why is it important to know how to spot internet fraud?

Via fake emails, messages via social media or WhatsApp, criminals can try to access your bank account or ask you to transfer money. In this way they try to steal money from your bank account. This can have unpleasant consequences.

Necessities:

- A computer with an internet connection and / or a smartphone
- An e-mail address (that's where the messages come in)
- A phone number (this is where text messages come in)

Target:

Being able to recognize fake emails and know what to look out for if someone asks for money via WhatsApp, for example.

Actions:

Received message – How can you tell if it is a false message?

- The salutation usually starts with Dear Sir / Madam (instead of your name).
- It has a rule that you must respond quickly. Otherwise, it will have unpleasant consequences for you.
- You must click on a link and then enter personal information.
- Often there are spelling mistakes and / or English words.
- Always check the sender and email address. Often an e-mail address is used that looks real at first, but if you click on reply, the real e-mail address will be displayed. It can also seem almost real, but it is clearly different from the real e-mail addresses of the real organization.

Whatsapp fraud

- Received a message from someone you know but with a different number / unfamiliar with payment request?
- Always call the person on the number you already have to check if he / she really needs you.
- - Never pay directly via WhatsApp - but via your own bank.

Tips

1. For more information, see the movie below

Film Phishing mails and social media fraud.

- Dutch: <https://youtu.be/2MFFeIMQpOY>
- Arabic: <https://youtu.be/M99LAXvjIU0>
- Tigrinya: <https://youtu.be/B1bs--YIPFI>

2. Visit www.fraudehelpdesk.nl for examples of fake emails.

16. Maintaining contact with the Dutch

Why is it important that you can maintain contact with Dutch people?

You have recently moved to the Netherlands. In order to participate effectively in Dutch society, it is important to speak the Dutch language and to build a network with Dutch people. Contact is of course important here.

Necessities:

- A computer with internet connection or smartphone
- Means of communication, such as:
- E-mail
 - Telephone (calling, Social Media)
- Personal contact (language)
 - Stationery, cards, envelopes and stamps

Target:

Self contact can maintain with Dutch.

Actions:

1 How can you make contact with the Dutch?

Making contact with the Dutch is not always easy. Compared to many of your countries of origin, the Dutch are less spontaneous and usually limit visits etc. to their family and direct acquaintances. Nevertheless, it is worthwhile to get in touch with them, so that you can gain more insight into how the Dutch interact with each other, so that you feel at home faster and better.

In addition to spontaneous contact with your immediate environment, by greeting each other and getting to know your immediate neighbours, there are also many other ways to make contact:

- Bring and collect your children to and from school yourself (if applicable).
- Many neighbourhoods sometimes organize a neighbourhood barbecue, etc. Take part in that.
- There may be a language café nearby where you can make contacts.
- At the community centre there is often a list of activities. Sign up for an activity once and take part.
- Churches and mosques often also have activities that you can participate in.
- You can also get to know Dutch people through sports or music.
- Participate in annual festivities, such as on King's Day.
- You may also want to look at a library in the area where you can make contact.

[www. Wehelpen.nl](http://www.Wehelpen.nl) is an internet website where you can create an account. Then you can make a request to get in touch with others, submit a request for help or indicate that you are looking for a language buddy.

Tip: Your supervisor probably knows the local situation well. Ask them for tips and ideas.

2 What is the use of contacts with the Dutch?

A few advantages of contact with the Dutch are:

- You can practice the language together.
- You will get to know the Dutch and regional customs, norms and values faster and better.
- Someone else can also put you in touch with even more people, making it easier for you to find new contacts that can be useful later if you are looking for work, for example.

They can often offer you practical help in all kinds of situations.

3 What is customary when making contacts with Dutch people?

- You greet people kindly when you meet them, especially in your immediate neighbourhood or at school, the church or mosque, in shops, public transport, etc.

	<ul style="list-style-type: none"> • You ring the bell, call by phone or always send a message before you drop by. In it you ask if you can come by and / or when it is convenient. • With most Dutch people you make an appointment at their home. It is not common to meet informally and, in a cafe, or restaurant the first time, because that costs money. You can, for example, meet up with parents with children in a playground, etc. • Because many Dutch parents both work and they are often busy, it is quite normal for you to have a chat (regularly and extensively) on the street or at the door of the house, without being invited to come in. That is not intended to be personal or negative. If you are invited inside, the visitor is usually offered something to drink. • The Dutch are not used to staying for dinner at an appointment. This only happens upon explicit invitation. • Most Dutch people appreciate it if you bring a small gift during an official visit, such as something tasty with a coffee, a bottle of wine, a plant or a bunch of flowers. For frequent, informal visits this is not expected and is not common. Meestal his contacts with someone of a similar age; or with someone with a large age difference, such as older neighbours.
4	<p>Exercises</p> <ol style="list-style-type: none"> 1. Practice an informal conversation with your supervisor. 2. If you have a Dutch friend or acquaintance, send them a message to make an appointment.

Tips	
	<ul style="list-style-type: none"> • Children or pets provide very good opportunities to interact and chat with others spontaneously. Especially if you regularly meet the other person or if the children or dogs are playing together.

17. Maintaining contact with fellow sufferers

Why is it important that you maintain contact with fellow sufferers?

Connecting with others is important for everyone. Especially in the society in which we live in the Netherlands. The government expects everyone to be self-reliant and that you first make contact with people yourself before you ask for help from aid organizations. That is why having a social network is important.

Necessities:

Pen and paper (for taking notes)

Target:

To understand the importance and benefits of maintaining contact with fellow sufferers.

Actions:

1 How you can maintain contact with fellow sufferers

The simplest ways to keep in touch with fellow sufferers are:

Facebook:

There are special Facebook pages where refugees from the same countries of origin keep in touch with each other. Here experiences, tips and questions are shared with each other to support each other in Dutch society.

Social Media:

A lot of refugees have a mobile phone where, for example, WhatsApp is the way to speak to each other quickly and easily.

Civic integration:

Refugees meet each other during the integration lessons. They get to know each other during or after the lessons and sometimes also maintain contact.

Guidance Refugee Work:

Fellow sufferers often meet each other at the Council for Refugees. After all, they all receive guidance. In the waiting room, refugees get to know each other and, among other things, share the problems they face.

2 The benefits of contact with your neighbours

- Expansion of your social network.
- You can support each other and help with requests for help.
- Prevent someone from ending up in social isolation.
- Your self-reliance is thus increased.
- The feeling of being heard and of belonging.

3 Exercise

If you have a question or problem, try to address and resolve it first with the help of people nearby or around you. Then discuss with your supervisor how this went.

18. Connect with the neighbours

Why is it important that you can connect with your neighbours?

A well-known Dutch saying is "A good neighbour is better than a distant friend." You meet the neighbours (almost) daily. You live close to each other and it is nice if the contact is good. Good contact prevents irritation and arguments. In case of problems or emergencies, you can also turn to good neighbours for help.

Necessities:

- The neighbours
- Social skill
- Possibly a cup of coffee / tea and something tasty

Target:

Being able to get to know the neighbours and maintain contact with them.

Actions:

- | | |
|---|--|
| 1 | <p>Acquainted</p> <p>Get to know your neighbours personally as soon as possible after your move. In any case, do this with the immediate neighbours and / or all residents in the porch. Getting to know the neighbours can be done in different ways, for example:</p> <ul style="list-style-type: none">• you introduce yourself when you meet neighbours on the street.• you call the neighbours.• you invite the neighbours for coffee or tea. <p>Your supervisor can support you in this. Especially if you speak little Dutch or English, it is wise to do the first introduction together with the VWN supervisor.</p> |
| 2 | <p>Maintain contact!</p> <p>After the introduction, it is important to maintain contact with the neighbours. This is easier with one person than with the other. That is normal; it doesn't click with everyone.</p> <p>Always stay polite and friendly! Below are a number of tips for contact with the neighbours.</p> <p><u>Greet all your neighbours.</u>
Always say goodbye to your neighbours, even if they may not do it first. You will see that when you greet them, they are going to greet you too.</p> <p><u>Have a chat!</u>
If they don't have to be somewhere on time, most Dutch people like to have a chat. That is spontaneous and short, without obligations. Most Dutch people will, when you ring the doorbell, also speak to you at the door and have a chat, without asking you in. This is not your fault; people are often busy and love their privacy.</p> <p><u>Offer coffee / tea!</u>
An invitation for a cup of coffee or tea can do wonders for the contact with the neighbours. It is a great opportunity to get to know each other better. If your invitation is not accepted, it is best to respond understandingly and indicate that it will come another time. Even if your invitation is not accepted, it will likely be appreciated. This is also profit!</p> |

Offer help

Everyone needs help from time to time, including your neighbours. For example:

- an elderly neighbour who drags a full shopping bag.
- a neighbour who tells you that his wife has the flu.
- neighbours who cannot find a babysitter for their children.

Recognize those moments and then offer your help. The offer alone will be appreciated! In addition, if you are there for your neighbours, they will be more likely to help you when needed.

Have patience and show respect!

Some people are not very open to contact with the neighbours. This can be for a variety of reasons. Continue to greet them patiently and respect the fact that they want nothing more than that. Who knows, their setup may eventually change!

Always stay polite.

Some neighbours just don't get along. Even if you don't have much of a relationship, it is wise to be polite to each other. Saying goodbye, a grow and a smile cost nothing.

Resolving problems.

Some neighbours are downright annoying and cause nuisance . Even then, the advice is to remain patient and polite. Whatever you do, don't go back bullying. That just makes it worse. Try to solve problems in a friendly manner. It is wise to start the conversation at a quiet time, not when you are angry.

If talking to the neighbours doesn't help, get help. You can think of the landlord of your home or a neighbour coach. In the worst case, you can call in the police.

19. Expanding your social network

Why is it important to expand your social network?

Social contacts and a good network are important for everyday life as well as for helping you achieve your goals, both for your career and in your private life.

Necessities:

- The ecogram (see appendix a)
- The network list (see appendix b)

Target:

Know how to expand, maintain and deploy your network if needed.

Actions:

1	<p>Your self-image</p> <p>Your self-image plays an important role in contacts with others. Your self-image is the idea that you have formed of yourself over the course of your life. That image is not always objective. The better and more honest your self-image is, the better you will be able to naturally form a network that suits you.</p> <p>Answer the questions below to gain insight into your self-image:</p> <ul style="list-style-type: none">• How do you see yourself?• What are your qualities?• What are your limitations?• How do you see your future in 3-5 years?• What do you need to achieve this?
3	<p>The ecogram</p> <p>An ecogram is a diagram you can use to map your network. Of course, you can also draw this in a different way if that works better for you.</p> <p>You are in the middle of the ecogram. The balloons around it are your network. The balloons that are close to you in the schedule are the people who are close to you. The balloons that are further away are people in your network who are further away. Enter the people in your network on the balloons. You don't have to put anything in all balloons. If you are short of balloons, you can draw them yourself.</p> <p>Two arrows mean that you have a good relationship with this person. A dotted line means that you have a less good relationship with this person. When the arrow goes both ways, the band is supportive.</p>
4	<p>The network list</p> <p><u>Who are all in your network?</u> Everyone has a network. Just think about your family, your friends, your neighbours, your sports or fitness buddies. You will see that you already know a lot of people. The trick is to look at your 'normal contacts' with 'unusual' eyes. And then the neighbour sometimes turns out to be a valuable network contact.</p> <p><u>Why do you want to expand your network?</u> Before mapping your network, determine why you want to expand your network. What do you want to achieve with it? With whom would you like to expand your network?</p> <p><u>Filling in the network list</u> Read the questions carefully, write the name of the network contact that belongs to the question underneath. First you choose which group the network contact comes from. You then read the questions carefully and answer them with a score.</p>

5	Exercises <ol style="list-style-type: none">1. Complete the ecogram together with your contact person. Enter the people in your network on the balloons. You don't have to put anything in all balloons. If you are short of balloons, you can draw them yourself. Then draw lines between yourself and the people in the balloons. You can also fill in the balloons with persons or organizations with whom you currently do not have a relationship but would like to. You do not draw a line between yourself and this balloon.2. Complete the network list together with your contact person (Appendix 2). Use your ecogram from the previous step here.3. When you have completely filled in the ecogram and the network list, discuss this with your contact person. You can also discuss it with the person with whom you would like to improve your relationship or expand the network.4. Go through your own list of contacts and decide who you will call or email first for an appointment. It is wise to start with people who are close to you in relation to you and who know you well. Then you can practice conducting network conversations in a familiar environment. Make use of 'door openers'; people who can open the door at your network contact for you by introducing you or by giving you permission to say their name.

20.Using the library

Why is it important that you can use a library?

If you enjoy reading, music or movies, it is a precious hobby to always buy the latest books, CDs or DVDs. You can borrow these for a short period in the library. You can also visit the library for all kinds of other materials and activities.

Necessities:

- A computer with internet connection
- A library card

Target:

You know how to use the library and what you can find and do.

Actions:

1 What can you contact the library for?

At a library you will find more than just books. In most libraries you will also find comic books, audiobooks, CDs, DVDs, sheet music, e-books, music, audiobooks, newspapers and magazines. The library also has free Wi-Fi, computers that you can use, and you can print and copy. In addition, there is usually a separate integration collection where you can find material to learn Dutch.

You can only use some services when you are a member of the library. Use of the facilities and collection in the library is often free, but if you want to borrow a book, CD or DVD, this is only possible if you have a membership. Becoming a member costs money. The costs differ per age, type of subscription and can differ per municipality.

2 How do you apply for a library card?

You can apply for a membership in two ways:

1. In the library itself:

- Go to the library in your municipality.
- Register at the desk and tell us that you want to become a member.
- If you do not yet know which subscription you want, ask for the differences and make a choice.
- Enter the requested information on the registration form.
- Have your own library card registered at the desk.
- As soon as the registration is complete, you can borrow materials immediately.

2. Online:

- Go to the website of the library in your municipality.
- Click on 'become a member'.
- Fill in all the requested information and go through all the steps. Make sure you already know which subscription you want to purchase. You can find this information on the website.
- You create a password yourself. This allows you to reserve, renew or use e-books and other online materials online.
- You will now be asked to pay online via iDeal. Complete the payment.

3 Using the library card

- With your National Library Card, you can use all participating libraries, not just the library in your municipality.
- You can borrow materials for a specific period of time. Usually this is 3 weeks. Depending on the subscription and the type of material you have borrowed, you can extend the term if you want to borrow the item even longer.
- Return the borrowed materials on time. If you fail to do this, you will be fined per item

	<p>borrowed and per day that it is returned too late. The price of the fine may differ depending on what kind of equipment you have borrowed. If the fine is not paid on time or if the outstanding amount is too high, you can no longer borrow materials until the amount due has been paid.</p> <ul style="list-style-type: none"> • If you wish to cancel your subscription, you can do so at the desk in the library or in writing. Usually, you cannot cancel the first 12 months. You can usually cancel monthly after 12 months.
4	<p>The range of activities offered by a library</p> <p>In addition to the extensive collection of materials that you can find in the library, the library often organizes various activities for all kinds of times. You can find out in various ways which activities can be done in your library.</p> <ul style="list-style-type: none"> • In the library itself: often there is a folder with an overview of activities or there are posters. You can also ask at the desk of the library about activities. • On the website: go to the page with the activities offer. • Advertisements in the local newspaper: this could be an advertisement from the library itself or an "off" agenda that also lists the activities in the library.
5	<p>Exercises</p> <ol style="list-style-type: none"> 1. Search the internet for the website of the library in your municipality. Look up the prices of the different subscriptions, how long you can borrow something, and which activities are on the agenda this week 2. Visit the library together with your contact person to get information about taking out a subscription and about the range of activities. When visiting, look at the possibilities of materials that you can borrow.

47. Using of Youth Care



If necessary, why is it important that you know how to use Youth Care, ?

Youth care is what the word says: care for the youth. Ensuring that young people can grow up safely. Youth care helps children, young people and their parents as well.

Needs:

- A computer with internet connection
- A telephone with telephone credit.
- Pen and paper (for taking notes)

Goal:

Knowing how Youth Care can help you if there are problems in your family with the upbringing of the children.

Actions:

1	<p>What youth assistance (youth care) is available for my child?</p> <p>There are various forms of youth assistance for which municipalities are responsible. For example, help at home with problems in the family. Youth assistance is available for young people up to the age of 18.</p> <p>Youth care can offer support in many ways: at home or in an institution, short or long, individually or as a family. Usually children and young people receive the help voluntarily; sometimes the juvenile court judge decides to do so.</p> <p>Youth assistance at home With outpatient youth care, you will receive help at home if there are problems in the family. For example, if there is an argument between children and parents. Or if children skip school or are mildly depressed.</p> <p>Youth GGZ The youth GGZ (mental health care) offers help to children and young people with psychological problems, such as fears and worry. A doctor's referral is required for assistance.</p> <p>Foster care In foster care, foster parents (temporarily) take care of the upbringing and care of a child. Your own family and acquaintances can also take care of a child. This voluntary foster care takes place in consultation between parents, the child and social workers. The municipality must approve this.</p> <p>Family home Children up to the age of 21 with serious problems can live with a care provider. This is called a family home. The child can then receive care day and night from a youth care provider.</p> <p>Closed youth care for serious problems JeugdzorgPlus is help for young people with serious (behavioral) problems. They need protection from themselves or from others. For a stay in JeugdzorgPlus, an 'authorization for closed youth care' is required from the juvenile court judge.</p> <p>Youth care for young people with a disability The group of youth with a disability is very diverse. It concerns children and young people with a:<ul style="list-style-type: none">• (slight mental handicap;• physical disability (including non-congenital brain damage, NAH);• a general medical condition, for example a chronic illness;• psychiatric illness, for example autism.</p> <p>Youth care for young people with severe disabilities The care for children and young people with severe mental, physical and / or multiple disabilities falls under the Long-term Care Act (LTCA/WLZ). These are children who permanently need intensive care and close supervision all day long. The care for severely behavioral and mildly mentally handicapped persons (CSBMMHP/SVLVG) also falls under the (LTCA/WLZ).</p>
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	<p><u>Take care of seriously ill children</u></p> <p>The problems are very complex in seriously ill children. They demand an intensive care . Then you can go to the right desk. Experts offer customization and answer questions. For example, whether an indication from the Long-term Care Act (WLZ) is possible for your child. Or if you want to know which authorities you should contact.</p> <p><u>Custody and guardianship</u></p> <p>Custody and guardianship are juvenile protection measures. These measures are only possible after an investigation by the Childprotection Board and a decision by the juvenile court judge. A certified institution carries out the measure.</p> <p>Juvenile probation</p> <p>Juvenile probation is counseling for young people who have received an official report from the police or schoolattendance officer. They receive a personal guidance plan. Only juvenile judges, the Public Prosecution Service, the Childprotection Board and the judicial juvenile institutions can impose juvenile probation.</p>
2	<p>Request for help</p> <p>If you believe that your child needs youth care for whatever reason, you can:</p> <ul style="list-style-type: none"> • call your doctor; • have a discussion about this with your child's school; • make an appointment at the Center for Youth and Family; <p>In a threatening situation, domestic violence or child abuse, you can call Veilig Thuis on 0800-2000. This can be done 24/7. You can report anonymously. Others also , for example family, acquaintances or neighbors, can also report this if they consider it necessary. In an acutely threatening situation, call immediately 112.</p>

48. Choosing health insurance



Why is it important that you can choose health insurance yourself?

Everyone who lives or works in the Netherlands must take out basic health insurance. This is the basic package. The national government determines what is included in the basic package. You can also take out additional insurance for an additional fee.

Necessities:

- A computer with internet connection.
- Your health insurance policy.
- Insight into your specific healthcare needs.

Goal:

You understand how the healthcare costs and insurance system works in the Netherlands.

Actions:

1	<p>Good and accessible care for everyone</p> <p>The Dutch healthcare system guarantees good and accessible care for everyone. Health insurers must accept everyone as an insured person for the basic package. Age or health should not play a role in this.</p> <p>Everyone contributes to the health insurance. Healthy young people, for example, help by paying for specialist medical care that the elderly often need. And the elderly help by paying for the maternity care that is important for young mothers.</p>
2	<p>Affordable care</p> <p>Health insurers compete with each other. This should lead to good and affordable care. With an affordable premium for policyholders. The health insurers then negotiate with care providers about the price they have to pay for the care provided. In this way, healthcare also becomes more affordable. You are in any case entitled to reimbursement of the care provided by law. The concern that this is can sometimes change on the basis of decisions by the Dutch government.</p>
3	<p>The basic insurance</p> <p>The basic insurance covers the standard care of, for example, a general practitioner, hospital or pharmacy. For hospital care under the basic package, however, a claim is first made on the deductible amount. In 2021, it is 385.00 euros. Certain personal contributions may also apply.</p> <p>The main features of the basic package are:</p> <ul style="list-style-type: none"> • Basic insurance is compulsory if you live or work in the Netherlands. Also for children. • The basic insurance is the same for everyone. • The basic package is determined by the government. • The content of the basic package can change annually. • The government also sets the level of the deductible and the level of the health care allowance each year. <p>There is no deductible for certain care, such as GP care or obstetric care. The government also determines for which care you must pay a personal contribution. This is completely separate from the deductible.</p> <ul style="list-style-type: none"> • A health insurer is obliged to accept you for the basic package. • Health insurers have a duty of care. They must ensure that everyone receives the care they need on time and within a reasonable distance.
4	<p>A voluntary supplementary insurance</p> <p>A supplementary insurance policy covers (part of the) care that is not included in the basic package. For example, extra reimbursement for a treatment at the dentist.</p> <p>The main features of the supplementary insurance are:</p> <ul style="list-style-type: none"> • There are various insurance packages, all of which are an addition to the basic insurance. • The health insurer determines the conditions and reimbursements for each medical treatment. The government therefore has no influence on the supplementary insurance. • supplementary insurance is not compulsory. Because there are many different packages, it is important that you tailor the supplementary insurance to what you need. • A health insurer may refuse you for additional insurance. For example, the elderly who need a lot of care. It

	<p>may exclude certain care because you have a certain medical history (which you should always be honest about).</p> <p>The acceptance procedure differs per supplementary insurance; the more extensive the insurance is, the stricter the admission requirements will be. There are various healthcare comparators on the internet that can help you make a choice. See, for example, https://www.independer.nl/zorgverzekering/intro.aspx</p> <p>Consent to treatment Health insurers may impose additional conditions on treatment. This applies to the basic insurance and the supplementary healthcare insurance. One of these conditions is that the insured must request permission from the health insurer prior to treatment, medication or aid.</p> <p>Once you have received permission from the health insurer for a treatment, this permission will continue to apply, even if you switch to another health insurer. A condition is that your new health insurer also reimburses this care. This does not have to be the case for care under the supplementary insurance.</p> <p>Make sure you have the permission on paper and not just verbally over the phone.</p>
5	<p>What is a municipal policy?</p> <p>The municipal policy (Gemeentepolis) is a collective health insurance for people with a low income and people with a chronic illness or physical disability. Each municipality offers different care packages from the municipal policy (Gemeentepolis). Go to www.zekerverzekerd.nl to see which health insurance is offered by your municipality. In the Netherlands, 330 municipalities offer a municipal policy. The Gemeentepolis is cheaper than a "normal" health insurance policy.</p> <p>The Municipal Policy consists of a basic insurance policy and an additional insurance policy. The supplementary insurance is often extended with extra reimbursements for glasses, physiotherapy and certain medicines.</p> <p>Why is the municipal policy (Gemeentepolis) cheaper? The Municipal Policy is cheaper because municipalities co-pay for this health insurance. Also, the health insurers themselves usually give a discount. Because you often receive more reimbursements with a municipal policy and sometimes do not have to pay a deductible, your health insurance will be advantageous.</p>
6	<p>Exercises</p> <p>Discuss the following questions with your supervisor:</p> <ol style="list-style-type: none"> 1. Can you tell us something about the basic insurance? <ul style="list-style-type: none"> - What is the goal? - Why is there basic insurance? - Why is it compulsory insurance? 1. Can you tell us about how you are insured for medical expenses: <ul style="list-style-type: none"> - Do you have basic insurance? - Are you additionally insured? - Do you know what you pay monthly for your health insurance? 2. About health insurance via a municipal package: <ul style="list-style-type: none"> - Do you know what this is? - What are the advantages? <p>Look for the municipal package that is offered in your own municipality. Discuss with your supervisor whether this package is right for you.</p> 3. Choose health insurance; compare different health insurance policies , for example, by clicking on https://www.consumentenbond.nl/zorgverzekering/Compareer 4. <i>Note to the supervisor:</i> <p><i>Check together whether the client has the insurance he would like to have. As the Council for Refugees, we generally recommend using a municipal package. This collective insurance covers a great many healthcare costs at a reasonable premium. Advise clients not to take a higher deductible than is required.</i></p>

<p>Tips</p> <p>For more information, go to a video and explanation provided in your own language: https://www.vluchtelingenwerk.nl/forrefugees/gezondheidszorg</p>
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49. Dealing with deductible and personal contribution



Why is it important to understand what your deductible and personal contribution involve?

Everyone who lives or works in the Netherlands is legally obliged to have basic health insurance. This basic insurance covers the standard care of, for example, a general practitioner, hospital (will be deducted from the deductible) or pharmacy. In addition, everyone can (voluntarily) take out supplementary insurance for costs that the basic package does not reimburse.

In addition to the monthly premium that everyone pays, there is a deductible that applies to everyone who is 18 or older.

In addition, you must always pay part of the costs yourself for certain healthcare benefits. This personal contribution is separate from the deductible. This is regulated by law.

Necessities:

- A computer with internet connection.
- Information about the insurance conditions of your health insurer.

Goal:

Knowing the difference between deductible and personal contribution and the consequences of possibly increasing your deductible, so that you can make responsible choices which help prevent having negative consequences for your financial situation.

Actions:

1	<p>What is deductible?</p> <p>The deductible is the amount that you have to pay yourself annually if you incur healthcare costs. The government annually determines an amount of deductible for your health insurance. That deductible is (at least) mandatory.</p> <p>If you incur healthcare costs, you therefore first pay the deductible amount yourself each year before your health insurer proceeds to reimburse your further healthcare costs. The deductible:</p> <ul style="list-style-type: none"> • applies per person; • applies per calendar year; • you cannot roll over to the next calendar year; • does not apply to children up to the age of 18. <p>The deductible is not used for certain care from the basic package:</p> <ul style="list-style-type: none"> • GP care, including the GP post (note: emergency care does charge a deductible); • obstetric and maternity care; • loan items; • the flu shot for risk groups; • free population screenings (for example breast cancer); • certain care for a number of chronic diseases (diabetes mellitus type 2, COPD and CVR). Various health care providers are involved in the treatment of these diseases. This is called chain care; • district nursing; • follow-up checks for organ donation; • travel expenses for organ donation. <p>Note: A health insurance company can also exclude certain healthcare providers, healthcare programs, medicines and medical aids from the deductible. Therefore, take a good look at your policy conditions before taking out health insurance and / or making an appointment for medical care.</p>
2	<p>The increase of your deductible</p> <p>You can annually determine the amount of your deductible and, if you wish, adjust it to a higher amount. For example, if you are of the opinion that you will need little or no care every year. You cannot adjust the deductible of your health insurance in the interim. You can only change this the following year. An increase in the deductible lowers the monthly premium; the health insurer will then give a discount on the monthly premium for the basic insurance. But this naturally increases your risk. Therefore, think carefully before you possibly opt for a higher deductible.</p>

3	<p>Paying your deductible in installments</p> <p>To begin with: this is not possible with every health insurer in the Netherlands. Check the conditions of your own health insurer for this.</p> <p>Some health insurers do offer the option of paying the deductible in advance monthly together with the monthly premium during the year. If no use is made of the deductible during the year, the unused amount will be reimbursed by the health insurer at the end of the calendar year. If you do not change insurer after 1 year, the excess amount paid will already be deducted from the deductible amount applicable for the new calendar year.</p>
4	<p>What is a personal contribution?</p> <p>In addition to having a deductible amount, you sometimes also pay a personal contribution. This is the part of the bill that you always pay yourself, even if you have already used your deductible in full. Sometimes you therefore have to pay both your deductible and your own contribution. The government determines what you have to pay a personal contribution for and how high it is.</p> <p>In some cases you can take out supplementary insurance to be reimbursed for the costs of the personal contribution.</p> <p>The personal contribution:</p> <ul style="list-style-type: none"> • can be for different types of care, such as medicines, dentists, etc .; • you can prevent or limit it , for example, by choosing different care, a different care provider or other medicines; • you pay again and again (and is therefore not a one-off payment); • you can possibly be reimbursed from additional insurance.
5	<p>Make a payment arrangement in case of financial problems</p> <p>For all healthcare costs - such as your monthly premium, your deductible amount and your personal contribution - an individual payment arrangement can be made between you and your health insurer in the event of a financial emergency. Please contact your health insurer for this.</p> <p>If there is a personal contribution for, for example, dental and oral care or medicines that are charged directly by the dentist or the pharmacy, you and your dentist or the pharmacy must agree about the payment arrangement.</p>
6	<p>Exercises</p> <ol style="list-style-type: none"> 1. Why do you pay a deductible? 2. Why do you pay for health insurance, even if you have not made use of health care? 3. What happens if you increase your deductible?

50. Making use of social work



Why is it important to know how to use general social work?

Social workers (or social workers) are people who can support you in solving and dealing with problems you have in everyday life or at work.

Necessities:

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Goal:

To be able to use the services of the social work / social team.

Actions:

1	<p>What is Social Work?</p> <p>Everyone has to deal with small or bigger problems at some point. Often people can solve this themselves or via their own network, but sometimes that does not work either. If this does not work, they can ask for help from the Social Work. For example with:</p> <ul style="list-style-type: none"> • Problems dealing with others such as your partner, children, parents, roommates, neighbors. • Problems dealing with major events: death, divorce, illness, unemployment. • Problems as a result of sexual violence: rape, sexual assault, incest. • Problems at school: bullying, uncertainty about your own performance. • Problems with loneliness. • Questions about your own performance. • Questions about schemes, benefits, legislation, finances. • Problems with authorities. <p>Social workers can provide support in solving and dealing with your problems. The social worker wants to promote that people in our society come into their own, as people and as citizens. These people often work in a social team. The social team looks at what your request for help is and who can best help you with it.</p>
2	<p>Make problems negotiable</p> <p>You can discuss questions or problems in one or more conversations with a social worker. A social worker will work with you to find the cause of your problem. And to a good solution. We work together to increase the possibilities to solve your problems. What clients discuss with the social worker is of course treated confidentially.</p> <p>Social work assistance is free.</p>
3	<p>Het sociale team</p> <p>Expert employees work in the social team. Often these are social workers. They think along with you and look for the solution to your question or problem together with you. They give you personal advice, focusing on your question and situation.</p> <p>The social team looks at what you want and what you can still do yourself. Whether there is someone in your area who can help you with certain things. And whether there are general facilities that you can use. If that's not enough, the social team will arrange additional support for you.</p> <p>Sometimes you cannot find a solution to your concerns. If there is more to it, you will often have to deal with different care providers. In the social team, you have one care provider as a permanent point of contact who, together with you, draws up one plan in which all requests for help are addressed. The social team consists of care providers from different backgrounds. They advise each other and ensure that the assistance is coordinated. In this way you will be helped faster and more efficiently.</p>
4	<p>How does the social team work?</p> <p>You can be registered with the social team through a general practitioner or another care provider. So if you have a problem with something, you can make an appointment with the doctor. Who then refers you to the Social Team (this has to do with the insurance, if there is a referral from the general practitioner, this will be reimbursed by your insurance. Without a referral, you will have to pay the costs yourself).</p>

	<p>If you are referred to the social team, a member of the social team will contact you for an appointment. The interview with the social team employee will take place at your home or elsewhere if you prefer. The point is that it is a place where you feel comfortable. The first meeting is intended to get a good picture of your situation.</p> <p>The employee of the social team will mainly listen to you and ask questions. Then you will look for solutions together. The agreements you make about this are recorded in a plan with action points.</p>
5	<p>Social work works with you, not for you</p> <p>Don't expect the social team employee to solve everything for you. He or she will think along with you about the best solution for you. He or she will also ask you what you can do yourself or with the help of others. Are there people in your area who can help you with certain things? Are there volunteers or activities in the neighborhood that you can join?</p> <p>If you need professional help or resources, the agent will help you get that help. You may need support in several areas. For example, that the district nurse will help you take your medicines, the neighbors will do the shopping with you and have the municipality adjust a number of things in your home.</p> <p>Naturally, all conversations in and with the Social Team are confidential.</p>
	<p>Exercises</p> <ol style="list-style-type: none"> 1. Explain in your own words what social work and the Social Team is / does. 2. Compare social work in the Netherlands with social work in the home country (if there is one - if there is none, explain how these things are arranged and / or resolved there).

51. Submit a WMO application



Why is it important that you can submit a WMO application yourself?

Living with a disability or other problems is not always easy. It makes self-reliance more difficult. Sometimes you therefore need extra help or a resource, such as a home help or a wheelchair.

The WMO is a scheme that helps residents to increase their self-reliance.

Necessities:

- A computer with an internet connection or a smartphone with an internet connection
- Your name and address details

Goal:

Being able to independently apply for a WMO provision.

Actions:

1	<p>What is the WMO?</p> <p>WMO stands for Social Support Act. The WMO was created to support residents of the Netherlands with a disease or disability so that they can live more independently. The municipality is responsible for this.</p> <p>The help you can get through the WMO can be very diverse. Consider, for example, help in and at home, but also aids such as a stair lift, special toilet and bathroom facilities, a wheelchair, parking tickets for the disabled, etc.</p> <p>There are of course also matters for which you cannot go to the WMO, such as:</p> <ul style="list-style-type: none"> • For commonly used aids (such as an electric bicycle). • Aids that are reimbursed by another law or body. • Costs incurred before the municipality issued the medical aid to you. • If a medical aid is used carelessly, that aid will not be reimbursed unless this happened without your being able to do anything about it.
2	<p>What are the conditions of a WMO?</p> <ul style="list-style-type: none"> • You are legally resident in the Netherlands. • You are a Dutch citizen, you have a residence permit on asylum grounds or you have a regular residence permit. • You live in the municipality in which you are submitting the application.
3	<p>Where you can submit a WMO application</p> <p>A WMO application goes through the municipality where you live. You can do this by going to the website of your municipality. Search there for "WMO provisions".</p>
4	<p>How to apply for the WMO</p> <ol style="list-style-type: none"> 1. 1. Go to the website of your municipality 2. 2. Use the search function on the site of your municipality and search for WMO. If you still cannot find a solution, search the Internet for "WMO application {name of your municipality}". Still not working? Then contact your municipality by telephone. 3. 3. The municipality's website contains the information you need to submit a WMO application and how / where you must submit it. 4. 4. After this, the congregation will invite you to a home visit to find out what your problems are and how they can help solve them. It also looks at your social contacts, who may be able to support you. 5. 5. The investigation by the municipality must be completed within 6 weeks, and the processing of the application may take a maximum of 2 weeks if the application is approved. 6. 6. There are two forms of WMO: 7. - a PGB (personal budget): you will receive a budget with which you can purchase your help yourself; 8. - assistance in kind: you will receive guidance and support from an institution or supplier with which the municipality has agreements. <p>Please note: you do pay a personal contribution for the WMO.</p>

Tips

Before submitting a WMO application, it is best to first check the information on the site of the municipality. In that case, check whether you meet the conditions of a WMO provision.

Useful websites with information about the WMO are:

<https://www.zorgwijzer.nl/faq/wmo>

<https://www.gezondinederland.info/onderwerpen>

52. Dutch Customs Regarding Understanding Upbringing



Why is it important that you know the Dutch upbringing habits?

Culture plays a major role in education. What applies in any case to any culture is that parents guide their child in his or her development towards adulthood, so that the child can participate well in society. Because your child grows up in the Netherlands, it is important that his / her development is in line with Dutch society as much as possible.

Necessities:

A computer with internet connection or a smartphone.

Goal:

To know and understand Dutch customs about upbringing.

Actions:

1	The form and extent to which parents educate differs per parent and family and depends, among other things, on the characteristics of the parents themselves, but also on the environment. There will be differences per country, but there are also differences and similarities within a country. You can see differences between cities and villages, but there are also differences within these cities and villages.
2	<p>Typically Dutch affairs</p> <ul style="list-style-type: none"> • Children need more sleep than adults. Children therefore go to bed quite early in the Netherlands compared to other countries. For example, it happens that an 8-year-old child is in bed at 8 a.m. and a 12-year-old child, for example, at 9 a.m. And to ensure that they go to school well-rested. • Dutch children are brought up fairly freely, so not strict. And certainly not with a heavy hand. A balance is sought in reward and punishment, but the emphasis is on reward. In the Netherlands it is not allowed to hit your child, not even as a punishment. • Dutch children soon get their own voice in making choices. They choose what they like to play with; choosing their own boyfriends or girlfriends and choosing their own training direction. This does not mean that you cannot or may not advise on this. • Actually, the road from birth to adulthood is a major road to independence in the Netherlands. An adult is expected to be able to participate fully independently in society. Of course, certain tasks in the house are divided between men and women, for example, but if one of the two falls away, the other will have to be able to manage on his own. • Parents are responsible for the behavior of their own child (ren) up to the age of 12. From the age of 12 to 18, the child is also partly responsible for his or her behavior. When your child misbehaves, you are expected to address your child and correct their behavior. • Parents are financially responsible for their child up to the age of 18. But parents must also contribute to the costs of living and study insofar as this is not already provided for until the age of 21 years.
3	<p>Sex education</p> <p>Although sex education is provided in high school, parents are also expected to provide education about this. Think about discussing birth control and contraception, when you make an intimate relationship with someone and that you should never be intimate with someone against your will.</p>
4	<p>Drink and drug use</p> <p>In the Netherlands, the opinion is that prohibiting something will only increase the chance of 'doing'. Everything that is not allowed is interesting, especially for adolescents and young adults. It is therefore not a taboo to talk to your child about alcohol and drugs. Everyone's view on this is different or can be different and you are also (to a certain extent) released into that.</p>

Tips

There are a number of videos about upbringing on YouTube. It's interesting to take a look at these:

- exemplary growing up - Upbringing in a cultural and historical perspective: <https://www.youtube.com/watch?v=9WiqSJ2uOFA&t=20s>
- 4 useful tips about upbringing given by a child and adolescent psychologist: https://www.youtube.com/watch?v=RgVZZ3BRd_4
- Upbringing with positive discipline: <https://www.youtube.com/watch?v=kI4ip3X8e9Q&t=112s>
-

53. Arranging Education for Yourself



Why is it important that you can arrange education for yourself?

In the Netherlands there are many opportunities to develop yourself in all kinds of areas. By (continuing to) develop yourself, you increase your own future chances, you promote your mental well-being and you also get to know more people and aspects of Dutch society.

Necessities:

- Dutch at level
- Knowledge of the education system (see process description 46)
- The triangle: ability, willingness and possibilities
- Your DigiD.

Goal:

Knowing how to register for further education and how to apply for funding

Actions:

- | | |
|---|--|
| 1 | <p>Registration</p> <p>To be able to follow a course in the Netherlands, you must master the Dutch language at a certain level. The level this is depends on the training you want to follow (see process description 88).</p> <p>When you have chosen a study program and you meet the conditions, you can register for it. Most courses have a closing date for registration, so check this before you start your application.</p> <p>If you want to follow an MBO course, you can register directly at the educational institution. You can usually register directly via the website.</p> <ul style="list-style-type: none">• Go to the website of the educational institution where you want to follow a course.• Search for the training you want to follow or go directly to register.• Follow the steps on the registration form and fill in all the requested information and click on send. <ul style="list-style-type: none">• You can register for a higher vocational or university education via https://app.studielink.nl/front-office/#52. To do this, you need your login details of your DigiD.<ul style="list-style-type: none">• Go through all the steps of the form.• You can submit a maximum of 4 enrollment requests per academic year. |
| 2 | <p>Financing of the training</p> <p>Student scholarship
Studying costs money. If you are younger than 30 when you start the program, you can apply for student finance from DUO. You need your DigiD for this.</p> <p>Student scholarship is a loan that you must repay after your studies. If you receive an additional grant, this can possibly be converted into a gift.</p> <ul style="list-style-type: none">• Go to www.duo.nl• Click on the button of Login My DUO• Enter your login details• Go through the steps on the application form and click on send (for instructions, see https://youtu.be/xwjtB2KUsrY).• Do not forget to log out afterwards. <p><u>More information about student financing can be found at https://duo.nl/particulier/student-hbo-of-universiteit/studiefinancing/weten-hoe-het-werkt.jsp</u></p> <p>Lifelong learning credit
If you are 30 or older, you may be eligible for a lifelong learning credit, or you may pay the tuition fees yourself.</p> <p>From the 2017-2018 academic year, you can borrow money under certain conditions to pay the tuition fees or tuition fees. You can then apply for a lifelong learning loan if you are not entitled to regular student finance. It is a loan, so after you have completed or canceled your training, you must repay it in installments. Look here for the conditions: https://duo.nl/particulier/levenlanglerenkrediet.jsp</p> |

3

Exercises

1. Look up the registration procedure for the training you want to follow and fill in the details together with your supervisor, without actually sending the form.
2. Find out together with your supervisor whether your study program is eligible for student finance from DUO and how to apply for this.

54. Arranging education for children



Why is it important that you can arrange education for children yourself?

In the Netherlands, children from 5 to 16 years of age are required to attend school.

But it is common for children to start primary school from the age of four. We call this kindergarten. In addition, it is possible for children under the age of four to go to the playgroup.

Primary school has 8 grades, so that children, if they do not have to repeat a year, stay in primary school on average up to 12 years.

After primary school, the children go to secondary education (also called secondary school).

Between the ages of 16 and 18 there is a qualification obligation (see process description 46 for more information).

Necessities:

- Telephone (with call credit)
- Computer (for registration for secondary education)
- Vaccination cards (if already available)
- Letter / message from the previous school (if applicable)
- Residence document (required for the ISK in case of children from 12 to 18 years old)
- IND decision (necessary for the ISK in case of children from 12 to 18 years old)
- The document 'Dutch school system' (see process description 46)

Goal:

Have children of compulsory school age attend education as soon as possible.

Actions:

1 Learn about the application procedures that apply to your children

Kindergarten

From about 2.5 years, children can go to the kindergarten. Here they learn to interact with other children and prepare for primary school.

Registration is often possible from the age of 2, but attendance only takes place when the child is 2.5 years old. Find out which kindergartens are near you. You can find information about registering in the kindergarten website or you can visit us for more information and the registration procedure.

Primary school

- Find out which primary schools are near you. (Depending on the size of your municipality, you can / should, if necessary, know about the municipal boundaries).
- Discuss the differences between school types - public, Protestant, Catholic and Islamic.
- Make an appointment by telephone with the school of your choice. If you wish, you can make an appointment to view the potential schools first.
- Go to the appointment with your supervisor and your children - together with an interpreter if necessary.
- If you have made a choice, further instructions will follow from the school management.
- In the beginning, inform the counselor about how each child is doing at school.

PS: In the Netherlands, infants from the age of 4 go to primary school for the first time. It is useful to register your child on time. This is possible when the child turns 3 years old. Children who are already in pre-school care have priority, due to lack of space, so letting your child participate in pre-school care offers you advantages here too.

ISK (Secondary Education / Middle School)

ISK stands for International Link Class. The ISK is a secondary education school intended for newcomers in the Netherlands between the ages of 12 and 18 who have little or no command of the Dutch language. If necessary, your children will go to the ISK until they master enough Dutch to continue education in a regular class.

PS: The social service generally pays only the travel costs to the nearest ISK. In principle, this is how the choice of school is made. However, if there is a compelling reason to register the child at an ISK in another municipality, a travel allowance can be requested from the social services. A reason for a different ISK could, for example, be a difference in the education level.

	<p><u>Registering for regular Secondary Education / middle School</u></p> <ul style="list-style-type: none"> • • When your child completes primary school in the Netherlands and continues in secondary education, your child must be registered at the school of your choice. • • The registration procedure differs per municipality, so check carefully what is customary in your municipality. • • If you register through primary school in your municipality, you only need to inform your child's primary school which secondary school your child is attending. They will then arrange further registration. • • If your child's primary school does not arrange the registration, you can register your child yourself at the chosen secondary school: <ul style="list-style-type: none"> ◦ Go to the website of the chosen high school. There you can fill in or download the registration form online, print it out and then complete it. ◦ Sometimes passport photos or copies of ID cards must also be sent. Make sure you know what needs to be sent with the registration. <p><u>For all schools</u> It is customary for both parents and of course the children in question to be present when registering..</p>
2	<p>Exercise:</p> <ul style="list-style-type: none"> • With your supervisor, look up a website for a school near you . • Search for the registration procedure and registration form. • Fill in this (fictitious). Which documents must be sent with the form?

Tips	
<p>Most municipalities have a subsidy scheme whereby children from certain target groups, including those of our clients, can receive a subsidy for preschool education (the playgroup). Both parents and children benefit from this; so it is good to see how this is arranged in your municipality.</p>	

55.

Getting in contact with the school of your children?

Why is it important that you can contact your children's school?

It is important for your children, their development and yourself to have good contact with their school.

Necessities:

-
- Pen and paper (for taking notes)
- A computer with internet connection

Goal:

Gaining knowledge about building a relationship between you and your child's school and why it is important.

Actions:

Step 1	In the Netherlands it is very common that when your child is at school, you have a good relationship with your child's school and teachers. This way you can better follow the development of your child. For example, if your child is experiencing difficulties with learning or has other problems.
Step 2	<u>Drop off and pick up</u> Taking your child to school is a great opportunity to meet your child's teacher. It is very normal in primary school to have a short chat with him/her about it. This way you, as a parent, stay informed of the situation at school and you get to know the teacher better and it is easier for you to discuss certain things with him / her.
Step 3	<u>Parent evenings</u> There are also arranged parent evenings to discuss your child's report. Such an appointment usually lasts only for a short time, but it is very important that you are present.
Step 4	<u>Parent meetings</u> Parent meetings are held regularly at schools. For example about the learning method that is applied or about a new method.
Step 5	<u>School activities</u> During the school year, all kinds of activities take place at and with school. For example theme projects, school trips, etc. You may be asked to go to a school activity as a helper parent. This shows that you are involved with your child's school.
Step 6	<u>Exercises</u> <ul style="list-style-type: none">••• Go to the website of your child's (future) school and check the website to see if there is information for you as a parent. Write down what kinds of meetings are organized for parents.• Talk to your counselor about the differences and similarities with regard to the school system in your country of origin.• Practice a conversation between teacher and parent, with the facilitator in the role of teacher.

56. Making use of community facilities



Why is it important that you can make use of community facilities?

Neighborhood facilities provide services and activities that can help you build a new life, as well as expand your social connections and participate in activities with other residents of your neighborhood or branch.

Necessities:

- A computer with internet connection
- Google Maps / Streetview
- A social map of your district or municipality
- A jacket and shoes (to take a walk through your neighborhood)

Goal:

Being able to use the facilities in your neighborhood or municipality.

Actions:

1	<p>Searching</p> <p>Look for the amenities in your neighborhood. You can use:</p> <ul style="list-style-type: none"> • A social map, with an overview of all facilities in the district or municipality. The social card can be found on the internet or you can pick it up at the town hall. • Internet to search neighborhood facilities with, for example, Google Maps. • Neighbors, whom you can ask about amenities or activities in your neighborhood. • Walk around and get to know your neighborhood yourself.
2	<p>Selecting</p> <ul style="list-style-type: none"> • Your counselor can explain to you how the community facilities work: <ul style="list-style-type: none"> • Choose what amenities you need. • What services and activities do they offer? • How can you use it? • Do the activities cost money?
3	<p>Making contacts</p> <p>Connect with the community facilities of your choice. This can be done by registering via the website, calling or by visiting. Your counselor can support you in this.</p>

57. Assisting children in the education system



Why is it important that you can assist your children in the education system?

In order to be able to properly guide children in the education system, it is important that parents know how the education system in the Netherlands works. In addition, it is important to know what expectations parents have with regard to the guidance of their child (ren) in the education system.

Necessities:

- Appendix 1: Scheme Dutch education system (Dutch & English)
- Pen and paper (for taking notes)
- Computer with internet connection

Goal:

Knowing how the Dutch education system works and how children should be guided in this.

Actions:

1	<p>The Dutch education system</p> <p>Below you will find a diagram of the Dutch education system. The diagram of the Dutch education system is read from bottom to top, and indicates with arrows how the pupil / student can progress horizontally and / or vertically, for example from HBO to WO or from VMBO via MBO to HBO.</p> <p>This schedule has also been translated into English.</p> <ul style="list-style-type: none">• Go through the schedule with your contact person:• The schedule starts with primary education for all children aged 4 to 12 (group 1 to 8).• After primary education, there are three types of secondary education:<ul style="list-style-type: none">- Pre-university education (VWO)- Higher general education (HAVO)- Preparatory secondary vocational education (VMBO)• After secondary education, there are three types of further education:<ul style="list-style-type: none">- Scientific education (WO)- Higher professional education (HBO)- Secondary vocational education (MBO)
2	<p>Expectation of parents regarding guiding children in the education system</p> <p>In primary and secondary school, children are guided by their parents. After that, the responsibility lies with the child himself.</p> <p><u>Involvement and taking initiative:</u></p> <p>Parents are expected to have an involved attitude in their children's learning process. "Involvement" is shown in the following ways:</p> <ul style="list-style-type: none">• Show interest in the child by asking how his / her school day was.• Attending parent evenings organized by the school.• Create a homework-friendly environment (quiet environment with as few distractions as possible) and encourage children to do homework. <p>In addition, parents are expected to take the initiative towards the teacher if they see that there are problems with the child that hinder the learning process of the child.</p> <p><u>10-minute conversations:</u></p> <p>Most primary and secondary schools use "10-minute conversations" to discuss student progress with parents. It is common for parents to go here when they are invited.</p> <p><u>Digital learning environment:</u></p> <p>Most secondary schools work with a digital learning environment. Parents have access to their children's grades,</p>

class schedules and homework assignments via a digital account. Parents are expected to review this regularly to monitor their children's progress.

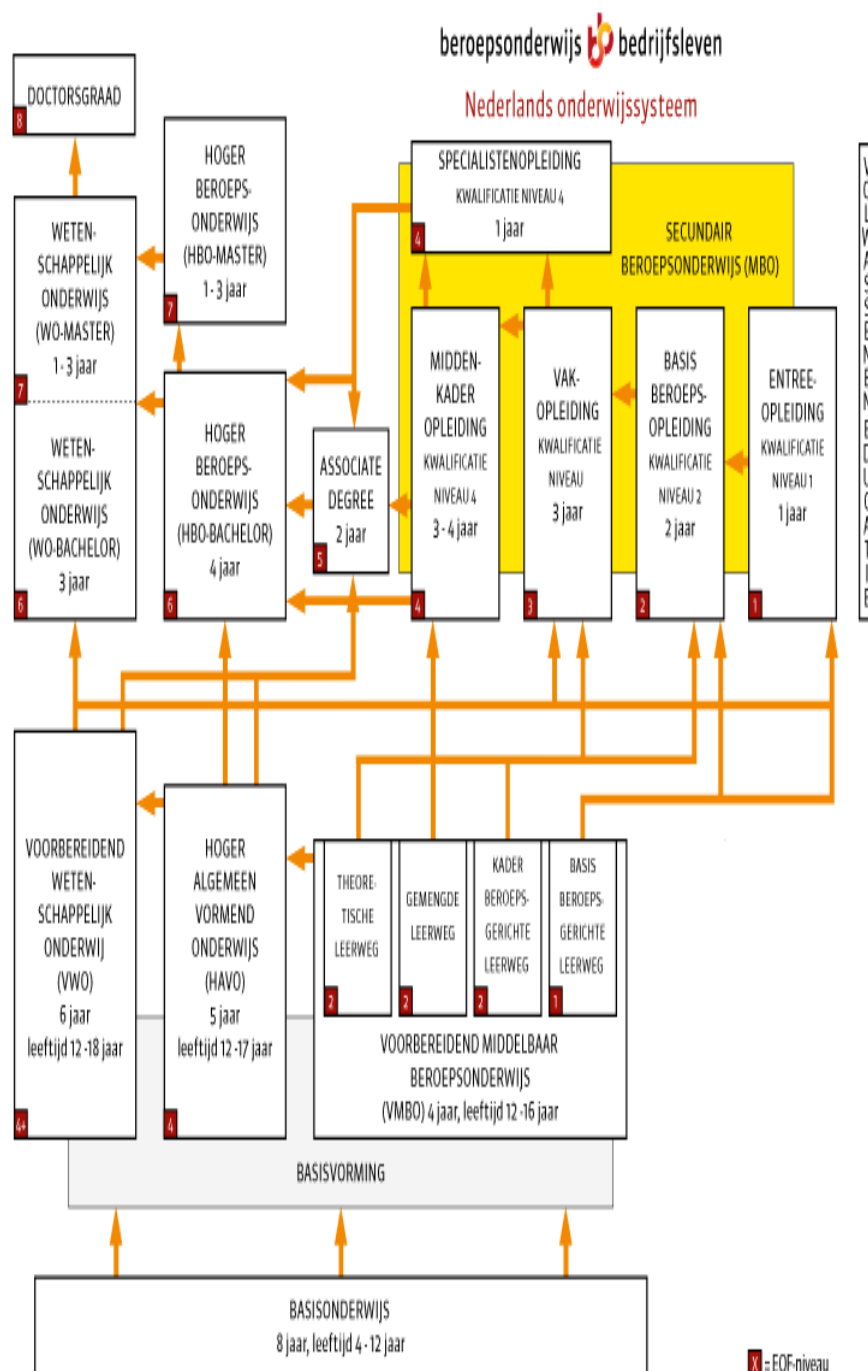
3 Exercise

Discuss the following questions with your counselor:

- Where is your child (ren) in the Education system? Can you point that out?
- Do you maintain contact with the school / education of your child (ren)? Tell us how that contact goes?
- Have you ever talked to your child's teacher?
- Will you accept invitations for 10-minute conversations? If so, how did the conversation go? And if not, why not?
- Do you understand the importance for your child (ren) that you are aware of how the education system works?
- Is it possible for you to log in to the school system to follow the progress of your child (ren) at school via the Internet? Can we take a look at that together? If not, what will it take for you to organize it?
- As a result of this module, do you see opportunities to better follow / guide your child (ren) at school?
- Can you indicate what you would like to do differently?

Tips

To clarify the Dutch education system, you can also watch this [Youtube filmpje](#) .



58. Having diplomas evaluated



Why is it important to have your diplomas evaluated?

In the Netherlands it is important to demonstrate what skills someone has to be able to practice a profession. Without valid diplomas and certificates it is very difficult to get a paid job and thus provide for a living independently.

Necessities:

- A computer with internet connection
- Your original diplomas
- Your citizen service number
- A possibility to copy / scan
- The amount required for a sworn translation or credential evaluation (if you are not entitled to reimbursement; see step 5)

Goal:

Gaining insight into which profession you can practice in the Netherlands with the diploma obtained in your country of origin.

Actions:

1 For what purpose do you have your diploma evaluated?

You are going to pursue higher education

The Dutch college or university can evaluate your diplomas or request a diploma evaluation for you from Nuffic.

You are going to follow (vocational) education at a regional training center (ROC)

The ROC will request a credential evaluation for you at the National Reference Point (NRP) of the SBB.

You are looking for work or you do not yet know what you want to do

Are you obliged to integrate or do you receive a benefit from the UWV? Then you can contact the Information Center Diploma Valuation (IcDW) <https://www.rijksoverheid.nl/contact/contactgids/informatiecentrum-diplomawaardering-icdw>

2 Where do you have your diploma evaluated?

The Expertise Centers for International Credential Evaluation SBB and Nuffic prepare the credential evaluation. The Expertise Center for International Credential Evaluation SBB does this for preparatory secondary education (VMBO) and secondary vocational education (MBO). Nuffic prepares credential evaluations for secondary and higher education.

If you have any questions about this, please contact <https://www.rijksoverheid.nl/contact/contactgids/informatiecentrum-diplomawaardering-icdw>

3 Exceptions

In some cases, it is better to contact another organization directly:

- If you want to follow a regular course in the Netherlands with a foreign diploma.
- Please contact the school, college or university where you want to follow the training. The educational institution decides whether it will allow you to do so and whether you can be granted an exemption for certain study components.
- The educational institution can request a credential evaluation from SBB or Nuffic.
- If you want to apply for a teaching license or an academic title.
- Please contact the Education Executive Agency (DUO), Diploma Recognition and Legalization Department, telephone number: 050 599 80 36 or <http://www.duo.nl/>
- Some diplomas / certificates cannot be evaluated, such as:
 - Drivers license
 - Education at private institutions
 - ICT courses (Microsoft office etc.)
 - For the complete list see the pdf file at <https://www.idw.nl/nl/diplomawaardering.html>

4	<p>Regulated (protected by law) professions</p> <p>Some professions are protected (regulated) by law in the Netherlands. Examples doctor, nurse teacher and pharmacy assistant. This means that someone may only work in this profession after permission from the organization that decides on access to the profession. This checks, among other things, whether someone meets the correct training requirements.</p> <p>Would you like to work in a regulated healthcare profession? Then you must submit an application to the Central Information Point for Healthcare Professions (CIBG) of the Ministry of Health, Welfare and Sport: BIG - information line: 0900 – 8998225</p> <p>E-mail info@bigregister.nl; website www.bigregister.nl</p> <p>Check http://www.beroepserkenning.nl/ to see whether your profession is protected in the Netherlands.</p>
5	<p>Request regular credential evaluations at IDW</p> <p><u>Prior to the application:</u> IDW needs the original diplomas (in original language). If the diploma is not written in Dutch, English, German or French, you can also submit a sworn translation in some situations. Before you incur unnecessary costs, check first at https://www.idw.nl/ whether this is necessary or allowed.</p> <p><u>Next:</u></p> <ul style="list-style-type: none"> • Go to the following website of IDW .: https://www.idw.nl/nl/diplomawaardering.html • If you have to take the Orientation on the Dutch Labor Market (ONA) exam, having one diploma valued is free of charge. • Status holders who received their residence permit after 1 January 2015 must take the ONA exam. • If this is the case, click on the link "Request credential evaluation for integration". • If you do not have to do ONA, open the PDF document and download the application form. In this case, the application is not free. • Depending on the above choice, either fill in the form for the application “not for civic integration” or follow the steps on the computer via the link “apply for a credential evaluation for integration”.

60. Creating a resume



Why is it important to be able to create a resume?

If you are going to apply for a job, you will need a cover letter and Curriculum Vitae (CV). A resume states who you are and what you can do.

Necessities:

- A computer with internet connection

Goal:

Being able to create and edit your own CV.

Actions:

1	<p>Why creating a resume</p> <p>Organizations often receive a lot of application letters. Initially, these are often only viewed briefly and poorly read. That is why it is important that you give them a clear and easy-to-understand overview of who you are and what you can do. A CV is a typed, factual summary of information. In principle, you use this again for every application and prevent the cover letter itself from becoming too long and complicated.</p>
2	<p>The structure and content of a CV</p> <p>A CV contains a brief overview of:</p> <p><u>Your personal information</u></p> <ul style="list-style-type: none">• your name and your address details• your contact information (telephone number and e-mail)• your date and place of birth <p>• Your education (s) and courses</p> <ul style="list-style-type: none">• the period (from / to)• the training followed and whether the diploma has been obtained yes / no• the name of the training institute• possibly a short and concise description <p><u>Your work experience</u></p> <ul style="list-style-type: none">• the period (from / to)• the name of the organization• the job title• what the activities generally entailed <p><u>Other things that may be important</u></p> <ul style="list-style-type: none">• relevant skills, competences, hobbies and interests• possible voluntary work• any managerial experience• which languages you speak (with a statement of how good they are: fluent, reasonable, beginning)• at least 3 competencies <p>Numerous free resume examples can be found on the internet. For example, Microsoft Word also has examples / templates that you can use.</p>

Tips

1. Employers see your personal presentation first on your CV. After all, you only get one chance to make a good first impression. Have your CV checked in advance by someone who has a good command of Dutch spelling and grammar.
2. Do not miss a vacancy. It can be useful to indicate a little more hours at "Availability" than you actually want to work. You can often adjust the number of hours in consultation with the employer.

61. Writing a cover letter



Why is it important that you can write cover letters yourself?

When you are looking for a job, you will usually be asked if you want to write a cover letter. In this letter, you write why you want to have that job and why you think you are suitable for it.

Necessities:

- A computer with internet connection
- An example of a cover letter
- A CV (see process description 77)

Goal:

You know what a cover letter is and how to make it yourself.

Actions:

1	<p>What is a cover letter?</p> <p>A cover letter is a letter in which you respond to a vacancy that you are interested in. In this letter you state what you are looking for, what experience you have and why you think you are suitable for the job you are looking for.</p> <p>Don't make that letter unnecessarily long and keep it friendly and credible. The recipient often receives a lot of letters and in practice the letters are initially only read quickly. Briefly state what may be of interest to the reader and demonstrate your motivation to come to work. Without making any promises to make it more beautiful.</p>
2	<p>What do you write in a cover letter?</p> <p><u>Pick up line</u> In the letter, state which position you are responding to and where you found this vacancy.</p> <p><u>Your motivation to apply for the position</u> Describe what you like about the position and the company and why you would like the job. Try to appear enthusiastic, but not overly so.</p> <p><u>Sell yourself</u> Describe why you are suitable for the position. Tell us what you have to offer. What is the organization missing if they do not hire you for this position. Write down an example. What experience do you have and what qualities do you have. Be honest and not too modest.</p> <p><u>Closing</u> Explain that you would very much like to have an interview. For example, say: "I would like to explain my application in a personal interview."</p> <p>On the internet can be found; also see: https://zakelijk.infonu.nl/banen/92675-sollicitatiebrief-kan-eenvoudig-voorbeelden.html</p>
3	<p>What not write in a cover letter?</p> <ul style="list-style-type: none"> • Do not use standard sentences or clichés. • Do not mention weaknesses in yourself. • Don't brag. Mentioning too many strengths is unbelievable. • Do not include negative memories of your current or previous employer. • Do not write a summary of what is already in your resume. • Do not state anything about salary or terms of employment.
4	<p>The succession</p> <ul style="list-style-type: none"> • Most people apply and then wait and see what will happen. The wait can sometimes take a (very) long time. • The employer is not looking for just anyone but someone who is willing and eager to learn and who can make a positive contribution to the company. • <ul style="list-style-type: none"> • The purpose of your letter and CV is to distinguish yourself positively from the other applicants. You can do this in several ways. Think about how you can stand out positively.

- If the organization you are applying to is close to your home, bring the letter yourself (don't expect an interview, but make sure that the person taking the letter takes into account that you brought the letter yourself).
- If you have not heard anything after a week, please visit again to find out about the procedure. Again: do not expect a conversation, but make sure that the person you are speaking takes into account that you have visited (again).
- Depending on the organization, you can even ask for the person who makes the first selection to speak with very briefly to introduce yourself. People are looking for a motivated person, so you will not easily be accused of being pushy.

This underlines your willingness and motivation and sets you apart from (almost) all other applicants. After all, they are looking for the right person who really wants to!

Note: The person who speaks to you can make all the difference whether and how your willingness is communicated

with the person who makes the first selection:

- so treat them with respect;
- ask if that person wants to help you (after all, most people like to do that);
- try to bring about interest in that person.

If that person really wants it and you are indeed suitable for the position, experience shows that in any case you can often come to an introductory meeting .

Tips

- Don't rush, look carefully for work that really suits you. The chances of getting the job don't increase if you just apply for "anything and everything", while your motivation decreases if you've applied many times and haven't been hired.
- Type or edit your letter per application. A careless, dirty, copied or too general letter makes a very bad impression.
- Avoid typos or spelling mistakes.
- Do not start every sentence with "I". Alternate this.
- Read the text aloud, see if it sounds right.
- Have someone who has a good command of the Dutch language check your letter.
- Make sure the letter is no more than one A4 sheet.
- Write your cover letter and resume on the computer and not by hand. If the text is difficult to read, the letter is simply not read.
- Use a font such as Verdana, Arial, Tahoma or Times New Roman to ensure that your letter comes across as professional.
- Mention your knowledge and experience only briefly in the letter and only if this makes your application stronger.
- Do not use abbreviations.

62. Looking for work



Why is it important that you look for work?

Many refugees would like to get to work quickly. Work is an important step in building a new life in the Netherlands. You feel useful and you earn your own living.

Necessities:

- A computer with internet connection

Goal:

Knowing where and how to find work

Actions:

1	<p>The benefits of working</p> <p><u>Involvement</u> By contributing to society, you feel more involved.</p> <p><u>(More) income</u> Work can allow you to live the life you want, and maybe even spare you a little while doing so.</p> <p><u>Social contact</u> Often employees spend a lot of time with other people and meet new people.</p> <p><u>Status</u> Gaining appreciation from others. In this way you build up a certain "status".</p> <p><u>Structure</u> Work structures the day and can help you feel less bored.</p> <p><u>Personal development</u> By working you can develop personally.</p> <p><u>Fitness</u> Working and performing are good for your mental fitness. And vitality.</p> <p><u>Luck</u> Work can increase personal happiness.</p>
2	<p>Are you allowed to work in the Netherlands?</p> <p>With an asylum residence permit, you have the same rights and obligations on the labor market as any Dutch citizen. Your Aliens Document (ID card) will then state "Work freely permitted; Work permit not required ". With some residence permits you are not allowed to work, as this will be stated on your Aliens Document.</p>
3	<p>Who can help you find work?</p> <p>You are responsible for looking for work yourself. But sometimes others can help you or recommend you.</p> <ul style="list-style-type: none"> • The UWV can help you with this in various ways. For example, via the tips and training courses on www.werk.nl or with a personal meeting at the Werkplein or the UWV branch in your area. • Ask your social contacts whether they know work for you in your place of residence and surroundings. • You can also register with various employment agencies. • NGOs such as the Dutch Council for Refugees, UAF and Refugee Talent Hub can sometimes also help you find work.
4	<p>Tips for finding work yourself</p> <ul style="list-style-type: none"> • Prepare a good and clear CV stating your education and work experience (see process description 77). • Create a profile at www.refugeetalenthub.com. • Search for vacancies on the internet on websites such as www.indeed.nl, www.nationalevacaturebank.nl and www.werk.nl. • Register with various employment agencies. Put your best foot forward. The people at the employment

agency must believe in you before introducing you to an employer.

- • Many municipalities help you find a job by offering various skills training courses, (short) courses and actively offering vacancies. Together with a consultant, we will look at what it takes for you to find the right one.
- • Become volunteer. You will gain work experience, improve your Dutch, build a network, feel useful, and show potential employers that you like tackling things.

Tips

Don't wait for others to find you work. As long as you are out of work, looking for work is your job. By really committed to finding work, you convince potential employers that you really want to work and you often create opportunities.

63. Functioning in a work environment



Why is it important that you can function independently in a work environment?

Each country has its own culture, norms and values and rules of conduct. Different rules of conduct may also apply within companies. By being aware of this and knowing the general norms and values for a functional working environment in the Netherlands, you can comply with them more quickly and easily and be familiar with them more quickly.

Necessities:

Goal:

You get a rough idea of the Dutch work culture and rules of conduct at work and how you can act accordingly.

Actions:

1 The general rules of conduct that apply throughout the Netherlands:

Come in time:

Make sure you are always on time for work. So if you have to start work at 9am, make sure to arrive a little earlier to prepare for the day's work. If you have to make a long journey to work every day and there are a lot of traffic jams or problems with public transport, you are expected to leave home earlier. Leaving this earlier is your responsibility. You are the one who has to adapt to the situation and not the other way around.

Don't just arrive on time, but come anyway:

If you cannot come due to another obligation (such as a wedding, a doctor's appointment, a funeral, a sick family member), always let us know well in advance! Your employer must give permission for this. Please notify us as early as possible. It will not be accepted if you call your employer in the morning to indicate that you cannot come for a wedding, for example.

To be late:

Should it happen to be late due to (valid) circumstances, always let us know immediately!

Call in sick:

When you are sick, always let us know as soon as possible, not just when you should have been at work. Companies often have a specific reporting procedure to report that you are sick and you get better again. Always stick to that.

Being a colleague:

There are many ways to be a colleague, but in this case the point is that you are willing to help colleagues and cooperate when necessary.

Clear communication:

If you do not understand or disagree with something, you are expected to indicate it (in a respectful manner). If you do not say anything, you are expected to have understood everything and to be able to perform your work properly.

Active attitude:

If a problem arises, you are expected to find a solution yourself first. If you are unsure or unsure whether it is a good solution, you can ask your colleagues or supervisor questions.

Planning a holiday and reporting it on time:

You are expected to be collegial about this. Everyone is entitled to a holiday, but not all employees can leave at the same time. Try to coordinate your holiday with your colleagues.

	<p><u>Own responsibility:</u> You are responsible for the fulfillment of the above points.</p>
2	<p>Rules of conduct or regulations of a specific workplace</p> <p>If you are going to work somewhere, it is important that you receive and know the specific information about rules of conduct or regulations of that specific organization.</p> <p><u>(Internal) Regulations for employees:</u> Most organizations have internal regulations for employees that you are expected to adhere to. These are about practical matters, but also about safety and behavior. You can usually get that information through:</p> <ul style="list-style-type: none"> • A copy of this upon commencement of employment. • Your supervisor and colleagues. • On the internet or intranet. Many companies have a website and sometimes also an intranet (specifically for employees). • In the collective labor agreement (CAO) for that specific sector.
3	<p>The work culture</p> <p>Compared to most other countries, the Dutch work culture is rather informal. Most organizations are non-hierarchical; your boss or the director is easily approachable and is often addressed by his first name. Decisions are often made in or after consultation; in the Netherlands this is seen as a strength and not as a sign of weakness.</p> <p>Teamwork is very important; the team is more important than the individual. Being able to work well with colleagues is just as important as how well you do your own work.</p> <p>Communication is open and direct. People say what they think, not to hurt the other or to be negative, but precisely because the Dutch believe that this is how the best results are achieved. There is a lot of consultation and democratic decisions. Your own opinion is important and can be shared.</p>
4	<p>Exercises</p> <ol style="list-style-type: none"> 1. Arrive on time. This is easy to practice with your own daily appointments, because you are also expected to arrive on time. 2. Report sick or report that you will be arriving later. Make it clear how you can reach each other when you are sick or when you will be late. Practice this through role play. 3. Talk to your counselor about the differences and similarities between the rules and procedures in the Netherlands and your country of origin. 4. Talk to each other about: <ul style="list-style-type: none"> - the similarities between the Dutch work culture and the work culture of the country of origin; - the differences between the Dutch work culture and the work culture of the country of origin.

64. Arranging childcare



Why is it important that you can arrange childcare yourself?

If you have young children, it may be that childcare is required because you (and your partner) have to go to the integration course at certain times and there is no other childcare. Not having a babysitter is not a valid reason not to go to school. Childcare is available in the Netherlands, so that men and women can go to school and both can continue to work when they have children.

There is a lot to consider when arranging childcare, ranging from finding a place at childcare to applying for a childcare allowance. If this is not properly arranged, it can have financial consequences and the Tax authority can reclaim or (partially) refuse to grant the childcare allowance.

Necessities

- A computer with internet connection
- Your schedule of the integration course
- Your DigiD

Goal

Being able to arrange childcare independently and being aware of what needs to be arranged for this.

Actions

1	<p>Finding a childcare</p> <p>It can happen that you need go to the integration course at times when your children are not in school (children of primary school age and younger) and there is no one who can look after your child (ren).</p> <p>Childcare can be arranged for these moments. It starts with looking for a daycare center or out-of-school care (BSO) in the area where you live. This can be done by searching Google for childcare locations in the city of residence.</p>
2	<p>Signing Up</p> <p>When a day nursery or out-of-school care center has been chosen, please contact them to ask if there is room for your child (ren). Check the website of the childcare organization in your municipality to see how the registration procedure works.</p> <p>When registering, it is important to indicate how often and for how long childcare is required (the number of hours per week and the number of weeks per year). This depends on when you are at school and there is no other care for the children. For this, you need your timetable of your integration course.</p> <p>When there is room at the chosen childcare, the childcare will draw up an agreement with the number of hours that the child will be cared for at the childcare, from when the childcare starts, for what period the childcare is and what the hourly rate is.</p>
3	<p>Childcare allowance</p> <p>Once the agreement has been signed, you can apply for childcare allowance benefits through the Tax Authority.</p>

	<p>You can read how this works in the process description about Surcharges (Process description 66). We recommend that you have the childcare allowance paid directly to the childcare organization.</p> <p>The childcare allowance never covers the entire amount that you have to pay for childcare. There is always a part that you have to pay yourself, this is the personal contribution.</p> <p>Pay attention:</p> <ol style="list-style-type: none"> 1. Childcare allowance must be applied for within 3 months of the start date of the childcare, otherwise the allowance will not be granted for that period and you will have to pay the full amount yourself. 2. You will only receive childcare allowance for the days that you (and your partner) follow a program. Such as integration, training or work trajectory
4	<p>Reimbursement of personal contribution</p> <p>In many municipalities, the social service reimburses the personal contribution for childcare. For the part that you have to pay for childcare yourself, you can request special assistance from social services.</p> <p>The rules for this may differ per social service. Depending on the social service, you can apply online or by contacting customer service.</p> <p>The social service can only pay that amount after you have submitted an application for it. To do this, you must first have applied for childcare allowance so that the social services can assess your own contribution.</p>
5	<p>Exercises</p> <ol style="list-style-type: none"> 1. <i>Make a short step-by-step plan of what you can do if it is necessary to arrange childcare for your child (ren).</i> 2. <i>Note to the counselor:</i> 3. <i>The purpose of this question is to check whether the client understands how the process is progressing and whether he has an overview of when, what should be done and what he needs for this.</i> 4. Search the internet for childcare locations near you. Find out how to register your child, what information you need for this and what the hourly rate for childcare is. 5. Why is it necessary to arrange childcare allowance? Discuss this with your contact person. 6. <i>Note to the counselor:</i> It is important for the client to realize that childcare costs a lot of money. If no timely application is submitted for childcare allowance in order to be able to pay for the childcare, the client will not be reimbursed and he / she could get into serious financial difficulties.

Note to the counselor:

Only use this module when it concerns (single) parents for whom the organization of childcare is necessary. Always use this module when childcare needs to be arranged.

65. Making a career choice



Why is it important that you can make your own career choice?

Professions, training requirements and experience requirements are probably different in the Netherlands than you are used to. Making a career choice means that you can do a targeted search to find out more about possible professions, training requirements and possible training. This allows you to search for vacancies in a targeted manner. Choosing a profession that suits you increases your chances of getting a job.

Necessities:

- A computer with an internet connection or a smartphone
- A phone
- Insight into your diplomas and their validity in the Netherlands (see also process description 63)
- Self-insight

Goal:

Knowing which profession you want to / can pursue.

Actions:

1	<p>Orientation</p> <ul style="list-style-type: none"> • Answer questions for yourself such as: <ul style="list-style-type: none"> - What do I like to do? - What was my interest in the past, what was I good at? - Which professions I have practiced suited me best? - What diplomas and work experience do I have? <p>Take one or more career choice tests. There are plenty of free tests available on the internet, such as:</p> <ul style="list-style-type: none"> - https://refugeestartforce.eu/ - https://refugeetalenthub.com/ - https://www.werk.nl/werkzoekenden/svraageren/test/ - https://www.123test.nl/beroepskeuzetest/
2	<p>Skills and competences</p> <p>Every person is different. One person is good at sports, another at math and another at languages. The better your work suits your personality, the more likely you will be successful in it.</p> <ul style="list-style-type: none"> • Therefore, in addition to a career choice test, also take a competence test. These can also be found free of charge on the internet, such as https://www.123test.nl/competentietest/ • Also ask for feedback from friends or family: what do they think you are good at? • What skills do you still need for the work you would like to do? Where could you learn or practice these?
3	<p>Feasibility</p> <p>Search the internet for vacancies in the professions that you find interesting.</p> <ul style="list-style-type: none"> • Are there sufficient vacancies and do the requirements match your education and skills? • What training (s) and experience is required? • Does the level suit you? • Can you complete training within a reasonable period of time, or can you work and learn at the same time?
4	<p>Trainings</p> <ul style="list-style-type: none"> • Which training courses are required in the Netherlands for the professions you find interesting, which diplomas are required? <ul style="list-style-type: none"> • Do you still need training to be able to practice the profession in the Netherlands? • Search the internet for courses that match the professions you find interesting. • Call or email the training institutions to discuss whether training is right for you.
5	<p>Gaining experience</p> <p>Through voluntary work or internship you can gain experience in certain professions or sectors. You can find out which volunteer organizations there are in your municipality on the internet. You can also ask a company or industry in which you are interested for a chance to prove yourself. Visit a company that interests you and ask for the possibilities for an internship. If they know who you are and what you can do, they will be much more likely to see if they could use you anywhere within the organization. You also show that you are of good will.</p>

6 Interview with job coach and / or work consultant

If you want help in making a career choice, you can also, for example:

- ask for help from a job coach from the Dutch Council for Refugees;
- make an appointment with your work consultant from the Social Services in your municipality;
- send an email to the Werkhelptdesk * of the Dutch Council for Refugees.

* The Werkhelptdesk is an online labor participation consultation hour of the Dutch Council for Refugees. You can ask a question about anything to do with (your search for) work via the e-mail address step Naarwerk@vluchtelingenwerk.nl. Your question is matched with the offer of guidance from labor coaches in the region. The labor coach will guide you from a distance.

Tips

You will not get opportunities, you have to create them yourself. After all, there are fewer jobs than people. By distinguishing yourself in willingness to work, you are already leaving some of your "competitors" behind for a job. It is therefore important that you are active in your search and take initiatives yourself to establish and maintain contacts.

You only need one person to believe in you or give you a chance to prove yourself. Go for that!

66. Getting legal help



Why is it important that you can get legal help if necessary?

Legal questions have to do with laws and regulations. Legal questions are often complicated and it is wise to seek professional help for this. When you need legal assistance, you can get it in several ways. This process description will explain when and how to get legal help.

Necessities:

- A computer with internet connection
- A telephone with sufficient calling credit

Goal:

You know when to get legal help and how best you can do it, depending on your situation

Actions:

1	<p>When do you seek legal assistance?</p> <p>There are several ways to solve problems. It is customary to first talk to the person with whom you have the conflict or problem. If you cannot reach an agreement together, you can take formal steps to solve the problem. For example, if your conflict is with an organization, you can first file a complaint. If the complaint is not handled satisfactorily, you can consider legal action.</p> <p>To give you an idea of what legal questions are, sample questions will be given below:</p> <ul style="list-style-type: none"> • Under what circumstances may a landlord terminate the lease? • You are arguing with your neighbors about the boundary fence. Who is right? • What rights do I have if I am fired? • How do I deal with a divorce? • You are suspected of a crime. • How can I cancel a purchase? • How can I solve debt problems?
2	<p>Where can you go for legal assistance?</p> <p>In the Netherlands, you can obtain legal assistance in various ways, depending on your situation:</p> <ul style="list-style-type: none"> • Through your legal assistance insurance • Through your union • Via the Legal Counter • Via Social Counselors • Directly through a lawyer
3	<p>Legal insurance</p> <p>A legal aid insurer offers lawyers and attorneys to assist you in the legal process. If you have a conflict and you have legal expenses insurance, you can contact your insurer (by telephone) for legal advice. Depending on the situation, they think along with you in a legal solution and what a possible process will look like.</p> <p>If you are insured there, legal expenses insurance will reimburse you for the costs of legal assistance. Naturally, this insurance will cost you money. But once you have real legal costs - which are not very common - they are often so high that an insurance policy pays for itself quickly. The best thing is of course trying to arrange as many things as possible in good harmony.</p>
4	<p>syndicate</p> <p>A syndicate is an organization that represents the personal and collective (group) interests of their members. When you are a member of a syndicate, legal assistance with industrial disputes is a standard part of your membership. When you become a member of some syndicates, you are automatically insured for other legal assistance or you can insure yourself for this at a discount. Check the syndicate website to see what legal aid coverage is included with membership.</p> <p>When you have a labor dispute, contact your union for legal assistance. If the conflict is in a different area, contact the insurer with which your union has an agreement. Membership costs money.</p>

5	<p>Legal Counter</p> <p>You can use the Legal Counter if you have legal questions. For example in the field of:</p> <ul style="list-style-type: none"> • Living and Neighbors • Work and Income • Family and Relationship • Police and Justice • Purchases and Warranty • Debts and Collection <p>The Legal Counter has an advisory role and, if necessary, will refer you to a lawyer or attorney. The advice provided by the Legal Counter is free.</p> <p>If you have an appointment with a Legal Counter, please include as much information as possible so that they can help you as best they can. Think of any documents that are relevant to the conflict you have. On the website www.juridischloket.nl you can find information about the Juridisch Loket and where the locations are located in the Netherlands.</p> <p>If there is no legal counter in your area, you can also consult the neighborhood team. They can also sometimes provide legal assistance.</p>
6	<p>Social counselors</p> <p>If there is no Legal Counter in your area or if you cannot be helped quickly, you can also contact the Social Counselors. Social Counselors are professional counselors. They know exactly what you are entitled to. And with which organization you have to arrange what. They give free advice.</p> <p>They can assist you with financial or legal issues related to:</p> <ul style="list-style-type: none"> • benefits • debts • work • living • tax and remittances • money matters • education costs and financing • family law • consumer affairs <p>On the website of Sociale Werk Nederland you can find the contact details of Social Counselors in your area: https://www.sociaalwerknederland.nl/thema/sociaal-raadslieden</p> <p>If you need legal advice, you can call for an appointment. Take as much information as possible with you to your appointment with the Social Counselors, so that they can help you as well as possible. Think of any documents that are relevant to the conflict you have.</p>
7	<p>Go straight to a law firm</p> <p>You can also contact a lawyer or jurist directly. The attorney or lawyer can then give you immediate advice or initiate legal proceedings.</p> <p>Costs for a lawyer or jurist are very high and they usually require an advance from you, so if you cannot pay this yourself, it is always better to use the Legal Counter.</p>
8	<p>Exercises</p> <ul style="list-style-type: none"> • Visit the website www.juridischloket.nl. Check with your social counselor which Legal Counter is closest to you. • Think about which questions you can ask the Legal Counter and discuss these with your social counselor.

67. Arranging matters concerning residence and naturalization



Why is it important that you can arrange matters concerning residence and naturalization?

If you are granted residence status, you will receive a residence permit for five years. If the country of origin is not yet safe to return within that period or the grounds for asylum still apply, it is important to know what steps you should take.

Necessities:

- A computer with internet connection
- Your DigiD
- Your residence documents

Goal:

Insight into what you need to do to apply for an extension of your residence permit or how you can naturalize.

Actions:

1	<p>Extension of asylum for a definite period</p> <p>Make sure to submit your application well before your current residence permit expires. You can submit your application from 6 months before your residence permit expires. The IND then has sufficient time to make a decision.</p> <p>This is how you avoid a residence gap: the time between the expiry of your residence permit and the application for extension and granting. A residence gap has negative consequences for your possible application for an indefinite period. Your right of residence is then no longer consecutive.</p> <p>You must meet the following conditions to extend your temporary residence status:</p> <ul style="list-style-type: none">• The reason why you were granted asylum still exists.• You have your main residence in the Netherlands.• You have not provided incorrect information or withheld information that would have led to the rejection of your asylum application.• You are not a threat to public order or national security. <p>An extension of temporary asylum is free of charge.</p>
2	<p>How do you apply for a fixed-term extension?</p> <p>You can submit your application for an extension of your temporary asylum residence permit by post or online at https://ind.nl/asiel/paginas/verlengen-asiel-specific-tijd.aspx. You need your DigiD to apply via the website.</p> <p>You can also download and print the application form from the IND page mentioned. If you submit the application by post, you must send the completed form with all necessary attachments (these are stated on the form) to the IND address.</p> <p>The IND needs the following to create a residence document:</p> <ul style="list-style-type: none">• your passport photo• your fingerprints• your signature <p>You must go to an IND desk for this. You must do this within 3 weeks of sending your application to the IND. You do not need to make an appointment for this.</p> <ul style="list-style-type: none">• If you have already had biometric identifiers (10 fingerprints and a passport photo) taken from 1 March 2014 (for example with a previous application), you do not need to go to an IND desk again to have this data collected. Unless you have reached the age of 6, 12 or 18 in the meantime.<ul style="list-style-type: none">• The IND may, however, invite you to have biometric identifiers taken again if the passport photo taken of you previously shows insufficient resemblance to you or the passport photo or fingerprints previously taken of you are of insufficient quality. <p>When the IND has received your application, they will send you a confirmation of receipt by post. This letter will state when you can expect a decision on your application.</p>

3	<p>Extension of asylum for an indefinite period</p> <p>If you wish to continue living in the Netherlands permanently, you can apply for asylum for an indefinite period. To do this, you must meet the following conditions:</p> <ul style="list-style-type: none"> • You have had a temporary asylum residence permit for (almost) 5 years. • You still meet the conditions for a temporary asylum residence permit (see action 1). • You are registered in the Municipal Personal Records Database (BRP) of your place of residence (municipality). You do not have to prove this yourself. The IND checks whether you meet this condition. • You have a valid residence permit until the IND makes a decision on your application. • You have obtained the integration diploma or you are exempted and do not have to take the exam. • There are administrative costs associated with the application for asylum for an indefinite period. See the website www.ind.nl
4	<p>How do you apply for an extension for an indefinite period?</p> <p>Just like the application for an extension of a fixed-term asylum, you can submit the application for an indefinite period of asylum by post or via https://ind.nl/onbepelde-tijd/Paginas/Asiel-onbepelde-tijd.aspx online. You need your DigiD to apply via the website.</p> <p>You can also download and print the form on the IND page mentioned. If you submit the form by post, you must send the fully completed form with all necessary attachments to the IND address /</p> <p>When the IND has received your application, they will send you a confirmation of receipt by post. This letter will state when you can expect a decision on your application.</p>
5	<p>How do you apply for naturalization?</p> <p>If you want to naturalize, you can submit an application to the municipality where you live. You must meet the following conditions:</p> <ul style="list-style-type: none"> • You are 18 years of age or older • You can prove your identity and nationality with valid documents • You have lived continuously for 5 years or longer with a valid residence permit in the Netherlands and you have always extended your residence permit on time. • You have passed the integration exam or you are exempted from it. • You are not a threat to public order or national security in the Netherlands. • You must renounce the nationality you now have (sometimes there are exceptions)
6	<p>Exercises</p> <ol style="list-style-type: none"> 1. View the IND website together with your supervisor for an extension of a fixed-term asylum or an application for asylum for an indefinite period. 2. Download the application form and practice filling it in.

68. Cases relating to the IND



Why is it important that you can arrange matters with regard to the IND yourself?

Contact with the IND is not always easy. The IND has many rules. It is therefore good to know what the rules are so that you can properly monitor and arrange your affairs with the IND.

Necessities:

- *A computer with internet connection*
- *The folder: A temporary asylum residence permit: What does that mean for you? (IND). Can be found at www.ind.nl*

Goal:

Learn how to track applications and contact the IND about current matters.

Actions:

- 1 Family reunification (MVV application)**

When you have received a residence permit and you meet the conditions, you can apply for family reunification for your family. This application must be made within three months of obtaining your residence permit. The Dutch Council for Refugees can help you with your application for a temporary residence permit (MVV).

When you come to live in a municipality, another team from the Dutch Council for Refugees often takes over the legal guidance, but it is good to be aware of what you need yourself.

If you do not yet have a good command of the Dutch language, it is important to take all letters from the IND with you to your contact person at the Dutch Council for Refugees. They can then tell you what is stated in the letter and what the IND needs to properly assess your application for your family members to come to the Netherlands.

The IND often asks for different documents. If you have not yet sent it to the IND, but do have it in your possession, it is good to have it translated and sent in advance. This allows the IND to assess your application more quickly.

If you cannot obtain the requested documents, you must explain this very well to the IND. In some cases, the IND will ask for an interview with you and your partner or have the IND perform a DNA test.

The IND uses response times. This means that they must respond to your request within a certain time. But it also means that when they ask you for additional information, you also have to respond within a certain amount of time. If you fail to do this, your application will be rejected.
- 2 Obtaining a residence permit and applying for a pass for a refugee child born in the Netherlands.**

For this step, take another look at the folder: A temporary asylum residence permit: What does that mean for you? (IND). This folder can be found at www.ind.nl and can be printed in your own language. It describes all rights and obligations for having a residence permit.

Tip: If you have a child in the Netherlands as a refugee, you must also request a residence document for your child via the IND website: <https://ind.nl/Familie/Paginas/Kind-in-Nederland-born.aspx>. Through these steps you can see exactly what you need to do to request a pass for your child.
- 3 Extension of a temporary residence permit**

Your residence permit is valid for 5 years. When it is about to expire, you must apply for a new residence document (ID card) at the IND. Look here for current information about this: <https://ind.nl/overig/Paginas/Verlengen-verblijfsvergunning.aspx>. It is important that you submit a new application 6 months before your current residence document expires. The IND decides on the application for your new residence permit. It is not obvious to get an extension. This depends, among other things, on the situation in your country at that time and whether you still meet all the conditions for obtaining a residence permit.

	<p>When you have passed your integration and you want to apply for a residence permit for an indefinite period, you can go to the website of the IND via this link to go through the steps: https://ind.nl/overig/onbepaald-tijd/Paginas/Asiel-indefinite-time.aspx.</p> <p>If you are not yet able to complete the application completely yourself, you can ask for help during the legal consultation hours of the Dutch Council for Refugees.</p>
4	<p>Problems with residence permit</p> <p>Due to circumstances, your residence permit may be withdrawn for a certain period of time (for example, when the area you come from is declared safe). This can affect your future.</p> <p>When this happens, you can make an appointment at the legal counter of the Dutch Council for Refugees. They can refer you or assist you legally with this decision.</p>
5	<p>Applying for naturalization</p> <p>Applying for naturalization means that you are applying to obtain a Dutch passport. If this is successful, you are a Dutch citizen according to the rules.</p> <p>You can find the requirements you must meet to apply for naturalization via this link on the IND website: https://ind.nl/Nederlandschap/Paginas/Naturalisatie.aspx. There is also a checklist with necessary documents.</p> <p>Note: applying for naturalization costs money.</p>
6	<p>Try to fill in (part of) an IND form together with your supervisor.</p> <ul style="list-style-type: none"> • What deadline does the IND have for this application? • Which documents does the IND request to substantiate your application?

69. Acting according to legal position



Why is it important to know your rights and obligations in obtaining a residence permit?

There are a number of rights and obligations involved in obtaining a residence permit. In this process description you will find the rights and obligations of a refugee.

Necessities:

- A computer with internet connection.
- [De IND Folder: http://docplayer.nl/2506878-Een-verblijfsvergunning-asiel-voor-bepaalde-tijd-wat-betekent-dat-voor-u](http://docplayer.nl/2506878-Een-verblijfsvergunning-asiel-voor-bepaalde-tijd-wat-betekent-dat-voor-u).
- The brochure "New in the Netherlands": <https://www.rijksoverheid.nl/documenten/brochures/2014/05/21/nieuw-in-nederland-asielwezen-gezinsvormers> (available in various languages).

Goal:

Create awareness about the legal position of a refugee, so that he can act accordingly.

Actions:

1	<p>Civic integration</p> <p>If you have received a residence permit, you are obliged to integrate in the Netherlands. You must have completed this in 3 years *. If this does not work, you must repay your loan from DUO! There may be reasons for an exemption or dispensation from the integration requirement. For more information, visit the DUO website, www.duo.nl</p> <p><i>* If you cannot read and write, you can request an extension so that you have 5 years.</i></p>
2	<p>Identification obligation</p> <p>Everyone in the Netherlands aged 14 or older must be able to identify themselves at any time. This means that you must always have proof of identity with you.</p> <p>If you are stopped by the police and you do not have proof of identity with you, you can be fined. Read more about this via this link: https://www.rijksoverheid.nl/onderwerpen/identification-obligation</p>
3	<p>Health insurance</p> <p>Every resident of the Netherlands is obliged to take out health insurance. You can arrange this through a health insurer. For this you pay a fixed premium every month. If you do not have insurance or you do not pay for it on time, you can be fined for it.</p>
4	<p>Legal status income</p> <p><u>Work</u> You have the right to work with a residence permit. You do not need a separate permission or permit for this.</p> <p><u>Government income support</u></p> <ul style="list-style-type: none"> • If you are unable to provide for your own income, you are entitled to income support from the government by means of a benefit. Getting benefits is not self-evident. Not everyone who lives in the Netherlands receives benefits. Social benefits are a last-minute income support tool. Anyone able to do so is expected to work or to provide for their own livelihood. • You can apply for benefits at your municipality or benefits agency. • When you have found work, you must report this immediately to the institution from which you receive your benefit (UWV, municipality, social services). You are obliged to do this because you are then no longer entitled to a benefit or less. This way you avoid having to pay a fine. <p><u>Income tax</u> In the Netherlands everyone pays tax on his or her income. This is withheld from your income by your employer or benefits agency. Every year you must declare your income to the tax authorities before 1 May. This way you can see whether you paid too much or too little tax in the previous year.</p> <p><u>Tax Surcharges</u> If you have a low income, you can, if you meet the conditions, receive additional allowances from the tax authorities. The right to benefits is not self-evident and not all residents of the Netherlands are eligible for this. The allowances are only for people who otherwise do not have enough money to pay their fixed costs and be able to live.</p> <p>Via http://www.belastingdienst.nl/.../prive/toeslagen/inreken_op_mijn_toeslagen you can log in with your DigiD</p>

	<p>and see an overview of the allowances you receive or may receive. This can be one or more of the following allowances:</p> <ul style="list-style-type: none"> • Care allowance • Housing allowance • Child-related budget • Childcare allowance <p>The last 2 allowances only apply if you have children. Childcare allowance only applies if your child is actually registered with a childcare facility. In addition, you will receive child benefit through the Social Insurance Bank if you have children.</p>
5	<p>Voting rights</p> <p>As a refugee, you may not vote in elections during the first 5 years that you have a residence permit in the Netherlands. After 5 years, you can vote in a number of elections with a valid residence permit. These are:</p> <p><u>Municipal elections.</u> A municipal council listens to what the residents of a municipality want and makes plans for this. The City Council also determines where the money goes. They then check whether the plans are being implemented properly.</p> <p>The residents of a municipality elect municipal councilors to represent them in the municipality where they live. This happens once every 4 years. Also have a look on YouTube to the video "How do the municipal elections work?": https://youtu.be/zLXB-SKroH4</p> <p><u>Water board elections.</u> The water board elections are Dutch elections for the board of the water boards. Water board is a government agency that takes care of water management in a specific area.</p> <p><u>Other elections.</u> <u>If you would like to know when you can also vote in the House of Representatives elections, the Provincial Council elections and the European Parliament elections, please check this page:</u> https://www.rijksoverheid.nl/onderwerpen/verk-Elections/vraag-en-Antwoord / when-can-I-vote-in-elections</p>
6	<p>Exercise</p> <p>View the brochure "New in the Netherlands" with your supervisor and discuss the main differences between the Netherlands and your country.</p>

70. Applying for travel documents



Why is it important that you can apply for travel documents?

When you want to travel abroad, it is very important that you prepare for it and know which documents you need to do so.

Necessities:

- A computer with an internet connection or smartphone
- Your DigiID

Goal:

You know what things you need to arrange if you want to travel abroad.

Actions:

1 The preparation

If you want to go abroad, you first have to think carefully about what exactly you need to arrange for the countries you visit and travel through. Think of things such as:

- a travel document with which you can identify yourself;
- a visa to gain entry to certain countries.

2 The travel document

There are different types of travel documents:

- a Dutch passport;
- a refugee passport;
- an aliens passport;
- a Laissez Passer.

The refugee passport

- A refugee passport is a Dutch travel document for refugees. You can travel with it to countries outside the Netherlands, but not to your country of origin. You can apply for this refugee passport at the municipality where you live. First make an appointment via the website of your municipality and bring the following items with you:
- Your residence document
- A passport photo that meets the requirements (see <https://www.rijksoverheid.nl/onderwerpen/paspoort-en-identiteitskaart/eisen-pasfoto-paspoort-id-kaart>);
- Money or bank card (applying for a travel document costs money; you must pay these costs immediately with your application).

3 The visa

What is a visa?

A visa is an official permission to enter and reside in a country. A visa is issued by the country you are going to. For example, a country can control who enters the country. The visa must often be applied for prior to travel and is attached to your travel document.

When do you need a visa?

With the refugee passport issued in the Netherlands and your residence permit (the period of validity of both documents must not have expired!) You can travel freely through the countries of the Schengen area. These are:

- Belgium
- Denmark
- Germany
- Estonia
- Finland
- France
- Malta
- Hungary
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Slovakia
- The Netherlands
- Norway
- Austria
- Poland
- Portugal
- Slovenia
- Spain
- Czech Republic
- Iceland
- Sweden
- Switzerland
- Greece

[You must apply for a visa for all other countries, so outside the Schengen area. You can apply for a visa via: https://visumcentrale.nl](https://visumcentrale.nl)

4	<p>Notification obligation of benefits agency</p> <p>If you are on benefits, you are required to report when you want to travel. This applies not only to abroad, but also to holidays in the Netherlands. You can go on holiday for a maximum of four weeks per year. Are you going longer? Then your benefit will be stopped.</p> <p>You can request permission via the website of your benefits agency by filling in a digital form. You need a DigiD to complete the form.</p> <p>If you are married or cohabiting, your partner must fill in their own form.</p> <p>The application must be submitted three weeks in advance.</p>
5	<p>Traveling with a child (ren)</p> <p>If you are traveling alone with your minor child (up to the age of 18), you must be able to demonstrate that you have the consent of the other parent with custody.</p> <p>To do this, use the "form for permission to travel with a minor abroad" which you can find here: https://www.rijksoverheid.nl/onderwerpen/reizen-met-kinderen/documenten/formulieren/2014/02/06/form-authorized-travel-abroad-with-a-minor</p> <p>Knowing more? https://www.rijksoverheid.nl/onderwerpen/reizen-met-kinderen/vraag-en-Antwoord/heb-ik-toestemming-nodig-om-alleen-met-mijn-kind-te-reizen.</p>
6	<p>Exercises</p> <ol style="list-style-type: none"> 1. There are different types of travel documents. Find out which of these four types of passports you can apply for? Chances are that you are entitled to a refugee passport. 2. Think of 2 countries you would like to travel to. Do they belong to the Schengen countries? Is a visa required for that?

71. Obtaining a Dutch driving license



Why is it important to know how to obtain a Dutch driving license?

Without a valid driver's license it is not allowed to drive a car in the Netherlands. Exchanging your foreign driving license or obtaining a Dutch driving license makes you more mobile and flexible.

Necessities:

- Your foreign driving license
- A computer with internet connection

Goal:

After reading this process description, you will know how to get a driver's license and how to apply for your driver's license after passing the exam.

Actions:

1	<p>Do you have a foreign driving license that was issued in a country within the European Union or the European Free Trade Association and do you live in the Netherlands?</p> <p>Then you are allowed to drive in the Netherlands for another 2 years with your foreign driving license from the date you live in the Netherlands. After that, you must exchange the driving license through your municipality, or if this is not possible, take a driving test at the CBR. If your driving license has been obtained within the EU, it is still valid in the Netherlands for 15 years after the date of issue, but you are not allowed to drive it after 2 years.</p> <p>An international driving license is valid, until the validity date on the document, in the Netherlands.</p> <p><u>Conditions for exchange</u> You can only exchange the foreign driving license if:</p> <ul style="list-style-type: none">• you are registered in the Municipal Personal Records Database (BRP).• you have a valid residence permit.• your driving license comes from the European Union (EU), a country of the European Free Trade Association (EFTA) or one of the following countries: https://www.rdw.nl/particulier/wagens/auto/het-rijvraag/foreign-driving-license-exchange / driving-license-from-non-eu-or-eva-countries-suitable-for-exchange<ul style="list-style-type: none">• the driving license is valid. A European driving license may have expired, but then you must enclose a statement from the issuing authority stating that they have no objection to the issue of a Dutch driving license. <p><u>Driving license issued outside the EU</u> The following applies to a driving license issued outside the EU:</p> <ul style="list-style-type: none">• that your current driving license from outside the EU is valid for 185 days in the Netherlands. After those 185 days, you must again take driving lessons and take an exam.• that you must have lived in the country of issue for at least 185 days in the year of issue of the driving license. You can demonstrate this by, for example, sending a copy of your passport, an employer's statement or salary and tax documents.• that exchange based on younger age is not possible. You must therefore have the minimum age for a certain driving license category as it applies in the Netherlands. <p>You are not allowed to drive on public roads during the exchange. If you do, you may be fined. You must be able to show your driving license during a road check.</p> <p><u>See also the following websites:</u></p> <ul style="list-style-type: none">• https://www.rdw.nl/-/media/rdw/rdw/pdf/sitecollectiondocuments/rijbewijzen-en-nrd/handleidingen/3-b-0992t-handleiding-voor-3-e-0397-aanvraag-omwisseling-voor-nederlands-rijbewijs-wr.pdf• https://www.rdw.nl/-/media/rdw/rdw/pdf/sitecollectiondocuments/rijbewijzen-en-nrd/formulieren/3-e-0399c-afstandsverklaring-categorieen-van-het-buitenlandse-rijbewijs.pdf
2	<p>The driver's licence</p> <p>A driver's license is a document with which you can demonstrate that you have sufficient knowledge, insight and skills to be able and allowed to drive a motor vehicle of a certain category. To get your driver's license, you must pass 2 exams within a specified time:</p>

	<p>1. The theory exam. 2. The driving skills exam</p> <p>To be able to apply for and take the exam, you must first have taken sufficient lessons. You do this through a driving school.</p> <p>A theory certificate is valid for 1.5 years; this means that you must pass your practical exam within these 1.5 years.</p>
3	<p>Choosing a driving school</p> <p>It is most practical if you choose a driving school near you. Depending on your knowledge of the Dutch language, it is good to make sure that you choose a driving school with which you can communicate sufficiently, possibly in English or in your own language.</p> <p>Because you first have to take a theory exam before you can take the practical exam, it is important to make an appointment for a first practical lesson. This can usually be done through the driving school. Is this not possible? Then search the internet for a theory course.</p>
4	<p>Costs</p> <p>Getting a driver's license costs a lot of money. For example for:</p> <ul style="list-style-type: none"> • Theory lessons • Practical lessons • The exam <p>The costs partly vary per driving school and of course also depend on the number of lessons you need to pass the exams. It is very common to have to take the exam several times to pass, so you should estimate the money required to do so. Overall, it can be said that obtaining a driver's license will cost you between € 2,000 and € 4,500.</p> <p>If you already have a (foreign) driving license, it will probably be less. Some driving schools also offer a crash course of a certain number of driving lessons, including exam.</p>
5	<p>Own statement</p> <p>Before you can take the exam, you must sign a Self-Declaration. This is arranged together with your instructor.</p> <p><u>What is a Personal Statement?</u></p> <p>As a driver, you are responsible for your own safety and the safety of others. To be allowed to drive, you must be "fit to drive" according to the law. That is, mentally and physically able to drive. For example, do you have health problems or a disability? Or are you taking any medications that can affect how you drive? Then you are not always allowed on the road. In order to assess your fitness to drive, the CBR will ask you a number of questions about your health. These questions can be found on the Personal Statement form.</p>
6	<p>Practical exam passed</p> <p>With the form stating that you have passed, you go to the town hall in your place of residence. With this form you can apply for your driving license, so do not collect it yet.</p> <p>What you need to bring?</p> <ul style="list-style-type: none"> • A valid proof of identity (residence document or Dutch passport); • A recent passport photo; • Money to pay for the driver's license. <p>About one week later you can collect your driving license at the town hall. Do this within 3 months, otherwise the driving license will no longer be valid and you will have to take the exam again.</p>

Tips

- Think of useful questions in advance that you can ask the driving school.
- You can often buy second-hand theory books at www.marktplaats.nl. This is often cheaper than purchasing the teaching material new.

72. Understanding what a BSN is



Why is it important to understand what a BSN is?

Your Citizen Service Number (BSN) is a registration number that you need, among other things, for your contacts with the government.

Necessities:

- Extract from BRP
- Tax return letter from the Tax Authorities
- Healthcare policy

Goal:

You know what a BSN is and what it is used for.

Actions:

1	What is a BSN The Citizen Service Number (BSN) is a unique personal number that is registered with the Dutch government. Everyone in the Netherlands has a BSN. The government uses your Citizen Service Number (BSN) when processing your personal data. With your citizen service number you can go to any government desk and a government organization can look up your details. This way you do not have to supply your data again to every government organization.
2	Exercises 1. Look for your citizen service number in the documents listed under "Requirements". 2. What have you had to use your BSN for so far? Name the organizations.

Tips

Some useful websites with more information about your BSN:

- What is a BSN: <https://www.rijksoverheid.nl/onderwerpen/privacy-en-persoonsgegevens/vraag-en-antwoord/wat-is-het-burgerservicenummer-bsn>
- More information about BSN: <https://www.rijksoverheid.nl/onderwerpen/privacy-en-persoonsgegevens/burgerservicenummer-bsn>
- BSN (English): <https://www.government.nl/topics/personal-data/citizen-service-number-bsn>

73. Using DigiD in a safe way



Why is it important to know how to use DigiD safely?

DigiD stands for Digital Identity. DigiD makes it possible to check and establish your identity. In the Netherlands, you increasingly need your personal DigiD to be able to arrange certain matters via the internet at various government agencies, such as the Tax Authorities, the UWV, DUO or health insurer.

Necessities:

- Your personal DigiD data; so your username and password.
- Your Citizen Service Number (BSN).
- A computer with internet connection and a smartphone (if you opt for verification by SMS).

Goal:

To be able to securely log in to government agencies, to view your personal data, to make changes and to arrange other matters with (government) agencies or the insurer.

Actions:

Step 1	<p>Applying for a (new) DigiD</p> <p>If a DigiD has been lost or has never been applied for or if you have lost your login details, you can request a new DigiD via the DigiD website: https://digid.nl/aanvragen.</p> <ul style="list-style-type: none">• Fill in the digital application form here. For this you need, among other things, your BSN, an email address and your mobile phone number.• You will receive an activation code by post. You must use this to activate your DigiD via https://digid.nl/. <p>You will find an overview of the participating organizations on the DigiD website: https://www.digid.nl/over-digid/wie-doen-mee/</p>
Stap 2	<p>Safety</p> <p>Your DigiD is strictly personal! NEVER give your codes and login details to others. You will find tips on how to handle your DigiD safely on the DigiD website: https://www.digid.nl/veiligheid/ Inloggen</p> <p>U kunt op twee manieren inloggen bij DigiD: met of zonder sms-functie. Deze keuze moet u telkens maken als u inlogt bij DigiD. Bij sommige instanties is inloggen met sms-functie verplicht.</p> <p>Zonder sms-controle voert u alleen uw gebruikersnaam en wachtwoord in, mét sms-controle ontvang u, nadat u uw gebruikersnaam en wachtwoord hebt ingevoerd, per sms een code op het mobiele nummer wat geregistreerd staat op jouw DigiD. Deze code vult u in op de website om in te kunnen loggen.</p>
Step 3	<p>login</p> <p>You can log in to DigiD in two ways: with or without SMS function. You must make this choice every time you log in to DigiD. At some instances, logging in with an SMS function is mandatory.</p> <p>Without SMS verification, you only enter your username and password, with SMS verification you will receive, after you have entered your username and password, a code by text message to the mobile number registered on your DigiD. You enter this code on the website to log in.</p>
Stap 4	<p>Exercises:</p> <p>Practice the following with your supervisor:</p> <ol style="list-style-type: none">1. Log in to the DigiD website (https://digid.nl/) and check whether your personal details are correct.2. Print your income statement (IB 60 or IBRI) of various years on the website of the tax authorities: https://mijn.belastingdienst.nl/.3. Do you receive healthcare and / or housing benefit? Then go to the website of the Tax Authorities. Log in to My Allowances and view the allowances that you receive or that have applied for.

Tips

1. Your DigiD is a kind of passport and must be kept very well and carefully.
2. Never share your DigiD data with one of your supervisors.
3. There is also a DigiD app for your smartphone. It can be in very handy.

4. Op het internet zijn ook instructiefilmpjes te vinden; [bijvoorbeeld in het Arabisch: https://youtu.be/tuqvVFifeUk](https://youtu.be/tuqvVFifeUk)
5. Bij het invoeren van de DigiD inloggegevens wordt soms automatisch gevraagd of de website of uw PC uw inloggegevens moet onthouden voor een volgend bezoek. Let op: Dit is niet veilig. Het is dus beter om dit niet te laten onthouden.
6. Wanneer u klaar bent, vergeet dan niet om uit te loggen. Zo voorkomt u dat iemand anders misbruik kan maken van uw gegevens.

74. Filing a complaint



Why is it important that you can file a complaint?

In the Netherlands we are honest with each other. This means that we can always express our (dis) satisfaction in a respectful way. When you are dissatisfied with a product, service or arrangement, you almost always have the option to file a complaint.

Necessities:

- A computer with internet connection
- Pen and paper (for taking notes)
- A telephone (optional)

Goal:

Being able to file a complaint in case of dissatisfaction.

Actions:

1	<p>What is your complaint?</p> <p>Before submitting a complaint, make sure you have everything sorted out for yourself to avoid forgetting something during the contact.</p>
2	<p>How are you going to file the complaint?</p> <ul style="list-style-type: none">• By phone• In the shop• Via email• Via a contact form for complaints• Via an official body set up for this purpose
3	<p>If you do not receive a response or your complaint is not handled properly</p> <ul style="list-style-type: none">• Always try to solve it with the organization itself first. If you still have no answer or message after 1 week, for example, please contact us again; preferably as personal as possible (telephone or e-mail). Many companies also have the option to contact us via Social Media. <p>Be patient, but not too patient. If you do not hear (again) after 1 week, waiting longer is usually pointless.</p> <ul style="list-style-type: none">• If, after several attempts, you do not receive a (satisfactory) response to a serious complaint, you can look it up: at the supervisor or management.• For serious complaints, in the Netherlands you can also contact: <p><u>The Ombudsman:</u> If the complaint concerns a government body, such as the UWV, the Tax Authorities, the police, the Social Insurance Bank, the CJIB and most municipalities. Kijk daarvoor op https://www.nationaleombudsman.nl/.</p> <p><u>The Consumers' Association:</u> For complaints about a product or service, you can also contact the consumer association: https://www.consumentenbond.nl/juridisch-advies?icmp=hoofdnavigatie_juridischadvies. You must then be a member of the consumer association.</p> <p><u>The Disputes Committee:</u> <u>They can contact the company you have a complaint about and try to find a solution. Look for this on the website of the disputes committee:</u> https://www.degeschillencommissie.nl/komt-u-niet-tot-een-oplossing/</p>

Tips

- Stay patient and respectful.
- View an example of a complaint letter on the consumer guide website: <https://www.consuwijzer.nl/voorbeeldbrieven>

75. Requesting new documents



Why is it important that you can request new personal documents yourself?

It may happen that you lose one or more documents or that they are stolen. Then it is important that you know what to do.

Necessities:

- A computer with internet connection

Goal:

Knowing what to do if your important personal documents are lost or stolen and what steps to take to request new documents.

Actions:

1 A Dutch travel and identification document

In the Netherlands

Your documents are formally the property of the Dutch State. If you have lost or stolen your travel document (refugee passport, Dutch passport, Dutch identity card), you are obliged to:

- Report it to the police (if stolen). Nowadays, this is done digitally via <https://digid.nl/inreken> or the government's DigiD app.
- Report it to the municipality where you are registered.

The municipality registers the lost or stolen document in a national system. This prevents others from committing fraud with your document. From that moment on, the document is no longer valid, even if you find it again. More information can also be found at <https://www.rijksoverheid.nl/onderwerpen/paspoort-en-identiteitskaart/vraag-en-antwoord/wat-moet-ik-doen-als-ik-mijn-paspoort-of-identiteitskaart-kwijt-ben>

You can request a new travel document from your municipality. For this, see process description 90: Applying for travel documents.

Abroad

When you are abroad and you lose your travel or residence document, you have to go to the local police to file a report. You will then receive an official report, with which you must go to the Dutch embassy or consulate to apply for a (temporary) travel document so that you can travel back to the Netherlands. You fill in a statement of missing persons there and you will receive an emergency passport with which you can complete your trip. When you return to the Netherlands, this document is no longer valid.

When you return to the Netherlands, you must report the theft or loss again to your municipality. For this you take the official report and the emergency passport with you. You have to request your document again there.

NB: If you have lost your passport from your country of origin, please contact your country's embassy or consulate.

2 Residence permit

If you have lost your residence document or it has been stolen, you must immediately report it to the police. You do this digitally via <https://digid.nl/inloggen> or the DigiD-app of government.

Failure to do so could seriously affect your identity. Other people can misuse your residence document. If you find your pass after your declaration, it will be declared invalid. You must then send your pass to the IND. Or you hand in the document when you collect your new document.

Applying for a new residence document:

- You must request a new residence document from the IND via <http://www.ind.nl/>.
- To do this, fill in the form "Request for replacement or renewal of foreign nationals document". Here you will also find more detailed information on how to make the application.
- The application form consists of various attachments; which appendices you need to fill in depends on your situation. Do not submit your application until you have completed this form completely, signed it and collected all the requested documents and evidence. If your application is incomplete, the IND will not be able to properly assess your application.
- You send the application form with the required documents to the IND by post.

	<ul style="list-style-type: none"> • After the IND has received your application, the IND will send you a confirmation of receipt. This states the date on which the IND received the application and within which period the IND will take a decision. The IND checks whether you meet all the conditions. The IND tries to make a decision within 8 weeks. • Applying for a new residence document costs money. You only pay for the application when you collect the residence document.
3	<p>Drivers license</p> <p><u>In the Netherlands</u> If your Dutch driving license is missing or stolen, you must submit a statement to the municipality. You do not have to report this to the police.</p> <p>You can apply for a new driving license at your municipality. As long as you have not yet received your new driving license, you are not allowed to drive a motor vehicle. You can be fined for this if you do so.</p> <p><u>Abroad</u> Was your driving license stolen abroad or did you lose it there? Then you must immediately report this to the police. You will then receive an official report. You cannot apply for a new driving license abroad. You are not allowed to drive a vehicle until you have a new driver's license.</p> <p>When you return to the Netherlands, you must report the theft or loss again to your municipality. You take the official report with you. You can also have your driving license renewed there.</p> <p>For more details, see https://www.rijksoverheid.nl/onderwerpen/rijbewijs/vraag-en-antwoord/wat-moet-ik-doen-als-ik-mijn-rijbewijs-kwijt-ben-of-als-dit-gestolen-is</p>
4	<p>Debit card</p> <p>When your bank card is stolen, it is important that you block your bank card as soon as possible so that no one can misuse your bank card. Partly because you can also use your bank card to pin contactlessly and therefore you do not always need a pin code. Until the moment of reporting you are responsible for any misuse.</p> <p>This can be done online or via your banking app. If this does not work immediately, call your bank immediately. Obviously, the procedure and telephone numbers for this differ per bank. Therefore look it up via the internet. The bank's emergency line is available 24 hours a day, 7 days a week. It is convenient to save such numbers in your mobile phone. Always report theft, loss and fraud to the police.</p> <p>If you have your bank card blocked by telephone, a new card will also be requested immediately. Depending on your bank, you will have to pay for a new card.</p> <p><u>Withdrawing money without a pass</u> You don't have to run out of money if your card is blocked or stolen. In the Netherlands, you can withdraw money at the major banks with an ID card at a branch of your bank. In that case, most banks abroad offer the possibility to withdraw emergency money. It is always useful to take 2 debit cards (for example a bank card and credit card) with you abroad and store them separately.</p> <p>NB: If your ID is stolen or lost at the same time, you should discuss with your bank how you can still have access to money until you receive your new card.</p> <p><u>The deductible of the misuse of bank card</u> The deductible for a stolen or lost card is a maximum of € 150. The bank will reimburse the rest of the damage if you have complied with the safety rules. With contactless payment, someone who has your card in hand can, depending on your bank, pay up to € 50 without a pin code.</p>
5	<p>Healthcare card</p> <p>If you have lost your health insurance card or it has been stolen, it is best to contact your health insurer by telephone. They will ensure that you receive a new health insurance card within two weeks. Most health insurers do not charge for this.</p> <p>With some insurers you can request a new card digitally, so online, if you have lost your health insurance card. Look for this on the website of your health insurer.</p>
6	<p>Personal public transport chip cards</p> <p>1. Block your card as soon as possible. This can be done online via https://www.ov-chipkaart.nl/vervangen-of-</p>

[beeindigen/kaart-kwijt-wat-moet-ik-doen.htm](#). You bear the risk of losing your balance until 0:00 am the following day after your report.

2. 2. Request a replacement card. This costs € 11. You pay via iDEAL.
3. 3. Your subscription and / or automatic reloading will be automatically added to your replacement card.
4. 4. The balance of your old card will be deposited into your bank account within 15 days.
5. 5. You will receive your replacement card within three working days at the latest and you can travel again. Until then, you must buy individual tickets.

This information only applies to personal public transport chip cards. Unregistered anonymous cards are not protected against misuse. They cannot therefore be blocked and replaced.

Tips

- Register all numbers of these documents together in a safe place, including all relevant information such as date of issue, place of issue, period of validity, etc.
- It is useful to store important telephone numbers in your mobile phone, including those of your bank, so that you have them quickly available should you need to call them.

76. Registering a birth



Why is it important that you know how to register a birth?

As soon as a child is born, this must be reported. Failure to do so could result in a fine.

Necessities:

- A valid ID / residence permit
- A certificate of the birth from the hospital (this is not mandatory, but it is useful)

Goal:

Being able to register a birth independently.

Actions:

1	Who registers the birth? The father of the child born is obliged to register the birth. The mother may be here, but this is not mandatory. If the father is unable to do this himself, this must be done by a hospital employee.
2	When do you register the birth? When a child is born, this must be registered within 3 days of the birth. If this is not possible due to the weekend or a public holiday, 2 working days will be added. If no declaration has been made by then, you will be fined.
3	Where do you register the birth? You must submit the declaration to the Burgerzaken department of the municipality where the child was born (this is not always the municipality where you live). In some cases you can also register the birth in hospital. You can choose the baby's first name, but it cannot be an inappropriate name. The surname is the same as the mother's or father's surname.
4	The birth certificate After the declaration you will receive a birth certificate from the child. It contains: <ul style="list-style-type: none">• the details of the child (name, date of birth, place and time of birth);• the details of the parents. The birth certificate is proof of the birth and serves as proof that it is a child of the parents. Registering the birth does not cost any money. A copy of the birth certificate usually costs between 10 and 20 euros.

Tips

For more information about registering a birth, go to

<https://www.rijksoverheid.nl/onderwerpen/aangifte-geboorte-en-naamskeuze-kind/vraag-en-antwoord/aangifte-geboorte>

77. Politics and Democracy



Why is it important that you have basic knowledge of the political situation in the Netherlands?

Basic knowledge of how Dutch politics functions will give you insight into who is responsible for government in the Netherlands and will help you to exercise your right to vote in the long run.

Necessities:

A computer with internet connection or a smartphone.

Goal:

Informing you about the political organization and democracy in the Netherlands.

Actions:

1	<p>National board</p> <p>The Netherlands is a parliamentary democracy. This means that all Dutch men and women from the age of 18 are allowed to vote every 4 years to determine who will be in parliament, the House of Representatives.</p> <p>The House of Representatives has 150 seats and thus 150 MPs. The people in the Lower House represent the people in this way. A Member of Parliament co-decides on laws and controls the government.</p> <p>You can only vote for someone who is a member of a political party and on the electoral list. There are many political parties in the Netherlands. The parties with the most votes get the most seats in the House of Representatives.</p> <p>A government is formed on the basis of the results of the most recent election. Due to the large number of different political parties, the government is always composed of several political parties, which must agree on the course and the necessary measures for the Netherlands for the coming years.</p> <p>The Prime Minister heads the government. It comes from the largest participating party and is supported by one or more deputy prime ministers of the other parties participating in the government. Furthermore, the government consists of line ministers, each of whom is concerned with a different field such as finance, education or justice. Each minister is supported by one or more State Secretary (s). The government runs the country and must ensure that everything is properly and fairly arranged in the Netherlands. In principle, a government is independent of its political parties - the members of the House of Representatives, including government parties - check whether the government is doing its job properly and can propose subjects for this purpose.</p>
2	<p>Provincial administration</p> <p>The Netherlands is divided into 12 provinces. Each province has its own board, headed by a King's Commissioner. The board of the province is called the Provincial Executive.</p> <p>The Provincial Executive is controlled by the Provincial Council; people who are elected by all Dutch people from 18 years in that province. Provincial councils also make plans for the province.</p> <p>Provincial council elections are also held every 4 years. The Provincial Executive is composed on the basis of the results of the most recent election. Due to the large number of different political parties, the Provincial Executive is always composed of several political parties that must agree on the course and necessary measures for that province for the coming years.</p>
3	<p>The city Council</p> <p>Every municipality in the Netherlands is governed by the mayor and a number of aldermen. You call that the Municipal Executive. The Municipal Executive is controlled by the municipal council. You call the people on the city council councilors.</p> <p>The city council is elected by the people who live in that municipality. All Dutch people over the age of 18, as well as all non-Dutch people over the age of 18 who have lived in the Netherlands for 5 years and have a residence permit, may vote for the municipal council.</p> <p>These elections are also every 4 years. The Municipal Executive is composed on the basis of the results of the</p>

	most recent election. Due to the large number of different political parties, the Municipal Executive is always composed of several political parties that must agree on the course and necessary measures for that municipality for the coming years. The Municipal Executive is controlled by the elected members of the Municipal Council.
4	The European Union The Netherlands is a member of the European Union. Together with 25 other countries, agreements are made there for all these countries. The European Union has a parliament with members who are elected once every 5 years. Parliament controls the European Commission, the administration, which makes European laws and implements them.

Tips

For more information, the following videos may also be of interest to you:

- How is the Netherlands governed?: https://www.youtube.com/watch?v=Fbs29h_hZSw
- How does a democracy work?: <https://www.youtube.com/watch?v=OXPkLzLnAF0>
- Political Left and Right: Vote You Too?: https://www.youtube.com/watch?v=_haiLX45mk4
- "Left" and "right" obsolete?: <https://www.youtube.com/watch?v=Iz9bXHp7szY>

78. What can you expect from the Dutch society?



VluchtelingenWerk
Nederland

Why is it important to know what to expect?

- Every society has norms and values; matters and behavior that we consider important as a society. By knowing them:
- You will gain insight into what Dutch society expects of you and what your rights and obligations are now that you have a residence permit;
 - You can adapt better to Dutch society.

Necessities:

- Computer with internet and sound
- Pen and paper (for taking notes)
- The IND fact sheet "A temporary asylum residence permit, what does that mean for you?" You can find this as follows: go to www.ind.nl and then to "application forms and brochures", then scroll all the way down until you reach "asylum brochures". Here you will find the relevant fact sheet in several languages.
- Folder of the Dutch Council for Refugees "Welcome to your municipality"
- [Chapter 1 of the Dutch Constitution](#)

Goal:

Gaining insight into what Dutch society expects from you in terms of integration, participation and norms and values. When you are well aware of the expectations from society, it helps to better connect with that society and thus get your own and independent place in society.

Acties:

1	<p>What is expected of you from Dutch society?</p> <p>Among other things:</p> <ul style="list-style-type: none"> • That you take care of your affairs yourself. • That you will participate in society in accordance with the rules and laws applicable in the Netherlands. • That parents give direction to their children, but that they themselves are responsible from the age of 18. • That you think about what you want and what you don't want with your future from an early age. • You decide who you marry, who your friends are, what education you will do and how you organize your life. • It is experienced as positive if you put a lot of time and effort into work and also develop a career in the process. • That you are committed to learning the Dutch language, including that you are committed to practicing the language. • That you do your best to connect with and participate actively in society.
2	<p>What is the difference between values and norms?</p> <p>Values: that which is considered important / valuable according to society. Norms: generally accepted rules of conduct that are derived from values. Norms are practically applicable and can be both positive (as commanded) and negative (such as being forbidden).</p>
3	<p>What are the most important values in the Netherlands and which standards can be derived from them?</p> <p>Value: <i>Freedom. In the Netherlands we have a lot of freedom. Everyone in the Netherlands has the same freedoms.</i> Norm: <i>Freedom means that you can think, say and do whatever you want. This means that other people can also think, say and do whatever they want.</i> values in the Netherlands and which standards can be derived from them?</p> <p>Value: <i>Freedom. In the Netherlands we have a lot of freedom. Everyone in the Netherlands has the same freedoms.</i> Norm: <i>Freedom means that you can think, say and do whatever you want. This also means that other people are allowed to think, say and do whatever they want.</i> Norm: <i>You can choose which religion you have in the Netherlands. People of different religions can live together safely in our country.</i> Norm: <i>Everyone is entitled to his or her own opinion. Of course it is important to take into account the feelings and interests of others.</i></p> <p>Value: <i>Equivalence. All people are equal in the Netherlands. This does not mean that all people have to be</i></p>

	<p><i>or think the same; after all, every person is different. But all people are worth the same.</i></p> <p>Norm: <i>Everyone should be treated equally.</i></p> <p>Value: <i>Solidarity.</i></p> <p>Norm: <i>Solidarity means that we take each other into account and that we know that others do the same to us. For example: Many Dutch people volunteer (free) for someone else, such as at a nursing home, sports club or at schools. What are the most important values in the Netherlands and which standards can be derived from them?</i></p> <p>Value: <i>Freedom. In the Netherlands we have a lot of freedom. Everyone in the Netherlands has the same freedoms.</i></p> <p>Norm: <i>Freedom means that you can think, say and do whatever you want. This also means that other people are allowed to think, say and do whatever they want.</i></p> <p>Norm: <i>You can choose which religion you have in the Netherlands. People of different religions can live together safely in our country.</i></p> <p>Norm: <i>Everyone is entitled to his or her own opinion. Of course it is important to take into account the feelings and interests of others.</i></p> <p>Value: <i>Equivalence. All people are equal in the Netherlands. This does not mean that all people have to be or think the same; after all, every person is different. But all people are worth the same.</i></p> <p>Norm: <i>Everyone should be treated equally.</i></p> <p>Value: <i>Solidarity.</i></p> <p>Norm: <i>Solidarity means that we take each other into account and that we know that others do the same to us. For example: Many Dutch people volunteer (free) for someone else, such as at a nursing home, sports club or at schools. What are the most important values in the Netherlands and which standards can be derived from them?</i></p> <p>Value: <i>Freedom. In the Netherlands we have a lot of freedom. Everyone in the Netherlands has the same freedoms.</i></p> <p>Norm: <i>Freedom means that you can think, say and do whatever you want. This also means that other people are allowed to think, say and do whatever they want.</i></p> <p>Norm: <i>You can choose which religion you have in the Netherlands. People of different religions can live together safely in our country.</i></p> <p>Norm: <i>Everyone is entitled to his or her own opinion. Of course it is important to take into account the feelings and interests of others.</i></p> <p>Value: <i>Equivalence. All people are equal in the Netherlands. This does not mean that all people have to be or think the same; after all, every person is different. But all people are worth the same.</i></p> <p>Norm: <i>Everyone should be treated equally.</i></p> <p>Value: <i>Solidarity.</i></p> <p>Norm: <i>Solidarity means that we take each other into account and that we know that others do the same to us. For example: Many Dutch people volunteer (free) for someone else, such as at a nursing home, sports club or at schools.</i></p>
4	<p>Exercises</p> <ol style="list-style-type: none"> 1. 1. Search the internet for other norms and values. Write down these norms and values and discuss this with the social counselor. 2. 2. Discuss with which norms and values you are familiar and which are very different from those in the country where you came from.
5	<p>Your rights and obligations:</p> <ul style="list-style-type: none"> • You are expected to comply with and respect Dutch laws, even if you do not agree with them. • Some things, such as integration or taking out health insurance, are mandatory, others, such as applying for a refugee passport, are not. • View the above IND fact sheet. This contains the most important rights and obligations that apply to you in the Netherlands. This folder is available in several languages via the IND website.
7	<p>Providing information</p>

	<ul style="list-style-type: none"> • Read the brochure 'Welcome to your municipality' again that you received on your first day in your new municipality from an employee of the Dutch Council for Refugees. It contains all kinds of useful information about living in a new municipality. • The website of the Dutch Council for Refugees (www.vluchtelingenwerk.nl) also offers a lot of information and various videos in various languages.
8	<p>What do the Dutch think of refugees?</p> <ul style="list-style-type: none"> • Not all Dutch people are positive about the arrival of refugees in the Netherlands. Partly because the Dutch often have to wait a long time for a house and see that refugees have priority over a house that they themselves would like to live in. <ul style="list-style-type: none"> • The debate about refugees has intensified for a number of years. Although the support for the reception of refugees in the Netherlands is still high, there is also a group of people who have started to think more negatively about refugees. Attacks in countries around us have not helped the image of refugees. <p>More about this source text</p>
9	<p>Exercises:</p> <p>What steps could you take yourself to positively influence the negative image of the Dutch about refugees? Discuss this with your supervisor and whether you need support with this.</p>

79. A Clear picture of the future.



Why is it important to have a clear picture of the future?

In the Netherlands, everyone is expected to look ahead and make plans for the future. By having a clear picture of your future, you can take steps to achieve your ideals and build a new life in the Netherlands in a way that suits you best.

Necessities:

- Computer with internet
- Possibly pen and paperr

Goal:

Get an overview of your vision of the future and tools for looking for work, education and hobby.

Actions:

1 Obligations

Dutch society expects you to do your best to integrate and participate in Dutch society as quickly and as effectively as possible.

You currently receive a benefit to support yourself. Certain obligations are attached to this payment, including the provision of consideration. Just following the integration course is not enough to quickly participate in Dutch society. The municipality can oblige you to work, even if you do not like the work that you are offered. If you refuse, the municipality can decide to cut your benefit.

To ensure that you participate in society in a way that suits you best, it is important that you have a clear picture of your wishes and possibilities for your future. By thinking about your own future and talking about this with your counselor from the Dutch Council for Refugees and your benefits consultant from the municipality, you can take control and decide where you want to work towards.

2 Exercises

Talk about your ideal image together and answer the questions below.

1. What does my ideal future look like in 3 to 5 years? Think of themes such as:
 - to live
 - to work
 - education
 - daytime activities
 - health
 - possible voluntary return.
2. What is my goal / what do I want to achieve?
3. How can I achieve that goal / what do I need?
4. What experiences have I had before that can help me achieve my goals?
5. Who or what can help me?
6. Within what period do I want to achieve this goal?
7. What are possible risk factors or obstacles to achieving my goal?

Tips

Try to perform the exercises in a solution-oriented way, for example via www.movisie.nl/esi/solutions-oriented-werken

80. Knowing what integration means



Why is it important that you yourself know what integration entails?

We would like refugees to feel at home in Dutch society and to make (part of) Dutch culture their own. This process description contains a number of topics and tools to help you with this, so that you really feel at home here and belong.

Necessities:

- Computer with internet with sound
- The brochure core values of Dutch society is available on the Prodemos website (www.prodemos.nl) Enter "core values" in the search field. The texts are available in the following languages, among others: Arabic, Dari, German, English, Farsi, French, Dutch, Pashtu, Somali, Spanish, Tigrinya, Turkish.

Goal:

You know:

- what integration entails;
- which core values the Netherlands has;
- how we get along with each other in the Netherlands;
- how you can participate in Dutch society.

Actions:

1	<p>What is Integration?</p> <p>Integration is the inclusion in a (larger) whole. In this context, integration means the inclusion of individuals or particular sections of the population in society. It means that you adapt to the culture you are in for a longer period of time at that time and at the same time still have contact with the people of your own nationality.</p>
2	<p>How can you best integrate and what do you need for that?</p> <p>Integration therefore means taking part of your new culture into your "old" culture. You should therefore think carefully about the best way to get to know the Netherlands. This can be done, for example, by making Dutch friends. They can show you in conversations how they think about certain topics. To find Dutch friends, you can, for example, join a sports club or participate in the activities of the community center.</p>
3	<p>Exercise 1</p> <p>See the brochure Core values of Dutch society together and discuss the most striking points with your supervisor</p> <p>Watch the following videos on YouTube about the integration of refugees in the Netherlands:</p> <ul style="list-style-type: none"> • Mona Darwish about her integration in the Netherlands: https://youtu.be/o0OvK2voXXI • Ensuring integration of Eritrean refugees: https://youtu.be/qDACSM5Hxjo • The integration of Eritrean refugees is problematic: https://youtu.be/zjl8Nljgq1w • Aalsmeerse takes care of gay asylum seeker: 'I call him my little brother' https://youtu.be/D4BTquXRnnI
4	<p>Exercise 2</p> <p>Discuss with your supervisor what is normal for the culture of your country of origin and the Dutch culture. What are the most striking similarities and differences?</p>

Tips

To keep the conversation going, you can discuss the following topics:

- Greeting each other
- Eye contact
- Directness of the Dutch
- Visiting each other
- Taxes / social security in the Netherlands

81. Conducting a Simple Conversation in Dutch.



Why is it important that you can have a simple conversation in Dutch yourself?

In order to integrate well in the Netherlands, it is important to be able to make yourself understood in Dutch. The sooner you can do that, the faster and easier you can connect with the Dutch in your area. It starts with short conversations, such as "Hello", "How are you", "Have a nice day", "Thanks for the help", etc.

Necessities:

Pen and paper (for writing what you say)

Goal:

Independently conducting a simple conversation in Dutch.

Actions:

1	Managing expectations Learning the Dutch language is a process that requires a lot of time and practice. This certainly cannot be achieved in one or two appointments. You will get something of the Dutch language everywhere; at school, in the shops, at the Dutch Council for Refugees, and so on. During your appointments you can already work on an everyday conversation with your supervisor (hello, how are you, etc.). By practicing a lot, also during other contacts with Dutch people, you will feel more and more at ease to speak Dutch everywhere.
2	Role playing You and your supervisor will be doing role-playing games. For example, the supervisor takes on the role of the cashier and you are a customer who wants to buy a number of products: what do you say, what does the cashier say and how do you respond to this? In this way, you can already practice in a safe and trusted environment. To the supermarket Go to the supermarket with your counselor. The counselor does not take over the conversation, but gives examples of what you can say. You then try to say it yourself.

Tips for the counselor

1. Try to learn the simple things that the client learns in Dutch in his / her own language. This ensures equality and the client can see and hear that it is okay to make mistakes.
2. Repeat! Keep repeating everything. One learns best when something is constantly repeated.
3. Make use of non-verbal communication as much as possible.

82. Seeking help from authorities / organizations



Why is it important that you can seek help yourself from agencies and organizations?

The Netherlands has many agencies where you can ask for help. All residents of the Netherlands are entitled to information and assistance.

Necessities:

- A computer with internet connection and e-mail.
- A telephone with call credit.
- The social card (see appendix).
- The relevant administration folder and documents.
- Your DigiD and BSN.

Goal:

Knowing which agencies / organizations you can ask for help from, and how to make contact.

Actions:

1	Look <ul style="list-style-type: none">• Look in your administration folder.• Which organizations are already helping you?• How do these agencies / organizations help you?• Does it say how you can contact this organization / body?
2	Search <ul style="list-style-type: none">• Choose an organization / agency for which you have no contact details.• Search the internet for the website of the agency / organization.• How can you make contact? Telephone, e-mail, visit, contact form / chat on website?
3	Research <p>Look at the accompanying social card.</p> <ul style="list-style-type: none">• Are there any organizations you don't know yet?• What do these organizations do?• Are there new organizations for you that can help you with a question or a problem?
4	Making contact <ul style="list-style-type: none">• Do you have a question for an organization about the help you receive? Or do you want to seek new help from an organization?• Choose how you want to make contact and find the information.• Make contact with the organization / agency together with your supervisor.

83. Visiting government agencies



Why is it important that you can visit government agencies?

It is possible that you are invited to a government body or that you have made an appointment yourself because you have questions or want to explain something.

Necessities:

- A computer with internet connection or smartphone
- Letter containing the invitation
- Any other letters from the authority related to the subject
- Background information
- Your own notes

Goal:

Being able to represent your interests as well as possible and explain your situation to government agencies

Actions:

1	Searching <ul style="list-style-type: none">• Read carefully all letters that are of interest .• Think about which questions you want to ask and what the purpose of the appointment is for you.• Write down your questions.• Look up translations of words you do not understand / know.• Find the agency's rules and conditions.
2	Preparations <ul style="list-style-type: none">• If necessary, contact us in advance and ask what the intention is and what you need to bring with you.• Collect all documents and put them neatly in a folder and take them with you to the appointment.• Always take your residence pass with you.• Find out exactly where you need to be and how to get there; plan your trip.• Have the name of the person with whom the appointment is available.
3	The appointment / the visit <ul style="list-style-type: none">• Be on time.• Listen carefully to everything that is said.• If you don't understand anything, ask for clarification.• Tell us what you want to share. Explain your situation.• Ask for understanding your situation.• Give understanding and respect to the employee of the agency and for the rules.

Tips

Stay calm, friendly and businesslike. Remember that the employee of the agency did not make the rules himself.

In general, the person you speak to is eager to be helpful and you can get much more if you are friendly.

Start the conversation in Dutch. If it does not work for you in Dutch, ask whether it is allowed to use another language. Most Dutch people know English. If it really doesn't work, you can ask someone to translate for you, for example over the phone.

85. Applying formal rules of conduct



Why is it important that you can apply formal rules of conduct yourself?

Every group of people has certain rules of conduct. Rules of conduct are formal and informal agreements that apply to that group as "house rules".

Necessities:

Pen and paper (for taking notes)

Goal:

To have knowledge of a number of formal rules in contact with organizations / authorities.

Actions:

1	<p>Formal rules apply in all kinds of groups within a society; at school, at work, at organizations / agencies and companies. Formal rules are laid down in laws, regulations and arrangements. They are described somewhere and you can take note of them. Usually you are also expected to know them. In short: you need to know these.</p> <p>There may also be formal rules that differ per organization. These are then explained, for example, in the process description of such an organization.</p>
2	<p>The rules of conduct for the contact with organizations:</p> <ul style="list-style-type: none"> • Be on time. At almost all organizations and agencies in the Netherlands, but also at work or at school, you are expected to be on time (or even 5 minutes earlier). If you are late, it may be that the appointment can no longer take place or that there is a meeting at school or at work to prevent a repetition. • An appointment is an appointment. What is agreed must also be done / executed. This also applies to the institution with which you make an appointment. • If you cannot make an appointment, you are expected to let us know in advance. Please note !: some organizations or agencies require you to let know before a certain time (for example at least 24 hours in advance). If you fail to do this, you sometimes risk a fine. It is therefore important that you are informed in advance about the rules for canceling an appointment.
3	<p>Rules of conduct at work or school</p> <p><u>Work</u> The formal rules are often handed to you or sent to you when you start working somewhere. This concerns, for example, regulations for the use of your employer's devices, use of the internet, PCs, work agreements, agreements about reporting sick, codes of conduct for dealing with each other and with clients, etc. You should generally sign that you are on are aware of the rules and agree to them. There can be consequences of not following the rules.</p> <p><u>Basic or integration (school)</u> There are formal and informal rules of conduct in schools. The formal rules are usually laid down on the school's website or in a school guide that is issued at the start.</p>
4	<p>Exercise 1: Together with your supervisor, look for the rules and agreements that apply while there is contact with your:</p> <ul style="list-style-type: none"> • general practitioner • dentist • school
5	<p>Exercise 2: canceling an appointment.</p> <p>Inquire about the rules that apply within a specific organization for canceling the appointment.</p> <ul style="list-style-type: none"> • Discuss this with your supervisor and explain how you found out. • Discuss with your supervisor which appointment you want to cancel. • Then cancel the appointment according to the rules that apply. <p>If the cancellation has to take place by telephone, practice this in advance with your supervisor by means of a role play. Talk to your client and pretend to cancel the appointment.</p>

86. Traveling by public transport



Why is it important to know how to travel by public transport?

Public transport is a handy alternative if you don't have a car at your disposal or if you are cycling too far. You can get almost anywhere with it.

Necessities:

- An OV chip card

Goal:

You know where to find information about traveling by public transport, which means of transport belong to public transport and how a public transport chip card works.

Actions:

1	<p>The train</p> <p><i>The largest rail carrier is the NS (Dutch Railways). The NS has train connections throughout almost all of the Netherlands.</i></p> <p>In addition to the NS, there are a number of other, smaller, regional train companies such as Arriva, Veolia, Syntus and Connexxion.</p> <p>On most trains you can choose between 1st or 2nd travel class .</p> <ul style="list-style-type: none"> • Traveling in 2nd class is cheaper, but you will have to travel standing up regularly when it is busy. • Traveling in 1st class is more expensive, but offers you more comfort, in terms of seats, seating space and silent compartments. <p>Please note: when transferring to another company, you must check out and check in again with your OV chip card.</p>
2	<p>De bus</p> <p><u>City bus</u> This bus runs between neighborhoods in a city.</p> <p><u>Trolleybus</u> Arnhem is the only city in the Netherlands with a trolleybus. This bus runs on electricity supplied by overhead wires, just like a tram.</p> <p><u>Regional bus</u> This bus runs between cities and the areas between the cities. This bus runs less often than a city bus.</p> <p><u>Express bus</u> An express bus is a bus connection that only serves the most important stops and can therefore travel a route faster. Express buses are usually used on long routes between larger places, for example between cities._</p>
3	<p>Metro</p> <p>A metro, also known as an underground or urban railway, is a form of public rail transport in large cities. This is usually built in a tunnel or on a viaduct. The metro runs very often and can transport a large number of people. Subways only run in Amsterdam and Rotterdam.</p>
4	<p>Tram</p> <p>A tram runs on tracks, such as a train or a metro. In most cases the rails are on the public road, so that the tram runs between the other traffic. Trams stop approximately every 500 meters and run relatively often. Trams run in Amsterdam, The Hague (and from The Hague to Delft) and Rotterdam, and between Utrecht, Nieuwegein and IJsselstein.</p>
5	<p>Travel planner</p> <p>Via the Travel Planner of the Dutch Railways or via the app or https://9292.nl/ you can check in advance how long your journey will be, where you may need to transfer and how much the journey may cost.</p> <p>Enter the address, station or zip code you are leaving from and the address, station or zip code you are traveling</p>

	<p>to and choose your preferred departure or arrival time.</p> <p>Watch a video on how to use 9292 here: https://www.youtube.com/watch?v=fPwebSNotok</p>
6	<p>Rules for the use of public transport</p> <p><u>Valid ticket.</u> You need a valid ticket to use public transport. It is most convenient to have an OV chip card with sufficient balance (see process description 18). Otherwise you have to buy a separate ticket from the driver or from a ticket machine.</p> <ul style="list-style-type: none"> • Depending on the type of transport, you must check in at a machine, gate or in the vehicle next door before boarding. • Don't forget to always check out when you get out. If you forget to check out, an extra amount will be deducted from your OV-chipkaart. For more information, see process description 18 or at http://www.uitlegov-chipkaart.nl/ <p><u>Rules of policy</u> Pay attention to rules that apply in public transport</p> <ul style="list-style-type: none"> • People getting out have priority over those getting in. • Boarding is arranged , where possible, in order of who came first. • There are silent compartments in the train where you are not allowed to make any noise. • You are not allowed to eat on the bus. <p>Always clean up your waste; if there are no suitable waste bins, take your rubbish with you when you get out.</p>
7	<p>Exercise</p> <p>Do this exercise : file:///home/helshout/Documenten/Doe%20de%20volgende%20oefening:%20http://www.uitlegov-chipkaart.nl/</p>

87. The public transport chip card



Why is it important to know how a public transport chip card works?

You need an OV chip card with sufficient balance to use public transport in the Netherlands. If your public transport chip card does not have enough credit, you will not be able to travel or you run the risk of being fined.

Necessities:

- Your public transport chip card
- A computer with an internet connection and a sound card or smartphone on which videos can be viewed

Goal:

You are able to use the public transport chip card.

Actions:

Step 1	<p>What is the public transport chip card?</p> <p>An OV chip card is a pass that you need in most cases to travel by public transport in the Netherlands. Forms of public transport are:</p> <ul style="list-style-type: none"> • the train • the bus • the tram • the subway • the waterbus. <p>Using an OV chip card is easier and cheaper than buying a ticket. In addition, there are cities where you can no longer buy tickets on the bus. You will need an OV chip card there anyway. You can travel throughout the Netherlands with the OV chip card. Nowadays you can borrow a public transport bicycle from more and more places with your public transport chip card! For an information video about the public transport chip card: http://www.uitlegov-chipkaart.nl/#!/wat-is-de-ov-chipkaart/17/stap-1.html</p>
Step 2	<p>Types of public transport chip cards</p> <p>There are two types of public transport chip cards:</p> <ol style="list-style-type: none"> 1. The personal card; it is yellow, has your photo and may only be used by yourself. 2. An anonymous card; it is blue and can be used by several people, but not during the same trip. <ul style="list-style-type: none"> • The purchase of both cards costs 7.50 euros. • Every traveler must be in possession of their own public transport card. • To be able to travel, there must be sufficient money on the pass. This money is called "balance". You can put money on your pass at various public transport service points, but also at all train stations.
Step 3	<p>How do you apply for the public transport chip card?</p> <p>Personal public transport chip card You can apply for a personal public transport chip card. This can be done via the internet or via a form that you can pick up at the counter at a station.</p> <ul style="list-style-type: none"> - Via a form: In this case you need a real passport photo that you must bring with you. - Via the internet: In this case, a digital photo that clearly shows you is also good. Applications can be made via https://www.ov-chipkaart.nl/ <p>Anonymous public transport chip card You can buy an anonymous public transport chip card at many different places; for example in the supermarket or in a magazine store. You can also buy the anonymous card from the NS machine at the train station or on the internet.</p> <p>For specific additional information, also visit: http://www.uitlegov-chipkaart.nl/#!/hoe-kom-ik-aan-een-ov-chipkaart/84/stap-1.html</p>
Step 4	<p>Topping up your public transport chip card</p> <p>As already mentioned, there must be enough money on the public transport chip card to be able to travel.</p>

	<p>Putting money on your card is called "topping up". Charging can be done in different ways. Charging via an NS machine There is an NS machine at train stations of the NS, where you can top up your OV chip card.</p> <p><u>Charging via a charging machine</u> There are charging machines in various shops in your area where you can top up your public transport chip card. This is useful if there is no railway station near you. You can recognize the shops where such a machine is located by a pink sticker with "OV chip card" on it.</p> <p><u>Charging via the internet</u> <i>If you find it difficult to top up your card over and over, you can turn on "automatic reloading" via the Internet. Automatic reloading ensures that there is always enough money on your card and automatically deducts a chosen behavior from your account. Make sure you include this in your budget, so that you do not run into problems with other expenses.</i></p> <p>For additional information, watch a video here: http://www.uitlegov-chipkaart.nl/#!/opladen-van-een-ov-chipkaart/18/stap-1.html</p>
Step 5	<p>Checking in and out with your public transport chip card</p> <p>The OV chip card keeps track of how much you have to pay per trip. Therefore, your card must record where you get on and where you get off. Where to do this differs per mode of transport. Some examples:</p> <p><u>The bus:</u></p> <ul style="list-style-type: none"> • If you go by bus, there is a device at every door where you have to hold your card. • This checks whether there is at least € 4 on your card and registers that you have boarded at that location; this is called checking in. • When you exit the bus, hold your card against the device again. This is called checking out. The journey is now complete and the travel amount is automatically debited from your public transport chip card. <p><u>The train and metro:</u></p> <ul style="list-style-type: none"> • When traveling by train or metro, you must check in and out at gates or special columns. <p>Note: If you forget to check out, more money will be deducted from your public transport chip card. So make sure you always check in or out!</p> <p>For additional information, watch a video here: http://www.uitlegov-chipkaart.nl/#!/hoe-moet-ik-reizen-met-de-ov-chipkaart/129/stap-1.html</p>
Step 6	<p>How do you buy a subscription?</p> <p>If you travel regularly, it may be more beneficial for you to purchase a subscription. There are various subscriptions for the public transport chip card. You can see all subscriptions on http://www.ovshop.nl/ov-chipkaart-abonnementen/ .</p> <p>Note:</p> <ul style="list-style-type: none"> • Not all subscriptions apply to every person in the Netherlands. • The transport company may differ per region. In the Zuid-Holland-Zuid region, for example, there are no buses from the company Connexxion, but from Arriva and Qbuzz. Therefore you must indicate for which province or region you are looking for a subscription. <p>The steps you need to take to purchase a subscription are self-explanatory. The website will automatically send you from page to page once you have entered your preferences. For example, you have to go to the NS choose between:</p> <ul style="list-style-type: none"> • a discount subscription or a free travel subscription • a month or an annual subscription • the province (s) where you want to travel at a discount or for free • the class you want to travel in (1st or 2nd class; normally you will travel 2nd class - it is cheaper)
Step 7	<p>How can you view your travel history?</p> <p>If you have created an account on ov-chipkaart.nl - which is not mandatory - you can view and print your travel history. But you can also view this without an account, just not print it. See how this works: http://www.uitlegov-chipkaart.nl/#!/oefenen-met-de-automaat/ns-automaat/keuze/</p>
Step 8	<p>What can go wrong?</p> <p><u>You have lost your OV chip card:</u> If you have lost your personal public transport chip card, you must have your card blocked as soon as</p>

	<p>possible, otherwise someone else can travel with your card at your expense. Call the telephone number: 0900-0980. Calling this number costs 50 cents per call.</p> <p>If you have lost your anonymous public transport chip card, you do not have to call. You have lost the money that was on the card and you will have to buy a new public transport chip card. Look here for additional explanation: http://www.uitlegov-chipkaart.nl/#!/veel-gestelde-vragen/107/stap-1.html</p> <p>Note: Do you not have a card, but do you need to travel? In principle, you can simply buy a ticket in, for example, the bus or at a (large) train station. This is a lot more expensive than when you travel with your OV chip card.</p> <p><u>There is not enough balance on your OV chip card:</u> As mentioned above, there must be sufficient balance on your card to be able to use your public transport chip card. If you travel far, it may happen that there is not enough money on your public transport chip card. You will then not be able to check out at the train station. The card reader gives the error message "balance too low". You must first top up your card at a machine before you can check out again. Look here for additional explanation: http://www.uitlegov-chipkaart.nl/#!/veel-gestelde-vragen/115/stap-9.html</p> <p><u>Your card is not working:</u> Does your public transport chip card no longer work? First check whether there is still enough money on the card. Otherwise, ask for help. This can be done at the counter of the transport company (for example at the service desk of the Dutch Railways). The desk clerk will then help you further and, if necessary, also help you with applying for a new public transport chip card. Look here for additional explanation: http://www.uitlegov-chipkaart.nl/#!/veel-gestelde-vragen/112/stap-6.html</p> <p><u>Your card has expired:</u> An OV chip card is valid for 5 years. You will then need a new card. You have to remember to buy a new card after 5 years. Look here for additional explanation: http://www.uitlegov-chipkaart.nl/#!/veel-gestelde-vragen/109/stap-3.html</p> <p><u>You can't find your card for a moment:</u> In such a case, you can buy an anonymous public transport chip card at a point of sale such as a supermarket, tobacconist or magazine shop. Or buy an e-ticket via a website. However, each carrier only sells its own e-tickets, so you cannot use them for consecutive journeys with multiple carriers. For example, if you want to take the bus and train, you need 2 e-tickets.</p>
Step 9	<p>Exercises:</p> <p>To learn how each step works, practice each step best. Together with your supervisor, choose which step (s) you want to practice and perform. For example, go to the station with your counselor and see how everything works. Of course, you don't have to actually put money on your card if this is not necessary.</p> <p>If you are practicing the steps yourself, then discuss with your supervisor how the steps went and what you thought went well and what you found difficult.</p>

Tips	
	<ol style="list-style-type: none"> 1. If you want to travel by train, you must have at least € 20 balance on your card. 2. If you want to travel by bus, metro or tram, you must have at least € 4 balance on your card. 3. Bank and balance debits are not always synchronized with travel. So it is a good idea to always have at least 50 euros in your account if you travel regularly and have activated automatic reloading.