Multicultural Centre in Krakow - Information Point for Foreigners

2026-02-18

The Multicultural Centre in Kraków is an innovative project of the City of Kraków, implemented under the Open Kraków program since 2021. Its goal is to strengthen social cohesion, intercultural dialogue, and to build an open and inclusive city for all residents of Kraków, with particular attention to people with experience of migration and refugeehood, as well as representatives of national, ethnic, cultural, and religious minorities.

The operator of the Centre for the years 2026-2027 is the Internationaler Bund Polska Foundation, in cooperation with the Zustricz Foundation and the project's Partners. The partnership creates a platform for cooperation between non-governmental organizations, cultural institutions, academic communities, and social initiatives working toward a multicultural and inclusive Kraków.

Since 2024, the Multicultural Center has been operating in the building of the Social and Economic Innovation Cluster at 20 Zabłocie Street (Building A, 1st floor).

Partners of the Multicultural Center for 2026-2027

• **Zustricz Foundation – Ukrainian Club in Kraków**
• **Halina Nieć Legal Aid Center**
• **Willa Decjusza Institute of Culture**
• **Jagiellonian Center for Migration Studies**
• **CASPAR – Center for Advanced Population and Religious Studies, operating at the Cracow University of Economics**
• **Salam Lab – Association of the Laboratory of Actions for Peace**
• **College of Eastern Europe - New Eastern Europe**
• **Stella Virium Foundation**

Who is the Centre for?

The Multicultural Centre in Kraków is an open, inclusive, and safe space for all residents of the city, regardless of origin, language, age, or status, with particular attention to people with experience of migration and refugeehood, as well as representatives of national, ethnic, cultural, and religious minorities. Anyone interested in the Centre's offerings may use them free of charge.

Mission and Goals

The mission of the Multicultural Centre is to support the development of a city based on equality, diversity, and shared responsibility, where all residents have the opportunity to fully participate in social, cultural, and civic life.

The Centre works to:

- promote the idea of multiculturalism and foster intercultural dialogue,

- strengthen the participation of foreigners and representatives of minorities in social life,
- counteract prejudice, discrimination, and stereotypes,
- support grassroots initiatives and cross-sector cooperation,
- build lasting relationships among diverse social groups.

Scope of Activities

The Multicultural Centre in Kraków carries out a wide range of informational, educational, cultural, and social activities addressed to all residents of the city, with particular attention to people with experience of migration and representatives of minority groups.

The Centre’s activities include in particular:

- informational and advisory activities supporting individuals in navigating the city’s administrative and social systems (as part of the Information Point for Foreigners),
- educational activities that develop knowledge in the areas of human rights, equal treatment, and diversity (e.g. lessons, workshops, conferences, study visits),
- cultural and integrative activities that foster dialogue and the building of intercultural relationships (e.g. meetings, concerts, exhibitions, workshops),
- strengthening minority groups and people with migration experience through the development of competencies, support networks, and agency (e.g. language courses, conversation clubs),
- organizational and substantive support for non-governmental organizations, informal groups, and grassroots initiatives (e.g. free-of-charge access to space),
- advocacy activities consisting of identifying the needs of communities and communicating them to public institutions.

The project is carried out in a participatory manner and is open to co-creation, with the active involvement of Kraków’s residents and the Centre’s users. The Multicultural Centre provides space for the community to initiate and implement its own activities, enabling the co-creation of the Centre’s offer and directions for the project’s development.

Information Point for Foreigners

As part of the Multicultural Centre, the Information Point for Foreigners in Kraków operates to provide free support to all individuals who contact it regarding matters related to living and working in Poland. The Information Point operates from Monday to Friday.

The scope of support includes, among others, providing information on procedures related to the legalization of stay, obtaining citizenship, and work permits; informational services concerning the City of Kraków (GMK) offer (in the areas of education, healthcare, culture, social assistance, the labor market, residence registration, employment, support for unemployed persons and those in crisis situations or affected by disability); legal and administrative advice; psychological support; career counseling; and assistance in contacts with public institutions.

The activities of the Information Point are further strengthened by duty hours of specialists from

municipal units and non-governmental organizations that support people with migration experience on a daily basis. Thanks to this, individuals using the support have access to in-depth consultations and comprehensive assistance.

The Information Point continuously monitors the situation of foreigners in Kraków and in Poland, adapting its activities to changing needs.

Contact

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REGULATIONS
UNCTIONING OF THE MULTICULTURAL CENTRE (hereinafter also referred to as CW) IN KRAKÓW
AND THE INFORMATION POINT FOR FOREIGNERS (hereinafter also referred to as PIO)