

<b>MUNICIPAL SOCIAL WELFARE CENTRE IN KRAKOW</b>	<b>External procedure no. MOPS-4</b>
	<b>SPECIALIST COUNSELLING: LEGAL</b>
<p><b>1. Handle the matter electronically</b> Not applicable.</p> <p><b>2. Appendix</b> Information clause regarding the processing of personal data by the Municipal Social Welfare Centre in Krakow.</p> <p><b>3. Sign language version</b> Not applicable.</p> <p><b>4. Matter handled by</b> Branch of the Municipal Social Welfare Centre in Krakow, regardless of the place of residence of the person seeking help in the form of specialist counselling:</p> <ol style="list-style-type: none"><li>1) Branch No. 1 os. Teatralne 24, telephone number: 12,430-45-46, fax: 12 643-07-06, e-mail: f1@mops.krakow.pl,</li><li>2) Branch No. 2, Radzikowskiego 39, telephone: 12,636-77-98, fax: 12 636-75-24, e-mail: f2@mops.krakow.pl,</li><li>3) Branch No. 3, Rzeźnicza 2, telephone number: 12,257-00-07, fax: 12 257-00-08, e-mail: f3@mops.krakow.pl,</li><li>4) Branch No. 4 os. Szkolne 34, telephone number: 12,425-75-64, fax: 12 643-72-78, e-mail: f4@mops.krakow.pl,</li><li>5) Branch No. 5, Praska 52, telephone number: 12,269-05-54, fax: 12 266-82-75, e-mail: f5@mops.krakow.pl,</li><li>6) Branch No. 6, Mazowiecka 21, telephone number: 12,423-23-15, fax: 12 422-17-74, e-mail: f6@mops.krakow.pl,</li><li>7) Branch No. 7, Mazowiecka 4-6, telephone number: 12,632-00-22, fax: 12 632-66-20, e-mail: f7@mops.krakow.pl,</li><li>8) Branch No. 8, Na Kozłowie 27 (II floor), telephone: 12,659-12-68, fax: 12 651-21-60, e-mail: f8@mops.krakow.pl,</li><li>9) Branch No. 9 os. Teatralne 24, telephone number: 12,644-76-09, fax: 12 644-80-34, fax: 12 643-07-06, e-mail: f9@mops.krakow.pl.</li></ol> <p><b>5. Documents from the Applicant (client)</b> Documentation regarding the matter with which the person asks for advice or assistance in settling it - as agreed by the employee providing specialist counselling.</p> <p><b>6. Fees</b> The procedure is not subject to fees.</p> <p><b>7. Form of consideration</b></p> <ol style="list-style-type: none"><li>1) Legal advice - information applicable in a specific case, based on materials provided by the client;</li></ol>	

2) Assistance in drawing up a draft plead or other letter.

**8. Time of consideration**

Without undue delay, within the time limit agreed with the party, enabling effective assistance in the case.

**9. Documents obtained in the proceedings**

A document based on the model constituting the appendix specified in section 2 of the procedure.

**10. Appeal procedure**

Not applicable.

**11. Legal basis**

- 1) Art.19 point 2 and art 46 of the Act of 12 March 2004 on the social aid (Journal of Laws of 2019 item 1507, as amended);
- 2) Art. 3 par. 1 points art. 1 and 2 of the Act of 20 September 2005 on the family aid (Journal of Laws of 2020 item 218, as amended).

**12. Additional information for a person interested in obtaining help in the form of specialist counselling**

- 1) Specialist counselling, especially legal counselling, is provided to people and families who have difficulties or show the need for support in solving their life problems, regardless of their income;
- 2) Legal counselling is provided by providing information on applicable provisions in the field of family and guardianship law, social security, protection of the rights of tenants;
- 3) Aid in the form of specialist counselling may be provided in particular due to: helplessness in care and education matters and running a household, threat to family stability, poverty, disability, orphanage, homelessness and the threat of homelessness, violence and the threat of violence in the client's family or environment, protection of motherhood, large children, unemployment, long-term or severe illness, alcoholism or drug addiction, difficulties in adapting to life after leaving prison, natural or environmental disaster, random event and crisis situation, difficulties in integrating foreigners who have obtained refugee status in the Republic of Poland, subsidiary protection or temporary residence permit granted in connection with granting the refugee status and in connection with granting subsidiary protection, the need for protecting victims of trafficking in human beings;
- 4) Information on how to handle the matter can be obtained at the branches of the Municipal Social Welfare Centre in Krakow, where legal specialist counselling is provided.

Developed  
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Date:  
02/10/2020

Opinion presented  
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Approved by:  
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08/10/2020

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