



# Welcome to Aarhus



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### ***Dear new arrival***

On behalf of the Municipal Department for Culture and Citizens' Services, I would like to bid you a very warm welcome to the city. I am delighted that you have chosen to come to Aarhus to work or study.

Aarhus Municipality is at you and your family's service and offers a range of services, for instance, health insurance cards, schools, care services and language classes.

To help you get off to a good start, we have compiled the most important information on various services in this pamphlet. The pamphlet also contains a number of relevant links (unfortunately, not all of the sites referred to are available in English) and contact information for the organisations to which you may need to refer.

You can find more information on Aarhus Municipality's website: [www.aarhuskommune.dk](http://www.aarhuskommune.dk) and at [www.aarhus.dk](http://www.aarhus.dk).

You can also find our self-service solutions at [www.aarhuskommune.dk/portal/selvbetjening](http://www.aarhuskommune.dk/portal/selvbetjening).

I hope that you will enjoy living in Aarhus.

***Best regards***



Flemming Knudsen

Alderman for Culture and Citizen Services

## RULES GOVERNING STAYS IN DENMARK

Information on the rules governing residence and working in Denmark can be found at [www.nyidanmark.dk](http://www.nyidanmark.dk), and [www.workimport.dk](http://www.workimport.dk), where application forms can also be obtained. The forms can also be obtained in person from the State Administration for Central Jutland . Once you have completed the necessary form, bring the form, your contract of employment, your passport/ID card and a photograph for a personal meeting at the State Administration for Central Jutland. You don't need an appointment, just turn up during opening hours.

If you are not an EU citizen, you must obtain a residence permit from the Danish Immigration Service (Udlændingesservice) in Copenhagen. In order to apply for the permit, you must contact the Emigration office at the Aarhus Police Department.



## CONTACT INFORMATION

### **State Administration for Central Jutland (Statsforvaltningen Midtjylland)**

St. Blichers Vej 6, 6960 Ringkøbing - or:  
Marselis Boulevard 1, 8000 Aarhus C

**Phone** 72 56 83 00

**E-mail** [midtjylland@statsforvaltning.dk](mailto:midtjylland@statsforvaltning.dk)

**Website** [www.statsforvaltning.dk](http://www.statsforvaltning.dk)

### **Opening hours for personal enquiries:**

Monday, Tuesday, Wednesday: 09.00-15.00  
Thursday: 09.00-17.00 Friday: 09.00-12.00

### **Opening hours for telephone enquiries:**

Monday, Tuesday, Wednesday: 09.00-15.00  
Thursday: 12.30-17.00 Friday: 09.00-12.00

### **Aarhus Police Department Emigration Office**

Fredensgade 19, 8000 Århus C

**Phone** 87 31 14 48

**E-mail** [ojyl@politi.dk](mailto:ojyl@politi.dk)

**Website** [www.politi.dk/Oestjylland](http://www.politi.dk/Oestjylland)

### **Opening hours for personal enquiries:**

Monday, Tuesday, Wednesday, Friday: 09.00 - 12.00  
Thursday: 12.00 - 17.00

### **Opening hours for telephone enquiries:**

Monday-Friday: 08.30 - 11.00

## SOCIAL SECURITY NUMBER AND HEALTH INSURANCE CARD

### **Nordic citizens**

If you are a citizen of a Nordic country and intend to stay in Denmark for more than six months, you are obliged to notify the authorities that you have moved. To notify the authorities of a change of address, you must report to Citizens' Services (Borgerservice). You must bring identification and documentary proof of your Nordic social security number. Once you have notified Citizens' Services of your change of address, you will receive a Danish social security number and a health insurance card. With the health insurance card, you will have the same access to the Danish healthcare system as Danish citizens. This means, among other things, that you have to choose a health service General Practitioner (doctor).

### **Citizens of EEA countries\***

If you are a citizen of an EEA country and intend to stay in Denmark for more than six months, you are obliged to notify the authorities that you have moved. To notify the authorities of a change of address, you must report to Citizens' Services (Borgerservice). You must bring along identification and your registration certificate. Once you have notified Citizens' Services of your change of address, you will receive a Danish social security number and a health insurance card. With the health insurance card, you will have the same access to the Danish healthcare system as Danish citizens. This means, among other things, that you have to choose a health service General Practitioner (doctor).

### **Citizens of other countries**

If you are not a citizen of a Nordic country or an EEA country and intend to stay in Denmark for more than three months, you are obliged to notify the authorities that you have moved. To notify the authorities of a change of address to Denmark you must report to Citizens' Services (Borgerservice). You must bring along identification and your residence permit. Once you have notified Citizens' Services of your change of address, you will receive a Danish social security number and a health insurance card. With the health insurance card, you will have the same access to the Danish healthcare system as Danish citizens. This means, among other things, that you have to choose a health service General Practitioner (doctor).

## CONTACT INFORMATION

### **Citizens' Services, Aarhus Municipality**

Town Hall – tower entrance  
Park Allé, 8000 Aarhus C

**Phone** 8940 2222

**E-mail** folke@aarhus.dk

**Website** [www.aarhuskommune.dk/flyttitudlandet](http://www.aarhuskommune.dk/flyttitudlandet)

### **National Register/Health Insurance**

#### **Citizens' Services**

Monday, Tuesday, Wednesday: 8.00-15.00

Thursday: 10.00-17.15    Friday: 8.00-15.00

\*The EEA (European Economic Area) includes all EU-countries + the EFTA-countries Norway, Iceland and Liechtenstein.

**Employees and employers**

The Danish tax authorities have published a pamphlet targeted specifically at those coming to Denmark from another country to work. The pamphlet tells you how you obtain a tax card, how tax is deducted from your wages and which tax allowances you are entitled to. The pamphlet is available in printed form from Aarhus Tax Centre and Citizens' Services, as well as from many libraries. The pamphlet has been translated into several languages:

**Employees:**

- » Om skat - for dig, der bor i udlandet og arbejder i Danmark
- » About tax - for people resident abroad and working in Denmark
- » Über Steuern - für Personen, die im Ausland wohnen und in Dänemark arbeiten
- » O podatku dochodowym - dla osób mieszkających za granicą i pracujących
- » Apie mokescius - Danijoje dirbantiems užsieniečiams
- » Despre impozite - pentru persoanele care au reședința în afara Danemarcei și lucrează în Danemarca

**Employers:**

- » Når du bruger arbejdskraft fra et andet land
- » When using labour from another country

You can find the pamphlets at [www.skat.dk](http://www.skat.dk)

If you live in one of the 10 new EU countries, from 1 May 2008 the same rules apply to you as to other EU citizens if you are employed on a negotiated salary basis with an employer. To have a tax card issued, you should report to the Tax Centre (Skattecenter) in Aarhus.

**Students**

If you are only staying in Denmark in order to study, and are still liable for tax in your home country, you will not be fully liable to pay tax in Denmark until your stay has extended to 365 days over a total period of two years. However, you will be liable to pay tax in Denmark to a limited extent if you receive income from work in Denmark or receive grants from the State Education Grant and Loan Scheme in Denmark (SU) and other taxable earned income from Denmark.

If you have any income in connection with your study visit to Denmark, as mentioned previously, you should refer to the Tax Centre in Aarhus in order to be issued with a tax card. You must bring along your passport or similar photographic identification and your Student Card or other documentary proof of your studies. You are also asked to bring along your contract of employment and documentation relating to any amounts of tax that you have already paid.

If you receive subsidy only from your educational institution, you might arrange with your educational institution that they will contact SKAT (The Danish Tax Authorities) on your behalf.

## CONTACT INFORMATION

### Aarhus Tax Centre

Lyseng Allé 1, 8270 Højbjerg

**Phone** 72 22 18 18

**E-mail** E-mails are sent via the  
SKAT website [www.skat.dk](http://www.skat.dk)

**Website** [www.skat.dk](http://www.skat.dk)

### Opening hours

Monday, Tuesday, Wednesday: 10.00-14.00

Thursday: 10.00-17.00

Friday: 10.00-14.00



## SCHOOLS

### Reception class

Children, who are moving to Aarhus Municipality and who do not speak or understand Danish, are offered schooling in a reception class. The objective of these classes is to teach the children sufficient Danish enabling them to be transferred to an ordinary class at a later stage. There is a maximum of 12 pupils in a reception class. Attending a reception class is free and pupils are issued with free bus passes for transport to the school in which the class is located.

In order to gain access to this educational offer, parents must provide documentary proof that they meet the required conditions - for example, in the form of a copy of the application to the Danish Immigration Service or copies of their work permit and residence permit.

New arrivals who wish to register their children in municipal schools within Aarhus Municipality can refer to the Visitors Centre at Læssøesgades Skole.

### CONTACT INFORMATION

**Visitors Centre, Læssøesgades Skole**  
Læssøesgade 23, 8000 Århus C.

**Phone** 86 13 78 24

**E-mail** [bop@aaks.aarhus.dk](mailto:bop@aaks.aarhus.dk)

**Website** [www.aarhuskommune.dk/vi](http://www.aarhuskommune.dk/vi)

### Opening hours

Monday – Thursday: 10.00-13.00 (the telephone may be unmanned, but you are welcome to leave a message on the answering machine and you will be contacted as soon as possible.)

### **The international School of Aarhus (ISAA)**

The International School of Aarhus (ISAA) is the English speaking private school of Aarhus, established in 2003. The school is currently broken up into three multi-grade classes covering Kindergarten to Grade 9. ISAA's class teachers are native English speakers and all classes at the school are taught in English. The current enrolment at The International School is over 50 students with past and present representation from more than 25 countries.

The International School of Aarhus admits students to the PYP programme for students aged 5 to 11 years (Kindergarten-Grade 5) and to the MYP programme (Grade 6-Grade 9) for students aged 12 to 16 years.

ISAA requires a two-week trial period for all students to determine academic readiness, social skills and language level. If you are interested in your child attending The International School of Aarhus, please contact the school.

### **CONTACT**

#### **The International School of Aarhus (ISAA)**

Engtoften 22, DK-8260 Viby J

**Phone** 86 11 45 60

**E-mail** adm@interskolen.dk

**Website** www.isaa.dk/

#### **Opening hours**

Monday-Friday, 08.00-14.00

## CHILDCARE AND AFTER-SCHOOL SERVICES

The following childcare services are available for your child in Aarhus Municipality:

- » Children from 6 months up to school age can be cared for at the municipality's day-care centres
- » schoolchildren from grade 0 to 4th grade can be looked after at the after-school care centres (SFO)
- » Schoolchildren from 5th grade up to 18 years can choose to attend the municipality's after-school and youth clubs.

### **Private day-care under the Free-choice scheme**

You can apply for a municipal subsidy with a view to employing a person to look after your child – or for a place with an independent childminder. The target group is children from 24 weeks up to school age. Read more at [www.aabu.dk/fritvalg](http://www.aabu.dk/fritvalg)

### **Enrolment**

When it is time to enrol your child between 0 - 6 years for a place, you can use Aarhus Municipality's website at this address: <http://pasningsguiden.borgerservice.dk/aarhus>, or you can go in person to Citizens' Services and fill in an application form there. In order to be sure of obtaining a place, your child must be placed on the waiting list no later than three months prior to needing the place.

Registration for SFOs is conducted at the same time as enrolment at the local school or, later on, directly with the SFO.

### **Help with paying for day-care services**

Rates and rules relating to free places and subsidy for siblings can be found at [www.aabu.dk/takster](http://www.aabu.dk/takster). You can apply for full or partial financial support in covering the cost of day-care services for your child.

Enrolment in clubs and youth clubs is done directly with the individual club. You will find an overview of after-school/leisure facilities in your area at [www.ungiaarhus.dk](http://www.ungiaarhus.dk)

## CONTACT INFORMATION

### **Citizens' Services, Aarhus Municipality**

Town Hall – tower entrance  
Park Allé, 8000 Aarhus C

### **Åby Library**

Ludvig Feilbergs Vej 7, 8230 Åbyhøj

### **Risskov Library**

Fortebakken 1, 8240 Risskov

**Phone** 89 40 22 22

**E-mail** [borgerservice@aarhus.dk](mailto:borgerservice@aarhus.dk)  
[pladsanvisningen@bu.aarhus.dk](mailto:pladsanvisningen@bu.aarhus.dk)

### **Website**

[Http://pasningsguiden.borgerservice.dk/aarhus](http://pasningsguiden.borgerservice.dk/aarhus)

### **Opening hours**

Monday, Tuesday, Wednesday, Friday: 8:00-16:00  
Thursday: 10:00-19:00 Saturday: 9:00-13:00

## DANISH LESSONS

As a foreign resident in Denmark, you are entitled to receive lessons in the Danish language at Lærdansk | Århus. Everyone has a right to receive Danish lessons for up to three years. Lessons are free apart from a nominal fee. Lessons are module-based and can be concluded with a state controlled test.

In order to be entitled to receive instruction in the Danish language, you must meet three requirements. You must:

- » Be over 18 years old
- » Be in possession of a valid residence permit or certificate of registration in Denmark
- » Be registered in the National Register in a Danish municipality



## CONTACT INFORMATION

### Lærdansk | Århus

Vestergade 72, 3rd floor, 8000 Århus C

**Phone** 87 32 54 00

**E-mail** [maarhus@laerdansk.dk](mailto:maarhus@laerdansk.dk)

**Website** [www.laerdansk.dk/aarhus](http://www.laerdansk.dk/aarhus)

### Opening hours

Monday: 09.00 – 15.00 and 16.30 – 17.30

Tuesday: 09.00 – 15.00 and 18.00-19.00

Wednesday: 09.00 – 15.00

Thursday: 09.00 – 15.00

Friday: 09.00 – 12.00



## FAMILY BENEFITS

If you are a citizen of an EEA country\*, are working in Denmark and have children in your home country under the age of 18 years, you may in certain situations qualify for payment of family benefits from Denmark as a border worker. The term border worker is understood to mean any EEA citizen who is in employment or self-employed and who operates his/her business within the borders of a member state (for example Denmark) and is a resident within the borders of another member state (for example Sweden or Germany) to which he/she normally returns every day or at least once a week.

The prerequisites for qualifying for the benefits in question are:

1. That you apply for the benefit (one application per child) [www.skat.dk/getFile.aspx?ID=16251](http://www.skat.dk/getFile.aspx?ID=16251)
2. That you have not ceased living with the child's other parent
3. That the child is under 18 years of age
4. That you have documentary proof of your employment in the form of a copy of the contract of employment with your Danish employer
5. That you have documentary proof of your income in the form of wage slips from the time you commenced employment in Denmark from your Danish employer

6. EEA form E401 [www.rkw.be/\\_formsInternational/E401%20engels.pdf](http://www.rkw.be/_formsInternational/E401%20engels.pdf) is completed and certified by the national registration authorities in your home country (part B, points 6-8 inclusive). Remember to fill in part A of the form (points 1-4 inclusive) before sending it to them.
7. EEA form E411 [www.rkw.be/\\_formsInternational/e411%20english.pdf](http://www.rkw.be/_formsInternational/e411%20english.pdf) is completed and certified by the authority administering family benefits in your home country (part B, points 6-9 inclusive). Remember to fill in part A of the form (points 1-4 inclusive) before sending it to them.

The authorities in your home country must return both EEA forms to the Department for Family Benefits at Citizens' Services in Aarhus.

You must also send the applications and documentation as described in the above points 1, 4 and 5, to the Department for Family Benefits at Citizens' Services in Aarhus.

If you do not come from an EEA country, you are not entitled to family benefits.

\* The EEA (European Economic Area) includes all EU-countries + the EFTA-countries Norway, Iceland and Liechtenstein.

## CONTACT INFORMATION

### Citizens' Services, Aarhus Municipality

Town Hall – tower entrance  
Park Allé, 8000 Aarhus C

### Åby Library

Ludvig Feilbergs Vej 7, 8230 Åbyhøj

### Risskov Library

Fortebakken 1, 8240 Risskov

**Phone** 8940 2222

**E-mail** borgerservice@aarhus.dk

**Website** [www.aarhuskommune.dk/familieydelse](http://www.aarhuskommune.dk/familieydelse)

### Opening hours

Monday, Tuesday, Wednesday, Friday: 08:00-16:00  
Thursday: 10:00-19:00 Saturday: 9:00-13:00

### Department for Family Benefits (Familieydelsen)

Søren Frichsvej 36 G, DK - 8230 Åbyhøj

**Phone** 8940 2000

**E-mail** Famyd@skat.aarhus.dk

**Website** [www.aarhuskommune.dk/familieydelse](http://www.aarhuskommune.dk/familieydelse)

### Opening hours

Monday – Friday: 09.00 - 12.00 Thursday: 16.00 - 17.15



## CULTURE AND LEISURE

Aarhus has a rich and diverse cultural life and leisure facilities. At [www.aarhuskommune.dk/kultur-fritid](http://www.aarhuskommune.dk/kultur-fritid) you will find a wide range of information on Aarhus' cultural life and the many initiatives provided by the municipality in the field of culture, sport and leisure. Among other things, you can read about the city's associational life, cultural life, libraries, public information and Aarhus Festival Week. You can also read about the vast array of opportunities available for enjoying the natural beauty in and around Aarhus Municipality.

### **Aarhus Public Libraries**

The Main Library and 18 branch libraries offer an abundance of traditional and web-based library services. With a library card and a pin code you can reserve books, music and films from the library website at [www.aakb.dk](http://www.aakb.dk) and you can download music, e-books, newspapers, magazines, and audio books and search quality databases. Or you can watch - and upload - films at [www.bibstream.dk](http://www.bibstream.dk).



### CONTACT INFORMATION

**Aarhus Public Libraries, The Main Library**  
Møllegade 1, 8000 Århus C

**Branch libraries** can be found at [www.aakb.dk](http://www.aakb.dk)

**Phone** 8940 9200

**E-mail** [post@aaab.bib.dk](mailto:post@aaab.bib.dk)

**Website** [www.aakb.dk](http://www.aakb.dk)

### **Opening hours**

Check out opening hours at the website

## REPLACING YOUR DRIVING LICENCE

### EEA countries\*

If you come from an EEA country to work in Denmark, you are not required to replace your driving licence. However, it is often a good idea to do it anyway since in the event of you losing your driving licence, it can be difficult to obtain documentary proof from your home country that you have had a driving licence. To obtain a replacement driving licence, you should report to Citizens' Services, bringing along a passport photograph. The price of the driving licence is DKK 260.

If you are a student, you cannot get a replacement driving licence.

### Other countries

If you come from a non-EEA country, you must replace your driving licence if you take up residence in Denmark. It makes no difference if you are here to work or study. You should apply to Citizens' Services, bringing along a certificate from your doctor and a translation of your driving licence by an approved translator, if the driving licence is not in English. This also costs DKK 260. The police will subsequently determine the authenticity of the driving licence. Subsequently, you will be required to take a theory and practical test before you can exchange your driving licence.

\* The EEA (European Economic Area) includes all EU-countries + the EFTA-countries Norway, Iceland and Liechtenstein.



## CONTACT INFORMATION

### Citizens' Services, Aarhus Municipality

Town Hall – tower entrance  
Park Allé, 8000 Aarhus C

### Åby Library

Ludvig Feilbergs Vej 7, 8230 Åbyhøj

### Risskov Library

Fortebakken 1, 8240 Risskov

**Phone** 8940 2222

**E-mail** borgerservice@aarhus.dk

**Website** [www.aarhuskommune.dk/Borgerservice](http://www.aarhuskommune.dk/Borgerservice)

### Opening hours

Monday, Tuesday, Wednesday, Friday: 08:00-16:00

Thursday: 10:00-19:00 Saturday: 9:00-13:00



**Read More about Aarhus at ...**  
Aarhus Municipality's website:

[www.aarhuskommune.dk](http://www.aarhuskommune.dk)

[www.aarhuskommune.dk/portal/english](http://www.aarhuskommune.dk/portal/english)

[www.aarhuskommune.dk/portal/aarhus\\_in\\_deutsch](http://www.aarhuskommune.dk/portal/aarhus_in_deutsch)

[www.velkomstpakken.dk](http://www.velkomstpakken.dk)

**About Aarhus**  
[www.aarhus.dk](http://www.aarhus.dk)