

Welcome to the #SPorgWebinar



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The social protection response for Ukrainian refugees:

Poland's Big4 social protection programming presentation and discussion on the regional response



Social Protection
in Crisis Contexts



Foreign, Commonwealth
& Development Office

Objective

This webinar looks at the Ukrainian refugee response and where and how humanitarian cash can link to and support social protection systems. The webinar is split into two parts:

1. The first part will focus on Poland where we will hear directly from the Government of Poland and ZUS (Social Insurance Institution). ZUS is responsible for receiving applications and making payments against the “Big Four” national social protection programmes for children and families: Family 500+, Dobry Start, Family Care Capital, and the Nursery Benefit.
2. The second part will invite reflections from researchers and advisors on the regional refugee response and linkages between humanitarian cash and social protection programming.



The social protection response for Ukrainian refugees: Poland's Big4 social protection programming presentation and discussion on the regional response

Speaker:

Dr Andrzej Szybkie, Director Social Insurance Institution, ZUS

Discussants:

Bozena Sojka, Research Fellow on ICRD, University of Wolverhampton

Massimo la Rosa, Policy adviser in social protection, forced displacement and nexus, European Commission

Moderators:

Pamela Dale, Regional Advisor for Social Policy and Economic Analysis, UNICEF ECARO

Sarah Blin, Independent Consultant

The social protection response for Ukrainian refugees: Poland's Big4 social protection programming presentation and discussion on the regional response



Speaker



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Director Social Insurance
Institution, ZUS

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Share your questions to the speaker and discussants!

✈ type them in the **chat** box

Please state your name/organisation, and if your question is directed to a specific speaker/discussant.

The questions sent in advance will be reflect during the session.

🐦 Also, you are invited to interact with us on Twitter using **#SPorgWebinar**





#Pomagam**Ukrainie**

ustawa o pomocy
obywatelom Ukrainy

Presentation for SP.org
Webinar

Warszawa April 14, 2022

**Family benefits
paid by ZUS in Poland
for children from Ukraine**

**Big 4 programs for Refugees
of the War in Ukraine**



Speaker: dr. Andrzej Szybkie

Departament Rent Zagranicznych, ZUS POLAND



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Republic of Poland



☐ Republic of Poland (Year 2021) EUROPE

- number of residents – 38 milion
- the area of the country is 312 679 km² (69th place in the World)
- It borders with the following countries: Germany, Czech Republic, Slovakia, **Ukraine**, Belarus, Russia, Lithuania
- Member of the European Union and NATO
- capital city **Warszawa** (Warsaw)
- There is a three-tier administrative division of the country on:
 - > 16 Wojewodztwo (District)
 - > 380 Powiat (County)
 - > 2477 Gmina (Community)



ZUS intro

ZUS – Social Insurance Institution – public social security agency

- administration of social security programs, population except farmers and military services
- legal person different from Ministries but overseen by Government
- collects social insurance contributions for workers and self-employed in Poland (16 million people are covered by social insurance)
- pays out social security benefits, like old age pensions, invalidity benefits, survivors pensions, sickness and maternity allowances, benefits for accident at work, etc.
- applies Social Security Agreement between Poland and Ukraine (especially in applicable legislation/coverage and pensions)
- provides financial support for employers/enterprises in Covid time
- provides family benefits (4 programs for families in Poland)
- is not responsible for health care and municipal financial assistance
- structure: headquarters and 43 territorial branches
- February 2022: the number of people receiving pensions amounted to 7.8 million (pensioners).
- The costs of the Social Insurance Fund in 2021 amounted to PLN 284.5 billion (spendings) ~ USD 66,5 billion

ZUS programs for families in Poland

(general programs, despite of war in Ukraine – ZUS NEW tasks, in ZUS since 2021)

ZUS runs following programs for families in Poland:

- **Dobry start 300+** - in ZUS since 1.7.2021 (window for claiming each year 1.7.YYYY-30.11.YYYY)
 - **Rodzina 500+** - in ZUS since 1.1.2022
 - **Rodzinny Kapitał Opiekuńczy RKO** – since 1.1.2022 (NEW!)
 - **Dofinansowanie pobytu dziecka w żłobku - nursery financing** – since 1.4.2022 (NEW!)
-
- ❑ Special software of ZUS that allows for automatic granting of benefits without human intervention is essential in the awarding benefits.
 - ❑ This solution was successfully implemented and used in 2021 to handle the 300+ benefits (school start up) - the robot granted in 2021 over 4.4 million benefits for children, without human intervention.
 - ❑ This solution will provide the fastest and most effective financial assistance for families in the form of 500+ benefits for children from Ukraine. So we are developing robot in ZUS for awarding „Ukraine benefits”

SPECIAL ACT of the March, the 12th, 2022 FOR REFUGEES FROM UKRAINE



SPECIAL ACT of the March, the 12th, 2022 FOR REFUGEES FROM UKRAINE

- ❑ **Ustawa z dnia 12 marca 2022 r. o pomocy obywatelom Ukrainy w związku z konfliktem zbrojnym na terytorium tego państwa** (Dzu. U. z 2022 r. poz. 583) with amendments
- ❑ The Special Act entered into force 12 March 2022
- ❑ The Act lays down **special rules for legalizing the stay** of Ukrainian citizens who came to the territory of the Republic of Poland from the territory of Ukraine in connection with war on the territory of that state.
- ❑ Obtaining a **special status (so called PESEL UKR)** under this act makes it easier for refugees to function in the territory of the Republic of Poland, e.g. in terms of access to the labor market and the use of social services and family benefits, or health care.
- ❑ Whenever the law refers to a citizen of Ukraine, it is also understood as **the spouse of a citizen of Ukraine** who does not have Ukrainian citizenship, provided that he or she came to the territory of the Republic of Poland from the territory of Ukraine in connection with hostilities conducted on the territory of that country.

LEGALIZATION OF STAY IN POLAND

- ☐ If the citizen of Ukraine referred to in Art. 1 para 1, entered the territory of the Republic of Poland legally in the period from February 24, 2022 and declares the intention to stay on the territory of the Republic of Poland, **his stay in this territory is considered legal for a period of 18 months from February 24, 2022.**
- ☐ Persons covered by the special act will legally reside in Poland in accordance with the act until August 24, 2023.

THE PROCESS OF REGISTRATION OF REFUGEES FROM THE SPECIAL ACT

A refugee covered by special act should register in municipalities
and get there **PESEL UKR number**
which confirms status of refugee according to Special Act
(adults & children)

- ❑ A refugee without a previously issued PESEL number, who entered Poland after 23 Feb.2022
 - Application for granting **PESEL UKR** in municipalities - the process started on March 16, 2022.
- ❑ A refugee with a previously assigned PESEL number who entered Poland after 23 Feb.2022
 - A person with an "old" PESEL without UKR (issued in a different mode than the special act) may - in order to confirm the status under the special act - apply to the municipalities for adding the UKR tag to her/his PESEL number (if this person meets requirements from the special act).

PESEL NUMBER – WHAT IS THIS ?


- ❑ **PESEL** ([Polish](#): *Powszechny Elektroniczny System Ewidencji Ludności*; **Universal Electronic System for Registration of the Population**) is the [national identification number](#) used in [Poland](#) since 1979. The number is 11 digits long, identifies exactly one person, and cannot be changed once assigned, except in specific situations (such as [gender reassignment](#)).
- ❑ **The PESEL number is mandatory** for all permanent residents of Poland and for temporary residents living in Poland for over 2 months. After 1 March 2015, applicants for a Polish passport without a PESEL number will need to apply for PESEL prior to passport application. Otherwise, without a PESEL number, passport application and fingerprints cannot be taken. PESEL is also necessary and obligatory for tax authorities as Tax ID number.

Wikipedia

SPECIAL ACT – STATE ASSISTANCE for REFUGEES from UKRAINE

- ❑ **Emergency assistance.** Help from voivodes consists in providing accommodation, food, transport and medical care. Refugees can apply for a one-time benefit of PLN 300, and persons accepting refugees - for a refund of PLN 40 per day for a maximum of 2 months. The cost of this aid will be financed from the state budget. Voivodes will be able to order various public institutions to carry out specific actions for the benefit of Ukrainian citizens. Food parcels from EU programs will also be distributed to refugees.
- ❑ **Access to the labor market.** Legalization of stay under the special act will allow Ukrainians to work without the need to obtain a work permit. The entity entrusting the work must, however, notify the voivode of the fact that the work has been entrusted on the praca.gov.pl portal within 14 days from the date the foreigner starts work. PESEL refugees will also be able to run businesses on the same terms as Polish citizens. Ukrainians will also gain access to labor market institutions. They will be able to register with poviats labor offices, take advantage of job placement, career counseling and training. Access to the labor market in many cases means being subject to the Polish social insurance system, which is associated with the obligation to pay contributions on remuneration, which in turn gives rise to the right to benefits, pensions and retirement benefits from ZUS on general terms.

SPECIAL ACT – STATE ASSISTANCE for REFUGEES from UKRAINE

- ❑ **Access to social benefits.** Citizens of Ukraine with a stay legalized under the special act have access to various social benefits and services: a. health care financed from public funds on the same terms as the insured persons. Benefits granted from February 24 are settled, a. family benefits, social welfare benefits, alimony fund, free psychological assistance, one-off cash benefits provided by local governments, b. health, professional and social support for people with disabilities, financed by the State Fund for Rehabilitation of Disabled People and the Solidarity Fund.
- 

- ❑ **Access to family support provided by ZUS**, that is: ● Family 500+ child benefit (PLN 500 per month for each child up to the age of 18), ● Dobry Start 300+ benefits (school layette 300 PLN once a year), ● family care capital (PLN 12,000 for the second and subsequent children aged 12 to 35 months), ● nursery financing (covering the costs of a child's stay in an institution, maximum PLN 400). The above-mentioned benefits from ZUS are granted to refugees on the terms provided for in the acts, provided that they **live with their children in Poland**, but with the exception of the condition of having a residence card with the annotation "access to the labor market" (this condition does not have to be met thanks to the fast, statutory legalization procedure).

NEW - SPECIAL CATEGORIES OF BENEFICIARIES OF FAMILY PROGRAMS

The effect of equalizing the rights of refugees with the rights of Poles to help children

- ☐ a citizen of Ukraine or the spouse of a citizen of Ukraine who came to Poland from Ukraine in connection with hostilities with a child after February 23, 2022.
- ☐ a Ukrainian citizen or the spouse of a Ukrainian citizen who resided in Poland before February 24, 2022, but the child for whom the benefit is applying for the benefit came to Poland from Ukraine in connection with hostilities after February 23, 2022.
- ☐ a citizen of another country (e.g. Poland) and, on the basis of a Polish court ruling, is a guardian for a child who is a citizen of Ukraine and came to Poland from Ukraine in connection with hostilities after February 23, 2022.
- ☐ temporary carer of children from Ukraine (including orphans from Ukrainian institutions), entered territory of Poland after February 23, 2022

**POLAND GIVES THE SAME RIGHTS TO BENEFITS FOR THE FAMILIES
OF REFUGEES FROM UKRAINE AS TO POLES**

BENEFITS FOR FAMILIES FROM UKRAINE

„BIG FOUR”

Family benefits paid by ZUS for children who are Ukrainian citizens who entered Poland from Ukraine after February 23, 2022:

- ❑ **child care benefit 500+** - for a child up to 18 years of age, payable at PLN 500 per month. **Parent, guardian (based on ruling of the Polish court), in ZUS from January 1, 2022**
- ❑ **good start 300+ benefit** – from July 1, 2022 a one-time benefit in the amount of PLN 300 payable for a child who attends school, call for applications for this benefit in the period from July 1 to November 30, 2022. **Parent, guardian (based on ruling of the Polish court)**
- ❑ **family care capital RKO** - for the second and subsequent children in a family aged from 12 to 35 months of age, the maximum amount of the benefit is PLN 12 thousand. (paid at PLN 1000 or PLN 500 per month, depending on the parent's choice, the total amount depends on the number of months remaining from the month in which the application is submitted until the child is 35 months old) – **Parent, from January 1, 2022**
- ❑ **nursery supplement - co-financing the reduction of the parent's fee for the child's stay in the nursery** - a benefit in the amount of PLN 400 per month, not more than the actual fee for the child's stay in the institution, payable to the account of the institution attended by the child, **application collection from April 1, 2022.** The child **must be entered** by the nursery, children's club or day guardian into the register of nurseries and children's clubs or the list of day carers . **Co-financing is granted at the request of the person who bears the costs of the child's stay in a nursery or club.**

The benefits are due for the period of residence of the applicant with the child in the territory of the Republic of Poland - respectively on the terms and in the manner specified in the provisions governing these benefits, with the exception of the condition of having a residence card with the annotation "access to the labor market".

APPLICATIONS FOR FAMILY BENEFITS

IMPORTANT !

- ☐ to submit an application to ZUS, the **applicant** and the **child must have PESEL UKR**.
- ☐ Applications should be submitted **only electronically online on Electronic Services Platform PUE ZUS**
- ☐ Claimant (first) needs to create **account on Electronic Services Platform PUE ZUS**, before submission of claim
- ☐ special **application wizards of claims** for PUE ZUS available for beneficiaries
- ☐ the applicant must have a **Polish bank account, Polish telephone number and email address** and insert this data in an electronic claim form
- ☐ **E-form - claim for 500+** on electronic form: **SW-U** implemented in March 2022 and available on PUE ZUS
- ☐ **E-form - claim for RKO** on electronic form: **RKO-U** (soon in April it will be available on PUE ZUS) – **A person who submits an application on this form will receive a benefit with arrears from March 2022, if it turns out that he / she registered with the PESEL in March 2022 (because the application form will be available around 22th of April 22)**
- ☐ **E-form - claim for nursery supplement** on electronic form: **DZ-R (parent) or DZ-O (guardian)** – the same as for the Polish claimants - **implemented 1 April 2022 and available on PUE ZUS**
- ☐ **E-form - claim for 300+** will be available since 1 July 2022 (claiming window each year: 1 July till 31 November)

SPECIAL SOLUTION FOR BENEFITS FOR ORPHANS FROM UKRANIAN INSTITUTIONS

- ☐ to submit an application to ZUS, the applicant and the **child must have PESEL UKR.**
- ☐ applications will be submitted **only electronically online on Electronic Services Platform PUE ZUS**
- ☐ Claimant needs to create **account on PUE ZUS** before submission of claim
- ☐ special **application wizards** for PUE ZUE will be made available for beneficiaries of the special act
- ☐ **Temporary carer in the meaning of special Act of 12 March with children from Ukranian institution for orphans (orphanage) have to register themselves and children in special register** (ewidencja małoletnich) and report on children to Starosta (administration of territorial unit called „poviat”)
- ☐ Starosta (clerk) on behalf of temporary carer is claiming for family benefits on PUE ZUS in the profile of „director” of institution for children (special e-forms with „D” at the end) and they indicate **bank account of poviat, Polish telephone number and email address** and insert this data in an electronic claim form
- ☐ **Poviat’s clerk, county clerk** (starosta) is transmitting money (benefits) received from ZUS to temporary carer (in cash/services)

WHY SPECIAL ELECTRONIC CLAIM FOR BENEFITS IS SO IMPORTANT

- ❑ ZUS is developing **special software - automatic service processes (robot for awarding benefits)** for refugees covered by the special act. The examination of the right to benefits for refugees will be carried out through automatic reading of data from appropriate registers. Few cases will be referred to manual handling. First payments of 500+ benefits for refugees is expected in mid May;
- ❑ ZUS developed in extremely short time a **special dedicated application form for 500+ benefit for Ukrainian refugees** with the **symbol U** for automatic service. This service is available in Ukrainian language.

THIS IS WHY

- Refugees should be directed to special ZUS application wizards for family benefits, with **the symbol U**, available at PUE ZUS
- Child must have PESEL UKR given – to insert it to benefit claim

Otherwise, they will be exposed to a manual process for handling these requests. Such a process would significantly increase the time it takes to receive your benefit payment, as there are over 1 mln of children refugees from Ukraine in Poland.

WHY SPECIAL ELECTRONIC CLAIM FOR BENEFITS IS SO IMPORTANT

Automatic ZUS service processes (robot for granting benefits) for refugees are based on:

- public registers, such as the PESEL register, Border Guard Register, Register of minors, Central Register of ZUS beneficiaries, Central Base of beneficiaries of Ministry of Family and Social Policy, other
- data entered into the application with the support of the application wizard,
- field validations,
- cross-checking of data from the application
- statements submitted on the application under the threat of criminal liability.
- Information about granting the benefit is sent to PUE ZUS, but also the person who received the benefit is briefly informed about it additionally to the e-mail address provided in the application

Electronic Services Platform of ZUS (Platforma Usług Elektronicznych „PUE” ZUS)

On the **Electronic Services Platform (PUE ZUS)**, providing a special application for the 500+ benefit for refugees from Ukraine - in the **Ukrainian language version**:

- The application is clicked with the help of a **wizard**
- In the case of **digitally excluded customers**, a ZUS employee will help to complete the application at the customer service room or at mobile points (PUE rooms)
- **Tutorials** for completing the application will be available
- Submission of this special application guarantees **automatic granting (special automatic software)** of the benefit without the need to conduct proceedings and submit documents: ZUS will examine the entitlements electronically in the IT system and automatically, based on registers, databases and PESEL REGISTER UKR, will confirm the entitlement to the benefit (award and inform customer), and then automatically will pay out the benefit to the bank account of claimant
- **Link to PUE ZUS** [PORTAL ZUSNPI - LOGOWANIE I REJESTRACJA](#)



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PLATFORMA USŁUG ELEKTRONICZNYCH
ZAKŁAD UBEZPIECZEŃ SPOŁECZNYCH

Зареєструватися в PUE | Увійти до PUE | Język 🇵🇱 | A A | 👁

Увійти

Увійдіть в PUE

Увійти

Пароль

УВІЙТИ



> Ви не пам'ятаєте пароль?



> Увійдіть через надійний
профіль/login.gov.pl



> Увійдіть за допомогою
кваліфікованого електронного
підпису



> Вхід через електронний банк



У вас немає облікового запису в
PUE?

> Зареєструвати

Зареєстровані профілі:

9 897 478

> Допомога



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Customer service for refugees from Ukraine

- ZUS website www.zus.pl
- information and services in:
 - ZUS **customer service rooms** in ZUS branches
 - mobile points outside the seat of ZUS
 - the **National Stadium in Warsaw**
- adjusting cooperation locally in cooperation with local governments and other institutions
- Information service on the Internet – information and services
- **a special hotline** for refugees from Ukraine - the hotline is available in ZUS Call Center on working days - from Monday to Friday - from 8:00 a.m. to 6:00 p.m. telephone number **22 444 02 55**.
- Questions regarding **family benefits** for Ukrainian citizens can also be sent by e-mail to UA@zus.pl
- **Assistance** of a ZUS **assistant** in setting up an **account at PUE** and in **submitting an application** for a PUE benefit (clicking out a claim)
- other



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Kontakt

PL ▼

A A



BIP



Zarejestruj w PUE >

Zaloguj do PUE >

Wpisz szukane słowo



Świadczenia

Firmy

Pracujący

Lekarze

Wzory formularzy

Baza wiedzy

O ZUS

ВАЖЛИВО!

► Інфолінія про сімейні виплати для громадян України
номер телефону 22 444 02 55

Інфолінія доступна у робочі дні - з понеділка по п'ятницю - з 8:00
до 18:00

Питання щодо сімейних виплат для громадян України також
можна надсилати на електронну адресу UA@zus.pl

► Електронний візит українською мовою - громадяни України
можуть скористатися онлайн-консультацією в ZUS

► Тепер можна подати заяви на допомогу 500+ на Платформі
електронних послуг (PUE) Закладу соціального страхування (ZUS)

► Інформація про те, які справи відносяться до компетенцій
Закладу Соціального Страхування

ІНФОРМАЦІЯ
ДЛЯ
ГРОМАДЯН
УКРАЇНИ

Rekordowo wysokie pokrycie wydatków wpływami do FUS

6.04.2022

Wskaźnik pokrycia bieżących wydatków
wpływami ze składek i ich pochodnych w 2021 r.
osiągnął rekordowy poziom 81,7 proc. To
najwyższa wartość w ostatnim dwudziestoleciu –
podkreśla prof. Gertruda Uścińska, prezes ZUS.



Więcej o Funduszu Ubezpieczeń Społecznych

| ZUS | Świadczenia | Nowofore | Składka | Wzrost | Rezerwa | Programy |
|-----|-------------|----------|---------|--------|---------|----------|
|-----|-------------|----------|---------|--------|---------|----------|



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контакт

UA



A A



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zarejestrowac sie w PUE >

Zalogowac sie w PUE >

napisz slowo, яке хочеш знайти



UA > Інформація для громадян України

Інформація для громадян України

500+ для громадян України.
Питання та відповіді

Консультація для громадян
України - допомога 500+

500+ для громадян України

24 marca
2022

Громадянам України, які легально в'їхали до Польщі з України після 23 лютого 2022 року у зв'язку з бойовими діями та які бажають залишитися в Польщі, Заклад соціального страхування (ZUS) призначатиме та виплачуватиме допомогу на дитину за програмою «Сім'я 500+» (т. зв. 500+). Спеціальну заяву на 500+ українською мовою тепер можна подати в електронній формі на Платформі електронних послуг (PUE) ZUS.

Хто може подати заяву на 500+

Ви можете подати заяву, якщо:

- Ви є громадянином України або одним із подружжя громадянин України;



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Bieżące wyjaśnienia komórek merytorycznych

Świadczenia

Firmy

Pracujący

Program Dobry Start

Elektroniczne zwolnienia lekarskie (e-ZLA)

Wyroki Europejskiego Trybunału Praw Człowieka

Інформація для громадян України

Питання та відповіді/Pytania i odpowiedzi

Консультація для громадян України - допомога 500+



Консультація для громадян України - допомога 500+ Konsultacje dla obywateli Ukrainy – świadczenie 500+

Termin:

od 

do 

Miejscowość:

Wszystkie 

FILTRUJ >

| | | |
|--------------------------|--|--|
| 26.03.2022 09.06.2022 | II Oddział ZUS w Warszawie | Warszawa Stadion Narodowy, Serock, Marki |
| 29.03.2022 27.04.2022 | Oddział ZUS w Szczecinie | Chociwel, Chojna, Golczewo, Łąka, Mieszkowice, Morzyczyn, Resko, Stara Dąbrowa, Stargard, Stepnica, Wolin. |
| 01.04.2022 | | |

Customer support for refugees

SPECIAL SERVICE

From March 26 this year a customer service point of ZUS for refugees from Ukraine will be launched at the PGE **Narodowy Stadium**.

- ☐ ZUS will launch 30 stands for customers applying for the 500+ benefit.
- ☐ It will be a complementary solution for customers who will obtain a PESEL number in one place, open a bank account and submit an application for the 500+ benefit.
- ☐ The ZUS registration point will be open 7 days a week until June 9 this year.

SPECIAL EVENTS

On March 26-27, the "**Weekend for Ukraine**" campaign will take place, under which employees at ZUS institutions will help Ukrainian citizens set up PUE ZUS profiles and fill out the 500+ application. Information about the facilities that will be open on Saturday or Sunday will be available on the ZUS website www.zus.pl

PRACTICAL SUMMARY

**POSSIBLE ASSISTANCE of NGOs –
PROVIDING INFORMATION**

- ☐ to submit an application to ZUS, the **applicant** and the **child must have PESEL UKR**.
- ☐ applications will be submitted **only electronically online** on **Electronic Services Platform PUE ZUS**
- ☐ Claimant needs to create **account on Electronic Services Platform PUE ZUS** before submission of claim
- ☐ special **application wizards of e-forms** for PUE ZUS available for beneficiaries
- ☐ the applicant must have a **Polish bank account, Polish telephone number** and **email address** and insert this data in an electronic claim form
- ☐ **E-form - claim for 500+** on electronic form: **SW-U** implemented in March 2022 and available on PUE ZUS
- ☐ **E-form - claim for RKO** on electronic form: **RKO-U** (soon in April it will be available on PUE ZUS) – **A person who submits an application on this form will receive a benefit with arrears from March 2022, if it turns out that he / she registered with the PESEL in March 2022 (because the application form will be available around 22th of April 22)**
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- ☐ **E-form - claim for 300+** will be available since 1 July 2022 (claiming window each year: 1 July till 31 November)

Contact

general contact in ZUS Poland to
www.zus.pl
the Foreign Pensions Department
(Departament Rent Zagranicznych)
drz@zus.pl

Address

Zakład Ubezpieczeń Społecznych
Departament Rent Zagranicznych
Szamocka 3/5
01-748 Warszawa
Poland PL

Phone for staff (not customers) +48 22 667 26 20

Thank you

Dziękuję za uwagę

 **#PomagamUkrainie**

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