

A red silhouette of a family walking. On the left, a person pushes a stroller. Next to them is a young child. To the right, an adult walks holding the hand of another child, with a baby in a carrier on their back.

GUIDE TO WELFARE RIGHTS AND SERVICES 2025

**Hardship
could happen
to any of us**

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SOCIAL SERVICES CENTRES IN SLOVENIA

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| <p>1 CELJE
SOCIAL SERVICES CENTRE
Opekarniška cesta 15b,
3000 Celje
+386 (0)3 777 9811
gp-csd.celje@gov.si</p> | <p>5 KOROŠKA
SOCIAL SERVICES CENTRE
Ozka ulica 1,
2380 Slovenj Gradec
+386 (0)8 181 0301
gp-csd.koros@gov.si</p> |
| <p>2 DOLENJSKA AND BELA KRAJINA
SOCIAL SERVICES CENTRE
Resslova ulica 7b,
8000 Novo Mesto
+386 (0)7 393 2640 +386 (0)7 393 2670
gp-csd.dolbk@gov.si</p> | <p>6 LJUBLJANA
SOCIAL SERVICES CENTRE
Dalmatinova ulica 2,
1000 Ljubljana
+386 (0)1 475 0850
gp-csd.ljubl@gov.si</p> |
| <p>3 GORENJSKA
SOCIAL SERVICES CENTRE
Koroška cesta 21,
4000 Kranj
+386 (0)4 620 4800
gp-csd.goren@gov.si</p> | <p>7 MARIBOR
SOCIAL SERVICES CENTRE
Zagrebška Cesta 72,
2000 Maribor
+386 (0)2 250 6600
gp-csd.marib@gov.si</p> |
| <p>4 SOUTHERN PRIMORSKA
SOCIAL SERVICES CENTRE
Prisoje 1,
6000 Koper
+386 (0)5 663 4534
gp-csd.jprim@gov.si</p> | <p>8 CENTRAL SLOVENIA (EAST)
SOCIAL SERVICES CENTRE
Masljeva ulica 3,
1230 Domžale
+386 (0)1 724 6370
gp-csd.osvzh@gov.si</p> |



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| <p>9 CENTRAL SLOVENIA (WEST)
SOCIAL SERVICES CENTRE
Ljubljanska cesta 9,
1330 Kočevje
+386 (0)5 969 4419
gp-csd.oszah@gov.si</p> | <p>12 SAVINJSKO-ŠALEŠKA
SOCIAL SERVICES CENTRE
Stari trg 35,
3320 Velenje
+386 (0)3 777 3060
gp-csd.sasal@gov.si</p> |
| <p>10 POMURJE
SOCIAL SERVICES CENTRE
Slovenska ulica 41,
9000 Murska Sobota
+386 (0)2 585 8540
gp-csd.pomur@gov.si</p> | <p>14 NORTHERN PRIMORSKA
SOCIAL SERVICES CENTRE
Delpinova ulica 18/B,
5000 Nova Gorica
+386 (0)5 330 2970
gp-csd.sprim@gov.si</p> |
| <p>11 POSAVJE
SOCIAL SERVICES CENTRE
Trg Matije Gubca 1,
8270 Krško
+386 (0)7 499 2000
gp-csd.posav@gov.si</p> | <p>15 LOWER PODRAVJE
SOCIAL SERVICES CENTRE
Trstenjakova ulica 5a,
2250 Ptuj
+386 (0)2 787 5600
gp-csd.sppod@gov.si</p> |
| <p>12 PRIMORSKO-NOTRANJSKA
SOCIAL SERVICES CENTRE
Novi trg 6,
6230 Postojna
+386 (0)5 700 1226
gp-csd.primn@gov.si</p> | <p>16 ZASAVJE
SOCIAL SERVICES CENTRE
Mestni trg 5a,
1420 Trbovlje
+386 (0)3 777 3306
gp-csd.zasav@gov.si</p> |

GUIDE TO WELFARE RIGHTS AND SERVICES

Hardship could happen to any of us

Any of us could find ourselves in situations of social distress and material hardship. The task of the State is to come to your aid at such times. This guide will help you to determine which financial benefits, subsidies and reduced payments you may be entitled to, and explain how to exercise your rights.

Apply to the social services centre that covers the area in which you have permanent residence. You may do so in person, by post or via the eGovernment (e-Uprava) portal for child benefit, reduced nursery school fees and state scholarships. Social workers at social services centres will explain your entitlements, as well as any conditions attached to those entitlements and the consequences of claiming those entitlements, and will do so in a clear and understandable way. Specialist staff members will also help you complete the necessary applications, and may also direct you to various programmes and services designed to help you overcome the problems you are experiencing.

Note

All sums given in this booklet were correct as of 1 March 2025.

FINANCIAL SOCIAL ASSISTANCE



Are you without financial means, or are you or your family living on a low income?

Financial social assistance is the basic and most important mechanism provided by the State. It provides low-income households and families living in poverty with a minimum income.

Who is entitled?

Financial social assistance is granted to low-income households and those in a financially precarious position to the amount of the difference between their income and the minimum income. The minimum income for a single person is EUR 494.09. For a four-member family (two adults, two children), where one of the adults is in employment and the other is unemployed, the minimum income is EUR 1 610.73.

Note

The amount of financial social assistance depends on the number of family members and their status. You may therefore still be entitled to it even if your income exceeds EUR 494.09 and, in some cases, even if you are employed and receiving a wage.



EXTRAORDINARY FINANCIAL SOCIAL ASSISTANCE

Do you need one-off assistance for heating and other urgent expenses? Do you need help with repairs and replacements after a natural or other disaster?

Extraordinary financial social assistance may be used to cover urgent living expenses that a family is unable to cover, such as electricity bills, the purchase of a washing machine and/or stove, heating fuel and similar items.

Who is entitled?

The amount of assistance granted depends on the size of the family. A single person not in employment may receive a maximum of EUR 494.09 in a single month, or a maximum of EUR 988.18 in a single year. A four-member family with two adults not in employment and two school-age children may receive a maximum of EUR 1 358.75 a month or EUR 2 717.50 a year. Higher amounts are paid out in response to earthquakes, heavy storms, other natural disasters and instances of *force majeure* (three times the monthly amount in a single year).

Note

You may also be entitled to extraordinary financial social assistance even if you exceed the income threshold for ordinary social assistance. A social worker at a social services centre will assess your eligibility.

You should apply for extraordinary assistance before debts arise. This is because it is not usually granted to repay debts that have already arisen.

SUPPLEMENTARY ALLOWANCE



Do you have an extremely low pension, are you aged 63 or over (women) or 65 or over (men), are you permanently unable to work or permanently unemployable, and do you have a low income?

The supplementary allowance is an entitlement granted in addition to financial social assistance. It is received by senior citizens or by people who are permanently unable to work and who are unable to ensure their own material security because of circumstances beyond their control.

Who is entitled?

Single people whose income is equal to or lower than EUR 726.31 are entitled to a supplementary allowance. As such, the supplementary allowance also serves as an instrument of assistance to pensioners whose pension income is below this amount. As with financial social assistance, the threshold for entitlement to a supplementary allowance may be higher, and depends on the number and status of the family members concerned.

CHILD BENEFIT



Do you have children?

Child benefit is a basic payment to families granted as part of the country's family policy. Child benefit is received by one of the parents for a child who has temporary or permanent residence in Slovenia (and who is resident in Slovenia) until they reach the age of 18.

Who is entitled?

All families whose average net monthly income per family member is EUR 1 293.36 or less are entitled to child benefit. Depending on your income, you may therefore receive between EUR 25.02 and EUR 143.81 per month for one child, and slightly more for each subsequent child. Families with higher incomes receive less, while families with the lowest incomes receive the most.

Note

For children who live in a single-parent family, the benefit is increased by 30% in line with the family's income bracket.

If a preschool child who is less than 4 years old does not attend nursery school, the child benefit amount for that child is increased by 20 %.

STATE SCHOLARSHIPS



Do you or your children find it difficult to support yourselves during education or study?

State scholarships are intended for pupils and students who come from low-income families. It is a cash allowance provided to such pupils and students to enable them to continue in education.

Who is entitled?

As with child benefit, all pupils and students from households whose average net monthly income per family member is EUR 1 293.36 or less are entitled to a state scholarship. Depending on the income of the household, a scholarship may therefore amount to between EUR 33.20 and EUR 137.44 per month per child under the age of 18, and between EUR 66.41 and EUR 274.87 per month per pupil or student over the age of 18. The basic amount may be increased by a supplement for good educational performance, a living supplement, and a supplement for scholarship holders with special needs. As with child benefit, young people with higher incomes receive less, while young people from families with the lowest incomes receive the most.

Note

Student work that does not exceed the gross monthly minimum wage is not taken into account when calculating eligibility for a state scholarship, child benefit, reduced nursery school fees, and subsidised school meals.

REDUCED NURSERY SCHOOL FEES



Are nursery school fees too much for your family budget?

If your child attends a public nursery school, a private nursery school with a state concession or a private nursery school funded by the municipality, you are most likely eligible for reduced nursery school fees.

Who is entitled?

If your family's average monthly income per family member is EUR 1 293.36 or less, you are entitled to reduced nursery school fees. Depending on your income, you may only be required to pay between 0 %-77 % of the actual fees.

Note

If you have two children in nursery school at the same time, fees for the younger child are waived. Nursery school fees are also waived for the third and every subsequent child from the same family.

RENT SUBSIDY



Are you left with nothing after paying your rent and housing costs?

If you don't have your own apartment and earn a low income, you may be entitled to a rent subsidy. You may qualify if you are a tenant living in a non-profit rental apartment, a designated rental apartment, a residential unit, an apartment rented at the market rate or a caretaker's apartment.

Who is entitled?

You may only apply for a market rent subsidy if you were unsuccessful on a non-profit housing ballot or if no ballot has been held in the municipality in which you are permanently resident in the last 12 months. To apply for a rent subsidy, visit your local social services centre, remembering to bring a copy of your rental contract.

Note

If you meet the relevant income-related condition, a rent subsidy is your right. Therefore, you do not have to notify your landlord that you are receiving it.

SUBSIDISED SCHOOL MEALS



Are you having trouble paying for your child's school meals?

You may be entitled to paying a reduced price for or even to avail of free school meals for your child.

Who is entitled?

You are entitled to a free morning snack and/or lunch for your primary school-age child as follows: a morning snack if your net monthly income per family member is EUR 692.42 or less, and lunch if that income amounts to EUR 548.69 or less. You are entitled to a subsidy of up to 50 % of the cost of lunch for your primary school-age child if your net monthly income per family member is between EUR 692.42 and EUR 548.70. You are entitled to a subsidised morning snack for your secondary school-age child if your average net monthly income per family member amounts to EUR 836.10 or less (40 %-100 %, depending on your income).

Note

Schoolchildren who are in foster care, are seeking asylum, or are housed at educational institutions for children with special needs (or in student dormitories and attend school outside the institution) are also entitled to a free morning snack.

If you are entitled to child benefit or a state scholarship, you do not need to file an application. This is because the subsidy is already taken into account in the bills sent to you by the school. If you are not entitled to child benefit or a state scholarship, you must file a special application in order to claim this entitlement.

PROGRAMMES OF SUPPORT FOR PEOPLE EXPERIENCING VARIOUS FORMS OF HARDSHIP OR DISTRESS

Do you need help because of domestic violence or abuse, or do you need to be urgently rehoused? Do you need help with custody issues, do you have problems with addiction, or are you suffering from feelings of helplessness due to other challenging circumstances?

In cooperation with other organisations and providers, social services centres offer a very wide range of support programmes. These include safe houses, emergency accommodation, various forms of counselling, and a host of other types of support to help you at times of worry and distress.

If you find yourself in any sort of challenging circumstances, contact your local social services centre. You can come at any time during working hours without making an appointment. For emergencies, there is also a member of staff on duty outside normal working hours. Staff at the centre will help you identify your difficulties and problems, and will take your expectations and suggested solutions into account. After an introductory chat, they will outline the social welfare services and benefits on offer, and explain how you can claim them, what your duties are as a claimant, and what assistance networks and programmes are available to you.

Note

Social workers are required to respect the anonymity and free will of those who seek their help. You should therefore not hesitate to seek help even if you have found yourself in difficult circumstances because of substance abuse or any other exacerbating circumstance.

If you are a victim of violence and have a fear of official procedures, social workers are required to provide help and support even if you decide not to file a criminal complaint.

OTHER FORMS OF FINANCIAL ASSISTANCE

FUNERAL PAYMENTS and DEATH BENEFITS

Are you facing a loss of income and high funeral expenses following the death of a loved one?

FUNERAL PAYMENTS and DEATH BENEFITS are designed to provide assistance to (immediate) family members of the deceased who are entitled to financial social assistance or the supplementary allowance, or who are living on a low income. Funeral payments are intended to cover funeral costs only.

RIGHT TO HAVE YOUR CONTRIBUTIONS FOR COMPULSORY HEALTH INSURANCE PAID and RIGHT TO HAVE YOUR COMPULSORY HEALTH INSURANCE CONTRIBUTIONS PAID

Are you uninsured and concerned about the bill you might receive from the doctor?

You may apply for the supplementary allowance at a social services centre, as part of your application for financial social assistance, or separately, in order to have your health insurance contributions and compulsory health insurance contributions paid. Such entitlements may be claimed by people who do not

have insurance and who meet the conditions for entitlement to financial social assistance, people who are not eligible for financial social assistance solely as a result of their own actions, and people who are eligible for a supplementary allowance and their partners, provided they are permanent residents of Slovenia. People who are in a foster family or institutional foster care after the age of 18 are also entitled to have their compulsory health insurance contributions paid.

EXEMPTION FROM PAYING FOR SOCIAL WELFARE SERVICES

Are you having problems paying the costs of a care home or other welfare institution for yourself or a loved one?

You may be entitled to a partial or full exemption from payment if a social services centre assesses, based on your application and financial status, that you cannot afford to pay the costs of care.

FORMS OF ASSISTANCE

Cash benefits you may be entitled to:

- financial social assistance
- extraordinary financial social assistance
- supplementary allowance
- child benefit
- state scholarship
- right to extraordinary financial social assistance to cover funeral expenses (funeral payment)
- right to one-off extraordinary financial social assistance following the death of a family member (death benefit)

Subsidies and reduced payments you may be entitled to:

- reduced nursery school fees
- free or subsidised school snacks
- free or subsidised school lunches
- rent subsidy
- exemption from paying for social welfare services
- right to have compulsory health insurance contribution paid
- right to have contribution for compulsory health insurance paid

EU assistance for the most deprived:

- assistance in the form of food
- accompanying measures

Social welfare and other programmes

Social services centres and NGOs around Slovenia offer as many as 208 programmes covering:

- social rehabilitation programmes for addicts
- mental health programmes
- programmes for homeless people
- programmes for the elderly
- programmes for children and adolescents
- violence-prevention programmes
- programmes for people with disabilities
- programmes for the Roma community
- family-support programmes
- intergenerational centres
- promotional programmes voluntary work and migrations

Social services centres offer the following services:

- social first aid
- personal aid
- support to victims of crime
- home help for families (help at home, social services)
- institutional care
- guidance, protection and employment under special conditions
- assistance to workers at companies, institutions and other employers

EU ASSISTANCE FOR THE MOST DEPRIVED

Are you unable to afford food?

You may ask for help at food banks run by the Red Cross, Slovenian Caritas and Prlekija Youth Centre. These schemes are co-financed by European Union funds and come in the form of packages containing a range of basic foodstuffs, such as flour, milk, pasta, rice, oil, canned vegetables (beans, tomatoes) and jam.

Do you feel you are dealing with your problems alone?

Alongside their food bank services, the Red Cross, Slovenian Caritas and Prlekija Youth Centre all run a number of other schemes at their distribution points. They will try to help you resolve your personal problems by discussing them with you. They also offer psychosocial counselling for individuals and families. You can attend talks and take part in education programmes in the form of workshops and networking activities. These will enable you to gain knowledge, recover your confidence and expand your social network.

Who is entitled to such assistance?

Unemployed people and people in work who are suffering from material hardship, people affected by natural disasters, single parents with one or more children, senior citizens with low pensions, people living alone (particularly people over the age of 65), homeless people, marginalised groups (Roma, refugees, migrants, etc.), as well as individuals who find themselves in distress as a result of illness or injury.

OTHER EU-FUNDED PROGRAMMES

MULTI-GENERATIONAL CENTRES+

As a family or individual, would you like to spend your free time in a more meaningful way?

Visit your nearest multi-generational centre and take part in any number of activities and programmes for families, adults, young people and children. There are free lectures, talks, workshops and events that help you make the most of your free time. The centres provide you with an excellent opportunity to develop and strengthen your skills, get to know other people and enjoy new experiences.

Don't delay – visit your local multi-generational centre today!

<https://www.gov.si teme/vecgeneracijski-centri/>

SOCIAL ACTIVATION+

Are you looking for new challenges, opportunities for personal development and ways of increasing your employment options?

There are various 'social activation+' activities available that will help you gain valuable experience and knowledge for your personal and professional development. You can take part in practical workshops and training programmes in a relaxed setting and featuring local providers. You will enhance your knowledge and skills, and make important contact with employers.

Social activation programme providers in your area:

<https://www.gov.si teme/ukrepi-na-podrocju-socialnega-varstva/>.



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PROJECT LEARNING FOR YOUNG ADULTS (PUM-O+)

Are you aged between 15 and 29, without secondary education and not in employment?

Then the 'PUM-O+' programme is for you! Visit your nearest regional Employment Service office and join a programme in which experienced professionals will help you develop new skills and knowledge, support your re-entry into education, and help prepare you for successful entry onto the jobs market. For more details, visit www.ess.gov.si.

EDUCATIONAL WORKSHOPS+

Have you been unemployed for a long time? Are you ready for some in-depth one-to-one or team-based careers advice?

Gain new knowledge and skills through practical training in a social enterprise setting and with the support of a mentor and trainer from the Employment Service. Give yourself a better chance on the jobs market with the help of subsidised employment and by joining the 'Educational Workshops+' programme. Visit your nearest Employment Service office, where they will be able to outline your options and explain what you have to do to join the programme. More at www.ess.gov.si.



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GET AN EU DISABILITY CARD

The National Council of Disability Organisations of Slovenia and the Urban Planning Institute of Slovenia have joined forces to launch a nationwide campaign to raise awareness of the importance of integrating people with disabilities into society at all levels. They are focusing in particular on the position of women and children with disabilities, and on rights to access, equality before the law, the protection of personal integrity, independent living and involvement in the community, respect for privacy, education, health, training and rehabilitation, work and employment, adequate living standards and social security, and the participation of people with disabilities in political and public life.

Why not join the many others who are already benefiting from the **EU Disability Card**? The card gives you a range of discounts and benefits, such as cheaper entry to events and sporting activities, reduced prices on books and much more. You can pick up an EU Disability Card, which is valid in every EU country, from any administrative unit in Slovenia free of charge.

For more on the EU Disability Card, visit www.invalidska-kartica.si.



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WELFARE RIGHTS ARE YOUR RIGHTS!

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REPUBLIKA SLOVENIJA
MINISTRSTVO ZA DELO, DRUŽINO,
SOCIALNE ZADEVE IN ENAKE MOŽNOSTI



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