



Welcome to Bilbao! Ongi etorri Bilbora!

We would like to welcome you to **Harreragune!**

Harreragune is a specialised public service for receiving and providing information and guidance to migrant people. It has been set up by the **Basque Government** and **Bilbao City Council** and is managed by **Zehar-Errefuxiatuekin**, an entity that has broad experience in the protection and accompaniment of migrants and refugees.

Our aim is to accompany migrant people who arrive in Bilbao as they establish themselves in the city and as they access rights and opportunities under equal conditions.

In Harreragune our focus is to work with migrant people by furthering their abilities, knowledge and experience, with the aim of supporting them while they build their life in the city.

Who is Harreragune for?

Harreragune is for assisting migrant people from inside and outside the European Union, who live or are planning on living in Bilbao.

What does Harreragune offer?

Our multidisciplinary team will provide you with information, guidance and support in the following areas:

Initial assistance and information

This is the first point of contact with Harreragune.

Our team will provide you with a personalised response and information on issues such as census registration, paperwork for foreign nationals, social resources, healthcare, schooling for minors, tuition in the official languages and other languages, employment guidance...

We can also put you in contact with social entities, resources and programmes that can contribute to your personal and professional development.

We are here to support you from the beginning and throughout your migratory process.

Specialised services

We provide a series of specialised services adapted to the most specific of needs:

- **Legal advice for foreign nationals**
- **Education-employment guidance**
- **Harmonisation and recognition of studies**
- **Psycho-social accompaniment**
- **Support for family regroupment**
- **Social and sports participation**

Group and community activities

Harreragune organises group activities to help you in the integration process. For example:

- **Spanish and Basque** language classes.
- **Information sessions** on employment rights, legislation on foreign nationals, equality, health, housing, the education system, financial education, equality of treatment and non-discrimination...
- **Information sessions** on **Basque culture and society**, as well as active participation in the life of the community in Bilbao.
- **Intercultural coexistence activities.**

Simultaneous translation

Harreragune provides you with a simultaneous translation service in more than 70 languages, facilitating access to information and any necessary paperwork.

We work with a network

Harreragune collaborates closely with a network of social entities that have years of experience designing reception and intercultural coexistence programmes.

We are able to put you in contact with entities and/or groups who can help you create your own network of support and assistance, making it easier for you to settle into the city.

We believe that public institutions and social organisations working together are fundamental for the city and for social cohesion.



Opening times

• In person:

Monday and Wednesday: 08:30–16:00
Tuesday and Thursday: 08:30–17:00
Friday: 08:30–14:00

• Telephone:

Monday to Thursday: 08:30–16:00
Friday: 08:30–14:00

• Location and Contact:

Address: Colón de Larreátegui 3, Bilbao.
Telephone: 944 00 82 00
Email: harreragune@bilbao.eus
Online: www.euskadi.eus/harreragune

This service is within the framework of the **Basque Reception Model** and reflects the interinstitutional commitments of the **Basque Social Pact for Migration**, an initiative that promotes inclusion and intercultural coexistence from a rights-based perspective in Euskadi.

Harreragune contributes to **Agenda 2030's Sustainable Development Goals**. Migration is a key driver for sustainable development and social cohesion in both the communities of origin and destination.



www.bilbao.eus/inmigracion

Guía de Recursos

Baliabide gida

Guide of resources

Ghid de informații utile

Guide de ressources

دليل الموارد

资源指南



Liburuxka euskaraz Folleto en español Leaflet in English Brochure en Français



كتيب بالعربية



Pliant în limba română



中文宣传册



Брошура українською



BASQUE RECEPTION SERVICE FOR **MIGRANT PEOPLE** IN **BILBAO**

