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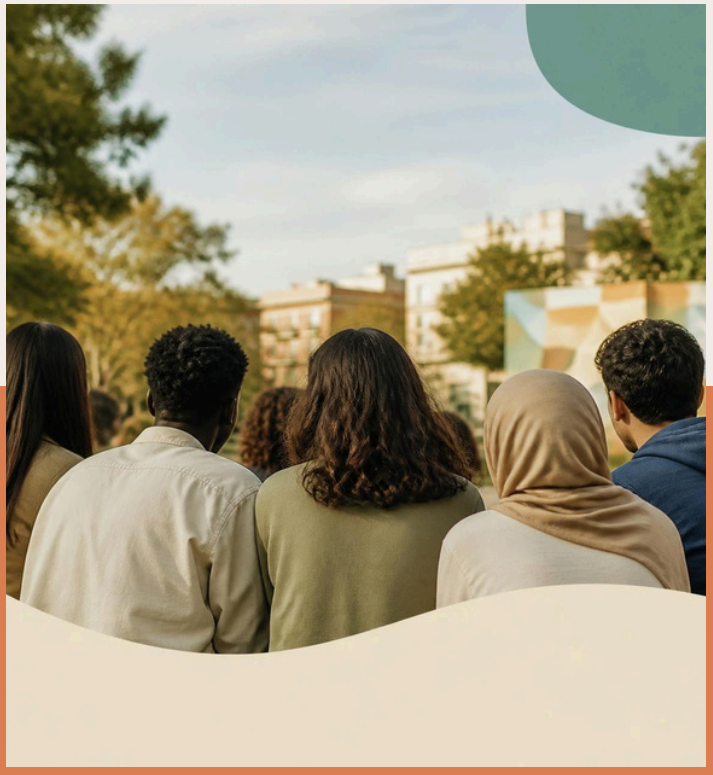
“DIRITTI, LAVORO E PARTECIPAZIONE”

PERCORSI PER L’AUTONOMIA E L’INTEGRAZIONE DEI GIOVANI



TOOLKIT LA CITTÀ È ANCHE TUA

A PRACTICAL GUIDE TO FINDING YOUR WAY, CHOOSING AND GETTING INVOLVED

With the support of

FONDAZIONE CARLO MARCHI

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*“**Diritti, lavoro e partecipazione - Percorsi per l’autonomia e l’integrazione dei giovani**”
“ was aimed at young people living in the city of Florence and was carried out by IParticipate, ItaliaHello and Anelli Mancanti, with the support of the Fondazione Carlo Marchi. The project combined language training, active citizenship activities and career guidance, offering participants practical tools to learn about their rights, navigate services and opportunities, and take part in the life of the city.*

The toolkit was created as a practical and replicable resource for collecting and sharing the materials, methods and good practices tested during the project, making the knowledge accessible even after the activities had ended.

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INTRODUCTION

When you arrive in a new place, or grow up between different worlds, you often have to find your way twice: first around the city, and then through all its unwritten rules.No one gives you a map.

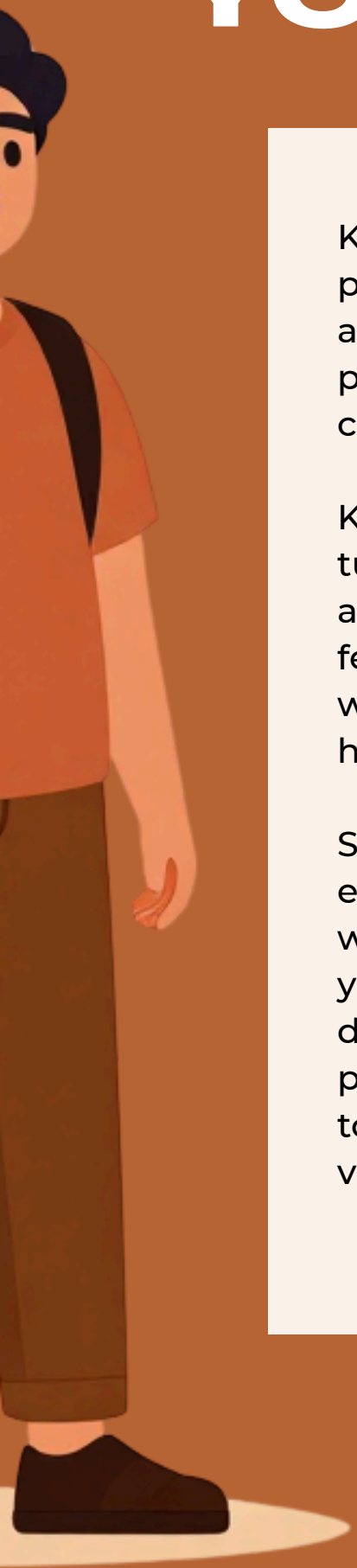
This toolkit tries to be that map, put together by people who already know the way. Inside, you will find three things that usually come in no particular order:

- **RIGHTS**. How to find your way around a city and who to ask for help when you need it: services, information desks, healthcare, housing and transport. And what to do when something goes wrong.
- **WORK**. How work functions in Italy, what is actually written in a contract, how to write a CV and where to look for a job. You will also find practical exercises.
- **PARTICIPATION**. How to find people, spaces and associations. Because feeling at home is not just about having a residence permit or a contract, but also about having someone to laugh with, discuss things with and build something together.

At the end, there is a section dedicated to Florence, with addresses and contacts you can use right away.

You don't have to read it from beginning to end. Open it wherever you need it, today or six months from now, and leave the rest for later. This is not a guide on how to “become Italian,” and it does not ask you to change. You already bring languages, stories, skills and networks that no one else here has.
The toolkit adds what is often missing: the right information, at the right time.

1. RIGHTS
YOUR RIGHTS, YOUR CITY



Knowing the city you live in is not just a practical matter. It is the first step towards asserting your rights. A right that exists on paper, but you don't know where or how to claim it, can still feel out of reach.

Knowing where to request a certificate, who to turn to if you have a problem, or what to do in an emergency are all things that can help you feel safer and more independent. This is true whether you have just arrived in a new place or have been living there for years.

Services vary from city to city, and sometimes even from one municipality to another. That is why you will find here the essential information you need to find your way around: healthcare, documents and permits, information desks and public offices, housing and transport. And what to do if you experience discrimination or violence.

1.1 Finding Your Way Around the City: Essential Services

The Municipality:

Registry Office and Municipal Offices

The Municipality (Comune) is the local authority that administers a city and the surrounding area. Through its offices, it provides many services to people who live there. Some of its most important offices include:



1. ***Anagrafe (Registry Office):*** this is the office where your residence is registered and where you can request documents such as an identity card. Many certificates can be downloaded online from home through ANPR(National Resident Population Registry). Before going to the office in person, check whether you can do what you need online instead.
2. ***Stato Civile (Civil Registry):*** for registering births, marriages, civil unions and deaths.
3. ***URP (Public Relations Office):*** for submitting requests, reports and complaints. It also provides general information and guidance. If you don't know where to start, this is a good place to begin.
4. ***Municipal Social Services:*** Public welfare services are provided mainly through municipalities. If you are experiencing financial or family difficulties, or if you have a disability, you can contact the social services to request financial or other types of support. Usually, each neighbourhood has its own local social services office: this is the first place to go to have your situation assessed.
5. ***Immigration Information Desk:*** many municipalities have an information desk where you can get guidance on documents and access free services.

Pay attention to your Residenza (registered residence)!

NSimply being physically present in Italy is not enough: as a rule, you apply for an identity card at the Municipality where you have your **residenza (registered residence)**, meaning the address where you are officially registered. If you live in one place but your residenza is elsewhere, you will need to contact the Municipality where you are registered—or first officially change your registered residence.

Other useful offices

Poste italiane

Post offices are useful for much more than sending letters and parcels.
Here you can also:

- activate SPID, the digital identity system used to access many public services online;
- pay bills and car tax;
- receive registered mail and official communications.

Many post offices also have a *Sportello Amico*, where you can get the postal kit to update, renew or request a duplicate of your permesso di soggiorno (residence permit).



Please note!

From 2026, Poste's SPID costs €6 per year, to be paid at the first renewal after January 1, 2026. Other providers were already charging a fee.

If you want to avoid this cost, the **CIE** is a free alternative. To activate and use the CIE with your smartphone, you need a device equipped with an NFC chip and the CIE ID app, as well as the PIN you receive when you apply for the card.

1.2 Staying Healthy: Healthcare and Pronto Soccorso

(Emergency Rooms)

Registration with the National Health Service (SSN)

In Italy, public healthcare is universal: anyone with a valid permesso di soggiorno (or waiting for its renewal) has the right to register with the SSN and obtain a tessera sanitaria (health insurance card). With this card, you can choose a family doctor (or general practitioner) or a pediatrician for children under 14. These services are free of charge and provide a point of reference for everyday healthcare and medical prescriptions.

People who do not yet have a valid residence permit are also entitled to urgent and essential healthcare through:

- The STP code (Straniero Temporaneamente Presente, or Temporarily Present Foreigner), issued by the local health authorities (ASL). With an STP code, you can receive emergency treatment if your life is at risk, as well as essential and ongoing care for long-term illnesses. Seeking life-saving medical care does not automatically result in a report to the authorities regarding a person's irregular status, except in cases provided for by law.

- The ENI card (Europeo Non Iscritto, or Non-Registered European Citizen) is a temporary healthcare document issued by the ASL that allows EU citizens without residence in Italy to access medical care.

Pronto soccorso (Emergency Room)

The Pronto Soccorso (emergency room) is for genuine emergencies and urgent situations: accidents, severe pain, and situations that pose an immediate risk to your health. For everything else, start with your family doctor.
If your family doctor is unavailable (at night, on weekends or public holidays), you can contact the guardia medica (out-of-hours medical service).

Remember! When you arrive at the pronto soccorso (emergency room), you are assigned a priority code based on the severity of your condition, NOT on the order in which you arrive:

- red: immediate emergency;
- yellow/orange: urgent;
- green: less urgent;
- white: non-urgent (often subject to a fee, known as a ticket).

Pharmacies

You can find medicines at pharmacies. Some medicines for minor health problems can be bought without a prescription. For most medicines, you need a prescription from a doctor. With a prescription, some medicines are free or available at a reduced cost, while others must be paid for in full.

Pharmacies take turns providing night and holiday services, so there is always at least one pharmacy on duty in the area. To find the nearest one, check the notice posted on the door of any pharmacy or search online.

Women's Health: Family Counseling Centres (Consultori)

IFamily counseling centres are public services, free of charge or available at a low cost, designed to support women's health at every stage of life. You can go there for:

- gynecological examinations;
- contraception;
- pregnancy and childbirth care;
- parenting support, menopause care and prevent

Many family planning clinics also offer psychological support and, in some cases, language support for those who need it. You do not need a referral from your GP to access these services: simply contact your nearest clinic directly; you can even drop in without an appointment for initial advice.

A family planning clinic is a different service from A&E.

If you find yourself in an emergency or in immediate danger, call 112 or go to A&E.

1.3 Documents and Permits: Who to Contact

Questura and Prefettura: do you know the difference?
They are both government offices, but they deal with different matters:

- the Questura is one of the main points of reference for permessi di soggiorno (residence permits): applications, renewals and other procedures related to staying in Italy.
- the Prefettura carries out various administrative functions on behalf of the State at the local level. It may handle certain procedures, such as citizenship and family reunification.

You don't have to do everything on your own! Finding your way through documents, offices and procedures can be complicated. Knowing which office is responsible for what can help you avoid mistakes, wasted time and unnecessary appointments. Immigration and citizenship rules change over time and depend on your personal situation. Before submitting an application or handing in any documents, speak to a specialised information desk. In addition to public offices, there are associations and information desks that provide information and guidance. Always choose a reliable service with qualified staff.

1.4 Information Desks: Who Can Listen and Support You

In addition to immigration information desks, there are other services that can help with different issues:

- **Information desks**: for an initial consultation on work, housing, family matters or other legal issues. They are often free or low-cost.
- **Language support desks**: to learn or improve your Italian. They are often connected to public courses, such as CPIA (Provincial Centres for Adult Education), or to courses run by associations.
- **General help centres**: places where you can get support and guidance on several issues at once, including housing, work, healthcare and bureaucracy.

1.5 Housing and transport: living and getting around

Looking for a Rental Home

Finding a home is one of the most important things—and increasingly difficult. That's why it's important to understand exactly what you are signing when you find a home to rent.
The rental agreement sets out the rights and responsibilities of both the landlord and the tenant. A proper, legally valid contract protects you in several ways.
Before signing, take your time to read it carefully. If anything is unclear, especially if this is your first time renting, ask for help from a qualified and recognised advice service.

WATCH OUT FOR SCAMS!

Be wary of anyone who asks you to send money before you have verified that the property exists and the identity of the person you are dealing with. Also be careful with listings whose prices are much lower than those normally found on the market, and with requests for payment without a receipt or without a clear agreement.

Do not send photos of your personal documents or bank details to people whose identity you have not verified.

Changing Your Registered Residence

To change your residenza (registered residence), you need a valid document or arrangement giving you the right to live in the property, such as a registered rental contract. Without one, it can be difficult to register your residenza (residence), which you need for many procedures, including those related to your permesso di soggiorno (residence permit).

When you move into a new home, you must notify the Municipality's Registry Office of your change of residence, including online where available. This is an important step: your residenza (registered residence) is linked to access to many services, including a family doctor, school enrolment for your children and certain residence permit procedures.

REMEMBER!

When you renew your permesso di soggiorno (residence permit), you must present the new permesso (permit) to your Municipality within 60 days of the renewal date. If you do not report the renewal within 180 days of the expiry of your previous permit, the Municipality may begin the procedure to remove you from the population register due to being untraceable or failing to renew your registered residence.

Some Words to Know

Proprietario o locatore (landlord): The person who makes the property available for rent.

Inquilino o conduttore (tenant): The person who rents the house or room.

Canone di affitto (rent): The amount of money the tenant pays regularly, usually every month, to live in the property.

Deposito cauzionale (security deposit): An amount that may be requested at the beginning of the contract as a guarantee. The conditions for its return must be stated in the contract.

Spese condominiali (condominium fees): Expenses related to the management of the shared areas and services of the building. They usually have to be paid separately.

Durata del contratto (contract duration): The contract must specify how long it is valid and the conditions for its renewal.

Registrazione del contratto (contract registration): A rental contract must be handled according to the procedures established by law. Registration is an important form of protection for both the tenant and the landlord and must be completed at the beginning of the contract.

Utenze (utilities): Utilities are the services needed to run a home. The main utilities are electricity, gas, water and TARI (waste tax).



Public Transportation

In Italy, public transportation is very important, especially in large cities. You can use buses, trams, the metro and trains, as well as e-scooters and bicycles. Many public transport systems operate at the provincial level and often have a website with all the information passengers need, such as timetables, fares, bus routes and more.

Before you travel, check where to buy your ticket, whether it needs to be validated, and how long it is valid.

Travelling without a valid ticket may result in a fine.

1.6 When Something Goes Wrong: Discrimination and Violence - Where to Ask for Help

If you experience discrimination

The law prohibits all forms of discrimination: at work, when looking for housing, and in everyday life. If this happens to you, don't face it alone. You can contact an anti-discrimination help desk, which can provide legal support and help you, if you wish, to file a report or complaint.

If you experience violence

If you experience violence (physical, psychological or economic), particularly gender-based violence or domestic violence, you can contact an anti-violence centre. These centres are free of charge. When you first contact them, you can ask how your information will be handled and what will happen next.

Useful numbers

- **112**: the single emergency number (police, Carabinieri, ambulance, fire brigade).
- **1522**: the helpline for violence and stalking, free of charge, available 24 hours a day and in several languages.

USEFUL DOCUMENTS TO ALWAYS HAVE WITH YOU



Identity document



Health insurance card (if registered with the SSN) or STP code/ENI card



Codice Fiscale (Tax code)



Registered rental contract (if you rent your home)



Residence permit (or receipt confirming your application/renewal)



Phone number of a trusted help desk or association, in case you need assistance

2.WORK
WORKING IN ITALY, EXPLAINED CLEARLY



In Italy, employment is regulated by the Constitution, national laws and **CCNLs (Contratti Collettivi Nazionali di Lavoro - National Collective Labour Agreements)**. CCNLs are agreements between trade unions and employers. There is one for each sector (construction, catering, domestic work, etc.), and they set minimum wages and basic employment rules.

One thing to know right away: people who work have the same fundamental rights, including fair pay and safe working conditions. Your nationality and the type of permesso di soggiorno you have do not affect these rights. However, not all permessi di soggiorno allow you to work under the same conditions. If you are unsure, ask an advice service before accepting a job.

Looking for work varies from country to country: how to write a CV, how job interviews work and how to apply. The next pages will guide you through the Italian context. The experience and skills you have gained elsewhere matter: here you will find out how to present them.

2.1 Contracts, Rights and Unwritten Rules

In Italy, there are three main types of work. They differ in terms of the protections you have and how contributions are paid (the money paid towards your pension, sickness and unemployment benefits):

1 **Lavoro dipendente (subordinate employment)**: you work for an employer who decides your working hours, tasks and workplace. You receive a fixed salary every month, as well as paid holidays and sick leave. The company pays your social security contributions. When the employment relationship ends, you receive TFR (Trattamento di Fine Rapporto, or "severance pay"): a sum of money that the company sets aside for you. This type of employment provides the most protections.

2 **Lavoro autonomo (self-employment / Partita IVA):** you work for yourself (for example, as a craftsperson, freelancer or mediator). You issue invoices for your work. You are responsible for paying your own taxes and pension contributions (through the Gestione Separata INPS or through the professional fund for your occupation). You do not have paid holidays or paid sick leave.

3 **Lavoro parasubordinato (parasubordinate work): t**his is a middle ground (for example, collaboration contracts, or co.co.co.). You work continuously with a client or contracting party (the person or organisation that gives you the work), but you organise your working time with greater autonomy. You have fewer protections than an employee.

	Lavoro dipendente (subordinate employment)	Lavoro autonomo (self-employment)	Lavoro parasubordinato (parasubordinate work)
Who organises the work	The employer	You, independently	You, in agreement with the person or organisation giving you the work
How you are paid	Fixed monthly salary (busta paga)	By invoice, for the work completed	Periodic payment, as specified in the contract
Contributi (Contributions)	Paid by the company (part of them is also deducted from your pay)	Paid directly by you (through *Gestione Separata INPS* or a professional fund)	Paid by the person or organisation giving you the work, but part is withheld from your payment
Paid holidays and sick leave	Yes, guaranteed by the CCNL	No, unless you have private insurance	Rarely, only the minimum protections required by law
TFR (Severance pay)	Yes	No	No
Type of contract	Employment contract	Partita IVA	Collaboration contract (es. co.co.co.)
Examples	Factory worker, office employee, shop assistant	Mediator, craftsperson, trader	Project collaborator, some delivery riders and consultants

The Main Types of Employment Contracts
(subordinate employment)

If you work as an employee, your contract can take different forms:

- **Tempo indeterminato (permanent contract): i**t has no end date. It offers the greatest stability and protections.
- **Tempo determinato (fixed-term contract): i**t has an end date (a specific date or the end of a project). You are still entitled to paid holidays, sick leave and social security contributions, but the contract lasts for a limited period, as established by law or the CCNL.
- **Apprendistato (apprenticeship):** designed for people entering the job market for the first time or for those who are changing careers. It combines work and training. Pay is lower during the initial period, but you receive training for a specific occupation.
- **Part-time (part-time work):** involves fewer working hours than full-time employment (for example, 20 hours a week instead of 40). Salary, holidays and social security contributions are proportional to the hours worked.
- **Somministrazione (temporary agency work):** you are employed by an Agenzia per il Lavoro (APL), or employment agency, which then assigns you to work for a company for a specific period. You have the same basic rights as someone employed directly by the company.



Please note!

The contract you sign must always clearly state the type of contract, its duration (if applicable), and your inquadramento (employment level and job classification). If anything is unclear, ask an advice service for help before signing.

Your Fundamental Rights

- **Fair pay:** your salary cannot be lower than the minimum wage established by the CCNL for your sector.
- **Busta paga (or pay slip):** you receive it every month. It tells you how much you earn before taxes (gross salary), how much taxes you pay and how much you actually receive in your bank account (net salary). Many contracts provide for an extra month's pay in December (thirteenth-month pay), and in some sectors, another one in June/July (fourteenth-month pay).
- **Paid holidays**: at least 4 weeks per year, in addition to the weekly rest period.
- **Sick leave**: inform your employer and provide a medical certificate. While you are sick, your employer cannot dismiss you, but this protection only applies for a limited period established by law (periodo di comporto, the maximum period of protected sick leave).
- **Maternity and paternity**: if you are pregnant, you take time off work before and after the birth, for a total of 5 months. This is called maternity leave and is mandatory. During these months, you receive around 80% of your salary (with a €1,500 salary, around €1,200). From the beginning of pregnancy until the child's first birthday, your employer cannot dismiss you. Fathers are also entitled to a period of leave when a child is born: this is paternity leave.
- **Probationary period:** when you start a new job, there is often a probationary period (its length depends on your job classification and the CCNL). During this period, both the employee and the employer can end the employment relationship at any time, without notice and without having to give a reason.
- **Workplace safety**: the employer must provide a safe working environment. They must provide you with protective equipment free of charge (safety shoes, gloves, helmets, etc.), known as DPI (Dispositivi di Protezione Individuale, or personal protective equipment). They must also explain how to work safely in a language you understand.
- **Freedom of association**: You are free to join a trade union (for example, CGIL, CISL, UIL or USB). A trade union is an organisation that supports workers: it can provide advice, check your pay slip and protect you if your employer does not respect your rights.

Rights in Case of Dismissal

- **If you are dismissed.** Your employer cannot dismiss you without a valid reason: this may be giusta causa (just cause — a serious breach that allows the contract to be ended immediately) or giustificato motivo (justified reason — for example, financial difficulties within the company, or improper conduct that is less serious). If there is no notice period (see glossary), the employer must pay you instead of giving you notice. If you believe your dismissal is unfair, you can contact a trade union or legal advice service within a few months of the date of dismissal: waiting too long may mean losing your right to challenge it.
- **After dismissal.** If you have involuntarily lost an employee job and meet the requirements, you can apply for NASpI, the INPS unemployment benefit (see also the glossary).

WORK

What You Need to Work Legally

You need two documents:

1. Codice Fiscale (Tax Code — you need to apply for it through the Agenzia delle Entrate);
2. A valid Permesso di Soggiorno (residence permit) that allows you to work, or the receipt for the first application/renewal issued by the Questura or Poste Italiane.

To work, you will also need an IBAN (bank account or libretto postale, postal savings account). Many employers require salaries to be paid by bank transfer.

What Is the Modello UNILAV?

When you start a job, your employer must notify the Ministry of Labour.

This notification is called **UNILAV**.

It is important for you too: it is the official proof that your employment is properly registered, and you may need it when applying for or renewing your *permesso di soggiorno* (residence permit) at the *Questura*.

Which Permessi di Soggiorno Allow You to Work?

Some types of *permesso di soggiorno* that allow you to work include:

- **Lavoro subordinato** (employment)
- **Lavoro autonomo** (self-employment)
- **Protezione Internazionale** (International Protection — Asylum / Subsidiary Protection) and **Protezione Speciale**(Special Protection)
- **Motivi Familiari** (family reasons)
- **Studio** (study) — with a maximum limit of 20 hours per week and up to 1,040 hours per year

Be Careful with "Lavoro in Nero" (undeclared work)

Lavoro in nero means working without a formal employment contract. If you work this way, you face serious risks:

- you do not pay social security contributions, so you may receive a lower pension—or no pension at all;
- if you are injured or become ill, you are not properly protected;
- you cannot claim unemployment benefits if you lose your job;
- you cannot use this employment as part of an application for or renewal of your permesso di soggiorno.

It may seem like a quick solution. In reality, it can create serious problems for your residence permit and your future.

2.2 Applying for a Job: CV, Cover Letter and Interview

How to Write a CV That Works in Italy

Your Curriculum Vitae (CV) tells employers who you are, what experience you have, and what you can do. In Italy, the most commonly used format is the Europass CV.

To create or update your CV, you can use two free and easy-to-use tools:

- Europass: fill in the template online on the official European Union website (europa.eu).
- JobClinic: sign up, create your CV in just a few steps, and keep it updated through your profile

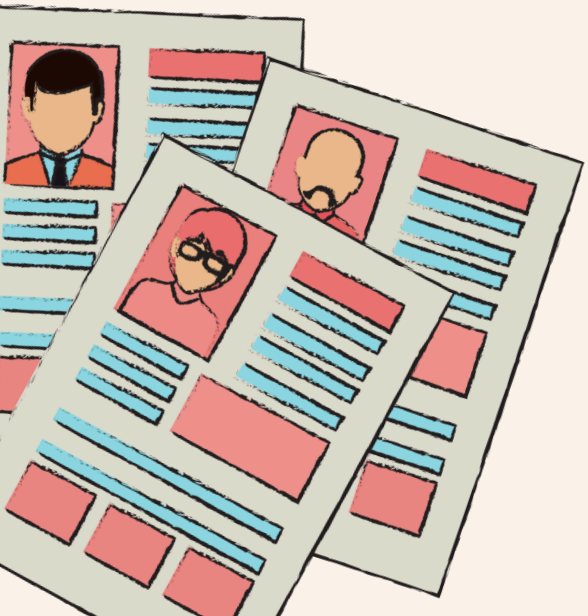
What to Include in Your CV:

- **Personal details.** First name, last name, address, phone number and email address.

! Tip: Mention if you have a permesso di soggiorno (residence permit) and a driving licence.

- **Languages**. Your level of Italian (for example A2, B1 or B2) and any other languages you speak.
- **Work experience.** Start with your most recent experience. Also include jobs you had in your home country or during your migration journey.
- **Education and training**. Degrees, qualifications, courses and certificates (for example, HACCP certification for working in the food service industry or workplace safety training). If you have obtained equipollenza or recognition of a foreign qualification, mention it.
- **Photo**. It is optional, but commonly requested in Italy. If you include one, choose a professional head-and-shoulders photo with a light background.
- **Cover letter (or motivational letter)**. A short text attached to your application or included in the body of the email. Explain who you are, why you are applying for the position and what your strengths are. It can make a good first impression and add a personal touch to your CV.
- **Privacy (GDPR).** At the bottom of your CV, write

"Autorizzo il trattamento dei miei dati personali presenti nel CV ai sensi del Regolamento UE 2016/679 (GDPR)."
(I authorise the processing of my personal data contained in this CV in accordance with EU Regulation 2016/679 (GDPR).)



Get Ready for the Interview!



The interview gives the company a chance to get to know you and assess your skills, but it is also useful for you! The interview is an opportunity to understand whether the job is right for you.

- **Before:** Find out about the company so you understand what it produces, what services it offers, and so on.
- **Punctuality**: Arrive a few minutes early—or log in a few minutes early if the interview is online.
- **Clothing**: Dress neatly and appropriately for the sector: more formal for office jobs, more practical for manual work.
- **Documents**: Bring an identity document, codice fiscale (tax code), permesso di soggiorno (residence permit) if required, and copies of your CV.
- **During the interview**: Answer honestly. If you do not understand a question, politely ask the interviewer to repeat it more slowly.
- **Frequently asked questions**: Practise with a friend. You can find the full exercise in section 2.4.
- **After the interview:** It is normal not to receive an answer immediately. You can politely ask when you can expect to hear back. If that date passes and you have not heard anything, send a short thank-you email and politely follow up. For example: "Thank you again for the opportunity. I would like to ask if there are any updates on the selection process."This shows that you are interested without being pushy.



WORK

2.3 Looking for Work: Where, Who Can Help, and How

In-Person Services and Help Desks



CPI - Centro per l'Impiego | Employment Center

Here you can register with the DID (Dichiarazione di Immediata Disponibilità), which confirms that you are unemployed and available for work, and receive free career guidance.



APL - Agenzie per il Lavoro (Employment Agencies

private agencies authorised by the Ministry of Labour (e.g. Adecco, Randstad, Manpower, Gi Group).



Help Desks and Third-Sector Organisations

organisations such as Caritas, Arci, SAI, local support centres and social cooperatives offer free services for job guidance, CV writing and legal support for foreign nationals.



Patronati and Trade Unions

useful for checking whether your employment contract and payslips are correct and for assistance with unemployment benefit applications.

Please note!

Registering with and looking for work through an Agenzia per il Lavoro is always free of charge. No one can ask you for money to find you a job.

WORK

Digital Platforms and Apps



Indeed, InfoJobs, Monster, Subito.it

the most widely used websites in Italy for applying for local job vacancies.

LinkedIn

a professional network particularly useful for qualified, technical and administrative roles.



ClicLavoro (cliclavoro.gov.it):

the Ministry of Labour's online portal, connected to the CPI network.

JobClinic (jobclinic.it)

a digital platform specifically designed to help people with a migration background, refugees and asylum seekers find work in Italy. By registering for free, you can search for jobs that match your skills, apply for positions and have interviews with companies registered on the platform.



ARTI and Regional Job Portals

official websites run by the Regions, such as ARTI Toscana and the portals of other Regions, where you can find vacancies advertised by local Centri per l'Impiego.

2.4 Practical Guide: The Interview, Step by Step

Use this worksheet with a social worker, Italian teacher or classmate.

One person will be the **Interviewer** and the other the **Candidate**.

Before the Interview: Checklist

□ I have my **identity document, Codice Fiscale (tax code), and Permesso di Soggiorno (residence permit)** (or receipt) with me.

□ I have printed 2 updated copies of my CV.

□ I know the appointment address and which public transport I need to take to arrive on time.

□ I can describe my work and educational background in 1–2 minutes.

□ I have read the main information about the company and the position I am applying for.

□ I have thought of at least 2 questions to ask the interviewer (e.g. working hours, duties, type of contract).

Guiding Questions for the Practice Interview

WORK

Interviewer's question	Tips for answering
Could you tell me a little about yourself?	Give a brief introduction (1–2 minutes): your name, how long you have been in Italy, what you studied, what jobs you have done, and what you are looking for
Do you have a valid residence permit that allows you to work?	Answer clearly: *"Yes, I have a residence permit for [reason], valid until [date]."* Or: *"I have the renewal receipt from the Questura, which legally allows me to work."*
Why did you apply for this position?	Explain what you like about the job. Talk about what you can do and what you are looking for.
What are your strengths?	Give 2–3 specific qualities, with a short practical example for each.
What are your weaknesses?	Mention a real area you are working on. Show that you are aware of it and want to improve.
Do you have experience in a similar job?	Describe what you have done, including experience gained in another country or through informal work.
When could you start working?	State your actual availability (e.g. *"I can start immediately"* or *"I need X days' notice."*)
Do you have any questions for us?	Ask 1–2 specific questions: *"What type of contract is offered?"*, *"What will the working hours be?"*, *"Is there an induction or training period?"*

Self-Assessment Worksheet (To complete after the practice interview)

What to assess	Rating (1–5) / Notes
Self-introduction: Did I explain who I am and what I can do?	
Documents: Did I clearly explain the status of my *permesso di soggiorno* (residence permit)?	
Language: Did I understand the questions and answer clearly?	
Tone and body language: Did I appear confident? Did I maintain good posture?	
Questions: Did I ask for clarification about working hours or the type of contract?	

What Do I Need To Improve for the Next Interview:

.....

.....

.....

.....

Work Glossary

- **Busta paga (or cedolino): t**he document you receive every month. It shows your gross salary, taxes and social security contributions withheld, and your net salary.
- **CAF (Centro di Assistenza Fiscale)**: a service that helps you with tax returns (Modello 730), ISEE, bonuses and other benefits.
- **CCNL**: the agreement between trade unions and employers that sets minimum rights, working hours and minimum pay for each sector.
- **Colloquio di lavoro / CV:** the job interview with the company and the document that describes your work and educational background and your skills.
- **Congedo di maternità**: mandatory leave from work before and after childbirth (5 months in total), with approximately 80% of your salary.
- **Congedo di paternità**: the days of leave from work that the law provides for fathers when a child is born.
- **DPI (Dispositivi di Protezione Individuale):** personal protective equipment such as gloves, helmets, safety shoes and masks. The employer must provide these free of charge.
- **INAIL**: the public institute that provides insurance against workplace accidents and occupational diseases.
- **INPS**: the public institute that manages pensions, unemployment benefits and other social security benefits.

- **Modello UNILAV**: the notification through which the employer reports the start of an employment relationship to the Ministry of Labour. It is proof that the employment is officially registered and is used for residence permit procedures.

- **NASpI**: the INPS unemployment benefit for employees who involuntarily lose their job.

- **Partita IVA:** the tax identification number used when working as a self-employed person or freelancer.

- **Patronati**: organisations that provide free assistance with INPS procedures (pensions, NASpI, maternity benefits, disability benefits) and INAIL matters, and often also help with work-related residence permits.

- **Periodo di comporto**: the maximum period of sick leave established by the CCNL during which you are entitled to keep your job.

- **Periodo di prova**: the initial period of an employment relationship, during which either party can end the contract without notice or giving a reason.

- **Preavviso**: the period between giving notice that the employment relationship will end and the final day of work, in the case of resignation or dismissal.

- **Ritenuta d'acconto**: an amount withheld from your payment and paid to the State as an advance payment of taxes, for certain types of self-employed work.

- **Sindacato**: an organisation (such as CGIL, CISL, UIL or USB) that protects workers' rights, provides advice on payslips and assists workers in disputes with employers.

- **TFR (Trattamento di Fine Rapporto, or "liquidation")**: the amount set aside by the employer during your employment and paid to you when the employment relationship ends.

- **Tredicesima e quattordicesima:** additional monthly payments provided for by many employment contracts, usually paid in December and June/July.

3.PARTICIPATION
PARTICIPATION MEANS TAKING PART

In the previous sections, you have seen the rights you have (and those that people are still fighting for) and the different paths available in the world of work. Now there is a simple question that is rarely heard in major public debates: what does it really mean to participate?

The right to vote and citizenship remain fundamental. They determine who can have a formal say in decisions that affect everyone. That is why they are still at the centre of major political and social debates. Recent attempts to reform Italian citizenship law show this clearly: they reopen the question of who is “inside” and who remains “outside” the political community and society they are part of.

And they remind us of something important. Even citizenship, which can often seem fixed and natural, is a historical construct. It changes over time, and with it, who is included and who is excluded.



PARTICIPATION

3.1 What Does It Mean to Participate?

That is why the most obvious answer to "What does it mean to participate?"—voting, joining a political party, standing for election—is important, but it is not enough. It is an idea of participation that emerged in a specific historical and geographical context. It is only one of many ways of living together and building a community. And it should not be used as a measure of who participates "properly" and who does not, especially at a time when the boundaries of who is a citizen, and therefore who can vote, are still being debated.

Think of someone who grows up between Dakar and Florence, Tirana and Milan, Lima and Turin. They bring with them different ideas of community, different ways of making decisions together, and different ways of taking action. Here are a few examples:

- **Teranga** (Senegal): hospitality as a form of social infrastructure, not simply an individual gesture. That is participation.
- **Tontine** (in many West African diasporas): shared mutual-aid funds. They combine economic and social participation.
- **Ubuntu** (Southern Africa): "I am because we are." It is not just a phrase to quote in passing.
- **Minga** (in some Latin American communities): working together to help the whole community.
- **Gotong royong** (Indonesia): a principle of mutual help. People work together to address a shared need.
- **Ayni** (in many Indigenous communities of the Andes): reciprocity. Today I help you; tomorrow you help me.

This section starts from here. Participation has many different shades and forms.
Younger generations are often the first to explore them
with their multiple identities and senses of belonging

3.2 Four Ways to Participate Beyond the Ballot Box



1 *Associative and Community Participation*

Creating an association or joining one is one of the most concrete ways to make a difference in your local community. In Italy, there are associations created by and for second-generation and younger people from migrant backgrounds: the G2 Network, the CoNNGI network, and many local intercultural associations for young people with different backgrounds. They create new spaces that combine political advocacy, mutual support and cultural expression.

2 *Informal and Cultural Participation*

A collective that organises a festival, a blog that opens up a debate, a group that transforms an abandoned space into a cultural centre: all of these are forms of participation, even without going through any institution. For many young people, it is precisely here - in music, spoken word and urban art—that a shared public voice emerges for the first time.

3 *Transnational and Diaspora Participation*

Many young people have families in two or more countries. For them, participation does not stop at the border. Contributing to a project in their parents' country of origin, joining an association of people from the same country that sends collective remittances to build local infrastructure, keeping networks alive across continents and generations: all of this is active citizenship, even if Italian legal categories struggle to recognise it.

4 *Institutional and Consultative Participation*

There are also more "traditional" spaces: community groups, bookshops, cafés, cultural hubs, libraries, neighbourhood centres, advisory councils, public assemblies, open municipal council meetings and discussion forums organised by public institutions.

These are places where you can meet other people, find out what is happening in your local area and discuss issues that affect the community. Sometimes, you can bring your proposals directly to decision-makers. Taking part in these spaces also helps you understand how your local community works and where you can make a difference.

PARTICIPATION

3.3 Participation Also Means Being Together

Participation is not just a “civic duty.” It is also a practical way to make friends, build connections and feel part of something. If you have arrived in a new city, move between different cultures and languages, or are struggling to find your place, getting involved can be a practical way to avoid feeling isolated and to learn or improve a language.

It is not only about “What can I do for my community?” It is also about **“What can the community give me – in terms of relationships, opportunities and a sense of belonging?”**

Here are three very practical ways to get involved.



Activism and Digital Participation

You do not have to wait for a public meeting to make your voice heard or find people who share a cause. Online petitions, social media campaigns, communities on Discord or Telegram, civic crowdfunding and participatory journalism are all forms of activism that are easy to get started with and can often be the first step towards more structured involvement. For people with connections in several countries, digital spaces can also help distant communities stay connected: diaspora groups, networks of young people in different cities, and hashtags that link local movements with global causes.

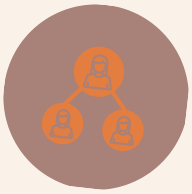
Social Spaces

Before getting involved in organised activities, there are places where you can meet other young people: youth centres, case del popolo, libraries that host cultural events, community-led regeneration spaces, oratori (parish youth centres), community gyms and social co-working spaces. These are informal spaces. It is often here, almost by chance, that relationships begin and later grow into more lasting forms of involvement.



Finding Associations

When you want to move from simply “meeting people” to “doing something together” on a more regular basis, the next step is to find the right association. If the organisation you need does not exist yet, you can create one.



PARTICIPATION

Taking part in city life also means knowing how to find, understand and verify the information we use to make decisions—about work, healthcare, rights, public services and what is happening in our community.

A simple rule: **STOP – SEARCH – COMPARE – SHARE**

🛑 **STOP**: Don't share it right away.

🔎 **SEARCH**: Find the original source and look for other information.

🔄 **COMPARE**: Check whether different sources report the same facts.

📲 **SHARE**: Only share it after you have verified it. Or clearly say that the information has not been verified.

Where Can I Start Getting Involved?

- ☐ I have identified at least one form of participation that feels right for me (associative, informal, transnational or institutional).
- ☐ I know at least one social space near my home (library, youth centre, social co-working space, etc.).
- ☐ I have the contact details of an association or help desk I can turn to to get started.
- ☐ I know how to apply the STOP–SEARCH–COMPARE–SHARE rule before sharing information.
- ☐ I have thought about what I would like to contribute to my community and what I would like to get from it.

4. FLORENCE - MAKE YOUR SPACE IN THE CITY!

WHERE TO GO, WHO TO CONTACT, WHAT TO KNOW



🩺 WHERE TO GO FOR HEALTHCARE HELP

- **Azienda Ospedaliero-Universitaria Careggi**

📍 Largo Giovanni Alessandro Brambilla, 3 – 50134 Firenze
☎ 055 794111

- **Azienda USL Toscana Centro – Casa della Comunità D'Annunzio + Servizio STP**

📍 Via Gabriele D'Annunzio, 29 – 50135 Firenze
☎ 055 6934901
☎ Centralino 055 6931111

- **Azienda USL Toscana Centro – Casa della Comunità Le Piagge + Servizio STP**

📍 Via dell'Osteria, 18 – 50142 Firenze
☎ 055 6934221 / 055 6934243
☎ Centralino 055 6931111

- **Azienda USL Toscana Centro – Casa della Comunità Viale Europa + Servizio STP**

📍 Viale Europa, 207/E – 50126 Firenze
☎ 055 6931111

- **Azienda USL Toscana Centro – Casa della Salute Morgagni + Servizio STP**

📍 Viale Morgagni, 33 – 50134 Firenze
☎ 055 6935300
☎ Centralino 055 6931111

- **Azienda USL Toscana Centro – Presidio Canova + Servizio STP**

📍 Via Chiusi, 4/2 – 50142 Firenze
☎ 055 6935406
☎ Centralino 055 6931111

- **Azienda USL Toscana Centro – Presidio Santa Rosa + Servizio STP**

📍 Lungarno Santa Rosa, 15 – 50142 Firenze
☎ 055 6935694 / 055 6935997
☎ Centralino 055 6931111

- **Azienda USL Toscana Centro – Sportello amministrativo Via Chiantigiana + Servizio STP**

📍 Via Chiantigiana, 37 – 50126 Firenze
☎ 055 6931111





- **Consultorio familiare – Canova**

📍 Via Chiusi, 4/2 – Firenze
☎️ 055 6935406
☎️ Centralino 055 6931111

- **Consultorio Familiare Il Campuccio**

📍 Via Villani, 21 – 50124 Firenze
☎️ 055 2298922

- **Consultorio ginecologico-ostetrico – Piero Palagi**

📍 Viale Michelangelo, 41 – Firenze
☎️ 055 6937249
☎️ Centralino 055 6931111

- **Consultorio Giovani – D'Annunzio**

📍 Via Gabriele D'Annunzio, 29 – Firenze
☎️ 055 6934587

- **Consultorio Giovani – Innocenti**

📍 Piazza Santissima Annunziata, 13 – Firenze
☎️ 055 6939907

- **Consultorio Giovani – Le Piagge**

📍 Via dell'Osteria, 18 – Firenze
☎️ 055 6934221 / 055 6934243

- **Gli Anelli Mancanti – Sportello Salute**
- 📍 Via Palazzuolo, 8 – Firenze

- **Misericordia di Firenze – Ambulatori Campo di Marte**

📍 Viale dei Mille, 90 – 50131 Firenze
☎️ 055 212221

- **Misericordia di Firenze – Ambulatori Centro Storico**

📍 Vicolo degli Adimari, 1 – 50122 Firenze
☎️ 055 212221

- **Misericordia di Firenze – Ambulatori Isolotto**

📍 Via del Sansovino, 176 – 50142 Firenze
☎️ 055 212221

- **Misericordia di Firenze – Ambulatori Novoli**

📍 Piazzetta Valdambra, 8 – 50127 Firenze
☎️ 055 212221

- **Misericordia di Firenze – Sede storica**

📍 Piazza del Duomo, 20 – 50122 Firenze
☎️ 055 239393
☎️ Servizi h24 055 212222
☎️ Ambulatori 055 212221

- **Ospedale Piero Palagi**

📍 Viale Michelangelo, 41 – 50122 Firenze
☎️ 055 6931111

- **Ospedale San Giovanni di Dio – Torregalli**

📍 Via Torregalli, 3 – 50143 Firenze
☎️ 055 6932111

- **Ospedale Santa Maria Nuova**

📍 Piazza Santa Maria Nuova, 1 – 50122 Firenze
☎️ 055 69381

- **Salute Mentale Adulti – CSM Q1/Q3**

📍 Viale Giovine Italia, 1/1 – Firenze
☎️ 055 6935505

- **Salute Mentale Adulti – CSM Q2**

📍 Via Gabriele D'Annunzio, 29 – Firenze
☎️ 055 6934409

- **Servizi per le Dipendenze – SerD / Presidio Santa Rosa**

📍 Lungarno Santa Rosa, 15 – Firenze
☎️ 055 6935694 / 055 6935997
☎️ Centralino 055 6931111

- **Servizio Psichiatrico di Diagnosi e Cura – Santa Maria Nuova**

📍 Piazza Santa Maria Nuova, 1 – Firenze
☎️ 055 6938898
Aperto h24

Addresses, phone numbers and opening hours may change over time. Before going in person, always check the organisation's website or call to verify the latest contact details.



💼 WHERE TO GO FOR HELP WITH WORK

- **ANOLF CISL – Associazione Nazionale Oltre le Frontiere**
📍 Via Carlo del Prete, 135 – 50127 Firenze
☎️ 055 3269029
✉️ anolf.firenze@gmail.com

- **CAF CISL – Firenze Centro**
📍 Via Palazzuolo, 114/R – 50123 Firenze
☎️ 055 214409
✉️ cislpalazzuolo@interfree.it

- **CAF CISL – Sede principale**
📍 Via Carlo del Prete, 137 – 50127 Firenze
☎️ 055 326901
✉️ cisl.sistema.servizi@tin.it

- **CAAF CGIL Toscana**
📍 Via Angelo Tavanti, 3 – 50134 Firenze
☎️ 055 7953111
✉️ callcenter@caaf.tosc.cgil.it

- **CGIL – Camera del Lavoro Metropolitana di Firenze**
📍 Borgo dei Greci, 3 – 50122 Firenze
☎️ 055 27001
☎️ Informazioni/prenotazioni: 055 2700500
✉️ firenze@firenze.cgil.it

- **CISL Firenze-Prato**
📍 Via Carlo del Prete, 137 – 50127 Firenze
☎️ 055 326901





- **Centri per l’Impiego – ARTI Toscana – Firenze Centro**

📍 Via Cavour, 19/R – 50129 Firenze
☎️ 055 19985051
✉️ ci.firenzecentro@arti.toscana.it

- **Centri per l’Impiego – ARTI Toscana – Firenze Isolotto**

📍 Via delle Torri, 23 – 50142 Firenze
☎️ 055 19985052
✉️ ci.firenzeisolotto@arti.toscana.it

- **Centri per l’Impiego – ARTI Toscana – Firenze Mercadante**

📍 Via Mercadante, 42 – Firenze
☎️ 055 19985063
✉️ serviziLavoro.firenze@arti.toscana.it

- **Centri per l’Impiego – ARTI Toscana – Firenze Parterre**

📍 Piazza della Libertà, 12 – 50129 Firenze
☎️ 055 19985053
✉️ ci.firenzeparterre@arti.toscana.it

- **INAS CISL – Patronato**

📍 Via Carlo del Prete, 135 – 50127 Firenze
☎️ 055 3269001 / 055 3269002 / 055 3269003 / 055 3269004 / 055 3269006
✉️ firenze@inas.it

- **INCA CGIL – Patronato**

📍 Borgo dei Greci, 3 – 50122 Firenze
☎️ 055 2700500 / 055 2700563
✉️ firenze@inca.it



- **JobClinic – ItaliaHello ETS**

📍 Via Palazzuolo, 8 – Firenze
Orientamento al lavoro, CV, lettere di presentazione, ricerca attiva, tirocini e formazione.

- **Patronato ACLI – Coverciano**

📍 Via Napoleone Bonaparte, 36 – 50137 Firenze
☎️ 055 613942
✉️ coverciano@patronato.acli.it

- **Patronato ACLI – Firenze Novoli**

📍 Via della Villa Demidoff, 19 – 50127 Firenze
☎️ 055 0982732
✉️ firenzenovoli@patronato.acli.it

- **Patronato ACLI – Isolotto**

📍 Via del Palazzo dei Diavoli, 66 – 50142 Firenze
☎️ 055 0981633
✉️ firenzeisolotto@patronato.acli.it

- **Patronato ACLI – Sede provinciale**

📍 Viale Belfiore, 43/A – 50144 Firenze
☎️ 055 357824
✉️ firenze@patronato.acli.it

- **Sportello immigrati ACLI**

📍 Viale Belfiore, 43/A – 50144 Firenze
☎️ 055 357824
✉️ firenze@patronato.acli.it

- **UIL Toscana / Firenze**
- 📍 Via Vittorio Corcos, 15 – 50142 Firenze
- ☎️ 055 7326199

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😮‍💨 WHERE TO GET INVOLVED

- **ACISJF Firenze**
📍 Via Valfonda, 1 – 50123 Firenze, Stazione Santa Maria Novella – binario 5
☎️ 055 294635
✉️ acisjf.firenze@gmail.com

- **ARCI e Circoli ARCI – Comitato Territoriale di Firenze**
📍 Piazza dei Ciompi, 11 – 50122 Firenze
☎️ 055 262970
✉️ firenze@arci.it

- **Arci Comitato Territoriale di Firenze – Circolo ARCI Vie Nuove**
📍 Viale Donato Giannotti, 13 – 50126 Firenze
☎️ 393 9190534
✉️ vienuove@vienuove.it

- **Biblioteca delle Oblate**
📍 Via dell'Oriuolo, 24 – 50122 Firenze
☎️ 055 2616512 / 055 2616523
✉️ bibliotecadelleoblate@comune.fi.it

- **Caritas Diocesana Firenze**
📍 Via de' Pucci, 2 – 50122 Firenze
☎️ 055 267701
✉️ segreteria@caritasfirenze.it

- **Casa del Popolo Galluzzo – ARCI**
📍 Via San Francesco d'Assisi, 1 – Firenze
☎️ 055 2049505 / 331 5881417
✉️ cdpgalluzzo@libero.it

- **Casa delle Donne di Firenze**
📍 Via delle Vecchie Carceri, 8 – Firenze
☎️ 055 218310
✉️ infodonna@comune.fi.it

- **CESVOT – Centro Servizi Volontariato Toscana**
📍 Via Ricasoli, 9 – 50122 Firenze
☎️ 055 271731
☎️ Numero verde 800 005363
✉️ info@cesvot.it





- **Circolo ARCI Porta al Prato**

📍 Via delle Porte Nuove, 33 – Firenze
☎️ 055 26297269

- **COSPE ETS**

📍 Via Scipio Slataper, 10 – 50134 Firenze
☎️ 055 473556
✉️ info@cospe.org

- **EUROPE DIRECT Firenze**

📍 Piazza delle Murate – 50122 Firenze
☎️ 055 244796
✉️ europedirect@comune.fi.it

- **Ex-Fila**

📍 Via Leto Casini, 11 – Firenze

- **Firenze ZAP**

📍 Firenze

- **Gli Anelli Mancanti**

📍 Via Palazzuolo, 8 – 50123 Firenze
☎️ 055 2399533
✉️ glianellimancanti@yahoo.it

- **Informadonna**

📍 Piazza delle Murate – 50122 Firenze
☎️ 055 218310
✉️ infodonna@comune.fi.it

- **Informagiovani Firenze**

📍 Piazza delle Murate – 50122 Firenze
☎️ 055 218310
✉️ infogiov@comune.fi.it

- **Giovani Associazioni – Informagiovani**

📍 Piazza delle Murate – 50122 Firenze
☎️ 055 218310
✉️ infogiov@comune.fi.it

- **LUMEN**

📍 Via del Guarlone, 25 – 50135 Firenze
☎️ 055 3984585

- **Nidiaci**

📍 Via dell'Ardiglione, 30/A – Firenze
☎️ 055 283846
✉️ nidiaci.giovani@comune.fi.it

- **Nosotras APS**

📍 Via Faenza, 103 – 50123 Firenze
☎️ 055 2776326
✉️ info@nosotras.it

- **Progetto Arcobaleno APS**

📍 Via del Leone, 9 – 50124 Firenze
☎️ 055 288150
✉️ arcobaleno@progettoarcobaleno.it

- **Spazio Giovani C.U.R.E.**

📍 Via Faentina, 145 – Firenze
☎️ 055 5522816
✉️ spaziocure@gmail.com

- **Spazi giovani del Comune di Firenze**

📍 Firenze
Rete cittadina di spazi e centri giovani

Addresses, phone numbers and opening hours may change over time. Before going in person, always check the organisation's website or call to verify the latest contact details.

ABOUT US

IPARTICIPATE

https://iparticipate.it/chi-siamo/

IParticipate Association was founded in Florence in 2015 by a group of **young people from European and non-European countries,** many of whom were born and/or raised in Italy. The association's establishment marked the culmination of a European training programme on civic engagement for its founding members and has resulted in **civic engagement and social activism on issues affecting young people from migrant backgrounds and beyond.**
We are those who are commonly referred to as the 'second generation', but, beyond such definitions, we are the most enduring embodiment of an increasingly multicultural society.

ITALIAHELLO

www.italiahello.it

IItaliaHello ETS supports **migrant** communities, **asylum seekers and refugees** in tackling the challenges they face on their journey towards social, cultural and economic inclusion in Italy. ItaliaHello focuses in particular on **access to information** as a key tool for the empowerment of people from migrant backgrounds, through a multilingual digital platform (www.italiahello.it) and the creation of **toolkits** and guides on topics relevant to its target audience.
It also develops programmes for **empowerment** and **mentorship**, **socio-cultural inclusion** and integration into the labour market.

GLI ANELLI MANCANTI

https://anellimancanti.com

Gli Anelli Mancanti provides support **services to promote the social and cultural inclusion** of disadvantaged people, including migrants, the homeless, women and children.
It also works to foster the **peaceful coexistence of different cultures,** lifestyles and models of development.
Every activity is aimed at promoting respect for human beings, understood both as individuals with universal rights and as members of the community who should be **informed, involved and empowered**.

YOU ARE NOT ALONE

Florence is yours too!

TOOLKIT

The toolkit forms part of the project ***Diritti, lavoro e partecipazione - Percorsi per l'autonomia e l'integrazione dei giovani***, which is aimed at young people living in the city of Florence. It was developed by IParticipate, ItaliaHello and Anelli Mancantii with the support of the Carlo Marchi Foundation.

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