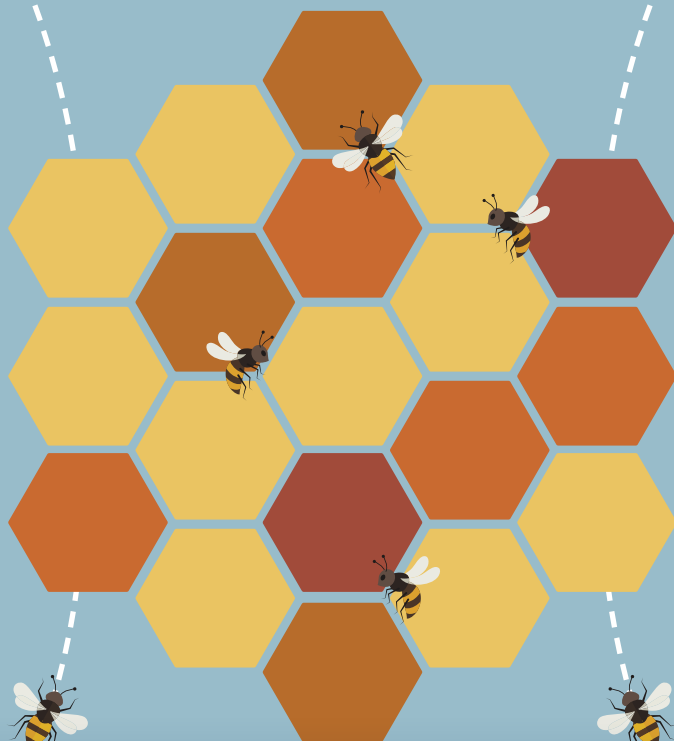




MATARÓ WELCOME GUIDE



Ajuntament
de Mataró

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Benvingudes

Bienvenida

Welcome

مرحبا بكم سيداتي و

欢迎

Benvidos

Ongi Etorri

Willkommen

Bienvenue

Benvenuto





2. Mataró

Catalonia is and has historically been a meeting place where different cultures from all over the world have coexisted, which has made Catalans a welcoming, open and inclusive community.

Catalan is the language of Catalonia. It is the official language together with Spanish. Knowledge of Catalan is an advantage when looking for a job and socialising.

Mataró, the capital of the Maresme region, is part of the province of Barcelona, has a population of 129,661 inhabitants ([idescat](#) 2020), and stands in a privileged location between the sea and the Coastal Range. It is only 30 minutes north of Barcelona and very close to the region's main tourist towns.

A walk through the city centre reveals a quality and diverse commercial and gastronomic offer, including the traditional markets of the Plaça Gran (El Rengle) and the Plaça de Cuba, with the best Home-Harvested products.

This offer combines with an attractive and pleasant environment that will surprise you with signs of its rich heritage: the Roman legacy of the ancient city of Illuro, the beauty of the baroque ensemble of the Chapel of Sorrows in the Basilica of Santa Maria or the Nau Gaudí, the first work of the modernist architect Antoni Gaudí and currently the site of the Contemporary Art Museum where the Bassat Collection is displayed, are just a few examples. This top-quality heritage can be discovered on guided tours or with the free audio guide service, available in five languages (Catalan, Spanish, English, French and Russian).

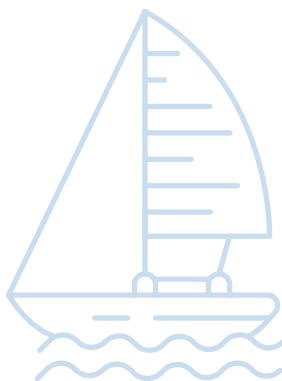
If you approach the seafront you will find beaches “Q” certified for tourist quality and with all the services for a good time in the water. The seafront's gastronomic and leisure offer is complemented by that of the Port of Mataró, a marina with more than a thousand moorings that offers nautical and underwater activities throughout the year.

If your passion is the hills, you can take walks or cycle through the Montnegre i Corredor Park and, if you love adventure, look for the Vertical Forest in the Forest Park.

Mataró is a city to discover all year round, but its activity is particularly intense in the summer: at the end of July the city explodes with Les Santes, a Heritage Festival of National Interest. Giants, fireworks, concerts, the Nit Boja (Crazy Night) and the human castles unique to this region are some of the main activities that take place there.

On the Mataró tourist portal www.visitmataro.cat, you will find information about markets, fairs, shops, restaurants, tourist attractions and much more.

Welcome to Mataró!





3. The City Council

The City Council is the public administration closest to citizens. It is run by the city government and is headed by the mayor of the city.

Mataró City Council, a municipality affiliated to the Network of Peoples and Cities for Human Rights (approved unanimously in the Plenary Session of 3 February 2005) and with the aim of promoting the values of the European Charter for the Protection of Human Rights in the City, proclaims and recognises the following rights and duties, among others, for its citizens:

RIGHTS

- Right to a city
- Principle of equal rights and non-discrimination
- Right to cultural, linguistic and religious freedom
- Right to enjoy specific protection measures
- Right to political participation
- Right of association, assembly and demonstration
- Right to private and family life
- Right to information
- Right to public social protection services
- Right to education
- Right to health
- Right to housing
- Right to work
- Right to the environment

DUTIES

- Duty to be registered
- Duty of solidarity
- Duty of mutual respect
- Duty to attend school
- Duty to respect the environment
- Duty to pay taxes
- Duty to respect the city's natural, cultural and artistic heritage



4. The Civil Registry

The Municipal Register of Inhabitants is the administrative register of the residents of a municipality and is proof of their residence.

Registration is a right and a duty. All people settling in Mataró (and living there for most of the year) must be registered in the Municipal Register of Inhabitants and must notify: changes of address, changes of their personal data and the birth of children.

Registry is necessary to appear on the Electoral Census, have access to municipal services, public health and also to ask for other official documents (ID, passport, and others).

It must be done in person at the Citizens' Attention Service, and it is free of charge.

Further information:



Access to procedure

Servei d'Atenció Ciutadana

Open Monday to Friday from 9 a.m. to 3 p.m. by appointment only.

- Centre: La Riera, 48
- Cerdanyola: passeig de Ramon Berenguer III, 82
- Rocafonda: carrer de Josep Punsola, 47





5. Reception

Mataró is a city that receives people from all over the world, with different knowledge, languages, cultures and religions.

Here are the tools that will help you:

- **Welcome guide:** this is the guide you are now holding. It is a guide for getting to know the services and facilities available in Mataró.
- **The First welcome service:** a set of actions and resources to meet the initial training and information needs of new citizens. It includes the support, training and certification of minimum knowledge to make it easier to live and work in Catalonia.

We welcome you to Mataró!

You will find our team at:

Pla d'en Boet Civic Centre (accessible facility)

Carrer de Juan Sebastián Elcano, 6, 2n pis (08302) Mataró



Tel. 93 758 24 93

acollida@ajmataro.cat

Open: by appointment

Social Media:



[@ciudadaniamataro](https://www.instagram.com/ciudadaniamataro)



[Ciudadania Global Mataró](https://www.facebook.com/CiudadaniaGlobalMataro)



6. Health

Residents in Catalonia are guaranteed health care. To be attended, you must have a **personal health card (TSI)**. It is free and individual: each member of the family must have their own.

To get it, you need to go to your health centre.

- **CAP Mataró Centre:** camí Ral, 208-210. Tel. 93 755 51 90
- **CAP Cirera-Molins:** ronda de Frederic Mistral, 4. Tel. 93 757 55 54
- **CAP El Maresme:** camí del Mig, 36 (2na planta). Tel. 93 741 60 73
- **CAP La Llàntia:** carrer Mare de Déu de Guadalupe, 2.
Tel. 93 741 69 69
- **CAP Rocafonda-Palau:** ronda Pintor Rafael Estrany, 8.
Tel. 93 755 62 07
- **CAP Ronda Cerdanya:** carrer Vallès, 37. Tel. 93 741 57 85
- **CAP Ronda Prim:** ronda de Joan Prim, 35. Tel. 93 741 50 44
 - Primary Care Centre EAP Ronda Prim
 - Primary Care Centre EAP La Riera

Once you have your personal health card (TSI), you can be taken care of by the Public Health Services.

- You can make an appointment at your health centre (CAP) by phone or on-line.



Access to procedure

• What to do in an emergency?

- Call **061 Salut Respon (the Health Department Answers)**: free phone, 24/365. You can do administrative procedures and solve health problems and doubts.

- Contact your health centre (CAP) during business hours.

- Contact an ongoing care centre (CAP with Ongoing Care or CUAP) when your CAP is closed.

• **CUAP Maresme**: passatge d'Antoni Díaz Conde, Mataró.

- Go to hospital emergencies, only for more severe problems:

• **Mataró Hospital**: carretera de Cirera, 230. Tel. 93 741 77 00



- In the event of emergency, call 112. It is a **public service with universal, free and permanent access to emergency care.**

Further information:

<https://catsalut.gencat.cat/>





7. Education

In the Spanish system, **education is compulsory between the ages of 6 and 16.**

Compulsory education, as well as second-cycle infants' education (3 to 6 years old) is **free.**

It consists of the following stages:

- Infant education (0 to 6 years)
- Primary education (6 to 12 years)
- Secondary education (ESO - School Certificate) (12 to 16 years)
- Post-compulsory education (baccalaureate, intermediate and advanced vocational training)
- Special education (art and language education)
- University education (European Higher Education Area): degrees, masters and doctorates.

For any queries related to compulsory education, please contact:

Education Office-OME (accessible facility)
Baixada de les Figueretes, 1, 2nd floor (08301) Mataró



Tel. 93 758 23 31

Open: from 9 a.m. to 2 p.m. and by appointment

ome@ajmataro.cat

In Mataró, we also have five public schools for adults , the TecnoCampus university study centre, and the Official School of Languages , the Municipal School of Music and the Theatre Workshop (Aula de Teatre).

The whole of the post-compulsory training offer (from the age of 16 and throughout life) is available to you on the portal:

<https://estudiamataro.cat>

Adult Training Centres:

- **CFA Alarona** (Pla d'en Boet): carrer Sant Cugat, 169-173.
Tel. 93 798 73 75 <https://agora.xtec.cat/afaalarona/>
 - **Can Marfà** (Centre): plaça dels Bous, 5.
Tel. 937 962 984 <http://cfacanmarfa.blogspot.com/>
 - **Els Tarongers** (Cerdanyola): carrer Mare de Deu de la Cisa, 92.
Tel. 93 799 46 04 <http://www.elstarongers.cat>
 - **Can Noè 1** (Cerdanyola): plaça del Canigó, 7. Tel. 93 796 48 01
Can Noè 2 (Rocafonda): avinguda Perú, 32. Tel. 93 169 56 49
<https://cannoe.es/>
-

TecnoCampus: <https://www.tecnocampus.cat/>

Official School of Languages: <https://www.eoimaresme.cat/>

Municipal School of Music: <https://www.emmmataro.cat/>

Aula de Teatre:

<https://www.culturamataro.cat/aula-de-teatre-1>



For recognition of the validity in Spain of degrees and studies performed abroad, you need to go to:

• **Educational Territorial Services in the Maresme-Vallès Oriental:**

Carrer Churruca, 90 (08301) Mataró



Tel. 93 693 18 90

For approval of non-university studies.

• **University Recognition Support Service (SARU)**

Carrer Calàbria, 147 (08015) Barcelona



Tel. 93 634 75 49 (by appointment only)

saru@gencat.cat

If you want to have your university studies approved.





8. Learning Catalan and Spanish

Mataró offers a wide range of Catalan and Spanish courses provided by the Administration or various citizens' entities.

A Mataró trobaràs **una àmplia oferta de cursos** de català i castellà que s'imparteixen des de les administracions o les diverses entitats ciutadanes.

Hola

El servei d'acollida de Mataró us ofereix informació sobre els **cursos bàsics de català i castellà gratuïts**.

Centre Cívic Pla d'en Boet (equipament accessible)
 Carrer de Juan Sebastián Elcano 6, 2n pis / 08302 Mataró
 Tel. 93 702 28 31 / acollida@ajmataro.cat
 (cal demanar cita prèvia)

 Ajuntament de Mataró





9. Work

If you are looking for work or want to find a better job, there are different public services for information and/or advice.

1- The Employment Service of Catalonia (SOC) is the body that registers job seekers and renewals and which deals with applications for benefits, subsidies and help for the unemployed, reskilling and professional activation programmes, training courses, information on job offers, advice and careers guidance.



• **Employment Office of the Government of Catalonia in Mataró (SOC):**

Carrer de Javier Castaños, 57,



Tel. 93 741 65 60

otg_matarorondes.soc@gencat.cat

<http://serveiocupacio.gencat.cat>

Open: from Mondays to Fridays from 8:30 a.m. to 2 p.m.



2- The Employment Service of Mataró (SOM) includes a service for professional guidance and advice, the “Anem per feina” workshops (training activities), the Job Club (advice for professionals and support in computer tools for people looking for work), resources for job seeking and professional development, accreditation of professional skills, training, job offers, support for entrepreneurship and various programmes to facilitate incorporation into the world of employment.

• **Employment Service of Mataró (SOM)
(for people over 26 years)**

Office of Employment and Economic Promotion
(accessible facility)

Carrer de Francisco Herrera, 70 (08301) Mataró



Tel. 93 758 21 31

serveiocupacio@ajmataro.cat

Open: from Mondays to Fridays from 8:30 a.m. to 2 p.m.

• **Youth Employment (from 16 to 25)**

Centre Cívic Cabot i Barba (accessible facility)

Plaça de Miquel Biada, 5 (08301) Mataró

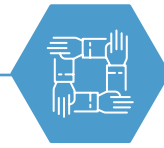


Tel. 93 757 82 41

serveiocupacio@ajmataro.cat

Open: from Mondays to Fridays from 9 a.m. to 2 p.m.





10. Social Welfare

The social services are a set of public interventions intended to contribute to citizens' greater social welfare. They provide personalised social assistance to inform, guide and advise on the social services and resources available to the Social Services public network. We have a set of services available to help citizens, in order to:

- Cover their basic needs
- Prevent situations of social risk
- Improve personal autonomy
- Help in difficulties arising from personal, family or community relationships

Social Welfare Service (accessible facility)

Avinguda de Puig i Cadafalch, 101-111

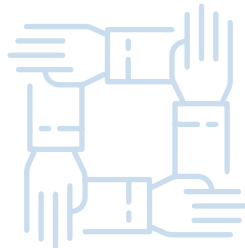


Tel: 93 758 23 01

Open: from Mondays to Fridays from 9 a.m. to 2 p.m.

consultaserveissocials@ajmataro.cat

By appointment only





11. Legal and Work advice for foreigners

In Mataró, in the area of foreign affairs and with the support of Barcelona Provincial Council, you will find two entities that provide this specialised service for free:

- **AMIC/UGT**

Plaça de les Tereses ,17. Tel. 93 790 44 46 (By appointment only)



- **CITE/CCOO**

Carrer Castaños, 120. Tel. 93 741 53 40 (By appointment only)





12. Housing

The Local Housing Office works on the citizens' right to housing to make this an element of cohesion in the city. It does so with the Administration responsible for housing (the Government of Catalonia), the municipal services involved and the remaining territorial agents working there.

The Mataró Local Housing Office is the gateway for citizens to all services and all information on housing.

Local Housing Office

Carrer de Pablo Iglesias, 63, 1st floor. Office number 12

Tel. 93 757 85 38

Open: from Mondays to Fridays from 8:30 a.m. to 2 p.m.

pumsa@pumsa.cat

ajutslloguer@pumsa.cat





13. Citizen participation, Associations and Volunteering

Mataró City Council offers different services to promote the participation of the city's people and entities. Here it offers the entities, associations and citizens of Mataró the mechanisms to build a more open and socially cohesive city, and to facilitate people's individual and collective development from a universal, participatory and inclusive viewpoint.

It monitors the development of the **Regulation of Citizens' Participation** and the functioning of the bodies and mechanisms of participation that it defines, such as the municipal boards of sectoral and territorial participation; the City Council; the Citizens' Register, or; the different participation processes carried out in the city, through the platform www.decidimataro.cat

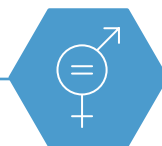
From [the Agency for Support and Services to Entities](#), we offer counselling, training and support to non-profit entities and associations of the city, with personalised attention and the organisation of courses and training sessions. We manage the [Directory of Entities](#) and the Volunteer Point, and coordinate and promote city activities in which the entities take the lead.



Social Media:

 [@agencia_entitats_mataro](#)

 [Participació Ciutadana](#)

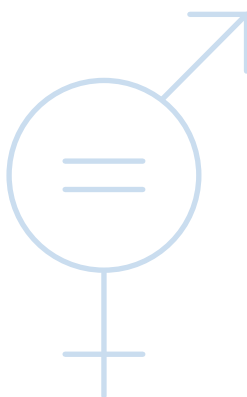


14. Gender and Sexual diversity

In Mataró we have the [Centre for Equality and Resources for Women and Attention to Sexual and Gender Diversity \(CIRD\)](#).

This is a municipal resource that offers information and services of specialised advice in matters of gender equality, LGTBI and gender violence, as well as support for the city's entities, promotion of participation, ongoing training offer and awareness actions throughout the year. It is for:

- All the women of Mataró and people from the LGTBI community of Mataró.
- Organisations that work for equality and sexual and gender diversity in the city, providing technical and financial support.
- Professionals working in areas related to equality and sexual and gender diversity.



It offers:

- General services: information and guidance, documentation service, programming of training activities and coordination of networks for care in violence and support for entities.

- Specialised services:

SIAD: information, guidance and advice to all women in Mataró who suffer from a situation arising from gender inequality.

SAI: comprehensive care service aimed at people who suffer, have suffered or are at risk of suffering from discrimination or violence based on sexual orientation, gender identity or gender expression.

Carrer de Cosme Churruga, 88 (entry via Passatge dels Telers)

08301 Mataró

Tel. 93 702 28 12

Open: from Mondays to Thursdays from 9 a.m. to 2 p.m. and from 4 p.m. to 7 p.m. Fridays from 9 a.m. to 2 p.m.

info.cird@ajmataro.cat



Social Media:

 [@igualtatmataro](https://www.instagram.com/igualtatmataro)

 [Igualtat Mataró](https://www.facebook.com/IgualtatMataró)



15. Youth

Several spaces are offered for young people:

• **Youth Office of the Maresme - Sidral**

A service that provides information and resources on various areas of interest to young people, as well as specialised advice, with the aim of facilitating young people's processes of emancipation and autonomy.

• **Youth Space Network**

És la xarxa d'equipaments de proximitat que ofereix activitats i serveis gratuïts a les persones joves d'entre 12 i 25 anys. Ofereix serveis diversos: espai de trobada, suport a l'estudi, aula d'estudi autònom, espais multimèdia, sales de joc, sales de formació, punt d'informació juvenil i atenció a les famílies. A més, compta amb una programació trimestral de tallers, xerrades, assemblees, tornejos, sortides i activitats comunitàries.

Contact:

Centre Cívic Cabot i Barba (accessible facility)

Plaça de Miquel Biada, 5 (08301) Mataró

Tel. 93 798 96 49

maresme@oficinajove.cat

Open: from Tuesdays to Thursdays from 9 a.m. to 2 p.m. and from Mondays to Thursdays from 6 p.m. to 8 p.m. (currently by appointment)



Social Media:

 [@mataro_jove](https://www.instagram.com/mataro_jove)

 [Mataró Jove](https://www.facebook.com/MataróJove)



16. Mobility

Mataró is a city well connected to the metropolitan area of Barcelona and the rest of Catalonia. Standing 30 kilometres north of Barcelona city, it is well-connected both by rail and road.

• Urban transport:



MATARÓ BUS (carrer de Francesc Layret, 72. Tel. 93 757 53 94)

The Mataró Bus service consists of a network of 8 lines. In addition to the single ticket and the combined transport tickets of the Metropolitan Transport Area, Mataró Bus's own multi-trip tickets, the T-10 and the T-Rosa, have been available since March 2019. Both allow 10 trips on Mataró Bus.

www.matarobus.cat

• Intercity transport:

In Mataró we have a large network of intercity buses, which run along the coast from Barcelona to Blanes or connect the city with the Vallès region (including service to the Autonomous University of Barcelona). The Barcelona - Vilassar - Mataró - Pineda coastal axis also offers a night service. The following lines start, end or stop in Mataró:



SAGALÉS

Tel. 902 13 00 14

Available from Mondays to Saturdays business days: 8 a.m. to 10 p.m.

www.sagales.com

- **550** Mataró - Argentona - La Roca - Granollers
- **551** Mataró - Dosrius
- **553/554** Mataró - Veïnat del Cros - Argentona
- **557** Mataró - Òrrius
- **603** Aeroport del Prat - Barcelona - Mataró - Blanes
- **E13** Mataró - Granollers - Sabadell
- **N82** Barcelona - Mataró - Pineda (night service)



MOVENTIS

www.moventis.es

- **E11.1** Mataró - Barcelona (by motorway)
- **E11.2** Mataró nord - Barcelona (by motorway)
- **C5** Mataró - UAB - Sabadell (by motorway)
- **C10** Mataró - Barcelona (by N-II)
- **C20** Mataró - Llavanes - Sant Vicenç de Montalt
- **C30** Mataró - Vilassar de Dalt
- **N80** Barcelona - Mataró (night service)



RENFE

Plaça de Miquel Biada, s/n. Tel. 93 796 18 81

<https://www.renfe.com/es/ca/cercanias/rodalies-barcelona>

Mataró is connected by rail on the Rodalies-Renfe R1 network, which runs from Molins de Rei to Maçanet-Massanes, and passes through Barcelona and Mataró. This line has connected the city with Barcelona by train since 28 October 1848. The developer of this first railway on the Iberian peninsula was Miquel Biada i Bunyol from Mataró.



CAR PARKS

The following link offers all the information regarding free and charged car parks, rented parking, and blue and orange zone street parking:

<https://www.mataro.cat/ca/temes/mobilitat-i-transports/aparcaments>



ELECTRIC VEHICLES

Electric vehicle charging points:

<https://www.mataro.cat/ca/temes/mobilitat-i-transports/vehicles-electrics>



BICYCLE AND SCOOTER

On the following link, you will find all the information on how to get around by bike and scooter: www.mataro.cat/novamobilitat



17. Culture

Cultura Mataró manages and organises the city's cultural projects and activities. Its goals include fostering creation and training and advancing in a society that appreciates and promotes culture as a tool for cohesion and quality of life for citizens.

Carrer de Sant Josep, 9
Tel. 93 758 23 61
cultura@ajmataro.cat



Tickets can be purchased via web:
www.entradesculturamataro.cat

What Cultural Facilities you will find in Mataró:

The Libraries:

- [Biblioteca Pompeu Fabra](#)
- [Biblioteca Antoni Comas](#)
- [Biblioteca Iluro](#)

The Theatres:

- Teatre Monumental
- Can Gassol. Performing Arts Creation Centre
- Aula de Teatre

The Museums:

- Can Serra. City history museum
- Can Marfà. Knitwear museum
- Ca l'Arenas. Art Centre

Contemporary art:

- Can Palauet Exhibition Halls
- Nau Gaudí. Bassat Contemporary Art Collection

Heritage:

- Torre Llauder Roman Villa
- Can Boet. Archaeological and Natural Heritage Centre
- Parc del Montnegre i el Corredor Documentation Centre

Social Media:



[Cultura Mataró](#)
[Museu de Mataró](#)
[Biblioteques de Mataró](#)



[@CulturaMataro](#)
[@bibliosmataro](#)
[@museumataro](#)
[@macmataro](#)



[@culturamataro](#)
[@mac_mataro](#)
[@bibliosmataro](#)
[@auladeteatredeataro](#)





18. Defence of Citizens' rights

- **The Ombudsman.** Acting on matters in which the action of the municipal administration might have caused a violation of the people's rights.

Carrer de Cuba, 47 (08302) Mataró. Tel. 93 758 24 99
defensor@ajmataro.cat

Available: Monday, Tuesday, Wednesday and Friday from 11 a.m. to 1 p.m. and Thursday from 4 p.m. to 6 p.m. by appointment only.



Access to procedure

- **Municipal Consumer Service Office.** Consumers with residence in Mataró or those consuming in the city can contact them. Free service.

Avinguda de Josep Puig i Cadafalch, 101. Tel. 93 758 23 21
omic@ajmataro.cat

Open: from Mondays to Thursdays from 9 a.m. to 2 p.m. Mondays and Wednesdays from 3.30 p.m. to 5.30 p.m.



- **Citizen Mediation Service.** Mediation is a simple and effective tool that promotes the Culture of Peace. It helps people, from co-responsibility, to overcome misunderstandings and conflictive situations by finding different alternatives.

Ronda de Lluís Companys, 21 (08302) Mataró. Tel. 93 702 28 07
mediaciocomunitaria@ajmataro.cat

Open: Monday, Wednesday and Friday from 9 a.m. to 4 p.m. and Tuesday and Thursday from 9 a.m. to 2 p.m. and from 4 p.m. to 7 p.m. By appointment only.



Know your rights and duties for living in the city

https://serveisweb.mataro.cat/web/portal/ca/convivencia/civisme/auca_veinal/



19. Other services

- **Mataró Tax Office**

El Rengle Building, carretera de Barcelona, 43 (08302) Mataró
Tel. 93 799 35 61

- **Integral office of the Social Security in Mataró**

Carrer Balmes, 34. Tel. 93 755 67 12

Legal area

- **Mataró Courts. Citizens' advice bureau**

Plaça de Francisco Tomás y Valiente, s/n
Tel. 93 741 73 00
oac.mataro@xij.gencat.cat

- **Lawyers' Bar Association**

Plaça de Francisco Tomás y Valiente, s/n (ground floor, court building)
Tel. 93 741 54 44

- **Civil Registry**

Plaça de Francisco Tomás y Valiente, s/n
Tel. 93 741 73 29
registre.civil.mataro@xij.gencat.cat

- **Public forces**

- **Local Police**

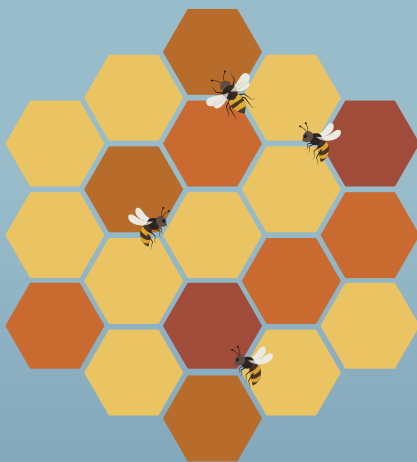
Plaça de Granollers, 11. Tel. 112 (emergencies). Tel. 93 758 23 33

- **Mossos d'Esquadra (Catalan Police)**

Avinguda de Lluís Companys, 87. Tel. 112 (emergencies)
Tel. 93 741 81 00

- **National Police**

Avinguda de la Gatassa, 15. Tel. 93 741 61 70



Further information:

www.mataro.cat

 Ajuntament de Mataró

 @matarocat

Citizens' Attention Telephone: 010

From outside Mataró: 900 859 009



Generalitat de Catalunya
Departament d'Igualtat i Feminismes
Secretaria d'Igualtats



Unió Europea
Fons Social Europeu
L'FSE inverteix en el teu futur