

What you need to know about life at a reception centre

This information is for you if:

- ✓ You are under the age of 18
- ✓ **You arrived without your parents**
- ✓ You applied for international protection (asylum)



WELCOME TO THE RECEPTION CENTRE

You came without your parents and applied for international protection (asylum). You might be alone or with other family members.

Ask an adult to help you if you do not understand parts of this brochure.



Depending on your age and needs, you might live at a reception centre with other adults and children, or at a special centre only for children and adolescents. Here you will wait to find out if you can stay in the country.

Life in the centre will differ from your past life. There are many people living here.

It is normal if you will feel that everything is new.



All children have the same rights, no matter where they are from or what happened to them in the past.

Children need to receive **help and support based on their needs**.

The authorities are here to **protect you** and will decide together with you what is best for you.

Remember, you can always express your opinion and thoughts!

Everyone under the age of 18 is considered a child or a minor.

When you are alone here without your parents, you are considered an unaccompanied child or minor. You have the right to **special protection**.

For this reason, the authorities will ask an adult – called guardian or legal representative – to take care of you.



Your guardian or legal representative will help you:

- express your needs
- make sure your opinion is heard



This person will help the authorities to decide **what is best for you**.

Remember, you can contact your family to tell them you are safe. You can ask for help with this.

If you do not know where your family is, or you have lost any contact, you can ask for help. The authorities will try to help you to find your family.



LIFE AT THE RECEPTION CENTRE



You will get:

As a child you have many **rights**, but there are also many **rules** you must respect.

Rules are meant to keep you safe.



Hygiene products



A place to sleep



Clothes



A place to wash yourself



Medical help



A place to wash your clothes



Food or money to buy food

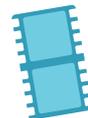
You have the right to:



Go to school
and learn



Play



Join in other educational and recreational
activities to help you learn and develop

- These activities might take place inside or outside the centre.
- Remember to **make good use of your time** here at the reception centre!
- Have fun, but also study and attend school.
- Ask the adults working here for help every time you need!



Remember you can express your needs and feelings



If you ever feel alone, sad, angry, scared or find it hard to sleep you can talk to the adults who work here anytime.

NOBODY IS ALLOWED TO



insult you



threaten you



hurt you



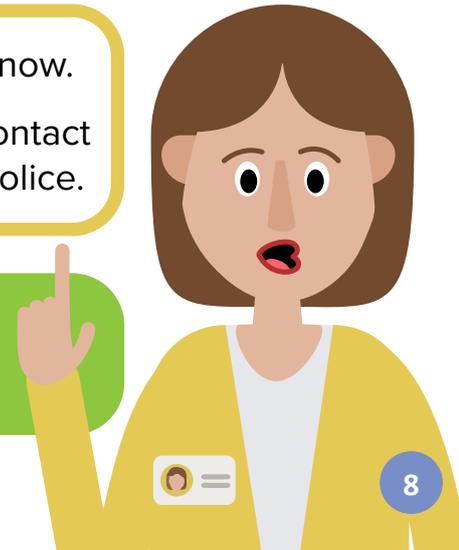
touch you
inappropriately



or force you
to follow them

- No matter who they are – a stranger or a person you know.
- If someone tries to do so, reach out and ask for help contact immediately a social worker, an adult you trust or the police.

- You have the right to be protected from physical hurt, emotional hurt and any kind of abuse.



**We are many living and working here!
When we follow the same rules - we are all safe:**



Be kind to
others



Do not fight



Keep the centre clean



Do not smoke



Never use alcohol
and drugs

Respect the rules of the
reception centre.
There are consequences
if you break the rules.



Collaborate with those working at the centre and always tell the truth



Leave the centre only between the hours allowed

Respect the daily schedule of activities



NOTES BOX

WHO CAN I TALK TO?

Many adults work at a reception centre or can be contacted in their offices outside the centre. **They are here to help you to make decisions about your future.**

Do not be afraid to talk to them if you have any questions or problems. Try to be open with them so they can help you more easily. All information you share with them will be handled with discretion.

If you stay in a special centre for children and adolescents, you will meet adults who are used to working with children. These adults have different roles. They will look after you on a day-to-day basis and provide the things you need.

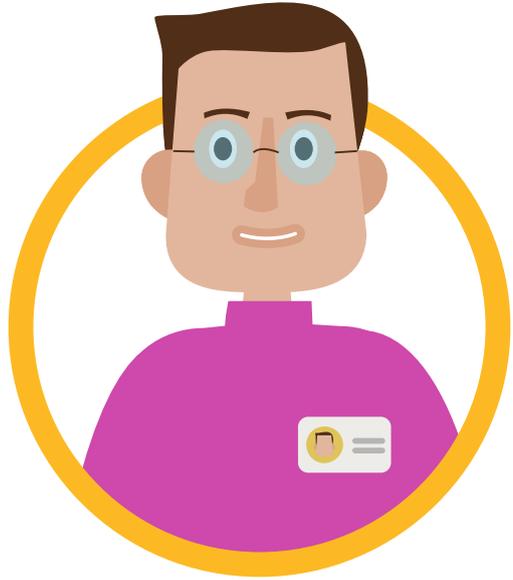
WHO DOES WHAT?

A **social worker** will help you in your everyday needs or contact other adults who can help in a specific problem.



A **doctor** or a **nurse** will help you if you feel sick, you are injured or you need any kind of medical assistance.





A **psychologist** will help you if you feel sad, angry, afraid or you find it hard to sleep.



A **legal counsellor** will help you understand what will happen during the asylum procedure and can help you present your story correctly.



You can ask for an **interpreter** if you need to talk in your language. Their role is to translate exactly what you and the others say.



Remember!

- Do you have any problems, or you feel sick or scared? You can always ask adults working in the centre for help and support.
- **Do not be afraid, problems can be solved together!**

USEFUL INFO

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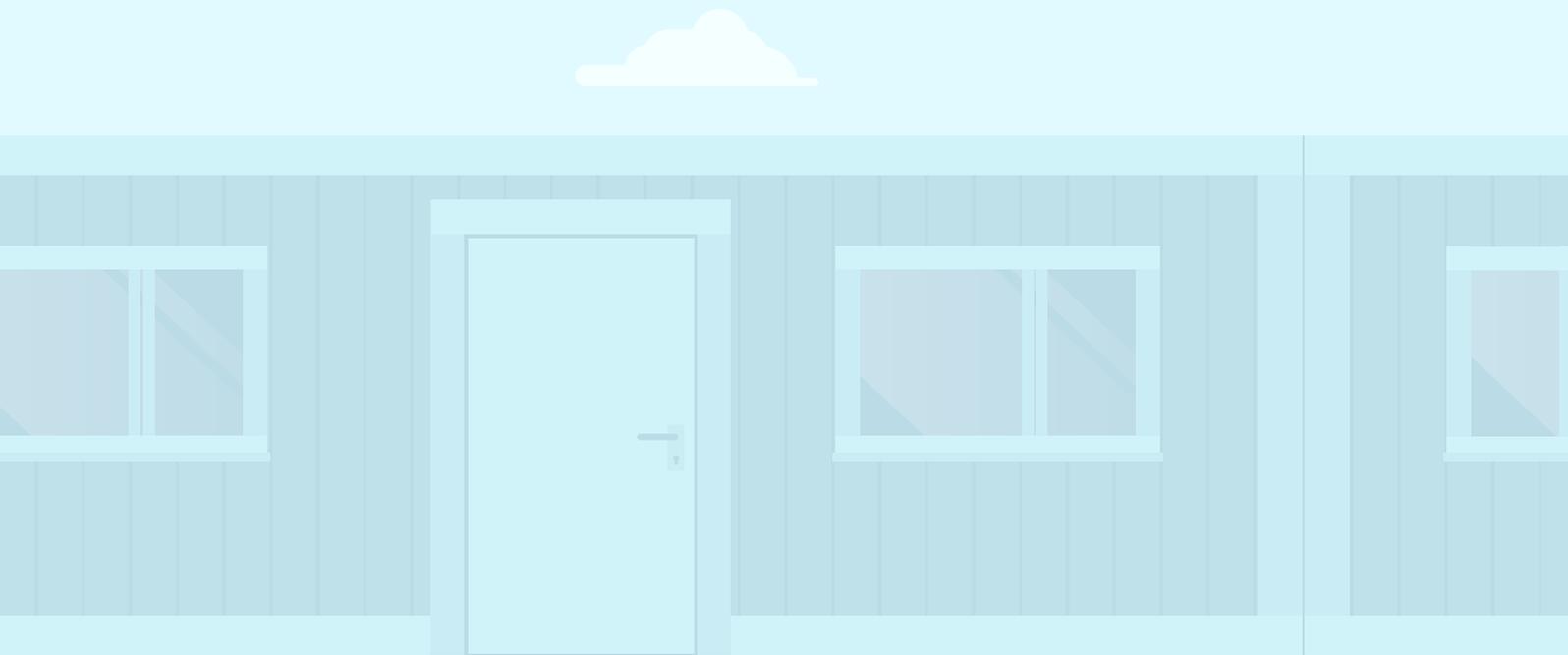
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CONTACT DETAILS

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