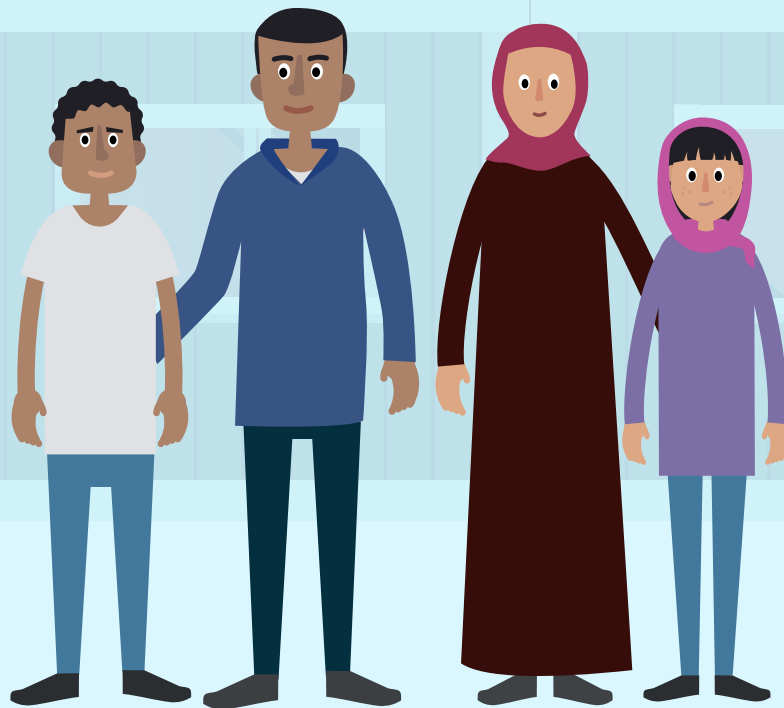


# What you need to know about life at a reception centre

**This information is for you if:**

- ✓ You are under the age of 18
- ✓ **You arrived with your parents**
- ✓ You and your family applied for international protection (asylum)

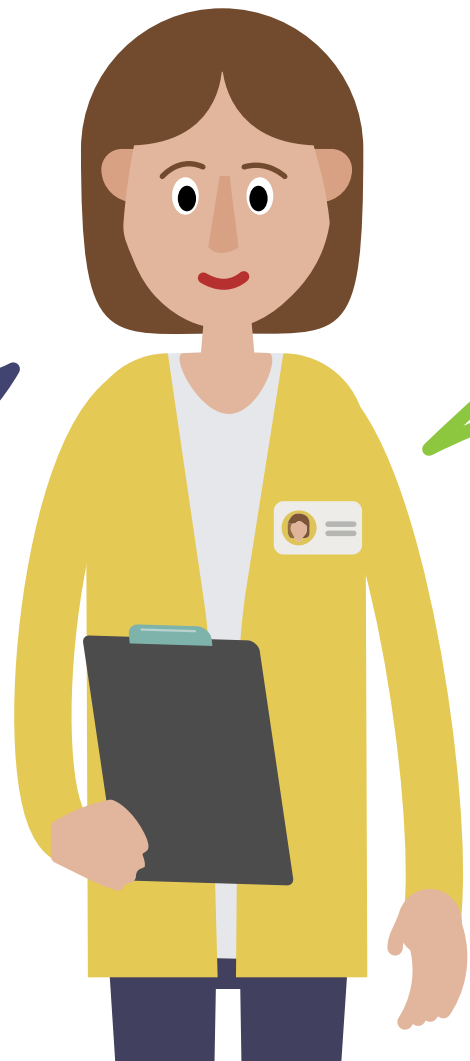


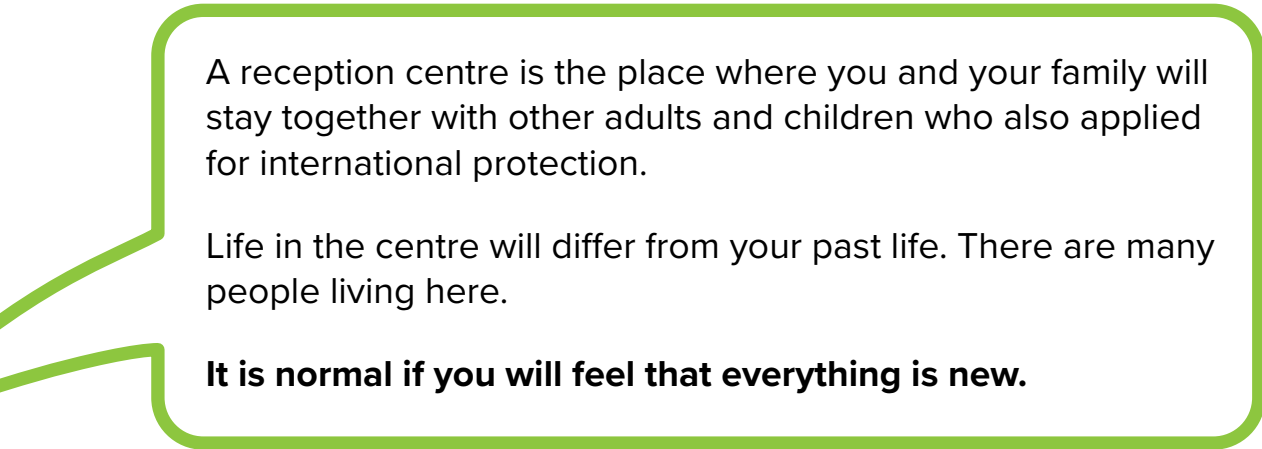
# WELCOME TO THE RECEPTION CENTRE

## You and your family

- have applied for international protection (asylum) in this country
- might live at a reception centre while you wait to find out if you can stay in the country

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

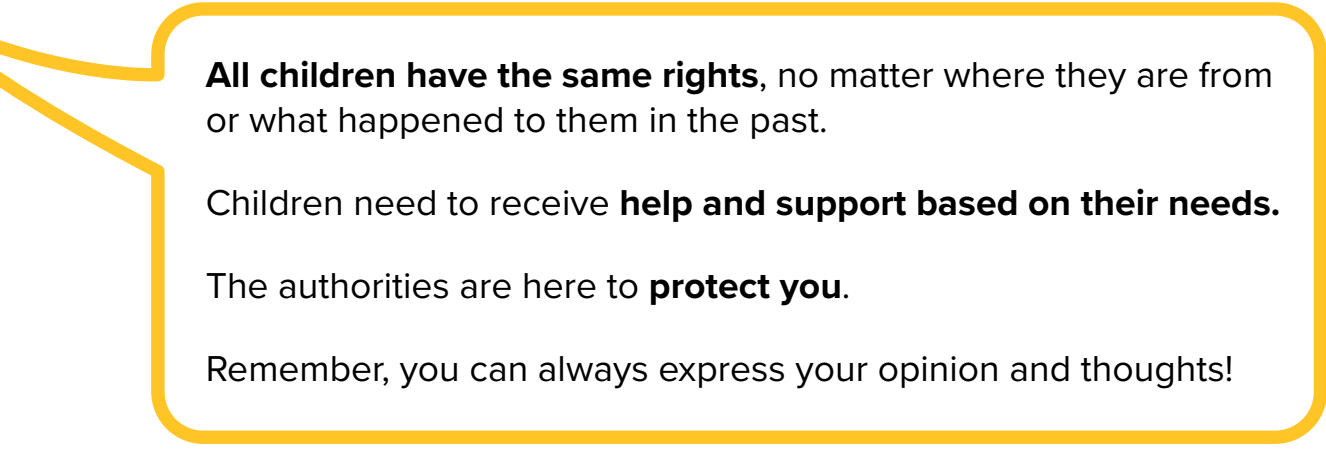


A green speech bubble with a tail pointing to the left. It contains three lines of text.

A reception centre is the place where you and your family will stay together with other adults and children who also applied for international protection.

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.**

A yellow speech bubble with a tail pointing to the left. It contains three lines of text.

**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**.

Remember, you can always express your opinion and thoughts!



# LIFE AT THE RECEPTION CENTRE



## You and your family 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

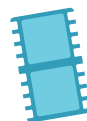
## You have the right to:



Go to school  
and learn



Play

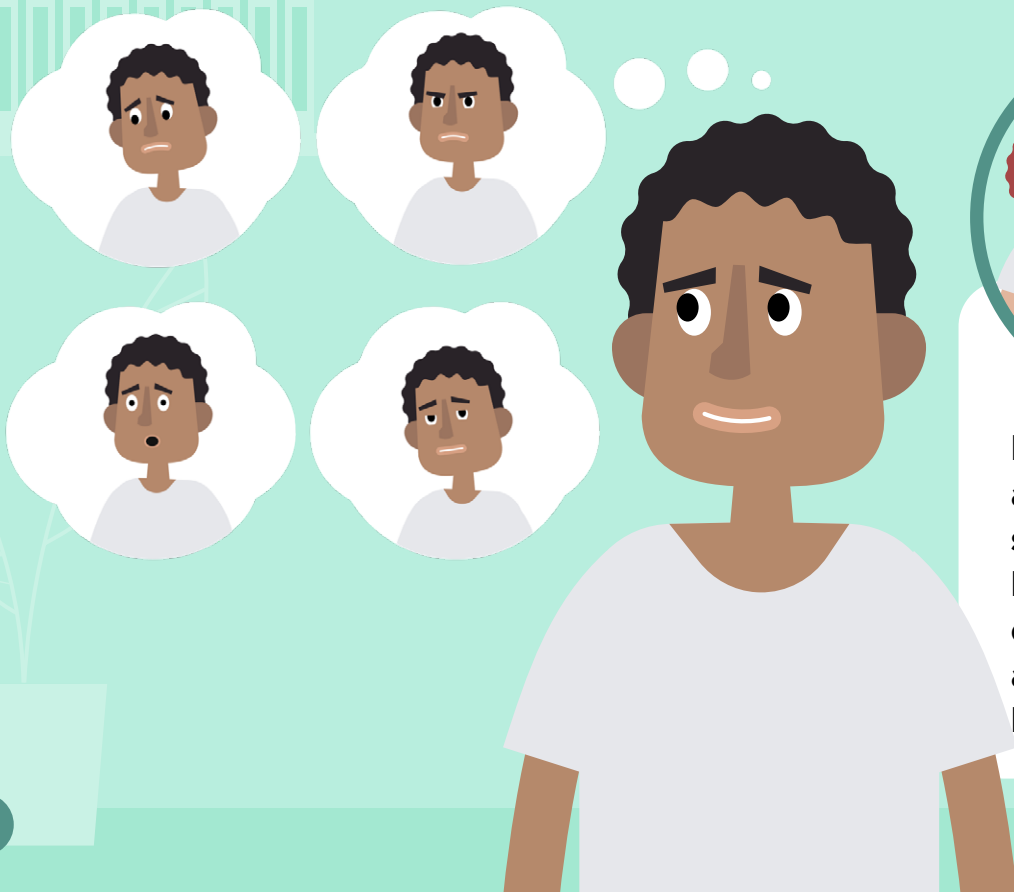


Join in other educational and recreational  
activities to help you learn and develop

- 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.
- Remember! In addition to your family, you can always ask the adults working here for help!



**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



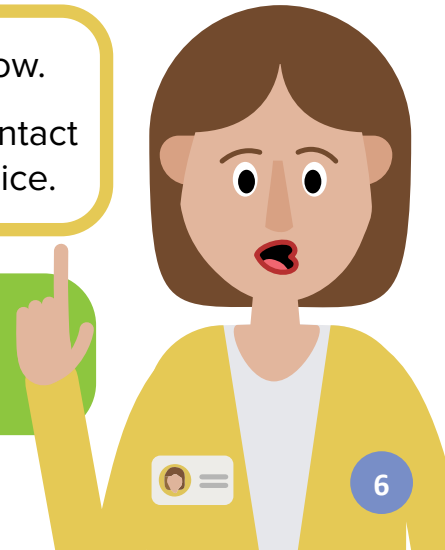
touch you  
inappropriately



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 and your family 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.

## 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 and your family 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

SPECIMEN

SPECIMEN

# CONTACT DETAILS

SPECIMEN

SPECIMEN



Neither the European Union Agency for Asylum (EUAA) nor any person acting on behalf of the EUAA shall be liable for the use that might be made of this brochure nor shall they be liable for any consequence stemming from its use.

The EUAA does not accept any responsibility or liability for the accuracy, content, completeness, legality, or reliability of the information added to the original content of this EUAA brochure by the national authorities or by any other responsible third party.

Luxembourg: Publications Office of the European Union, 2023

Print ISBN 978-92-9485-819-1 doi:10.2847/9693 BZ-03-20-804-EN-C

PDF ISBN 978-92-9485-771-2 doi:10.2847/060321 BZ-03-20-804-EN-N

© European Union Agency for Asylum, 2023

Reproduction is authorized provided the source is acknowledged.