

[...] [name of the country]

[MS can add their logo here]

# YOUR RIGHTS AND OBLIGATIONS ON RECEPTION



This information is for you if:

- ✓ you are under the age of 18
- ✓ you arrived without your parents, either alone or with other family members
- ✓ you told the authorities that you want to apply for asylum (also called international protection) in [...] [name of the country].

You are safe in this country.

In Europe, everyone below 18 years old is considered a child and has the right to receive **special support**.

## ➤ WHO WILL HELP YOU?



Because you are here without your parents, another adult called a **guardian/representative** will help you with your needs. This person is independent of the authorities.

If you have not yet met your **guardian/representative**, you will meet them as soon as possible.

Until then, the authorities will assign another adult to support and represent you.

## ➤ WHAT IS THE ROLE OF THE **GUARDIAN/REPRESENTATIVE**?

Your **guardian/representative** explains to you everything you need to know about your stay and helps you to find answers to your questions. Other staff will also help you with these questions.

Your **guardian/representative** tells the authorities what you need, provides you with advice and helps you with making important decisions.

You can always express your needs and feelings and tell your **guardian/representative** your opinion.

If you have a problem with your **guardian/representative**, tell the staff.

You can always ask the staff for help and support. Do not be afraid, problems can be solved together!

An **interpreter** can help you communicate in a language you understand. Their role is to translate exactly what you and the others say.

## What can you do if you want to contact your family?

If you do not know where your family is, or you have lost contact with them, the staff will help you to search for your family.

If you have family in Europe, tell the staff [MS to customise] everything you know about your family.



## Be careful, some people might put you in danger



You might think of leaving this country or some people will try to convince you to run away. It can be dangerous for you and may have negative consequences for your asylum application. Talk to your guardian/representative and the staff, you can explain them the situation and they can advise you.

## ➤ WHAT WILL YOU RECEIVE?

You will receive different types of support and services while you wait for the authorities to examine your asylum application. This is called **reception**.



The staff will ask you to confirm that you received the information in this brochure. If you do not understand parts of this brochure or if you have any questions, ask your guardian/representative and the staff.

You will receive additional information in the next days.

**You will receive:**



• a place to sleep



• personal hygiene products



• food



• money for daily expenses



• clothing



As a child you have the right to education and to learn. The staff will tell you about educational and recreational activities to help you learn, develop and make new friends.



Depending on your age and your situation, you might be allowed to work, if you want to. Your guardian/representative and the staff will give you more information.

## ➤ RIGHT TO HEALTH CARE

**The authorities will ensure that you receive the health care you need.**

The staff and **guardian/representative** will tell you if you **may/will** have to attend a medical check with a nurse or a doctor.



## ➤ INFORM THE STAFF AND YOUR **GUARDIAN/REPRESENTATIVE** IF:

- you are ill, injured or in need of urgent medical assistance
- you have a disability
- you have been abused
- you felt or you feel afraid of someone
- you are or you might be pregnant
- you require support for any other reason.

If you often feel sad, angry, afraid, worried or you find it hard to sleep, you can talk to a **psychologist**.

You can trust the nurse, the doctor, the psychologist, the staff and your **guardian/representative**. Nothing you say will be shared with anyone other than your guardian/representative without your agreement. The only exception is if your life or someone else's is at risk.

## ➤ WHERE WILL YOU WILL STAY?



The place where you will stay while the authorities examine your asylum application depends on your age and needs.

Your **guardian/representative** and the staff will inform you where you have to stay. **You will/may receive support and services only in the place decided by the authorities.**

**Very rarely, children might be put in a centre where they cannot come and go as they wish. If you are in this situation, your **guardian/representative**, a legal adviser and the staff will assist you.**

A legal adviser is a person who knows the rules in this country, can study your situation and can assist you.



**No matter where you are staying, you have the right to be safe.**

**Nobody is allowed to:**



threaten you



insult you



harm you

No matter who they are, a stranger or someone you know.

If you have any problems with the staff or your **guardian/representative**, you can speak up.

## ▶ WHAT ARE YOUR RECEPTION OBLIGATIONS?

It is important that you tell the truth and that you cooperate with the authorities, even if sometimes it feels scary and difficult to tell your story.

Your guardian/representative and the staff can help you if they know about your situation.



Below are some of the obligations you must comply with.

- ✔ Follow the rules of the place where you are staying.
- ✘ Do not run away from the place where the authorities told you to stay.
- ✔ Respect the laws of this country which the staff and your guardian/representative will explain to you.

## ▶ WHAT HAPPENS IF YOU DO NOT COMPLY WITH YOUR OBLIGATIONS?

The authorities will evaluate your situation and will inform you and your guardian/representative if they decide to take some measures.

If this happens, you can speak openly to your guardian/representative or the staff and explain your situation.

The authorities might decide that:

- **you may receive less support**, for example if you do not cooperate with the authorities
- **you may lose some of the support you are receiving** if you behave violently.



The type of support you will still receive will depend on your personal situation and needs.

You are now in [...] **[name of the country]**, which is an EU+ country.

The EU+ countries are:



27 Member States of the European Union (EU): Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden and



4 other countries: Iceland, Liechtenstein, Norway and Switzerland.



## RULES FOR APPLYING FOR ASYLUM AND TRAVELLING TO EU+ COUNTRIES



You must stay in [...] **[name of the country]** and not run away to one of the other EU+ countries.



If you have family members in one of these countries, the authorities will inform you about your rights on family reunification. Do not just run away.



If you run away, there will be negative consequences, that will be explained later. For example, you will receive less reception support in the other country.



Remember, you must register your asylum application in the EU+ country where you first arrived, unless the authorities informed you otherwise.

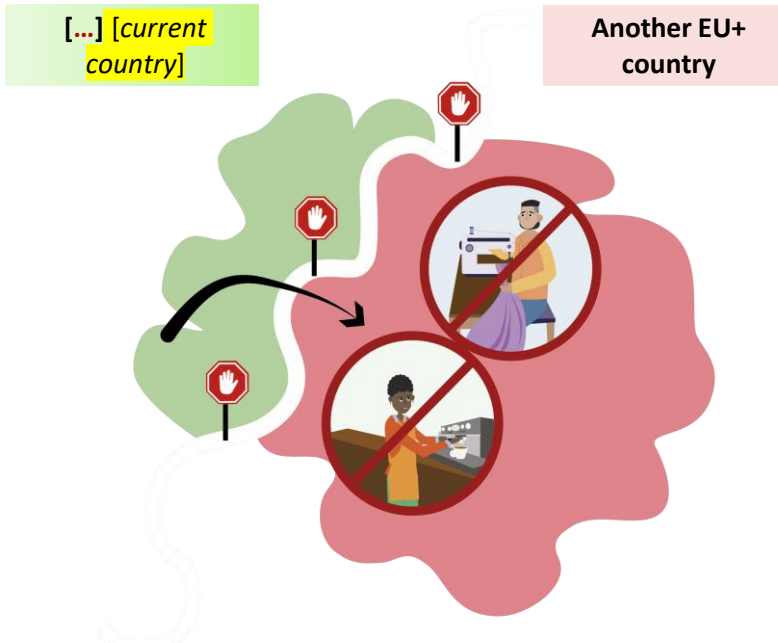


Only one of these countries is responsible to examine your asylum application. The authorities in [...] **[name of the country]** will tell you which country is responsible for this.



You will learn about these procedures in separate brochures.

## ➤ WHAT HAPPENS IF YOU RUN AWAY TO ONE OF THE EU+ COUNTRIES?



In [...] [name of the country]:

- your asylum procedure may be stopped.

**In the other EU+ country:**

- the authorities may decide to send you back to the EU+ country that you left.

From the moment the authorities inform you about the decision to send you back, you will not have access to certain rights, for example:

- you will not receive some types of support and
- you will not be allowed to work.

The type of support you will still receive will depend on your personal situation and needs.

## ➤ WHO CAN HELP YOU IF YOU DON'T AGREE WITH A DECISION MADE BY AUTHORITIES?

You can talk to your guardian/representative and ask any questions.

Together with your guardian/representative you can ask for help from a legal adviser.

The staff will also inform you about non-governmental organisations that may provide you with information and assistance.



You can contact the United Nations Refugee Agency (UNHCR) anytime. UNHCR protects people who were forced to leave their country.

## MY NOTES

## CONTACT DETAILS

If you have any questions or you need support during your stay, you can talk to staff working in:

**relevant authority** [MS to customise with the name of the authority]

[...] [Include relevant contact details]

**other relevant authority** [MS to customise with the name of the authority]

[...] [Include relevant contact details]

[...] [Include relevant contact details]

**child protection**

[...] [MS to customise]

**helpline for children in danger**

[...] [MS to customise]

**legal counselling, assistance and representation**

[...] [include hotlines, websites or relevant contacts of organisations which can provide legal counselling, assistance, representation in this stage. In case legal assistance and representation under RCD are provided by different organisations, please include a separate entry]

**UNHCR (the United Nations Refugee Agency)** protects the interests and rights of asylum seekers and refugees

[...] [Include relevant contact details]

**other contact details**

[...] [To add other contact details (e.g. UNHCR implementing partners, any other organisations providing support)]

If you have a medical emergency or you are in danger, you can call this number / these numbers [choose] for free:



medical emergency: [...] [number]



police: [...] [number]



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