

[...] *[name of the country]*

[MS can add their logo here]

YOUR RIGHTS AND OBLIGATIONS ON RECEPTION



This information is for you if:

- ✓ you are an adult (older than 18 years old)
- ✓ you applied for international protection (also called asylum) in [...] *[name of the country]* and you are now an applicant for international protection.

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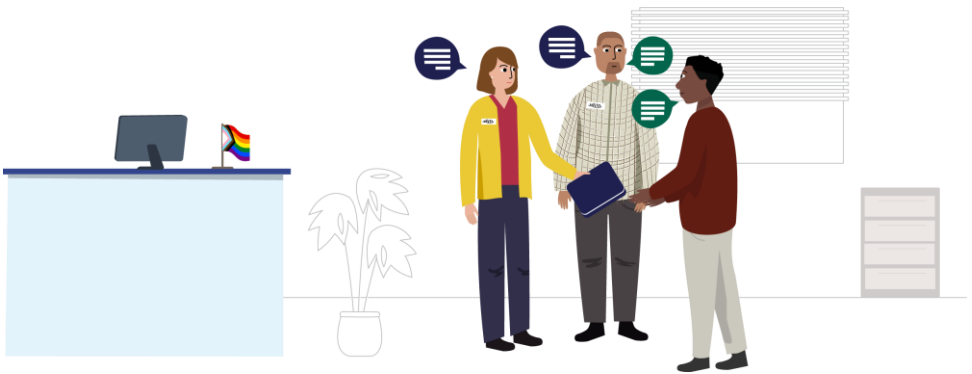
▶ WHAT IS RECEPTION?

Reception is the support you receive as an applicant while you wait for the authorities to conclude the examination of your application for international protection. It includes the reception rights and obligations that are explained in this brochure.

[optional] In [...] [name of the country] the authority responsible for reception is [...] [name of the authority]. The authority responsible for examining your asylum application is [...] [name of the authority].

[optional: to add the logo of the two authorities]

[optional: see Comments] The staff [MS to specify the relevant staff/authority] will ask you to confirm and sign that you received the information in this brochure. Ask the staff of [MS to keep "staff" or to specify the relevant staff/authority] questions if something is not clear.



You are safe in this country.

During your stay, the staff of *[MS to specify the relevant staff/authority]* will inform you about the reception services and support available to you depending on your situation. *[MS can customise the entire sentence, based on national context]*



You can also ask other organisations for information and help free of charge. You can find a list of organisations at the end of this brochure.



An interpreter will help you communicate with the staff of *[MS to keep “staff” only or specify the relevant staff/authority]* in a language you understand, where necessary. The interpreter will not share anything you say with anyone else. *[Optional: MS can further specify if interpretation will be provided remotely]*

[...] *[Optional: if MS want to mention that they will be sharing information between relevant authorities, they can add the relevant phrasing]*

You can find information about the asylum procedure and the rules to follow in separate brochures.

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



the 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, Switzerland.

Attention!

Applicants have similar reception rights and obligations in all EU+ countries. There are rules regarding applying for asylum and travelling to other EU+ countries.



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



Only one EU+ country is responsible for examining your asylum application. The authorities in [...] **[name of the country]** will follow a procedure to decide which EU+ country is responsible for your asylum application.



You must stay in [...] [name of the country]. You cannot travel to another EU+ country without the permission of the authorities. If you leave, there will be negative consequences. Your asylum procedure in [...] **[name of the country]** may be stopped. Your freedom of movement in the other country might be restricted and some reception services will be cancelled.

➤ WHAT WILL YOU RECEIVE?

[This sentence is customisable based on the national legislation and practice]

While the authorities examine your application for international protection, and depending on your personal and financial situation, you will receive:



- accommodation



- personal hygiene products



- food



- clothing



- money for daily expenses

[MS can choose between an icon portraying cash or card, depending on how this will be provided; remove the icon that is not applicable]



[optional] The authorities *[name of the authority]* will ask you questions to better understand your personal and financial situation.

➤ RIGHT TO HEALTH CARE

The authorities will ensure that you receive the **necessary health care**. This can include for example, visits to a nurse or doctor, examination for severe illnesses and chronic conditions, medication prescribed by a doctor and mental health support.



If you have a medical problem, tell the staff.

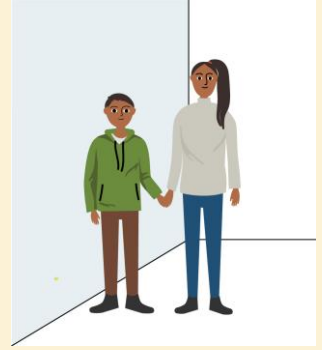
If you have a medical emergency or injury that need urgent treatment, tell the staff or call for free the emergency number 112 [112 both optional and customisable]. [...] [MS to customise with additional information regarding emergency health care]



[optional] You might/will [choose] have a medical check with a doctor or nurse. They will check on your health and assist you. They might/will [choose] ask you questions about present or past diseases, your vaccine records and any medication you are taking. They might/will [choose] also ask you about any injuries, pain, conditions or worries you might have.

[...] [optional: MS can add information in case medical tests are obligatory at registration or later, for example tuberculosis test, bearing in mind that this brochure will be provided at registration; reference to national vaccination programmes]

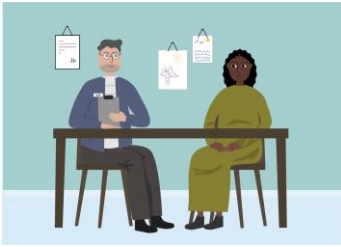
You have the right to receive specialised support if you have special needs.



Inform the staff if:

- you are ill or injured
- you are or you might be pregnant
- you have family members in need of specific support
- you have disabilities (for example, limited mobility, hearing loss, vision impairment)
- you feel constantly nervous, worried or anxious, you cannot sleep, or you have negative thoughts
- you are suffering from past violence or torture
- you feel unsafe, threatened, or you are afraid of someone, either a stranger or a person you know
- you have been or are being forced to do things you don't want to do
- you feel unsafe due to your faith, who you love, how you dress or behave
- you are younger than 18 and you arrived without your parents, either alone or with other family members.

Specialised support can only be provided when the staff of **[MS to specify the relevant staff/authority]** knows about your special needs.



Specialised staff [MS to customise if they wish to specify which staff, for example social workers, psychologists] will ask/asked [choose] you questions to:

- evaluate your **special needs**
- identify **what specialised support** is best for you.

This is called a **vulnerability assessment/ assessment of special needs** [choose or customise with national specific terminology].



An interpreter will help you communicate in a language you understand, if necessary.

[...] [optional: MS can add the type of specialised support which will be provided]



Always contact the staff of [MS to customise] if you need specialised support.

You will receive this support for as long as the authorities consider you are in need. [MS to customise, more favourable provisions might be applicable]

You can trust the doctor, the nurse and the specialised staff [MS to customise if they wish to specify which staff for example social workers, psychologists] and talk freely to them. All information will be kept confidential, meaning it will not be shared with others without your agreement.

The only exception is if your life or someone else's is at risk.

➤ RIGHT TO EDUCATION FOR CHILDREN

All children, boys and girls, below 18 years old **[MS to customise]** have the right to education.

They will receive support such as language classes. **[Sentence is customisable, additional examples can be included, for example other activities]**



[optional and customisable] In [...] **[name of the country]**, all children between [...] and [...] **[xx years]** years old must attend school.

[optional and customisable] Parents have the obligation to send their children to school.

➤ RIGHT TO WORK

Depending on your situation, you may have the right to work after [...] months [xx "months"] from the registration of your application for international protection in [...] [name of country].

The staff of [MS to customise] will inform you about the rules that apply in [...] [name of country].



There are some exceptions, for example you will not be allowed to work if you are not cooperating with the authorities [add national specifications].

[optional and customisable] If you work and you are staying in a reception centre or are receiving financial allowance to stay in private accommodation, you may have to partially pay for your accommodation.



All boys and girls under [...] [xx years] years old are not allowed to work.

➤ LANGUAGE COURSES AND VOCATIONAL TRAINING

[MS to customise] Depending on your situation, the authorities might ask you to attend:

- language courses,
- courses about the society where you live (laws, rules and culture)
- courses to learn new skills (vocational training).

You can attend:

- language courses,
- courses about the society where you live (laws, rules and culture)
- courses to learn new skills (vocational training).



The staff will inform you about these courses and when you can start them.

[optional] You can attend them within [...] week/months [xx “weeks” or “months”] after the registration of your asylum application. **[MS to add national specifications depending on the course]**

➤ THE DOCUMENT STATING THAT YOU ARE AN APPLICANT FOR INTERNATIONAL PROTECTION



You will receive an official document, called [...] [MS can include the name of the document], that states that you are an applicant for international protection. This document will state your name and your personal data. You must carry it with you all the time. This is not a travel document.

[...] [MS to customise with additional information including when they will receive it, the validity of the document]

Attention! Take care not to lose it and don't give it away to someone else.

[MS can also include here a screenshot of the document being handed out to applicants (Insert > Picture > Pictures from files).

[If you don't place screenshot: please delete frame and bring up the title, yellow arrow and text below].

➤ WHERE WILL YOU STAY?

[Optional for MS providing allowance to applicants renting rooms/apartments]

The authorities [...] [name of the authority] will tell you where you will stay and explain the conditions. [MS could add information if applicable]

The place where you will stay while your application for international protection is being examined depends on many factors.

[...] [customisable: MS to add brief information depending on national practice, for example if they provide to applicants to rent room/apartments or not]

No matter where you are staying, you have the right to:



- **be safe:** nobody, including the staff, is allowed to threaten, insult or harm you



- **stay with your husband, wife, children and siblings under 18 or with an adult relative who needs daily care**
- **stay with your relatives,** if you are an adult in need of daily care



- get help **to communicate** with your family and **to try and find them,** if you do not know where they are.

You can make a formal complaint if you believe that:



- any of the staff threatened, insulted or harmed you.
- [...] *[MS to add other examples and customise with additional information to make the distinction between the right to appeal and the possibility to file a complaint according to the applicable complaint and response mechanism]*

The authorities *[name of the authority]* will inform you how to make a formal complaint.

You can always ask the authorities, non-governmental organisations or the United Nations Refugee Agency (UNHCR) for more information.

[MS to customise] The authorities **[or name of the authority]** decide in which accommodation/facility **[choose "accommodation" or "facility"]** you will stay. Depending on your situation, you may be able to move freely in the country **[or name of the country]**.



The place where you will stay depends on aspects such as available places, your situation and your needs (for example, the composition of your family, your health).

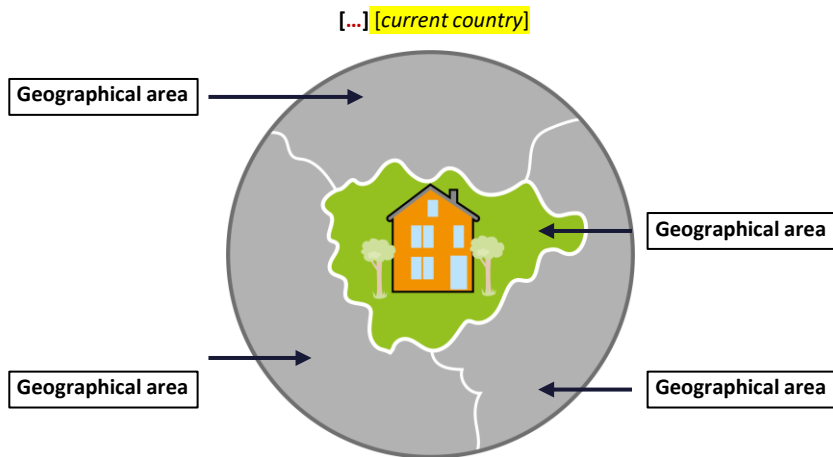
You **will/may [choose]** receive support and services only as long as you are staying in the accommodation assigned to you. The authorities **will/may [choose]** check that you are staying in this accommodation.

You can choose to stay in private accommodation if you have sufficient financial resources and if the authorities [...] *[name of the authority]* do not decide that you have to stay in specific accommodation. In this case, you may also be allowed to stay with your family or friends.

[...] [MS to briefly specify the rights and obligations the applicants have if they stay in private accommodation]



The authorities [or name of the authority] may/will [choose] decide that you have to stay in a specific geographical area. In this case, they will communicate it to you in writing in a language you understand.



The authorities [or name of the authority] may/will [choose] decide that you have to stay in this area so that your application for international protection can be examined faster, or because of available places in reception centres.

You will be able to move freely within this area. [MS may include references in terms of cities or the name of the region and also include a map as and annex to the material]

[optional and customisable] This geographical area will be written on your document stating that you are an applicant for international protection.

If you need to leave the area for a short period, you need to ask the authorities [or name of the authority] for permission. You can ask to leave for justified, urgent and serious family reasons, or for necessary medical treatment that is not available within the geographical area you are staying.

If your request is rejected, you can appeal this decision.

[MS to customise] Depending on your situation, the authorities [name of the authority] may/will [choose] decide that you have to stay in a specific place (for example in a specific reception centre).



You will be allowed to go out of that specific place with certain restrictions. Your presence in that specific place may/will [choose] be checked regularly.

The authorities [name of the authority] might decide this for several reasons. For example:

- there is a risk you might run away
- another country may be responsible for examining your asylum application and the authorities think that you might run away
- you left this country without permission, you were returned and there is a risk you might run away again.

The authorities [name of the authority] will communicate this decision to you in writing in a language you understand. They will inform you about your rights, obligations and the negative consequences if you do not respect the decision.

You can appeal this decision.

You can ask the authorities [name of the authority] if you can stay somewhere else for a limited period. The authorities may approve your request or not. If your request is rejected, you can appeal this decision.

Attention! If you don't respect the decision to stay in this specific place and the restrictions imposed, and there is a risk you might run away again, you may be detained.

➤ CONDITIONS IN WHICH AN APPLICANT MAY BE DETAINED

Detention means that you are placed in a specific facility that you cannot leave freely. The authorities must have a valid reason to detain you. They must be sure that no other option is possible in your case. The authorities [name of the authority] will consider your personal situation before deciding.



The reasons for detention can be, for example:

- important aspects of your asylum application (for example your identity) cannot be verified without detention
- you did not respect the obligation to stay in a specific place, and there is a risk you run away again and the authorities cannot reach you
- you received a decision to be transferred to the EU + country responsible for examining your asylum application and there is a risk you run away before the transfer
- you pose a security risk.

If you are detained, you can appeal the decision. You can request free legal assistance and representation.

▶ WHAT ARE YOUR RECEPTION OBLIGATIONS?



Below are some of the obligations you must comply with.

- ✔ Follow the laws of this country.
- ✔ Stay in [...] **[name of the country]** and do not travel to another EU+ country without the permission of the authorities.
- ✘ Do not leave without permission **the geographical area [optional depending if MS applies art 8]** or the specific place where the authorities said you must stay.
- ✔ Cooperate fully with the authorities **[name of the authorities or leave generic authorities to mean that applicants are required to cooperate with all the authorities]** and follow their instructions.
- ✔ **[optional: if housing is providing in kind]** Respect the rules of the place where you are staying.
- ✔ **[optional: if applicants will stay in a reception centre]** Respect the other residents, the staff and other persons.
- ✔ **[optional]** Inform the authorities **[name of the authorities]** about your financial resources.
- ✔ Inform the authorities **[name of the authorities]** about your current address and contact information (telephone number, email), and any changes, so they can contact you at all times.
- ✔ **[optional]** Participate in the compulsory courses for integration decided by the authorities **[name of the authorities]**.

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

The authorities *[name of the authority]* will evaluate your situation and may decide to reduce or cancel some type of support. The authorities *[name of the authority]* will inform you about such a decision in writing and specify which support they will reduce or cancel.



Attention!

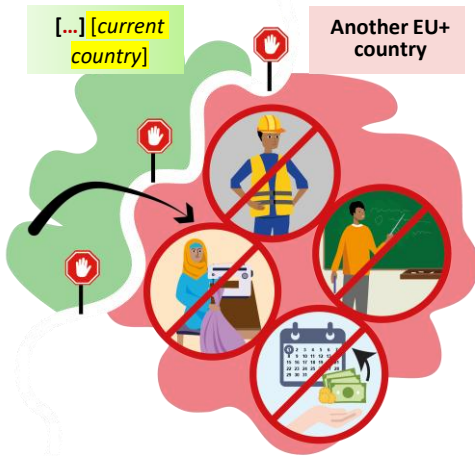
You may receive less support, for example, if:

- you leave without permission the geographical area *[optional, if MS applies article 8]* or the specific place where the authorities said you must stay
- you do not cooperate with the authorities
- you lie about your financial resources
- you break the rules of the of the place where you are staying
- you do not participate in the mandatory courses
- you already applied for asylum in another EU+ country and you left from that country.
- *[...]* *[optional: MS can add other grounds, such as subsequent application, see above suggested formulation]*

You may lose the support you are receiving if you are violent, if you threaten others or if you break the rules of the place where you are staying in a repeated or serious way. In this case, the police might also be called to intervene.



➤ WHAT HAPPENS IF YOU TRAVEL TO ANOTHER EU+ COUNTRY WITHOUT THE PERMISSION OF THE AUTHORITIES?



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

- your asylum procedure may be stopped.

In the EU+ country where you travelled without permission:

- the authorities may decide to send you back to the country that you left without permission

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 many services and types of support**
- you will **not be allowed to work**
- you will **not be allowed to attend language courses or courses to learn new skills.**

➤ WHAT HAPPENS ONCE YOU ARE SENT BACK TO THE EU+ COUNTRY THAT YOU LEFT WITHOUT PERMISSION?



The authorities might decide that you have to stay in a specific place and your presence will be checked regularly. You will be able to go out of the centre with certain restrictions.

➤ YOU CAN APPEAL A DECISION OF THE AUTHORITY



If the authorities [*name of the authority*] decide to limit your rights as an applicant and you believe this is unfair, **you can appeal the decision.**

You can appeal if the authorities [*name of the authority*] decide:

- you do not have the right to accommodation and other reception support
- to reduce or cancel the reception support provided to you
- not to approve your request to leave temporarily a specific geographical area [*optional, if MS apply art. 8*] or a specific place
- you are obliged to stay in a specific place (for example in a specific reception centre) and you can go out with certain restrictions
- to detain you [*if another authority is responsible for the detention decision, MS can delete this bullet point and add a new sentence specifying the authority responsible*]

[...] [*MS to mention the authority/ies to receive the appeal as per national law, including where the appeal is lodged before a judicial authority at least at the last instance as per Article 29 RCD 2024*]

If you travelled to another EU+ country without the permission of the authorities and you lost certain reception rights there, you can appeal this decision in that country.

If the authorities *[name of the authority]* in [...] *[name of the country]* decide to reduce or cancel the reception support provided to you because of the situations explained at page [...] *[xx page]*, you will still have certain rights. For example, you will be able to see a doctor or a nurse, to receive medical assistance, to receive some support *[MS to add examples, for example food]* and you a place to sleep as decided by the authorities. *[This is the suggested text by EUAA, MS to customise with national specific information. MS to add examples on how they will provide standard of living in accordance with Union's law, the Charter and international obligations for example vouchers; alternative shelter; money to cover housing].*

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

When the authorities of another EU+ country that you travelled to without permission decide to cancel the reception support provided to you, the type of support you will still receive will depend on your personal situation and needs.

YOU MAY RECEIVE LEGAL ASSISTANCE

If you want to appeal the decision of the authorities to limit your reception rights before a judge, you will/may [choose] receive free legal assistance and representation, depending on your situation [MS to customise].

This means that a legal adviser or a lawyer [MS to customise] will help you. Legal advisers or lawyers [MS to customise and choose] provide you with legal assistance before a judge, defend your interest and are independent from the authorities and the judge.

You can also consult a legal adviser or a lawyer at your own cost.



The authorities [name of the authority] will inform you how to appeal a decision.

You can always ask the authorities, non-governmental organisations or UNHCR for more information, including on available free legal assistance and representation.

When the authorities *[name of the authority]* in [...] *[name of the country]* decide to reduce or cancel the reception support provided to you because of the situations explained at page [...] *[xx page]*, you will have certain rights. For example, you will be able to see a doctor or a nurse, to receive medical assistance, some support *[MS to add examples, for example food]* and a place to sleep as decided by the authorities.

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

When the authorities of the EU+ country that you travelled to without permission decide to cancel the reception support provided to you, the type of support you will still receive will depend on your personal situation and needs.

➤ YOU MAY RECEIVE LEGAL ASSISTANCE



If you want to appeal the decision of the authorities to limit your reception rights before a judge, you will/may *[choose]* receive free legal assistance and representation, depending on your situation *[MS to customise]*.

This means that a legal adviser or a lawyer *[MS to customise]* will help you. Legal advisers or lawyers *[MS to customise and choose]* provide you with legal assistance before a judge, defend your interest and are independent from the authorities and the judge.

You can also consult a legal adviser or a lawyer at your own cost.



The authorities *[name of the authority]* will inform you how to appeal a decision.

You can always ask the authorities, non-governmental organisations or UNHCR for more information, including on available free legal assistance and representation.

CONTACT DETAILS

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

the reception authority	
<i>[Insert here the logo of the authority]</i>	<i>[...] [Include relevant contact details]</i>

other relevant authority	
<i>[Insert here the logo of the authority]</i>	<i>[...] [Include relevant contact details]</i>

other relevant authority	
<i>[Insert here the logo of the authority]</i>	<i>[...] [Include relevant contact details]</i>

You can also contact these organisations, for questions related to:

medical support



[...] [include relevant contacts of organisations which can provide medical support or guide applicants on how to access available services]

psychosocial support



[...] [include hotlines, websites or relevant contacts of organisations that can provide psychosocial support or guide applicants on how to access available services]

legal counselling, assistance and representation



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

UNHCR (the United Nations Refugee Agency)

protects the interests and the rights of asylum seekers and refugees.



[...] [include relevant contact details]

[Optional: to add other contact details (for example, UNHCR implementing partners, any other organisations providing support)]

[...] [name]

[...] [include relevant contact details]

[...] [name]

[...] [include relevant contact details]

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]

[Replace with the emergency number valid in your country. Include just one if in your country there is one valid for both police and medical emergency]

CONTACT DETAILS

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

the reception authority

[Insert here the logo of the authority]

[...] [include relevant contact details]

other relevant authority

[Insert here the logo of the authority]

[...] [include relevant contact details]

other relevant authority

[Insert here the logo of the authority]

[...] [include relevant contact details]

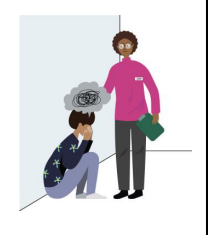
You can also contact these organisations, for questions related to:

medical support



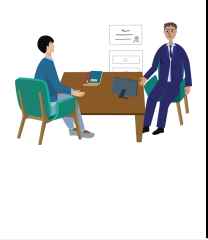
[...] [include relevant contacts of organisations that can provide medical support or guide applicants on how to access available services]

psychosocial support



[...] [include hotlines, websites or relevant contacts of organisations that can provide psycho-social support or guide applicants on how to access available services]

legal counselling, assistance and representation



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

[Optional: to add other contact details (for example, UNHCR implementing partners, any other organisations providing support)]

[...] [name]	[...] [include relevant contact details]
[...] [name]	[...] [include relevant contact details]

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

 medical emergency: [...] [number]

 police: [...] [number]

[Replace with the emergency number valid in your country. Include just one if in your country there is one valid for both police and medical emergency]

CONTACT DETAILS

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

the reception authority

[...] *[Include relevant contact details]*

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

[...] *[Include relevant contact details]*

[...] *[Include relevant contact details]*

medical support

[...] *[Include relevant contact details]*

psychological support

[...] *[Include relevant contact details]*

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]*

MY NOTES

MY NOTES

MY NOTES



[MS can add their logo here]

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