

YOUR RIGHTS AND OBLIGATIONS ON RECEPTION



This information is for you if:

- ✓ you are under the age of 18
- ✓ you arrived with one or both of your parents
- ✓ you and your family applied for asylum (also called international protection) in Austria.

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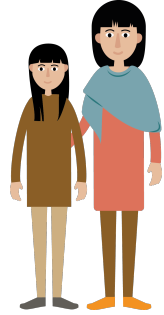
➤ YOU AND YOUR FAMILY ARE SAFE IN THIS COUNTRY

You and your family told the authorities that you cannot go back to your country because you are in danger and you applied for asylum. You and your family are asylum seekers in Austria.

➤ WHO CAN HELP YOU?

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

During your stay in the country, the following professionals can help you, for example:



- A **case worker** of the Federal Office for Immigration and Asylum will review your family's asylum application.
- **Reception staff** can support you during your stay but cannot influence your asylum application.
- A **social worker** will help you and your family with your everyday needs or contact other professionals who can help with a specific problem.
- A **doctor** or **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, worried or you find it hard to sleep.
- A **legal adviser** will help you and your family to understand what will happen during the asylum procedure and in case you believe your rights are not respected.
- An **interpreter** can help you communicate in a language you understand. Their role is to translate exactly what you and the others say.

Do you have any problems? You can always ask the staff for help and support. Do not be afraid, problems can be solved together.

➤ WHAT WILL YOU AND YOUR FAMILY 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**.

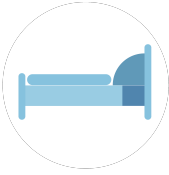
As a child and as asylum seeker, you have rights but also obligations you need to respect. These are explained in this brochure.

If you do not understand parts of this brochure or if you have any questions, ask the staff and your parents.



During your stay in this country, the staff will provide you with additional information depending on your situation. You can ask questions at any time.

Depending on your situation, you and your family will receive:



• a place to sleep



• food



• clothing



• personal hygiene products



• Your family might also receive a daily expenses allowance.

➤ RIGHT TO HEALTH CARE

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

You can inform your family and the staff about any medical problem you have. They will help you to see a nurse or a doctor if you need.



If the doctor considers it necessary, they will prescribe medications as well as visits to see specialists.

The staff will tell you and your family if you will have to attend a medical check with a nurse or a doctor.

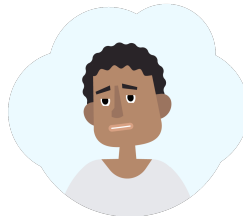
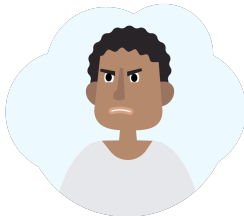
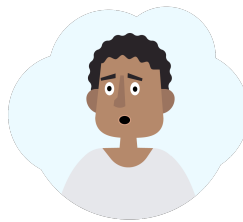
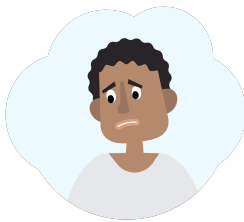
They will check on your health and provide you with the necessary assistance.

If you have a medical emergency or an injury that need urgent treatment, tell your parents or the staff. If you are outside the place where you are staying, you can call for free the emergency number 144 or alternatively the international emergency number 112.

▶ INFORM THE STAFF IF:



- you are unwell, injured or in need of urgent medical assistance or medication
- you use drugs or drink alcohol
- you experienced violence or abuse in the past or you are experiencing it now
- you are or you might be pregnant
- you cannot walk on your own, or you have difficulties hearing or seeing
- you are very worried, sad, you cannot sleep or you have negative thoughts
- you feel unsafe or 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
- your family members need support.



▶ WHAT IS A BEST INTERESTS ASSESSMENT?



It is an activity where you will see other staff who will ask you questions to:

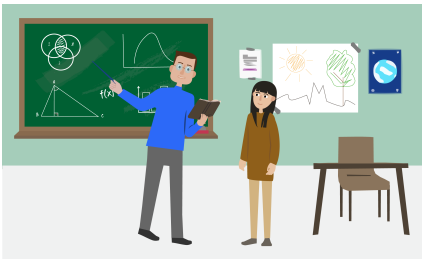
- understand your **needs**
- decide which **support** you need.

This will help the authorities to make important decisions, for example where you and your family will stay.

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

If you don't want your parents to be informed or involved, tell the staff. They will examine your request and decide based on what is best for you.

▶ RIGHT TO EDUCATION



As a child you have the right to education and to learn. If you go to school and you turn 18 during this time, you can continue your attendance until schooling finishes.

The staff will help you and your family to register at the local school. They will inform you about preparatory language classes and other courses. You might have to attend some of these courses.

The staff will tell you about educational and recreational activities to help you learn, develop and make new friends.

➤ RIGHT TO WORK



Depending on your age and your situation, you might be allowed to work in Austria if you want to. The staff will give you more information.



All boys and girls under 15 years old are not allowed to work.

➤ YOUR ASYLUM SEEKER DOCUMENT



You will receive a personal document with your name and photograph.

This shows that you are an asylum seeker in this country. You must always carry it with you.

This document is important, be careful not to lose it and don't give it away to someone else.

► WHERE WILL YOU AND YOUR FAMILY STAY?

The place where you will stay while the authorities examine your asylum application, depends on your situation.



The reception staff will inform you **where you all have to stay**, for example in a certain accommodation, city or region.

This might depend on the places available or the needs of your family.

If your family wants to stay outside the accommodation place or leave the city or region for a short time, they need to ask the authority for permission.

You and your family will receive support and services only in the place decided by the authorities.

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

No matter where you are accommodated you have the right to:

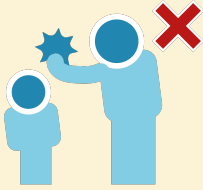


- stay with your family

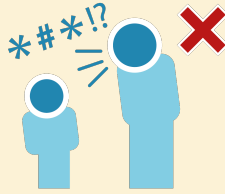


- get help to search for your family members, if you don't know where they are.

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 your parents or the staff, you can speak up.

➤ WHAT CAN YOU DO IF SOMEONE TREATS YOU BADLY?



You can talk to a person you trust, a family member, a staff member or a teacher.

If someone treats you badly, you can report this to the authorities, legal advisors or reception staff to avoid it happening again. This is called 'making a complaint'.



Attention!

If you are outside the place where you are staying and you are in danger, you can call for free the national emergency number 133 from any phone.

➤ WHAT RECEPTION OBLIGATIONS DO YOU AND YOUR FAMILY HAVE?

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

The staff can help you if they know about your situation.



Wherever you and your family will stay, there will be rules to follow. For example, you must respect the other residents and the staff and you must not be noisy during the quiet hours especially from 22:00 to 06:00.

The staff will explain the rules and the consequences when rules are not followed.

It is very important that you and your family:

- ✔ follow the rules of the place where you are staying
 - The possession, consumption and sale of alcohol and addictive substances as well as carrying or possessing objects, which can be used as weapons is forbidden.
 - Residents are responsible für cleanliness in their rooms.
 - All residents must be present in their accommodation when announced inspections take place.
- ✘ do not run away from the place where the authorities told you to stay
- ✔ follow the laws of this country, which the staff will explain to you.

➤ WHAT HAPPENS IF YOU OR YOUR FAMILY DO NOT COMPLY WITH YOUR OBLIGATIONS?



If this happens, you can speak openly to the staff and explain your situation and your reasons.

The authorities will evaluate the situation and will inform your parents if they decide to take some measures.



For example, if a member of your family runs away from the accommodation place, city or region where the authorities decided the family had to stay, **that family member may receive less support.**



If a member of your family behaves violently, **that family member may lose the support they are receiving.** The police may be called.

You and your family are now in Austria, 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

The staff will explain these important rules to you and your family. You can ask them questions at any time.

- ✔ You and your family must stay in Austria 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.

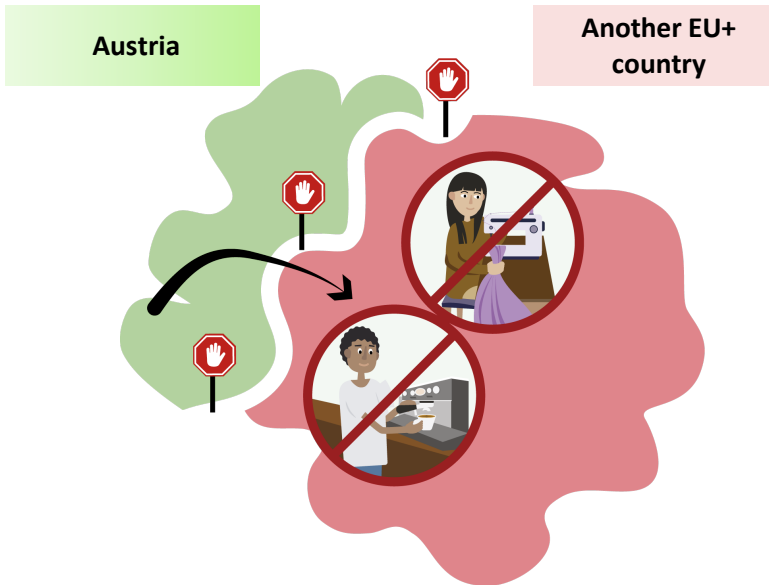


You might think of leaving this country or some people will try to convince you to run away. It could be dangerous for you. You and your family can talk to the staff and explain them the situation. The staff can advise you.

- ✘ If you run away, there will be negative consequences, that are explained in this brochure. 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 Austria will tell you which country is responsible for this.

You will learn about these procedures in separate brochures.

➤ WHAT HAPPENS IF YOU AND YOUR FAMILY RUN AWAY TO ONE OF THE EU+ COUNTRIES?



In Austria:

- 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.

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



You can ask for help from a legal adviser. A legal adviser is a person who knows the rules in this country and can study your situation and assist you.

The staff will inform you about non-governmental organisations who may also 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.

➤ WHAT HAPPENS IF SOME SUPPORT CHANGES?

If the Federal Office for Immigration and Asylum decides to limit or cancel some types of support received by a family member because of a situation as explained on page 13, that family member will still receive help based on their personal situation and needs. They will still be able to see a doctor or a nurse, receive medical assistance, some support (for example food) and a place to sleep in a place decided by the authorities.




When the authorities decide to cancel the reception support provided to you and your family because you run away to another EU+ country, the type of support you will still receive will depend on your situation and needs.

You will still be able to go to school.

CONTACT DETAILS

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

the reception authority

 Federal Office for Immigration and Asylum

Federal Office for Immigration and Asylum
<https://www.bfa.gv.at/>

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

medical support



While in reception, you have health insurance and can visit any doctor or hospital. Please inform the reception staff about doctor's appointments you organised on your own or if you are in need of medical support.

Medical information: 1450

Medical emergency: 144

psychosocial support



Within a federal reception facility, you can seek free psychological support if needed. Please contact the reception staff and they will organise an appointment for you.

In case of psychological emergency outside your accommodation, call: 142

child protection



Within a federal reception facility, there are trained child protection experts who you can ask any question you might have or they can assist you.

helpline for children in danger



If you feel neglected or in danger you can call 147 for free.

legal counselling, assistance and representation



The BBU GmbH offers free legal counselling. To get an appointment you can either ask the reception staff for help or contact them directly:

rechtsberatung@bbu.gv.at or +43 1 2676 8709 400

the United Nations Refugee Agency (UNHCR)

protects the interests and rights of asylum seekers and refugees.



UNHCR Austria
Postfach 550, 1400 Vienna
ausvi@unhcr.org
<https://www.unhcr.org/at/>

If you have a medical emergency and you are in danger, immediately tell your parents and the staff. They will help you!

In case you and your family are outside the place where you are staying and you have an accident or you are in danger, you can call these emergency numbers for free:



medical emergency: 144



police: 133

If you do not have a phone, you can ask someone to call the emergency number for you.



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