Spain

GOBIERNO DE ESPAÑA
MINISTERIO DEL INTERIOR
OAR
OFICINA DE ASILO Y REFUGIO

GOBIERNO DE ESPAÑA
MINISTERIO DE INCLUSIÓN, SEGURIDAD SOCIAL Y MIGRACIONES
SECRETARÍA DE ESTADO DE MIGRACIONES
DIRECCIÓN GENERAL DE ATENCIÓN HUMANITARIA Y DEL SISTEMA DE ACOGIDA DE PROTECCIÓN INTERNACIONAL

euaa
EUROPEAN UNION AGENCY FOR ASYLUM

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 Spain.**

Version for registration

ENGLISH

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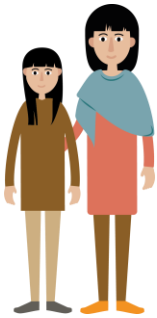
YOU AND YOUR FAMILY ARE SAFE IN THIS COUNTRY

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 Spain.

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 **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.

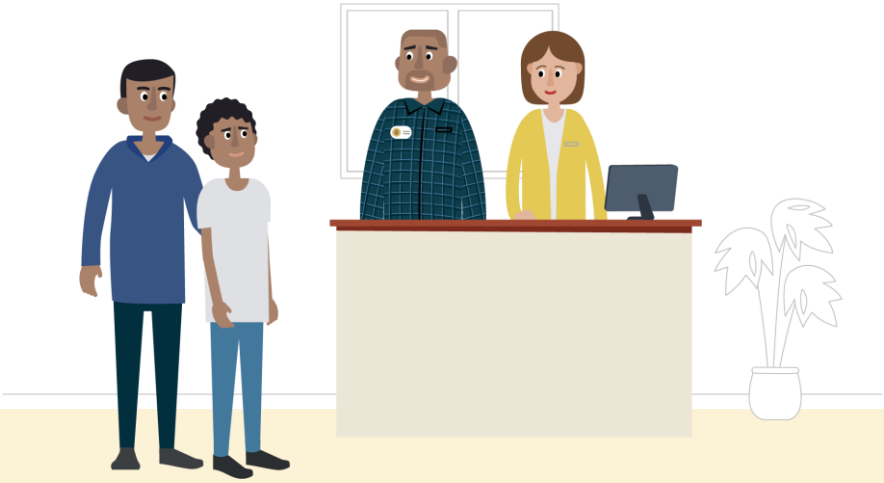
Do you have any problems? You can always ask the staff for help and support. Do not be afraid, problems can be solved together.

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 at the reception centre 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

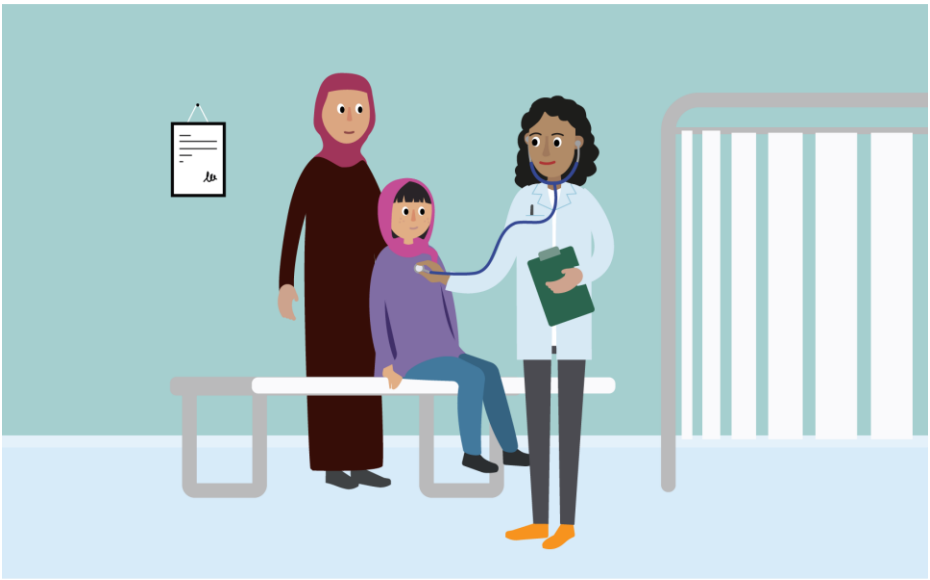
- personal hygiene products

- Your family might also receive money for daily expenses.

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 might 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 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:

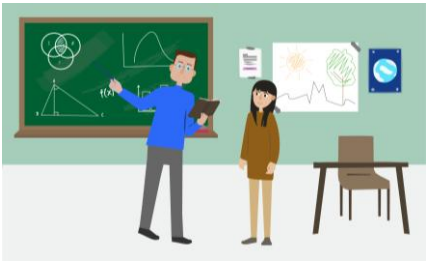
- understand your **needs**
- decide which **support** you need.

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 at the reception centre 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 Spain if you want to. The staff will give you more information.

Children under the age of 16 are not allowed to work. However, if you are between 16 and 18, you will need your parents' permission to work.

YOUR ASYLUM SEEKER DOCUMENT

Your parents 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.

This document is called "application registration document"

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 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 may receive support and services only in the place decided by the authorities.

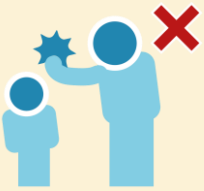
Very rarely families might be put in a centre where they cannot come and go as they wish. If you are in this situation, a legal adviser and the staff will assist you.

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 someone you trust, such as a family member or a member of staff at the shelter, your counsellor, someone at the health centre, or a member of staff at your school or college.

If someone treats you badly, you can report this to the reception authorities of the State Secretariat for Migration, 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 112 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.

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
  - Do not sleep outside the centre without authorisation.
  - Attend all scheduled appointments.
  - Respect the people living with you and the reception centre staff.
  - Provide all the information and documentation requested.
  - Inform the centre if a member of your family has obtained employment.
- 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 at the reception centre 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 Spain, 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

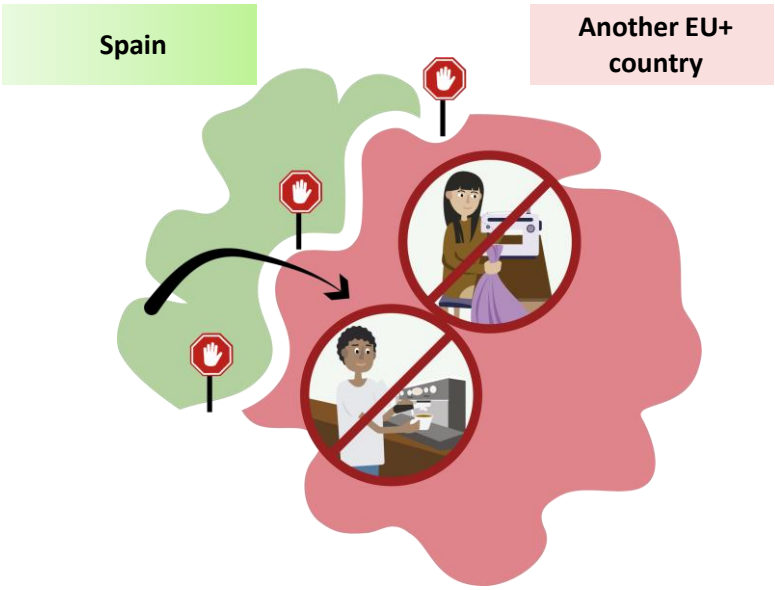
The staff at the reception centre will explain these important rules to you and your family. You can ask them questions at any time.

- You and your family must stay in Spain 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 at the reception centre and explain them the situation. The staff at the reception centre 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 Spain 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 Spain:

- 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 reception authorities decide to limit or withdraw 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 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

Ministry of Inclusion, Social Security and Migration
State Secretariat for Migration
Telephone: 0034 91 363 76 70
Email: portal@inclusion.gob.es

The organisation responsible for assessing your eligibility for a place in a care home

ACCEM
Phone: 0034 91 531 23 12 // accem@accem.es

CRUZ ROJA ESPAÑOLA
Phone: 0034 900 22 11 22 // informa@cruzroja.es

CEAR
Phone:: 0034 91 598 05 35 / 0034 91 598 05 92 // recepcion.madrid@cear.es

CEPAIM
Contact pone by province:
https://www.cepaim.org/nuestros-centros

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

medical support

Your designated healthcare provider or the health centre closest to your home.

psychosocial support

At your shelter, there will be psychological support staff available to assist you and your family.

You can also request psychological support at your school or college and at your local health centre.

If you need to speak to someone urgently, you can also call the European Child Helpline by dialling 116 111 free of charge at any time of day.

child protection

If you're having any problems or feel vulnerable, you can speak to the staff at your shelter or call or email the ANAR Foundation on +34 900 20 20 10. It's free and confidential.

helpline for children in danger

If you feel that no one is listening to you or that you are in danger, you can contact the European Child Helpline by calling 116 111 free of charge.

If your brother, sister or a friend has gone missing, you can call the Missing Children Helpline by dialling 116 000 free of charge.

legal counselling, assistance and representation

You and your family can call the Legal Advice Service in the province where you are staying free of charge, or contact CEAR by telephone on +34 91 598 05 35 and +34 91 598 05 92, or by email: recepcion.madrid@cear.es

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

UNHCR contact: https://www.acnur.org/es-es/
Telephone: +34 91 077 21 50
Email: spama@unhcr.org

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: 061/112

police: 091/112

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