



# 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 Ireland and you are now an applicant for international protection.

## CONTENTS

What is reception?	4
What will you receive?	6
Right to health care	9
Right to education for children	11
Right to work	12
Language courses and vocational training	13
The document stating that you are an applicant for international protection	14
Where will you stay?	14
Conditions in which an applicant may be detained	18
What are your reception obligations?	19
What happens if you do not comply with your obligations?	20
What happens if you travel to another EU + country without the permission of the authorities?	21
What happens once you are sent back to the EU+ country that you left without permission?	21
You can appeal a decision of the authority	22
You may receive legal assistance	23
Contact details	24

**You are now in Ireland 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 Ireland will follow a procedure to decide which EU+ country is responsible for your asylum application.



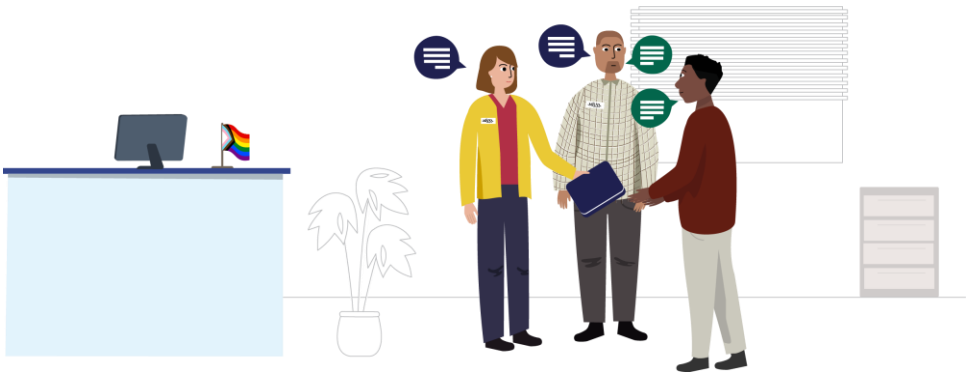
**You must stay in Ireland. You cannot travel to another EU+ country without the permission of the authorities.** If you leave, there will be negative consequences. Your asylum procedure in Ireland may be stopped. Your freedom of movement in the other country might be restricted and some reception services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

## ➤ 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.

In **Ireland**, the authority responsible for reception is **the International Protection Accommodation Service (IPAS)**. The authority responsible for examining your asylum application is **the International Protection Office (IPO)**.

You will be requested to confirm that you have received the information in this brochure via your electronic account on the International Protection Portal. Ask the staff of the International Protection Office questions if something is not clear.



**You are safe in this country.**

During your stay, the staff of the International Protection Accommodation Service will inform you about the reception services and support available to you depending on your situation.



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 the International Protection Office in a language you understand, where necessary. The interpreter will not share anything you say with anyone else.

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

## ➤ WHAT WILL YOU RECEIVE?

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



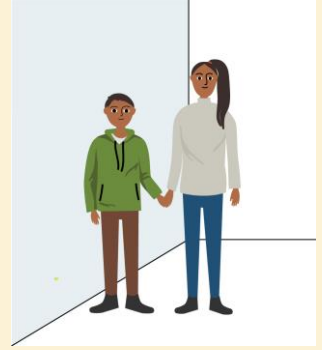
- clothing



- money for daily expenses

The authorities of the International Protection Accommodation Service will ask you questions to better understand your personal and financial situation.

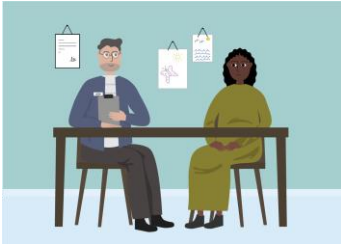
## You have the right to receive specialised support if you have special needs.



### 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 the International Protection Accommodation Service knows about your special needs.



Specialised staff will ask you questions to:

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

This is called a **vulnerability assessment**.

The more information you provide, the better we can support your needs.

This assessment is not connected to your application for international protection and anything you share will not be considered as part of your international protection case.



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



**Always contact the staff of the International Protection Accommodation Service** if you need specialised support.

You can trust the specialised staff-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 safety or someone else's safety is at risk.

## ➤ RIGHT TO HEALTH CARE

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

This may include:

- appointments with a nurse or doctor
- treatment for an injury or illness
- care if you are in pain or feeling unwell
- access to medicines you need
- support for urgent mental health concerns
- referral to other health services if needed.



### **When You Arrive**

When you arrive, staff from the Health Service Executive (HSE) may ask you some questions about your health.

They may ask about:

- any injuries, pain, or urgent health problems
- any medical conditions you have
- any medicines you are currently taking
- your vaccination history
- any recent or serious illnesses.

**This information helps the HSE identify any urgent health needs and arrange treatment as quickly as possible.**

## ➤ RIGHT TO HEALTH CARE



### If You Need Urgent Medical Help

If you have a serious illness or injury and need urgent medical treatment, call **112** or **999** and ask for an ambulance.

These emergency numbers are free to call.

### Getting Health Care and Support

If you need health care or health advice, speak to staff at your Accommodation Centre.

You can also call **HSELive** free of charge on **1800 700 700** and ask for the contact details of the local **HSE Migrant Health Team**.



**HSE Live - we're here to help**

### Paying for Health Services

Some health services are free for everyone. This includes maternity services (care during pregnancy and childbirth) and immunisation services.

You may have to pay for some other health services if you do not have a medical card.

You can get the form to apply for a medical card:

- online
- at Local Health Offices
- from staff at your Accommodation Centre, or
- from your local HSE Migrant Health Team.

For more information on how to access medical cards, see the **Frequently Asked Questions**.

## ➤ RIGHT TO EDUCATION FOR CHILDREN

All children, boys and girls, below 18 years old have the right to education.

They will receive support such as language classes. Please ask a staff member at your Accommodation Centre if you wish to avail of these services. Supports are also available through the Local Authority Integration Team.



In Ireland, all children between 6 and 16 years old must attend school.

**Parents have an obligation to send their children to school.**

## ➤ RIGHT TO WORK

Depending on your situation, you may have the right to work after 6 months from the registration of your application for international protection in Ireland. The staff at the Citywest Reception Centre will inform you about the rules that apply in Ireland.

You can also find more information on Labour Market Access here: [Labour Market Access Permission - Immigration Service Delivery](#)



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

If you work and you are staying in an IPAS Accommodation Centre, you may be asked to contribute to the cost of your accommodation. Your entitlement to the daily expense allowance is also means tested by the Department of Social Protection.



All boys and girls under 14 years old are not allowed to work. In Ireland, the minimum age to work is 14 (for light work outside school term), but children under 16 cannot do regular full-time jobs. Young people aged 16 and 17 can work full-time but are subject to strict legal restrictions on hours, breaks, and daily, weekly, and nightly rest periods.

## ➤ LANGUAGE COURSES AND VOCATIONAL TRAINING

Depending on your situation, you may attend:

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



The staff at your Accommodation Centre can inform you about these courses and when you can start them.

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



You will receive an official digital document, called an International Protection Applicant Certificate that states that you are an applicant for international protection. This document will state your name and your personal data and can be stored on your phone. You must carry it with you all the time.

This is not a travel document.

**Attention!** This is an important document and should be kept safe. Please save it to your phone.

## ➤ WHERE WILL YOU STAY?

The authorities of the International Protection Accommodation Service will tell you where you will stay and explain the conditions, services and supports available to you.

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

If you are staying in IPAS accommodation, you will be given a copy of the house rules, which you must follow during your time in IPAS accommodation.

If you don't follow the house rules you may lose your accommodation or be reassigned to another location.

## 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



- **request to stay with your husband, wife, children and siblings under 18 or with an adult relative who needs daily care while you wait for a decision on your asylum claim and if it is appropriate**
- **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.

You can make a formal complaint to IPAS if:

- you have made a verbal complaint to your centre manager, **and**
- you have made a written complaint to your centre manager, **and**
- you are not satisfied with the outcome of both the verbal and written complaints.

## International Protection Accommodation Service (IPAS) Complaints Procedure

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

You can choose to stay in private accommodation if you have sufficient financial resources and if the authorities 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.

If you choose to stay in private accommodation, you will continue to have access to mainstream health and education services, but no financial assistance will be provided



**Depending on your situation, the authorities may 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 such as regularly reporting to the authorities. Your presence in that specific place may be checked regularly.**

The authorities 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 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 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 of the International Protection Office or An Garda Síochána (the police) 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 might 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 might 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 Ireland and do not travel to another EU+ country or the United Kingdom (including Northern Ireland) without the permission of the authorities.
- ✘ Do not leave without permission the specific place where the authorities said you must stay.
- ✔ Cooperate fully with the authorities and follow their instructions.
- ✔ Respect the rules of the place where you are staying. If you are staying in IPAS accommodation, follow the house rules.
- ✔ Respect the other residents, the staff and other persons.
- ✔ Inform the authorities of the International Protection Accommodation Service about your financial resources.
- ✔ Inform the authorities of the International Protection Office about your current address and contact information (telephone number, email), and any changes, so they can contact you at all times.

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

The authorities will evaluate your situation and may decide to reduce or cancel some type of support. The authorities 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:

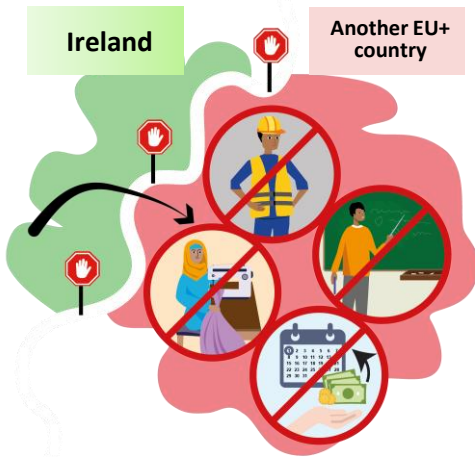
- you leave without permission the specific place where the authorities said you must stay
- you do not cooperate with the authorities
- you lie about your financial resources
- you break the rules of the of the place where you are staying
- you already applied for asylum in another EU+ country, and you left from that country.

**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, An Garda Síochána (the police) might also be called to intervene.



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



### In Ireland:

- 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 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 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 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

The authorities making the decision can provide further information on the relevant appeals process. Depending on the type of restrictions imposed, you can appeal the decision to either the International Protection Office (IPO), the Tribunal for Asylum and Returns Appeals (TARA) or the District Court.

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.

When the authorities of the International Protection Office in Ireland decide to reduce or cancel the reception support provided to you because of the situations explained at page 19, you will still have certain rights. For example, you will be able to see a doctor or a nurse, to receive medical assistance, some support such as meals 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 may receive free legal assistance and representation, depending on your situation.

This means that a legal adviser will help you. Legal advisers 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 relevant 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



An Roinn Dlí agus Cirt,  
Gnóthaí Baile agus Imirce  
Department of Justice,  
Home Affairs and Migration

International Protection Accommodation Service  
Department of Justice, Home Affairs and  
Migration

51 St Stephen's Green, Dublin 2, D02 HK52

Email: [IPASinbox@justice.ie](mailto:IPASinbox@justice.ie)

### other relevant authority



An Oifig um Chosaint  
Idirnáisiúnta  
International Protection  
Office

The International Protection Office  
Department of Justice, Home Affairs and  
Migration

Website: <https://ipo.irishimmigration.ie>

### other relevant authority



tara

Dinne Tearmaín agus  
Achtamhalta um Fhiliúigh  
Tribunal for Asylum and  
Returns Appeals

Tribunal for Asylum and Returns Appeals  
6/7 Hanover Street East  
Dublin 2, D02 W320

Website: [www.asylumappeals.ie](http://www.asylumappeals.ie)

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

### medical support



- In a medical emergency, call **999** or **112** and ask for an ambulance.
- For general healthcare support in your area, speak to staff at your **Accommodation Centre**.
- You can also call **HSELive** free on **1800 700 700**. They can provide the contact details for the **HSE Migrant Health Team** in your area.

### psychosocial support



- The **Irish Red Cross** provides mental health and wellbeing support for people seeking international protection. Visit their website [here](#) for more information.
- The **HSE Cork and Kerry** service (see [here](#) for information) offers on-line videos in Arabic and Farsi about:
  - Trauma and PTSD
  - Managing sleep problems
  - Anxiety
  - Other mental health concerns.
- To access HSE **Counselling in Primary Care (CIPC)**, speak to your GP (doctor) about a referral.
- The **Irish Refugee Council** provides information about organisations that support people seeking international protection in Ireland (see [map](#)).

### legal counselling, assistance and representation



Legal counselling will be made available to you at the Citywest Convention Centre at the Legal Aid Board Citywest Counselling Service.

You can apply for legal advice and representation (legal aid) from the Legal Aid Board at the Citywest Convention Centre or at one of these 3 Law Centres:

1. **Dublin:** Smithfield Law Centre  
 (01) 646 9600
2. **Cork:** Popes Quay Law Centre  
 087 945 1132
3. **Galway:** Galway Law & Family Mediation Centre  
 091 568 467 / 01 646 9637

## UNHCR (the United Nations Refugee Agency)

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



The UNHCR office in Ireland is located at Merrion House, Suite 4, 1-3 Lower Fitzwilliam Street, Dublin 2, Ireland

Website: <https://help.unhcr.org/>.

Email: [iredu@unhcr.org](mailto:iredu@unhcr.org)

Phone (Protection Unit): +353 1 631 4613

## Integration Support

Local Authority  
Integration Teams  
(LAITs)

The staff in your accommodation centre can put you in contact with the local LAIT team  
<https://www.localgov.ie/lait-contact-details>

## Support to return to your home country

Voluntary Return  
Service

[voluntaryreturns@justice.ie](mailto:voluntaryreturns@justice.ie)

If you have a medical emergency or you are in danger, you can call these numbers for free :



**medical emergency: 112 or 999**



**police: 112 or 999**



An Roinn Dlí agus Cirt,  
Gnóthaí Baile agus Imirce  
Department of Justice,  
Home Affairs and Migration

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