Ireland

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

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 without your parents, either alone or with other family members**
- **you applied for asylum (also called international protection) in Ireland.**

Version for registration

ENGLISH

CONTENTS

You are safe in this country	3
Who will help you?	3
What is the role of the representative?	3
Who else can help you?	4
What will you receive?	6
Right to health care	8
Inform the staff and the representative	9
What is a best interests assessment?	10
Right to education	10
Right to work	11
Your asylum seeker document	11
Where will you stay?	12
What can you do if someone treats you badly?	13
What are your reception obligations?	14
What happens if you do not comply with your obligations?	15
Rules for applying for asylum and travelling to other countries	16
What happens if you run away to one of the EU+ countries?	17
Who can help you if you don’t agree with a decision made by authorities?	18
What happens if some support changes?	19
Contact details	20

YOU ARE SAFE IN THIS COUNTRY

You told the authorities that you cannot go back to your country because you are in danger and you applied for asylum. You are an asylum seeker in Ireland.

It is normal if everything feels new. You are safe in this country and you will not be alone.

WHO WILL HELP YOU?

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

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

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

WHAT IS THE ROLE OF THE **REPRESENTATIVE?**

Your representative explains to you everything you need to know about your stay and helps you to find answers to your questions. For example, about how you can go to school, how you can see a doctor, where you will live, how can you find or contact your family. Other staff will also help you with these questions.

Your 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 representative your opinion.

If you have a problem with your representative, tell the staff of the International Protection Office.

WHO ELSE CAN HELP YOU?

- A **social worker** will help you 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 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.

What is age assessment?

If you arrived in Europe with no document proving how old you are, and the authorities have doubts about your age, they will ask you to take part in a procedure called **age assessment**. In this way, they can decide if they consider you a child or not. If you are asked to take part in an age assessment, your representative will explain the procedure to you.

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, you can ask your representative or the staff for assistance. They will help you to search for your family.
- If you know where your family is and you have their contact details, the staff can help you to call them if you wish.
- If you have family in Europe, tell your representative 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 representative and the staff of the Accommodation Centre, 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**.

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

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 representative and the staff of your Accommodation Centre.

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

You will receive:

- a place to sleep

- food

- personal hygiene products

- clothing

- money for daily expenses

RIGHT TO HEALTH CARE

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

You can inform the staff and your representative about any medical problem you have.

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.

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

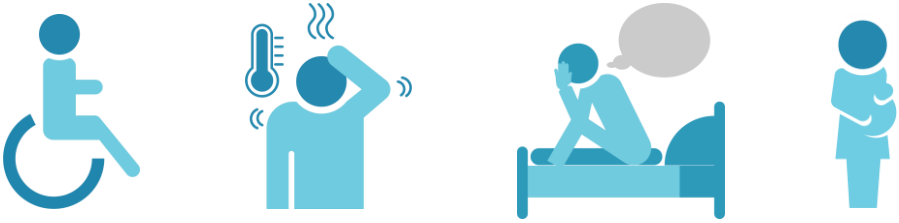
If You Need Urgent Medical Help

If you have a medical emergency or any injury that needs urgent treatment, tell the staff. If you are outside the place where you are staying, you can call for free the emergency number 112. or 999 and ask for an ambulance.

Getting Health Care and Support

Your representative will help you to register with a GP (doctor).

INFORM THE STAFF AND THE REPRESENTATIVE 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 and seeing
- you are very worried, sad, you cannot sleep or you have negative thoughts
- you feel unsafe or 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.

Remember, the staff at your Accommodation Centre and your representative are here to help.

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 will stay.

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

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.

Your representative and the staff will help you to register at the local school. They will inform you about preparatory language classes and other 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 Ireland, if you want to. Your representative and the staff at your Accommodation Centre will give you more information.

If you have been waiting for a first instance decision for longer than 5 months, and you are aged 16 or over, you can apply for permission to work.

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.

YOUR ASYLUM SEEKERS DOCUMENT

You will receive a personal digital document with your name and photograph. This shows that you are an asylum seeker in Ireland. You must always carry it with you. You can store it on your phone, if you have one.

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

This document is called an International Protection Applicant Certificate.

WHERE WILL YOU STAY?

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

Your representative and the staff of the Accommodation Provider will inform you **where you have to stay**, for example in a certain accommodation or in a particular city.

You 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 representative, a legal adviser and the staff will 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 representative, you can speak up.

WHAT CAN YOU DO IF SOMEONE TREATS YOU BADLY?

You can talk to a person you trust, your representative, or any member of staff at the Accommodation Centre or the International Protection Office.

If someone treats you badly, you can report this to the authorities 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 or 999 from any phone.

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. You are not alone. Your representative and the staff are here to listen to you and to help you with your everyday needs.
The staff can help you if they know about your situation.

Wherever you 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:

- follow the rules of the place where you are staying
- do not run away from the place where the authorities told you to stay
- follow the laws of this country, which the staff and your representative will explain to you.

WHAT HAPPENS IF YOU DO NOT COMPLY WITH YOUR OBLIGATIONS?

If this happens, you can speak openly to your representative or the staff of the International Protection Office and explain your situation and the reasons you had.

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

The authorities might decide that:

- **you may receive less support**, for example, if you run away from the place where the authorities told you to stay or if you do not cooperate with the authorities.
- **you may lose some of the support you are receiving**, if you behave violently or if you break the rules of the place where you are staying in a repeated or serious way, the police may also be called.

You are now in Ireland which is an EU+ country.
The EU+ countries are:

27 Member States of the European Union (EU): Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, 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.

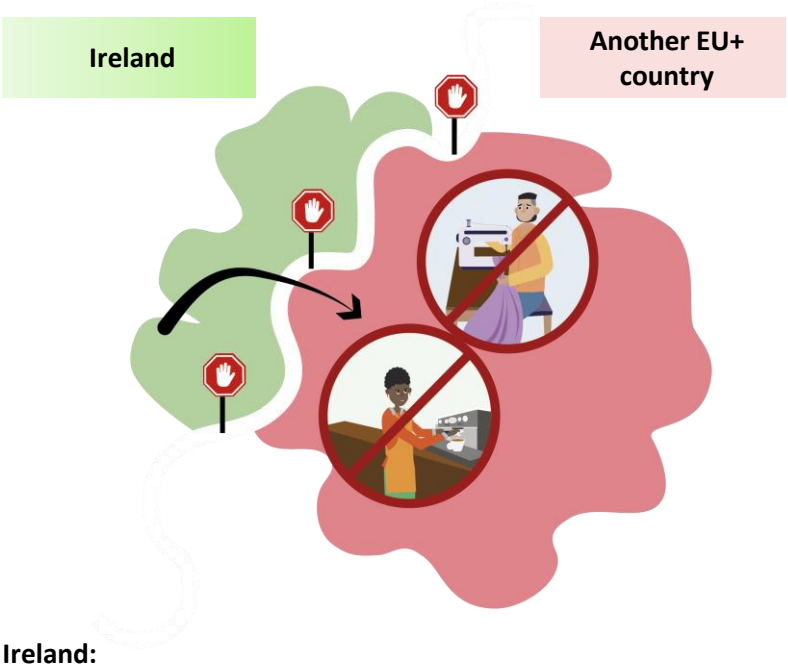
RULES FOR APPLYING FOR ASYLUM AND TRAVELLING TO EU+ COUNTRIES

Your representative and the staff of the International Protection Office will explain these important rules to you. You can ask them questions at any time.

- You must stay in Ireland and not run away to one of the other EU+ countries or the United Kingdom (including Northern Ireland).
- 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 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 Ireland 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 Ireland:

- 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 IF YOU DON'T AGREE WITH A DECISION MADE BY AUTHORITIES?

You can talk to your representative and ask any questions.

Together with your representative 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 also 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 authorities of the International Protection Office decide to limit or cancel some types of support because of the situation as explained on page 15 you will still be able to:

- go to school

- see a doctor or a nurse and receive medical assistance

- receive help based on your personal situation and needs, meaning a place to sleep in a place decided by the authorities and get some support.

When the authorities decide to cancel the reception support provided to you because you ran away and moved to another EU+ country, the type of support you will still receive will depend on your personal situation and needs. You will still be able to go to school.

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

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	
TUSLA	TUSLA – The Child and Family Agency The Brunel Building, Heuston South Quarter Saint John's Road West, Dublin 8, D08 X01F Website: Tusla - Child and Family Agency

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

medical support

If there is a medical emergency call for free 999 or 112 and ask for an ambulance.

For general health supports in your area, ask the staff at your Accommodation Centre or call for free HSELive (1800 700 700) and ask for the HSE Migrant Health Team contact.

psychosocial support

The Irish Red Cross offers a range of mental health and wellbeing supports for International Protection Applicants. See here for information.

The HSE in Cork and Kerry have on-line videos in Arabic and Farsi on Trauma and PTSD, how to manage sleeping, anxiety and other issues. See here for information.

To access HSE Counselling in Primary Care (CIPC), talk to your doctor about a referral.

The Irish Refugee Council map shows information about organisations that provide supports to people seeking protection.

child protection

Ombudsman for Children
Millennium House, First Floor
52-56 Great Strand Street, Dublin 1, D01 F5P8
Website: Protecting the rights of children in Ireland | Ombudsman for Children (oco.ie)

helpline for children in danger

If you feel neglected or in danger you can call 119 or 999 for free.

Childline can be contacted by any child or young person by calling 1800 66 66 66 or chatting online at Childline.ie 24 hours a day, every day.

If your brother, sister or a friend has gone missing you can call the Hotline 116 000 - Missing Children Europe

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

the United Nations Refugee Agency (UNHCR)

protects the interests and 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

Phone (Protection Unit): +353 1 631 4613

If you have a medical emergency and you are in danger, contact your representative or the staff at your Accommodation Centre. They will help you.

If you 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: **112 or 999**

police: **112 or 999**

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

This brochure is for information purposes only. It does not in itself create rights or obligations. The European Union Agency for Asylum (EUAA) has provided the main body of this material, and reproduction of and alteration to this brochure is authorised by the EUAA only for EU Member States. The EUAA does not accept any responsibility or liability for the accuracy, content, completeness, legality or reliability of the information included in this brochure by EU Member States or by any other responsible third party. Neither the EUAA nor any person acting on behalf of the EUAA is responsible for the use that might be made of the information found in this brochure.

© European Union Agency for Asylum, 2025