



### Irish Refugee Council

**Second Floor, Ballast House, Aston Quay, Dublin 2, Ireland**  
**Phone: 00 353 1 764 5854 Fax: 00 353 1 672 5927**  
**Email: [info@irishrefugeecouncil.ie](mailto:info@irishrefugeecouncil.ie)**

The Irish Refugee Council (IRC) provides a specialist support to people claiming asylum, subsidiary protection or leave to remain on human rights grounds up until the point that they obtain a residence permit or until there is nothing further that can be done to assist with their protection claim.

#### SEPARATED CHILDREN

Currently the IRC has a dedicated Children's Officer to advise and assist in cases of separated children including those who have reached the age of 18 and are, or have been, transferred to Direct Provision.



### UNICEF Ireland

**33 Lower Ormond Quay, Dublin 1**  
**Phone: 00 353 1 878 3000 Fax: 00 353 1 878 6655**  
**Email: [info@unicef.ie](mailto:info@unicef.ie)**

UNICEF promotes, advocates for and supports children's rights in all situations, through appropriate means, including in emergencies, post-conflict and natural disaster transition and, through global advocacy, in industrialised countries. It speaks out on behalf of children, especially in cases where children's rights are at risk.

# Welcome to Ireland's Asylum Process



## List of organisations with contact details who assist separated children in the asylum process:

### EMERGENCY SERVICES:

Dial 999 or 112

### FOR INFORMATION:

**Irish Refugee Council**  
2<sup>nd</sup> Floor Ballast House, Aston Quay, Dublin 2  
Phone: [01] 764 5854

**Immigrant Council of Ireland**  
2 St. Andrews Street, Dublin 2  
Phone: [01] 674 0202

### FOR HELP IN TRACING YOUR FAMILY:

**Irish Red Cross**  
The Irish Red Cross Head Office, 16 Merrion Square, Dublin 2  
Phone: [01] 642 4600

### FOR HELP IF YOU WANT TO RETURN TO YOUR HOME COUNTRY:

**International Organization for Migration**  
7 Hill Street, Dublin 1  
Phone: [01] 878 7900

### FOR EDUCATION SUPPORT:

**Separated Children Education Service (CDEEC)**  
Parnell Adult Learning Centre, Parnell Square, Dublin 1  
Phone: [01] 878 6662

### FOR EMOTIONAL SUPPORT:

**Childline**  
Free phone: 1800 666 666.  
On the web: [www.childline.ie](http://www.childline.ie)

**Samaritans**  
112 Marlborough Street, Dublin 1  
Phone: [01] 671 0071

**Teenfocus**  
Phone: [01] 676 7960

### FOR INFORMATION:

**The Integration Centre**  
18 Dame Street, Dublin 2  
Phone: [01] 645 3070 / [01] 677 0061

**Ombudsman for Children Office**  
Millennium House, 52-56 Great Strand Street Dublin 1  
Free phone: 1800 202040

**United Nations High Commissioner for Refugees (UNHCR)**  
Merrion House, Suite 4, 1-3 Lower Fitzwilliam Street, Dublin 2  
Phone: [01] 631 4613

**Barnardos Ireland**  
Christchurch Square, Dublin 8  
Phone: [01] 453 0355 Callisave: 1850 222 300

**Irish Society for the Prevention of Cruelty to Children (ISPCC)**  
29 Lower Baginot Street, Dublin 2  
Free phone: 1800 666 666

**Children**  
The Health Service Executive Social Work Team for Separated  
Phone: [01] 669 9542

**Irish Association for Young People in Care**  
7 Red Cow Lane, Smithfield, Dublin 7  
Phone: [01] 872 7661

### FOR INDEPENDENT LEGAL ADVICE:

**Free Legal Advice Centre**  
13 Lower Dorset Street, Dublin 1  
Phone: 1890 350 250

## cad é an scéal? (What's the story?)

### Welcome to Ireland!

#### OVERVIEW:

Official Name of the Country:	<b>The Republic of Ireland</b>
Population:	<b>4.5 Million</b>
Capital City:	<b>Dublin</b>
Other Main Cities:	<b>Cork, Limerick, Galway</b>
Currency:	<b>Euro (€)</b>
Official Languages:	<b>English and Gaelige (Irish)</b>
Political System:	<b>Parliamentary Representative Constitutional Democratic Republic</b>

#### GETTING AROUND:

Dublin Bus:	<b><a href="http://www.dublinbus.ie">www.dublinbus.ie</a></b>
Tram:	<b><a href="http://www.luas.ie">www.luas.ie</a></b>
Irish Rail:	<b><a href="http://www.irishrail.ie">www.irishrail.ie</a></b>
Bus Eireann:	<b><a href="http://www.buseireann.ie">www.buseireann.ie</a></b>

### Information on the Process

#### Application for Protection

The process through which you apply to stay in Ireland. The application can take different forms – Application for Refugee Status; Application for Subsidiary Protection; Leave to Remain. Your Social Worker can help you to understand your application.

#### Department of Justice and Law Reform (DJLR)

The part of the Irish Government who deals with protection applications made in Ireland.

#### The Minister for Justice

The head of the DJLR.

#### The Office of the Refugee Applications Commission (ORAC)

The people who assess your application for protection in Ireland.  
79-83 Lower Mount Street, Dublin 2, Ireland.  
Tel: [01] 602 8000

#### Refugee Appeals Tribunal (RAT)

If your application for refugee status is refused you can appeal the decision to this body.  
6-7 Hanover Street East, Dublin 2.  
Tel: [01] 474 8400

#### Irish Naturalisation and Immigration Service (INIS)

Deals with family reunification and other administrative matters.  
13/14 Burgh Quay, Dublin 2.  
Tel: 1890 551 500

#### Garda National Immigration Bureau (GNIB)

The Garda Síochána are Ireland's Police Force. GNIB are present at borders, including the airport, and issue documents during your stay in Ireland.  
13/14 Burgh Quay, Dublin 2.

### Who is responsible for you?

**The Health Service Executive (HSE)** is responsible for you. You will have a **Social Worker (SW)** who looks after your accommodation, food and education. This is the person who is legally

responsible for you. They are here to help you throughout the asylum process and to look out for your best interest.

#### HSE Team for Separated Children

If you have questions or problems with your social worker or the HSE, call the Team for Separated Children.  
Tel: [01] 669 9542

#### Reception Centre

The place where you stay when you first arrive in Ireland.

#### Foster Care

When you live with a family in their home.

#### Residential Care

When you are near the age of 18, you will be placed in accommodation with other young people your age.

### Who else can you turn to?

#### Irish Red Cross

Are part of an international organisation who will help you to trace your family.  
Tel: [01] 642 4600

#### International Organization for Migration

If you are returning to your country of origin, they will assist.  
Tel: [01] 878 7900

### What is the Refugee Legal Service?

The RLS is a special office which provides confidential and independent legal advice to people who apply for asylum in Ireland. They will advise you at any stage of the asylum process. You can register with them at point although it is best that you register with the RLS at the earliest stage of the asylum process.

After you register with RLS it is necessary to tell them if there is any change in your address and also attend all the appointments they give you! RLS will provide an interpreter for meetings with your solicitor.

When you apply for asylum in Ireland the RLS will advise you how to fill out your questionnaire for ORAC. They will help you with your interview at ORAC and advise you on any relevant documents for your interview.

If you appeal a decision on your asylum application, the RLS will assist you with this. The RLS will also help you if you apply for Leave to Remain or Subsidiary Protection.

The RLS also run RLS information clinics all around the country. For more information see: [http://www.legalaiddboard.ie/lab/publishing.nsf/C](http://www.legalaiddboard.ie/lab/publishing.nsf/Content/RLS_Info_Clinics)

If you have any problems with the RLS you can make a complaint in writing to the Independent Monitoring Committee, Secretary of the Independent Monitoring Committee, P.O. Box 9169, Dublin 2.

You can phone them on [01] 6167859 (queries only). The complaint must relate to a decision/action taken or not taken in their providing of services to you. You can also make a complaint about the performance of RLS staff where they have not

acted in a professional manner and this has negatively affected you.

### You can find out more about RLS, in a variety of languages at:

[http://www.legalaiddboard.ie/lab/publishing.nsf/C](http://www.legalaiddboard.ie/lab/publishing.nsf/CContent/RLS_General_Information)

### And you can contact them at:

#### Dublin:

Registration Office: Timberlay House, 79/83 Lower Mount St., Dublin 2.  
Free phone: 1800 229222  
Phone [01] 6310800 Fax: [01] 6615011  
Email: [dublinrls@legalaiddboard.ie](mailto:dublinrls@legalaiddboard.ie)

48/49 North Brunswick Street, Georges Lane, Dublin 7.  
Free phone: 1800 23 83 43  
Phone: [01] 6469600 Fax: [01] 6710200  
Email: [dublinrls@legalaiddboard.ie](mailto:dublinrls@legalaiddboard.ie)

#### Cork:

North Quay House, Popes Quay, Cork.  
Free phone: 1800 202420  
Phone: [021] 4554634 Fax: [021] 4557622  
Email: [rlscork@legalaiddboard.ie](mailto:rlscork@legalaiddboard.ie)

#### Galway:

Seville House, New Dock Street, Galway.  
Free phone: 1800 502400  
Phone: [091] 562480 Fax: [091] 562599  
Email: [rlsgalway@legalaiddboard.ie](mailto:rlsgalway@legalaiddboard.ie)

(Access to free phone numbers is by landline / payphone only)

### What happens during your interview with ORAC?

As part of your application for asylum in Ireland you will have to attend an interview with the Office of the Refugee Applications Commissioner in Dublin. Your Social Worker and/or Case Worker will be with you for the interview. Your solicitor from RLS will also be there. Your Social Worker/Case Worker and Solicitor are there to look after your best interest during the interview. You are entitled to have an interpreter there also if you feel that you need one. During the interview at ORAC you will be asked questions on the questionnaire that you filled out for your application for asylum in Ireland.

### What happens if you appeal a decision to RAT?

If you receive a negative decision in your application for refugee status, you can appeal this decision to the Refugee Appeals Tribunal. You may also have an interview with RAT, but this is not always the case.

If you do have an interview with RAT your Social Worker and/or Case Worker will be with you for the interview. Your solicitor from RLS will also be there. Your Social Worker/Case Worker and Solicitor are there to look after your best interest during the interview. You can request to have an interpreter there also if you feel that you need one. A Presenting Officer from the Office of the Refugee Applications Commissioner will also be at the interview along with a representative of RAT. The interview will be informal and you will be asked questions on your refugee application.



# The Asylum Process in Ireland

## Acronyms:

RLS	Refugee Legal Service
HSE	The Health Service Executive
RIA	The Reception and Integration Agency
SW	Social Worker
ORAC	The Office of the Refugee Applications Commissioner
INIS	Irish Naturalisation and Immigration Service
RAT	Refugee Appeals Tribunal
GNIB	Garda National Immigration Bureau
DJLR	Department of Justice and Law Reform

You arrive in Ireland.

### You will meet an immigration officer.

- You will have your fingerprints taken.
- If you have been fingerprinted in another European country, you may be returned to that country. Ask RLS or the HSE for help.
- You may appeal a decision to be returned to this EU country. Ask SW or RLS.
- If you have family in Ireland, you may be reunited with them following DNA tests.

### The officer will ask your age.

If over 18

- You will be referred to the RIA who will provide you with accommodation, food and €19.10 per week.
- If you wish to appeal to have your age reassessed, ask your SW or RLS caseworker.

### Who will look after me?

If under 18

- The HSE, as your guardian, will look after your accommodation, food, medical care and education.

### Where will I live?

You will go to a residential unit for approximately six weeks with young people like you where you will meet a social worker who will find you a place to live, most likely with a foster family outside Dublin.

### What if I want to find or contact my family?

Ask your social worker, your foster parent(s) or the Irish Red Cross.

Confidential.

You may contact the Irish Red Cross yourself to ask for help in tracing your family.

You will receive €19.10 per week.

### Seeking Asylum.

If you need protection from a situation in your country, your social worker will help you decide to make an application for protection in Ireland.

### Section 8 & the Questionnaire

You will tell an immigration official that you are making an application for protection.

### Preparation

You will meet a caseworker with RLS, you may bring your social worker, your foster parent or a person you trust. RLS will be your legal representative and they will help you with a long and detailed questionnaire.

This is a free service.

Return to ORAC 5 days after your Section 8.

You may submit an application yourself - contact ORAC.

### Section 11 - Your Interview.

You will have a long interview in ORAC where you will explain why you need protection. You may ask for an interpreter. You may also bring someone you trust to be with you in the interview room.

"Hello" "nǐ hǎo"  
"Bariba" "Halaw"  
"Salut" "Hola"

### Appeal.

If you are not told you are a refugee, you may appeal to the RAT within 15 days of receiving your decision letter. Ask your SW and RLS Caseworker for help.

**YES** You are a refugee.

**NO** You may apply for subsidiary protection and/or leave to remain.

Ask RLS and someone you trust for help.

You have 15 days to apply.

### Am I a Refugee?

**IF YES** You will have Refugee Status.

You can:

- Stay in Ireland
- Continue to go to school
- Work in Ireland (over 16)
- Travel outside Ireland
- Apply for family reunification at INIS

### Subsidiary Protection.

You have the same rights as a refugee.

### Leave to Remain.

You can stay in Ireland for a certain period of time. You cannot apply for family reunification

### What is the story with Status?

#### Refugee Status = Where you have:

- A well-founded fear of being persecuted because of your race / your religion / your nationality/ your membership of a particular social group or your political opinion
- You must be outside the country of your nationality
- You must be unable or unwilling to seek protection from that country.

Or

- You must not have a nationality
- You must be outside of the country where you usually live
- You must be unable or unwilling to return to this country

#### If you are granted refugee Status in Ireland, you will have the following rights:

- The right to reside in Ireland
- The right to access education and training
- The right to work once you are over 16
- The right to the same medical care, services and social welfare benefits, including housing, as an Irish citizen
- The same rights of travel in or out of Ireland
- The same freedom to practice your religion
- The right to the same access to the courts as an Irish citizen
- The same right to form and be a member of associations and trade unions as an Irish citizen
- The rights to acquire, hold, dispose or otherwise deal with real or personal property or an interest in such property in the same way and subject to the same obligations and limitations as an Irish citizen
- The Right to Family Reunification

#### Subsidiary Protection = This is decided on by the Minister for Justice. To apply for this you...

- Must not be a citizen in another EU country
- Must have applied for and been refused refugee status in Ireland
- Must be able to prove:
  - (a) That there are substantial grounds to believe that if you are returned to your country of origin or country of usual residence
  - (b) You would face a real risk of suffering serious harm
  - (c) The absence of protection from that country

#### Leave to Remain = This is granted by the Minister for Justice on humanitarian grounds. In making this decision the Minister takes into account:

Your age, how long you have been in Ireland, the nature of your connection to Ireland, your family and living circumstances, your employment prospects, your character and conduct both in Ireland and abroad, representations made by other people about you. The Minister also looks at any danger you may pose to national security and public policy.