



Raphaelswerk e.V.

ITALY: Information for refugees who are returned to Italy

Last updated in June 2020

Under the Dublin Regulation, refugees may be transferred to the EU country responsible (in most cases, the country of first entry), so that the asylum procedure is carried out there. Refugees who have already been recognised in another EU country will be returned to that country on the basis of the safe third country clause because their asylum application is not admissible in Germany.

For many refugees, their imminent return to another EU country creates great uncertainty. Our guide is intended for advisers, voluntary support groups and people who are affected. It is supposed to show existing services and contacts. Refugees will be given information about their situation after being returned as well as addresses of organisations they may contact locally for support.

However, no assessment of these organisations and services is made. Many services offering help in Italy are short-term projects and not subsidised on a regular basis. At the time when the information provided herein was compiled (June 2020), there was only a small number of permanent support structures. We therefore do not claim that the list is exhaustive. This report must not be used as general proof of existing services offering help.

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This publication was supported by



Bundesministerium
für Familie, Senioren, Frauen
und Jugend

Katholische Arbeitsgemeinschaft Migration
(KAM)

Table of contents

Introduction.....	3
Change in the law in 2018: The Salvini Decree	3
What awaits me after re-entry?.....	4
What do I have to do first?.....	5
Residence status in Italy.....	7
Procedures under the law of residence / asylum procedures	8
What duties do asylum seekers have in Italy?	10
What rights do asylum seekers have in Italy?	10
Return to the country of origin	11
Identification document for asylum seekers.....	11
Residence	11
Application for an Italian tax number	12
Accommodation after re-entry	12
Access to housing	14
Access to social services.....	15
Access to health care.....	15
Access to the labour market.....	16
Access to educational institutions.....	17
Access to language courses.....	18
Vulnerable persons.....	18
Annex: Where can I get advice and support?	20
Sources	33

Introduction

Since March 2019, transfers to Italy have been carried out again from Germany without limitation. Even for families with children under the age of three, there is no general limitation any longer.

Above all, the main problems for refugees who are returned to Italy relate to reception conditions and access to the asylum procedure. Often, easy access to accommodation and reopening of the procedure are not guaranteed. Moreover, there are obstacles when it comes to access to medical care. The situation is particularly problematic for vulnerable persons. In addition, changes in the law made in the last few years aggravate the conditions for asylum seekers in Italy. Even for beneficiaries of protection, there are obstacles when it comes to access to health care, work and housing. Since there are hardly any support services for them, the risk of becoming homeless is particularly high for this group.

Moreover, experience has shown that in practice official regulations are not always implemented. This was revealed by reports of the Swiss Refugee Council on reception conditions in Italy and on vulnerable asylum seekers who were returned to Italy under the Dublin Regulation¹.

Change in the law in 2018: The Salvini Decree

In October 2018, the so-called Salvini Decree entered into force, which sets out planned changes in the asylum system. The main effects on the situation of refugees and asylum seekers in Italy are:

- Deterioration of accommodation: access to SPRAR² centres is limited to unaccompanied minors and beneficiaries of international protection. Asylum seekers and persons enjoying humanitarian protection, even vulnerable persons, are not admitted there any longer. Instead, they are placed in bigger reception centres and emergency reception centres.
- The humanitarian protection status has been abolished.
- Detention prior to deportation has been extended from 90 to 180 days.
- No registration of residence for asylum seekers; this may result in restricted access to various services.

Relief organisations and NGOs see negative consequences for access to asylum and the rights of asylum seekers and refugees in Italy as a result of these new regulations.

¹ <https://www.fluechtlingshilfe.ch/publikationen/dublin-laenderberichte>, last retrieved on 04/06/2020

² SPRAR (*Sistema di Protezione per Richiedenti Asilo e Rifugiati*, protection system for asylum applicants and refugees) is the secondary reception system in Italy and a network of accommodation centres and integration projects, mostly smaller facilities, at local level.

What awaits me after re-entry?

Most persons who are returned to Italy under the Dublin Regulation arrive at one of the big airports (Milan Malpensa or Rome Fiumicino). Other possible airports are Bologna, Venice, Milan Linate, Naples or Catania.

Advisers may contact the competent foreigners' registration office in Germany before departure to inquire about the airport of arrival in Italy; however, inquiries of this kind are dealt with differently and there is no guarantee that the information requested is provided.

After their arrival, returnees are received by the border police and their fingerprints and photographs are taken. Returnees should state clearly that they wish to apply for asylum. They should ask about accommodation if they have no financial means of their own. Moreover, they should not sign any documents whose content they do not understand.

If an asylum application had already been lodged before leaving Italy, it is determined which police station (*Questura*) is responsible. For this purpose, a letter (*verbale di invito*) is sent out that names the competent *Questura*. The person concerned must go there within the period stated.

Only if the Italian authorities have agreed to the return will the flight possibly go to the airport that is closest to the competent *Questura*. Often, however, long distances within Italy must be covered within a short time because the person concerned must register with the competent *Questura* within a few days. Returnees must organise the trip themselves; train tickets are not provided.

After registering with the competent *Questura*, the asylum procedure is resumed.

If no asylum application had been lodged before leaving Italy, it will be lodged with the police at the airport. Afterwards, returnees must register with the police station (*Questura*) responsible in order to be registered officially as asylum seekers (*verbalizzazione*).

The same conditions and waiting times as for other asylum seekers apply to the asylum procedure. Problems and delays may especially arise for returnees when they are unable to state a residential address.

NGOs are based at the airports in Rome (Fiumicino) and Milan (Malpensa); they are the contact point for returnees under the Dublin Regulation. They distribute food, support in arranging accommodation and arrange contact with other social services in the area or local authorities. Sometimes they also provide train tickets if the relevant police station is in the vicinity, for example when arriving at Milan Malpensa. According to a report of the Swiss Refugee Council, NGOs do not give legal information or advice any more at the airports.³

³ Reception conditions in Italy. Updated report on the situation of asylum seekers and beneficiaries of protection, especially Dublin returnees, in Italy (*Aufnahmebedingungen in Italien. Aktualisierter Bericht zur Lage von Asylsuchenden und Personen mit Schutzstatus, insbesondere Dublin-Rückkehrenden, in Italien*); publisher: Swiss Refugee Council (SFH); Bern, January 2020, https://www.fluechtlingshilfe.ch/fileadmin/user_upload/Publikationen/Dublinlaenderberichte/200121-italien-aufnahmebedingungen-de.pdf.pdf, last retrieved on 04/06/2020

Returnees under the Dublin Regulation usually have to be accompanied to the NGO by the border police because the offices of the NGOs are located in the non-Schengen area of the airport. They should ask the border police to be taken to the NGO (*cooperativa*).

The NGOs based at the airports often change. Since the beginning of 2020, Waldenser Diakonie (*Diaconia Valdese*) has been operating at Malpensa airport in Milan. At Rome Fiumicino, Synergasia was operating until the end of 2019. At other airports, NGOs take action upon request, e.g. I.T.C. in Bari, Laimomo in Bologna and Cooperativa Villaggio Globale as well as Cooperativa Olivotti in Venice.

It may take a few days before formalities at the airport have been dealt with. In the meantime, returnees will stay in the transit area of the airport.

According to a report of the Swiss Refugee Council⁴, there may be problems with checked-in luggage. Since the returnees are received by the border police, they have no access to the baggage reclaim area. Consequently, the luggage can often only be collected at the lost-property office of the airport two days later. Returnees should therefore carry important items such as medicine or documents in their hand luggage.

Persons enjoying protection (refugee status or subsidiary protection) are deemed regular residents and, as such, will not be given any special assistance upon their arrival. They may move freely around Italy.

What do I have to do first?

That depends on whether the person concerned left Italy while the asylum procedure was in progress or whether he/she had not yet initiated an asylum procedure in Italy before his/her departure. Depending on the situation, different steps must be taken:

The person concerned has not lodged an application for asylum in Italy yet:

Upon return, the person concerned has the opportunity to lodge an asylum application under the regular procedure. Upon arrival at the airport, the person concerned expresses the wish to apply for asylum. He/she is then referred to the competent police station (*Questura*), so that his/her asylum application is formally registered there.

The competent authority is the *Questura* of the region in which the airport is located.

Comment on Milan – Malpensa airport:

Malpensa airport falls within the area of responsibility of the Province of Varese. Persons arriving there must therefore lodge their asylum application in Varese, not in Milan.

⁴ loc. cit., p. 35

The person concerned had already lodged an application for asylum in Italy and left Italy during the asylum procedure:

No decision has yet been taken on the asylum application:

If the person concerned left Italy before the date set for the personal interview, the asylum procedure was probably interrupted: asylum procedures may be interrupted for up to 12 months if asylum seekers do not turn up for the interview or if they have left their accommodation on a permanent basis. If they return to Italy before the 12-month period has expired, the asylum procedure may be resumed. An application for a new interview before the asylum commission (*Commissione Territoriale*) must be filed.

If the asylum procedure is continued, returnees must contact the police station (*Questura*) that was originally responsible for them. That *Questura* is again in charge of providing accommodation for them.

If the person concerned is unable to give reasons for their absence, the asylum procedure is discontinued after an absence of more than 12 months. In that case, a subsequent asylum application may be lodged if there are new grounds indicating that the refugee is in need of protection or if there is new evidence.

The application for asylum was rejected:

The application for asylum may also have been rejected in the absence of the asylum seeker without delivering the decision to him/her. If the period for lodging an appeal has not expired yet, an appeal may be lodged.

If the period for lodging an appeal has expired, deportation is ordered. The person concerned will be given an expulsion order (*foglio di via*) and must leave Italy within 15 days. He/she may be detained pending deportation for up to 180 days.

If there are new grounds indicating that the refugee is in need of protection or if there is new evidence, a subsequent application for asylum may be lodged.

A decision in favour of granting the asylum application has been taken:

Protection status has been granted. The person concerned has residence status in Italy and may stay and travel freely in Italy.

If returnees have no residence permit any longer because it was taken away from them or they have lost it, they must apply for a copy of their residence permit or for issue of a new permit.

Recognised refugees will find the application documents in Italian post office branches and may submit their application there. As soon as the new document is ready, they will receive a written invitation to the relevant police station (*Questura*). Therefore, it is absolutely necessary to state a place of residence or provide proof of an address in Italy for the application.

Persons entitled to subsidiary protection will apply directly to the relevant police station (*Questura*) for the copy or new issue.

Processing may take several months. Even if the right of residence and also the right to work continue to exist during this time, there is a risk of losing access to work, health care and housing or not regaining such access after returning.

Residence status in Italy

The documents presented by those seeking advice should be used to examine what kind of status the person concerned had before departure from Italy. In Italy, the following residence permits are granted to refugees:

International protection:

- Refugee status (*permesso di soggiorno per asilo politico*): A residence permit for five years is granted. The refugee is entitled to family reunification.
- Subsidiary protection (*permesso di soggiorno per protezione sussidiaria*): A residence permit for five years is granted. The refugee is entitled to family reunification.

National protection:

- Residence on humanitarian grounds (*permesso di soggiorno per motivi umanitari*): This protection status involving a residence permit for 2 years was abolished by the new immigration law in October 2018. Existing residence permits on humanitarian grounds are not renewed any longer once they expire; instead, a residence permit of "special protection" (*permesso di soggiorno per protezione speciale* or *casi speciali*, see below) may be granted in certain cases. If there is an employment contract, the residence permit on humanitarian grounds may be converted into a residence permit for work purposes. If the conditions of these two options are not met, beneficiaries of humanitarian protection will lose their right to reside in Italy when the permit expires.
- In special cases, special residence permits may be granted, e.g. "residence permit for special protection" (*permesso di soggiorno per protezione speciale*): residence permit for one year (if the refugee is facing the threat of persecution or torture in the country of origin). Further residence permits are granted, among others, to victims of violence, severe exploitation or human trafficking (*permesso per casi speciali*), due to catastrophes in the country of origin (*permesso per calamità*) or for medical treatment (*permesso per cure mediche*). Such residence permits are granted for a period of 6 months up to one year.

Asylum seekers will be granted a residence permit for asylum seekers (*permesso di soggiorno per richiesta asilo*) after their application for asylum has been registered.

Procedures under the law of residence / asylum procedures

Asylum applications may be lodged with the border police (*Polizia di Frontiera*) immediately after entering the country or, if the person concerned is already in Italy, with any police station (*Questura – Ufficio Immigrazione della Polizia*). There the asylum seekers' fingerprints and photographs are taken and personal data are collected (so-called *fotosegnalamento*) and the asylum seekers are given a number. It is important to state that you want to apply for asylum (and that you did not come to Italy to find work or for other reasons). In some police stations, a form, the so-called *foglio notizie*, must be completed, which asks about the reason for entering Italy; asylum seekers must tick the box "asylum" (*asilo*) on this form, otherwise they are considered illegal immigrants and may be expelled.

As a next step, the application for asylum is registered formally (so-called *verbalizzazione*); to this end, a form (C3 form) is completed by entering personal details, providing information on the flight route and on the reasons for fleeing the country of origin. The applicant is entitled to an interpreter when completing this form. Afterwards, he/she is given confirmation that the application for asylum was lodged (*ricevuta della verbalizzazione della domanda di protezione internazionale*). This confirmation is considered a provisional residence permit. Later, the applicant receives a residence permit for asylum seekers (*permesso di soggiorno per richiesta asilo*) that is valid for six months.

There may be waiting times of several weeks between the time when the refugee first expresses his/her intention of applying for asylum and the formal registration. Especially in bigger cities, there are delays in arranging appointments. During this time, it is possible that asylum seekers have no access to accommodation and other support services. Moreover, without the formal registration, there is no access to the national health care system; only emergency treatments are possible. This also concerns returnees under the Dublin Regulation who had not yet applied for asylum before leaving Italy.

The last step in the asylum procedure is the interview before the asylum commission (Territorial Commission for the Recognition of International Protection, *Commissione Territoriale per il Riconoscimento della Protezione Internazionale*), which takes a decision on the asylum application. The relevant *Questura* sends out the invitation to the interview. The interview should take place within 30 days of receipt of the asylum application by the asylum commission; however, in practice the waiting time until the date set for the interview is a few weeks or months. An interpreter is present during the interview. If requested, a lawyer may be present at the interview; however, at this stage the applicant is not entitled to free legal assistance.

The refugee is informed in writing of the decision taken by the asylum commission. The decision is supposed to be taken within three days of the interview; however, in most cases, that time-limit is extended by several months. In total, the asylum procedure should not take longer than 18 months.

In the event of a positive decision, asylum seekers will be granted a residence permit allowing them to stay in Italy. If refugee status (*status di rifugiato*) or subsidiary protection (*protezione sussidiaria*) is granted, a residence permit for five years is issued, which may be extended. The refugee is entitled to family reunification. If special protection (*protezione speciale*) is granted,

a residence permit for one year is issued. It may be extended if the reasons for such protection continue to exist.

In the event of a negative decision, the person concerned is requested to leave Italy. An appeal may be lodged against a negative decision. This must be done within the period specified in the rejection letter, i.e. within 15 or 30 days. In that case, you should seek legal advice. Asylum seekers without financial means of their own may claim legal aid for the appeal.

If there are new reasons indicating that the refugee is in need of protection or if there is new evidence, a new asylum application (subsequent application) may be lodged.

An accelerated procedure is carried out for asylum seekers from countries of origin classified as safe. Albania, Algeria, Bosnia-Herzegovina, Cap Verde, Ghana, Kosovo, Morocco, North Macedonia, Montenegro, Senegal, Serbia, Tunisia and Ukraine are all considered safe countries. In an accelerated procedure, the asylum commission takes its decision within a few days.

It may take several months before returnees under the Dublin Regulation regain access to the asylum procedure. If they had already lodged an application for asylum in Italy before their departure, they must apply for a new residence permit for asylum seekers (*permesso di soggiorno per richiesta asilo*). The issue of such a permit may be delayed by several weeks or months.

Competent authorities

Stage of the procedure	Competent authority	English name of the authority
Application: - on the border - in the country	- Polizia di Frontiera - Questura, Ufficio Immigrazione	- Border Police - Police, Immigration Office
Dublin procedure	Unità Dublino, Ministero dell'Interno	Dublin Unit, Ministry of Interior
Determination of refugee status	Commissioni Territoriali per il Riconoscimento della Protezione Internazionale	Territorial Commissions for the Recognition of International Protection
Appeal	Tribunale Civile	Civil Court
Appeal before the court of second instance	Corte di Cassazione	Court of Cassation
Subsequent application	Commissioni Territoriali per il Riconoscimento della Protezione Internazionale	Territorial Commissions for the Recognition of International Protection

Source: Country Report: Italy; aida Asylum Information Database; 2019 update

Competent asylum authority:

Applications for asylum are lodged with the police (immigration office of the police station/*Questura – Ufficio Immigrazione*).

The Territorial Commissions for the Recognition of International Protection (*Commissioni Territoriali per il Riconoscimento della Protezione Internazionale*) are responsible for processing the applications for asylum and conducting the interviews. The commissions are represented in every region in Italy; all in all, there are 20 commissions and 21 sub-commissions.

What duties do asylum seekers have in Italy?

- They must carry some proof of identity (residence permit or official document proving that they are waiting to be granted a residence permit). Illegal residence in Italy is liable to prosecution.
- They must remain in Italy until a decision on the asylum application is taken.
- They must keep appointments with the asylum commission.
- They must notify the *Questura* of any changes of address or telephone number.
- If they are accommodated in reception centres: They must observe the rules applicable in the centres; in particular, it is not permitted to leave the centre overnight or for a longer period without permission.

What rights do asylum seekers have in Italy?

Asylum seekers may invoke the following fundamental rights, among other things:

- Information on, among other things, the procedure of applying for asylum, their own rights, the place and duration of stay, in a language the person concerned understands;
- comprehensibility of documents issued and to be signed;
- consultation of a legal adviser;
- basic medical care and complete medical examination free of charge;
- in reception centres: right to meals and accommodation in suitable structures that are not overcrowded.

As soon as an application for asylum is lodged, the applicant is entitled:

- to remain in Italy until a decision on the asylum application is taken;
- to receive a residence permit for asylum seekers;
- to be placed in accommodation for asylum seekers and to be provided with food;
- to receive a tax number, which is required, among other things, for registration with the health care system;
- to take up a job (two months after issue of the residence permit for asylum seekers).

In practice, however, these rights are often infringed because of the following defects:

- lack of information
- lack of interpreters

- insufficient medical care (incl. medicine)
- lack of legal assistance
- inappropriate accommodation
- lack of or insufficient supply of food and clothes
- problems with authorities (delayed issue of residence permit, insufficient information)

In the event of any discrimination or infringement of rights, an advisory centre of, e.g., an NGO should be contacted; see addresses in the annex.

Return to the country of origin

Refugees who want to return to their country of origin may receive financial support on certain conditions. IOM Italy is responsible for implementing the relevant programmes in Italy (*Ritorno volontario assistito*). Various organisations offer advice on possibilities of receiving support and of reintegration.

Information on support in connection with returning to one's country of origin and on the organisations offering return counselling services may be requested here:

REVITA – Rete Ritorno Volontario Italia

Tel.: 800 2000 71 (freephone number in Italy)

Search for regional IOM offices (REVITA Focal Points): <https://italy.iom.int/it/aree-di-attivita%20ritorni-volontari-e-assistiti/progetto-revita-rete-ritorno-volontario-italia>

Identification document for asylum seekers

At first, asylum seekers are given confirmation that an asylum application has been lodged. This document is deemed a provisional residence permit until the residence permit for asylum seekers (*permesso di soggiorno per richiesta asilo*) is issued. The residence permit is valid for six months. It may be extended until a decision on the asylum application has been taken. Following a negative decision, the residence permit will be extended for as long as residence in Italy is permitted, e.g. in the case of an appeal, with suspensive effect.

The *Questura* at the place of residence is responsible for issuing and extending the residence permit.

The residence permit for asylum seekers does not entitle the permit holder to travel outside Italy.

Residence

Because of the Salvini Decree, asylum seekers have not been able to register their residence (*residenza*) since **October 2018**. The residence permit for asylum seekers does not entitle them to do so any more.

Their habitual abode is the address of the reception centre or the address stated when lodging the asylum application. In theory, the person concerned is entitled to certain services at that

address, such as registration with the national health service and choice of general practitioner (GP), enrolment in kindergarten and school, registering as unemployed, registration of a business or trade, application for legal aid.

Because there is no proof of residence, however, asylum seekers may encounter problems with the competent authorities and local offices. In practice, asylum seekers must expect to be denied access to many services because they cannot register their residence.

The registration of the asylum seeker's residence is handled differently in the various regions because the provisions of the Salvini Decree have been interpreted differently by the courts.

Recognised refugees and beneficiaries of subsidiary protection register their residence by submitting their residence permit to the registration office of the municipal administration responsible (*ufficio anagrafe*).

Application for an Italian tax number

The application for an Italian tax number (*codice fiscale*) may be filed with the tax authority, *Agenzia delle Entrate*. To this end, personal data must be provided, the residence must be stated and an identification document must be submitted.

The competent *Questura* will issue the tax number for asylum seekers when issuing the residence permit. Often, however, asylum seekers are given a residence permit that does not specify any tax number. In that case, they must contact the tax authority.

Accommodation after re-entry

Reception centres in Italy:

- Registration centres/hotspots: CPSA (*Centro di primo soccorso e accoglienza*)
- Initial reception centres (*Centro governativo di prima accoglienza*, formerly CARA) and temporary reception centres (*strutture temporanee*, formerly emergency reception centre, CAS)
- Secondary reception centres: protection system for persons entitled to international protection and unaccompanied minor refugees, SIPROIMI (*Sistema di protezione per titolari di protezione internazionale e per minori stranieri non accompagnati*), formerly called SPRAR (*Sistema di Protezione per Richiedenti Asilo e Rifugiati*)
- Detention prior to deportation: CPR (*Centro di permanenza per il rimpatrio*)

Accommodation is one of the main problems for persons seeking protection in Italy. As a result of delays that often occur with regard to access to the asylum procedure, there are waiting times of several weeks or months until accommodation is organised. There is a risk of becoming homeless or being accommodated under insufficient conditions. Many refugees live in makeshift camps near stations or on the outskirts of big cities.

There are no specific projects for accommodating returnees under the Dublin Regulation. At the same time, the number of asylum seekers who are returned to Italy from other EU countries has increased immensely in the last few years.

Returnees are accommodated in initial or temporary reception centres by the prefecture (*Prefettura*, the administrative agency of the province). Mostly, these are big centres that were originally intended for initial reception or temporary accommodation if there is a shortage of places. Accordingly, they only provide basic care. Conditions have deteriorated as a result of the Salvini Decree because government grants towards accommodation have been reduced. There are not enough services such as legal advice, support by social workers and psychologists, language courses and sufficient health care. Moreover, the centres are often overcrowded and located in remote places. In some centres, there is no personnel on hand at night, and generally there is a lack of qualified staff. Especially for vulnerable persons and families with children, they do not offer appropriate and safe conditions. These centres now make up the biggest part of the accommodation system in Italy.

Access to a centre within the secondary reception system (SIPROIMI) is not possible any more for asylum seekers while the procedure is in progress. At these facilities, which are mostly smaller centres, integration services and support by qualified social workers are supposed to be provided.

Since October 2018, however, the SIPROIMI facilities have been reserved for unaccompanied minors and persons enjoying international protection. Asylum seekers and persons entitled to humanitarian protection or those with a residence permit of "special protection" are not entitled any more to be admitted there; this also applies to vulnerable persons, with the exception of unaccompanied minors.

There are no special arrangements for families with minor children. They are also accommodated in initial reception centres, in which accommodation appropriate for children and families is not guaranteed. Even for vulnerable persons and families with small children of up to three years of age who are returned to Italy under the Dublin procedure, accommodation does not have to be assured in advance any more. There is only a general assurance by the Italian government that all persons transferred to Italy will be placed in adequate accommodation. There is no guarantee, either, that all the members of one family are always accommodated together. As soon as one family member has been granted international protection status, the entire family may be accommodated in a SIPROIMI facility.

The question of whether returnees are entitled to accommodation must be settled on the basis of the individual situation. Persons who had already been accommodated in a state facility before leaving Italy and left it ahead of time and without deregistering may have lost their claim to accommodation. This may also happen when they break the rules in the reception centre (for example, receiving visitors or eating in your own room may be prohibited). Consequently, returnees under the Dublin Regulation who were accommodated at first may still become homeless later on.

Generally, there may be longer waiting times when it comes to accommodation. That is why there is a risk of homelessness. Each case must be examined individually. Depending on the person's history in Italy, an application for admittance to state accommodation may be filed with the competent prefecture.

Otherwise, the question of whether accommodation in a non-governmental facility run by associations, NGOs, church organisations or the like is possible must be settled.

The local authority, the police station (*Questura*) or the administrative agency of the province (*Prefettura*) is responsible for persons whose asylum procedure in Italy is still in progress. Therefore, they are not assigned to an accommodation facility at the airport of arrival, but they will be given a train ticket for the trip to the city responsible for them, if necessary.

If the person concerned does not have any financial means, it is important to mention this when lodging the asylum application or when the asylum procedure is resumed, namely that you do not have any financial means and that therefore you require accommodation.

Recognised refugees and beneficiaries of subsidiary protection

In most cases, beneficiaries of protection in Italy who left Italy and are now deported back to Italy are not entitled to accommodation any longer.

Beneficiaries of protection may be placed in a SIPROIMI project for an initial period of 6 months after their asylum procedure in Italy is concluded. However, places are limited and, as a result, accommodation is not available for everyone. If somebody had already been placed in SIPROIMI accommodation before leaving Italy, the claim to accommodation is usually lost. The person concerned may also lose his/her claim to accommodation if he/she had only been assigned to an accommodation facility prior to departure but did not make use of it. Only when there is a new need for protection may the person concerned apply for accommodation under a SIPROIMI project again.

Persons with a valid residence permit do usually not receive any special support after re-entry. Formally, they are equal to the locals as far as their social rights are concerned. Accordingly, they are expected to take care of themselves. Financial support, such as social assistance, is not provided in most cases. They are increasingly facing the risk of homelessness, or accommodation can be only be found in makeshift camps, illegally occupied houses or the like.

Addresses of local associations and NGOs that you can contact if you are having problems in finding accommodation are listed in the annex.

Access to housing

Social housing: Persons in need may apply to the local authorities for social housing (*Edilizia residenziale pubblica* or *case popolari*). This is also the case for beneficiaries of protection. However, an existing place of residence in Italy or in the relevant municipality for several (usually 5) years is a prerequisite in many regions. Waiting lists with long waiting times of several years are the norm.

Regular housing market: Rents are generally very high, above all in the big cities. Affordable accommodation is hard to find. Most landlords want to see an employment contract and a valid residence permit.

Therefore, beneficiaries of protection who must leave the reception centre six months after the positive decision on their asylum application was taken have great problems in finding accommodation. They are at risk of becoming homeless. Information about support for homeless people in Rome and Milan is provided in the annex.

Access to social services

Asylum seekers will be given support until a final decision on their application for asylum is taken, so that their basic needs are covered. When they are accommodated in a reception centre, they are provided with food there and receive some pocket money or benefits in kind. Support will end six months after the asylum application was granted.

Asylum seekers who are not placed in a reception centre will not receive any financial support. Asylum seekers are not entitled to any further social services such as family benefits.

In principle, **recognised refugees and beneficiaries of subsidiary protection** have the same right to social services and family benefits as locals. In practice, however, conditions to be met in this regard often make access to such services more difficult or even prevent it.

Since March 2019, there has been a kind of basic income for people with a low income, the so-called citizen's income (*reddito di cittadinanza*); it is only given to Italian or EU citizens, third-country nationals with a permanent residence permit for Italy and persons enjoying international protection. Holders of another kind of protection status are generally not entitled. It is a condition that the person concerned has resided in Italy for at least the last ten years. Consequently, beneficiaries of protection do usually not meet the conditions of receiving the citizen's income.

The regions or municipalities are responsible for other welfare benefits. They have different regulations as to whether payments are made and as regards their amount and the recipients.

Consequently, refugees without means, who – in most cases – cannot rely on family support like Italians, are largely left to their own resources.

Voluntary support groups in Germany can support returnees by collecting money as an initial aid for them and transferring it to them as soon as they arrive in Italy. They should not take cash with them.

Access to health care

Asylum seekers and beneficiaries of protection are entitled to health care in Italy. They must register with the national health service (*servizio sanitario nazionale, SSN*) and will then have the same rights as Italian citizens.

To register with the national health service, you go to the local office of the health service at your place of residence, the *Azienda Sanitaria Locale* (ASL). For registration, you must present your identity card or the residence permit as well as proof of your residence. You also need the tax number (*codice fiscale*). Then the health card (*tessera sanitaria*) is issued. It is necessary for visits to your GP and for other medical services.

However, it is only possible for asylum seekers to register when their asylum application has been registered formally. Due to the sometimes long waiting times, access to health care is delayed as well. This also concerns returnees whose asylum procedures have not been resumed yet. Therefore, they only have access to emergency care for the time being.

Asylum seekers may also encounter problems with registration at the health service because, owing to the Salvini Decree, they have been unable to register their residence at the residents' registration office since 2018. Therefore, they should register with the health service at the place of their habitual abode, i.e. at the place entered in the residence permit. For asylum seekers who are accommodated in a reception centre, the centre is their place of habitual abode. The various regions have different ways of dealing with the question of whether asylum seekers may register their residence with the residents' registration office and also whether the health service asks for proof of residence. In practice, lack of residence is often an obstacle to registration with the local health service. Moreover, some asylum seekers do not have the required tax number.

For certain examinations and medication, patients must pay their own share (so-called *ticket*). Unemployed persons are exempt from such payments. Asylum seekers are exempt as long as they are not permitted to work, i.e. in the first two months after lodging their application for asylum. The decision on whether they continue to be exempt afterwards is handled differently in the various regions: in some regions, they are not regarded as unemployed but as "out of work" because they have never worked in Italy before, and therefore they do not meet the conditions of exemption.

Persons with irregular residence status are entitled to free medical basic care and emergency care as well as preventive treatments. In that case, they may apply for a special card, the STP card (*straniero temporaneamente presente*). The application may be filed with the health service ASL or with health care centres or hospitals. This card is valid in all of Italy for a period of six months and may be extended if necessary.

For asylum seekers or beneficiaries of protection who are unable to state a residence or place of habitual abode, access to health care is problematic. They can try to use the address of welfare organisations or NGOs or state a fictitious address. The local authorities in the various regions take different decisions on whether they recognise this or not.

There may also be problems when the registered residence does not correspond with the actual residence because the person concerned must choose a general practitioner near the registered residence.

Further obstacles to access to health care are the generally long waiting times in the Italian health care system and language problems because there are fewer and fewer cultural mediators and interpreters working in the reception centres.

Some organisations offer medical care for persons who have no access to the national health service (see address in the annex under "health care").

In practice, in many cases the only service available to asylum seekers and recognised refugees who have not yet registered with the national health service is emergency care in the accident and emergency department of hospitals.

Access to the labour market

Asylum seekers have access to the labour market in Italy 60 days after lodging the asylum application. There is no labour market test and there are no restrictions with regard to certain lines of business or maximum hours of work. Due to the often late registration as asylum

seeker and the late issue of the residence permit, there may be problems with labour market access. As a rule, asylum seekers have no access to integration measures such as language courses and further training.

Recognised refugees and beneficiaries of subsidiary protection also have free access to the labour market. Persons who were allowed to stay on humanitarian grounds only retain access to the labour market after the end of their stay if they are able to convert their residence permit into one for work purposes. Persons with another protection status have no access to the labour market.

Recognised refugees and beneficiaries of subsidiary protection are offered integration measures such as language courses and further training while being accommodated in a SIPROIMI centre. After the end of a six-month period, they will not receive any further support.

In practice, it is difficult to find work due to high unemployment figures in Italy. Poor language skills and a lack of qualifications or problems with the recognition of qualifications make the search even more difficult. Illicit work is very common. Many refugees work in farming, for example as seasonal harvest workers, mostly under precarious working conditions, and become victims of exploitation.

Asylum seekers may register with the Italian employment office, the *Centri per l'Impiego*, as a jobseeker as soon as they hold a valid residence permit. It is also possible to register without proof of residence; however, many employment offices demand to be notified of a residence nevertheless. Consequently, if proof of residence is missing, asylum seekers often do not receive any support from the Italian employment office in connection with their job search.

Access to educational institutions

Foreign children residing in Italy are entitled to school education and obliged to attend school, just like Italian children. Compulsory school attendance applies to children between the age of 6 and 16 years. Access to the state education system is granted independently of the residence status, i.e. also to children who are not ordinarily resident.

Usually, there are no special preparatory classes for non-Italian speaking children. Some schools offer support measures for language acquisition.

There may be problems when the registered residence does not correspond with the actual residence because places in schools and kindergartens are assigned on the basis of the registered residence. Children who are accommodated in remote facilities may have difficulties in getting to educational institutions.

Adult recognised refugees and beneficiaries of protection have access to educational institutions when they meet the general entrance requirements. Non-recognition of school-leaving qualifications and university degrees as well as academic achievements from their country of origin is often a problem.

Access to language courses

Language courses are offered in the reception centres, especially the SIPROMI facilities. However, often there are not enough places.

For persons who are not placed in a SIPROIMI facility, access to language courses is more difficult because they are not entitled to support measures any more. Various NGOs offer language courses for this target group.

Vulnerable persons

Among the vulnerable persons are: (unaccompanied) minors, pregnant women, single parents with under-age children, victims of human trafficking, disabled persons, older persons, persons with severe physical or mental illnesses as well as victims of torture, rape or other forms of severe psychological, physical or sexual violence and genital mutilation.

If vulnerability has been ascertained, the asylum applications of the persons concerned are prioritised and processed as soon as possible. For example, vulnerable persons may be accompanied by social workers or psychologist during the interview. The needs of vulnerable persons shall also be taken into account when it comes to accommodation⁵.

It is problematic that in many cases the vulnerability of asylum seekers is often not recognised because there is no procedure defined by law in this regard. Authorities, lawyers, specialised NGOs and people working in reception centres can assess the vulnerability at any time during the asylum procedure and report it. However, there is a lack of specialised staff at the big reception centres. As a result, vulnerability is often only recognised during the interview; then the person concerned is referred to specialised institutions, e.g. for victims of torture or human trafficking. Until then, vulnerable persons are accommodated in bigger initial reception centres like all asylum seekers because access to the smaller SIPROIMI facilities is not intended any more. This is also the case for families with children. Victims of human trafficking are entitled to be accepted to a special programme for protection, support and integration and may be accommodated in SIPROIMI facilities when they have been granted international protection. In most cases, accommodation that meets the special needs is not provided or at least not from the start.

In the event that vulnerable persons are returned from Germany to Italy, the German Federal Office for Migration and Refugees (*BAMF*) notifies the Italian authorities. The notification gives information on the special needs with regard to accommodation and medical care⁶. The Italian authorities must ensure appropriate accommodation. However, no individual assurance is given any longer; rather, the *BAMF* relies on the general assurance given by Italy on 8 January 2019 that the "unity of the family and the protection of minors are guaranteed"⁷.

⁵ Reply of the German Federal Government to a question posed by MPs and the parliamentary party "DIE LINKE", Situation of persons transferred to Italy under the Dublin Regulation, German Federal Parliament, Document 19/12711 of 27/8/2019, <http://dip21.bundestag.de/dip21/btd/19/127/1912711.pdf>, last retrieved on 04/06/2020

⁶ loc. cit.

⁷ loc. cit.



In practice, however, it becomes apparent that the needs of vulnerable persons after their arrival in Italy are not sufficiently taken into account.⁸

Especially for traumatised persons, people with a mental illness and victims of human trafficking, there is not enough appropriate accommodation and there are not enough support services suited to their needs. The accommodation facilities within the secondary reception system (SIPROIMI) also offer only a very limited number of places for vulnerable persons. Persons with a severe psychological impairment are not admitted there at all because the facilities are not designed for this purpose.



⁸ Cf. monitoring report "Mutual trust is still not enough. The situation of persons with special reception needs transferred to Italy under the Dublin III Regulation", publisher: Swiss Refugee Council and Danish Refugee Council, Bern/Copenhagen 12 December 2018, https://www.fluechtlingshilfe.ch/fileadmin/user_upload/Publikationen/Dublinlaenderberichte/181212-drmp_monitoring-report_en.pdf, last retrieved on 04/06/2020

Annex: Where can I get advice and support?

Note: Many services offering help in Italy are short-term projects and not subsidised on a regular basis. At the time when the information provided herein was compiled (June 2020), there was only a small number of permanent support structures. We therefore do not claim that the list is exhaustive. Due to the Corona crisis, not all the contact details could be verified at the time when this report was republished.

Please do not hesitate to send your comments and feedback to infostelle@raphaelswerk.de

Information material on Italy for refugees in various languages

Practical Guide for Asylum Seekers in Italy (*Guida pratica per richiedenti protezione internazionale in Italia*)

Brochure published by the Italian Ministry of the Interior for asylum seekers, in Italian, English, French, Spanish, Arabic, Persian, Amharic, Bengali, Kurdish, Somali, Tigrinya and Urdu
www.interno.gov.it/it/temi/immigrazione-e-asilo/protezione-internazionale/guida-pratica-richiedenti-protezione-internazionale-italia

JUMA – Refugees Map Service:

A portal that collects information about services for persons seeking protection and beneficiaries of protection in all of Italy and makes it available as a map. It covers the areas of accommodation, health care, Italian language courses, job search, legal advice, psychosocial support, advisory centres for gender violence, support for persons with disabilities, asylum authorities and emergency care (canteens, charity clothes shops, showers). The portal is available in Italian, English, French, Arabic, Chinese, Farsi, Bengali, Tigrinya, Somali, Amharic and Spanish: www.jumamap.com/
Hotline for asylum seekers and beneficiaries of protection (freephone number in Italy): **800 905 570**

"Welcome to Italy. An Info Guide for refugees and migrants":

A guide containing independent information for migrants and refugees in Italy, in English, Italian, French, Arabic, Farsi and Tigrinya, compiled by a network of activists and organisations from Europe and North Africa: <https://w2eu.info/en/countries/italy>

Refugee.Info Italy – The portal provides information in English on the asylum procedure and on working and living in Italy: www.refugee.info/italy

Services especially for returnees under the Dublin Regulation

Diaconia Valdese CSD – Oxfam Italia Community Center Milano

Via Luigi Porro Lambertenghi 28

20159 Milano

Tel.: +39 335 5963982

E-mail: milanocenter@diaconiavaldese.org

<https://migranti.diaconiavaldese.org/dove-lavoriamo/>

Information for returnees under the Dublin Regulation, initial information and guidance in connection with legal and social matters, accommodation, job search, education

Advisers may contact the **Diaconia Valdese in Milan** already before an imminent transfer, preferably by e-mail. Thus, it is possible to assess the individual legal situation even before arrival in Italy and to arrange the necessary steps with regard to resuming the asylum procedure as well as accommodation.

Project of the Protestant-Lutheran Church in Italy for returnees under the Dublin Regulation in Rome

Support for transferred refugees after their arrival in Rome (accommodation at short notice for the first few days, legal advice and social counselling, support in dealing with the authorities).

The pilot project is intended for refugees who are looked after by the Protestant Church and its social welfare services. Due to limited capacity, no inquiries by other services can be accepted.

Contact:

Avv. Daniela Barbuscia

Responsabile della Diaconia della Chiesa Evangelica Luterana in Italia

Tel. +39 06 64526121

E-mail: diaconia@chiesaluterana.it

www.chiesaluterana.it/de/sociale/progetti-sociali/un-progetto-pilota-per-i-dublinati/

Dublin Returnee Monitoring Project (DRMP)

The "Dublin Returnees Monitoring Project" is implemented by the Swiss Refugee Council (*SFH*). The aim of the project is to document access to the asylum procedure and reception conditions for persons who are transferred to Italy. It is open to refugees in all EU countries who are returned to Italy.

Further information:

www.fluechtlingshilfe.ch/themen/laenderinformationen/dublinlaender/italien/dublin-returnee-monitoring-project-drmp

Contacts / local advisory services

In the list below, the address of the head office of each organisation is stated, where you can ask for the address of the local office:

Caritas Italiana

Via Aurelia 796

00165 Roma

Tel. +39 06 661771

E-mail: segreteria@caritas.it

www.caritas.it, <http://inmigration.caritas.it>

Regional locations at:

<http://inmigration.caritas.it/caritas-diocesane-per-i-migranti/caritas-sul-territorio>

Information and guidance, legal advice, health care, emergency accommodation, reception centres for refugees, Italian language courses, canteen

Consiglio Italiano per i Rifugiati (CIR, Italian Refugee Council)

Via del Velabro 5/a

00186 Roma

Tel. +39 06 69200114

E-mail: cir@cir-onlus.org

www.cir-onlus.org

Branches in: Lombardy (Milan, Bergamo), Veneto (Verona), Friuli-Venezia Giulia (Gorizia), Emilia Romagna (Bologna), Latium (Rome), Apulia (Lecce), Calabria (Badolato), Sicily (Catania)

Social counselling and legal advice, return counselling

Associazione Centro Astalli – Jesuit Refugee Service/Italia

Via degli Astalli 14/a

00186 Roma

Tel. +39 06 69700306

E-mail: astalli@jrs.net

<http://centroastalli.it>

Branches in Rome, Vicenza, Padua, Trento, Naples, Catania and Palermo

Information, legal advice, social counselling, health care, emergency accommodation, canteen

Comunita' S. Egidio

Piazza San Egidio 3a
00153 Roma
Tel. +39 06 4292929
E-mail: info@santegidio.org
www.santegidio.org
Branches all over Italy

Information, legal advice, health care, emergency accommodation, canteen

Health care and advice

Emergency

Milan (head office):

Via Santa Croce 19
20122 Milano
Tel. +39 02 881881
info@emergency.it
www.emergency.it

Rome:

Via dell'Arco del Monte 99 A
00186 Roma
Tel. +39 06 688151
roma@emergency.it

Venice:

Isola della Giudecca 212
30133 Venezia
Tel. +39 041 877931
infovenice@emergency.it

Medici per i Diritti Umani (MEDU)

Rome (head office):

Via dei Volsci 101
00185 Roma
Tel. +39 06 97844892
Mobile +39 334 3929765
info@mediciperidirittiumani.org
www.mediciperidirittiumani.org

Florence:

Via Monsignor Leto Casini 11
50135 Firenze
Tel. +39 335 1853361

Ragusa:

Via Trieste 37
97100 Ragusa
Tel. +39 366 2391554

Medici Senza Frontiere (MSF, Doctors Without Borders)

Via Magenta 5
00185 Roma
Tel. +39 06 88806000
E-mail: msf@msf.it
www.medicisenzafrotiere.it

Centres and mobile clinics in various towns in Italy, e.g. in Rome, Turin and Palermo

Croce Rossa Italiana (Italian Red Cross)

Via Toscana 12
00187 Roma
Tel. +39 06 47591
E-mail: info@cri.it

www.cri.it

Locations all over Italy: www.cri.it/dove-trovarci

Legal advice

Consiglio Italiano per i Rifugiati (CIR, Italian Refugee Council)

Via del Velabro 5/a

00186 Roma

Tel. +39 06 69200114

E-mail: cir@cir-onlus.org

www.cir-onlus.org

Branches in: Lombardy (Milan, Bergamo), Veneto (Verona), Friuli-Venezia Giulia (Gorizia), Emilia Romagna (Bologna), Latium (Rome), Apulia (Lecce), Calabria (Badolato), Sicily (Catania)

Avvocato di strada Onlus

Via Malcontenti 3

40121 Bologna

Tel. +39 051 227143

E-mail: info@avvocatodistrada.it

www.avvocatodistrada.it

Free legal advice for homeless persons in all of Italy: www.avvocatodistrada.it/sedi-locali/

Progetto Diritti

Via E. Giovenale 79

00176 Roma

Tel. +39 06 298777

E-mail: segreteria@progettodiritti.it, info@progettodiritti.it

www.progettodiritti.it

Advisory centres in Rome, Ostia, Terracina, Catania, Licata

Legal advice on matters relating to the right of residence for refugees, asylum seekers and migrants

ASGI (Associazione Studi Giuridici sull'Immigrazione)

Via Gerdil 7

10152 Torino

Tel. +39 011 4369158

E-mail: segreteria@asgi.it, info@asgi.it

www.asgi.it

ASGI names local advisers and organisations offering legal advice

Help for vulnerable persons

Emergency telephone number for victims of human trafficking with the Equal Opportunities Officer of the Italian government:
800 290 290 (freephone number in Italy)

Information on services offering help and reference to local social services

Be Free

Via della Lungara 19
00165 Roma
Tel: +39 06 64 76 07 99
E-mail: befree.segreteria@gmail.com
www.befreecooperativa.org/
Centres in Latium, Molise and Abruzzi

Support for women who are victims of human trafficking:
shelters for women, advice during the asylum procedure, legal advice for persons
detained pending deportation

Differenza Donna

Via Flaminia 43
00196 Roma
Tel: +39 06 6780537
www.differenzadonna.org

Support for women who are victims of violence: health care, advice on the right of
residence, advice during the asylum procedure, Italian language courses

Information on assistance in returning to the country of origin

IOM

Return project REVITA – Rete Ritorno Volontario Italia

Tel.: 800 2000 71 (freephone number in Italy)

Via Nomentana 201
00161 Roma

E-mail: ritorno@iom.int
www.italy.iom.int

Regional offices (REVITA Focal Points):

<https://italy.iom.int/it/aree-di-attivita%20ritorni-volontari-e-assistiti/progetto-revita-rete-ritorno-volontario-italia>

Consiglio Italiano per i Rifugiati (CIR, Italian Refugee Council)

Progetto "INTEGRAZIONE DI RITORNO 4"

Via del Velabro 5/A

00186 Roma

Tel.: 0039 366-9044861

E-mail: ritorno@cir-onlus.org

www.cir-onlus.org/ritorno-volontario-assistito-e-reintegrazione/

SLAVES NO MORE

Casa di accoglienza Maria Maddalena

Via Falzarego 20

00048 Nettuno (Roma)

Tel.: +39 06 9807871

E-mail: slavesnomore@libero.it

<https://slavesnomore.jimdofree.com/cosa-facciamo/progetto-rimpatri-assistiti/>

Project for women returning to Nigeria (victims of human trafficking)

Help for people in need

Meals

Comunita' S. Egidio:

Canteens in Rome (Via Dandolo 10), Genoa (Piazza S. Sabina 2), Novara (Via Dolores Bello 2d), Lucca (Parrocchia di San Concordio, Viale S. Concordio 211)

www.santegidio.org

Services in Milan

Servizio Accoglienza Immigrati (SAI)

Information and advice for foreigners offered by Caritas in Milan (Caritas Ambrosiana)

Via Galvani 16

20124 Milano

Tel.: +39 02 67380261

E-mail: sai@caritasambrosiana.it

Opening hours: Monday to Friday from 9 am to 12 noon

Advice over the telephone: Monday to Thursday from 9 am to 1 pm and 2 pm to 5 pm, Friday from 8 am to 1 pm

<http://www.caritasambrosiana.it/aree-di-bisogno/stranieri/sai>

Advice on sleeping facilities

Advice on job search

Legal advice (residence permits, family reunification, etc.)
Support in dealing with the authorities

NAGA - Associazione Volontaria di Assistenza Socio-Sanitaria e per i Diritti di Cittadini Stranieri, Rom e Sinti

Association of volunteers to support foreigners and Romani people
Via Zamenhof 7/A
20136 Milano
Tel: +39 02 58102599
E-mail: naga@naga.it
www.naga.it

Medical care, migration counselling, legal advice;
no accommodation, no food distribution

Centro Naga-Har per richiedenti asilo, rifugiati e vittime della tortura

for asylum seekers, refugees, victims of torture
Via San Colombano 8 A
20142 Milano
Tel. +39 02 3925466
E-mail: naga@naga.it

Advice on the asylum procedure, legal advice and social counselling
Italian lessons, leisure facilities

Centro delle Culture del Mondo

Information provided by the City of Milan for migrants
Via Scaldasole 5
20123 Milano
Tel. +39 02 88448248
E-mail: PSS.CentroCultureMondo@comune.milano.it
<https://www.comune.milano.it/servizi/servizio-specialistico-immigrazione>

Initial information and guidance
Legal advice and advice on asylum, social counselling

Community Center CSD Diaconia Valdese

Via Luigi Porro Lambertenghi 28
20159 Milano
Tel.: +39 335 5963982
E-mail: milanocenter@diaconiavaldese.org
<https://migranti.diaconiavaldese.org/dove-lavoriamo/>

Information for returnees under the Dublin Regulation, initial information and guidance as regards legal and social matters, job search, education



Protezione Vittime della Tratta

Information desk of the City of Milan for victims of human trafficking

Casa dei Diritti

Via De Amicis 10

20123 Milano

Tel.: +39 02 88468452

E-mail: PSS.Filtrotratta@comune.milano.it

www.comune.milano.it/servizi/protezione-vittime-della-tratta

Medici Volontari Italiani

Via Padova 104

20132 Milano

Tel. +39 02 36755134

mvi@medicivolontaritaliani.org

www.medicivolontaritaliani.org

Out-patient clinic and mobile emergency care

Night shelters for homeless persons:

Centro aiuto Stazione Centrale (CASC)

Emergency desk of the City of Milan for homeless persons at the central station

Via Sarmantini 120

20125 Milano

Tel. +39 02 88447645

www.comune.milano.it/servizi/centro-aiuto-stazione-centrale1

Arrangement of emergency accommodation and meals

Services in Rome

Centro Ascolto Stranieri of Caritas Rome

Advisory centre for foreigners

Via delle Zoccolette 19

00186 Roma

Tel.: +39 06 88815300

E-mail: centro.stranieri@caritasroma.it

www.caritasroma.it/attivita/nel-territorio/ascolto/

Initial information

Social counselling, legal advice, advice on job search

Italian lessons

Sportello Unico Immigrazione

Information desk of the City of Rome for migrants

Tel.: +39 06 78850299 und +39 06 78850477

E-mail: ufficioimmigrazione@immigrazione.roma.it



www.comune.roma.it/web/it/scheda-servizi.page?contentId=INF38617

Cittadini del Mondo

Viale Opita Oppio 41

00174 Roma

Tel.: +39 06 31057259

Mobile +39 389 9112893

E-mail: sportellosociale@associazionecittadinidelmondo.it

www.associazionecittadinidelmondo.it/cosa-facciamo/sportello-sociale/

Social counselling

A buon diritto

Via dei Pisoni 57/59

00175 Roma

Tel.: +39 06 8535 6796

Mobile: +39 351 944 3368

E-mail: abuondiritto@abuondiritto.it

www.abuondiritto.it

Social counselling and legal advice for asylum seekers and migrants

Information desk at the station *Stazione Tiburtina*: Piazzale Spadolini

Night shelters for homeless persons:

Sala Operativa Sociale – S.O.S.

Emergency telephone number of the City of Rome for homeless persons and social emergencies: 800440022

www.comune.roma.it/web/it/scheda-servizi.page?contentId=INF38628

Meals for homeless persons:

Centro Astalli

Mensa

Via degli Astalli 14/a

00186 Roma

Tel. +39 06 69700306

<http://centroastalli.it>

Comunita' S. Egidio

Via Dandolo 10

00153 Roma

Tel. +39 06 5895478

www.santegidio.org

"ROMA: DOVE mangiare, dormire, lavarsi", 2020, information brochure of Comunità S. Egidio listing services for homeless people in Rome (meals, places to sleep, washing facilities,



health care, advisory centres, authorities): <http://www.santegidio.org/downloads/Roma-Dove-mangiare-dormire-lavarsi-2020.pdf>



Services in Turin

Community Center CSD Diaconia Valdese

Il Passo social point

Via Nomaglio 6

10155 Torino

Tel.: +39 340 6638687

E-mail: torinocenter@diaconiavaldese.org

<https://migranti.diaconiavaldese.org/dove-lavoriamo/>

Initial information and guidance as regards legal and social matters, job search, education

Tampep

Via Fagnano 30/2

10144 Torino

Tel. +39 011 7681722

E-mail: info@tampepitalia.it, accoglienza@tampepitalia.it

www.tampepitalia.it/

Services for victims of human trafficking: legal advice and social counselling

Other services

We refer to the following portals to find services and addresses in other towns:

- JUMA – Refugees Map Service: www.jumamap.com/
- "Welcome to Europe", W2EU: w2eu.info/en/countries/italy/contacts

Sources

- Country Report: Italy; aida Asylum Information Database; 2019 update; www.asylumineurope.org/reports/country/italy
- Practical Guide for Asylum Seekers in Italy (*Guida pratica per richiedenti protezione internazionale in Italia*), Italian Ministry of the Interior, 2020, <https://www.interno.gov.it/it/temi/immigrazione-e-asilo/protezione-internazionale/guida-pratica-richiedenti-protezione-internazionale-italia>
- Reception conditions in Italy. Updated report on the situation of asylum seekers and beneficiaries of protection, in particular Dublin returnees, in Italy (*Aufnahmebedingungen in Italien. Aktualisierter Bericht zur Lage von Asylsuchenden und Personen mit Schutzstatus, insbesondere Dublin-Rückkehrenden, in Italien*); publisher: Swiss Refugee Council (SFH); Bern, January 2020, https://www.fluechtlingshilfe.ch/fileadmin/user_upload/Publikationen/Dublinlaenderberichte/200121-italien-aufnahmebedingungen-de.pdf.pdf, last retrieved on 04/06/2020
- Mutual trust is still not enough. The situation of persons with special reception needs transferred to Italy under the Dublin III Regulation, publisher: Swiss Refugee Council and Danish Refugee Council, Bern/Copenhagen 12 December 2018, https://www.fluechtlingshilfe.ch/fileadmin/user_upload/Publikationen/Dublinlaenderberichte/181212-drmp_monitoring-report_en.pdf, last retrieved on 04/06/2020
- Welcome to Italy. An info guide for refugees and migrants. May 2018 <https://w2eu.info/en/countries/italy>
- Caritas Italiana, www.caritasitaliana.it
- ASGI Associazione per gli Studi Giuridici sull'Immigrazione, www.asgi.it
- CIR Consiglio Italiano per i Rifugiati, www.cir-onlus.org
- borderline-europe – Menschenrechte ohne Grenzen e.V., Sicily branch, www.borderline-europe.de
- Refugee.Info Italy www.refugee.info/italy
- Portal of the Italian Ministry of the Interior for migrants www.portaleimmigrazione.it
- Melting Pot Europa, <http://www.meltingpot.org>
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