



Raphaelswerk e.V.

## THE NETHERLANDS: Information for refugees who are returned to the Netherlands

Drawn up in Sep. 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 based on 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. We do not claim that the list is exhaustive.

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## Procedure after re-entry into the Netherlands

Asylum seekers who are returned to the Netherlands under the Dublin Regulation must contact the central reception centre (*Centraal Opvanglocatie, COL*) in Ter Apel. This rule applies irrespective of whether the asylum seeker enters the country via the border or whether he/she arrives at the airport. The police provide asylum seekers with a ticket for public transport (*OV-dagkaart*) to get to Ter Apel.

### What needs to be done first?

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

#### 1) The person concerned has not yet lodged an application for asylum in the Netherlands.

Asylum seekers must contact the central reception centre (*Centraal Opvanglocatie, COL*) in Ter Apel and apply for asylum there.

#### 2) The person concerned had already lodged an application for asylum in the Netherlands and left the Netherlands during the asylum procedure.

- a) **A decision in favour of granting the asylum application has been taken:**  
Protection status has been granted. The person concerned has residence status in the Netherlands. The further steps depend on the individual situation – among other things, on whether the residence permit is still valid and where in the Netherlands the person concerned resided previously.
- b) **No decision has yet been taken on the asylum application:**  
If the procedure is still ongoing, it may be resumed.  
If the Dutch authorities suspended the processing of the asylum application in the absence of the asylum seeker, a new application may be lodged. It will be treated as an initial application.
- c) **The application for asylum was rejected:**  
If the application for asylum was rejected with final effect, the refugee concerned must leave the Netherlands and may be taken into custody prior to deportation upon arrival in the Netherlands.  
A new asylum procedure may only be started if new circumstances arise. In that case, a subsequent application may be lodged.

## Residence status in the Netherlands

### International protection:

- Refugee status (*A-status*):  
A limited residence permit for five years is granted. The refugee concerned is entitled to family reunification.
- Subsidiary protection (*B-status*):  
A limited residence permit for 5 years is granted. The refugee concerned is entitled to family reunification.

### Procedures under the law of residence / asylum procedures

Applications for asylum are processed by the Immigration and Naturalisation Service (*Immigratie- en Naturalisatiedienst, IND*).

Asylum seekers who are already in the Netherlands must first report to the central reception centre in Ter Apel, where they are registered as asylum seekers.

Asylum seekers arriving by plane must report to the border police. If they enter the Netherlands from a country outside the Schengen area, they must go through the border procedure, which is described below.

After registration, the so-called rest and preparation period begins for asylum seekers. During this period, asylum seekers can prepare themselves for the asylum procedure, they are examined by a doctor and security questions are settled. The preparation period should not take more than 6 days. However, due to delays in processing applications that are already pending before the IND, in most cases this phase currently goes on for 12 months before the actual procedure begins.

The asylum procedure is divided into 5 different tracks. Apart from the general procedure, there is, for example, a simplified procedure for asylum seekers from safe countries of origin.

#### General asylum procedure:

The general asylum procedure lasts eight days. It may be extended for six days.

During this time, two interviews take place. In between, asylum seekers meet their lawyer to discuss and prepare for the interviews.

#### Interviews:

Normally, two interviews take place. During the first interview, the identity and flight route are established. The second interview serves to explain the refugee's reasons for fleeing his/her country.

An interpreter is present at the interview. If so requested, a representative of the Dutch Council for Refugees, *Vluchtelingenwerk*, may participate as well.

#### Decision:

The Immigration Office IND informs the lawyer of the intended decision. If the asylum application is to be rejected, the asylum seeker may discuss this with the lawyer and make a statement. IND will take its final decision only after that statement.

If the asylum application is rejected, an appeal may be lodged with the help of a lawyer.

#### Extended asylum procedure:

If it is not possible to take a decision on an asylum application in the course of a general procedure, the application will be processed under an extended procedure. The extended procedure takes six months at the most. It may be extended further on certain conditions.

#### Simplified asylum procedure:

A simplified asylum procedure is carried out for asylum seekers from countries of origin that are considered safe. There is no rest and preparation period and only one interview. A lawyer will help with the preparation.

If the asylum application is rejected under the simplified asylum procedure, asylum seekers must leave the Netherlands immediately. They are no longer entitled to accommodation and will be transferred to a closed centre (*Vrijheidsbeperkende locatie, VBL*); families with minor children will be transferred to a centre for families (*Gezinslocatie, GL*). Detention prior to deportation is also possible. An appeal may be lodged against the rejection.

#### Border procedure:

Asylum seekers entering the Netherlands via an airport must report to the military police, *Koninklijke Marechaussee (KMar)*. They must go through the border procedure. The border procedure is normally carried out only in the case of entries from countries outside the Schengen area and consequently not for returnees from Germany.

Asylum seekers going through the border procedure are taken to a closed application centre at the airport (*Aanmeldcentrum Schiphol, AC*) and remain there for a period of four weeks max. During this time, the Immigration Office examines whether they will be granted asylum. The procedure usually takes eight days and may be extended to 28 days at the most. It is similar to the general procedure. The refugee concerned is also entitled to legal advice from an independent lawyer.

If the asylum application is rejected, an appeal may be lodged.

If it is not possible to take a decision on the asylum application within a maximum period of 28 days, the asylum seeker concerned will be transferred to an open reception centre and the asylum procedure will continue as a general or extended procedure.

In the case of families with children, normally no border procedure is carried out. They are transferred to a closed centre for families upon arrival at the airport. Persons who were victims of torture or violence are also exempt from the border procedure.

Legal advice:

Asylum seekers are entitled to independent legal advice from a lawyer free of charge, who is automatically assigned to them by the Office for Legal Aid, *Raad voor Rechtsbijstand*. The legal adviser prepares them for the asylum procedure, discusses the interviews and may submit corrections. Should the asylum procedure be rejected, the lawyer will at first make a written statement. Subsequently, the Immigration Office will take a decision on the asylum application.

A change in the law is planned for 2021, which will limit the right to legal advice. From then on, free legal advice is only supposed to be available if the Immigration Office intends to reject the asylum application.

Asylum seekers may also contact the Dutch Council for Refugees, *VluchtelingenWerk*, to get advice.

Rejected asylum seekers must leave the Netherlands within four weeks. During this time, they may remain in the accommodation facility for asylum seekers.

Four weeks after the application is rejected, benefits will be reduced, so that only the basic needs (food, washing and sleeping) are met.





## Competent authorities

Stage of the procedure	Competent authority	English name
Registration on the border	<i>Koninklijke Marechaussee (KMar)</i>	Royal Military Police ( <i>KMar</i> )
Registration in the country	<i>Vreemdelingenpolitie (AVIM)</i>	Aliens Police
Application on the border	<i>Immigratie en Naturalisatiedienst (IND)</i>	Immigration and Naturalisation Service ( <i>IND</i> )
Application in the country	<i>Immigratie en Naturalisatiedienst (IND)</i>	Immigration and Naturalisation Service ( <i>IND</i> )
Dublin procedure	<i>Immigratie en Naturalisatiedienst (IND)</i>	Immigration and Naturalisation Service ( <i>IND</i> )
Determination of refugee status	<i>Immigratie en Naturalisatiedienst (IND)</i>	Immigration and Naturalisation Service ( <i>IND</i> )
Appeal	<i>Rechtbank</i>	Regional Court
Appeal before the court of second instance	<i>Afdeling Bestuursrechtspraak Raad van State (ABRvS)</i>	Council of State
Subsequent application	<i>Rechtbank Afdeling Bestuursrechtspraak Raad van State (ABRvS)</i>	Regional Court Council of State
Repatriation and return	<i>Dienst Terugkeer en Vertrek (DT&amp;V)</i>	Return and Departure Service

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

## Contact with the asylum authority:

Immigratie- en Naturalisatiedienst (IND)

General postal address:

P.O. Box 17

9560 AA Ter Apel

Tel. +31 88 043 0430

<https://ind.nl/>

Reception centre Ter Apel:

Ter Apelerven 3

9561 MC Ter Apel

## What duties do asylum seekers have in the Netherlands?

Asylum seekers are obliged

- to remain in the Netherlands until a decision on the asylum application is taken;
- to cooperate with the Dutch authorities, i.e. to provide the information required, to submit documents, to keep appointments;
- to have their fingerprints and photographs taken;
- to undergo a medical examination;
- to inform the authorities of their place of residence in the Netherlands and any changes.

## What rights do asylum seekers have in the Netherlands?

As soon as an application for asylum is lodged, asylum seekers are entitled

- to remain in the Netherlands until a decision on the application is taken;
- to health care;
- to accommodation during the asylum procedure;
- to financial support if they have no means of their own;
- to free legal advice from a lawyer;
- to advice from the Dutch Council for Refugees, *Vluchtelingenwerk*;
- to interpreters during the asylum procedure free of charge.

If anyone feels discriminated against or feels that these rights are infringed, he or she should contact an advisory centre of an NGO; see addresses in the annex.

## Return to the country of origin

For some countries and on certain conditions, refugees who want to return to their country of origin may receive financial support for their return to and reintegration into the country of origin.



The following organisations give advice on this matter:

### **VluchtelingenWerk**

Surinameplein 122

1058 GV Amsterdam

Tel. +31 20 346 72 00

E-mail: [info@vluchtelingenwerk.nl](mailto:info@vluchtelingenwerk.nl)

Search for regional offices:

<https://www.vluchtelingenwerk.nl/forrefugees>

<https://www.vluchtelingenwerk.nl/forrefugees/geen-verblijfsvergunning-wat-nu?language=en>

### **IOM The Netherlands**

P.O. Box 10796

2501 Den Haag

Tel. +31 88 746 44 66

E-mail: [missionthehague@iom.int](mailto:missionthehague@iom.int)

[www.iom-nederland.nl](http://www.iom-nederland.nl)

### **Identification document for asylum seekers (W document)**

Registered asylum seekers are given the 'W' document for foreigners as an identification document. This enables them to prove their identity and nationality. Moreover, it proves that the asylum seeker concerned may reside in the Netherlands. The document does not entitle the holder to leave the Netherlands.

Usually, the document is issued automatically by IND as soon as the first interview has taken place. If that is not the case, an application for the document can be filed with IND.

### **Entry in the Dutch population register**

As soon as refugees have received a residence permit, they must be entered in the Dutch population register (*Basisregistratie Personen, BRP, Municipal Personal Records Database*) at their place of residence. To do so, they need the positive decision on their application for asylum and, if possible, personal documents such as birth certificate, marriage certificate or identification document. After registering, they will be given a personal identification number, the so-called BSN number. It is required in order to deal with the authorities.

When registering, the person concerned should make sure that all the information (especially the name and date of birth) is entered correctly. It is complicated to change it at a later point in time.

Registration is important because it is a requirement established by many authorities, so that they are able to act.

## Accommodation after re-entry

Asylum seekers are entitled to accommodation during the asylum procedure. Initially, they are placed in the central reception centre Ter Apel (*Centraal Opvanglocatie, COL*) for a few days until they are registered. Subsequently, they will spend the rest and preparation period in another reception centre (*Proces Opvanglocatie, POL*), which is located near the competent IND office. Usually, they will stay there until the asylum procedure is completed under the general procedure. If it is decided that the person concerned must go through the extended procedure or if their asylum application is granted, they will be transferred to an accommodation facility for asylum seekers (*Asielzoekerscentrum, AZC*).

Since there are long waiting times until the asylum procedure begins and places in the reception centres (POL) are limited, so-called pre-POL centres have been set up. Asylum seekers are transferred there during the rest and preparation period when there is a lack of spaces. However, these centres are not intended for long-term stays. The range of services relating to medical care or language courses is more limited there.

The reception centres and accommodation facilities are run by COA (*Centraal Orgaan opvang asielzoekers, Central Agency for the Reception of Asylum Seekers*). COA is responsible for accommodation, food and medical care.

If asylum is granted after the procedure is completed, recognised asylum seekers are assigned to a municipality nearby. That municipality is responsible for providing accommodation. Until accommodation is provided by the municipality, beneficiaries of protection may stay in a COA facility. COA will help them find a place to live.

Asylum seekers whose application for asylum was rejected are transferred to another accommodation facility. They must leave the country within 28 days. Thereafter, they will lose their right to accommodation and support.

Returned asylum seekers who start or continue their asylum procedure in the Netherlands after returning are also placed in a reception centre or an accommodation facility for asylum seekers.

Holders of a protection status in the Netherlands are not placed in an accommodation facility for asylum seekers again after their return. They must organise accommodation themselves. Until they find a place to live, they must stay with friends or relatives or in a homeless shelter. If they have no place to sleep and need help with their search for accommodation, they may contact *VluchtelingenWerk* and ask for help.

## Conditions in closed reception centres

Asylum seekers going through the border procedure are placed in closed reception centres. There they are entitled to health care, provided either by a doctor named by the centre or by a doctor they choose themselves. Moreover, psychologists are available at the centres. They are given clothes or cash to get clothes for themselves. NGOs such as *VluchtelingenWerk* and lawyers have access to the asylum seekers in the centre to support them during the asylum procedure.

## Financial support for asylum seekers

During the asylum procedure, asylum seekers are granted weekly financial aid if they do not have any means of their own. Reduced financial aid is paid during the rest and preparation period. Among other things, this aid is to cover the requirements in terms of food and clothes. The amount of such aid depends on the composition of the family and the person's own income, if any. It will be reduced if the person concerned is provided with food at the accommodation facility.

Moreover, costs relating to additional expenditure are paid for, such as travelling expenses for appointments with a lawyer.

## Access to health care

Health insurance is mandatory in the Netherlands. Asylum seekers are entitled to basic medical care, such as examinations by a general practitioner, treatments in hospitals, physiotherapy and treatment by a psychologist. Dental treatment is only included in the case of emergency.

COA is responsible for medical care when asylum seekers are placed in COA accommodation. There is a health centre for asylum seekers (*Gezondheidscentrum Asielzoekers, GZA*). If necessary, patients are referred to doctors outside the centre.

Asylum seekers leaving the accommodation facility must take out their own health insurance. Subsequently, they can register as a patient with a general practitioner at their place of residence.

Persons entitled to international protection have access to health care just like all persons regularly residing in the Netherlands.

As soon as their asylum application is granted, they must take out their own health insurance and pay health insurance contributions. This also applies if they are still placed in COA accommodation. If their income is below a certain amount, they will receive support for paying the contributions (health care benefits).

## Access to housing

Beneficiaries of protection who have received a residence permit may, at first, continue to stay at the accommodation facility for asylum seekers. They will be assigned to a municipality. As soon as the relevant municipality offers accommodation, they must leave the facility.

The selection of the municipality also takes labour market opportunities into account. When selecting accommodation, factors such as distance from the workplace or educational institution as well as family ties are considered. The accommodation offered may be rejected once. COA will check whether the rejection is well founded. If that is not the case and the accommodation offered continues to be rejected, COA will not make any further offers.

Beneficiaries of protection may also look for accommodation themselves or stay with friends or relatives for the time being.

The organisation Takecarebnb (<https://takecarebnb.org/en/>) brings beneficiaries of protection and host families together. Refugees may live with them for a transitional period of up to 3 months.

## Access to the labour market

**Asylum seekers** are not allowed to work during the first 6 months of the asylum procedure. Subsequently, they may work for a maximum period of 24 weeks within a year if the following conditions are met:

- they are still waiting for the decision on their asylum application and
- they have an identification document for foreigners.

The employer must apply for a permit to employ asylum seekers (*Tewerkstellingsvergunning, TWV*).

It is very difficult to find work. Due to the required permit, the obstacles to employing asylum seekers are high for employers. The situation on the labour market is not conducive, either.

From the start, asylum seekers may do voluntary work or undertake work experience.

**Recognised refugees and refugees granted subsidiary protection** have access to the labour market and do not require a work permit. Their residence permit must contain the following note: "May take up employment without restrictions. No work permit required." ("*Arbeid vrij toegestaan. TWV niet vereist.*").

There are problems with access to the labour market because of a lack of language skills, missing documents to prove qualifications or lengthy procedures for the recognition of qualifications as well as a lack of social networks.

To improve integration into the labour market, the state offers language and integration courses (e.g. at COA facilities). The organisation *Samenwerkingsorganisatie Beroepsonderwijs Bedrijfsleven* (SBB, <https://www.s-bb.nl/>) provides support in connection with the recognition of qualifications.

Moreover, various NGOs (see addresses) provide support in connection with job search.

## Access to social services

**Asylum seekers** are granted weekly aid during the asylum procedure; see above under "Financial support for asylum seekers".

**Persons entitled to international protection and beneficiaries of subsidiary protection** have access to social services on the same terms as Dutch citizens. There are no special regulations for refugees.

Social welfare benefits in the Netherlands include, among other things:

- social assistance (*Bijstandsuitkering*)
- grant towards rent and health insurance contributions (*Huur- en zorgtoeslag*)
- child benefit (*Kinderbijslag*),
- child allowance (*kindgebonden budget*) and child care subsidy (*Kinderopvangtoeslag*)

Certain conditions must be met in order to be entitled to the above-mentioned benefits; for example, the income must be below a certain amount. Further conditions depend on the kind of benefit. Child benefit is paid to all legal residents of the Netherlands with children, irrespective of the income.

A change in the law is planned for January 2021; from then on, social assistance as well as grants towards rent and health insurance contributions are only supposed to be paid to beneficiaries of protection after 2 years of legal residence. Until that time, they are supposed to be supported directly by the municipalities.

An application for social welfare benefits must be filed at the place of residence. The relatively long processing time of up to 8 weeks is an obstacle in this regard. COA and NGOs help beneficiaries of protection with the applications for social welfare benefits.

Social assistance rates for people living together are lower than those for single persons. This also applies if the persons living in one household are not related.

For people with a low income, there are non-profit food banks in many towns distributing food to people in need (*voedselbank*).

## Access to educational institutions

In the Netherlands, compulsory school attendance applies to children up to the age of 18. This also applies to asylum seekers. Children up to the age of 12 usually attend a primary school near the reception centre where they are staying. Children aged between 12 and 18 years initially attend an international class until their knowledge of Dutch is sufficient to attend a regular class.

Educational programmes are offered for adults in the COA accommodation facilities for asylum seekers (AZC). Poor language skills are an obstacle to participating in vocational training. Moreover, asylum seekers are not entitled to receive study grants from the government.

As regards the schooling of children who are entitled to protection, the municipality where they reside is responsible. They usually attend the regular school there.

## Access to language courses

At the COA accommodation facilities, language courses are offered to asylum seekers who are likely to be granted international protection (e.g. from Syria, Eritrea or stateless persons).



## Integration courses

New residents of the Netherlands aged between 18 and 67 years are obliged to attend an integration course. As soon as they have received a residence permit, they must register for a course. To this end, they will receive a letter from the Education Agency DUO (*Dienst Uitvoering Onderwijs*).

After three years, they must take three examinations: Dutch language, knowledge of Dutch society and orientation on the Dutch labour market. For persons who must attend a literacy course first, that period is extended to five years.

It is possible to apply to DUO for a loan to cover the costs of attending the integration courses and taking the examinations. Beneficiaries of protection do not have to repay the loan if they pass the examinations. Integration courses can be found on this website: <https://www.zoekinburgerschool.nl/>

## Vulnerable persons

Under Dutch law, there is no definition of vulnerable groups. At the beginning of the asylum procedure, the Immigration Office IND will examine whether asylum seekers are vulnerable and need special assistance. Unaccompanied minors are generally considered to be vulnerable.

During a medical examination at the beginning of the asylum procedure, it is also examined whether asylum seekers are mentally and physically able to take part in the interview and whether there are any special needs.

As required, special guarantees regarding the procedure are given at the interview, e.g. an interview conducted by a female person, presence of a person enjoying the refugee's confidence, additional explanations during the interview or adjournment of the interview.

An individual examination is carried out in the case of particular circumstances, e.g. in the case of health-related or mental impairments, to determine whether a person can be taken into custody under the border procedure. If required, asylum seekers are transferred from custody on the border to normal reception centres.

Victims of human trafficking may be given a limited residence permit for the duration of the investigations if they cooperate with the prosecuting authorities.

In the event that vulnerable persons are returned from Germany, the German Federal Office for Migration and Refugees (*BAMF*) notifies the competent Dublin unit in the Netherlands. The notification gives information on the special needs with regard to accommodation and medical care. This also applies, for example, to families who are transferred separately due to violence within the family and are to be placed in different accommodation facilities. The responsibility of the German authorities ends upon arrival in the country of destination and will pass to the authorities in the country of destination.

In practice, however, it becomes apparent that the special needs are not always sufficiently taken into account in the country of destination. If possible, advisers should remain in touch with the transferred persons where critical cases are concerned. If their needs are not taken into account after arrival, they can take action, if required, and arrange contact with relief organisations.



## Annex: Where can I get advice and support?

### Information material on the Netherlands for refugees in various languages:

#### "Information for refugees in the Netherlands"

Portal of the Dutch Council for Refugees, *VluchtelingenWerk*, in Dutch, English, French, Farsi, Dari, Somali, Arabic, Tigrinya and Turkish.

<https://www.vluchtelingenwerk.nl/forrefugees/belangrijke-informatie-je-eigen-taal?language=en>

#### "New in the Netherlands. For labour migrants, asylum seekers, and people involved in family reunification"

Brochure published by the Dutch Ministry for Social Affairs, in Dutch, English, Arabic, Dari, German, Farsi, French, Pashtu, Somali, Tigrinya and Turkish.

<https://www.government.nl/topics/immigration-to-the-netherlands/documents/leaflets/2014/07/08/new-in-the-netherlands-for-persons-entitled-to-asylum-or-forming-a-family-and-immigrants-seeking-family-reunification>

#### "MyCOA: Portal for asylum seekers in COA accommodation"

Information about life in the Netherlands, in Dutch, English, Arabic, Armenian, French, Farsi, Russian, Somali, Spanish, Tigrinya and Turkish: <https://www.mycoa.nl/en>  
brochures at <https://www.mycoa.nl/en/content/print-info-sheets>

#### w2eu.info – welcome to europe

Independent information for migrants and refugees in the Netherlands, in English, French, Arabic and Farsi, compiled by a network of activists and organisations from Europe and North Africa: <https://w2eu.info/en/countries/netherlands>

#### UNHCR The Netherlands – Where to seek help?

List of organisations supporting asylum seekers and refugees in the Netherlands:  
<https://help.unhcr.org/netherlands/where-to-seek-help/>

### Contacts / local advisory services

#### **VluchtelingenWerk**

Surinameplein 122  
1058 GV Amsterdam  
Tel. +31 20 346 72 00

E-mail: [info@vluchtelingenwerk.nl](mailto:info@vluchtelingenwerk.nl)

Offices in most reception centres

Search for regional offices:

<https://www.vluchtelingenwerk.nl/forrefugees>

<https://www.vluchtelingenwerk.nl/forrefugees/geen-verblijfsvergunning-wat-nu?language=en>

Information on the asylum procedure, support in dealing with the authorities, social counselling, advice on job search, integration, education, family reunification, return to the country of origin

## Legal advice

### **Raad voor Rechtsbijstand**

Organises legal assistance from lawyers during the asylum procedure at the reception centres

E-mail: [info@rvr.org](mailto:info@rvr.org)

Tel.: +31 88 787 1000

<https://www.rechtsbijstand.nl/>

### **VluchtelingenWerk**

Surinameplein 122

1058 GV Amsterdam

Tel. +31 20 346 72 00

E-mail: [info@vluchtelingenwerk.nl](mailto:info@vluchtelingenwerk.nl)

Search for regional offices:

<https://www.vluchtelingenwerk.nl/forrefugees>

Gives names of lawyers and legal advisers

### **ASKV / Steunpunt Vluchtelingen**

Frederik Hendrikstraat 111 –c

1052 HN Amsterdam

Tel. +31 20 6272408

E-mail: [info@askv.nl](mailto:info@askv.nl)

[www.askv.nl](http://www.askv.nl)

Legal advice for rejected asylum seekers

## Health care and advice

### **Hotline for asylum seekers regarding health-related questions**

<https://www.gzasielzoekers.nl/en/iamasylumseeker/gzahotline>

### **On-line portal "Gezond in Nederland"**

Information in Dutch, Arabic and Tigrinya

<https://www.gezondinnederland.info/>

### **Doktors van de Wereld**

Nieuwe Herengracht 20

1018 DP Amsterdam

Tel. +31 20 7653801

E-mail: [zorgrecht@doktersvandewereld.org](mailto:zorgrecht@doktersvandewereld.org)

<https://doktersvandewereld.org>

Medical help for people without a residence permit

### **Kruispost**

Oudezijds Voorburgwal 129  
1012 EP Amsterdam  
Tel. +31 20 624 90 31  
E-mail: [Kruispost@oudezijds100.nl](mailto:Kruispost@oudezijds100.nl)  
[www.kruispost.nl](http://www.kruispost.nl)  
Medical care for uninsured persons  
Psychosocial counselling

### **Job search**

#### **Refugee Talent Hub**

KPMG building  
A-tower, TOO 7<sup>th</sup> floor  
Laan van Langerhuize 1  
1186 DS Amstelveen  
E-mail: [info@refugeetalenthub.com](mailto:info@refugeetalenthub.com)  
<https://refugeetalenthub.com/en/info/refugee-talent>  
Further training, job application training, meetings with employers, mentoring programmes

#### **UAF**

Newtonlaan 71  
3584 BP in Utrecht  
Tel. +31 30 2041504  
E-mail: [vraag@uaf.nl](mailto:vraag@uaf.nl)  
<https://www.uaf.nl/en>  
Inquiries preferably by e-mail; leave telephone number for return call.  
Visits by appointment only  
Initial individual information via the UAF Advisor on-line: <https://www.uaf.nl/en/for-refugees/>  
Advice on studying and working in the Netherlands, coaching, mentoring, financial support

#### **Samenwerkingsorganisatie Beroepsonderwijs Bedrijfsleven (SBB)**

Louis Braillelaan 24  
2719 EJ Zoetermeer  
Tel. +31 88 338 00 00  
E-mail: [info@s-bb.nl](mailto:info@s-bb.nl)  
[www.s-bb.nl](http://www.s-bb.nl)  
Support in connection with the recognition of qualifications

## Language courses

Search for institutions offering language and integration courses:

[www.zoekinburgerschool.nl](http://www.zoekinburgerschool.nl)

## Advice for vulnerable groups

### CoMensha

Smallepad 30  
3811 MG Amersfoort  
Tel. +31 33 448 11 86  
E-mail: [info@comensha.nl](mailto:info@comensha.nl)  
[www.comensha.nl](http://www.comensha.nl)  
Advice for victims of human trafficking

### COC Netherlands

Nieuwe Herengracht 49  
1011 RN Amsterdam  
Tel. +31 20 623 4596  
E-mail: [info@switchboard.nl](mailto:info@switchboard.nl)  
[www.coc.nl](http://www.coc.nl)  
Advice for LGBTI people, social activities

### LGBT Asylum Support

E-mail: [info@lgbtasyllumsupport.nl](mailto:info@lgbtasyllumsupport.nl)  
<https://lgbtasyllumsupport.nl/>  
Advice for LGBTI people seeking asylum

### Kindertelefoon

Tel. 0800-0432  
Chat: [www.kindertelefoon.nl/chat](http://www.kindertelefoon.nl/chat)  
Hotline for minors

## Food

### Voedselbank

Food banks  
Tel. 088 543 543 5  
<https://www.voedselbankennederland.nl/vertalingen/english/>  
Locations: <https://www.voedselbankennederland.nl/ik-zoek-hulp/voedselbank-in-de-buurt/>

## Accommodation

### Takecarebnb

E-mail: [info@takecarebnb.org](mailto:info@takecarebnb.org)

<https://takecarebnb.org/en/>

Arrangement of host families for up to 3 months for beneficiaries of protection

### Emergency accommodation and help for rejected asylum seekers

List of organisations in different regions of the Netherlands:

<http://www.stichtinglos.nl/noodopvang>

## Help for migrants without papers

### ASKV / Steunpunt Vluchtelingen

Frederik Hendrikstraat 111 –c

1052 HN Amsterdam

Tel. +31 20 6272408

E-mail: [info@askv.nl](mailto:info@askv.nl)

[www.askv.nl](http://www.askv.nl)

Legal advice and social counselling

### Het Wereldhuis

Nieuwe Herengracht 18

1018 DP Amsterdam

Tel. +31 6-22 82 14 72

E-mail: [info@wereldhuis.org](mailto:info@wereldhuis.org)

<http://wereldhuis.org/en/>

Legal advice and social counselling, canteen, charity clothes shop, language courses

### Vluchtelingen in de Knel

Hoogstraat 301B

5654 NB Eindhoven

Tel. +31 40-2569517

E-mail: [opvangaanvraag@vluchtelingenindeknel.nl](mailto:opvangaanvraag@vluchtelingenindeknel.nl)

<https://www.vluchtelingenindeknel.nl/opvang-en-begeleiding/ikhebopvangnodig/>

Accommodation and legal advice for rejected asylum seekers

## Assistance in returning to the country of origin

### VluchtelingenWerk

Surinameplein 122

1058 GV Amsterdam

Tel. +31 20 346 72 00

E-mail: [info@vluchtelingenwerk.nl](mailto:info@vluchtelingenwerk.nl)

Search for regional offices:

<https://www.vluchtelingenwerk.nl/forrefugees>

<https://www.vluchtelingenwerk.nl/forrefugees/geen-verblijfsvergunning-wat-nu?language=en>

### IOM The Netherlands

P.O. Box 10796

2501 Den Haag

Tel. +31 88 746 44 66

E-mail: [missionthehague@iom.int](mailto:missionthehague@iom.int)

[www.iom-nederland.nl](http://www.iom-nederland.nl)

## Sources

- Country Report: Netherlands; aida Asylum Information Database, 2019 update; <https://www.asylumineurope.org/reports/country/netherlands>
- VluchtelingenWerk (Dutch Council for Refugees), help desk, brochures and information portal, <https://www.vluchtelingenwerk.nl/forrefugees/belangrijke-informatie-je-eigen-taal?language=en>
- Immigratie- en Naturalisatiedienst IND (Dutch Immigration Office), <https://ind.nl/en>
- UNHCR The Netherlands, <https://help.unhcr.org/netherlands/>
- w2eu.info – welcome to Europe, <https://w2eu.info/en/countries/netherlands>