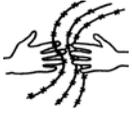


GATWICK DETAINEES WELFARE GROUP



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INFORMATION PACK ABOUT AUSTRIA

We are sorry to hear about what has happened, and wish you luck when you arrive in Austria.

This is to help you when you arrive there. Keep this document with you when you travel, as it contains some useful information, such as:

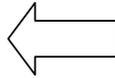
- 1. Why you are being sent to Austria**
- 2. The Austrian asylum system**
- 3. Arriving in Austria**
- 4. Some useful words and sentences in German**
- 5. Organisations in Austria that can help you**
- 6. *Also included is a German Phrasebook***

1. WHY YOU ARE BEING SENT TO AUSTRIA

You are being sent to Austria because of something called the **DUBLIN CONVENTION**. This is an agreement made by the countries in the European Union in the year 1990. Since February 2003, The Dublin Convention is also called “**DUBLIN II**”.

The European countries that belong to the **EUROPEAN UNION** are:

- Great Britain
- The Republic of Ireland
- France
- Netherlands
- Belgium
- Luxembourg
- Germany
- Spain
- Portugal
- Italy
- Greece
- Denmark
- Sweden
- Finland
- Austria



Before, all these countries were very different from each other, and each country had its own separate laws. Now, because all these countries belong to the European Union, they share many laws. For example, they all share the law called the ‘Dublin Convention’.

10 New EU Countries

There are 10 more countries that are now joining the European Union. These are:

Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, the Slovak Republic and Slovenia.

- **The Dublin Convention says that only one country in the European Union should be responsible for your asylum application.**

This means that you cannot ask for asylum in Greece *and* in Italy, for example. You can only ask for asylum in one of those two countries: Greece *or* Italy.

- **The Dublin Convention also says that you should ask for asylum in the first European Union country that you enter.**

This means that you cannot choose which country in Europe to ask for asylum in. This is because the Dublin Convention says that all the countries in the European Union are safe. Therefore, it says that you should ask for asylum in the first European Union country you arrive in. (Often, this is not really the first European Union country you arrived in, but the first country where you came into contact with immigration officials.)

- **According to the Dublin Convention, when you ask for asylum in a European Union country, that country must find out if you were in *another* European Union country before arriving.**

So, when you asked for asylum in Great Britain, the Home Office (who deals with your asylum application) saw that you were in Austria before arriving. Because Austria is a European Union country, the Dublin Convention says that your asylum case should be looked at there, because it is a safe country.

REMEMBER: Cases like yours, where you are sent to another European Union country because of the Dublin Convention, are called **THIRD COUNTRY CASES**. So, the Home Office has decided that your claim for asylum in Great Britain is a ‘Third Country Case’.

2. AUSTRIA'S ASYLUM SYSTEM

Austria's asylum system is similar to the British asylum system, because it recognises the **1951 United Nations Convention Relating to the Status of Refugees**. That means that asylum is given to someone when it is proved that he or she is "in danger of persecution" in the country of origin.

In Britain, the 'Home Office' deals with your asylum case. In Austria, it is the '**Austrian Federal Asylum Office**' that makes the first decision about your asylum application. Their name in German is '**Republik Österreich Bundesasylamt**', and their main office is in Vienna.

When you arrive at the airport, tell an **immigration officer as soon as possible** that you want to ask for asylum. If the immigration officer does not understand you, you can **show page 4 of this Information Pack**, which has the German words for "I would like to ask for asylum".

It is important to remember that there are organisations in Austria that can try to help you, by giving you support and legal advice. You can contact them as soon as you arrive in Austria: **the telephone numbers are on page 5**. Don't worry if you don't speak German, because someone there will be able to speak English.

Very soon after asking for asylum, people from the Austrian Federal Asylum Office will come to ask you some **questions**. An **interpreter**, who speaks your language, will help you to understand everything. It is possible that they may also take your **picture**, your **fingerprints** and ask to see any **papers or documents** you have. This is to understand who you are and why you need to ask for asylum.

If the Austrian Federal Asylum Office thinks that you **do not** have a good reason for asking for asylum in Austria, they will tell you after a few days (probably no more than 1 week) that **your application for asylum is 'inadmissible' or 'manifestly unfounded'**. You have the **right to appeal against this** – which you must do **as soon as possible**.

If you are **not told within 1 week that your application is 'inadmissible' or 'manifestly unfounded'**, this means that your application for asylum is **still being considered**. It can take some time before they make a decision, which they will probably send to you in writing (in a letter). The decision will be **in German**, but can also be **translated into your language**.

If the letter says that your application for asylum has been refused, you have the right to appeal against this decision. It is important to know that you have **2 weeks to appeal** after receiving the refusal. You can **contact one of the organisations on page 5** for help with this if you do not have a solicitor.

For the first 1 or 2 weeks after you arrive in Austria and ask for asylum, you may have to stay in **Vienna airport's 'transit zone'** or in special places outside the transit zone called '**Sondertransit**'. After that, you may have to stay in a **detention centre like Tinsley House in England**. This is while you are waiting to find out if your application for asylum is accepted or refused. **In Austria, you cannot be detained for more than 6 months!**

In Tinsley House in England, our organisation (the Gatwick Detainees Welfare Group) tried to help you. If you are **detained in Austria**, you can contact the organisation **Caritas**. Their telephone number is on **page 5**.

3. ARRIVING IN AUSTRIA

- **AUSTRIA** is a country in Central Europe. The German name for Austria is **ÖSTERREICH**.
- The capital of Austria is **VIENNA**, or '**WIEN**' in German. Vienna is in the North-East of the country, close to the Slovakian border.

The other big cities are **Graz** (in the South-East), **Klagenfurt** (in the South), **Linz** and **Salzburg** (in the North-West), and **Innsbruck** (in the West).

- In Austria, the currency (the kind of money you pay with) is the **EURO** (about 1 and a half Euros for 1 British Pound).
- The official language is **GERMAN**.

A lot of Austrians speak some English, but not everyone. There are some **useful German words and sentences on page 4**, but you can also use the **German Phrasebook** that comes with this Information Pack.

- Because you will travel by plane from England to Austria, you will probably arrive at **VIENNA AIRPORT** or at **SALZBURG AIRPORT**.

There is an organisation with offices at both airports that tries to help asylum seekers who have just arrived in Austria. Its name is **CARITAS** and the telephone numbers are on page 4 of this Information Pack.

Map of Austria:



Austria has borders with 8 other countries:

Lichtenstein and **Switzerland** to the West,

Italy and **Slovenia** to the South,

Hungary and **Slovakia** to the East,

and **the Czech Republic** and **Germany** to the North.

Austria has an area size of 83 859 square kilometres.

4. SOME USEFUL WORDS AND SENTENCES IN GERMAN

Flughafen = Airport

Österreich = Austria

Guten Tag = Hello / *Auf Wiedersehen* = Goodbye

Bitte = Please / *Danke Schön* = Thank You

Ja = Yes / *Nein* = No

Was? = what?

Ich spreche kein Deutsch.
I don't speak any German.

Ich verstehe nicht.
I don't understand.

Ich bin ein Flüchtling.
I am an asylum seeker.

I möchte um Asyl bitten.
I would like to ask for asylum.

I bin aus England gekommen.
I have come from England.

Ich kenne niemand in Austria.
I don't know anyone in Austria.

Könnten Sie mir helfen bitte?
Can you help me please?

Ich habe kein Geld.
I don't have any money.

Ich brauche einen Rechtsanwalt.
I need a solicitor.

Ich habe kein Nachtquartier.
I don't have anywhere to sleep.

Danke für ihre Hilfe.
Thank you for your help.

5. ORGANISATIONS IN AUSTRIA THAT CAN HELP YOU

If you are calling from another country, the international code for Austria is: 0043

Caritas

Provides support, legal advice and practical help to asylum seekers. Have an office at Vienna International Airport – so you can contact them as soon as you arrive in Austria. Have other offices in most parts of Austria – call their main office in Vienna to find out where they are.

Office at Vienna International Airport

Telephone: (1) 7007 32 421
Fax: (1) 7007 24 97
Email: airport@caritas-wien.or.at

Österreichische Caritaszentrale – Refugee Department (Main Office)

Address: Nibelungengasse 1/4/3
1010 Wien (Vienna)
Telephone: (1) 587 15 77 / 33
Fax: (1) 587 15 77 / 13
Email: caritas.austria@netway.at

United Nations High Commissioner for Refugees (UNHCR)

United Nations organisation for refugees and asylum seekers. May be able to provide contact details for UNHCR office in your home country, if you are being sent back. Also work with Caritas, providing support and legal advice to asylum seekers in Austria. You can telephone them, or visit them (visiting hours: Monday, Wednesday and Friday, from 9am to 11:30am) -

Address: Vienna International Centre, PO Box 550
1400 Wien (Vienna)
Telephone: (1) 260 60 5306 / 7
Fax: (1) 263 37 48
Email: ausvi@unhcr.ch

Asyl in Not

Provides advice and support to asylum seekers in German, English, French, Farsi, Arabic, Kurdish, Serbo-Croat and Macedonian. The advice line is open on Monday from 9am to 1pm, and on Tuesday and Thursday, from 1pm to 6pm.

Address: Währingstrasse 59
1090 Wien (Vienna)
Telephone: (1) 408 42 10 / (1) 405 28 88
Email: office@asyl-in-not.org

Volkshilfe

Organisation providing support and advice on people's rights and welfare. May not be able to help you directly, but can maybe give you useful contacts.

Address: Glimpfingerstrasse 48
4020 Linz
Telephone: (0) 732 3405 / (0) 732 3405 – 199
Email: info@volkshilfe-ooe.at

Amnesty International Austrian Section

Human Rights organisation, that also campaigns for the rights of asylum seekers and refugees. Probably cannot help you directly, but may be able to give you useful contacts relating to your human rights.

Address: Moeringgasse 10
1150 Wien (Vienna)
Telephone: (1) 780 08 0
Fax: (1) 780 50 73

International Organisation for Migration (IOM)

Provides advice and help to people who want to return to their country of origin, or who want to move to another country.

Address: Nibelungengasse 13/4
1010 Wien (Vienna)
Telephone: (1) 585 33 22
Fax: (1) 585 33 22 30 / (1) 585 33 22 31