



THE NETHERLANDS

Transfer under the Dublin regulation

Information for refugees who are returned to the Netherlands



Transfer under the Dublin regulation

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. Many services offering help are short-term projects and not subsidised on a regular basis. Therefore, there are often only a few 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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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 (*Centrale ontvangstlocatie, 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 may provide asylum seekers with a ticket for public transport (*OV-dagkaart*) to get to Ter Apel. At the reception centre in Ter Apel, asylum seekers can contact the local Dutch Council for Refugees, *VluchtelingenWerk*, if there are questions or problems.

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 (*Centrale ontvangstlocatie, 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. An application for issue or extension of the residence permit must be filed with the Immigration and Naturalisation Service (*Immigratie- en Naturalisatiedienst, IND*). 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 during 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.

3. Recognised refugees in the Netherlands: the person concerned had already been granted protection status when he/she left the Netherlands

Any protection status granted and the relevant residence permit are valid for five years. If the residence permit expired or was lost during the holder's absence, an application for issue of a new residence permit or for extension must be filed with the IND.

The residence permit may be revoked if the application for extension was not filed in time (usually, within six months of expiry).

Extension may be refused if the legal reasons for granting protection status no longer exist. If the beneficiary of protection has moved the centre of his/her life to another country (usually, if the person concerned stays abroad for more than six months) and he/she is no longer entered in the Dutch population register, the residence permit may be revoked.

To find out whether your residence permit is still valid, you best contact the lawyer who provided support during the asylum procedure. Refugees who were placed in an accommodation facility for asylum seekers (AZC) before their departure can also contact the local office of *VluchtelingenWerk*.

Beneficiaries of protection are not entitled to be placed in an accommodation facility for asylum seekers again when they return. They must look for accommodation themselves, e.g. through friends or relatives or in emergency shelters for the homeless.

Without a valid residence permit, access to housing, social services or health care is more difficult because it is not possible to prove the status. If protection status was withdrawn, the person concerned is not entitled to any social services.

The portal RefugeeHelp of *VluchtelingenWerk* provides information on accommodation, health care and work for people without a residence permit living in the Netherlands: <https://www.refugeehelp.nl/en/asylum-refused/122-living-in-the-netherlands-without-a-residence-permit>

Returnees can contact one of the advisory centres named in the annex to receive support, for example *VluchtelingenWerk*. Beneficiaries of protection who had already been assigned to a municipality before their departure may also contact the relevant municipality.

Residence status in the Netherlands

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

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 must first report to the central reception centre in Ter Apel, where they are registered as asylum seekers. If many asylum applications are lodged and

there is not enough capacity to process them, asylum seekers are preregistered at first.

During an initial interview before the IND, the identity and flight route are established. This initial interview takes place without a lawyer being present.

After registration, the so-called rest and preparation period begins; 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, this phase may currently go on for more than 12 months. The beginning of the asylum procedure is delayed accordingly. There may be waiting times of more than 20 months.

General asylum procedure

The asylum procedure starts with a detailed interview. This interview takes place in the presence of a lawyer. An interpreter is present during all interviews. If requested, a representative of the Dutch Council for Refugees, *VluchtelingenWerk*, may participate as well.

The general asylum procedure lasts six days and may be extended.

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 then be processed under an extended procedure. The extended procedure takes six months at the most. It may be extended to up to 15 months on certain conditions.

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.

Rejected asylum seekers must leave the Netherlands within four weeks. During this time, they may remain in the accommodation facility for asylum seekers. After that, their entitlement to accommodation, financial aid and health insurance will end.

Simplified asylum procedure and safe countries of origin

A simplified asylum procedure is carried out for asylum seekers from countries of origin that are considered safe. The following countries are in that category: Albania, Armenia, Bosnia and Herzegovina, Brazil, Georgia, Ghana, India, Jamaica, Kosovo, Morocco, Mongolia, Montenegro, North Macedonia, Senegal, Serbia, Tunisia, United States.¹

There is no rest and preparation period and only one interview takes place. A lawyer will only be called in if the asylum application is supposed to be rejected.

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.

Subsequent application

If the asylum application was rejected, a new application for asylum, a so-called subsequent application, may be lodged on certain conditions. To do so, new circumstances must have arisen, for example a change in the situation in the country of origin or in the personal situation. An interview will only take place if the Immigration Office IND considers it necessary. A lawyer will be called in for the interview.

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 first make a written statement. Subsequently, the Immigration Office will take a decision on the asylum application.

¹ <https://www.rijksoverheid.nl/onderwerpen/asielbeleid/vraag-en-antwoord/lijt-van-veilige-landen-van-herkomst>, last retrieved on 14/11/2024

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

Processing times

At present, the time required for processing asylum applications in the Netherlands is long. There are delays and longer waiting times of more than 20 months.

Competent authorities

Stage of the procedure	Competent authority	English name
Registration at the border	<i>Koninklijke Marechaussee (KMar)</i>	<i>Royal Military Police (KMar)</i>
Registration in the territory	<i>Vreemdelingenpolitie (AVIM)</i>	<i>Aliens Police</i>
Application at the border	<i>Immigratie en Naturalisatiedienst (IND)</i>	<i>Immigration and Naturalisation Service (IND)</i>
Application in the territory	<i>Immigratie en Naturalisatiedienst (IND)</i>	<i>Immigration and Naturalisation Service (IND)</i>
Dublin procedure	<i>Immigratie en Naturalisatiedienst (IND)</i>	<i>Immigration and Naturalisation Service (IND)</i>
Refugee status determination	<i>Immigratie en Naturalisatiedienst (IND)</i>	<i>Immigration and Naturalisation Service (IND)</i>
Appeal	<i>Rechtbank</i>	<i>Regional Court</i>
Onward appeal	<i>Afdeling Bestuursrechtspraak Raad van State (ABRvS)</i>	<i>Council of State</i>
Subsequent application	<i>Rechtbank</i> <i>Afdeling Bestuursrechtspraak Raad van State (ABRvS)</i>	<i>Regional Court</i> <i>Council of State</i>
Repatriation and return	<i>Dienst Terugkeer en Vertrek (DT&V)</i>	<i>Return and Departure Service</i>

Source: Country Report: Netherlands; aida Asylum Information Database; 2023 update

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.

In the event of any discrimination or infringement of rights, an advisory centre of an NGO should be contacted; 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.

Organisations such as *VluchtelingenWerk* or IOM give advice in this regard (see addresses in the annex).

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 the 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 the 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 (*Centrale ontvangstlocatie, COL*) for a few days until they are registered. Subsequently, they will normally spend the rest and preparation period in another reception centre (*Procesopvanglocatie, 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 places. 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.

In the last few years, there have repeatedly been shortages of accommodation at the central reception centre in Ter Apel for asylum seekers waiting to be registered there. Due to a lack of sleeping places, new arrivals sometimes had to be accommodated in the waiting areas for several nights, where there are no beds or showers. Consequently, emergency shelters were set up, which are only intended for provisional accommodation.²

Due to a lack of capacity, about half of the asylum seekers are placed in emergency accommodation. Often conditions there are inadequate, and it is not ensured that basic needs are satisfied. There are also problems with access to health care.³

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.

² Cf. Country Report: Netherlands; aida Asylum Information Database; 2023 update, pp. 111 ff, <https://asylumineurope.org/reports/country/netherlands/>

³ Cf. Country Report: Netherlands; aida Asylum Information Database; 2023 update, pp. 126 ff, <https://asylumineurope.org/reports/country/netherlands/>

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 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. Beneficiaries of protection who had already been assigned to a municipality before their departure may also contact the relevant municipality.

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.

In emergency accommodation, access to health care is often problematic and only amounts to emergency care.⁴

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.

Beneficiaries of 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

⁴ Cf. Country Report: Netherlands; aida Asylum Information Database; 2023 update, p. 132, <https://asylumineurope.org/reports/country/netherlands/>

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 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.

Beneficiaries of international protection and of 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 IDW 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".

Beneficiaries of international protection and of subsidiary protection have access to social services on the same terms as Dutch citizens.

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

- social assistance (*algemene bijstand*)
- grant towards rent, health insurance contributions and child care (*toeslagen*)
- child benefit (*Kinderbijslag*)

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.

Beneficiaries of protection are only entitled to social assistance after six months of legal residence. Until that time, they are 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, volunteers offer language courses to those asylum seekers who are likely to be granted international protection.

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.

During a medical examination at the beginning of the asylum procedure, it is examined whether asylum seekers are mentally and physically able to take part in the interview and whether there are any special needs. Because the initial reception centre in Ter Apel is sometimes overcrowded, there may be problems with the initial examination, so that even vulnerable persons are placed in emergency accommodation.⁵

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

⁵ Cf. Country Report: Netherlands; aida Asylum Information Database; 2023 update, p. 133, <https://asylumineurope.org/reports/country/netherlands/>

refugee's confidence, additional explanations during the interview or adjournment of the interview.

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

RefugeeHelp: Information for refugees in the Netherlands: Portal of the Dutch Council for Refugees, *VluchtelingenWerk*, in Arabic, Dari, Dutch, English, Farsi, French, Somali, Tigrinya and Turkish. <https://www.refugeehelp.nl/>

"Welcome to MyCOA2: Portal for asylum seekers: Information about life in COA locations and in the Netherlands, in Dutch, English, Arabic, French, Farsi, Russian, Somali, Spanish, Tigrinya and Turkish: <https://www.mycoa.nl/en>

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/>

Welcome app: Platform for new arrivals, where they find local contacts and activities as well as information on life in the Netherlands:
<https://www.welcomeapp.nl/en/>

Open Embassy: Online help desk for new arrivals who have questions about life in the Netherlands: <https://www.openembassy.nl/en/for-newcomers/>

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>

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 Apelervenen 3, 9561 MC Ter Apel

Contacts / local advisory services

VluchtelingenWerk

Surinameplein 122

1058 GV Amsterdam

Tel. +31 20 346 72 00

E-mail: info@vluchtelingenwerk.nl

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

Offices in most reception centres

Search for regional offices: <https://www.vluchtelingenwerk.nl/en/locations>

Information on the asylum procedure, support in dealing with the authorities (interviews), 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@rechtsbijstand.nl

Tel.: +31 88 787 1234

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

VluchtelingenWerk

Surinameplein 122

1058 GV Amsterdam

Tel. +31 20 346 72 00

E-mail: info@vluchtelingenwerk.nl

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

Search for regional offices:

<https://www.vluchtelingenwerk.nl/en/locations>

Gives names of lawyers and legal advisers

ASKV / Steunpunt Vluchtelingen

Chris Lebeauststraat 4

1062 DC Amsterdam

Tel. +31 20 6272408

E-mail: info@askv.nl

www.askv.nl

Legal advice for rejected asylum seekers

Health care and advice

Hotline for asylum seekers regarding health-related questions

Tel. +31 88 112 2 112

Video calls via the GZA app:

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

Dokters van de Wereld

Nieuwe Herengracht 20

1018 DP Amsterdam

Tel. 085-1094800 (calling from the Netherlands)

E-mail: helpdesk@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: info@kruispost.nl

www.kruispost.nl

Medical care for uninsured persons

Psychosocial counselling

Job search

Refugee Talent Hub

Danie Theronstraat 2

1091 XX Amsterdam

E-mail: 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 30 252 08 35

E-mail: info@uaf.nl

<https://www.uaf.nl/en>

Inquiries preferably by e-mail; leave telephone number for return call.

Visits by appointment only

Advice on studying and working in the Netherlands, coaching, mentoring, financial support

International Credential Evaluation (IDW)

Tel. +31 79 321 79 30

E-mail: info@idw.nl

<https://idw.nl/en>

Support in connection with the recognition of qualifications

Language courses

Search for institutions offering language and integration courses:

www.zoekinburgerschool.nl

Advice for vulnerable groups

CoMensha

Smallepad 30

3811 MG Amersfoort

Tel. +31 33 448 11 86

E-mail: info@comensha.nl

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

<https://coc.nl/>

Advice for LGBTI people, social activities

LGBT Asylum Support

E-mail: info@lgbtasymlsupport.nl

Contact form for asylum seekers: <https://lgbtasymlsupport.nl/about-us/contact-form-refugee/>

<https://lgbtasymlsupport.nl/>

Advice for LGBTI people seeking asylum

Kindertelefoon

Tel. 0800-0432

Chat: www.kindertelefoon.nl/chat

Hotline für minors

Food

Voedselbank

Food banks

Tel. 088 543 543 5

<https://voedselbankennederland.nl/>

Accommodation

Takecarebnb

E-mail: 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:

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

Help for migrants without papers

ASKV / Steunpunt Vluchtelingen

Chris Lebeauststraat 4

1062 DC Amsterdam

Tel. +31 20 6272408

E-mail: info@askv.nl

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

<https://www.wereldhuis.org/>

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

<https://www.vidk.nl/en/>

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

Search for regional offices:

<https://www.vluchtelingenwerk.nl/en/locations>

IOM The Netherlands

P.O. Box 10796

2501 Den Haag

Tel. +31 88 746 44 66

E-mail: missionthehague@iom.int

www.iom-nederland.nl

Sources

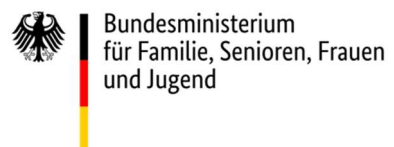
- Country Report: Netherlands; aida Asylum Information Database, 2023 update; <https://www.asylumineurope.org/reports/country/netherlands>
- VluchtelingenWerk (Dutch Council for Refugees), help desk, brochures and information portal, <https://www.refugeehelp.nl/>
- Immigratie- en Naturalisatiedienst 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>



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