EXIT INFO PACKAGE

For applicants for international protection and beneficiaries of international protection in Cyprus.

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Introduction

This information package refers to all the rights and obligations that applicants for international protection and/or beneficiaries of international protection should enjoy and/or have access to, once released by Pournara FRC or exiting the Reception and Accommodation Centre of "Kofinou" or "Limnes". This also includes the set of services offered among the Cypriot territory and a detailed description of how to access them. This information package is therefore divided into 2 main sections:

- 1. Rights and Obligations for applicants for international protection.
- 2. Rights and Obligations for **beneficiary of international protection** (Refugee Status and Subsidiary Protection).

Lastly, at the end of this package there will be 2 additional sections, one offering a comprehensive list of International Organizations and NGOs providing services to asylum-seekers and another one listing down other useful contacts and information for both applicants and beneficiary of international protection.

SECTION 1: Rights and Obligations for applicants for international protection

1. Asylum Procedure

Following the lodging of the asylum application, the Asylum Service (CAS) will notify in advance through phone and/or official written letter about the date and time of the asylum interview.

2. Change of Address / Phone number

To change the home address and/or phone number, applicants need to provide to the Asylum Service:

- the alien book or confirmation letter (original and copy) and,
- proof of address (rental agreement or utility bill in own name¹ original and copy).

This is very important because, in case the authorities send letters to the applicants which remain unanswered, they can close the applicant's file. In case of changing phone number, the same procedure should be followed, as the same issue may occur. Applicants may confirm the change of their address after a visit at the Asylum Service.

Also, to continue receiving mails by post at home, it is recommended to change the address at the **Asylum Immigration Unit of the Police (AIU) of the district of residence**, which serves as the designated alternative location for submitting change declarations, in place of the main Asylum Service offices.

¹ If the proof of address is not in own name, then a community certification is needed from the Head of the community of residence.

Applicants are required to complete a specific form which is provided to them. The form, along with the aforementioned documents, are being examined and when ensured that everything is correct, the requested change is confirmed.

To change the address/phone number, applicants shall visit one of the following Offices below open from 08:00-13:00:

LOCATION	CONTACTS		
	Postal and Street Address:		
Nicosia – Asylum Service	70, Arch. Makarios Avenue, Afemia House, 1077		
	Telephone: 22-308501/ 22-308505		
Nicosia – Asylum Immigration Unit	Postal and Stret address:		
	6, Agamemnonos Street, Engkomi, 2411		
	Telephone : 22-802332 / 22-802353 / 22-802341		
Larnaca – Asylum Immigration Unit	Postal and Street Address:		
	34, Tassos Mitsopoulos Avenue, Makenzy, 6927		
	Telephone .: 24-804233 / 24-804223 / 24-804231		
Limassol - Asylum Immigration	Postal and Street Address:		
Unit	223, Franklin Roosevelt Street, Nicolaou Building, 2d Floor, 3046.		
	Telephone: 25-805210 / 25-805212 / 25-805650.		
Paphos – Asylum Immigration Unit	Postal and Street Address:		
	22, Corner Kaningos and Eleftheriou Venizelou, Nicolaou Court, 8021.		
	Telephone: 26-806222 / 26-806214 / 26-806211 / 26-806215.		
Famagusta - Asylum Immigration	Postal and Street Address:		
Unit	31, G. Papadopoulou, 5282, Paralimni		
	• Telephone: 23-803286 / 23-803290 / 23-803287 / 23-803285.		

NOTE: Working Hours of the Offices above: 7:30-14:30

3. Travel Restrictions

Applicants for international protection can reside and move freely in the areas which are under the effective control of the Republic of Cyprus while the asylum application is being examined.

Traveling outside Cyprus might be allowed only for humanitarian reasons. In this case the applicant must request special permission from the Asylum Service along with the issuance of travel documents by the Civil Registry and Migration Department.

Applicants for international protection are not allowed to travel and/or to visit the northern occupied area.

4. Right to work

Applicants are allowed to work 9 months² after their application is lodged.

To obtain a work permit, applicants must be registered at the Labor Platform. This is done either electronically at www.mlsi.gov.cy, or by visiting the District Labour Offices at:

NICOSIA	CONTACTS:
	Postal Address:
	District Labour Office
	CY-1464 Nicosia
Nicosia District Labour Office	Street address:
	3 Mousiou str.
	Nicosia
	Telephone: 22403000
	Fax: 22873170
	Email: dlonic@dl.mlsi.gov.cy
Lakatamia Local Labour Office	Postal and Stret address:
	Corner Makariou III Ave. and 16 Apostolou Varnava str.
	2312 Lakatamia
	Telephone .: 22443717 Fax: 22443718
Latsia Local Labour Office	Postal and Street Address:
	5A&B Demetri Stavrou Ave.
	2224 Latsia
	Telephone .: 22815848 Fax: 22815868
LIMASSOL	CONTACTS:

² The Minister of Labour and Social Insurance on 29 September 2023 issued the Decree no.312/2023 which states that applicants are allowed to work 9 months after their application is lodged. With said Decree, the Minister also updated the table of sectors in which applicants are allowed to work in. The Decree has been published in the Official Gazzete of the Republic of Cyprus, (unfortunately available only in Greek), at the following link:

 $\frac{\text{https://www.mlsi.gov.cy/mlsi/dl/dl.nsf/76e9ef5cadba76dfc225809f002ac669/47e9a38e774d6884c225809f00}{2c0d2f/\$FILE/\%CE\%9A.\%CE\%94.\%CE\%A0.312\%20\%202023.pdf}$

	Dostal Address.
Limassol District Labour Office	Postal Address:
Limassoi District Labour Office	P. O. Box 71036
	CY-3840 Limassol
	Street address:
	80 Franklin Roosevelt Avenue
	Social Insurance Building, 2nd floor
	Limassol
	Telephone: 25827350
	Fax: 25306526
	Email: dlolim@dl.mlsi.gov.cy
	and the same same same same same same same sam
	Postal and Street address:
Ypsonas Local Labour Office	2, Oresti str.
•	4186 Ypsonas
	+100 1p30fld3
	Telephone.: 25826900 Fax: 25305796
	Postal and Street Address;
Eastern Limassol Local Labour	78, Griva Digeni avenue
Office	3101 Limassol
Office	2101 Fillig2201
	Tolonbono : 25914014 Fove 25914022
	Telephone.: 25814914 Fax: 25814923
Agree Local Labour Office	Postal and Street Address:
Agros Local Labour Office	30, Agros str.
	4860 Agros
	- 1 1 250740745 25504064
	Telephone.: 25874074 Fax.: 25521061
Doutisination at the Citizen Comise	(Every Monday and Thursday)
Participation at the Citizen Service	T-1h 25042400 5- 25042440
Centre of Pelendri	Telephone.: 25813400 Fax.: 25813410
DARWOS	
PAPHOS	CONTACTS:
	Postal Address:
Paphos District Labour Office	P. O. Box 60067
	CY-8100 Paphos
	Street address:
	1, Ayiou Spyridonos str, 8021 Paphos
	- 1 1 2004650/650/650 - 20055
	Telephone: 26821658/660/649 Fax: 26821670
	Email: dlopaphos@dl.mlsi.gov.cy
_ , , , , , , , , , , , , , , , , , , ,	Postal Address:
Polis (Chrysokhou) Local Labour	P.O. Box 66155
Office	8820 Polis Chrysokhou
	Street address:
	Corner 1 Arsinoes Ave and Timohari str.
	CY-8820 Polis Chrysokhou

	Telephone.: 26821841 Fax: 26821850		
LARNACA / FAMAGUSTA	CONTACTS:		
	Postal address:		
Larnaca (and Famagusta) District	P. O. Box 40136		
Labour Office	CY-6301 Larnaca		
	Street address:		
	Philios Tsigarides Street		
	Social Insurance Building		
	Larnaca		
	Telephone: 24805312 Fax: 24304532		
	Email: dlolca@dl.mlsi.gov.cy		
	Postal address:		
Free Famagusta Area Local Labour	P. O. Box 36166		
Office	CY-5386 Dherynia		
	Street address:		
	49 Acropoleos Street		
	5380 Dherynia		
	Talanhana, 22012052 Fau: 22720465		
	Telephone: 23812052 Fax: 23730465		
	Email: dlopar@dl.mlsi.gov.cy		
Aradippou Local Labour Office	Postal and Street address:		
Aradippod Local Labour Office	20 Acropoleos str. Aradippou		
	Telephone. : 24813295 Fax : 24813302		

Applicants are only allowed to work in the following sectors and covering the following professions:

	SECTOR	PROFESSION
1	Agriculture/Animal Husbandry/Fishery/Animal shelters and pet hotels	Agriculture LabourersAnimal Husbandry LabourersPoultry farm Labourers
		Fishery LabourersFish Farm LabourersAnimal Caretakers
2	Processing	 Animal feed production labourers Bakery and dairy production night-shift labourers Loading/unloading labourers Poultry slaughterhouse night-shift labourers
3	Waste Management	 Sewerage, waste, and wastewater treatment labourers Collection and processing of waste and garbage labourers Recycling labourers Animal waste and slaughterhouse waste processing labourers

4	Trade-Repairs	 Petrol station and carwash labourers Loading/unloading labourers Fish market labourers Automobile panel-beaters and spraypainters
5	Service Provision	 Employment by cleaning companies as cleaners of buildings and outdoor areas Advertising Material Delivery Persons Food delivery persons Garden Cleaning labourers Loading/unloading labourers Pest control labourers for homes and offices
6	Food industry / Hotels	Kitchen aides, cleanersFood delivery persons
7	Others	- Laundromat labourers

Also, information and support regarding jobs, language courses and vocational education can be found in the website "Help Refugees Work" and by contacting them by:

Email: info@helprefugeeswork.org

• Telephone: 22205959

WhatsApp/Viber: 97767329www.helprefugeeswork.org

Other relevant websites for jobseekers:

- www.ergodotisi.com
- www.bazaraki.com/jobs-and-services/
- www.cyprusjobs.com/
- www.facebook.com/FindJobInCyprus/
- www.facebook.com/cyprusjobmarket/

5. Registration to the Labor Office

When applicants are released from Pournara FRC or exiting the Reception and Accommodation Center of "Kofinou" or Accommodation Centre "Limnes" and before applying for social benefits to the SWS, they need to register as unemployed at the Labor Office in case they do not have a job, submitting the following documents:

- Alien Book
- Confirmation Letter
- Confirmation of Residence (house contract or electricity bill or water bill etc.)
- E-mail address
- Telephone Number

They can submit the above documents to the Regional Labor Office either by person or by email to the following addresses:

- For residents in Nicosia: asylumnic@dl.mlsi.gov.cy
- For residents in Larnaka: asylumlca@dl.mlsi.gov.cy
- For residents in Limassol: asylumlim@dl.mlsi.gov.cy
- For residents in Paphos: asylumpaphos@dl.mlsi.gov.cy
- For residents in Ammochostos: asylumpar@dl.mlsi.gov.cy

All applicants that submit the relevant documents will receive a reply by e-mail. It is very important to follow the exact instructions given in the e-mail and do not miss the important dates, for example specific dates when they need to present themselves to the Labor Office or the specific days when they should renew their unemployment card. If they fail to do that and miss any important date, their social benefits from the SWS will stop and they will need to apply again from the beginning.

6. Applying for benefits to the Social Welfare Services

Applicants who cannot cover their basic material needs are entitle to welfare assistance under specific conditions by the Social Welfare Service.

To apply for the first time for social benefits, the applicant should provide the following documents to the Regional SWS Office; Addresses of all the regional SWS Offices can be found at the end of this brochure.

- A. For **pocket money**, it is needed.
 - 1. Alien book (Original and Copy)
 - 2. Confirmation letter (Original and Copy)
 - 3. *Confirmation of Unemployment (this document can be taken from the Labor Office)
 - 4. Rental agreement or utility bill in their name.

*NOTE: The confirmation of unemployment is not necessary for the first 9 months³. When the period of 9 months elapses, the confirmation of unemployment is needed to continue receiving benefits.

B. In case the applicant has a rental contract in their name and want to apply for **pocket money** but also for **rental support** by the SWS, which will be sent directly to the landlord in order the relevant amount of money to be reduced by the monthly rent, they need to provide the following documents:

1. House contract (Original and photocopy)

- (a) Must include names and ARC numbers of **all** tenants and **all** persons living in the apartment, **including children**.
- (b) Must include owner's full name, ID card number, phone number, full home address.
- (c) Must include amount of monthly rent, contract duration, full address of the apartment/house.

³ According to the Decree no.312/2023 which states that applicants are allowed to work 9 months after their application is lodged.

- (d) Must be signed by **all tenants** and **2 witnesses** (with their full names, ID card numbers and phone numbers)
- (e) If the annual rent is over 5,000 euros, the contract must be paper stamped by the Head of community in which the applicants reside.
- 2. House property title
- 3. Photocopy of Landlord's ID card (2 sides)
- 4. Landlord's IBAN (Bank account account)
- 5. **Electricity or water bill ELECTRICITY** (must include address and name)
- 6. **A declaration from the landlord** (attached at the end of the brochure) where the following text should be written:
 - (a) "I declare and commit that I will inform the Social Welfare Services immediately whenever there is any change to the number of tenants."
 - (b) Must include a) ID card number, b) AFM (VAT number) of the landlord, c) address of the apartment, d) number of rooms of the apartment, e) exact number of tenants / people living in the apartment, f) if the apartment has water and electricity.

The amounts of the Material Reception Conditions⁴ are determined based on the number of family members; they are the maximum amounts granted and under no circumstances can they be exceeded:

Number of family members	Food, clothing, and footwear	Electricity, water and minor expenses when a rental contract is presented	Electricity, water and minor expenses when a rental contract IS NOT presented
1	€186	€75	€28
2	€279	€100	€37
3	€372	€140	€52
4	€465	€170	€63
5 and over	€558	€200	€74

Number of family members	Rent allowance				
	Nicosia	Limassol	Famagusta	Larnaca	Paphos
1	€100	€100	€100	€100	€100
2	€200	€218	€146	€174	€146
3 to 4	€290	€317	€211	€252	€211
5 and over	€364	€397	€265	€315	€265

⁴ Information on the amounts available are updated according to the official date collected on the official website http://www.dmsw.gov.cy in July 2023.

For further information and future updates related to material reception conditions please visit http://www.dmsw.gov.cy/dmsw/sws.nsf/All/49D92BCC787D3FC3C225835400437F15?OpenDocume nt

If applicants receive benefits from the Social Welfare Services, and they need to change their home address, it is very important to communicate this change to SWS Offices, as their checks for social benefits will continue to be sent to the former address. To do that, applicants need to visit one of **Regional Welfare Offices** and provide:

- Alien book (original and copy)
- Rental Agreement (original and copy),
- Fill in the application form that the SWS personnel will provide them.

NOTE: Important Information regarding the termination of allowance.

Allowance would be terminated if:

- 1. The applicant is granted international protection status (and in this case they shall apply to EEE, please see the section 6 Welfare benefits EEE under "Rights and Obligations for beneficiary of International Protection").
- 2. When the status of the applicant ceases to exist, which start from the day the applicant receives his/her decision from the asylum service.
- 3. When applicants abandon the area controlled by the Republic for any period (including visits to the Occupied area).
- 4. When the applicant is in custody.
- 5. When the applicant does not co-operate with the authorities or refuses to provide any information to the authorities, including the Social Welfare Services.
- 6. When the applicant conceals financial resources including remittance.
- 7. When they fail to properly inform the authorities on incomes through labor or other sources. Besides the termination of allowance, this may lead to criminal prosecution for fraud and the applicant may be asked to return the money received.

7. Creation of bank account

To receive the social benefit allowances applicants must have a bank account.

To create a bank account applicant must visit a local branch of their choice and provide the necessary documents.

Documents Needed:

- 1) Alien Book.
- 2) Confirmation Letter.
- 3) Rental Agreement.
- 4) Amenities Bills (electricity, water, or internet).

8. Access to the Healthcare Services

Applicant for international protection have free access to medical treatment.

Those who entered the Republic after 02/05/2022 are allowed to visit public hospitals and doctors showing their confirmation letter and alien book for one year from the day of their application (it is stated on the same confirmation letter).

Those who entered the republic prior to 02/05/2022 or when the one-year limit elapsed, must request for a Medical Card.

Medical Cards are issued by the Ministry of Health at their headquarters in Nicosia. For those living in other districts, they can apply for a medical card via email, as explained below.

The documents that should be submitted are the following:

- the application form for a medical card which is attached at the end of this brochure.
- the Confirmation Letter.

While waiting to receive the medical card, the Ministry of Health has announced that, since the 2nd of May 2022, applicants can access healthcare at the public hospitals by presenting their Confirmation of Submission of an Application for International Protection (Confirmation Letter). This policy will be in effect for one year from the date of issuance of the Confirmation Letter.

Important note as of May 2023: Applicants who cannot physically go to the Ministry of Health in Nicosia to apply for a medical card, can now apply digitally by sending an e-mail to asylummed@moh.gov.cy in order to receive their medical card by post. In the e-mail, they should include the following information:

- completed application form with full and correct address.
- copy of Confirmation Letter
- copy of Alien Registration Certificate (ARC)
- copy of appeal, if applicable

9. Procedures and appointments for newborn babies

In case of pregnancy, this procedure should be followed:

1. After giving birth and when returning from Hospital:

 Parents should keep all the documents provided to them by the hospital (hospital release, medical booklet of the baby, etc.) as these documents are needed for the issuance of a birth certificate.

2. Appointments to be attended:

- Pediatrician Check-Up
- Hearing Test
- Gynecologist Check-up for the mother after 40 days from the delivery of birth
- When the baby is 2 months old, appointment to be scheduled for the 1st vaccine.

^{*}Relevant information on how to book appointments can be found in the documents provided to the parents by the hospital, upon discharge.

3. Birth Certificate:

- Parents need to go to the District Court to issue Affidavit, to declare that the mother
 is single or to declare the father of the child in case there is no marriage certificate
 There is no need for appointment. Access from 8:00 am to 1:00 pm.
 - * If a marriage certificate exists, please proceed directly to the next step.
- Parents needs to go to the District Office or the Citizens Centers (no appointment needed, from 8:00 am to 1:00 pm) to issue the Birth Certificate, having the following documents:
 - Confirmation letters.
 - Alien Books.
 - Affidavit/Marriage Certificate.
 - Statement of Birth given by the hospital.

4. Immigration and Migration

Parents need to visit with their newborn, the Immigration Services to issue:

- 1. Confirmation Letter
- 2. Alien Book

If the mother is recognized as a refugee, she must visit the Asylum Service with all the above documents, so the newborn can be added to the decision. Then, an appointment must be scheduled at "Migration" in Nicosia to apply for the issuance of a residence permit for the baby.

5. Medical Card in case of newborn babies

When the birth certificate is ready, parents need to visit the Ministry of Health in Nicosia to acquire a new medical card having the baby on it, as a dependent. A copy of the birth certificate must be attached to the request. Otherwise, parents can apply digitally by e-mail, as it was described at section 3

10. House Searching

When searching for a house/apartment, the following websites and groups may be helpful:

- www.bazaraki.com
- Facebook.com Market place
- Facebook.com Groups (such as "Rent in Cyprus", "Cyprus Helping Refugees" etc.)
- https://www.spitogatos.com.cy/en/property-to-rent
- www.foxrealty.com.cy
- https://incyprusproperty.com/property-status/for-rent/
- https://www.spiti24.gr/en/to-rent/property/cyprus
- https://foxrealty.com.cy/properties/for rent/

11. Access to Education

Education in Cyprus is free until the end of high school (Lyceum). It comprises by 3 circles of Primary School (6 years), Mid School (Gymnasium, 3 years), High School (Lyceum 3 years).

All children, from 5 to 18 years old, have the right to attend school for free in the Republic of Cyprus, regardless of their nationality, gender, or status.

In the Republic of Cyprus school attendance is mandatory for school-age children. Thus, parents/caregivers are obliged to enroll their children in school. If not, the Police and/or Social Welfare Service will intervene and assess the situation.

School Registration Procedure:

- 1) For Pre-primary & Primary Education:
 - Parents should fill in the YPANDDE11 form (available at <u>http://www.moec.gov.cy/dde/entipa.html</u>), attaching copies of the supporting documents and submit them to the District Education office of the Ministry of Education.
 - Supportive Documents:
 - a) birth certificate/ alien book/ARC number
 - b) Rental agreement
 - c) Bill in name (electricity bill).
- 2) For Secondary Education (Gymnasium & Lyceum):
 - Parents should fill in the Registration/Transfer Application DMGE 02 available here: <u>http://www.moec.gov.cy/dme/entypa.html</u>), attaching supporting documents and submit them to the District Education office of the Ministry of Education.
 - Supportive Documents:
 - a) birth certificate/alien book/ARC number
 - b) Rental agreement
 - c) Bill in name (electricity bill).

Documents must be submitted to the District Education Office of the Ministry of Education:

	Ministry of Education		
Postal	Kimonos and Thoukydidou Corner		
Address	Akropoli, 1434 Lefkosia		
	Telephone number: 22800600/700		
	E-mails: registry@moec.gov.cy and		
	moec@moec.gov.cy		

SECTION 2: Rights and Obligations for beneficiary of international protection (Refugee Status and Subsidiary Protection)

1. Beneficiaries of international protection

Beneficiaries of international protection may receive two types of status:

- 1. Subsidiary protection.
- 2. Refugee status.

In both cases beneficiaries are entitled to a wide range of rights which apply equally to Cypriot Citizens.

Indicatively, beneficiaries of international protection enjoy:

- 1. Access to the general education system and further training or retraining programs.
- 2. The right to the recognition of foreign educational certificates, diplomas, and degrees.
- 3. The right to have free access to the Courts of the Republic as well as to the exemption from the requirement to provide guarantee for the judicial expenses.
- 4. The right to food supply in cases of emergency.
- 5. The right to the protection of intellectual property rights.
- 6. The right to participate in adult educational programs that relate to issues of employment, professional training including training courses for upgrading skills, practical workplace experience and counselling services afforded by employment offices.
- 7. Special support (social and medical) for vulnerable persons.
- 8. The right to transfer assets into the Republic of Cyprus.
- 9. The right to fair treatment regardless of gender, race, religion, membership of a particular social group, political opinion, or country of nationality/origin.
- 10. The right to express and practice freely the religious belief.
- 11. The right to participate in social integration programs.

2. Other Rights and Obligations

2.1 Residence Permit

Once applicant receives a positive decision, beneficiaries of international protection are entitled to residence permit, depending on the status they received. Refugee status comes with a 3-year residence permit, renewable upon expire, and Subsidiary Protection status comes with 1 year residence permit, renewable upon expire.

2.2 Request for residence permit

For the issuance of residents permit the beneficiaries should submit all the following documents:

- 1. Form MIPA2, provided by the Ministry of Interior, properly filled, and signed.
- 2. Confirmation Letter
- 3. Alien Book
- 4. Decision provided by CAS
- 5. Copy of passport (if available)
- 6. Confirmation of address (contract or amenities bill on your name)

2.3 Where to apply.

Beneficiaries of International protection must apply for residence permit in the following addresses (depending on the region of residence).

LOCATION	CONTACTS		
	CONTINCTO		
Nicosia - Civil Registry and	Postal and Stret address:		
Migration Department	Archbishop Makarios III Avenue, 90,		
ing and Department	1077, Nicosia		
	Telephone : 22308808, 22308811		
	Email: migration@crmd.moi.gov.cy		
	Opening hours: 8am – 2.30pm		
Larnaca – Asylum Immigration Unit	Postal and Street Address:		
	34, Tassos Mitsopoulos Avenue, Makenzy, 6927		
	Telephone .: 24-804233 / 24-804223 / 24-804231		
	Fmeil raidlarnasa @nalisa gay ay		
	Email: aidlarnaca@police.gov.cy		
	Opening hours: 7.30am – 2.30pm		
	Opening flours. 7.30am – 2.30pm		
Limassol – Asylum Immigration	Postal and Street Address:		
Unit	223, Franklin Roosevelt Street, Nicolaou Building, 2d Floor,		
	3046.		
	Telephone: 25-805210 / 25-805212 / 25-805650.		
	Email: aidlimassol@police.gov.cy		
	Opening hours: 7.30am – 2.30pm		
Paphos – Asylum and Immigartion	Postal and Street Address:		
Unit	22, Corner Kaningos and Eleftheriou Venizelou, Nicolaou		
	Court, 8021.		
	Tolonhono, 26 906222 / 26 906214 / 26 906211 / 26		
	Telephone: 26-806222 / 26-806214 / 26-806211 / 26-806215.		
	800213.		
	Email: aidpafos@police.gov.cy		
	Zinam anaparose ponocisovicy		
	Opening hours: 7.30am – 2.30pm		
Famagusta- asylum immigration	Postal and Street Address:		
Unit	83, Eleftherias Avenue, TAPOLOS BLD, 1st Floor, 5380,		
	Telephone: 23803280 Fax: 23811308		
	Email: aidfamagusta@police.gov.cy		
	Opening hours: 7.30am – 2.30pm		

3. Right to travel

Beneficiaries of International Protection are allowed to travel, given that they have obtain the necessary documents, and a visa (if required) for the country they wish to travel.

NOTE: If a beneficiary of international protection wishes to travel, he/she must do so through the LEGAL entry/exit points of the Republic. Traveling through the Occupied area is PROHIBITED.

WARNING: Traveling to your country of origin may trigger procedure resulting in revoking your protection.

If a beneficiary of international protection does not have a national passport, he/ she may request for the issuance of travel documents as follows:

Refugee status holders are entitled to a refugee passport issued by Cypriot Government and is valid for all countries. The refugee passport is valid for 5 years and the residence permit for 3 years.

Subsidiary status holders may use their national passports to travel. In the case a beneficiary of subsidiary protection does not have a national passport, s/he may request for the issuance of a travel document (laissez passer).

Applications must be submitted to the addresses provided above and be accompanied with the following documents:

- 1. Form MTD-IPA2, fully filled and signed.
- 2. Decision provided by CAS.
- 3. Alien Book.
- 4. Valid Residence Permit.
- 5. 2 Passport photos.

NOTE: Beneficiaries might be asked to provide their biometric data (fingerprints, height, signature, and biometric photos, as provided by law)

The issuance of travel documents cost 90 euros each.

All relevant information can also be found on the Civil Registry and Migration Department's website here: http://www.moi.gov.cy/moi/crmd/crmd.nsf/home_en/home_en?openform

4. Right to family reunification

Only Recognized refugees enjoy the right to family reunification. Family members (refugee's wife/husband, unmarried minor children and in case of unaccompanied minor his/her first-degree relatives) of a refugee who were not able to accompany him/her at the time of his/her entry to the Republic, can be reunited with him/her in the Republic if s/he requests it and the relationship between them is confirmed. The responsible department to examine family reunification requests is the Civil Registry and Migration Department. (Addresses provided above)

5. Right to work

Beneficiaries of international protection are allowed to work in any field and occupation they want either as employed or self-employed. No special work permit needed.

Limitations exist only in fields related to national and public security.

6. Welfare benefits- EEE

By law any person whose income and other financial resources are insufficient to satisfy his or her basic and specific needs, as defined by law, may seek the provision of a guaranteed minimum income (hereafter EEE), which is provided in the form of financial support and/or services.

To be entitled to the Guaranteed Minimum Income beneficiaries of international protection must fulfill some financial and other criteria as follows:

- 1. Be **involuntary** unemployed.
- 2. The total family income must be less of the totality of household need as calculated based on the Guaranteed Minimum Income.

Other criteria applied, including max. property ownership and maximum cash deposits.

6.1 Amount granted by EEE:

In cash:

- 1. 480 euros for the beneficiary
- 2. 240 euros for the spouse and for every family member above 14 years old
- 3. 144 euros for every family member below 14 years old

Rent allowance:

The maximum amounts for the provision of housing consider family size and composition as well as province of residence as follows:

- 1. Single or couple without children Nicosia Famagusta Limassol €154 Larnaca €134.75 Paphos €96.25.
- 2. Couple with 1 child or 2 minor children same sex Nicosia Famagusta Limassol€224 Larnaca €196 Paphos €140.
- 3. Single parent with one child Nicosia, Famagusta Limassol €224 Larnaca €196 Paphos€140.
- 4. Couple with 1 minor and 1 adult child Nicosia, Famagusta Limassol €280 Larnaca €245. Paphos €175.
- 5. Couple with 3 minor children Nicosia, Famagusta Limassol€280 Larnaca €245 Paphos €175.
- 6. For a disabled person Additional €70 Additional €61.25 Additional €43.75 (Per District.)
- 7. Larger families for Extra €56 Extra €49 Extra €35 (Per District).

6.2 How to apply.

To apply for EEE beneficiaries must submit the following documents.

- 1. Form EEE3.v2 properly filled and signed.
- 2. ID or ARC number
- 3. Positive decision provided by CAS.
- 4. Birth certificate for minor children that do not have ID.
- 5. IBAN Number
- 6. Statement of account of all the accounts held by the applicant or member of his/her family.
- 7. Job contracts (if available) for the years present in the Republic of Cyprus.
- 8. Rent contract.
- 9. Residence permit.
- 10. Certificate of attendance of minor children to school.

In case the beneficiary apply for rent supplement must also provide the owners IBAN

6.3 Where to apply.

Beneficiaries must submit their application at Welfare Benefits Administrative Service:

46, Themistokli Dervi, MEDCON Tower, 1066 Nicosia

Tel.: 22 803030 Fax: 22 22803048

Email: eee@mlsi.gov.cy

6.4 Obligations of the beneficiary

Beneficiaries of EEE must respect the following obligations:

- 1. To be enrolled as unemployed to the Labor Platform
- 2. To accept any job offered to him/her based on his/her qualifications.
- 3. Not to resigned voluntary from his/her job six months prior the application for EEE, or after the application or if he/she receives the EEE.
- 4. To participate to vocational training programs when requested
- 5. To accept visits by the authorized governmental employees at his/hers place of residence.
- 6. To accept social intervention by governmental Social Workers
- 7. To inform immediately the authorities in case anything changes from the original application ex. Birth of a baby, divorce, new income, lost income.

NOTE: In case the beneficiary fails to comply with the abovementioned obligations, the Ministry retain the right to discontinue the provision of the EEE or any other benefits involuntary without any further notice.

All relevant information can also be found at the Guaranteed Minimum Income's website here: http://www.wbas.dmsw.gov.cy/dmsw/ydep.nsf/grands01 el?OpenDocument

7. Right to health

Person entitled to international protection must enroll to the General Health System (GESY) to fully enjoy their right to free medical treatment.

Through GESY beneficiaries enjoy access to many medical professionals, services and medications either completely free or by paying a small amount.

The application for enrolment in the GHS Beneficiary Registry is submitted online via the Beneficiary Portal at $\Gamma \in \Sigma Y$ (gesy.org.cy)

The first step to access the said portal is to create an account via the HIO website and activate it.

The interested party is then connected to the Beneficiary Portal and proceeds with the enrolment following instructions on the screen. The enrolment process requires that the interested party fills in specific fields in order to be identified in the abovementioned Registry as well as some additional information (e.g. address, telephone number for communication etc.)

In case that a person cannot be identified with the Registries he/she will be asked to submit an online beneficiary registration request that he/she must then print and send by post to the Health Insurance Organization attaching specific certificates and/or evidence.

Persons who do not have access to the Internet can enroll with the help of third parties that have an account in the Beneficiary Portal given that the procedure will be done with the consent of the interested party.

Persons who do not have access to the internet can be enrolled as beneficiaries by visiting a personal doctor of their choice. During their visit the personal doctor will fill in the application for enrolment in the beneficiary record on behalf of the interested party. It is noted that during the specific visit the interested party may complete his/her registration in the personal doctor List.

Following the registration, the beneficiaries must be enrolled to a personal doctor of their choice as provided by the relevant registry in the portal.

During the first visit the personal doctor will fill in/confirm the beneficiary's personal information and both parties will sign the Form of Mutual Acceptance that the personal doctor will send to the Health Insurance Organization within a reasonable time. In addition, the personal doctor will give the beneficiary a unique number that, in combination with a relevant email that the beneficiary will receive, will give the beneficiary access to his/her beneficiary records.

8. Cost of GESY

Beneficiaries though are obliged to pay for GESY depending on their income and is calculated at a fix rate of 5.5% of the gross salary for employees and 4% on the gross salary for self-employed.

Also, the following charges⁵ apply:

Healthcare Services (Note 1)	Amount of Co- Payment € (euros)
Per pharmaceutical product	1.00
Per medical device or medical supplies	1.00
Per lab test or group of lab tests * (note 2)	1.00
Per visit to a nurse or midwife	6.00
Per healthcare service performed by a specialist doctor in radiology/diagnostic radiology	10.00
Per visit to allied health professionals	10.00
Per visit to a hospital to receive healthcare services in cases of accidents and emergencies	10.00

⁵ Data coming from the official GESY website https://www.gesy.org.cy

NOTE 1: No co-payment is paid in cases where the healthcare services are provided within the context of inpatient healthcare.

NOTE 2: The total maximum charge per category of lab tests is ten euro (€ 10.)

A maximum annual number of co-payments will be set for each beneficiary in order to protect vulnerable groups (e.g., low income persons and/or persons with increased needs in medical care) and safeguard unhindered access of the population to the necessary healthcare services.

The maximum annual number of co-payments will be € 75 for the recipients of the Guaranteed Minimum Income, the low- income pensioners and children up to the age of 21, and € 150 for the rest of the population.

9. Right to Education

9.1 Children and teenagers

Education in Cyprus is free until the end of high school (Lyceum). It comprises by 3 circles of Primary School (6 years), Mid School (Gymnasium, 3 years), High School (Lyceum 3 years)

By law, children between the ages of 6 and 15 must attend school, irrespective of their legal status. Failure of a parent to enrollee their children to school might have severe legal consequences.

Children are enrolled to the schools closest to their place of residence, or if there are serious issues requesting the enrollment to a school in a different location upon approval by the Ministry of Education.

Documents needed:

1. For primary school

- DDE11 form (available here http://www.moec.gov.cy/dde/entipa.html)
- birth certificate/ Passport or Residence permit / Refugee Passport travel document or Recognized Refugee Residence Permit
- Rental agreement.
- Bill in name (electricity bill).

Documents must be submitted to the District Education office of the Ministry of Education.

2. For secondary school (Gymnasium and Lyceum)

- Registration/Transfer Application DMGE 02 (available here http://www.moec.gov.cy/dme/entypa.html)
- birth certificate/ Passport or Residence permit / Refugee Passport travel document or Recognized Refugee Residence Permit
- Rental agreement.
- Bill in name (electricity bill).

Documents must be submitted to the District Education office of the Ministry of Education.

For further information parents can conduct the Ministry of Education at:

MINISTRY OF EDUCATION

Kimonos and Thoukydidou Corner Akropoli, 1434 Lefkosia Telephones: 22800600/700 Email: registry@moec.gov.cy

moec@moec.gov.cy

9.2 Adults- Access to Higher Education

Beneficiaries of International Protection have equal access to universities in the same conditions and prerequisites applied to Cypriot Citizens.

Please note that enrolment at the public university requires attendance at written examinations and the securing of a specific number of points corresponding to the selected school.

Beneficiaries may also have access to privet Universities given that they can fulfill the language criteria (English or Greek) and be able to pay the fees or obtain a scholarship.

International Organizations and NGOs Providing Services to Applicants

Organizations:	Contacts:
UNHCR (United Nations High	2 Demetrakopoulou Str., 3rd Floor,
Commission for Refugees)	1090 Nicosia (Antonis Zenios Tower)
Legal support and advocacy	Tel: (+357) 22359043/57, Fax: (+357) 22359037
	E-mail: cypni@unhcr.ch
IOM(International Organisation for	Nehru Avenue, P.C. 1102 Nicosia
Migration)	Tel: (+357) 22772270, Fax: (+357) 22772265
Voluntary Return and Reintegration	E-mail: iomnicosia@iom.int
Cyprus Red Cross Society	3 Kypriakou Erythrou Stavrou Street 2063
Material, Psychosocial support, Clothes	Strovolos, Nicosia, Cyprus
	Tel: (+357) 22 504400, Fax: (+357) 22 666956
	E-mail: admin@redcross.org.cy
	- Limassol - Agias Filaxeos 119a, Limassol 3087, Phone: 25 355104
	- Clothes - 4 Griva Digeni Street, 6010 Larnaca. Book
	Appointment first: 24655080
Cyprus Refugee Council	Stasandrou 9, Flat 401,
Legal and Psychological support	1060 Nicosia, Cyprus
	Tel. (+357) 22205959 Fax. (+357) 22205960 Website:
	http://cyrefugeecouncil.org
Cyprus Stop Trafficking	Telephone: (+357) 97 853767
	Information Line: (+357) 22 771063 or (+357) 22 750108
	E-mail: cyprus.stop.trafficking@gmail.com
	www.cyprusstoptrafficking.webs.com
Dignity Centre Nicosia	17 Perikleous Street, Nicosia 1010, Cyprus
Activities: Language courses, Computer	Telephone: (+357) 99 173967
class, CV writing.	https://www.facebook.com/DignityCentreNicosia/
	www.refugeesupport.eu/projects/cyprus
KISA	Arsinois 48, Nicosia
Social integration through art	Address: 48 Arsinoes Street, 1010 Nicosia
workshops	Telephone: 22 878181, Fax: 22 773039
	E-mail: info@kisa.org.cy
	www.kisa.org.cy
Caritas Cyprus Migrant Center	8 St. Maron Street, Flat 4, Paphos Gate, Nicosia, 1010 Cyprus
Legal, healthcare, and psycho-social	Telephone: +357 22662606 Fax: +357 22662656
support, to learn languages and, if	Email: administration@caritascyprus.org
necessary, to access food, clothing.	www.caritascyprus.org
	Clothes - Stylianou Lane 49, Maria Court 1, apartment 10, Larnaca.
	Book Appointment first: Tel. 24323079

Mi-Hub	Caritas Limassol St. Catherine's Saint Catherine Church, Limassol, 3035, Cyprus Nicosia: 20 Aischylou & Platonos, 1503
Integration and info provision, clothing.	Limassol: 230 Agiou Andrea and Katsounotou, 3036 Larnaca: 8 Apollonos Street, Christodoulides Court, 6016 Pafos: 39 Eleftheriou Venizelou Avenue, Cronos Center, Shop 1, 8021
	Website: www.mihub.eu, Telephone: 22 080350 Clothes - 1 Archiepiskopou Leontiou I, 6021 Larnaca Book Appointment first: Tel. 24002266, 99797427
Hope For Children (HFC)	Address: 75 Limassol Avenue, 2nd Floor, Office 201, 2121 Nicosia,
Children's rights	Tel: 22 103234
	E-mail: info@uncrcpc.org
	Website: www.uncrcpc.org
OASIS Project	1 Archiepiskopou Leontiou I, 6021 Larnaca
English language classes, bible readings,	Book Appointment first: Tel. 24002266, 99797427
social-community integration projects, clothes	
Cyprus Theatre Organisation	9, Grigori Afxentiou, 1096 Nicosia
Theatre plays and workshops for	Cyprus
children and teenagers	Telephone: +357 22 864300/1, Fax: +357 22 512732
	Email: info@thoc.org.cy www.thoc.org.cy
S.P.A.V.Ο (ΣΠΑΒΟ)	Kyrenias 178. 2112 Aglantzia, Nicosia, Cyprus
Violence prevention service	Tel: +357-22-339001

Useful contacts

The Single Emergency Call Number for all emergency services anywhere in the European Union	122 (free of charge)
Hospitals in Cyprus	Nicosia: 22 603 000
	• Limassol: 25 801 100
	• Larnaca: 24 800 500
	• Pafos: 26 803 100
	Paralimni: 23 200 000
Pharmacies in Cyprus	Nicosia: 90 901 412
	• Limassol: 90 901 415
	 Larnaca: 90 901 414
	• Pafos: 90 901 416
	Paralimni: 90 901 413
Police in Cyprus	Nicosia: 22 802 020
	• Limassol: 25 805 050
	• Larnaca: 24 630 200
	• Pafos: 26 806 060
	Paralimni: 23 803 200

Free Meals and Donations

rganization Address	Information
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Karvounomageiremata Resturant	Ledras 154, Nicosia, close	Free dinner every day from 22:30 to
	to McDonalds	23:00.
Caritas Cyprus Holy Cross Church	Close to the shelter, near	Free lunch every Sunday from 12:30 to
	Paphos Gate, Nicosia	14:00 in the garden of the Church.
Nicosia Mercy Centre	Pericleous Street, Old	Free breakfast every Friday morning
	Nicosia	Free dinner every Wednesday from
		18:30 to 20:00.
ST Paul's Cathedral	Byron Street, opposite the	Free dinner every first Monday of each
	Greek Embasy	month from 18:00 to 20:00.
Cyprus Red Cross Society	Kypriakou Erythrou	They provide one box of groceries per
	Stavrou, Strovols, Nicosia	person once a month.
Friendship Circle Cyprus	Aristomenous 4a, Larnaca,	Provision of assistance and support to
	Cyprus	families with children with special needs
		as well as to individuals and families
		(Meals to your door)

Important addresses

•	
Asylum Service	70 Arch. Makarios III Ave.,
	Afemia House, 1077, Nicosia
	Tel.: (+357) 22308502, (+357)22308503, (+357) 22308504
	www.moi.gov.cy/asylum
Regional Immigration Offices	Nicosia Aliens and Immigation Unit
	6, Agamemnonos Egkomi, 2411 Nicosia
	Tel.: (+357) 22607000, Fax: Tel.: (+357) 227755551
	Email: aidnicosia@police.gov.cy
	Limassol Aliens and Immigation Unit
	223, Fragklinou Rousvelt,
	D. Nikolaou Building, 2 nd floor, 3046 Limassol
	Tel.: (+357) 25805222, Fax: (+357)25805651
	Email: aidlimassol@police.gov.cy
	Larnaca Aliens and Immigation Unit
	34, Tasoy Mitsipoulou, Makenzy, 6027
	Tel.: (+357) 24804222
	Email: aidlarnaca@police.gov.cy
	Paphos Aliens and Immigation Unit
	22, Eleftheriou Venizelou Avenue and Kaniggos Street
	2 nd floor, 8021, Paphos
	Tel.: (+357) 26806201, Fax : (+357) 26911219
	Email: aidpaphos@police.gov.cy
	Famagusta Aliens and Immigation Unit
	83, Eleftherias Avenue, Tapolos Building
	1st floor, 53800, Famagusta
	Tel.: (+357) 23803280, Fax : (+357) 23811308
	Email: aidfamagusta@police.gov.cy
Regional Social Welfare Offices	Social Welfare Services
	63, Prodromou, 1468 Nicosia
	Tel.: (+357) 22406709, Fax : (+357) 22667907
	Social Welfare Services - Nicosia District
	63, Agiou Ilarionos, 1026 Nicosia
	Tel.: (+357) 22804605, Fax : (+357) 42804666
	Social Welfare Services - Limassol District
	80, Franklin Roosevelt, 3011 Limassol
	Tel.: (+357) 25804535, Fax: (+357) 25306576
	Social Welfare Services - Larnaca District

23-25, Pelliou, 6301 Larnaca
Tel.: (+357) 24800101, Fax : (+357) 24304876
Nicosia
3 Mousiou Street
Tel.: (+357) 22403000
Larnaca
Philios Tsigarides Street
Tel.: (+357) 24805312
Paphos
Ayiou Spyridonos Street
Tel.: (+357) 26821658
Polis Chrysochous
1 Arsinois and Timohari Street
Tel.: (+357) 26322409
Limassol
80 Franklin Roosevelt Street
Tel.: (+357) 25827350
Dherynia
29 Acropoleos Street
Tel.: (+357) 23812052
Aglantzia, Lakatamia, Latsia, Ypsonas, Eastern Limassol,
Agros and Aradippou
Agros una Aradippod
5, Costi Palama Street, 1096, Nicosia
Tel.: (+357) 22747500, Fax: (+357) 22747537
Nicosia General Hospital
Nicosia-Limassol Old Road, no. 213, 2029 Strovolos
Tel: (+357) 22603000
Fax: (+357) 22603008
Email: ngh@mphs.moh.gov.cy
Larnaca General Hospital
Enomenon Politeion, 6301, Larnaca
Tel: (+357) 24800500
Fax: (+357) 2430429
Larnaca Old Hospital
Grigori Afxentiou, 30/1
Larnaka, 6021
Tel: (+357) 24828768
Limassol General Hospital
Leoforos Nikaias, 3304, Kato Polemidia
Tel: (+357) 25801100 Fax: (+357) 25305783
161. (1337) 23001100 1 ax. (1337) 23303703
Famagusta General Hospital
Famagusta General Hospital 25 Christou Kkeli, 5310, Paralimni
25 Christou Kkeli, 5310, Paralimni
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25 Christou Kkeli, 5310, Paralimni Tel: (+357) 23200000 Fax: (+357) 23200100 Email: amochostos.hospital@cytanet.com.cy
25 Christou Kkeli, 5310, Paralimni Tel: (+357) 23200000 Fax: (+357) 23200100 Email: amochostos.hospital@cytanet.com.cy Paphos General Hospital
25 Christou Kkeli, 5310, Paralimni Tel: (+357) 23200000 Fax: (+357) 23200100 Email: amochostos.hospital@cytanet.com.cy
25 Christou Kkeli, 5310, Paralimni Tel: (+357) 23200000 Fax: (+357) 23200100 Email: amochostos.hospital@cytanet.com.cy Paphos General Hospital 1 Achepans, Anavargos Street, 8026 Paphos

	6 Korytsas Street, Acropolis, Strovolos, 2012
	Tel: (+357) 22405000
District Administration Offices	Nicosia District Administration Office
	At: 2 Alkaiou Street, Strovolos 1458 Nicosia
	Tel: 22 804 222 Fax: 22 665 990 / 22 302087
	Larnaca District Administration Office
	At: 19-21 Constantinos Paleologos Street, PO Box 40103,
	6301 Larnaca
	Tel: 24 801 818 Fax: 24 304 635
	Limassol District Administration Office
	At: Gregoris Afxentiou Square (Anexartisias), 3304 Limassol
	Tel: 25 806 400 / 25 305 382 Fax: 25 305 288 / 25 305 493
	Paphos District Administration Office
	At: 5 Nikodemos Mylonas Street, 8100 Paphos
	Tel: 26 801 101 Fax: 26 306 251
	161. 20 001 101 Fdx. 20 300 231