



INTERNATIONAL
PROTECTION
AGENCY
MALTA

Booklet

for First-Time Applicants for International Protection in Malta





This material has been produced by the **International Protection Agency (IPA)** in Malta with the graphic design support of the **European Union Agency for Asylum (EUAA)**.

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Glossary of Terms

- **Applicant for International Protection/Asylum Seeker:** means a third-country national or a stateless person who has made an application for international protection in respect of which a final decision has not yet been taken.
- **Beneficiary of International Protection:** means a person who has been granted refugee status or subsidiary protection status.
- **Citizenship:** means the legal bond between an individual and a State, generally acquired by birth or naturalisation.
- **Country of Origin:** means the country of citizenship of a third-country national or, if stateless, the country of former habitual residence of that person.
- **International Protection:** means refugee status and subsidiary protection status.
- **Nationality:** means that quality or character which arises from a person feeling that he/she belongs to a nation or state, generally by virtue of birth in a country, descent from a national of that country or ethnicity.
- **Persecution:** means a severe violation of basic human rights, in particular the rights from which derogation cannot be made under Article 15(2) of the European Convention for the Protection of Human Rights and Fundamental Freedoms; or an accumulation of various measures, including violations of human rights which is sufficiently severe as to affect an individual in a similar manner.
- **Refugee:** means a person who, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, political opinion or membership of a particular social group, is outside his or her country of origin and is unable or, owing to such fear, is unwilling to avail himself/herself of the protection of that country, and who is not excluded from refugee status.
- **Return:** means the process of a third country national or stateless person going back to his/her country of origin, whether voluntary or forced, assisted or spontaneous. The return can also entail going back to a country of transit or another third country under certain conditions.
- **Stateless:** a person who is not considered as a national by any State under the operation of its law.
- **Subsidiary Protection status:** means the recognition of a person as being eligible for subsidiary protection (i.e. a person who does not qualify for refugee status but in respect of whom substantial grounds have been shown for believing that he/she, if returned to his/her country of origin, would face a real risk of suffering serious harm, and who is not excluded from subsidiary protection status).

Acronyms

IPA: International Protection Agency; the Maltese determining authority that will examine your application for international protection.

IPAT: International Protection Appeals Tribunal; the Maltese appeals or second-instance body that will examine your appeal against the IPA's decision.

Contents

	Page
1. The Purpose of this Booklet	5
2. What is International Protection?	5
3. Your Rights and Obligations as an Applicant for International Protection in Malta	10
4. Steps of the Asylum Procedure	15
I. Making an Application for International Protection	16
II. Lodging an Application for International Protection	19
III. Determination of the Member State Responsible	25
IV. Your Personal Interview	29
V. Assessment	34
VI. Decision	35
5. Other Entities involved in Asylum and Migration	42
6. Annex 1: Flowchart of the Asylum Procedure	46


1. The Purpose of this Booklet

In this booklet you will find information on the asylum procedure in Malta.

This will help you understand the procedure that will be followed, as well as your rights and obligations as an asylum seeker during every step of the procedure. At the beginning of the booklet, you can also find a description of basic terms and concepts related to international protection.

You are invited to read this guide carefully and keep it so you can consult it again, whenever necessary.

The information in this guide is provided by the International Protection Agency (IPA). **The International Protection Agency's main responsibility is to receive, process and determine applications for international protection that are lodged in Malta** in accordance with the International Protection Act (Chapter 420 of the Laws of Malta) and its Subsidiary Legislation 420.07 on Procedural Standards for Granting and Withdrawing International Protection Regulations. The Agency is also bound by the obligations assumed by Malta under the 1951 Geneva Convention relating to the Status of Refugees and its 1967 Protocol, as well as its obligations under the Qualification Directive (European Directive 2011/95/EU), the Asylum Procedures Directive (European Directive 2013/32/EU) and the Dublin Regulation (Regulation (EU) No 604/2013).

A cluster of white question marks of various sizes on an orange background.

If you find parts of this guide unclear, or if you have any questions, please request further information from IPA via email info@ipa.gov.mt or by calling +356 21255257.

If you are staying in an AWAS reception centre, you can request assistance from the Migrant Advice Unit Office.

2. What is International Protection?

International protection is granted to third country nationals who cannot return to their country of origin, or to stateless persons who cannot return to their country of former habitual residence, because of a **well-founded fear of persecution**, or because of a **real risk of suffering serious harm**. International protection is not intended for people who come to Malta solely for economic reasons or to study.

International protection gives you the right to stay in Malta. As soon as you express the wish to apply for international protection, you **cannot be returned to your country** of origin or a third country, before a final decision on your application has been taken. Moreover, you will have certain rights as an applicant for international protection - see section 3, page 10.

The EU law recognises two types of international protection: **refugee status or subsidiary protection**.

Refugee Status

In order to be granted refugee status, a person must meet the definition of a refugee under the **Convention relating to the Status of Refugees** established in Geneva on 28 July 1951, and as amended by the New York Protocol of 31 January 1967, collectively referred to as the 'Geneva Convention'. In simple terms, a **refugee** is a third country national who cannot return to his/her country of origin, or a stateless person who cannot return to his/her country of former habitual residence, because of a **well-founded fear of persecution** due to one (or more) of the following reasons:

- **Race** - The concept of race includes considerations of colour, descent, or membership of a particular ethnic group.
- **Religion** - The concept of religion includes the holding of theistic, non-theistic and atheistic beliefs, the participation in, or abstention from, formal worship, either alone or in community with others, other religious acts or expressions of view, or forms of personal or communal conduct based on or mandated by any religious belief.
- **Nationality** - The concept of nationality is not limited to citizenship or lack thereof but also includes membership of a group determined by its cultural, ethnic, or linguistic identity, common geographical or political origins or its relationship with the population of another State.
- **Political opinion** - The concept of political opinion includes the holding of an opinion, thought or belief on a matter related to the potential actors of persecution and to their policies or methods.
- **Membership of a particular social group** - A group is considered to form a particular social group where members of that group share an innate characteristic or a common background that cannot be changed, or share a characteristic or belief that is so fundamental to identity or conscience that a person should not be forced to renounce it, and that group has a distinct identity in the relevant country, because it is perceived as being different by the surrounding society.



The risk of persecution is **individual**. This means that it is specific to the refugee. The danger they face must be **severe and widespread**, in the sense that the risk of persecution exists in all parts of the country of origin. There is no area in their country where they can find safety.

Subsidiary Protection



Subsidiary protection status is granted to a third country national who cannot return to his/her country of origin, or a stateless person who cannot return to his/her country of former habitual residence, because of a real risk of suffering serious harm.

Serious harm consists of the following:

- **Death penalty or execution; or**
- **Torture or inhuman or degrading treatment or punishment; or**
- **Serious and individual threat to a civilian's life or person due to indiscriminate violence in a situation of an ongoing armed conflict.**

What is the asylum procedure?

The asylum procedure is a process which determines whether a person applying for international protection will be granted international protection or not. The asylum procedure includes several steps. For more information, see section 4, page 15.

Can I apply for international protection in Malta?

You can apply for international protection if:

- you are a third country national, or you do not have the citizenship of any State; and
- you cannot return to your country of origin because you have a well-founded fear of persecution or a real risk of suffering serious harm upon return.

How can I apply for international protection in Malta?

To apply for international protection in Malta, you need to express your willingness to do so to the responsible authorities. For all information on the procedure to follow, where to go and how to get an appointment, see section 4 of this booklet on page 15.

I have applied for international protection: can I withdraw my application?

Yes, you can explicitly withdraw your application at any time during the asylum procedure, by informing the International Protection Agency in person of your wish to withdraw your application.

Withdrawal of your application for international protection will result in the termination of your stay in Malta and the return to your country of origin, unless there are other legal grounds on the basis of which you can continue to stay in Malta. Your access to the rights of applicants for international protection will also end.

If you intend to withdraw your application for international protection because you want to return to your country of origin, consider benefitting from assisted voluntary return and reintegration (AVRR) opportunities, through the Returns Unit within MHSR or through the IOM-MHSR AVRR programme.

For more information you can contact:

Returns Unit

28/12, Vincenti Buildings, Strait Street, Valletta Malta
Tel. +356 25689777/ +356 99131777
e-mail: returns@gov.mt
Facebook : [@Voluntary Return Malta](https://www.facebook.com/VoluntaryReturnMalta)



International Organization for Migration (IOM)

Address: Apt. 2, De Vilhena Residence, Trejjet il-Fosos, Floriana, Malta
Tel: +356 21374613/+356 79374613
Email: iommalta@iom.int
Web: <https://malta.iom.int>
Facebook: [@IOMinMalta](https://www.facebook.com/IOMinMalta)



Can my application be withdrawn by the International Protection Agency?

Yes, the International Protection Agency may implicitly withdraw your application if you fail to cooperate with the Agency. For example, if:

- You do not respond to requests to provide information essential to your application;
- You do not attend your personal interview and do not provide a valid justification for doing so within a reasonable time, which shows that this was due to circumstances beyond your control;
- You abscond or leave without authorization the place where you are living without informing the relevant authorities of your change of address within a reasonable period of time;
- You do not comply with reporting duties or other obligations to communicate, within 30 days, unless you demonstrate that this was due to circumstances beyond your control. This also applies if you fail to renew your Asylum Seeker's Document by going to the International Protection Agency to have it renewed within 30 days of its expiry.

What if I have a disability and/or special needs?

If you are in a vulnerable position, or have individual circumstances that require special attention, for example, you have a disability, medical conditions, health or mental health problems, if you are pregnant, if you went through traumatic experiences or anything else which makes your everyday functioning difficult, you may have **special needs** to be addressed through dedicated support during your asylum procedure and in reception.

If you fall under any of the profiles listed above, you should inform the IPA as soon as possible by flagging your condition(s) to any IPA officer. Depending on the case, your condition may be flagged to the Agency for the Welfare of Asylum Seekers (AWAS) for any follow-up that might be deemed necessary.

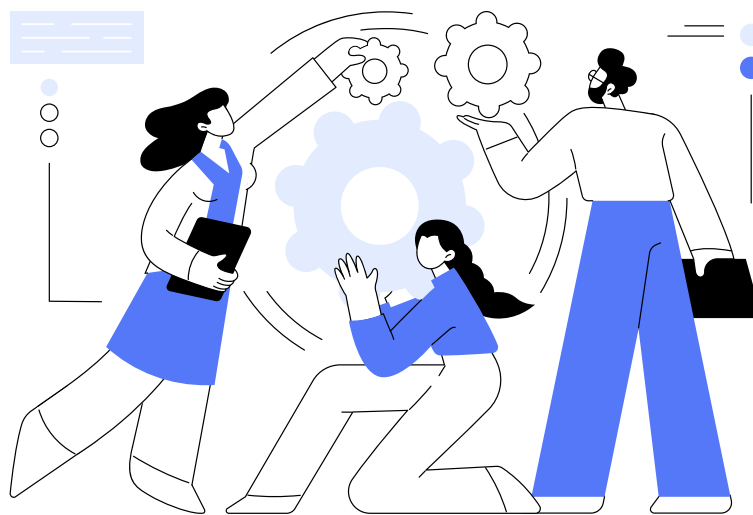
Dedicated support may take the form of **Special Procedural Guarantees**, which could include the fast-tracking of the asylum procedure for vulnerable persons who may be at risk of further psychological or other harm if their asylum procedure is protracted for a period of time. In addition to cases that are referred internally, requests for fast-tracking will only be considered following a duly substantiated referral from AWAS, other government entities, external entities like UNHCR and NGOs, or a lawyer assisting the applicant. It is important to keep in mind that the IPA is the sole entity competent to decide if special procedural guarantees are required or not.

Depending on your situation, you may make a request for a support person, like your social worker or psychologist, to accompany you during your personal interview.

3. Your Rights and Obligations as an Applicant for International Protection in Malta

From the moment you make your application for international protection, you will become an **asylum seeker**. After your application is lodged, you will be given a document called an 'Asylum Seeker's Document' (ASD) to prove your rights and legal status (see section 'Lodging an Application for International Protection' page 19). Below you will find a list of your rights and obligations as an asylum seeker.

A fair procedure

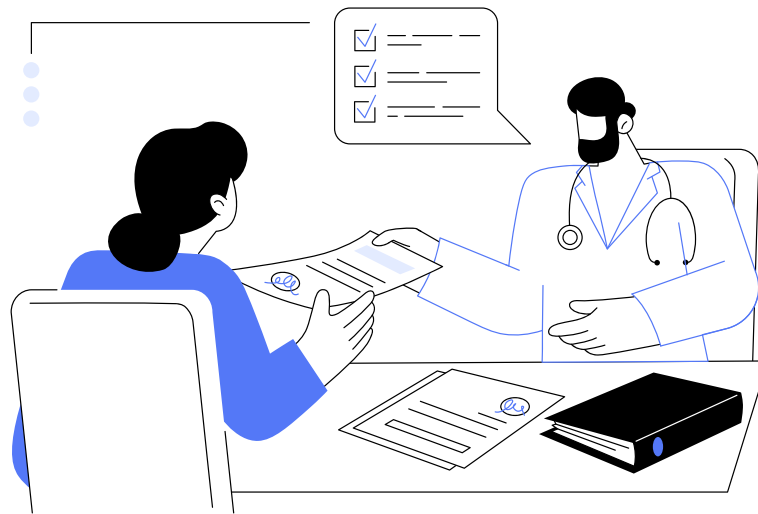


- Stay in Malta throughout the duration of the procedure.
- Be provided with information on the procedure in a language that you understand, or are reasonably supposed to understand, including on your obligations and the consequences of failing to comply with them.
- Confidentiality: all information concerning your application for international protection shall remain confidential. In particular, no information concerning your application shall be disclosed to the alleged actor of persecution or serious harm.
- Be assisted with lodging your application for international protection.
- Have access to an interpreter during all the steps of the asylum procedure, whenever necessary.

➤ Consult the United Nations High Commissioner for Refugees (UNHCR).

➤ Consult, at your own expense, a private legal adviser concerning your application for international protection, or a local NGO that provides legal assistance free of charge. However, free legal assistance will be provided in case of an appeal against the IPA's decision.

Healthcare

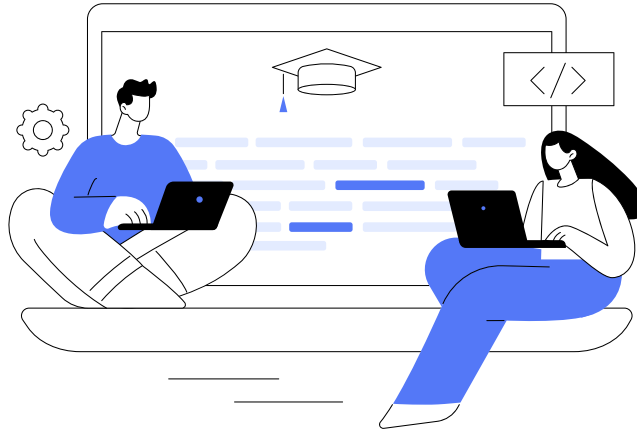


➤ You are entitled to emergency healthcare and essential treatment of illnesses and serious mental health disorders.

➤ You can access this treatment for free at regional, government-run healthcare clinics and at public hospitals.

➤ In order not to be charged for accessing these services, you must present a valid Asylum Seeker's Document.

Education



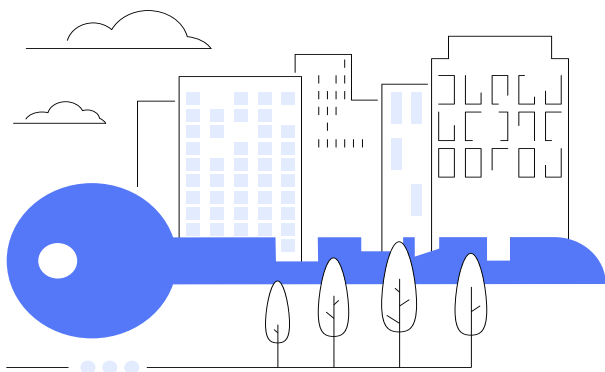
- If you have a child under the age of 18, he/she will have access to the public education system under conditions similar to Maltese nationals.
- You can enrol in English and Maltese language courses, as well as integration classes, through the 'I belong' programme organised by the Intercultural and Anti-Racism Unit of the Government of Malta.
- Subject to the applicable procedure in place, you may also apply for courses at state educational institutions, such as MCAST and the University of Malta. For further information you should contact the institution concerned.

Employment



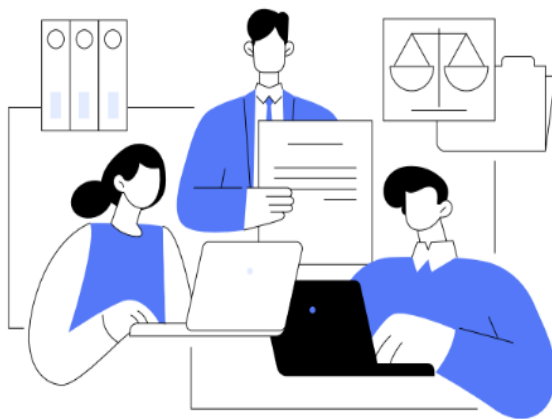
- You have a right to access the labour market after the lapse of 9 months from the date of lodging of your application for international protection, and provided that you are still an asylum seeker. Without prejudice to this, and subject to the applicable policies in place, access to the labour market might be granted before this timeframe.
- For further information regarding access to the labour market please refer directly to JobsPlus.

Accommodation



- If you do not have sufficient means to support yourself and your family, you have the right to accommodation in a reception centre. Reception in Malta is managed by the Agency for the Welfare of Asylum Seekers (AWAS).
- For more information about the services provided by AWAS, including on how you can request accommodation in an open centre or other reception conditions, and your eligibility or otherwise for these services, you can contact AWAS by phoning on +35621223671 or by visiting the Agency's front office located at the Initial Reception Centre, Xatt il-Mollijiet, Marsa, between Monday and Friday from 8:30 a.m. till 12:30 p.m.

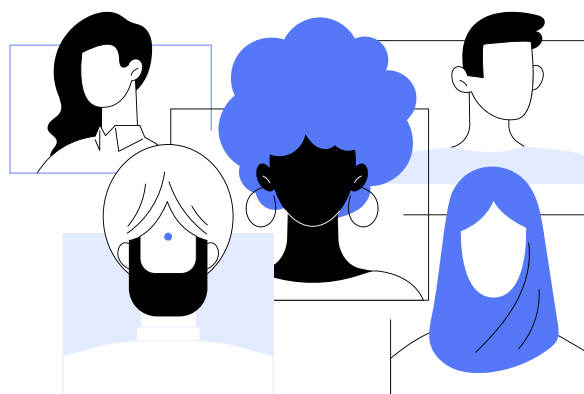
Rights in Detention



Your rights in detention are:

- **Healthcare:** medical services are available regularly. You need to inform staff at the detention centre if you feel unwell and require medical assistance.
- **Legal Assistance:** if you would like legal assistance, inform the Detention Services to get in contact with the Legal office. Your lawyer will be able to request an appointment to meet you in person at the detention centre.
- **Be accommodated** in male or female accommodation.

Obligations

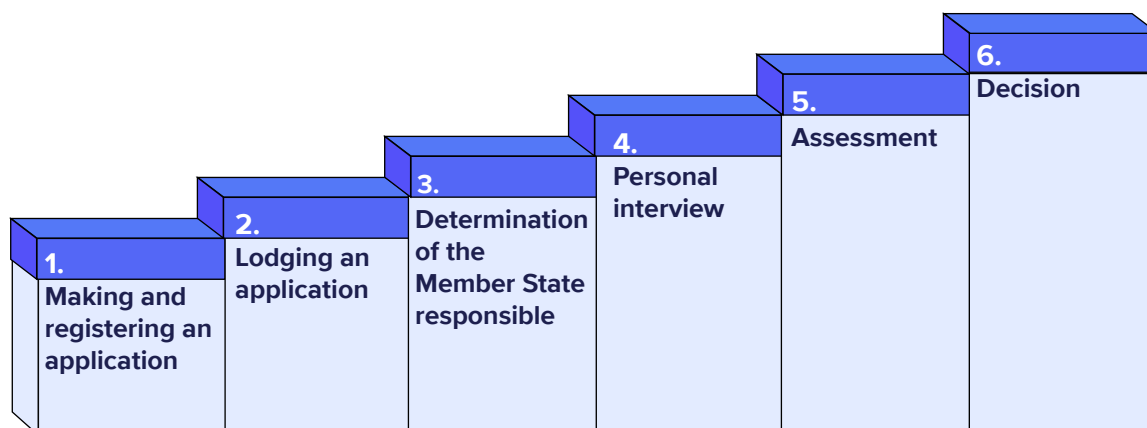


As an asylum seeker, you also have obligations. You must:

- Co-operate with the International Protection Agency and provide them with any information which is relevant to your application for international protection, including for establishing your identity.
- Be photographed and fingerprinted, including by the International Protection Agency during the lodging of your application for international protection.
- Hand over all documents in your possession, including your passport or other travel documents, to the International Protection Agency. Never destroy these documents since this might have serious consequences on your application.
- Attend all appointments at the International Protection Agency and arrive on time.
- Provide the International Protection Agency with your address and contact number and notify the Agency if you change your address or contact number during the procedure.
- Depending on the circumstances, you might be subject to a search of your belongings or person, provided that a search of your person shall be carried out by a person of your same sex and with full respect for the principles of human dignity and physical and psychological integrity.
- You are not allowed to take photographs, videos or record audio whilst on the premises of the Agency, whether at Hamrun, Safi Barracks or any other premises used by the Agency.

4. Steps of the Asylum Procedure

The administrative stage of the asylum procedure is composed of the following steps:



REMINDER!

Your situation is unique, and each application is considered separately. For this reason, the steps of the procedure may have a different duration depending on the specific case.

When you receive this booklet, your application for international protection has already been made, registered, and lodged.

I. Making an Application for International Protection

The word “making” refers to the moment when you expressed your wish to apply for international protection. The designated authorities competent for receiving applications for international protection in Malta are the International Protection Agency, immigration police, prison authorities (if you are in prison) and detention services (if you are in detention).

If you express your wish to apply for international protection with another authority other than the ones listed above, you will be referred to the IPA.

The International Protection Agency operates by appointment.
To arrange an appointment, contact the Agency by calling +356 21255257 or by sending an e-mail to frontoffice@ipa.gov.mt



REMINDER!

You should be on time for your appointment.

What happens when I make an application for international protection?

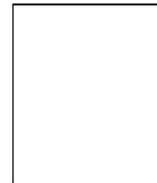
When you applied for international protection, an IPA officer registered your application on the Agency’s system and proceeded to fill in a form with your personal details: these included basic personal information such as your name, your date of birth and where you are from.

You were given a Personal Details Form, also known as a PD Form and assigned a unique identification number called the “Refcom number”.



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PERSONAL DETAILS FORM



DATE OF ARRIVAL AT IPA	
REFCOM NUMBER	
POLICE NUMBER	
SURNAME	
NAME	
DATE OF BIRTH (DD/MM/YYYY)	
PLACE OF BIRTH	
VILLAGE/TOWN/CITY and REGION	
COUNTRY OF BIRTH	
COUNTRY OF ORIGIN	
ADDRESS IN MALTA	
House/Apartment number	
Street name	
Locality	
MOBILE NUMBER IN MALTA	
DATE OF ARRIVAL IN MALTA (DD/MM/YYYY)	
LANGUAGES SPOKEN FLUENTLY	
DATE OF APPOINTMENT	

Please note that this form is only valid until _____

***It is mandatory to present this form for your appointment.
Should you have any documentation relevant for your application, kindly bring it with you
on the day of your appointment.***

Figure 1. Copy of a PD form

I am in detention or in prison, can I still apply for asylum?



Yes. If you are in prison or in a detention facility, you can still apply for international protection. Penitentiary or detention authorities will refer your request to the International Protection Agency. Your lodging will be conducted by an officer from the IPA, either in prison or in the closed centre where you are detained.

Can somebody else make an application on my behalf?



No, all applications must be made in person.

I am a parent. How can my minor child receive international protection?



If you are a parent and believe that your minor child has a well-founded fear of persecution or a real risk of suffering serious harm upon return to his/her country of origin, you need to make and lodge an application for international protection on his/her behalf. The child must be present during the making of his/her application in order for you to submit an application on his/her behalf.

Are there any fees?



No. Applying for international protection is free of charge. The International Protection Agency will never ask you for money for submitting or assessing your asylum application. If somebody asks you for money, you should say no and inform the Agency.

II. Lodging an Application for International Protection

Once you express your wish to apply for international protection, the IPA will give you the date and time for an appointment to lodge your application. It is very important that you arrive in time for your scheduled lodging.



If you have documents relevant for your application, like a passport or other documents proving your identity, or documents substantiating your need for international protection, you need to bring them with you to your appointment.

On the same day of the appointment, but prior to the lodging of your application, an IPA officer will explain your rights and obligations to you. If you have any questions regarding your rights and obligations as an asylum seeker in Malta or on the asylum procedure, do not hesitate to ask the IPA officer.



If you require the services of an interpreter, you will be provided with one.

The interpreter will be your voice during the lodging, so it is important that you understand each other well. If you have any problems understanding the interpreter, please inform the IPA officer as soon as possible. Do not wait until the end of your meeting to report a problem. If there is no suitable interpreter available, the appointment may be rescheduled to another day.

As part of the lodging of your application for international protection, an IPA officer will take your fingerprints for the Visa Information System (VIS) database to verify if you were ever issued with a visa by a European country. The IPA officer will also ask you questions in order to fill out an Application Form. You will also **need to take your fingerprints with a EURODAC officer** in order to determine whether you have ever entered and applied for asylum in another EU Member State.

Failure to provide your fingerprints may lead to your asylum application being discontinued.

Furthermore, you will also be given a medical appointment for a health screening for which you are obliged to attend.



APPLICATION FORM FOR INTERNATIONAL PROTECTION

Section 1 – Personal Details and Background Information

REMARKS	
REFCOM NO.	[Title]
Police ID NO.	[Police_Number]
REFCOM NO. OF RELATIVES IN MALTA AND RELATION	[Spouse] [Siblings] [Children] [Father] [Mother]
ADDRESS	[Address], [Address_Street], [Address_Locality] [Post_Code]
CONTACT NO.	[Contact_No]
PLACE OF LODGING OF APPLICATION*	
DATE OF LODGING OF APPLICATION*	Click or tap to enter a date.

I. PERSONAL DETAILS OF THE APPLICANT

FAMILY NAME	[Surname]	NAME	[Namee]
GENDER (F/M/X)	[Gender]	ETHNIC GROUP OR TRIBE/CLAN/CASTE	
DATE OF BIRTH	[Date of Birth]	PLACE OF BIRTH	[Place of Birth] < SPECIFY >
COUNTRY OF ORIGIN	< SPECIFY >	IF STATELESS, COUNTRY OF FORMER HABITUAL RESIDENCE	< SPECIFY >
NATIONALITY	[Nationality]	CITIZENSHIP AT BIRTH & AT PRESENT	
MOTHER TONGUE		OTHER SPOKEN LANGUAGES	
EDUCATIONAL BACKGROUND		PROFESSION/OCCUPATION	
ABLE TO READ	Choose an item.	ABLE TO WRITE	Choose an item.
RELIGION INCLUDING DENOMINATION		PLACE OF LAST HABITUAL RESIDENCE IN COUNTRY OF ORIGIN	

II. FAMILY BACKGROUND

Date:

794, International Protection Agency, Fafner House,
Triq Nazzjonali, Hamrun HMR9011

info@ipa.gov.mt

Page: 1

ipa.gov.mt

Figure 2. Copy of an Application Form (first page)

The IPA officer will ask you several questions to fill out the Application Form, including questions on:

- **Your country of origin**
- **Your family and whether you have family members in the European Union**
- **Your educational background**
- **Your work in your country of origin**
- **How you travelled to Malta**
- **Why you are asking for international protection**

- When answering these questions, it is important to be honest and give as much detail as possible. If you cannot remember specific information such as a date, you may say so and explain why you cannot remember these details.
- The information recorded in your Application Form will be stored and examined later, together with the information that you provide during the personal interview. For this reason, it is very important to be consistent in the information you provide to this Agency.
- Please keep in mind that information provided in the Application Form is legally binding and cannot be changed after the lodging of your application. The only exception is if you realise you made a mistake in your personal details, and you provide a relevant identification document in original format issued by your country of origin (e.g. a passport or national identity card) to the IPA and file a change of details request on this basis.

Once your application has been lodged, you will be issued with an Asylum Seeker's Document with your photo on it. This document is proof that you are an asylum seeker in Malta and that you are entitled to all the rights emanating from this status, including the right to remain in Malta pending a decision on your application for international protection.

It is very important that you keep this document safe and that you always keep it with you. If you do not have freedom of movement (for example, because you are in prison or in a detention centre), you will not be issued with an Asylum Seeker's Document until you are released. **Once you are released, and provided that your application is still pending a decision by the Agency, it is very important that you contact the IPA as soon as possible to have your Asylum Seeker's Document issued.**

You should take note of the expiry date written on your Asylum Seeker's Document (ASD) and make sure to contact the IPA to get your document renewed on that date.

What happens if I change my address or my phone number?



It is very important that you inform the International Protection Agency if you change your telephone number or address.

If you change your contact details (the place where you live or your telephone number), you must immediately inform the International Protection Agency so that your records can be updated and you can be contacted in order to notify you about any upcoming appointments, including for your personal interview, as applicable. **You can do this by making an appointment (by calling +356 21255257 or by sending a request for an appointment to frontoffice@ipa.gov.mt) and informing the IPA officer at the Front Desk.** Remember that the IPA Front Desk has interpreters who will help you communicate fluently.

REMINDER!

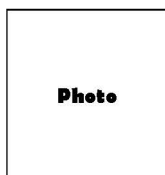
If the IPA attempts to contact you and cannot reach you, the Agency may conclude that you have absconded and proceed with the discontinuation of your application as implicitly withdrawn.



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ASYLUM SEEKER'S DOCUMENT

This is to certify that the bearer of this certificate is an **ASYLUM SEEKER** after having made an application for international protection with the International Protection Agency.



Refcom No. XXXXX

This document expires on DD/MM/YYYY
and is not valid unless renewed.

Prepared by

CEO (IPA)

The asylum seeker is therefore to be accorded all the **protection and rights** as per Maltese Law. The asylum seeker on the other hand, is binding himself/herself to **respect Maltese Law and all duties as expected of him/her**.

The asylum seeker must always **inform this Agency** of any change of address or telephone numbers. It is imperative that this Agency is always in a position of making contact with the asylum seeker.

This certificate must be renewed on the day of expiry. Failure to renew this document on the date of expiry may lead to the implicit withdrawal of the application for international protection in accordance with Article 13 of Subsidiary Legislation 420.07.

The certificate is not valid after the date of expiry indicated above and is valid only in its original form.

Personal details given are **as declared by the asylum seeker** and not official. Any query as to the holder's status in Malta should be directed to the **International Protection Agency**.

Mr/Mrs	[Surname], [First Name]
Date of birth	[Date of birth]
Place of birth	[Place of birth], [Country of Birth]
Nationality	[Nationality]
Residing	[Address], [Address Street], [Address Locality]
Telephone number	[Contact No]
Police No	[Police No]
Refcom No	XXXXX
Application for international protection made	[Making of Application Date]

Figure 3. Asylum Seekers Document

I have my passport or a different form of identification with me, what should I do with it?



You are obliged by law to give any document in your possession, including original identity or travel documents, to the International Protection Agency. If you have these documents with you and you do not submit them to the International Protection Agency, your application could be discontinued as implicitly withdrawn because you failed to provide the Agency with information essential to your application. If for a valid reason you need access to your national passport during the asylum procedure, you can make a request to have it returned to you for a maximum period of five days.

You can do this by making an appointment with the IPA by calling +356 21255257 or by sending an appointment request to frontoffice@ipa.gov.mt. The IPA officers may ask for documentation to substantiate your request.

Can I leave Malta and go to another country before receiving the decision on my application for international protection?



As an asylum seeker, you have a legal obligation to remain on Maltese territory and available to the competent authorities for the whole duration of the asylum procedure. If you abscond from Malta your application will be discontinued as implicitly withdrawn. If Malta has been designated as the Member State responsible for examining your application in accordance with the Dublin Regulation and you abscond and apply for international protection in another EU Member State or Schengen Associated country, you will be transferred back to Malta in accordance with EU law.

Abandoning your application in Malta will not change the country that is responsible for examining your application.

What will the IPA do with my information?



All information concerning your application for international protection shall be processed in accordance with the applicable data protection regulations and will remain confidential. In particular, no information concerning your application shall be disclosed to the alleged actor of persecution or serious harm.

III. Determination of the Member State responsible

The fact that you applied for international protection in Malta does not guarantee that your application will be examined here. The country that will examine your application is determined through a process established by a European Union law known as the Dublin Regulation. According to this law, only one country is responsible for examining your application.

The Dublin Regulation establishes a set of criteria to determine which country is responsible for examining an application for international protection. According to these criteria, you could be transferred to another European Member State or Schengen Associated Country, hereinafter referred to as 'Dublin countries', if:

- You are an unaccompanied minor whose family member, sibling or relative, as defined in the Dublin Regulation, is/are residing in one of the Dublin countries.
- You have a family member, as defined in the Dublin Regulation, who has been granted international protection in another Dublin country.
- You have a family member, as defined in the Dublin Regulation, who has made an application for international protection in another Dublin country and is still waiting for his/her first instance decision.
- You are currently in possession of a valid visa or residence permit issued by another Dublin country.
- You are in possession of a residence permit that expired within the last two years or a visa that expired within the last six months issued by one of the Dublin countries.
- You irregularly entered in another Dublin country before arriving in Malta.
- You legally entered a Dublin country where you were not required to apply for a visa, unless your need to have a visa for entry into Maltese territory is also waived.
- You made an application for international protection in the transit area of an airport located in another Dublin country.

Relative

According to the Dublin Regulation, relative means the applicant's adult aunt or uncle or grandparent who is present in the territory of a Member State, regardless of whether the applicant was born in or out of wedlock or adopted as defined under national law.

Family Member

According to the Dublin Regulation, family members are the following members of the applicant's family who are present on the territory of the Member States (provided that the family already existed in the country of origin):

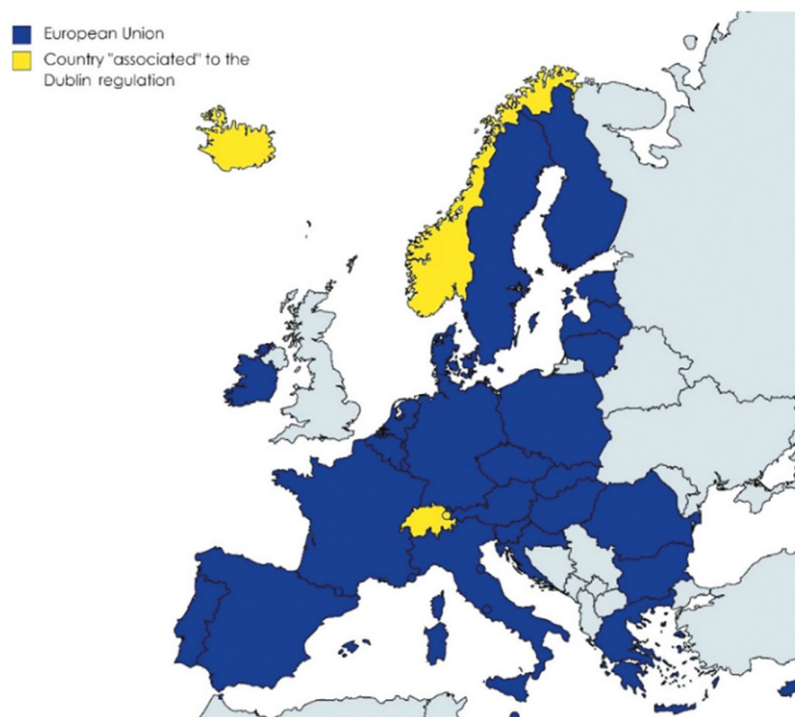
- the spouse of the applicant or his/her unmarried partner in a stable relationship, where the law or practice of the Member State concerned treats unmarried couples in a way comparable to married couples under its law relating to third-country nationals;
- minor children, including adopted children, as long as they are unmarried;
- when an applicant is a minor and unmarried, his/her parent/s or an adult responsible for him/her whether by law or practice of the Member State where the adult is present;
- when the beneficiary of international protection is a minor and unmarried, his/her parent/s or an adult responsible for him/her whether by law or practice of the Member State where the beneficiary is present.

REMINDER!

The Dublin procedure is not related to your reason(s) for applying for international protection. Its aim is to determine which country is responsible for examining your application for international protection.

The Dublin Regulation is applied in a geographical region which includes 31 countries, called “Dublin countries”. These are:

Austria (AT), Belgium (BE), Bulgaria (BG), Croatia (HR), Cyprus (CY), Czech Republic (CZ), Denmark (DK), Estonia (ET), Finland (FI), France (FR), Germany (DE), Greece (EL), Hungary (HU), Ireland (IE), Italy (IT), Latvia (LV), Lithuania (LT), Luxembourg (LU), Malta (MT), The Netherlands (NL), Poland (PL), Portugal (PT), Romania (RO), Slovakia (SK), Slovenia (SI), Spain (ES), Sweden (SE); Iceland (IS), Liechtenstein (LI), Norway (NO) and Switzerland (CH).



How does the Dublin Procedure work in Malta?

When lodging your application for international protection, the IPA officer will ask you several questions relating to the Dublin Procedure, such as:

- Your travel route (how you arrived in Malta);
- If you legally or illegally entered another Dublin country;
- If you have family members living in Europe;
- If you currently have a visa or a residence permit issued by another Dublin country; and
- If, in the past, you were granted a visa or a residence permit issued by another Dublin country.



Once your application has been lodged, the Dublin Unit within the IPA will proceed to examine all relevant information to establish whether Malta or another country is responsible for examining your application for international protection. In addition to the information you provided when filling-in the application form for international protection, the Dublin Unit will also check Eurodac to see if your **fingerprints** have been recorded in another Dublin country.

Depending on the circumstances of the case, the Dublin Unit may call you for a Dublin interview at the premises of the International Protection Agency.

The purpose of this interview is not to determine whether you will be granted international protection or not, but to assist the Dublin Unit in determining which Dublin country is responsible for examining your application.

If the Dublin Unit deems it necessary to call you for an interview, you will be provided with the services of an interpreter, if needed. Remember that all information concerning your application for international protection shall remain confidential. In particular, no information concerning your application shall be disclosed to the alleged actor of persecution or serious harm.

If you are not called for an interview, you have the right to provide additional written information to the Dublin Unit relevant for the determination of the country responsible for examining your application.

If the Dublin Unit establishes that another country is responsible for examining your application for international protection, you will be informed of this decision.

If you are called for a Dublin Interview, please bring with you any documents or evidence that you might have that is relevant for establishing the Dublin country responsible for examining your application. This could include copies of documents belonging to family members living in other Dublin countries or documents such as a marriage certificate or a birth certificate that establish your relationship to a specific person. Other useful documents include diplomas issued by another Dublin country and old travel documents.

If you need to get in contact with the Dublin Unit, you may send them an email on dublinunit@ipa.gov.mt indicating your RefCom number.

IV. Your Personal Interview

After your application has been lodged, and if Malta is determined to be the responsible Member State for its examination, you will be called for a personal interview with the International Protection Agency. You are encouraged to prepare yourself in advance for your interview, by reflecting on the reasons why you are in need of international protection.




REMINDER! On the day of your interview, you should arrive on time. Failure to do so may lead to the interview being cancelled.

What will happen during the interview?

Your interview will take place at one of the premises of the International Protection Agency, including at our main office located at Fafner House, Triq Nazzjonali, Hamrun or at Safi Barracks. If you are in detention, your interview will generally take place at Safi Barracks.



What you need to know about your interview

-  During the personal interview you will have the opportunity to explain, in as much detail as possible, all the reasons why you left your country of origin and why you cannot return.
-  You will not be interviewed together with your spouse or another member of your family, even if you both have an appointment for a personal interview on the same day.
-  Interviews can last several hours, and it is recommended that you bring food and drinks with you. Keep in mind that the length of your interview will not affect the outcome.

- Your mobile phone must be switched off for the duration of the interview, including during breaks.
- Children older than two years old are not allowed into the interview room. Please make prior arrangements for childcare. If possible, please also make arrangements for childcare even for children younger than two years of age so that you may focus all your attention on the interview.
- During the interview you can always request a break if you feel tired, stressed, emotional or you need to go to the bathroom.
- You will be interviewed by a protection officer working with the International Protection Agency.
- If the IPA officer does not speak your language, you will also be provided with an interpreter to ensure proper communication. The interpreter is an independent and impartial professional whose sole duty is to provide a complete and accurate interpretation of everything that will be said during the interview between you and the protection officer. Interpreters are not involved in assessing your application, and neither are they allowed to assist you or answer further questions you might have outside of the interview room. They are the means through which you and the protection officer can communicate.
- If, at any time during the interview, you do not understand the interpreter, inform the protection officer immediately.
- If you feel intimidated or shy discussing certain aspects of your need for international protection with your IPA officer or interpreter due to their sex, you can ask for one of them, or both, to be changed, if this can help you fully express yourself. In such an eventuality, you need to promptly inform IPA staff and explain the reason(s) for your request. Provided that your reason is deemed justified by the Agency, we will try to accommodate your request, where possible.
- All interviews are audio recorded. A written record of everything said during the interview, called an interview transcript, is also created. You will be given a copy of this document along with your decision.
- All information you provide during the personal interview shall remain confidential. In particular, no information concerning your application shall be disclosed to the alleged actor of persecution or serious harm.



If you are in possession of new evidence to substantiate your need for international protection and which hasn't yet been submitted to the IPA, you are requested to bring this evidence with you for the personal interview. In case you are being detained and your family members would like to submit evidence on your behalf, they shall submit such documents via WhatsApp on +356 99063439 or via email on protection@ipa.gov.mt. It is crucially important that upon submission of evidence they also indicate your correct Police number.

What questions will they ask me?



The IPA officer will ask you questions about your personal background and story. It is important that you are truthful and cooperate at all times by inter alia providing as much detailed information as possible. Amongst other things, the IPA officer will ask you questions about:

- Your identity;
- The reason(s) why you left your country of origin;
- The reasons why you do not wish to return to your country of origin;
- The reasons why you could not find safety in a different part of your country of origin;
- The problems you could face if you were to return to your country of origin.

WHEN YOU ARE TELLING YOUR STORY, YOU SHOULD:



- Always tell the truth and give as much information as you can. It is important that you clearly explain to the IPA officer why you left your country of origin and why you do not wish to return back.
- Listen to the IPA officer's questions and make sure that you are answering the questions he/she is asking.
- Ask for clarifications if you are unsure about what exactly the IPA officer is asking.
- Try to tell your story in chronological order; this will make it easier for the protection officer to follow you and avoid possible misunderstandings.
- If you cannot remember some details, like the exact date of an event, you can think about how old you were when the event took place or what time of year it was, and give the protection officer this information instead.

Do I have the right for legal assistance during the interview?



You have the right to be accompanied by a lawyer to your personal interview. However, you are not entitled to free legal assistance at this stage of the procedure. This means that should you wish to be assisted by a lawyer, you'll either have to pay for such a service by contacting a local legal firm or lawyer, or else contact a local NGO that provides legal support. Please keep in mind that only one lawyer is allowed to accompany you to your interview. The necessary arrangements to be assisted by a lawyer shall be made prior the date of the personal interview. If the lawyer fails to show up for your personal interview, the IPA has the right to still proceed with the interview.

What if I am unable to attend my interview?



If you are unable to attend your personal interview due to circumstances beyond your control (e.g. due to illness), please inform the IPA as soon as possible and, by no later than 8:00 am on the day of your appointment, by sending an e-mail to notifications.ipa@ipa.gov.mt. You will have to provide evidence to substantiate your absence, for example, a medical certificate. If the IPA considers this reason to be justified (i.e. beyond your control), you will be given another appointment. However, if you do not show up to your appointment or do not provide a valid justification for your absence, the Agency will proceed to discontinue your application as implicitly withdrawn. This entails that you are no longer an asylum seeker in Malta and subject to deportation to your country of origin, unless you are residing in Malta on another legal basis.

If I am medically unable to be interviewed, is it possible that my application will be decided without an interview?



Yes, if you are unfit or unable to be interviewed owing to enduring circumstances beyond your control, such as a disability or a severe health issue, the International Protection Agency may waive the requirement for an interview to be held and proceed to take a decision on the basis of the available information. Before deciding to waive the requirement for a personal interview, the International Protection Agency will always ask for the submission of medical documentation to substantiate your medical condition.

Can I be called for a further questioning?

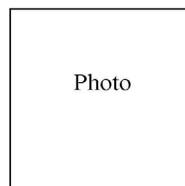


Yes, if the International Protection Agency needs additional information, or would like to clarify some of the information that you provided during your personal interview, you may be called for further questioning. The same procedures for the personal interview, including if you are absent without a valid reason, also apply in case you are called for further questioning.



INTERNATIONAL
PROTECTION
AGENCY
MALTA

Protection Certificate



Beneficiary's Details

RefCom number – [Title]
Police number – [Police Number]
Surname – [Surname]
Name – [First Name]
Gender – [Gender]
Date of birth – [Date of Birth]
Place of birth – [Place Birth]
Country of birth – [Country of Birth]
Nationality – [Nationality]
Type of Protection – [Type of Card]

Certificate Details

Date of Issue –
Valid from – [Valid From]
Expiry date – [Valid To]
Renewal date – [Renewal Appointment]

CEO (IPA)

Fafner House, Triq Nazzjonali, Hamrun, HMR 9011 | +356 21255 257
info@ipa.gov.mt

ipa.gov.mt

Figure 4. IPA Protection Certificate/Card

V. Assessment

What will happen after the personal interview?



Following your personal interview, the International Protection Agency will try its best to assess your asylum application in a timely manner.

During this period, the Agency examines all elements relating to your application for international protection, including your verbal and written declarations, and any documentary and/or other evidence you may have submitted, according to the applicable legal framework.

Firstly, the Agency examines whether your application is admissible. If your application is found to be inadmissible, the Agency does not examine your application any further. If your application is found to be admissible, the Agency examines whether you qualify for refugee status. If you do not qualify for such a status, the Agency proceeds to examine whether you qualify for subsidiary protection status. Should you not qualify for either refugee status or subsidiary protection status, the Agency rejects your application for international protection. However, depending on your circumstances, the Agency may examine whether you are eligible for temporary humanitarian protection status in accordance with national legislation. The IPA officer will draft an assessment report explaining the Agency's evaluation of your application.



VI. Decision

How will I be informed about a decision on my case?



Once a decision on your application has been taken, you will be given an appointment to come and collect it from the International Protection Agency. If you are in detention or in prison, you will be given your decision there. When notifying you of the outcome of your application, the IPA officer will give you:

- The decision paper, including details on your right to appeal, as applicable;
- The transcript of your personal interview and any further questioning, as applicable; and
- The assessment report with the reasons that led to the decision.

REMINDER!

If you receive an inadmissible decision, you will only receive the decision paper.

What are the possible outcomes of my application for International Protection?



You may receive an inadmissible decision which means your application is not admissible to the asylum procedure in Malta and will not be considered on the merits. You may receive this decision after a first or a subsequent application.

What does it mean if my application is inadmissible?

Your application shall be considered inadmissible if:

- Another Member State of the European Union has already granted you international protection;
- A country, which is not a Member State of the European Union, is considered as a first country of asylum, meaning that it has recognised you as a refugee and you can still avail yourself of that protection or you otherwise enjoy sufficient protection in that country, including benefitting from the principle of non-refoulement;
- A country, which is not a Member State of the European Union, is considered as a safe third country, meaning that in that country you would be guaranteed a number of fundamental principles, including not having a well-founded fear of persecution or a real risk of suffering serious harm, respect for the principle of non-refoulement, and the possibility to request refugee status, and if found to be a refugee, to receive protection in accordance with the Geneva Convention;

- You have made a subsequent application and either failed to produce new elements or findings which you were not aware of or could not have previously submitted, or if new elements or findings have been presented, these do not significantly add to the likelihood of you qualifying for international protection; or
- You are a dependant of another applicant for international protection and have lodged an application for international protection in your own name after having previously consented to have your case examined as part of the application lodged on your behalf, and there are no facts relating to your situation which justify a separate application.

REMINDER!

If the International Protection Agency concludes that your application is inadmissible, this decision will be automatically reviewed by the International Protection Appeals Tribunal (IPAT) within 3 working days from the date of the decision. The IPAT will either reconfirm the Agency's decision or overturn it.

If your application is admissible, you will receive one of the following decisions:

- 1) You are granted Refugee Status
- 2) You are granted Subsidiary Protection Status
- 3) You are granted Temporary Humanitarian Protection Status
- 4) You are excluded from international protection
- 5) Your application is rejected
- 6) Your application is rejected as manifestly unfounded

If you do not agree with the decision of the IPA to grant you subsidiary protection status, to reject your application for international protection or to conclude that you are excluded from international protection, you have 15 calendar days (counting from the day on which the decision is notified to you) to express your willingness to appeal to the IPAT. This does not apply in case your application was rejected as manifestly unfounded (see explanation of manifestly unfounded case on the page 40).

International Protection Appeals Tribunal

(Hears appeals of decisions issued by the International Protection Agency)

Address: 15, 1st Floor, City Gate Buildings,

Ordnance Street, Valletta, Malta

Tel: +356 25689000

Email: ipat@gov.mt

Web: www.homeaffairs.gov.mt

What happens if I am granted refugee status or subsidiary protection status?



If you are granted international protection, meaning Refugee Status or Subsidiary Protection Status, you will continue to have the right to reside and work in Malta. You will be issued an IPA Protection Certificate, valid for three years, indicating your status as a beneficiary of refugee status or subsidiary protection status.

Please note that while the renewal date is listed on your protection certificate, it is your obligation to ask the IPA for an appointment to renew your protection certificate on the indicated renewal date, and in any event, before your protection certificate expires, by emailing frontoffice@ipa.gov.mt.

Once your protection certificate is issued, you may go to Identità to apply for a residence permit on this basis.

The scope of your rights and obligations will be communicated to you together with the decision.

I have been granted international protection and I am expecting a child to be born in Malta. What about my child?



If you have a child in Malta, or in another EU Member State, after being granted international protection in Malta, your child is entitled to your same rights and benefits as a beneficiary of international protection, but not to your status as a beneficiary of international protection.

In order for your child to benefit from your same rights and benefits, you need to be issued with a letter from the IPA attesting the family link and your status as a beneficiary of international protection in Malta. This letter can be issued upon presentation of the birth certificate issued by the Public Registry in Malta, or the competent authority to register children if the birth took place in another EU Member State. Once you are in possession of this letter, you can contact Identità to apply for a residence permit on behalf of your child.

Your child will continue to be entitled to your same rights and benefits for as long as he/she is a minor and you or his/her other parent are beneficiaries of international protection in Malta.

What happens if I am granted Temporary Humanitarian Protection?



Depending on the circumstances of the case, the IPA might determine that even though you are not eligible for international protection, there might still be reasonable grounds upon which you should not be returned to your country of origin at that point in time. In such an eventuality, the IPA might consider granting you Temporary Humanitarian Protection Status (THP), a national form of protection that may be granted to failed asylum-seekers who fall under one or more of the following grounds:

- An unaccompanied minor who cannot be returned to his country of origin pursuant to the principle of the best interests of the child;
- An individual who is terminally ill or suffers from a severe or life-threatening medical condition that cannot be treated in his/her country of origin, or if treatment is available, he/she would not have access to it; or
- A person who cannot be returned due to other humanitarian considerations. Such considerations may include cases of serious disability that significantly affect the person's ability to conduct a normal life.

It is important to bear in mind that the granting of THP or otherwise is at the sole discretion of the IPA, meaning that the IPA has no legal obligation to grant this national form of protection.

The IPA has concluded that I am excluded from International Protection. What does this mean?



If the IPA concludes that you are eligible for international protection, but that you fall under one or more of the exclusion grounds listed in the law, for example if there are serious reasons for considering that you have committed a crime against peace, a war crime, or a crime against humanity, or has committed a serious (non-political) crime, you are excluded from being eligible for international protection.

The IPA has rejected my application for international protection. What does this mean?



If, having assessed all the information that you have provided, including your oral declarations, any documentary evidence you submitted, and relevant and available country of origin information, the IPA concludes that you are not in need of international protection, your application will be rejected. At this stage, you will be asked to give back your Asylum Seeker's Document and you will no longer be considered an applicant for international protection.

What if I am not in agreement with IPA's decision on my application?

If you do not agree with the decision of the IPA to grant you subsidiary protection status, to reject your application for international protection or to conclude that you are excluded from international protection, **you can submit an appeal to the International Protection Appeals Tribunal**. During appeal proceedings you will have the possibility to explain, through written submissions why you disagree with the IPA's decision and why you feel the decision should be changed. In exceptional situations, the International Protection Appeals Tribunal may also decide to grant you a hearing before the Tribunal.

During appeal proceedings you are entitled to free legal aid. This means that if you are not already being assisted by a lawyer, or you do not have sufficient means to pay for a private lawyer, you have the right to request a free legal aid lawyer who will assist you throughout the appeal process. The IPAT will guide you on how to request the services of a legal aid lawyer. The lawyer will listen to your story, gather the necessary information and file written submissions on your behalf indicating why the IPA's decision should be overturned.

You can only be represented by one lawyer at any point in time, so make sure that you do not request help from a legal aid lawyer and an NGO/private lawyer at the same time. If you submit an appeal, you are still considered to be an asylum seeker until the International Protection Appeals Tribunal takes a final decision on your application. This means that you will be issued with a document by the IPAT attesting to the fact that you are still an asylum seeker in Malta.

Can I submit a second appeal?



The IPAT's decision is final and not subject to any further appeals.

What does it mean if my application is rejected as 'manifestly unfounded'?

Your application shall be rejected as manifestly unfounded if the IPA determines that you are not in need of international protection and you fall under one or more of the following grounds:

- In submitting your application and presenting the facts, you only raised issues that are not relevant to the examination of whether you qualify for international protection;
- You come from a country considered as a safe country of origin by the Maltese authorities;
- You have misled the authorities by presenting false information or documents or by withholding relevant information or documents with respect to your identity or nationality that could have had a negative impact on the decision;
- You have made clearly inconsistent and contradictory, clearly false or obviously improbable representations which contradict sufficiently verified country of origin information, thus making your claim clearly unconvincing in relation to whether you qualify as a beneficiary of international protection;
- You introduced a subsequent application that was deemed admissible following a preliminary examination;
- You made an application for international protection merely to delay or frustrate the enforcement of an earlier or imminent decision which would result in your removal;
- You entered Malta unlawfully or prolonged your stay unlawfully and, without good reason, either did not present yourself to the authorities or did not make an application for international protection as soon as possible, given the circumstances of your entry;
- You refused to comply with your obligation to have your fingerprints taken in accordance with the Eurodac Regulation; or
- There are serious reasons to consider you a danger to the national security or public order of Malta, or you have been forcibly expelled for serious reasons of public security or public order under national law.

If the IPA rejects your application as 'manifestly unfounded' this decision will be automatically reviewed by the International Protection Appeals Tribunal within 3 working days from the date of the IPA's decision. Following this review, the IPAT will issue a decision either confirming the IPA's decision or overturning it. The IPAT's decision shall be final and not subject to any form of appeal.

What if a final decision has been taken on my application for international protection but I have new evidence about my need for international protection?



In such an eventuality, you can file a subsequent application for international protection.

When making a subsequent application, you need to clearly indicate in writing facts and provide evidence which justify this procedure.

Furthermore, a subsequent application will only be considered on the presentation of new elements or findings, relating to the examination of whether you qualify for international protection, and which you could not have been aware of or could not have submitted.

In order to file a subsequent application, you, or your lawyer, should send an email to subsequent.application@ipa.gov.mt. Alternatively, if you wish to submit your subsequent request in person please make an appointment to go to IPA's Front Desk directly. Please submit all evidence to support your need for international protection with the subsequent application form.

If, following a preliminary examination, the IPA concludes that your subsequent application is admissible according to law, this will be further examined on the merits and you will be invited for a personal interview at a later date.

For first subsequent applications, you will receive an ASD upon the making/lodging of such application. However, when making a second, or further, subsequent applications you will only be entitled to an ASD if that subsequent application is deemed admissible.

5. Other Entities involved in Asylum and Migration

Governmental entities:

Agency for the Welfare of Asylum Seekers (AWAS)
(Manages reception centres and welfare-related services)

Tel: +356 25687200
Email: awas@gov.mt
Web: www.awas.gov.mt

For more information about the services provided by AWAS, including on how you can request accommodation in an open centre or other reception conditions, and your eligibility or otherwise for these services, you can contact AWAS by phoning on +35621223671 or by visiting the Agency's **front office located at the Initial Reception Centre, Xatt il-Mollijiet, Marsa, between Monday and Friday from 8:30 a.m. till 12:30 p.m.**

International Protection Appeals Tribunal

(Hears appeals of decisions issued by the International Protection Agency)

Address: 15, 1st Floor, City Gate Buildings,
Ordnance Street, Valletta, Malta
Tel: +356 25689000
Email: ipat@gov.mt
Web: www.homeaffairs.gov.mt

Opening hours:
Winter (1st October-15th June)
Monday – Friday: 8:00-12:00
Summer (16th June – 30th September)
Monday – Friday: 8:00-12:00
Wednesday: Closed

Immigration Appeals Board

Address: 15, 1st Floor, City Gate Buildings,
Ordnance Street, Valletta, Malta
Tel: +356 25689000
Email: immigrationappealsboard@gov.mt
Web: www.homeaffairs.gov.mt

Legal Aid Unit (Migration Directorate)

(Free legal representation)

Address: 28/12, Vincenti Buildings, Strait Street, Valletta

Tel: +356 225689737

Email: legalaid.mhsr@gov.mt

Immigration Police

(Controls points of entry)

Address: Police Headquarters, Pjazza San Kalcidonju, Floriana, Malta

Tel: +356 21224001

Web: www.pulizija.gov.mt

Returns Unit (Migration Directorate)

(Coordinating returns to third countries)

Address: 28/12, Vincenti Buildings, Strait Street, Valletta

Telephone/WhatsApp: +356 25689777/+356 99131777

Email: returns@gov.mt

Facebook: [@Voluntary Return Malta](https://www.facebook.com/VoluntaryReturnMalta)



In case of emergency, Malta Emergency Services are active every day and night (24/7) to respond to immediate needs and dangers.

**EMERGENCY SERVICES
(AMBULANCE, FIRE, POLICE)**

TEL: 112

Other relevant entities providing services related to asylum and migration are listed below:

Office of the Ombudsman

(Investigates complaints against government agencies)

Address: 11, Triq San Pawl, Valletta, Malta

Tel: +356 2248 3200

Email: office@ombudsman.org.mt

Web: www.ombudsman.org.mt

Facebook: [@ombudsmanmalta](https://www.facebook.com/ombudsmanmalta)

United Nations High Commissioner for Refugees (UNHCR)

(Support for protection-related matters and durable solutions)

Address: 'The Dolphins' Triq Sir Ugo Mifsud Ta' Xbiex, XBX 1433

Tel: +356 2248 9400

Email: mtava@unhcr.org

Web: www.unhcr.org/mt

Facebook: [@unhcrmalta](https://www.facebook.com/unhcrmalta)

How to call/WhatsApp UNHCR:

English or Maltese +356 9969 0080 Tuesday and Thursday 10:00 - 12:00

Somali +356 9969 0080 Wednesday 12:00 - 14:00

French or Arabic +356 9911 5792 Wednesday and Friday 14:00 – 16:00

Bengali / Bangla +356 9911 5804 Wednesday 15:00 - 16:00

Tigrinya +356 9911 5804 Monday 10:00 - 12:00

International Organization for Migration (IOM)

(Protection and assistance to migrants, assisted voluntary return and reintegration – AVRR & other projects)

Address: Apt. 2, De Vilhena Residence, Trejjet il-Fosos, Floriana, Malta

Tel: +356 21374613/+356 79374613

Email: iommalta@iom.int

Web: <https://malta.iom.int>

Facebook: [@IOMinMalta](https://www.facebook.com/IOMinMalta)

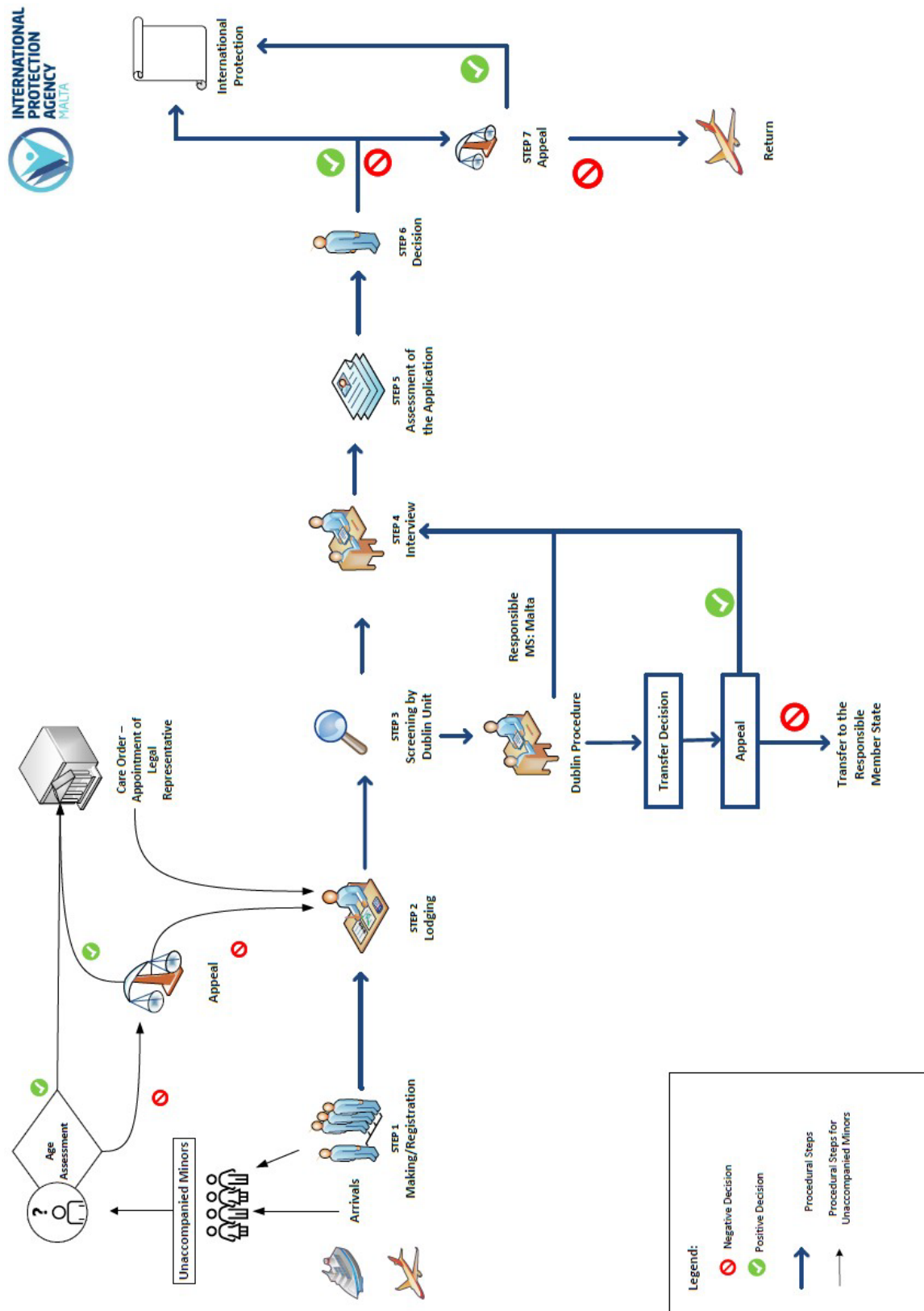
Opening hours:

Monday and Wednesday: 15:00-17:00

Friday: 10:00-12:00

Notes:

Annex 1: Flowchart of the Asylum Procedure in Malta





International Protection Agency (IPA)

Address: Fafner House, Triq Nazzjonali, Hamrun, Malta

Tel: +356 21255257

Email:

info@ipa.gov.mt : for general queries and information requests

frontoffice@ipa.gov.mt : for requests for appointments

notifications.ipa@ipa.gov.mt : for notifications of appointments

dublinunit@ipa.gov.mt : for queries related to the Dublin Unit

protection@ipa.gov.mt : for the submission of evidence for your application

Opening hours:

Monday to Friday: 08:00-12:00

Facebook: [@MaltaIPA](https://www.facebook.com/MaltaIPA)

