

**Madrid:**

C/ Muguet, 7 28044 Madrid.



91 532 55 55  
Ext. 51815

**Barcelona:**

C/Juan d'Austria, 120-124 08018 Barcelona.



93 489 00 72

**Alicante:**

Glorieta de la Solidaridad, 1. 03005 Alicante.



96 591 86 95.

**Valencia:**

Ciudad Ros Casares C. Ep Sector Gremis A, 2. Ter. 3 Bloque 3  
Planta baja. Oficina 6  
46014 Valencia.



96 380 22 44.  
Ext. 71466

**Torrelavega: (CANTABRIA)**

C/ Juan XXIII nº 3 39300 Torrelavega.



94 280 28 34

**Cordoba:**

Avda. Cantor Jiménez Rejano, SN  
Puente Genil 14500, Córdoba.



95 760 66 12

Information on asylum procedures can be found on the Ministry of the Interior website:

<http://www.interior.gob.es/extranjeria-28/asilo-y-refugio-86/folleto-informativo-sobre-la-proteccion-internacional-106>

# *Basic Information on Social Programmes Involving Applicants for and Beneficiaries of International Protection*

C.A.R. Vallecas



C.A.R. Mislata



C.A.R. Alcobendas

C.A.R. Sevilla





**Sevilla**  
C/ Doña María Coronel, 14, 41003 (Sevilla)  
email: [sevilla@accem.es](mailto:sevilla@accem.es)

 954 31 33 33 / 44

**Spanish Refugee Aid Commission (Comisión Española de Ayuda al Refugiado) - CEAR**  
email: [red.ariadna@cear.es](mailto:red.ariadna@cear.es)

**Public Service Offices (Oficinas de Atención a Usuarios):**

**Madrid:**  
C/ Noviciado, 5 - 28015 Madrid.  91 555 06 98

**Barcelona:**  
C/ Junta de Comerç 26, 08011- Barcelona.  93 301 25 39

**Bilbao**  
C/ Cristo, 9 Bis, 5º - 48007 Bilbao.  94 424 88 44

**Valencia:**  
C/ Francisco Moreno Usedo, 21 Bajo - 46018 Valencia.  96 316 24 77

**Sevilla:**  
C/ Relator, 6, s/n - 41002 Sevilla.  95 461 91 64

**Malaga:**  
C/ Ollerías, 31 - 29012 Málaga.  95 260 26 91

**Las Palmas de Gran Canaria:**  
C/ Luis Antúnez, 32, 1º - 35006 Las Palmas de Gran Canaria.  92 829 72 71

**Spanish Red Cross (Cruz Roja Española).**  
email: [redariadna@cruzroja.es](mailto:redariadna@cruzroja.es)

**Public Service Offices (Oficinas de Atención a Usuarios):**



**NGOs**

**Accem**

email: [empleo@accem.es](mailto:empleo@accem.es)

**Madrid**

Plaza Santa M<sup>a</sup> Soledad Torres Acosta, 2, 3<sup>a</sup> planta.  
 28004 (Madrid).  
 email: [madrid@accem.es](mailto:madrid@accem.es)

 91 532 74 78

**Gijón**

Avda. del Llano, 27. Bajo, 33209 (Gijón)  
 email: [asturias.empleo@accem.es](mailto:asturias.empleo@accem.es)

 98 516 56 77

**Oviedo**

C/ Monte Cerrau, 5. bajo, 33006 (Oviedo)  
 email: [asturias.empleo@accem.es](mailto:asturias.empleo@accem.es)

 98 523 46 84

**León**

C/ Anunciata, 48. Bajo, 24010  
 Trobajo del Camino (León)  
 email: [leon@accem.es](mailto:leon@accem.es)

 987 87 61 43

**Burgos**

C/ Salamanca, 4. Bajo, 09004 (Burgos)  
 email: [burgos@accem.es](mailto:burgos@accem.es)

 947 26 86 20

**Sigüenza**

C/ La Estrella, s/n, 19250 Sigüenza (Guadalajara)  
 email: [siguenza@accem.es](mailto:siguenza@accem.es)

 949 39 15 58 -  
 949 39 30 64

**Valencia**

C/ Mirasol, 11, 46015 (Valencia)  
 email: [valencia@accem.es](mailto:valencia@accem.es)

 96 349 69 77

**Basic Information on Social Programmes Involving Applicants for and Beneficiaries of International Protection**

The Ministry of Employment and Social Security of the Government of Spain is responsible for the programmes and social services specifically aimed at those persons applying for international protection. For its part, Spain's Ministry of the Interior is responsible for processing and deciding upon applications for international protection.

**1. MEETING BASIC NEEDS**

Pursuant to Spanish legislation, applicants for international protection, provided that they lack financial resources, may benefit from assistance guaranteeing coverage of their basic needs.

To this end, the programme aimed at applicants for and beneficiaries of international protection has a network of shelters (reception centres, known as CARs, or flats), throughout Spain.

***In order to be accepted in a shelter, certain conditions must be met:***

- a. Be an applicant for or beneficiary of international protection or of stateless status.
- b. Applicants for International Protection who have been informed that another European country is responsible for examining their application may only be provided with assistance in Spain for the time considered necessary by the competent authorities to transfer these applicants to the country responsible for examining their application.
- c. Lack financial resources.
- d. Be free from any disease impeding normal coexistence in a shelter.
- e. Accept the rules of the shelter.



**To apply for a place in a shelter:**

If you are in Madrid, contact the Social Work Unit of the Ministry of Employment and Social Security, at the Asylum and Refuge Office (C/ Pradillo, 40). If you are outside the city of Madrid, you may apply through the Assistance Services for Applicants for International Protection at the provincial offices of Cruz Roja Española (Spanish Red Cross), CEAR (Spanish Refugee Aid Commission) or ACCEM (NGO for refugee and immigrant assistance). Depending on availability, you may be granted a place in a shelter located anywhere in Spain.

**What to expect at these shelters:**

You will have access to the following services:

- a. Bed and board
- b. Social counselling
- c. Psychological counselling or reference to services providing such counselling
- d. Information on occupational training and job-seeking guidance

**Do not forget the following important formalities:**

It is important to carry out all the formalities when recommended by the social workers at the shelters. Social services staff can inform you about the formalities that need to be carried out, because they can be different depending on your town of residence.

1. **Register at the Town Hall** of your place of residence (*empadronamiento*). It is recommendable to do this on arrival, as it will provide access to the resources offered by the town of residence. Remember that this registration should be renewed every two years if you do not have a permanent residence permit.



**5. OTHER IMPORTANT CONSIDERATIONS:**

- In Spain, men and women have equal rights and obligations, and are equal in every aspect of daily life: social, cultural, economic, political and legal.
- The following (among others) constitute criminal offences in Spain: any form of violence within the family, female genital mutilation, and trafficking in human beings, whether for sexual or labour exploitation.

**6. FURTHER INFORMATION:**

For more information on your rights and obligations in Spain, please contact:

**Social Work Unit** (Unidad de Trabajo Social) (UTS) of the Ministry of Employment and Social Security at the Asylum Office.  
 C/ Pradillo, 40. 28002. Madrid

**Refugee Shelters** (*Centros de Acogida a Refugiados*) - **CAR**.  
 Secretariat-General for Immigration and Emigration. Ministry of Employment and Social Security

**Alcobendas**

C/ Sariñena 7, 28100 Alcobendas (Madrid).  
 email: [car.alcobendas@meyss.es](mailto:car.alcobendas@meyss.es)



91 653 41 00

**Vallecas**

C/ Luis Buñuel 2, 28018 (Madrid).  
 email: [car.vallecas@meyss.es](mailto:car.vallecas@meyss.es)



91 777 78 14

**Mislata**

Camino Viejo de Xirivella 2 bis, 46920 Mislata (Valencia).  
 email: [car.mislata@meyss.es](mailto:car.mislata@meyss.es)



96 359 12 17

**Sevilla**

Plaza de Acogida 1, 41020 (Sevilla).  
 email: [car.sevilla@meyss.es](mailto:car.sevilla@meyss.es)



95 452 96 85



#### 4. COUNTRY RESPONSIBLE FOR EXAMINING AN APPLICATION FOR INTERNATIONAL PROTECTION (1)

As an applicant, **you are not entitled to choose which country will examine your application for international protection.** The countries in the European Union (1), together with Norway, Iceland and Switzerland, have an agreement establishing which country is responsible for examining each application.

Therefore, an application submitted in Spain may be transferred to another European country if:

- You have previously applied for asylum in that country.
- That country has granted you a residence permit or visa.
- You have crossed its border before arriving in Spain.

In such a case, the Spanish authorities will facilitate your transfer to the country responsible for examining your application.

On the other hand, if you have submitted your application for international protection in Spain, and decide to travel to another European country, you may be returned to Spain, because Spain is responsible for examining your application. In this case, the authorities of the other European country will be in charge of your transfer to Spain.

**Remember that:**

*During the procedure, you may travel freely throughout Spanish territory, informing the authorities if you change your place of residence. However, you are not authorised to travel abroad. If you travel to another country, your application proceedings may be closed, and you may be returned to Spain.*

(1) Countries in the European Union: Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and the United Kingdom.

2. **Apply for a healthcare card** to access the public health system. If you do not have a card, you will only be able to access emergency services. The conditions for accessing the healthcare system are: lacking financial resources, documentation proving status of applicant for or beneficiary of international protection, and being registered at the Town Hall (*empadronamiento*).
3. **School attendance** is obligatory for children aged 6-16. Each of Spain's Autonomous Communities is responsible for education services in its territory. The main requirement is that the whole family be registered at the Town Hall (*empadronamiento*), and applying for a school place at the corresponding education services.

If you are not living in a shelter, you may contact the social assistance services of specialised agencies such as ACCEM, CEAR and CRUZ ROJA ESPAÑOLA, where you will be informed of other resources and programmes for applicants for international protection.

In any case, you can always go to the social services centres of the municipality or district where you live.

#### 2. TRAINING AND EMPLOYMENT

##### Before obtaining a work permit

As an applicant for international protection you must be aware that you will only be authorised to work after six months have passed since submitting your application. After this period, you may apply for renewal of your documentation, which will now state that you are authorised to work in Spain for as long as the document issued is valid.



What should you do during those first six months?

The NGOs ACCEM, CEAR and Cruz Roja Española, as well as the official Refugee Shelters (CARs) all have specialised staff who can give you specific information on social and workplace integration. These organisations and CARs are part of the Ariadna Network, whose aim is to improve the integration into the workplace and integration into Spanish society of applicants for and beneficiaries of international protection.

If you do not speak Spanish, the first step should be to request information on how to start learning it as quickly as possible. Remember that knowledge of the language is the basic tool for ensuring your social and workplace integration in Spain.

During these six months in which you are not authorised to work, it is important that you take training courses to make it easier to join the workforce.

We recommend that you register at your town's Public Employment Services. They offer the possibility of accessing subsidised occupational training, and once you have a work permit, of participating in its mediation services with companies offering jobs. It is important to remember that your registration must be renewed regularly, so that it remains valid, and if you obtain a work permit, inform your Employment Office.

You can also apply to Spain's Ministry of Education for recognition of academic qualifications from your country of origin.

### With a work permit

Once you have a work permit, remember that for effective job-seeking, it is important to have information about:

- Job listings and employment centres that you can use
- Companies in the sectors that might interest you, depending on your professional profile
- The main job-seeking tools that you must know and use: résumé, cover letter, job interview preparation, etc.

*Remember that:  
Throughout this process you can count on support from the staff specialising in employment and training of the organisations and centres mentioned above.*

## 3. LEGAL ASSISTANCE

We recommend that you contact NGOs with prestige in the field of international protection, which can offer you expert advice: ACCEM, CEAR, Cruz Roja Española, and RESCATE, among others. Likewise, you can obtain assistance from the professional lawyers' association of your city of residence.

In the event that you should disagree with the resolution of your application for international protection, you may appeal to the Courts or the Administration. To do so, you can apply for legal aid, free of charge. Lodging an appeal against the rejection of your application does not entitle you to reside legally in Spain or to receive the assistance envisaged for applicants for international protection.