

Central Agency for the Reception of Asylumseekers and Refugees

COA





COA Centraal Orgaan opvang asielzoekers

COA, an independent administrative body, under the political responsibility of the Ministry of Security and Justice. COA gives account for its operations to the Ministry.

Responsibility



COA Centraal Orgaan opvang asielzoekers

We, in our role as an independent administrative body, carry out a political assignment. Our duties are laid down in the Wet Centraal Orgaan opvang asielzoekers, the 'COA Act'. We use our expertise to fulfil our assignment within this policy framework.

COA works closely with other organizations in the aliens' chain, including the Immigration and Naturalization Service, Aliens Policy, Royal Netherlands Military Constabulary and the Repatriation and Departure Service.

the 'COA Act'



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Cooperation: the asylum-chain





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Other organisations and cooperation-partners around

COA...



Figures

- ▣ Number of locations: 70 RA centers
- ▣ Size of the location: average of 6.000 m²
▣ (per location)
- ▣ Size of the ground : average of 2½ - 4 ac.
(per location)
- ▣ Number of residents: ca. 28.500
- ▣ Staff members: ca. 4.000

- ▣ COA works under the responsibility of the Ministry of Security and Justice





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The reception system in the Netherlands

Centralised System with reception and accommodation centers;
All persons who are still in the formal asylum procedure are entitled to reception facilities;
To use the facilities is a right, but not an obligation;
In daily reality 99,9 % of the asylumseekers use the centralised system.

'Reception facilities in The Netherlands'





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Our vision

We, the reception location in the aliens' chain for Dutch society, provide for the reception, supervision and departure of asylum seekers. We do this by providing safe accommodation, a means of living and tailored programs.

Our mission

We ensure in a professional manner that people in a vulnerable position are accommodated and supported in a safe and acceptable environment in a manner that ensures that the reception of aliens remains controllable for politicians and society and enables us to give account for our acts

Vision and mission



The Aliens Police complete their registration and the investigation of their identity

central reception

The Municipal Health Services carry out the mandatory TB screening

Asylum seekers stay at the central reception location for a maximum of four days.



Preparation for their request for asylum

The asylum seekers are helped in the preparations by the Dutch Refugee Council and Legal Aid Council

process reception locations

Max 3 weeks rest and preparation

The first part of the asylum procedure is the General Asylum Procedure (max 2 weeks)

At the end of this procedure the Immigration and Naturalization Service informs asylum seekers whether their request has been granted or refused, or whether a further investigation is necessary



The asylum seeker has been granted a residence permit. COA links the former asylum seeker to a municipality near the AZC. The municipality provides a suitable home. The former asylum seekers stay at the AZC until they can move into their self-contained home

asylum seekers' centre

The Immigration and Naturalization Service needs more time to decide on the request for asylum. The asylum seekers begin the Extended Asylum Procedure and stay at the AZC until the procedure is completed.



- **The request for asylum is denied**

The asylum seekers have been refused a residence permit. They may stay at the asylum seekers' center for at most four weeks. They can use this time to prepare for their departure from the Netherlands. They are helped by the Repatriation and Departure Service. They must leave the country within four weeks.

Is departure from the Netherlands impossible within four weeks?

Some asylum seekers who have been refused asylum cannot leave the Netherlands within four weeks. These asylum seekers have the right to reception at a freedom restricting location until they are able to leave the Netherlands. The supervision at these freedom restricting locations focuses on repatriation



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Asylum seekers' centers vary in type and size. An average asylum seekers' centers houses about four hundred occupants of some forty nationalities. The occupants of the asylum seekers' centers look after themselves as much as possible.

The occupants usually live in housing units in groups of between five and eight persons. Each housing unit has a number of bedrooms and a shared living room, kitchen and sanitary facilities. The occupants are responsible for keeping their housing tidy.

Pocket money

COA gives asylum seekers weekly pocket money for food and clothing. The amount depends on the family's size and any income they may have. Occupants with an income or savings contribute to the cost of their reception. COA gives a one-off allowance for household effects and, as necessary, occasional allowances for purposes such as travelling expenses or buying a baby outfit.

*Living at an
asylumseekers center*



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Adults take part in programs and supervisory interviews tailored to the phase of their asylum procedure. Their self-help is promoted by taking part in the maintenance of the grounds and cleaning the communal areas, etc. They are paid a small sum for this. Occupants and their children can also take part in courses or sports at the local sports club. Children of compulsory school age go to school.

Occupants can visit the Open Learning Centre to exercise with educational materials and keep in contact with their family and friends. The Open Learning Centre is equipped with computers with an Internet connection. Children can do their homework at the Centre. The users are supervised by other occupants and Dutch volunteers.

Daily program



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know your inhabitants

Be visible and visit often, by being in good contact with our inhabitants we know what is happening and we can anticipate, take necessary actions or provide the correct information or help

Information office

For all questions, limited opening hours to be able to organize our agenda and appointments, questions and answers are given and noted at the information office, always refer to these hours

*Supervising during
the stay*



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Weekly reporting duty

Done by the foreign police, usable to know who is still present in the accommodation, after the first time not reporting a financial measure will occur, the second time not reporting will result in deregistration from the accommodation.

Also usable if you need to find someone or make an appointment or for the foreign police if they need to take someone in to custody

Weekly allowance

To supply the inhabitants with resources of their own to be able to maintain their own responsibility as a human. It can also be used to hand out fines if someone is not behaving

Supervising during the stay



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After arrival at the reception center

All occupants arriving at a reception location take part in a mandatory intake interview to discuss issues including their rights and obligations. They are also informed about the procedures at the reception location, for example: Where can I do the shopping? How do I use public transport? Who can I contact with any questions?

During the asylum request procedure

We offer an orientation training program to occupants waiting for a decision on their request for asylum. The objective is to have the occupants explore both their current situation and their future. The participants in the training program receive information about subjects including school and bringing up children, healthcare and the position of women in the Netherlands

*Supervision during
each phase*



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granted a resident permit

Residence permit holders can prepare for their integration in Dutch society during the rest of their stay at the reception center. The occupants follow a 'Knowledge of Dutch society' training program and Dutch lessons to prepare them for the mandatory integration program they will follow in their municipality. These lessons focus on the knowledge they will need once they have been assigned a home in a municipality and cover subjects such as working in the Netherlands, citizenship, bringing up children, education and healthcare.

the asylum request has been refused

We help occupants whose request for asylum has been refused in coming to terms with the fact that they must leave the Netherlands. We provide information about the options open to them for returning home and, in cooperation with the Repatriation and Departure Service, hold 'departure interviews' with them

*Supervision during
each phase*

Thank you
for your
attention

The end