



## **EMN Ad-Hoc Query on The counselling service to promote legal migration opportunities**

Requested by Eike LUIK on 16th June 2016

### **Residence**

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Portugal, Slovak Republic, Slovenia, Spain, Sweden, United Kingdom, Norway (24 in total)

#### *Disclaimer:*

*The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.*

## **Background information:**

Estonian Ministry of the Interior is currently planning to work out a counselling service for newly arrived migrants and also for their employers to provide personal and flexible information about different legal migration options, e.g. about residence permits, visas and any other legal basis for staying, living and working in Estonia. Also to promote information concerning the family migration. The aim of such service would be to promote legal migration and prevent irregular stay and work in a country. At the moment in Estonia migrants receive only general information provided by the Estonian Police- and Border Guard Board and no personal approach or detailed information are provided. Although we have some NGOs who offer personalized counselling, as the Integration and Migration Foundation Our People (MISA) which promote more integration-related information and the Innove Rajaleidja who disseminate education and career planning information, their target groups are limited. Therefore we would like to gather information from other MS to work out our counselling service which is based on other countries best practices.

## **Questions**

1. **1. Does your MS provide consulting service on legal migration opportunities?**
2. **2. If yes,**
  - a) **What is the content of such service?**
  - b) **How is the service provided (vis´ a vis´ counselling, call center, web-page, live chat, any other)?**
  - c) **Who provides the service (NGOs, local municipalities, governmental institutions, any other)?**
  - d) **Which are the requirements for the service provider (language skills, independence from the migration authorities etc)?**
  - e) **Who is the target group of such consulting service?**
3. **3. Which other channels is your MS using to share information about legal migration?**

## Responses

	Country	Wider Dissemination	Response
	Austria	No	
	Belgium	Yes	<p><b>1.</b> Yes there are consulting services on legal migration opportunities in/to Belgium.</p> <p><b>2.</b> There are several websites where information can be found on visas, residence/work permits and other legal basis for living and working in Belgium (conditions to fulfil, procedures to follow, legal assistance provided, rights granted etc.). The Belgian Immigration Office offers webpages in English (<a href="https://dofi.ibz.be/sites/dvzoe/EN/Pages/home.aspx">https://dofi.ibz.be/sites/dvzoe/EN/Pages/home.aspx</a>) presenting detailed information on how to transit, stay less or more than three months, apply for protection, and accompany or join a family in Belgium. Also the Federal Migration Center maintains the website "New in town" (<a href="http://www.newintown.be/fr/index-action=onderdeel&amp;onderdeel=2&amp;titel=Home.html">http://www.newintown.be/fr/index-action=onderdeel&amp;onderdeel=2&amp;titel=Home.html</a>) which provides, in French and Dutch, many useful information including on stay and work in Belgium. The website "Live in Belgium" (<a href="http://www.vivreinbelgique.be/9-statuts-de-sejour/differents-statuts-de-sejour-en-belgique">http://www.vivreinbelgique.be/9-statuts-de-sejour/differents-statuts-de-sejour-en-belgique</a>) also provides information inter alia on different statuses to stay in Belgium, including who to contact to obtain additional information. For work related purposes, both the Federal Public Service Employment and Regional Public Services responsible for work permits provide webpages informing foreign workers and employers. Not only governmental institutions offer useful information. For example the website of the Association for Foreigners Rights (<a href="http://www.adde.be/ressources/fiches-pratiques">http://www.adde.be/ressources/fiches-pratiques</a>) offers a large number of practical sheets on conditions and procedures relating inter alia to stay, family reunification, asylum, work, nationality, etc. The latter website also provides, in French, practical guides (for example to residence permits) as well as education kits (for example on family reunification). Also the website of the Agency for Integration and Civic Integration offers detailed information, in Dutch, on work and professional cards (<a href="http://www.kruispuntmi.be/thema/vreemdelingenrecht-internationaal-privaatrecht/arbeidskaarten-beroepskaart">http://www.kruispuntmi.be/thema/vreemdelingenrecht-internationaal-privaatrecht/arbeidskaarten-beroepskaart</a>). Information is not only provided through web-pages. There are also call centers and counselling services. For example the Immigration Office has an information desk which can be contacted by phone and by email. However this service mainly responds to questions relating to existing applications and files. A hotline is also</p>

			<p>proposed by the Association for Foreigners' Rights; lawyers/legal experts respond to questions on stay, asylum, family reunification, work etc. Depending on the situation presented by phone, vis-a-vis encounters can also be organized. The Agency for Integration and Civic Integration also proposes a legal help desk. Other non-governmental organizations offer different services (socio-legal, etc.) to help newcomers, persons at various stages of procedures to obtain the right information, documents, diploma equivalence, language skills etc. The local authorities also play a key role. The municipalities are competent to either deliver a declaration of arrival or register foreigners (admitted to stay more than three months) in population registers. Some offer a vis-a-vis counselling service where legal experts help newcomers to complete the procedures. Specialized lawyers offices are also suppliers of information and counselling on legal stay and work in Belgium. Some of them have specialized services for instance targeting self-employed, business persons, workers, spouses and dependents etc. As part of these services, they may assist in preparing and filing visa applications, registering at the local town hall, maintaining compliance with immigration process, renewing statuses, etc. Some specialized lawyers offices organize webinars to disseminate up to date information on immigration processes.</p> <p><b>3.</b> See above.</p>
	Bulgaria	Yes	<p><b>1.</b> No.</p> <p><b>2.</b> N/A</p> <p><b>3.</b> Internet sites of different institutions concerned.</p>
	Croatia	Yes	<p><b>1.</b> No, Croatia does not have any centralised consulting service on legal migration opportunities but rather few different government official websites contain information relevant to a legal migration to Croatia. The Ministry of Interior website (<a href="http://www.mup.hr/47.aspx">http://www.mup.hr/47.aspx</a>) provides the most detailed and relevant information to the foreigners who want to migrate to Croatia legally including an asylum seekers. The other two official websites with the similar information are at the Ministry of External and European Affairs (<a href="http://www.mvep.hr/hr/konzularne-informacije/boravak-stranaca/odobrenje-boravka-u-hrvatskoj/">http://www.mvep.hr/hr/konzularne-informacije/boravak-stranaca/odobrenje-boravka-u-hrvatskoj/</a> and <a href="http://crovisa.mvep.hr">crovisa.mvep.hr</a> ), Croatian Employment Services (<a href="http://www.hzz.hr/default.aspx">http://www.hzz.hr/default.aspx</a> ), and Point of Single Contact Croatia (<a href="http://psc.hgk.hr/?lang=en">http://psc.hgk.hr/?lang=en</a> )</p>

			<p><b>2.</b> a) What is the content of such service? The content of the above mentioned websites contain information about the visa requirements, residence permit, work permit, health requirements, education etc. b) How is the service provided (visá´ a visá´ counselling, call center, web-page, live chat, any other)? The service in provide through web-page, e-mail and telephone contacts. c) Who provides the service (NGOs, local municipalities, governmental institutions, any other)? The providers are predominantly governmental institutions but there are also some NGOs including: Croatian Law Centre, Centre for Peace Studies, Institute for Migration and Ethnic Studies, Centre for the Study of Ethnicity, Citizenship and Migration etc. d) Which are the requirements for the service provider (language skills, independence from the migration authorities etc.)? N/A e) Who is the target group of such consulting service? N/A</p> <p><b>3.</b> In addition to the official sites and the non-government sites, Croatian consular services and embassies also provide information regarding the conditions for entry and residence in Croatia.</p>
	Cyprus	Yes	<p><b>1.</b> Cyprus maintains a general government website (<a href="http://www.cyprus.gov.cy/portal/portal.nsf/noneu_en?OpenForm&amp;access=0&amp;SectionId=noneu&amp;CategoryId=none&amp;SelectionId=home&amp;print=0&amp;lang=en">http://www.cyprus.gov.cy/portal/portal.nsf/noneu_en?OpenForm&amp;access=0&amp;SectionId=noneu&amp;CategoryId=none&amp;SelectionId=home&amp;print=0&amp;lang=en</a>) and the Ministry of Interior website (<a href="http://www.moi.gov.cy/moi/crmd/crmd.nsf/page07_en/page07_en?OpenDocument">http://www.moi.gov.cy/moi/crmd/crmd.nsf/page07_en/page07_en?OpenDocument</a>) where information is provided on the different kind of resident permits provided to third country nationals. Also, interested persons may contact the Ministry by email or phone, and their requests and inquiries are handled by the Ministry. Cyprus embassies and consulates abroad may provide relevant information.</p> <p><b>2.</b> a) The general government website provides information on the different types of residence permits and the relevant application forms to be filled in, entry regulations, work and occupation, communication and transport, education, tourism, aspects of Cyprus, etc (<a href="http://www.cyprus.gov.cy/portal/portal.nsf/noneu_en?OpenForm&amp;access=0&amp;SectionId=noneu&amp;CategoryId=none&amp;SelectionId=home&amp;print=0&amp;lang=en">http://www.cyprus.gov.cy/portal/portal.nsf/noneu_en?OpenForm&amp;access=0&amp;SectionId=noneu&amp;CategoryId=none&amp;SelectionId=home&amp;print=0&amp;lang=en</a>) The Ministry of Interior website provides information on the different types of residence permits and the relevant application forms to be filled in. b) The Service is provided through the official government website and the Ministry of Interior website (see above). c) The service is provided by the government. Any emails received by interested foreigners, are handled by the government officials at the Ministry of Interior. d) The service is provided in Greek and English. e) The target group is mainly interested foreigners but also employers in Cyprus.</p>

			3. Officially no other channels are used.
	Czech Republic	Yes	<p><b>1. YES</b></p> <p><b>2. a)</b> Integration Centres operate in large regional cities and they offer services such as information centres, libraries and computers with free internet access, counselling, and courses. Other offered services (offered by different actors) include: Counselling (advice, consultation and information on the legal, social and work issues).  &amp; ƒ Educational seminars (courses and seminars, which aim to raise awareness of Czech culture and improve orientation in the new environment). Intercultural workers (accompaniment to the authority’s office or institutions, dealing with employers, mediation between the community and the majority, support of the creation of a new home in Prague, assistance of an interpreter). Consulting and seminars for teachers working with pupils-foreigners. Intercultural competence training for officials. Czech language courses for children and adults. <b>b)</b> Services are offered by following methods: Vis-a-vis counselling in the field street work (outreach and active addressing immigrants, handing out information leaflet). Vis-a-vis counselling ambulatory (personally at the offices of the Regional Integration Centers or NGOs). Information hotline (via email and telephone). Information phone line in Vietnamese and Mongolian. Information publications, leaflets, videos and instruction films on handling residency-related matters. Intercultural workers and interpreters at Foreigners Residence Unit of MOI. Consulting and training for teachers and other stakeholders. Assistant teachers working with pupils-foreigners. Web-pages. <b>c)</b> Services are provided by several actors which include: NGOs Governmental institutions (employment office, job centres), local governments, e.g. MOI has developed and has been subsidising a programme of the integration projects for municipalities. Elementary schools foreign national children have a compulsory school attendance, at school they have a school assistant at their disposal and interpreter for the contact of school with the parents. At the regional level there is a network of regional Centres for the support of integration of foreigners. These Centres support the integration of immigrants through office-based and field consultancy, Czech language courses and social and cultural orientation courses, interpretation, assistance, multicultural and community activities etc. <b>d)</b> Workers and field-workers that provide social and legal counselling must have the university degree and practical experience. The intercultural assistant (who is often from migrant community) provides assistance to migrants in communication with public institution, e.g. assistance with matters associated with residency or employment. This position requires previous experience with work with the foreigners, knowledge of Czech language and other language and also diploma from accredited course. The intercultural assistants at Foreigners Residence Unit of MOI have to pass the exam</p>

			<p>concerning issues related to conditions of residence of foreigners in the Czech Republic. The community interpreter must have the certified exams. e) The target group consists of third country nationals with legal residence status in the territory of the Czech Republic.</p> <p><b>3. â €</b> The pre-departure information package Next Stop The Czech Republi (consists of a brochure and a film). It is intended for citizens of non-EU countries who are considering residing in the Czech Republic for longer than 90 days and will therefore be applying for either a long-term visa or a long-term residence permit. This package offers basic information on the conditions of residency of immigrants in the Czech Republic, pointing out possible risks associated with failure to adhere to the laws provided to the potential immigrants already in their countries of origin through the Czech embassy or web-page. A system of one-day adaptation-integration courses for immigrants entitled Welcome to the Czech Republic was created to acquaint the newly arriving immigrants with their basic rights and obligations related to their residency in the Czech Republic, as well as about the risks involved with failure to meet these obligations, to familiarise them with the local circumstances and customs and the basic values of the Czech Republic and the EU, to provide them with contact details of authorities and other organisations that can be of help to them. These courses significantly support the awareness of immigrants and reduce the risk of loss of legal residency (8 language versions). The next project called How do I do this? is intended for citizens of non-EU countries, who already reside in the Czech Republic. The aim is to clarify administrative procedures related to the foreigners` stay, so that they are able to deal with all residency-related issues themselves. In the framework of the project an instruction film and leaflets was created in various language versions. Immigrants with long-term and permanent residency will continue to be provided with courses and seminars focused on social and cultural orientation in the society and on specific aspects of everyday life. It is ideal to combine courses on social and cultural orientation in society with Czech language lessons and possibly with theme-specific seminars, to enable immigrants to participate in integration activities and to reduce the risk of their isolation.</p>
	Estonia	Yes	<p><b>1.</b> Currently Estonia does not provide consultation service to newly arrived legal migrants. However, there is a plan to develop such service in this year. At the moment there are several institutions that provide information to migrants. As migration issues are in the area of competence of the Police and Border Guard Board (PBGB), then general information on residence and employment is given by the PBGBÂ´s information phone. More difficult cases are directed to the officials of Ministry of the Interior and to migration officials in the PBGB. Estonian Unemployment Fund offers counselling to employers on the application process of residence permits for</p>

			<p>employment and EU blue card. Several other organisations provide information on residence and work in Estonia to their target groups. For example Integration and Migration Foundation Our People (MISA) promotes more integration-related information mainly to permanent residents of foreign background; EURACESS Estonian network advises researchers, who come to Estonia; Enterprise Estonia provides information companies which recruit foreigners.</p> <p><b>2.</b> a) Aforementioned organizations provide general information to the target group about the stay, residence and working possibilities and regulations in Estonia. These organizations do not have access to the person's personal data, or to the information on his/her residence permit application procedure, thus more complicated cases are directed to the Police and Border Guard Board. b) Services are provided via phone, e-mail and vis` a vis` counselling. c) The service is provided by several organisations currently. There is no separate counselling service developed on the state level, although persons do have the possibility to get information from state institutions. d) Organizations generally provide counselling in Estonian, English and Russian. Some information is also offered in Finnish. Organizations which offer counselling are independent of the Police and Border Guard Board. e) The target group for this service is for example persons with different ethnic background who are not very well integrated; labour migrants and researchers who come to work and live in Estonia, etc.</p> <p><b>3.</b> Ministry of the Interior, PBGB and other organisations are organising trainings to different target groups. PBGB uses the social media (Facebook) to share information. Booklets and fliers are printed by the organisations mentioned above to address their target groups. General information on stay, residence and employment is published on the PBGB web page (<a href="http://www.politse.ee">www.politse.ee</a>) and on the state portal (<a href="http://www.eesti.ee">www.eesti.ee</a>)</p>
+	Finland	Yes	<p><b>1.</b> Yes</p> <p><b>2.</b> Yes</p> <p><b>3.</b> Yes</p> <p><b>4.</b> a) Comprehensive information of all aspects of coming to Finland (e.g. for work, studies, family reasons or shorter visits) b) web pages, call centers c) it differs, some are governmental others are municipal d) no set requirements, most counselling services are joint efforts by several authorities e) <a href="http://www.infopankki.fi">www.infopankki.fi</a> (all legal migrants, information in 12 languages); <a href="http://www.movingtofinland.fi">www.movingtofinland.fi</a> (information aimed at resettled refugees);</p>

			<p>www.workinfinland.fi (coming to work in Finland); www.enterfinland.fi (e-services by the Finnish Immigration Service); www.migri.fi (website of the Finnish Immigration Service; www.virka.fi (municipal, city of Helsinki, also call center for migrants) www.thisisfinland.fi (more general information about Finland).</p> <p><b>5.</b> a) Comprehensive information of all aspects of coming to Finland (e.g. for work, studies, family reasons or shorter visits) b) web pages, call centers c) it differs, some are governmental others are municipal d) no set requirements, most counselling services are joint efforts by several authorities e) www.infopankki.fi (all legal migrants, information in 12 languages); www.movingtofinland.fi (information aimed at resettled refugees); www.workinfinland.fi (coming to work in Finland); www.enterfinland.fi (e-services by the Finnish Immigration Service); www.migri.fi (website of the Finnish Immigration Service; www.virka.fi (municipal, city of Helsinki, also call center for migrants) www.thisisfinland.fi (more general information about Finland).</p> <p><b>6.</b> a) Comprehensive information of all aspects of coming to Finland (e.g. for work, studies, family reasons or shorter visits) b) web pages, call centers c) it differs, some are governmental others are municipal d) no set requirements, most counselling services are joint efforts by several authorities e) www.infopankki.fi (all legal migrants, information in 12 languages); www.movingtofinland.fi (information aimed at resettled refugees); www.workinfinland.fi (coming to work in Finland); www.enterfinland.fi (e-services by the Finnish Immigration Service); www.migri.fi (website of the Finnish Immigration Service; www.virka.fi (municipal, city of Helsinki, also call center for migrants) www.thisisfinland.fi (more general information about Finland).</p> <p><b>7.</b> EU Immigration Portal</p> <p><b>8.</b> EU Immigration Portal</p> <p><b>9.</b> EU Immigration Portal</p>
	France	Yes	<p><b>1.</b> Yes. Currently, three main official sites co-exist to obtain information on residence permit applications.</p> <p><b>2.</b> A dedicated website for the reception of foreign nationals (<a href="http://accueil-etrangers.gouv.fr/">http://accueil-etrangers.gouv.fr/</a>) put online in November 2014 was jointly developed by the Directorate for Legal and Administrative Information (Direction de l'information légale et administrative) (DILA) and the General Directorate for Foreign Nationals in France (Direction generale des etrangers en France) (DGEF) at the Ministry of the Interior. It meets the objectives of</p>

			<p>improvement and simplification to the reception of foreign nationals in Prefectures. It provides the necessary information according to the foreign nationals' status (residence permit application, request for international protection, family reunification, travel for foreign children, access to French nationality). A dedicated site to promote economic migration (<a href="http://www.immigration-professionnelle.gouv.fr/">http://www.immigration-professionnelle.gouv.fr/</a>) jointly edited and managed by the DGEF and OFII presents each status and also indicates the list of documents required by status and the procedure, depending on whether the application is for an initial request or a change of status. This site provides information in French and English. Lastly, the official website for French administration attached to the Prime Minister also provides information on all status types (<a href="https://www.service-public.fr/">https://www.service-public.fr/</a>). These three sites are dedicated to legal migrants. The second site is more specifically dedicated to professional immigration and those talents which France intends to attract.</p> <p><b>3.</b> In addition to these three official sites, French consular services and embassies also provide information regarding the conditions for entry and residence in France.</p>
	Germany	Yes	<p><b>1.</b> Yes, since 2005.</p> <p><b>2. a)</b> The [German] migration counselling services for adult migrants (Migrationsberatung für erwachsene Zuwanderer = MBE) aims at initiating and controlling the integration process in case of adult migrants with a clear focus and it shall accompany the adult migrant, offer support for an autonomous way of life and independent action in all matters of daily life and limit the migrant's dependence on the payment of social benefits to the required minimum. In addition, migrants shall quickly be introduced to the existing specific programmes for assistance and counselling services (which are offered on a regular basis) and they shall be invited to an active cooperation in the integration process. <b>b)</b> The German migration counselling services for adult migrants have an integral approach to integration which takes into account the migrant's own resources. We have full-time employees at work in the migration counselling services who identify the migrants individual support requirements on the basis of a professional case management study (Case Management ). They develop realistic support programmes in cooperation with the migrants and actively accompany them in the implementation process of the integration measures that have been agreed upon. The case management approach includes the following core elements: <b>Exploratory talk</b> : This talk is made in order to find out the individual counselling needs and in order to identify whether an individual analysis with regard to social factors and personal skills is required and whether this is vital for a successful counselling process. <b>Individual analysis</b></p>

		<p>with regard to social factors and personal skills : We apply a standardised procedure in order to identify the individual skills and the knowledge that a migrant has. We identify at the same time which skills and knowledge the migrant still has to acquire in order to be able to integrate into society. Support programme : The support programme sets out which integration programmes the migrant must visit and what are the targets (mandatory courses such as a citizenship course (Integrationskurs)) or which he or she should visit (voluntary courses). During the implementation of the support programme, the migrant will be individually accompanied and his or her counsellor acts as a sort of pilot in the integration process. A close cooperation between the governmental and non-governmental institutions and organisations working on the local level is required to make the support programme successful. Agreement for integration (voluntary): The agreement for integration is meant to lay down mutual rights and obligations for both the migrant and the host society in order to increase the migrant's motivation [for integration]. c) The realisation of the migration counselling services for adult migrants has been delegated to the umbrella organisations of the voluntary welfare work associations (Spitzenverbände der Freien Wohlfahrtspflege) (such as the Deutscher Caritasverband [German Caritas Association], Diakonie Deutschland [welfare association of the German Protestant churches], Arbeiterwohlfahrt [German Workers Welfare Association], Deutsches Rotes Kreuz [the German Red Cross], Deutscher Paritätischer Wohlfahrtsverband [German welfare association of social movements], Bund der Vertriebenen [German Association of German Expellees], Zentralwohlfahrtsstelle der Juden in Deutschland [Central welfare association of the Jews in Germany]). In order to be able to work in the field of migration counselling, we expect the following [from applicants]: a completed professional training and/or course of studies to become a qualified social education worker (Diplom-Sozialpädagoge) or qualified welfare worker (Diplom-Sozialarbeiter) (with a degree from a Fachhochschule [university of applied sciences]). We can also take into account a completed professional training and/or course of studies to become a qualified social education worker (Diplom-Sozialpädagoge) (with a degree from a Berufsakademie [cooperative German state university]) or a qualified teacher (Diplom-Pädagoge) or qualified academic in educational sciences (Diplom-Erziehungswissenschaftler) (with a university degree). We can also accept any bachelor's and master's degrees in the corresponding fields of study as equivalent final degrees. When the Federal Office (Bundesamt) agrees, we can also employ personnel who do not fulfil these formal qualification criteria but who are in the position to fulfil the counselling tasks with respect to migration due to job experience and acquired additional skills. d) In order to be able to work in the field of migration counselling, we expect the following [from applicants]: a completed professional training and/or course of studies to become a qualified social education worker (Diplom-Sozialpädagoge) or qualified welfare worker (Diplom-Sozialarbeiter) (with a degree from a Fachhochschule [university of applied sciences]). We can also</p>
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			<p>take into account a completed professional training and/or course of studies to become a qualified social education worker (Diplom-Sozialpädagoge) (with a degree from a Berufsakademie [cooperative German state university]) or a qualified teacher (Diplom-Pädagoge) or qualified academic in educational sciences (Diplom-Erziehungswissenschaftler) with a university degree. We can also accept any bachelor's and master's degrees in the corresponding fields of study as equivalent final degrees. When the Federal Office agrees, we can also employ personnel who do not fulfil these formal qualification criteria but who are in the position to fulfil the counselling tasks with respect to migration due to job experience and acquired additional skills. e) The counselling services are in principle for adult migrants older than 27 years, however they are also open to migrants under 27 when they have the typical problems of other adult migrants where migration counselling services for adult migrants is better than other services. The target group of the counselling services for adult migrants are new immigrants, i.e. foreigners and late repatriates (Spätaussiedler) as well as their spouses and descendants for a period of time of up to three years after entry and/or obtaining a residence status for a permanent stay. In addition, late repatriates and foreigners who have already lived in the federal territory for a longer period of time (so called established migrants), are also included in this group when they are in need of integration on the basis of comparable reasons (namely insufficient language skills). Both new immigrants and established migrants must have the perspective of being able to stay in the country.</p> <p><b>3.</b> The above mentioned target groups are offered the counselling services for adult migrants as a basic offer in counselling services in addition to the citizenship course, something which is offered by the institutions which are at present active in the counselling business. These institutions have been the umbrella organisations of the voluntary welfare work associations so far and they will continue their work.</p>
	Greece	Yes	<p><b>1.</b> No consulting service is provided by Greece. All necessary information is provided by different websites, like <a href="http://www.ypes.gr">www.ypes.gr</a>, <a href="mailto:asylo@asylo.gov.gr">asylo@asylo.gov.gr</a> of the Greek Ministry of Migration Policy. Questions can be put also to the customer service of the Migration Policy Directorate concerning legal migration and of the Aliens Division concerning illegal migration.</p> <p><b>2.</b> N/A</p> <p><b>3.</b> N/A</p>

	Hungary	Yes	<p><b>1.</b> Yes, consulates and the Office of Immigration and Nationality (OIN) provide information on the legal migration.</p> <p><b>2.</b> a) Especially information on the legal basis, procedures and rights. b) Personally on the spot, e-mail, and call center (Office of Immigration and Nationality) c) Immigration authorities, primarily consulates and the OIN. d) The service providers are the immigration authorities themselves. e) Potential migrants and migrants already staying on the territory of Hungary.</p> <p><b>3.</b> Mostly NGOs provide information on the legal migration.</p>
	Italy	Yes	<p><b>1.</b> Yes, through Immigration Desks. Immigration Desks are provided for in Article 22 of Legislative Decree 25 July 1998, No 286, Consolidated Act on Immigration. Immigration Desks are located in Prefectures (Territorial Government Offices) and are responsible for the hiring procedure for third-country nationals, the renewals of residence permits and paperwork related to family reunification.</p> <p><b>2.</b> a) Immigration Desks provide services to: - Italian employers (and foreign employers who live in Italy legally) who intend to establish a relationship of employed work with a third-country national who lives abroad. In this case, the employer should submit an application for work authorization with the name (or the number) of the worker(s) concerned and the proposed residence contract . - Foreign nationals who entered Italy legally. They should go to the Immigration Desk within eight working days from entry into the country to sign a residence contract and apply for the related residence permit. Over time, the Immigration Desk has also acquired responsibilities for the following areas: family reunification, conversion of residence permits and management of the electronic procedure for taking the Italian language test. b) The service is may be provided through a vis-applications-vis counselling, on the phone (when asking for information) and electronically (when submitting forms and applications). c) The service is run in each Province by Prefectures (Local Governmental Offices), therefore by civil servants. d) See answer c) e) Migrants who live in Italy legally (including beneficiaries of international protection).</p> <p><b>3.</b> In order to help foreign nationals who intend to apply for a visa to go to Italy, the Ministry of Foreign Affairs, General Directorate for Italians abroad and Migration Policies, has adopted an electronic procedure, based on nationality, country of residence, reason for entry and length of stay.</p>

	Latvia	Yes	<p><b>1.</b> Yes, Latvia provides consulting service on legal migration opportunities.</p> <p><b>2.</b> a) Information is provided on: resident permits, citizenship, employment, housing, Latvian language courses, recognition of professional qualifications, business opportunities in Latvia, etc. b) Service is provided via telephone, e-mail, Skype and in person in the office. c) Service is provided by NGO Shelter Safe house within Information Centre for Immigrants in the framework of the EU Asylum, Migration and Integration Fund. d) On day by day bases information is provided in English, Russian and Latvian languages. If there is a necessity for other language translator's service is in place in the Information Centre for Immigrants. Information for person can be given in French, Kurdish, Arabic, Farsi, Pashto and other languages. e) The target group of this service is third-country nationals, asylum seekers, persons with alternative status and refugees. Information concerning third-county nationals is given to local authorities, service providers, employers and other in receiving and integration process involved stakeholders.</p> <p><b>3.</b> The Office of Citizenship and Migration Affairs provides all necessary information for both employers who want to employ a foreigner and for foreigners who want to enter Latvia to be employed. The consultations can be received by visiting the Office personally, by phone or via e-mail or forum on the website of the Office of Citizenship and Migration Affairs. The website contains all the necessary information on the entry and admission criteria, samples of applications and application forms that can be printed out. The website is maintained in three languages: Latvian, English and Russian. The information can be obtained also in Diplomatic and Consular Representations of Latvia abroad.</p>
	Lithuania	Yes	<p><b>1.</b> In the framework of the AMIF Lithuania has established 3 centers. They started operating on the 1 of June 2016. The Centers provide various services to migrants, including information and counselling on various migration issues.</p> <p><b>2.</b> a) Legal consultations, psycho-social counselling, labour market integration, cultural training. b) The information is provided during vis-a-vis counselling at the moment. c) Caritas in Vilnius and Red Cross in Kaunas and Klaipeda d) These centers are interdependent of migration authorities. Consultations are provided in English and Russian.</p> <p><b>3.</b> Migration department provides information on legal migration opportunities in their web-site. A persons can choose the ground of his/her arrival and receive all requirements he/she needs to fulfill. IOM Vilnius is providing</p>

			consultation on various migration matters over the phone (including residence permits, family reunification, etc).
	Luxembourg	Yes	<p><b>1. Yes.</b></p> <p><b>2. 2. a)</b> Luxembourg does not provide a consulting service on legal migration per se . However, as a very sophisticated financial and service centre, Luxembourg provides information for attracting foreign investors, researchers, highly qualified workers, business persons and students. The information on how to migrate and live in the country can be found on the interactive website of the Luxembourgish Government (<a href="http://www.luxembourg.public.lu/en/vivre/sinstaller/index.html">http://www.luxembourg.public.lu/en/vivre/sinstaller/index.html</a>) or on (<a href="http://www.guichet.lu">www.guichet.lu</a>) and the Directorate of Immigration which provides all the information necessary on every type of authorisation of stay (<a href="http://www.guichet.public.lu/citoyens/fr/immigration/en/plus-3-mois/index.html">http://www.guichet.public.lu/citoyens/fr/immigration/en/plus-3-mois/index.html</a>). This site is in English and French. The mission of the Luxembourg Reception and Integration Agency (OLAI) is to implement and coordinate the Government's reception and integration policy and to facilitate foreigners' integration process. Information about the measures aimed at foreigners by the OLAI can be found on their website: <a href="http://www.olai.public.lu/en/accueil-integration/mesures/index.html">http://www.olai.public.lu/en/accueil-integration/mesures/index.html</a>. Such measures include the Welcome and Integration Contract (CAI). The leaflet of the CAI can be downloaded on their website. There are also joint publications made by the Government, NGOs and the Union of Luxembourg Cities and Communes (SYVICOL) (Bienvenue au Luxembourg, <a href="http://www.luxembourg.public.lu/fr/publications/j/olai-bienvenue-tiers/olai-bienvenue-tiers-2010-FR.pdf">http://www.luxembourg.public.lu/fr/publications/j/olai-bienvenue-tiers/olai-bienvenue-tiers-2010-FR.pdf</a>). Another interactive website is <a href="http://www.justarrived.lu/en">www.justarrived.lu/en</a> in which you can even ask questions. Also municipalities provide information on their websites and made publications (see i.e. <a href="http://www.vdl.lu/Citoyens+et+r%C3%A9sidents/Nouveaux+Arrivants/Conseils+fournis+par+l_+ASTI+et+l_+OLAI.html">http://www.vdl.lu/Citoyens+et+r%C3%A9sidents/Nouveaux+Arrivants/Conseils+fournis+par+l_+ASTI+et+l_+OLAI.html</a>) Also different NGOs provide information on the different types of authorisation of stay such as ASTI (<a href="http://www.bienvenue.lu">www.bienvenue.lu</a>). In this case it is required to be registered in their site. The Chamber of Commerce published the brochure Living and Working in Luxembourg which can be found on the government's official website (<a href="http://www.luxembourg.public.lu/en/publications/j/cc-living-and-working-in-luxembourg/index.html">http://www.luxembourg.public.lu/en/publications/j/cc-living-and-working-in-luxembourg/index.html</a>). It provides general and practical information about living and working in Luxembourg. It informs about the Luxembourg healthcare system, education and lifestyle and gives practical information about moving to Luxembourg, conditions of entry and residence, work permit and setting up a business. From the business perspective you can have the following websites: <a href="http://www.luxembourgforbusiness.lu/en/invest/doing-business-luxembourg">http://www.luxembourgforbusiness.lu/en/invest/doing-business-luxembourg</a> of Luxembourg for Business and <a href="http://www.luxembourgforfinance.com/fr/pourquoi-le-luxembourg/vivre-et-travailler-au-luxembourg">http://www.luxembourgforfinance.com/fr/pourquoi-le-luxembourg/vivre-et-travailler-au-luxembourg</a> of Luxembourg for Finance. Also the American Chamber of</p>

			<p>Commerce has a publication Doing business in Luxembourg (<a href="http://www.amcham.lu/publications/doing-business-in-luxembourg/">http://www.amcham.lu/publications/doing-business-in-luxembourg/</a>) in which it explains the business opportunities in Luxembourg and how to establish a business. b) As mentioned above most of the information is accessible online through the websites mentioned above and through the publications. c) The providers are the Government through its official website, the Directorate of Immigration, the Luxembourg Reception and Integration Agency, the Municipalities, the American Chamber of Commerce, the Luxembourg Chamber of Commerce, Luxembourg for Finance, Luxembourg for Business and private companies. d) There are no requirements with the exception that the information provided is trustworthy and up to date. e) The target population are foreigners in general (EU and EEA citizens as well as third-country nationals and cross border workers).</p> <p>3. 3. See answers to question 2.</p>
	Netherlands	Yes	<p>1. Yes.</p> <p>2. a) The Dutch immigration authorities, primarily the Immigration and Naturalization Service (IND), provide general information as well as personalized advice through a number of channels. General information is mainly provided through the IND website (<a href="https://ind.nl/en">https://ind.nl/en</a>) which is also available in English. Moreover brochures, factsheets and Twitter (<a href="https://twitter.com/ind_nl">https://twitter.com/ind_nl</a>) play a role in the provision of information concerning legal migration options. In addition the IND has developed a so-called Residence Wizard (see <a href="https://ind.nl/EN/individuals/residence-wizard">https://ind.nl/EN/individuals/residence-wizard</a>). The wizard is an online application which provides detailed information for foreign nationals who wish to stay in the Netherlands or who wish to acquire Dutch citizenship. Personalized counselling is provided through a call center and eight information desks across the country. Moreover, a number of so-called Expatcenters in different cities offer individual counselling. Expatcenters serve as one-stop-shop for highly skilled migrants and their partners; including highly skilled migrant employees, scientific researchers, international entrepreneurs and international graduates. The Expatcenters provides advice and helps with practicalities, such as residence and work permits, registration with the municipality and many other official matters. For an overview of the different Expatcenters in the Netherlands see: <a href="http://www.iamexpat.nl/expat-page/official-issues/expat-centers-desks-the-netherlands">http://www.iamexpat.nl/expat-page/official-issues/expat-centers-desks-the-netherlands</a> b) The above described services are provided through face-to-face counselling, call centers and online channels. c) The services are provided by the Dutch Immigration and Naturalization Service (IND), who is responsible for issuing residence permits in the Netherlands. The Expatcenters are a cooperation of different actors, including the IND, the Dutch</p>

			<p>tax office and the municipality in which they are located. d) One of the main principles of the IND is putting the customer at the center. Customer-focus is hence an important requirement in all services the IND provides. Employees that have direct contact with customers usually speaks English and receive training on how to provide services. To monitor the quality of customer services the IND carries out regular customer satisfaction surveys. e) The information provision and counselling services are open to all kind of migrants. The services of the Expactcenters target specifically highly skilled migrants.</p> <p><b>3. ---</b></p>
	Portugal	Yes	<p><b>1. Yes.</b></p> <p><b>2. a)</b> This service provides information on preparing a CV, how to find a job, documentation, job opportunities and it also clarifies any doubt the migrant might have on these issues through the different specialized offices. <b>b)</b> There is a set of public institutions that provide this kind of service. It can be online info (available on the websites of each institution), call center contact (different centers of support, the Immigrant Line or Immigration and Borders Service contact center) or vis-Ã-vis counselling. <b>c)</b>The service is provided by different governmental institutions (such as High Commissioner for migration, Employment and Vocational training Institute, National Centre for Immigrant Support (CNAI) or CLAI network Local Centers to Support Immigrants Integration). <b>d)</b>Language skills and solid and extensive knowledge on the subject. <b>e)</b> Legal immigrants (the ones who are looking for a job and the ones who want to create their own job).</p> <p><b>3. All channels were mentioned when answering question 2b.</b></p>
	Slovak Republic	Yes	<p><b>1. Yes</b></p> <p><b>2. a)</b> What is the content of such service?/ Migration Information Centre (MIC) of the International Organization for Migration (IOM) provides free consultation services to third-country nationals. Its service includes free legal advice, employment and social counselling, Slovak language courses as well as grants for training courses and at the same time it supports intercultural exchange and community life of migrants. Migrants can come to the centre personally or send their enquiry through an email, call MIC's info line, use Whatsapp/Viber and Skype. This project is co-funded through AMIF. Bureau of Border and Alien Police of the Presidium of the Police Force â</p>

			<p>provides information on entry and legal stay of the migrants in the SR. Labour Offices employ EURES advisers - trained specialists who provide migrants and employers interested to employ migrants with information, guidance and assistance with labour market placement and advice on the active labour market measures supporting employment. Information provided to migrants - advice on their rights and obligations regarding labour market access, legal employment, obtaining work permit, requalification possibilities, health and social insurance, or guidance to further organizations or authorities. Information provided to employers â information on legal employment of EU citizens and third country nationals, obligations towards the authorities and possibilities of obtaining support contributions from the state, when employing migrants. Labour offices also organize meetings with employers (for ex. "Breakfast with Employers") in order to provide them with information on current changes in legislation on employment of EU citizens and third-country nationals. NGOs provide personalized counselling to migrants within approved projects (free legal counselling, social assistance, language courses) b) How is the service provided (vis´ a vis´ counselling, call center, web-page, live chat, any other)? Vis´ a vis´ counselling, telephone consultation, email. c) Who provides the service (NGOs, local municipalities, governmental institutions, any other)?/ IOM, Bureau of Border and Alien Police of the Presidium of the Police Force, Labour Offices, NGOs d) Which are the requirements for the service provider (language skills, independence from the migration authorities etc)?/ e) Who is the target group of such consulting service? Third country nationals, EU citizens</p> <p><b>3.</b> Ministry of Labour, Social Affairs and Family of the Slovak Republic has launched a website (<a href="https://www.employment.gov.sk/en/information-foreigners/">https://www.employment.gov.sk/en/information-foreigners/</a>) which includes complex information for foreigners regarding their entry, legal residence the SR, housing, employment, education, recognition of qualifications, etc.</p>
	Slovenia	Yes	<p><b>1.</b> /</p> <p><b>2.</b> /</p> <p><b>3.</b> Before 2015 so called Info Point as governmental consulting service was active and was based at the Administrative Unit in Ljubljana. In 2015 activities of the IP ended. Currently there are several different channels such as: special web-pages (<a href="http://www.infotujci.si">www.infotujci.si</a>, <a href="http://english.ess.gov.si/">http://english.ess.gov.si/</a>, etc), free legal consulting service run by the NGO (PIC), special brochure with main information was published in 2015 and distributed in all administrative units, relevant ministries, diplomatic and consular representations of the Republic of Slovenia abroad. Information could be reach also through special call-service at the Ministry of the Interior and through</p>

			email questions.
	Spain	Yes	<p><b>1. Yes</b></p> <p><b>2.</b> The content of such service is information. There is no a unique Counselling immigrants Service as such, but there are several ways to obtain information about regular migration in Spain, among them: a)-Information on the internet and physical documents about law, kinds of permits and procedures (documents, etc). This information includes brochures, newsletters, information on various bodies, addresses, etc. The webpage of the General Secretariat of Immigration and Emigration of the Ministry of Employment and Social Security includes general information. (<a href="http://extranjeros.empleo.gob.es/es/InformacionInteres/index.html">http://extranjeros.empleo.gob.es/es/InformacionInteres/index.html</a>) Also information can be found in the webpages of the Ministry of Interior and the Ministry of Foreign Affairs and Cooperation regarding their competences. b) -Presence information in the public service offices of the Foreigner Offices (bodies handling immigration procedures in Spain, one in every province). Also the headquarters of the General Secretariat of Immigration and Emigration, in Madrid, have a personal information service. c) -Telephone information over the phone 060, by general information of the General Administration of the State that provides specific information on immigration. The first level of information by telephone is provided by a Company hired by the Public Administration. The second level of counselling, by telephone, is provided by the General Secretariat of Immigration and Emigration. d) -Information through comprehensive email inboxes on immigration (<a href="mailto:infoinmi@meyss.es">infoinmi@meyss.es</a>) or specific for certain procedures (for example; <a href="mailto:movilidad.internacional@meyss.es">movilidad.internacional@meyss.es</a> , <a href="mailto:visados.emprendedores@maec.es">visados.emprendedores@maec.es</a>, etc.). e)-The General Administration of the State funds through grants and other means, services non-profit entities, local entities, trade unions and employers associations to inform and advise foreigners. For example, there is a subsidy for advice seasonal workers in agricultural campaigns. f)-The regional Administration (i.e. Comunidades Autonomas in Spanish) and the Local Councils usually have counselling services specific for migrants, within their competences regarding the immigrants integration. It is not defined a specific group of recipients beyond that in some cases the information is specific (i.e. the above-mentioned for seasonal workers or for highly skilled workers) or by the type of organization that renders (i.e. an ONG working with a particular group).</p> <p><b>3.</b> See answer question 2.</p>

	Sweden	Yes	<p><b>1.</b> No consulting service but a lot of information is provided on different websites like <a href="http://www.Sweden.se">www.Sweden.se</a> and the website of the Swedish Migration Agency (<a href="http://www.migrationsverket.se">www.migrationsverket.se</a>). There links are provided to more specific information. Questions can also be put to the customer service of the Swedish Migration Agency. If the person wanting the information is an asylum seeker information on legal migration can be given by the responsible reception case handler.</p> <p><b>2.</b> See question 1.</p> <p><b>3.</b> Internet is the most widely used channel where information is provided in several languages.</p>
	United Kingdom	Yes	<p><b>1.</b> Not directly. The UK does provide guidance for all immigration routes on GOV.UK, <a href="http://www.gov.uk/browse/visas-immigration">www.gov.uk/browse/visas-immigration</a>. Beyond that, and beyond some very general advice the UK might provide in decision letters, we take the view that it's up to the migrant to seek out advice from either a qualified lawyer or an OISC-approved (or exempt) adviser. See: <a href="http://www.gov.uk/find-an-immigration-adviser">www.gov.uk/find-an-immigration-adviser</a>.</p> <p><b>2.</b> N/A</p> <p><b>3.</b> Please see Q1.</p>
	Norway	Yes	<p><b>1.</b> YES in a very limited manner. <a href="http://www.sua.no/en/">http://www.sua.no/en/</a> The Service Centre for Foreign Workers (SUA) is a centre where the Labour Inspection Authority (Arbeidstilsynet), the Police (politiet), the Tax Administration (Skatteetaten) and the Norwegian Directorate of Immigration (UDI) work together towards foreigners arriving to Norway for employment purposes, with the aim of providing them appropriate guidance and a shortening of the time used for processing their applications.</p> <p><b>2.</b> a) Orientation about: Applying for a residence permit Getting a tax card Finding accommodation Where to find job vacancies in Norway? Tips for job seekers EURES services by NAV -for jobseekers from EU/EEA        • Contact NAV EURES Servicecenter Publications from EURES Information about selected professions and industries List of services and benefits Forms and applications employment contracts, pay, working hours, working environment and holiday registration certificate (registreringsbevis) if you are citizen of an EU/EEA country order a residence card, as a proof of your residence permit apply for a tax deduction card (skattekort)</p>

			<p>and at the same time get a Norwegian identity number report your relocation to Norway and at the same time get a Norwegian identity number information about HSE-cards for employees in the construction industry and the cleaning sector b) There are physical centers located in about 4 cities. It is possible to make an appointment and talk to someone in person. Phone calls and emails are also answered. c) Government: the Labour Inspection Authority (Arbeidstilsynet), the Police (politiet), the Tax Administration (Skatteetaten) and the Norwegian Directorate of Immigration (UDI) partner together. d) N/A (?) e) Who is the target group of such consulting service? * Persons from EU/EEA-countries who come to work in Norway, with their family members Persons from countries outside EU/EEA who are going to apply for residence permit in order to work in Norway, with their family members Employers of the above</p>
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**3.** The Norwegian Directorate of Immigration has an excellent interactive website that guides a user through any number of immigration routes. Provided in English and Norwegian. (2 examples provided here)

<https://www.udi.no/en/want-to-apply/protection-asylum/> <https://www.udi.no/en/want-to-apply/permanent-residence/> <http://www.noas.no/the-asylum-process-in-norway-eng/> <http://www.studyinnorway.no/>

<http://www.sua.no/en/> There is also a lot of practical information from the public authorities on the website

New in Norway <http://www.nyinorge.no/en/>

<http://www.nyinorge.no/en/>

<https://www.nav.no/en/Home/Work+and+stay+in+Norway/Work+in+Norway>

<https://www.nav.no/workinnorway/> The official guide to working in Norway