For advice, contact:

**VEREIN MENSCHENRECHTE ÖSTERREICH:**
Hotline: 0800/80 800 5
www.verein-menschenrechte.at

**CARITAS:**
Hotline: 01/488 31 447
www.caritas.at/return
www.voluntaryreturn.at

Voluntary departure & return assistance

Going back home – what do I need to do?
Voluntary departure and return assistance
Going back home - what do I need to do?

What is return assistance?
Return assistance is designated to help you with your return to your country of origin, and restarting in your homeland.

The following services are available:

- Information and advice
- Flight booking and travel organization
- Medical accommodation during transfer
- Jump-start financial assistance
- Enrolment in a reintegration program for certain countries
- Absorption of travel costs and assistance in procuring travel documents

What do I need to do if my asylum request was rejected or I have received a return decision?
If your asylum request has been legally denied or you have received a return decision, you must report to a Repatriation Counseling Center as soon as possible. Generally, you will be instructed to leave voluntarily within 14 days. The staff at the Counseling Center will clarify your options for voluntary return and arrange the necessary steps for you. You must comply with the deadlines given in your notice. If you do not leave voluntarily, you will be deported. The responsibility of the costs for deportation will fall to you.

Can I also leave voluntarily during my asylum procedure or foreign nationals process?
Yes, you can leave voluntarily during any phase of the process. The Repatriation Counseling Center concerned will provide comprehensive, confidential, and non-committal information about your prospects in your home country.

Where can I find repatriation counseling?
If you receive information that your asylum request is expected to be rejected or denied or you receive a return decision, you will be referred to a Repatriation Counseling Center. If your asylum or foreign nationals procedure is still in process, you can seek out the Counseling Center on your own. You may approach Caritas or the Human Rights Association of Austria (Verein Menschenrechte Österreich/VMÖ). Counseling centers exist in all nine states.

Do I have a legal claim to return assistance?
No. There is no legal right to these financial services. Furthermore, you may only use these services one time, if it is approved.

Is there also support in my home country?
Yes. Many different kinds of assistance are available. The Repatriation Counseling Centers will provide you with detailed and competent information about possible reintegration programs.

In which languages are repatriation counseling services offered?
The variety of languages offered varies for each counseling center. You may bring someone to the counseling session who is able to translate.

How much luggage can I bring with me?
You must comply with the guidelines prescribed by the airlines or bus companies. Weight limits may vary according to airline, flight route, or bus company.