

INFORMATION AND ADVICE

Refugees and asylum-seekers have the right to contact UNHCR. You can make an appointment by phone or e-mail.

Tel.: 22 359043 or 22 359057
E-mail: cypni@unhcr.org

UNHCR's online help platform is available on mobile and desktop devices and includes useful information for refugees and asylum-seekers. Please visit:

help.unhcr.org/cyprus/

For advice on the asylum procedures, access to the labour market, social and health services, family reunification, and other issues, you may contact UNHCR's partner NGO:

Cyprus Refugee Council (CyRC)
9 Stasandrou Street, Flat 401, 1060 Nicosia
Tel.: 22 205959
Fax: 22 205960
E-mail: info@cyrefugeecouncil.org
Website: www.cyrefugeecouncil.org

The following organizations also offer legal or social advice and assistance to refugees, asylum-seekers, migrants and victims of trafficking:

- **AGAPI Migrant Centre**
10 Zenonos street, 3040 Limassol
Tel.: 25 212221
E-mail: agapi.cyprus@hotmail.com
- **Caritas Cyprus Migrant Centre**
8 Agiou Marona Street, Flat 4, Nicosia
Tel.: 22 662 606
E-mail: caritascyprus.migrants@gmail.com
Website: www.caritascyprus.com

- **Cyprus Red Cross Society**
3 Kyriakou Erythrou Stavrou Street
2063 Strovolos, Nicosia
Tel.: 22 666955, Fax: 22 666956
E-mail: admin@redcross.org.cy
Website: www.redcross.org.cy

- **Cyprus Stop Trafficking**
P.O. Box 24228, 1702 Nicosia
Hotline: 97 853767
Information: 22 771063 / 22 750108
E-mail: cypnus.stop.trafficking@gmail.com
Website: www.cypnusstoptrafficking.webs.com

- **"Hope for Children" CRC Policy Center**
75 Limassol Avenue, 2nd Floor, office 201,
2121 Nicosia
Tel.: 22 103234, Fax: 22 104021
E-mail: info@uncrcpc.org
Website: www.uncrcpc.org

- **KISA Migrant and Refugee Center**
2 Aristidou Street, Nicosia 1015
Tel.: 22 878181, Fax: 22 773039
E-mail: info@kisa.org.cy
Website: www.kisa.org.cy

- **MiHub - Migrant Information Center**
Offers advice on wide range of issues, including housing, employment, social benefits, etc.
Tel.: 22 080 350
Website: mihub.eu
Offices in **Nicosia, Limassol, Larnaca & Paphos**

- **Oasis Project**
1 Archipiskopou Leontiou Street, Larnaca
Tel.: 24 002266
E-mail: administration@oasisprojectcy.com
Website: www.oasisprojectcy.com

- **Refugee Support - Dignity Centre**
17 Perikleous Street, Nicosia 1010
Tel.: 99 173967
E-mail: www.refugeesupport.eu/projects/nicosia/

UNHCR services are FREE OF CHARGE

There is no charge for any service provided by UNHCR, whether directly or through its implementing partners.

An asylum-seeker or a refugee must not attempt to bribe any person working for UNHCR or its implementing partners. Any person, claiming to be able to help an asylum-seeker or a refugee to receive a UNHCR service for money or favours should be reported. Allegations or suspicion of fraud can be submitted confidentially:
cypniantifraud@unhcr.org

Complaints in relation to misconduct of UNHCR personnel, partner staff or vendors/contractors must be reported to the Inspector General's Office of UNHCR. www.unhcr.org/making-complaint.html

Beware of individuals offering to help asylum-seekers to obtain refugee status for exorbitant fees. Beware of criminal organizations that promise immigration and employment opportunities in other European Union countries for a large sum of money.

IN CASE OF EMERGENCY

Call **112** to reach emergency services - **medical, fire or police** - from anywhere in Europe.
Calls are free. Operators in Cyprus speak English; if you do not know your location, they are able to geo-locate you. **Use 112 for any life-threatening situation.**



The UNHCR Country Office in Cyprus
Antonis Zenios Tower,
2, Demetracopoulou Street
1090 Nicosia

Tel.: 22 359043 / 22 359057
Fax: 22 359037
E-mail: cypni@unhcr.org
Website: www.unhcr.org/cy

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INFORMATION FOR REFUGEES AND ASYLUM-SEEKERS IN CYPRUS



UNHCR Country Office in Cyprus
2021

UNHCR MISSION

UNHCR's primary purpose is to safeguard the rights and well-being of refugees. UNHCR strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another state. UNHCR's efforts in this regard are mandated by the Organization's Statute, and guided by the 1951 United Nations Convention relating to the Status of Refugees and its 1967 Protocol. UNHCR's Executive Committee and the UN General Assembly have also authorized the Organization's involvement with other groups, including people who are stateless or whose nationality is disputed.

UNHCR offers protection and assistance to refugees and others in an impartial manner, on the basis of their need and irrespective of their race, religion, political opinion or gender. In all of its activities, UNHCR pays particular attention to the needs of children and seeks to promote the equal rights of women and girls.

UNHCR is committed to the principle of participation by consulting the people it serves on decisions that affect their lives. In discharging its mandate, UNHCR works in partnership with governments, regional organizations, international & non-governmental organizations.



APPLYING FOR ASYLUM

If you have left your country owing to fear of persecution or other serious threats to your life or freedom, you may seek international protection by applying for asylum in Cyprus. The competent authority to receive asylum applications is the Asylum Service of the Ministry of Interior.

70 Arch. Makariou III, Afemia House, 1077 Nicosia
Tel: 22 445245 E-mail: info@asylum.moi.gov.cy

You should visit the Immigration Police in your district to make an application:

- **Nicosia:** 6 Agamernonos Street, 2411 Engomi
Tel.: 22 802353
- **Larnaca:** 34 Tassos Mitsopoulos Avenue, 6027
Larnaca Tel.: 24 804233
- **Limassol:** 223 Franklin Roosevelt Street, 3046
Zakaki Tel.: 25 805200
- **Paphos:** Corner Kainigos and Eleftheriou
Venizelou, Nicolaou Court, 8021 Paphos
Tel.: 26 806200
- **Famagusta:** 83 Eleftherias Street, Tatolos Bld,
5380 Dherynia Tel.: 23 803289

When you apply for asylum, you should inform the authorities in case you do not have accommodation so that you may be referred to a reception centre.

SOCIAL ASSISTANCE

Asylum-seekers who do not have an income or any other means of subsistence may apply for social assistance. You should submit your application to the Welfare Office of your district:

- **Nicosia:** 23 Kennedy Street, 2314 Lakatamia.
Tel.: 22 608400
- **Larnaca:** 54 Agioi Anargyroi Avenue, 6301
Tel.: 24 800260
- **Famagusta:** 170, 1 Apriliou Street, 5280 Paralimni.
Tel.: 23 811720
- **Limassol:** No. 3, 82 Road, 4153 Kato Polemidia.
Tel.: 25 821895
- **Paphos:** 17 Nikou Nikolaidi Street, 8010 Paphos.
Tel.: 26 821600

For a full list of addresses please visit:
<http://www.mlsi.gov.cy>

Refugees and subsidiary protection beneficiaries may apply for the Guaranteed Minimum Income support. Applications may be submitted at local post offices or at your nearest Citizen Service Centre. You can call free at 1434.

ACCESS TO EMPLOYMENT

During the first month after submitting your asylum application, you are not allowed to work. After that you have the right to work in certain sectors. You are therefore advised to register at the nearest Labour Office by presenting your Alien Registration Certificate ('Alien Book') and the confirmation letter issued upon submission of your asylum application.

DISTRICT LABOUR OFFICES

- **Nicosia:** 3 Mousiou Street, 1097
Tel.: 22 403000
- **Limassol:** 80 Franklin Roosevelt Ave., 3011
Tel.: 25 827353
- **Paphos:** 1 Ayiou Spyridonos Street, 8021
Tel.: 26 821658
- **Larnaca:** Philiou Tsiganides Street, 6023
Tel.: 24 805312
- **Famagusta:** 49 Acropoleos Street, 5380
Dherynia
Tel.: 23 812052

For a full list of addresses please visit:
<http://www.mlsi.gov.cy>

For additional information or advice on employment, you can contact one of the organizations listed on the reverse side of this leaflet.

HELP WITH EMPLOYMENT

HelpRefugeesWork is an initiative of the United Nations High Commissioner for Refugees (UNHCR) Country Office in Cyprus, in collaboration with Cyprus Refugee Council (CyRC). It is an online platform designed to support refugee integration through employment.

www.helprefugeeswork.org

EDUCATION AND LANGUAGE TRAINING

Primary and secondary education are mandatory in Cyprus. Attendance is free for all classes and compulsory until the age of 15 years.

Learning the Greek language will help you to find employment and to better interact with the host community.

To enroll in a Greek language program free of charge, you can contact the **Adult Education Centres** of the Ministry of Education and Culture: Kimonos and Thoukydidou Corner Akropoli, Lefkosia
Tel.: 22 800803
Website: www.moec.gov.cy

• **Nicosia Intercultural Centre** operates under the Municipality of Nicosia Multipurpose Centre and offers Greek Language, English Language and IT Courses for migrants living in Nicosia.
Tel.: 22 797856, 22 797850

• **The University of Cyprus School of Modern Greek** offers free Greek classes in Nicosia throughout the year for all levels of Greek to international protection beneficiaries. Places are limited. For further information and application forms you may call 22 892028.
Website: www.ucy.ac.cy/mogt/en/courses
E-mail: smgreek@ucy.ac.cy

• **The State Institutes for Further Education** offer free Greek classes to international protection beneficiaries throughout Cyprus.
Tel: 22 800618 or 22 800757
Website: www.moec.gov.cy/ikie

**For updated information visit
UNHCR's Help Platform and follow us
on Facebook and Twitter
@UNHCRcyprus**