

The background of the entire page is a stylized illustration of ten hands of various skin tones (light, medium, and dark brown) reaching towards the center. Each hand is wearing a different sleeve: a blue and white chevron pattern, a dark green suit sleeve, a red sleeve, a plain red sleeve, a plain orange sleeve, a plain light orange sleeve, a plain dark brown sleeve, a red and white striped sleeve, a purple sleeve with white wavy lines, and a plain dark brown sleeve. Some hands are also wearing rings or watches. The hands are arranged in a circular pattern, creating a sense of unity and welcome.

**The Good Way
WELCOME GUIDE
to the CAS Alwahih of
Morcone**



This guide has been produced to help beneficiaries of the Centre of Extraordinary Reception (CAS) Alwahih of Morcone understand the services, rights, and obligations within the centre. For any questions or assistance, please reach out to the staff at your local centre.

Part 1 - WELCOME AND ORIENTATION

In Italy, the public reception system comprises the CAS, the SAI and the projects funded by the AMIF (in Italian, FAMI). The CAS and the SAI are the main types of reception facilities, whilst the AMIF is a European Union fund that supports integration projects. You are currently in a CAS facility. However, being aware of the other schemes can help you better understand how the reception system works.

SAI

Standard public system. Managed by local councils. It creates pathways to employment and integration.

CAS

Emergency Reception Centre. Temporary facility. For those awaiting a place in the SAI.

**YOU ARE
HERE NOW**

AMIF (FAMI)

Centres funded by the EU. For specific needs (e.g. unaccompanied minors).

The Dublin Regulation - why are you in Italy?

The Dublin Regulation specifies which European country must examine your asylum application. It is usually the first European country you entered.



What happens

The authorities will check whether you are registered in another country. They may ask you about your journey. They may check your fingerprints.



What to do

Always keep all your documents safe. If you have any doubts, speak to the centre's legal advisor.



What happens when you arrive

1

Introductionary interview - a member of staff will welcome you and explain how the centre works

2

Documents collection - you'll be asked for the documents you have (passport, residence, permit and receipts)

3

Room tour - they will show you your room and the common areas

4

Introduction to the centre - they explain the rules, timetables and services



Important documents to keep with you at all times

These documents are very important. Do not lose them. Always carry them with you when you go out.



Residency permit

The document that authorises you to stay in Italy.



Receipts and summonses

Any documents issued by government offices or authorities.



Fiscal Code

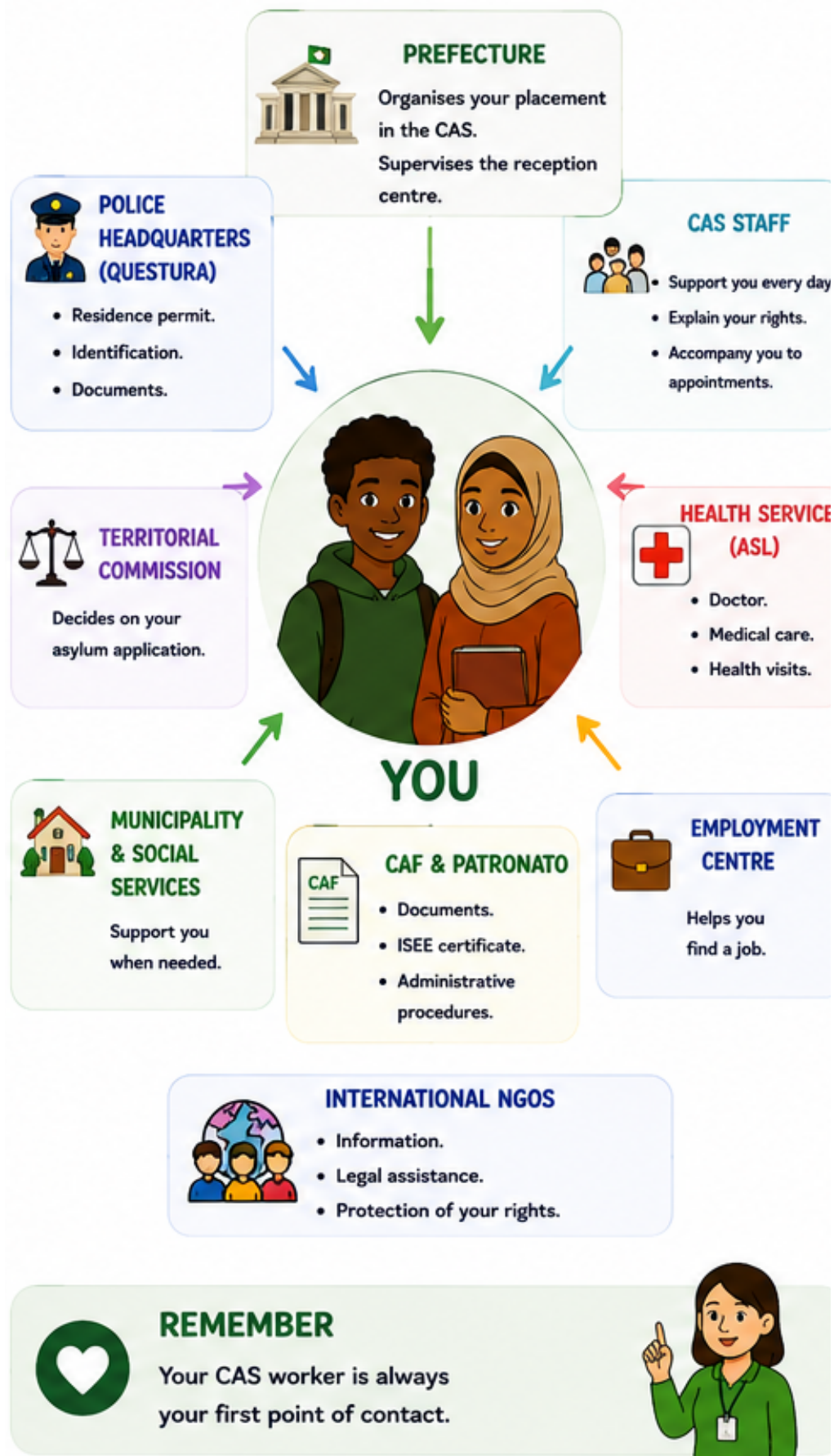
Your personal identification number in Italy. You need it to work, see a doctor or open a bank account.



Health Card

The document that entitles you to healthcare in Italy.

PART 2 - RECEPTION ORGANISATIONS AND INSTITUTIONS



POINTS OF CONTACT



Giada Onlus: Managing body

Among the various local organizations you can turn to, Giada Onlus is one of your first points of contact, as it manages your community centre. Our staff is there to support you every day: with paperwork, school, work, and health.

National NGOs

There are several organizations across the country ready to help you. They usually focus on specific issues, such as racial discrimination. Speak to the support staff to find out about them and contact the most suitable one.

International Organizations

UNHCR · OIM · Save The Children · UNICEF.

They can help you with information, legal assistance, and safeguarding your rights. If you need to, you can contact them, but your first point of contact should always be the workers around you. They can also explain how to get in touch with these organizations.

PART 3 · THE ROLES AND AREAS OF THE COMMUNITY CENTRE

A group of people works at the centre. Each has a different role. They all work together to help you.



Manager of the Centre.
Oversees the team.



 **Legal Department - Legal Officer / Solicitor**

- Registration with the Registry Office and issuing of an identity card
- Preparation for the interview with the Territorial Commission
- Appeal if the decision is negative
- Residence permit: application, renewal, deadlines
- Explains your rights and the documents you need



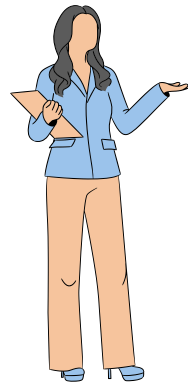
 **Education and training - Educator/Italian teacher**

- Italian lessons (L2)
- CPIA: free state school for foreign adults
- Practical activities: cleaning, cooking, recycling
- Basic computer and internet course
- Help with work placements, job centres, CVs



 **Healthcare - Healthcare professional**

- STP: emergency care card if you do not yet have a tax code
- General health check on arrival
- Registration with the Registry Office and tax code
- Registration with the National Health Service and choice of Doctor
- Health card: issue and renewal
- Accompaniment to medical appointments
- Vaccinations
- Information on health and hygiene



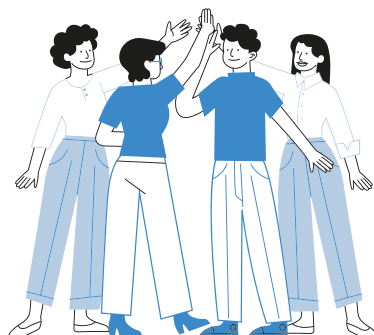
 **Psychosocial Support - Psychologist (you can reach out to them at all times)**

- Listening and emotional support
- Assesses your vulnerabilities (trauma, for example)



 **Integration services - Cultural Mediator**

- Cultural activities and integration days
- Work placements in companies
- Vocational training courses
- Help with finding work
- The mediator helps you with the Italian language and culture



 **Social Workers — They manage daily life in the centre**

PART 4 · RIGHTS, DUTIES AND THE ASYLUM APPLICATION

Here you will find the most important information about your rights, your responsibilities, and how the asylum application process works. If you have any doubts, always ask your guardian or the support staff.

Your fundamental rights

Even if you are a foreign minor, you have the same rights as every child in Italy. Your rights are just as important as those of Italian children.



Right to reception

You have the right to stay in a safe place.



Right to healthcare access

You have a free subscription to the national healthcare system. It is important, for your wellbeing and for those who surround you, that you do regular check ups at the doctor (and that you get your blood tested regularly).



Right to education

Until you are 18 years old: you have the right and duty to go to school.



Right to be heard

You can always express your views. The workers around you will listen.



Right to have legal support

You have right to have a free legal assistance and a lawyer.



Right to have cultural and linguistic mediation

You have the right to have a cultural and linguistic mediator who will understand you and your native language.



You also have the right to assisted voluntary return

At any time, you can freely decide to return to your country with the help of IOM (International Organization for Migration) and the centre's operators. The programme can help you with travel and reintegration. The choice is free and informed: before deciding, talk to the legal operator to understand what happens to your asylum application.

IOM freephone: 800 004 006

Your duties

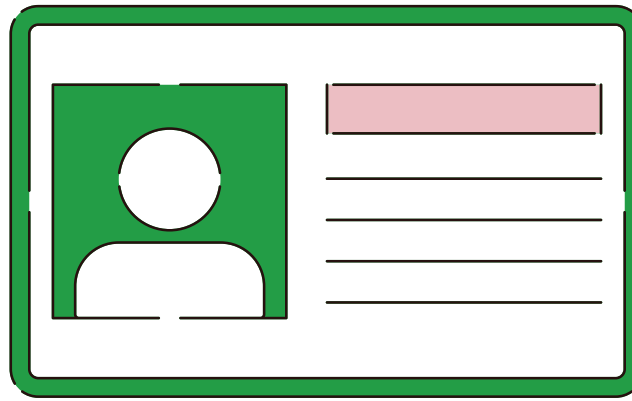
Having rights means having also some responsibilities

1. Obey Italian laws.

2. Attend your appointments and take part in scheduled activities: the police headquarters, doctor's appointments, school, social workers, guardian, psychologist, and educators.

3. Follow the centre's rules and its timetables.

4. Keep your documents safe. Some of these will be kept by the centre staff on your behalf.



The pathway to request asylum

If you want to ask for international protection (asylum), there are some essential steps you will need to go through. Waiting times vary based on the situation and the person.

01

Manifest your willingness

Say that you want to request asylum. You can ask the tutor or the centre's director. You will go together to the Police (in Italian, Questura).

02

Formal request: Filling in the C3 Form

At the Police, you will have your cultural mediator and tutor there with you. You will fill in the C3 form. Then, you will receive a temporary residence permit.

03

Waiting

At this stage, you will have to wait for the Territorial Committee to call you. Meanwhile, you will start familiarizing yourself with the centre, going to school and going to your doctor's appointments.

04

Interview preparation

You will prepare for the interview with the support of the legal officer and of your cultural mediator. They will reassure you and will help you to explain your history, so that you are ready to explain it to the Committee during the official interview.

05

Interview

You will tell your story with the help of the cultural and linguistic mediator. Everything you say during the interview will remain confidential. At the end, you will get a written copy saying what happened during the interview. Do not lose it.

06

Decision

The Committee will let you know their decision. You could be entitled to different types of residence permits. Your request could also be rejected.

07

Possible appeal

Se la domanda è respinta, puoi fare ricorso con un avvocato, di solito entro 30 giorni. Chiedi subito informazioni all'operatore legale. If your request was rejected, you could ask to the solicitor (lawyer) to appeal. This can be done within 30 days from the decision. Refer to the legal officer for more information.



Remember – Every situation is different. For detailed infos, listen to what your legal officer, lawyer and tutor tell you.

💛 Special support for specific situations

Some people need extra support. If you recognize yourself in one of these situations, speak to a staff member; it is your right.

👩 Mums with children

Appropriate care, together with your child. Specific health and social support.

🚓 Victims of trafficking or exploitation

Special protection and dedicated support pathways.
Possibility of a specific residence permit.

🩺 People with physical or psychological vulnerabilities
Medical care and appropriate psychological support.
Special attention throughout the process.



💬 Remember

Talking about your difficulties does not put you in a weaker position. It helps the staff to protect you better.

PART 5 · INTERNATIONAL PROTECTION AND DOCUMENTS

In Italy, if you need protection, you can get different residence permits.

Here are the main ones:

INTERNATIONAL PROTECTION

It is given to you if you could be in danger in your country.



Permit valid for
5 YEARS

SUBSIDIARY PROTECTION

It is given to you if you could be in serious danger, but not because of war or race.



Permit valid for
5 YEARS

SPECIAL PROTECTION

It is given to you if you don't meet the requirements of the first two, but you cannot return to your country.



Permit valid for
2 YEARS



NEW: THE NEW EUROPEAN PACT ON MIGRATION AND ASYLUM



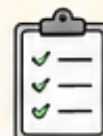
Some border decisions may have shorter times (up to 5 days).



The border procedure can last up to 4 weeks.



You may be authorized to stay only in a specific place.



You can appeal within 30, 15 or 7 days: always check immediately!

TYPES OF INTERNATIONAL PROTECTION

The protections you may receive are:



INTERNATIONAL PROTECTION



SUBSIDIARY PROTECTION



SPECIAL PROTECTION



Everyone has rights. Always ask for help from your legal operator at the CAS!

Deadlines

Every permit has a deadline.

- Before the permit expires, ask for renewing it. Talk about it with the legal officer way in advance. (at least 60 or 90 days before).
- If your situation changes (you turn 18, obtain protection, or others), the type of permit will change.
- When you turn 18, your permit could switch into a study or work permit. Talk to your legal guardian about this before your birthday.

Documents to keep

Keep your residence permit, police office receipts, medical certificates, passport, and grade transcripts in a safe place at all times. Make copies or take photos of these important documents. Contact the centre staff immediately if any of them expire, are stolen, or get lost.

Specific situations: mothers with children

If you become a mother while you are in Italy, here there are the important steps for your baby:

01

Birth Declaration

Within 3 days at the hospital or within 10 days at the Municipality office.

02

Fiscal code and doctor

After the declaration, request the child's fiscal code and their subscription at the National Health Service.

03

Child's permit

If you have a valid permit, the child can be added to it or. can receive a permit of their own, by submitting an application to Questura.

04

If you requested asylum

Your application will automatically extend to your children (if minors). You do not need to fill in a separate form.

05

You are not alone

The legal and social officers will be with you along the way.



Be aware of deadlines – If you have any doubts, ask someone immediately.



PHONE NUMBERS TO REMEMBER

No one has the right to hit you, threaten you, exploit you or take your documents away. You can ask for help safely, including in a confidential conversation.

112

Single emergency number

Immediate danger, Police, rescue.

118

Medical emergency

Sudden illness, accident, medical emergency.

800 290 290

Anti-trafficking freephone

Anonymous and multilingual.

1522

Anti-violence and stalking

Gender-based or domestic violence.

800 004 006

IOM - Voluntary return

Information on assisted return.

You are not alone!
If you have any questions or need assistance,
please talk to someone in your centre.

Production

Guide produced by Sabrina Casale, Legal Advisor Intern at Giada Onlus, in collaboration with Massimo Diglio, director of the CAS Alwahih of Morcone, and staff of Giada Onlus.

Sources

Content based on official documentation from the Ministry of the Interior and internal information material.

Disclaimer

The information provided may be subject to change over time: please always check with the centre's staff to ensure it is up to date.

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