

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 wavy pattern, a dark green suit sleeve, a red sleeve, a plain orange sleeve, a red sleeve, a plain light orange sleeve, a plain light brown sleeve, a brown sleeve with a watch, a purple wavy pattern sleeve, and a red and white striped sleeve. Some hands also have rings or watches.

The Good Way
WELCOME GUIDE TO
THE RECEPTION AND
INTEGRATION SYSTEM
(SAI)



This guide has been produced to help beneficiaries of the Reception and Integration System (SAI) understand the services, rights, and obligations within the SAI centres managed by Giada Onlus. For any questions or assistance, please reach out to the staff at your local SAI 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. Currently, you are in a SAI 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.

**YOU ARE
HERE NOW**

CAS

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

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



NATIONAL LEVEL



MINISTRY OF THE INTERIOR

It is the Italian government.

It sets the rules for all SAI centres.

The DLCI department is in charge of these issues.

It will never contact you directly.



CENTRAL SAI SERVICE

Coordinates all SAI centres in Italy.

It guarantees your reception.

The time varies from case to case.



MINISTRY OF LABOUR

At 18, it gives its opinion on your stay in Italy.



LOCAL LEVEL



PREFECTURE

Checks that the centres are working well.

If many people arrive, it opens CAS centres.



POLICE HEADQUARTERS (QUESTURA)

Issues the residence permit.

If you are a minor, it notifies the Juvenile Court for registration.



JUVENILE COURT

Protects minors.

Appoints a guardian.
Authorizes your placement.



MUNICIPALITY AND SOCIAL SERVICES

Responsible for your individual educational path.

Meets the SAI team every month.



LOCAL HEALTH AUTHORITY (ASL)

Takes care of your health.

Registers you and assigns you a general practitioner.



EMPLOYMENT CENTRE AND TEMP AGENCIES

Free public office to look for a job.

Registers you on the lists and explains your rights as a worker.



CAF AND PATRONATO (ACLI)

They help with bureaucratic procedures, residence permit renewal, ISEE production, taxes, income, pensions and social rights.

At 18, they help you convert your permit.



INTERNATIONAL NGOs

UNHCR • IOM • Save the Children • UNICEF

If you need help, you can contact them, but the operators of your community remain your first point of reference.

They provide legal assistance, protection and information about your rights.



REMEMBER!

Talk to your SAI operator to know how to contact them.



POINTS OF CONTACT



Giada Onlus: Managing body

Among the various local organizations you can turn to, Giada Onlus is your first point of contact, as it manages your community centre. Our staff are 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.



**Community Manager: Coordinates all areas.
Oversees the running of the centre.**



 **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



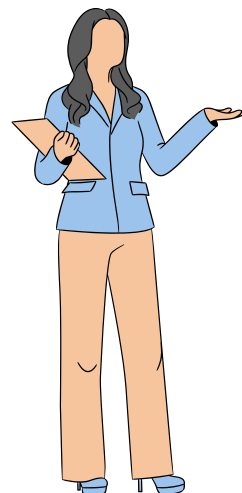
 **Education and training - Educator/Italian teacher**

- Italian lessons (L2)
- CPIA: free state school for foreign adults
- School for children
- 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 - Social Worker / Psychologist (you can reach out to them at all times)**

- Listening and emotional support
- Works with you to develop your personal plan
- Assesses your vulnerabilities (trauma, disabilities)
- Works alongside the cultural mediator



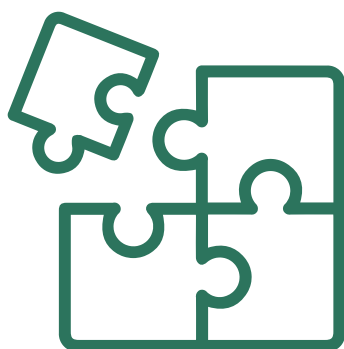
 **Integration services -
Integration worker / Cultural
Mediator**

- 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



 **Night-time support
worker - Night-time
contact person**

- This is the person to contact during the night. Please speak to them if you need assistance at night.



Legal Guardian - a special figure for minors

If you are an unaccompanied minor (you are less than 18 years old and you arrived in Italy without your parents), the Juvenile Court will assign you a legal guardian.

- **Legal Representative**

The legal guardian helps you with the residence permit and with international protection.

- **Protection of Rights**

The legal guardian checks that you are going to school and caring about your health.

- **Psychophysical Wellbeing**

The legal guardian cares about your growth as a person. They check that the community centre is the right one for you.

- **Listening and Orientation**

The legal guardian informs you of your rights. They listen to what you want.

 **IMPORTANT** – Your legal guardian must be present during your interview with the Territorial Commission. They are volunteers and appointed by the Juvenile Court. Their role is to protect and support you.

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

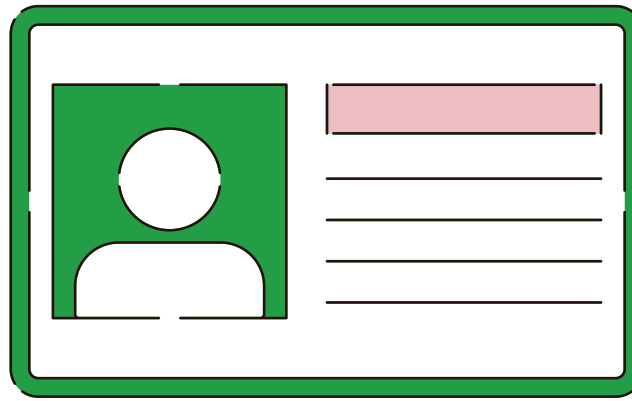
Having rights means having also some responsibilities

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 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 · RESIDENCE PERMIT AND DOCUMENTS

A residence permit is the document that allows you to stay in Italy legally. For any administrative procedures, always contact your legal adviser or guardian.



Types of Residence Permits

Permit for Unaccompanied Minors

If you arrived in Italy without your parents or other legal tutors. This is a valid permit until you are 18 years old.

Temporary permit given after your asylum request

If you asked for international protection. This permit is valid until the Committee's decision.

Permit for family reasons / foster care

If you have a legal guardian

if you request international protection, the Territorial Committee can assign you different status:

- Refugee status → permit valid for 5 years
- Subsidiary protection → permit valid for 5 years, renewable
- Special protection → for those who do not meet the conditions for the first two, but that cannot go back to their own country for safety reasons.

News: New Pact on Migration and Asylum signed by the EU (active from 12th of June 2026)

From 2026, Italy applies new European rules on asylum. Here there are some important changes:

- The residence permit becomes electronic.
- After applying for asylum, you can start working after 90 days (not 60 days anymore).
- Obtaining international protection becomes more difficult than before.



 **Attention** - These rules are still in an application phase and can change. Ask for updates to the legal officer of your center.

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.

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

Production

This guide was prepared by Sabrina Casale, Legal Advisor Intern at Giada Onlus, in collaboration with Carmine Borrelli, Director of the Rua Nueva SAI Centre in Morcone (BN), and Carmen Calabrese, Social Worker at the same centre.

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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