



**DISSEMINATION OF INFORMATION ON VOLUNTARY RETURN: HOW TO REACH
IRREGULAR MIGRANTS NOT IN CONTACT WITH THE AUTHORITIES**

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EMN FOCUSED STUDY 2015

Dissemination of information on voluntary return: how to reach irregular migrants not in contact with the authorities

Top-line "Factsheet" (National Contribution)

Overview of the National Contribution – introducing the study and drawing out key facts and figures from across all sections of the Focused Study, with a particular emphasis on elements that will be of relevance to (national) policymakers.

The aim of this study is to identify and present the ways by which irregular migrants, in particular those who are not in contact with the authorities, are provided with information on voluntary return in Hungary.

In order to provide the context for the actual practices and approaches employed in Hungary related to the dissemination of information on voluntary return, the study begins by presenting statistics and data related to irregular migration and voluntary return (Section 2), discerning the significant increase in the number of irregular border crossings and the increased influx of asylum-seekers that Hungary has been registering in the past years. Further, the second section of the study also provides information on the number of forced returns *vis-à-vis* the number of voluntary returns from Hungary for the period 2010-2014, highlighting that the latter type of returns remains statistically lower in Hungary. In addition to defining the types of scenarios that would result in an irregular migrant not being in contact with the authorities in Hungary, this part of the study also points out the lack of data available on this specific category of irregular migrants in Hungary. Moreover, there is a lack of data on the total number of irregular migrants in Hungary.

The third section of the study provides information on the legal framework and policies related to voluntary return and the dissemination of information on voluntary return in Hungary, discussing legislative and policy changes as well as the content of information that the authorities issue in relation to return decisions.

The fourth section of the study identifies the relevant national authorities which are involved in the return processes in Hungary and their roles in disseminating information on voluntary return. The national authorities include the Office of Immigration and Nationality (OIN) and the Hungarian Police. In addition to the national authorities, the section also identifies the relevant international organisations and non-governmental organisations (NGOs), their roles in disseminating information on voluntary return in Hungary and the types of methods that are employed in conveying information. The international organisation with an official role in promoting voluntary return in Hungary is the International Organisation for Migration (IOM) Budapest. IOM Budapest has been running information projects which have had the aim to raise awareness on voluntary return. However, these information projects have mostly targeted or reached out to irregular migrants who were staying at detention and reception facilities and who were in contact with the authorities. NGOs such as Menedék - Hungarian Association for Migrants and the Hungarian Helsinki Committee provide information on voluntary return to irregular migrants as well, even though it may not be a formal objective or task of these organisations. In addition, numerous embassies and diaspora groups provide information on voluntary return to their citizens in Hungary, however, their assistance remains informal and does not constitute an official activity.

An assessment of previous and current information campaigns is presented in the fifth section of the study. However, it is highlighted that the approaches that have been utilised thus far did not primarily target irregular migrants who are not in contact with the authorities. Although the approaches such as the toll-free telephone service (0680205018) and the Volret website (www.volret.hu) of IOM Budapest should be visible

and more accessible to irregular migrants who are not in contact with the authorities, it is difficult to assess their effectiveness in promoting information on voluntary return to this group of irregular migrants.

Further assessments are presented in the last section of the study, based on findings of evaluations that have been conducted on certain aspects of voluntary return and reintegration from Hungary. A number of recommendations are listed on how the current practices in disseminating information on voluntary return could be improved and expanded.

Executive Summary (Synthesis Report)

Executive Summary of Synthesis Report: this will form the basis of an EMN Inform, which will have EU and National policymakers as its main target audience.

Hungary has been registering a significant increase in the number of asylum-seekers in the past couple of years, with an unprecedented number of asylum applications being submitted in 2014 (42,777 asylum-seekers), half of which have been submitted by third-country nationals from European countries (21,865). Further, a significant increase has been noted in the number of irregular border crossings (43,360 irregular border crossings registered in 2014), with more migrants recently preferring to use the Western Balkan route to arrive to the European Union. With regard to the figures of irregular migrants returning from Hungary, it should be noted that the number of irregular migrants being returned through voluntary departure is statistically lower than the number of those departed by forced return. In 2010, 563 third-country nationals returned from Hungary on the basis of forced return decisions. In 2011, the number increased to 738 third-country nationals. Further increase in this number was experienced in 2012 with 1,231 third-country nationals being returned by force from Hungary. The number of forced returns reduced in 2013 to 599 persons. However, in 2014, the Hungarian authorities implemented forced returns of 1,121 persons. On the other hand, in 2010, a total of 426 persons were returned within the AVR programme. In 2011, 350 persons received assistance with their voluntary return from Hungary. The years 2012, 2013 and 2014 experienced further fluctuations in the number of assisted voluntary returnees with 415 persons being assisted in 2012, 353 persons in 2013 and 491 persons during 2014.

The scale of irregular migrants who are not in contact with the authorities in Hungary cannot be defined, due to the lack of available data. However, there are a number of scenarios that can result in the generation of such a category of irregular migrants in Hungary, i.e. those who are no longer or were never in contact with the authorities. These include: a) migrants who have left the facilities during their asylum application procedure and possibly moved on to other EU Member States - the number of asylum-seekers leaving the facilities is running high in Hungary; b) migrants who have irregularly entered Hungary and are not known to the authorities; c) migrants who come to Hungary regularly and overstay their residence permits/visas; and d) migrants who have provided the national authorities with correct addresses and contact information but have, in the meantime, moved from the address and/or changed their contact information without notifying the national authorities.

Two important legal acts are relevant for the return procedure in Hungary, Act I of 2007 on the Admission and Residence of Persons with the Right of Free Movement and Residence and Act II of 2007 on the Admission and Right of Residence of Third-Country Nationals. The legal instruments of the EU serve as a foundation for national rules regarding voluntary return and the dissemination of information, most notably Directive 2008/115/EC (Return Directive). Hungary transposed the Return Directive into its national legislation within the prescribed time period, introducing the preference of voluntary return over expulsion or forced return. Under the Return Directive, the authorities are obliged to provide an appropriate time period for an irregular migrant to comply with the return decision and leave to his/her country of origin, either on his or her own or through available voluntary return programmes. According to Section 42 of Act II of 2007, where it is justified by the personal circumstances of the person being expelled, the Hungarian authorities can extend the period for voluntary departure by a period of up to thirty days.

The provision of information on voluntary return is regulated by a set of agreements and memoranda of understanding between the Hungarian Government and a pivotal actor in the field of voluntary return, IOM Budapest. The agreements and memoranda of understanding are important as they established a comprehensive programme for the promotion of voluntary return in Hungary and defined the responsibilities of both the Hungarian authorities and the IOM Mission in Hungary with regard to voluntary return and corresponding activities, such as the provision of information on voluntary return. The memorandum of understanding stipulates that the Hungarian authorities are to inform potential voluntary return beneficiaries of their legal status and the available possibilities and inform IOM of the persons who may benefit from the programme. Further, IOM Budapest is tasked to provide potential beneficiaries with information on the options available within voluntary return programmes and provide counselling. The partnership agreement signed between the OIN and IOM Budapest within the Assisted Voluntary Return and Reintegration (AVRR) programme also assigns OIN with the task of promoting the option of voluntary return.

The actors involved in the return processes and the dissemination of information on voluntary return in Hungary include the national authorities such as the Office of Immigration and Nationality (OIN) and the Hungarian Police, as well as international organisations, such as IOM and NGOs, such as Menedék - Hungarian Association for Migrants and the Hungarian Helsinki Committee. The national authorities highlight the existence of the voluntary return option to irregular migrants during the immigration proceedings and provide further signposting to the migrants when necessary. The officers of the OIN in the reception and detention centres regularly direct the attention of irregular migrants to the option of voluntary return, distributing the print materials that have been developed by IOM Budapest in various languages. However, this information is provided to irregular migrants who come into direct contact with the authorities and, as such, the irregular migrants who are not in contact with the authorities fall short of this type of information. Information on voluntary return is provided to migrants staying at detention centres that are administered by the Police and during apprehension. There is little evidence that the authorities provide information on voluntary return to those irregular migrants who are not in contact with the authorities.

NGOs such as Menedék and the Hungarian Helsinki Committee provide information on voluntary return to irregular migrants, although this is not an objective or task of these organisations. The social workers from Menedék who are employed at the various administrative facilities in Hungary provide information on voluntary return in addition to their regular services and assistance. Further, Menedék's social workers also direct interested migrants to IOM and the available communication channels, where they can receive further important information, to assist them in making an informed decision. Information provision by Menedék has also been carried out within a specific social services-focused information and counselling project. The Hungarian Helsinki Committee is also known to be involved in providing information on voluntary return. However, this is done in instances when a client expresses the wish to return voluntarily, and not within a formal framework or programme. Moreover, there is little evidence that information on voluntary return is provided by these actors to irregular migrants who are not in contact with the authorities. Some consular and diplomatic representations in Hungary are known to be providing information on voluntary return to their nationals. However, this also does not constitute an official activity.

The actor with an official role in the implementation of voluntary returns and the promotion of information on voluntary return in Hungary is IOM Budapest. IOM Budapest has been running information projects on voluntary return for a number of years, in line with its mandate and agreements concluded with the Hungarian Government. These information projects have the general aim to raise awareness among migrants on voluntary return and the different types of assistance that are available to them within the AVRR programmes. In order to promote the information on voluntary return, IOM Budapest has utilised various media modes and approaches, such as the development and distribution of print materials in a variety of languages (leaflets and posters), the development of a short multilingual film on AVRR, the development and placement of advertisements in newspapers of a local migrant community, the running of a dedicated toll-free phone line and website on AVRR in several languages, and the conducting of outreach visits to reception and detention centres and the provision of counselling on AVRR through one-on-one consultations. Although IOM's information promotion activities do not specifically target irregular migrants who are not in contact with the authorities, the different methods employed by IOM can still reach this category of irregular migrants, through

IOM's online presence, available phone line and the awareness on part of the civil organisations in Hungary on IOM's activities.

Based on the feedback that IOM Budapest has gathered from assisted beneficiaries, irregular migrants most often first find out about the possibility to receive AVRR assistance from the other migrants as well as from the social workers at the reception and detention centres. Further, irregular migrants also receive information on AVRR through the various methods used by IOM Budapest and the state authorities. From this it can be discerned that the irregular migrants who are not in contact with the authorities have minor or much smaller chances to receive information on voluntary return. Compared to the irregular migrants who are not in contact with the authorities, the ones who are in contact with the authorities are exposed to significantly more information (through posters, leaflets and other forms of communication) in the facilities of the national authorities, and receive notifications regarding the various opportunities and forms of voluntary return during their procedures.

While new information campaigns should be initiated with the aim of reaching out also to irregular migrants who are not in contact with the authorities, the existing and hitherto employed methods and approaches should be enhanced and expanded to also target this category of irregular migrants, in order to raise awareness among them on the option of voluntary return and available assistance.

Section 1: Overview of EU legal and policy context

This section of the Synthesis Report will briefly outline the EU legal framework and EU policy on voluntary return, including voluntary departure. This will involve a discussion of the main provisions within the EU's asylum acquis and the Return Directive (Directive 2008/52/EC), as well as describing the EU's perspective on the dissemination of information on (voluntary) return, as defined in policy documents, EU communications and research commissioned by the EU institutions.

This section will be developed by the EMN Service Provider and no input from the EMN NCPs is required.

Section 2: Overview of the national situation

2.1 SCALE OF IRREGULAR MIGRATION AND OF RETURN IN THE MEMBER STATE

Q1. If available, please provide any estimates of the scale of irregular migrants in your Member State 2010 – 2014.

The purpose of providing such information is to give an idea of the scale of third-country nationals residing irregularly in the Member State, in order to provide a context to the information on national approaches to the dissemination of information on (voluntary) return.

Hungary is located on an important route of irregular migrants from third-countries who are trying to reach Western European countries. As has been documented by FRONTEX, in 2013 and 2014 a sharp increase had been experienced in the number of irregular migrants who were using the Western Balkan route to enter the territory of the European Union, most notably into Hungary. According to FRONTEX, the number of such migrants had increased from 6,390 in 2012 to 19,950 in 2013.¹ The year 2014 witnessed an unprecedented increase in the number of migrants crossing the Serbian-Hungarian border irregularly with a total of 43,360 irregular border crossings being registered.² Further, the year 2014 also witnessed an unprecedented increase in the number of migrants from Kosovo³ irregularly crossing the Hungarian border with Serbia.⁴

Hungary has also been registering a significant rise in the number of asylum-seekers in the past two years (2013-2014), a trend that has also continued in the first half of 2015. According to the statistics from OIN, 2,104 asylum applications were registered in the country in 2010, 1,693 in 2011 and 2,157 in 2012. This number rose drastically in 2013, with a total of 18,900 asylum-seekers being registered. In 2014, Hungary registered a total of 42,777 asylum-seekers, thereby experiencing an increase by 126%.⁵ This figure also represents 7% of the total number of asylum applicants registered in the EU in 2014. Compared to 2013, the share of European asylum-seekers in Hungary has increased in 2014, with 21,865 (51%) out of the 42,777 asylum-seekers coming from European countries.⁶ With regard to the nationalities of the asylum-seekers, in 2014, 21,453 asylum applications were submitted by persons from Kosovo*.⁷ In the first two months of 2015, already more than 24,000 asylum applications were submitted.⁸

It should be noted that there is no statistical data available on the number of third-country nationals who are staying or have stayed irregularly in Hungary.⁹

¹ <http://frontex.europa.eu/trends-and-routes/western-balkan-route/>

² Ibidem

³ Hereinafter referred to Kosovo*. This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo Declaration of Independence. All reference to Kosovo in this report, whether the territory, institutions or population in the text shall be understood in full compliance with UN Security Council resolution 1244 and without prejudice to the status of Kosovo.

⁴ Liberalisation of the visa regime has not yet been granted to Kosovo*

⁵ Statistics from the Office of Immigration and Nationality (OIN)

⁶ Ibidem

⁷ In 2013, a total of 6,212 asylum applications were submitted by Kosovo* citizens, OIN data

⁸ AIDA Asylum Information Database - Country Report - Hungary <http://www.asylumineurope.org/reports/country/hungary>

⁹ Information was provided by the Office of Immigration and Nationality (OIN)

Q2. Provide any estimates and/or actuals for the period 2010-2014 on:

- a. Number of irregularly-staying third-country nationals returning by physical transportation out of the Member State, on the basis of a return decision (forced return);
- b. Number of irregularly-staying third-country nationals returning voluntarily within the time-limit fixed for that purpose in the return decision (voluntary departure)
- c. Number of irregularly-staying third-country nationals returning via AVR packages (assisted voluntary return)
- d. Number of irregularly-staying third-country nationals returning via AVRR packages (assisted voluntary return and reintegration – where different from (c))

The purpose of presenting such information would be to provide a picture of the proportion of third-country nationals who return voluntarily as compared to those returned by force in each Member State, in order to provide a context to the findings on national approaches to the dissemination of information on (voluntary) return.

It is acknowledged that there may be some double-counting between (b) and (c) and (b) and (d). If such information is available, please complete table A.1.a in Annex 1.

Based on the data gathered by the OIN, a total of 563 third-country nationals returned from Hungary in 2010 through physical transportation on the basis of a return decision (forced return). This number increased the following year to 738 third-country nationals. The year 2012 saw this number continuing to increase further, almost doubling the previous year's caseload, with 1,231 third-country nationals being returned by force from Hungary. While registering a decrease in this number in 2013 with 599 persons being returned by force, in 2014, a total of 1,121 persons were returned by the Hungarian authorities.

Although under the Return Directive 2008/115/EC voluntary return should be the preferred option, compared to the number of irregular migrants who left Hungary through forced return, the number of third-country nationals who had returned via the AVR programmes is statistically lower. In 2010, a total of 426 persons were returned within the AVR programme. The following year experienced a decrease with 350 persons receiving assistance with their voluntary return from Hungary. The years 2012, 2013 and 2014 had experienced further fluctuations in the number of assisted voluntary returnees with 415 persons being assisted in 2012, 353 persons in 2013 and 491 persons during 2014. The majority of the returnees assisted by IOM within its AVRR programme have continued to be males from Kosovo*. The rest of IOM's caseload has included beneficiaries from countries such as Albania, Mongolia, Vietnam, Pakistan, Afghanistan and Sri Lanka.

2.2 SCALE AND NATURE OF IRREGULAR MIGRANTS WHO ARE NOT IN CONTACT WITH THE AUTHORITIES

Q3. As defined in section 2 of the Background section to this Common Template, this study focusses on irregular migrants whose whereabouts / place of residence are no longer or were never known to the authorities and who, therefore, are not in contact with the authorities.

Please define this group by listing in bullet points the main scenarios in which the authorities would not have contact with irregular migrants, e.g.

- ★ migrants who have given false addresses / moved from their address,
- ★ persons who have entered the Member State irregularly and who are staying there without the authorities' knowledge,
- ★ etc.

Such information is likely to be available in reports (e.g. annual reports) published by the authorities responsible for ensuring the return of irregular migrants (i.e. migration and asylum authorities) and/or may be obtained by consulting these authorities directly.

- Migrants who have left the facilities during their asylum application procedures and possibly moved on to other EU Member States (the number of asylum-seekers leaving the facilities is running high in Hungary)
- Migrants who have irregularly entered Hungary and are not known to the authorities
- Migrants who come to Hungary regularly and overstay their residence permits/visas
- Migrants who have provided the national authorities with correct addresses and contact information but have, in the meantime, moved from the address and/or changed their contact information without notifying the national authorities

Q4. If available, please provide any estimates of the scale of the two groups irregular migrants covered in this study for the period 2010-2014:

- a. Irregular migrants who were previously known to the authorities, but whose place of residence is no longer known to the authorities (absconding).
- b. Irregular migrants whose residence on the territory has never been known to the authorities (clandestine entry).

Estimates for (a) could be derived from administrative data and may therefore be calculated by public authorities. Estimates for (b) may have been developed as part of a study. All estimates should be accompanied by a brief footnote describing the method used to reach the estimates, as well as any caveats as to their likely accuracy.

If such information is available, please complete table A.1.b in Annex 1.

No data is available on the two groups of irregular migrants, i.e. irregular migrants who were previously known to the authorities, but whose place of residence is no longer known to the authorities (absconding) and irregular migrants whose residence on the territory has never been known to the authorities (clandestine entry).¹⁰

¹⁰ OIN and the Hungarian Police were consulted for this data

Q5. Provide a short overview of the challenges faced in the Member State by actors involved in promoting voluntary return in reaching out to the two above-mentioned groups of irregular migrants (i.e. those who are not in contact with the authorities).

The purpose of this question is to investigate the rationale behind the strategies discussed in section 3.

Sources of information may include studies / research, policy documents, government communications, media, parliamentary debates and/or may be obtained by consulting relevant stakeholders.

As they are not in contact with the authorities, such irregular migrants fall short of all of the information, including useful and important information on voluntary return and signposting, that is provided by the authorities and their officers who are working directly with documented irregular migrants. The national authorities highlight the existence of the voluntary return option to irregular migrants during the immigration proceedings. If an irregular migrant expresses the wish to return voluntarily, the national authorities can inform him/her regarding the rules and criteria related to voluntary return and direct him/her to the relevant actors directly involved in the implementation of voluntary return from Hungary for further information.

IOM in Hungary does not directly target irregular migrants who are not in contact with the authorities with its information projects and the corresponding activities. These information activities do, however, reach out to irregular migrants such as those who are known to and in contact with the national authorities. During the outreach visits to reception and detention centres, IOM comes into direct contact with asylum-seekers, providing them with information on the assistance available within the AVRR programme. However, such irregular migrants often leave the facilities during the processing of their asylum applications and lose contact with the authorities. Such instances keep IOM from being able to provide such irregular migrants with important follow-up information and assistance on voluntary return.

The promotion of information on AVRR by IOM has hitherto been conducted in the detention and reception centres. In order to improve the promotion of AVRR among third-country nationals in Hungary, IOM should step up its efforts in reaching out to migrants who are not accommodated at the detention and reception centres. One potential approach could be advertising campaigns (leaflets, posters) on AVRR covering a wide range of actors, such as relevant NGOs working with migrants in Hungary, family support centres, service providers, etc. More importantly, the advertisement campaign would need to target specific areas that are frequented by migrants in Hungary and areas of cities where there are higher concentrations of migrants. Another approach could be the utilisation of print media, an approach that had already been utilised before within a previous information project by IOM. This approach would once again involve the development of advertisements on AVRR and featured in the newspapers or magazines of migrant communities living in Hungary. Further, the same advertisements could be prepared for dissemination in electronic media in order to further expand the reach of information.

Q6. Are there any other specific groups of (irregular) migrant group which actors involved in promoting voluntary return find hard to reach? If so, please describe them here.

Sources of information may include studies / research, policy documents, government communications, media, parliamentary debates and/or may be obtained by consulting relevant stakeholders.

During the implementation of outreach visits within its "Hungarian Information Project for Migrants on Assisted Voluntary Return" project in the period January 2014 – June 2015, IOM Budapest did not have access to the facilities that are used for pre-removal detention and are run by the Hungarian Police. These facilities include the centres in Győr, Kiskunhalas, Nyírbátor and the Budapest International Airport. Instead, IOM accessed the asylum detention centres in Békéscsaba, Debrecen, and Nyírbátor as well as the reception centres in Balassagyarmat, Bicske and Vámoszabadi – facilities that are administered by the OIN. The lack of access to the facilities run by the Police meant having a narrower outreach to potential beneficiaries and provision of information on available assistance within the AVRR programme to beneficiaries of whom the majority are asylum-seekers in Hungary. Further, the outreach is limited as the majority of AVRR beneficiaries of IOM Budapest are irregular migrants from Kosovo* who are placed at alien policing detention centres.

Although the various forms of information dissemination that have been employed by IOM in Hungary have proven

to be good conduits of outreach, they also have their own limitations. The toll-free telephone service can only be reached at certain times of the day (four hours a day for some languages). Further, a telephone conversation and information that is provided on the website or through an email form cannot fully substitute personal consultations and face-to-face meetings. Although IOM is visiting the various facilities through the outreach visits and meets the interested beneficiaries directly, its presence is limited and temporary.

Section 3: National legislation and policy on the dissemination of information on (voluntary) return

Q7. Has your Member State set out provisions or rules regarding the dissemination / provision of information on (voluntary) return in legislation or in soft law (e.g. guidelines, policy papers, etc.)? E.g. it may have outlined obligations for certain state authorities to provide such information in asylum interviews, on issuing a return decision, or may have introduced obligations to make information available online or in public places, etc.) (Yes / No)

If so, please state the name(s) of the legislation / policy(s) and describe what it says about:

- a. The actors involved / responsible,
- b. The content of the information (i.e. whether it covers AVR(R), other voluntary return options, legal obligations including information about return decisions, etc.)
- c. The timing of the information provision (e.g. on applying for international protection / for a visa) or only on becoming irregular,
- d. Any particular provisions for vulnerable groups (e.g. victims of trafficking, unaccompanied minors, elderly people) and other specific groups (e.g. specific nationalities),
- e. The tools of dissemination (in person (written), in person (oral), via post, via email, in a telephone call, in public spaces, etc.),
- f. The language(s) in which the information must be given and any accessibility / quality criteria (visual presentation, style of language to be used, etc.),
- g. Confidentiality considerations (i.e. whether the anonymity of the irregular migrant is maintained if they consult an information service).

The purpose of this question is to set out the legal / policy framework on which the national practices to be described in section 4, are based.

Two important legal acts are relevant for the return procedure in Hungary.¹¹ Legal instruments of the EU serve as a foundation for national rules regarding voluntary return and the dissemination of information, most notably Directive 2008/115/EC of the European Parliament and of the Council (Return Directive) and relating regulations. Hungary transposed the Return Directive within the prescribed timeframe, 24 December 2010. While the new legislation had not altered the relevant authorities' competences, the approach determined by the Directive introduced preference of voluntary return over expulsion.¹² Under the Return Directive provisions, the Hungarian authorities have an obligation to prefer voluntary return over forced return measures and to grant sufficient time for a voluntary departure, where there are no reasons to believe that this would undermine the purpose of a return procedure. Article 12 of the Return Directive specifies that Member States shall provide, upon request, a written or

¹¹ Act I of 2007 on the Admission and Residence of Persons with the Right of Free Movement and Residence and Act II of 2007 on the Admission and Right of Residence of Third-Country Nationals

¹² Annual Policy Report 2010 - Developments in Hungarian Migration and Asylum Policy, European Migration Network, Hungary 1 January 2010 - 31 December 2010

oral translation of the main elements of decisions related to return, including information on the available legal remedies in a language the third-country national understands.¹³

The IOM Mission in Budapest and the Hungarian Government concluded an Agreement for Cooperation in the Field of Migration in December 1995 and a Memorandum of Understanding was concluded in February 1997. The agreements signed between IOM and the Ministry of Interior of Hungary serve as a basis for ministerial decrees that mention the disclosure of information to clients and policies that deal with raising awareness about different means of voluntary return. Article 1 of the agreement signed in 1995 stipulated that IOM shall implement migration programmes and activities in Hungary, particularly in the fields of information and the promotion of voluntary return of unsuccessful asylum-seekers and other irregular migrants.¹⁴

Convinced that the expansion of the assisted voluntary programme would contribute to Hungary's migration policy objectives, the Hungarian Government signed a Memorandum of Understanding with IOM in October 2000. The purpose of the Memorandum was to establish a comprehensive programme for the promotion of voluntary return of unsuccessful asylum-seekers and other irregular migrants. Under the Memorandum, the responsibilities of the Ministry are to: i) inform the potential beneficiaries of their legal status and the available possibilities; ii) inform IOM of the persons who may benefit from the programme; iii) give IOM a comprehensive description of the current legal status of the persons without prejudice to IOM counselling responsibilities.¹⁵ The same article of the Memorandum, in addition to the more operational activities related to AVRR, stipulated the responsibilities of IOM to: i) provide potential beneficiaries with information on programme options, as soon as possible; and ii) counsel potential returnees on practical issues to be taken into account before departure, and inform them especially on prevailing conditions in the country of origin and on persons/entities the returnees can contact if they need additional advice or counselling.¹⁶

Article 4 of the Memorandum from October 2000 states that the provisions of international instruments and Hungarian laws are to be applied with regard to the collection, processing and use of personal data that is necessary for the implementation of the programme for the promotion of AVRR and that disclosure of personal data can only be made with the consent of the person concerned.¹⁷

According to the OIN, rules detailing the dissemination of information on voluntary return are also included in the procedural protocols of the OIN as well as the practical guidelines that are issued by the executives of the reception centres and community shelters that are administered by the OIN.

According to the Aliens Policing Division of the Hungarian Police, irregular migrants are always informed about their rights and obligations during apprehension and this information is determined by national immigration law.¹⁸

Q8. Specifically, what information does the national authority provide to the migrant when it issues a return decision, and how does it provide this information? Please specify:

- a. The content of the information (e.g. AVR,, obligations),
- b. The different language(s) in which the information is made available and whether it is available in the applicant's stated mother tongue,

¹³ Directive 2008/115/EC <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2008:348:0098:0107:EN:PDF>

¹⁴ Agreement between the Government of the Republic of Hungary and the International Organisation for Migration for Cooperation in the Field of Migration, 18 December 1995

¹⁵ Article 2 of the Memorandum of Understanding between IOM and Ministry of Interior on Cooperation in the Field of Voluntary Assisted Return of Migrants, 16 October 2000

¹⁶ Ibidem

¹⁷ Article 4 of the Memorandum of Understanding between IOM and Ministry of Interior on Cooperation in the Field of Voluntary Assisted Return of Migrants, 16 October 2000

¹⁸ Based on communication with the Aliens Policing Division of the Hungarian Police

- c. How the information is presented visually, style of language used, etc.,
- d. The tools of dissemination used (in person (written), in person (oral), via post, via email, in a telephone call, etc.).

If information on the above is already included in the response to Q7, please just cross-refer here.

In the majority of immigration proceedings, the irregular migrant is not in possession of a travel document and/or the amount of financial resources necessary to purchase tickets to travel. Therefore, irregular migrants may wish to enlist for the assistance that is available from IOM.

A return decision specifies the nature of the offence, the factual and legal reasons behind the decision, the deadline by which the irregular migrant has to leave the territory of the EU, the notice about the possibility to take part in the AVRR programme, the duration of the ban on entry and stay (in certain cases), and the option to challenge the return decision in an administrative or judicial procedure.

When a return decision is passed, the immigration officer notifies the irregular migrant regarding the conditions and requirements for participation in voluntary return programmes, and on the migrant's request provides the necessary application forms that need to be filled out and signed by the migrant.

Act CXL of 2004 on the General Rules of Administrative Proceedings and Services¹⁹ states that the official language of the administrative procedures is Hungarian, as well as the language of the decisions. Act CXL of 2004 also states that migrants are enabled to use their mother tongue during the procedures, and the content of the decisions shall be announced to the migrants in a language that they understand.

In the immigration proceedings, the OIN provides interpreters and translators in procedural actions where the migrant is present, and also utilises the services of interpreters when announcing the decision. The announcement of the decision takes place in person.²⁰

Q9. Did the above-described legislation and policy change at all as a result of the adoption and transposition of the Return Directive?

The Return Directive, which obliges EU Member States to adapt their national legislation in accordance with its provisions, entered into force on 16 December 2008. Hungary fully transposed the Return Directive within the prescribed timeframe, the Directive was adopted by the Parliament in November 2010. The transposition of the Return Directive meant the modification of legislation related to third-country nationals in Hungary. Some of the changes experienced were the narrowing of the discretionary power of the authorities, with either the OIN or the Police having the obligation to issue a return decision in case of an irregularly staying third-country national.²¹ Under this Directive, Member States are obliged to prefer voluntary return over forced return and are allowed to specify in their national law that a time period for voluntary departure will only be granted following an application by an irregular migrant. In such cases, the Member State shall inform the irregular migrant about the possibility to submit such an application.²² Hungary is one of the few Member States, along with Italy and Malta, to have applied this non-obligatory provision of the Directive. Further, the authorities are also obliged under the Directive to provide an appropriate time period for an irregular migrant to comply with the return decision and leave to his/her country of origin, either on his or her own or through available voluntary return programmes. According to Section 42 of Act II of 2007, where it is justified by the personal circumstances of the person being expelled, the Hungarian authorities may extend the period for voluntary departure by a period of up to thirty days.

¹⁹ http://www.complex.hu/jr/gen/hjegy_doc.cgi?docid=A0400140.TV

²⁰ Information provided by the Office of Immigration and Nationality

²¹ Annual Programme 2012 of Hungary, European Return Fund

²² Voluntary departure Article 7(1) of the Return Directive

Q10. Are any changes to legislation / policy having an impact on the dissemination of information on (voluntary) return planned for the future? If yes, please describe here.

With regards to policy, in line with the policy priorities of the European Commission as laid out in the Asylum, Migration and Integration Fund (AMIF) for the period 2014-2020, the developed National Programme of AMIF for Hungary has the aim, amongst others, to ensure the effectiveness and sustainability of return processes from Hungary, considering that voluntary return continues to be an important activity in the country. Through the supporting of the implementation of AVRR programmes and the corresponding information projects, the policy is set to contribute to a rise in the number of third-country nationals returning voluntarily.²³ The Hungarian National Programme of AMIF has been developed for and covers a period of seven years and the Hungarian Government recently published the Working Programme which is set to cover the first two years.

The Hungarian Government is set to make changes to the country's immigration policy, and has asked for social support through the "National Consultation on Immigration and Terrorism"²⁴ which involves the distribution of questionnaires that are to be completed by every Hungarian citizen over the age of 18.²⁵ It remains to be seen whether and to what extent these policy developments will have an impact on future activities related to voluntary return and the dissemination of information on voluntary return in Hungary.

Due to the authorities' recommendations for IOM to have increased presence and more direct involvement in the application processes linked to AVRR at all of the relevant detention and reception centres in the country (facilities administered by OIN and the Police), future information dissemination activities on AVRR carried out by IOM in Hungary may be considerably enhanced and given a much wider outreach and characterized by more engagement by IOM in the application processes.

The Hungarian authorities are currently working on the government decrees which will serve as the legal basis for the calls for the AMIF and the Internal Security Fund (ISF) – one government decree for AMIF and one government decree for ISF.

Section 4: Overall national approach to disseminating information on (voluntary) return

4.1 ACTORS INVOLVED IN DISSEMINATING INFORMATION ON (VOLUNTARY) RETURN

Q11. Which **national authorities** responsible for the return of irregular migrants play a role in disseminating information on (voluntary) return, either as part of the processes outlined in section 3 or otherwise?

Please complete the text box below this question.

Please consider the role that migration and asylum authorities, law enforcement authorities, local / municipal authorities play in disseminating information on return.

For each authority playing a role in disseminating information in your Member State, please briefly describe the role and the circumstances under which they provide the information.

Please cover the period in the last five years (from 2010 – 2014), as well as future/planned activities in this area if relevant/available.

²³ National Programme AMIF, <http://www.solidalapok.hu/sites/default/files/AMIF%20HU%20v1.2.pdf>

²⁴ <http://www.kormany.hu/en/prime-minister-s-office/news/national-consultation-on-immigration-to-begin>

²⁵ The National Consultation and the questionnaire itself has been widely criticised by international organizations such as [UNHCR](#) and [IOM](#) and by local NGOs, such as the Menedék – Association for Migrants and the [Hungarian Helsinki Committee \(HHC\)](#) and local [researchers](#).

There are a number of pivotal actors involved in the return processes in Hungary. The authority which is responsible for the overall return policy in Hungary is the Ministry of Interior (MOI). The national authorities responsible for the enforcement of decisions on return are the Office of Immigration and Nationality (OIN) and the alien policing units of the Hungarian Police. The OIN and the Hungarian Police are also responsible for the actual execution of decisions on return.

The OIN maintains several facilities in Hungary which are accommodating irregular migrants and asylum-seekers. Migrants who are in contact with the OIN are informed in every procedure about the option of voluntary return and the different kinds of related support. Voluntary return is one of the principles in return matters, and this option, therefore, is emphasized in the immigration proceeding (initiated when a migrant becomes irregular). Information regarding voluntary return is immediately provided to irregular migrants who come into contact with the OIN, and they are also notified about the option of seeking the assistance of IOM when a return decision is passed. The officers of the OIN in reception centres and community shelters regularly direct the attention of clients to the possible means of voluntary return, distributing the leaflets and posters that have been developed by IOM among the clients in different languages. OIN's officers and staff also inform the migrants about the advantages and requirements of return programmes and how they could participate in them. OIN staff also provides application forms to the migrants who wish to participate in the assisted voluntary return programme of IOM and assist them in completing the necessary application forms, and forward the completed applications to IOM.

On numerous occasions IOM held trainings to the officers of the OIN and the Police on voluntary return. The regular outreach visits of IOM representatives to the reception centres and community shelters that are administered by OIN also facilitate the work of the staff employed at the centres by providing the opportunity for both IOM and OIN to coordinate information provision related to IOM's AVRR programme, particularly in more difficult and more vulnerable cases. As has been noted, the Hungarian Police administers a number of detention facilities in the country. Within previous information projects, IOM staff members also visited these facilities and briefed the facility staff on assisted voluntary return.

According to the Alien Policing Division of the Hungarian Police, information on voluntary return is provided to migrants staying at detention centres and during apprehension. In addition, migrants staying at these centres have the possibility to access information on voluntary return through computers.²⁶

Q12. Which **other actors** disseminate information on (voluntary) return; what roles do these actors have and what is the rationale for their involvement in disseminating information on (voluntary) return?

Please complete *Table 1* below.

In column 3, describe the role briefly using bullet points making sure to only include information on their role in disseminating information – i.e. "publishing information on a dedicated website, making leaflets available, hosting drop-in information clinics, acting as a community contact point for information on (voluntary) return, etc." rather than "implements AVR programmes", or "holds meetings with community members".

Under 'nature of / rationale for involvement', please describe any contracts that the actor has with the national authorities – e.g. if they have been subcontracted to provide information and advice services to irregular migrants - and any partnerships between national authorities and (e.g.) specific community, diaspora or faith-based groups to promote voluntary return. You may be able to find information on the rationale for involvement on the websites of the national authorities, on the websites of the actors (where these exist), in annual reports of the organisations (again, where these exist), or by consulting the actors directly.

Please cover the period in the last five years (from 2010 – 2014), as well as future/planned activities in this area if relevant/available

²⁶ Communication with Alien Policing Division of the Hungarian Police

Table 1. Other actors disseminating information on (voluntary) return, their role and the rationale for their involvement

Actor	Y/N	Role that the actor plays in disseminating information voluntary return	Nature of / rationale for involvement
NGOs / IOs dealing with return counselling and/or implementing AVR schemes	Y	<ul style="list-style-type: none"> IOM Budapest publishes promotion materials in numerous languages, develops and maintains a multilingual website and toll-free phone line, and carries out outreach visits to facilities hosting irregular migrants. IOM Budapest provides information on voluntary return when contacted through emails by interested migrants and also provides personal consultations on voluntary return at the IOM Budapest office. 	Active information provision is carried out within a project financed by the national allocation of European Return Fund and in partnership with OIN
Other NGOs / civil society organisations (e.g. migrant rights groups, migrant-led organisations and other advocacy groups)	Y	<ul style="list-style-type: none"> Menedék - Hungarian Association for Migrants is present at the various facilities in Hungary that host irregular migrants, and the organisation's social workers inform the migrants of the option of voluntary return. Through a project, social workers provided individual consultation sessions to migrants in detention, training to migrants on the potential opportunities in their home countries and assisted them in the development of individual reintegration plans. Hungarian Helsinki Committee on rare occasions provides the contact information of IOM to those asylum seekers who no longer wish to continue their asylum case in Hungary and wish to return home. The information the Hungarian Helsinki Committee provides are only the contact details of IOM Budapest (phone number and address) and it is given orally (in person), or shown in written in a Hungarian Helsinki Committee leaflet on the asylum procedure in Hungary, where it is included 	<p>Information provision described in the column to the left had been carried out within a specific social services-focused information and counselling project in 2011 that was funded by the EU Return Fund.</p> <p>Providing information on voluntary return is not part of a project or a contract with the authorities and is solely done if the client tells the Hungarian Helsinki Committee that he/she would like to return voluntarily.</p>

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		at the end amongst the contacts. ²⁷	
Diaspora groups	Y	<ul style="list-style-type: none"> Some diaspora groups provide information on the option of voluntary return, however, their assistance remains informal and does not constitute an official activity 	Informal provision of information
Faith-based groups			
Migrant-led groups			
Other community groups			
Libraries			
Social / health / education services			
Case workers	Y	<ul style="list-style-type: none"> Case workers for unaccompanied minors at the Károlyi István Children's Centre informed minors on the possibility to return home voluntarily with IOM's help, through the utilisation of small notices prepared in a number of languages 	Information provision occurred mainly within the time period 2013-2014, i.e. during the implementation of an IOM Brussels-led regional project. The Károlyi István Children's Centre was an official partner in this project, having signed a Partnership Declaration with IOM.
Legal advisors	Y	Please see under "Other NGOs / civil society organisations"	
Ombudsman / citizens advice bureaus			
(Advisory services of) trade unions / employer associations			
Embassies (third-country and EU)	Y	<ul style="list-style-type: none"> Informal - A number of embassies in Hungary (e.g. Kosovo*, Mongolia) provide information on voluntary return to their citizens in Hungary. Instances have been registered during which the Consul of Kosovo* in Hungary had met with irregular migrants from Kosovo* at the 	The provision is done informally. Mandate to protect interests of citizens abroad, offer advice for difficult situations and those having legal issues in the host state.

²⁷ Information provided by Hungarian Helsinki Committee

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		detention facilities as well as points of apprehension. During talks with the migrants, the Consul informed them about the option of voluntary return.	
Shopkeepers / Internet café workers / etc.			
Other actors (specify): - Irregular migrants	Y	<ul style="list-style-type: none"> Information on voluntary return is passed by word of mouth among the irregular migrants in Hungary. 	Migrants find out about the possibility to return voluntarily from other migrants they come into contact with.

4.2 TOOLS USED TO DISSEMINATE INFORMATION ON (VOLUNTARY) RETURN TO IRREGULAR MIGRANTS NOT IN CONTACT WITH THE AUTHORITIES

Q13. Provide information on the tools through which information on (voluntary) return is made available in your Member State.

Please complete *Table 2* below.

Please cover the period in the last five years (from 2010 – 2014), as well as future/planned activities in this area if relevant/available.

For each tool listed, please state Yes / No, then – if the tool is used in your Member State – briefly describe what the information source is (e.g. website on AVR(R), leaflet on voluntary return, Facebook page on AVR(R) programmes, discussion forum for members of the Nigerian diaspora to discuss return, etc.) then list the actor(s) responsible for (a) funding / developing the tool (e.g. this may be the national migration authority, NGOs, etc.), (b) managing / delivering the information and a link to further information.

Table 2. Tools used in the Member State for disseminating information on (voluntary) return

	Y/N	Description (please be brief, using bullet points) including whether this is a current, past or future tool	Actor(s) designing / funding	Actor(s) managing / delivering	Link to further information
Leaflets / brochures	Y	<ul style="list-style-type: none"> • Multilingual leaflets (available in Albanian, Dari, English, French, Serbian, Pashto and Urdu) on IOM Budapest's AVRR programme, including information on application procedures. The leaflets have been developed in the ongoing IOM Budapest "Hungarian Information Project for Migrants on Assisted Voluntary Return (2014-2015)". In previous information projects, IOM Budapest also had developed leaflets in other languages, such as Chinese, Romanian, Russian, Turkish, Vietnamese, and Macedonian). • The Hungarian Helsinki Committee includes information on voluntary return and contact details of IOM Budapest in a multilingual brochure (in ten languages) for asylum seekers 	IOM Budapest/Ministry of Interior	IOM Budapest	http://new.iom.hu/sites/default/files/Brochure.pdf
Poster campaigns	Y	<ul style="list-style-type: none"> • IOM Budapest has been utilising posters to promote the assistance available within its AVRR programmes. Within the current above-mentioned info project (2014-2015), posters have been 	IOM Budapest/Ministry of Interior	IOM Budapest	http://new.iom.hu/sites/default/files/Poster.JPG

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		developed in English. Posters had previously been made available also in Albanian.			
Media campaigns	Y	<ul style="list-style-type: none"> Advertisements on AVRR published by IOM in Chinese newspapers in Hungary; carried out within information project during 2009 – may be carried out again in future information projects on AVRR 	IOM Budapest/ Ministry of Justice and Law Enforcement	IOM Budapest	
Websites	Y	<ul style="list-style-type: none"> Multilingual website on AVRR developed and maintained by IOM Budapest through its information project. The website provides information on eligibility, how to apply, required documents, etc. It is currently available in eight languages (Albanian, English, Farsi, French, Mongolian, Serbian, Urdu and Vietnamese). 	IOM Budapest/Ministry of Interior	IOM Budapest	http://www.volret.hu
Dedicated social media pages (e.g. Facebook page for returnees or for diaspora groups)		<ul style="list-style-type: none"> Utilisation of social media by IOM Budapest on AVRR may be conducted in the future in two passive forms: <ul style="list-style-type: none"> - Creating an IOM Budapest Facebook page which would also include information on AVRR - Creating a Facebook page specifically on AVRR, containing important information on AVRR, eligibility criteria, application forms, success stories of assisted 	IOM Budapest	IOM Budapest	

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		migrants, etc			
Online discussion forums					
Helplines / info lines	Y	<ul style="list-style-type: none"> • IOM Budapest has been running a dedicated multilingual toll-free telephone service from its office for a number of years, implemented within its information project on AVRR programmes. The phone service has the aim of providing potential beneficiaries with important information on AVRR from Hungary and departure updates. • The phone service is currently available in Albanian, English, French, German, Hungarian, Serbian and Urdu. 	IOM Budapest/Ministry of Interior	IOM Budapest	
Drop-in clinic (face-to-face)	Y	<ul style="list-style-type: none"> • IOM Budapest conducts outreach visits to reception centres and asylum detention centres in Hungary within its information projects. The outreach visits are carried out by an IOM Budapest representative. The visits include presentations on AVRR to interested migrants and individualized consultation sessions. Within the current information project, IOM is set to conduct a total of 70 visits in the period 2014-2015. • IOM staff also provides personal consultations on AVRR at the IOM Budapest office. 	IOM Budapest/Ministry of Interior	IOM Budapest	

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Community visits					
Other tools: Short Film	Y	<ul style="list-style-type: none"> A short multilingual film aimed to raise awareness and explain the eligibility criteria and procedures of the Hungarian Assisted Voluntary Return and Reintegration programme. The film was developed as part of the "Awareness-Raising Information Programme on Assisted Voluntary Return", funded under the national allocation of the European Return Fund 2012. 	IOM Budapest/Ministry of Interior	IOM Budapest	http://new.iom.hu
Booklets	Y	<ul style="list-style-type: none"> Country of origin booklets developed for returnees from Afghanistan, Bosnia, Former Yugoslav Republic of Macedonia, Georgia, Kosovo*, Moldova, Turkey and Vietnam. 	IOM Budapest/Ministry of Justice and Law Enforcement	IOM Budapest	

4.3 SPECIFIC CAMPAIGNS AND STRATEGIES

Q14. Did any of the tools listed in Q13 above form part of a specific strategy or campaign implemented in your Member State to better disseminate information on (voluntary) return? If yes, please state:

- a. The actor(s) behind the campaign – specifically whether it was led by a state authority or a non-state authority,
- b. The name of the strategy / campaign,
- c. The date it was launched and its duration,
- d. The rationale for its launch,
- e. The specific objectives / aims,
- f. Any target groups,
- g. Its components (e.g. website, poster campaign and hotline),
- h. The actors involved,
- i. Any specific results (e.g. in terms of users accessing the information, number of irregular migrants returned, etc.)

Please note that further evaluative information on campaigns and strategies can be included in section 5 and 6.

The IOM Mission in Hungary has been running information projects on AVRR for a number of years. The various information projects have been implemented by IOM Budapest in partnership with the OIN and financially supported by the national allocations of the European Return Fund. These information projects follow a similar pattern of implementation and build upon previous such projects that IOM has been implementing in Hungary, such as the "Information Programme for Assisted Voluntary Returnees and Providing Information on AVR from Hungary through dedicated website and phone line" (European Return Fund 2008 and 2009) projects.

The most recent such project is the "Hungarian Information Project for Migrants on Assisted Voluntary Return" project which started in January 2014 and is running until the end of June 2015. The project is a continuation of IOM Budapest's previous information projects on AVRR and has the aim to facilitate the voluntary and orderly return of eligible third-country nationals by providing up-to-date and reliable information about the AVRR programme implemented by IOM Budapest. The project has four components: 1) the development of promotion materials (posters and multilingual leaflets) with general information on the assisted voluntary return and reintegration programme, how to apply and the benefits of participating in the programme; 2) A dedicated multilingual telephone service available in Albanian, English, French, German, Hungarian, Serbian and Urdu, which allows potential beneficiaries to receive further information on return opportunities, eligibility, conditions of application, contents of the programme, and reintegration options; 3) A multilingual website available in eight languages – Albanian, English, French, Persian, Serbian, Vietnamese, Urdu and Mongolian – providing relevant information on voluntary return and reintegration options for migrants who wish to return to their home countries from Hungary; and 4) Outreach visits to facilities in Hungary carried out by IOM staff to raise awareness on AVRR and hold one-on-one consultations for interested migrants. A total of 600 leaflets and 100 posters were developed and made available at the reception and detention centres during the outreach visits. In addition, one-on-one consultations have been provided to at least 80 migrants so far under the project (May 2015).

Within previous information projects on AVRR, IOM also relied on the utilisation of country of origin booklets with the aim of providing compiled and systemised information to potential returnees regarding their countries of origin. The country of origin booklets were distributed in reception centres and detention facilities and were also made available in an electronic form for reprinting purposes and greater range of accessibility. The booklets were available for countries such as Afghanistan, Bosnia and Herzegovina, Former Yugoslav Republic of Macedonia, Georgia, Kosovo*, Moldova, Turkey and Vietnam.

Further, within a previous information project, IOM developed advertisements on AVRR in Chinese and featured them in three local Chinese newspapers for 4 months (from August to November 2009). The rationale behind the utilisation of media advertisements had been to broaden the outreach of information on AVRR to migrants living outside of administrative facilities.

IOM Budapest developed a short multilingual film within the "Awareness-Raising Information Programme on Assisted Voluntary Return" which was funded under the national allocation of the European Return Fund 2012. The

aim of the multilingual film was to raise awareness and explain the eligibility criteria and procedures of the AVRR programme. The film was available in English, French, Hungarian, Russian, Romanian, Persian, Chinese, Vietnamese and Turkish. IOM Budapest utilised the film during a number of outreach visits, presenting it to interested migrants at facilities. The film was recorded on DVDs which were distributed to the relevant counterparts and NGOs as well as the detention and reception centres. Further, the film has also been featured on the home page of IOM Budapest.

4.4 ACCESSIBILITY OF THE INFORMATION

Q15. Please consider the accessibility of all information on (voluntary) return disseminated to irregular migrants in the Member State. Please provide information on:

- a. The language(s) in which the information is provided,
- b. Visual presentation of the information
- c. For posters / leaflets, the location of the information: where were these placed – in transport hubs, in libraries, in health centres, in areas known to be frequented by irregular migrants – e.g. malls, supermarkets, etc.
- d. For websites / helplines: extent to which the URL is easy to find through online search engines and whether there is signposting to the website through other tools.
- e. For helplines and drop-in clinics:
 - i. The location of the services (if a drop-in clinic),
 - ii. The opening hours / hours of access,
 - iii. Awareness about the service, including where the telephone number / address is advertised,
 - iv. Cost of the service / calling the hotline (or whether free)m
- f. Confidentiality considerations, i.e. whether the anonymity of the irregular migrant is maintained if they consult an information service (please also specify whether target recipients of the information are made aware of the confidentiality considerations or whether this is simply the internal policy).
- g. Other factors that might enhance / reduce accessibility.

The information that is provided by the IOM Mission in Hungary on AVRR within its information projects is generally carried by using various types of media, such as a toll-free telephone service, a dedicated multilingual website, printed promotion materials and visits to several facilities hosting irregular migrants/asylum seekers in Hungary.

The printed promotion materials on AVRR (leaflets and posters) are developed in various languages. Currently, the promotion materials are available in Albanian, Dari, English, French, Serbian, Pashto and Urdu. The languages for the promotion materials that are developed within IOM's information projects are chosen based on the latest migration trends in Hungary, i.e. the most commonly used languages of the target group. The promotion materials are distributed at several reception and detention facilities in Hungary, with the posters being showcased in the common rooms, offices of social workers and bulletin boards at the facilities. At the facility in Balassagyarmat, the posters developed within the current project (2014-2015) are sporadically placed on the walls of the corridors of the facility and the leaflets are placed in an open box close to the entrance.²⁸

²⁸ As registered by IOM staff member during outreach visit to the facility in Balassagyarmat

The same principle applies to the languages that are utilised in IOM's Volret website (www.volret.hu). The website is currently available in Albanian, English, French, Persian, Serbian, Vietnamese, Urdu and Mongolian.²⁹ In addition to containing important information on AVRR in numerous languages, the website also allows migrants to download the AVRR application forms. The link to the website is mentioned in the leaflets and is highlighted/indicated on the posters as well as on the home page of IOM Budapest's main website (www.iom.hu).

The telephone service on AVRR (0680205018) is available free of charge for migrants calling from within Hungary. Potential beneficiaries can easily make use of the service by calling from the reception or detention facilities. The service is available on workdays from 9:00 am to 13:00 pm and from 14:00 pm to 18:00 pm. The service is available in Albanian, English, French, German, Hungarian, Serbian and Urdu. However, currently there are discrepancies in the availability of the languages, with some languages being available only on certain days of the week and during certain hours of the day. Information on the existence of this service is advertised on the promotion materials (leaflets and posters), the Volret website and IOM Budapest's main website (www.iom.hu) as well as during outreach visits to reception and detention facilities and the one-on-one consultations.

IOM Budapest maintains records of each phone call that it receives through its telephone service, by registering the names of the callers as well as the topic of the conversation.³⁰ The lists of registered phone calls are provided to the Donor of the project, i.e. the Ministry of Interior of Hungary, as the total number of phone calls received through the telephone service is one of the main indicators of the information project. These lists are not shared with any other actors.

In addition to their regular work and services, the social workers from the NGO called Menedék – Association for Migrants also respond to AVRR needs of detainees (those placed at aliens policing detention centres), assisting them in applying for IOM's assistance and signposting them to IOM's information services. However, their mandate does not exclusively cover the provision of AVRR support and information or pre-departure assistance related to AVRR.

4.5 CONTENT OF THE INFORMATION

Q16. What is the content of the information made available in Member States. Specifically, where can irregular migrants go to find information on different aspects of voluntary return?

Please complete Table 3 below.

Mark whether the actors listed horizontally provide the information listed vertically. Where they do, please specify through which of the tools listed in Q13 this information is made available – i.e. state "website of the migration authority", "leaflet on AVR(R) published by IOM", etc.

Where this information is not disseminated through any national sources, please state N/A.

²⁹ In 2014, the website registered a total of 14,539 visitors and 7,266 unique visitors (Volret website statistics)

³⁰ A total of 3,299 phone calls were registered in 2014 (telephone records)

Table 3. Content of the information disseminated to irregular migrants by Member States

	National authorities responsible for return	Organisations with an official role in implementing and/or promoting AVR(R) programmes	Diaspora groups, faith-based groups, migrant-led groups, other community groups	Case workers	Legal advisors	Other (please specify)
The legal obligations of the returnee (i.e. their status, their obligation to return and how they can ensure compliance with return decisions)	<ul style="list-style-type: none"> Office of Immigration and Nationality; return decision; oral notice personally 					
Information on AVR(R) programmes available in the Member State	<ul style="list-style-type: none"> Office of Immigration and Nationality Reception Centre / Community Shelter 	<ul style="list-style-type: none"> IOM Budapest – website on AVRR, leaflets and posters on AVRR, AVRR telephone line, outreach visits and consultations on AVRR Social workers employed at the facilities accommodating irregular migrants/asylum seekers 				
Information on eligibility conditions for AVR(R) programmes	<ul style="list-style-type: none"> Office of Immigration and Nationality Reception Centre / Community Shelter 	<ul style="list-style-type: none"> IOM Budapest – website on AVRR, leaflets and posters on AVRR, AVRR telephone line, outreach visits and 				

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	<ul style="list-style-type: none"> Information is provided at detention centres and during apprehension by Police 	<p>consultations on AVRR</p>				
Where the irregular migrant should go for more information (signposting)	<ul style="list-style-type: none"> Office of Immigration and Nationality Reception Centre / Community Shelter; leaflets, programmes of civil organisations; awareness-raising 	<ul style="list-style-type: none"> IOM Budapest informs returning migrants about the assistance they can receive from local IOM office in the country of return, primarily in developing reintegration plans 			<ul style="list-style-type: none"> Brochure published by the Hungarian Helsinki Committee on the asylum procedure in Hungary IOM contact details given by Hungarian Helsinki Committee (given in person) if client expresses wish to return voluntarily 	
Other voluntary return options (i.e. options for voluntary return without assistance)	<ul style="list-style-type: none"> Office of Immigration and Nationality 					
What the irregular migrant can expect at the airport on returning		<ul style="list-style-type: none"> IOM Budapest – AVRR telephone service and outreach visits and one-on-one consultations on AVRR. During the Police handover of the returnee to IOM at the airport prior to departure 				
What the irregular migrant can expect in the country of return (e.g. registration		<ul style="list-style-type: none"> Country of origin booklets published by IOM Budapest 				

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with third-country authorities labour market access, housing, etc.)		in previous project				
Individually tailored information	<ul style="list-style-type: none"> Office of Immigration and Nationality; information is provided in person 					
Other information (specify)						

4.6 TARGETING OF THE INFORMATION

Q17. Please specify which (if any) of the approaches described in Q13 – Q16 above have been used specifically to target irregular migrants not in contact with the authorities. What was the rationale for using this approach to target this particular group?

The AVRR programmes implemented by IOM Budapest on behalf of the Hungarian authorities have, as their general target group, migrants who are in an irregular situation in Hungary and who would like to return to their country of origin. The AVRR programmes have the aim to assist a wider group of migrants: asylum seekers, refugees, beneficiaries of subsidiary or temporary protection (considering that the asylum claims and protected statuses have been annulled), third-country nationals who do not or no longer fulfil the conditions of entry and/or stay in Hungary and beneficiaries who withdraw their refugee or other status. With regard to information provision, information on AVRR can be provided to irregular migrants, asylum-seekers waiting for the asylum application as well as to those asylum-seekers whose asylum applications have been rejected by the authorities. The primary aim of the information projects that have been implemented in the previous years by IOM is to ensure that all potential beneficiaries receive impartial and comprehensive information on AVRR possibilities, procedures and criteria of application in order to be able to make an informed decision on whether or not to participate in the programme.

Although the various components implemented within the information projects on AVRR by IOM have not specifically targeted irregular migrants who are not in contact with the authorities, the information has still been accessible to them in a variety of forms, for instance, through the telephone service and the multilingual website on the AVRR programme. Generally speaking, one of the main goals of the information provision activities is to reach migrants who have not yet had access to information regarding AVRR and to those who have additional questions regarding the programme or their ongoing return cases.

In 2009, IOM Budapest developed advertisements which contained useful information on AVRR and the available assistance. The advertisements were prepared in Chinese and featured in three community newspapers that are available in Chinese in Hungary. By promoting information through this media campaign, IOM Budapest aimed to widen the outreach of information on AVRR among migrants in Hungary, as its outreach hitherto had exclusively targeted irregular migrants accommodated at the various detention and reception facilities.

Q18. Do any of the approaches described in Q13 - Q16 above target any other groups (e.g. specific types of irregular migrant, e.g. vulnerable groups, failed asylum applicants, particular nationalities, etc?) If so, please describe below through what methods / approaches they target these groups, and also discuss the rationale for targeting these particular groups.

IOM's AVRR activities and the corresponding information projects carried out target those migrants who cannot and do not want to stay in Hungary, and whose chances for an onward journey to a third country are slim as they lack proper visas, travel documents, financial resources and information.

As it has been noted, information on voluntary return is provided by IOM in Hungary in a number of forms within information projects. The toll-free telephone service is available in a number of selected languages, specifically catering to a certain group of nationalities and migrants, based on caseload and migration trends in Hungary. Within the current information project that has been running since January 2014, the toll-free telephone service is

available in Albanian, English, French, German, Hungarian, Serbian and Urdu. While some of the languages have been added to the currently running project in 2014, other languages, such as Albanian and Serbian, have remained in service for a number of years. This is explained by the fact that the majority of IOM Budapest's AVRR beneficiaries are from Kosovo*. Therefore, the majority of the telephone calls are also coming from irregular migrants from Kosovo* seeking information on AVRR assistance. The telephone service has been expanded within the currently running project to also include services in French and Urdu. The impetus for the inclusion of these two additional languages came from the increase in the number of asylum-seekers arriving to Hungary from Afghanistan and Pakistan³¹ and the intention to widen the outreach of the information also to other groups of migrants, such as those coming from French-speaking African countries. The same rationale applies to the languages that had been chosen for the current promotion materials on AVRR.

As they constitute the majority of the AVRR caseload from Hungary, during the outreach visits by IOM to the reception and asylum detention facilities, one-on-one consultations on AVRR are most often held with Kosovar migrants. As such, when conducting outreach visits, IOM relies on its Albanian- and Serbian-speaking staff members to provide the migrants with the necessary information on voluntary return and assist them in completing the required application forms when necessary and answering any questions that the migrants may have.

Information provision activities on AVRR have also targeted vulnerable groups of migrants, such as unaccompanied minors. Within a regional project³² which aimed to enhance the sustainable reintegration of unaccompanied minors in their countries of origin, the IOM office in Hungary prepared flyers in Albanian, English and Hungarian languages targeting unaccompanied minors from Kosovo* who are staying at child protection facilities in Hungary. The aim of the distribution of the flyers was to raise awareness among unaccompanied minors of the opportunity to return voluntarily to the country of origin and the available reintegration assistance, if return has been determined to be in the child's best interest. The flyers were made available in Hungarian with the aim of also informing the social workers and care takers working with unaccompanied minors regarding the available assistance.

³¹ The number of Pakistani asylum-seekers steadily increased from 7% to 16% between 2011 and 2013.

³² Regional project titled "Enhancing capacities in EU Member States and third countries to promote durable solutions for unaccompanied minors (through identification of good practices in family tracing and assessments as well as the provision of enhanced reintegration approach)", implemented by IOM Brussels January 2013 – September 2014

Section 5 – Case studies on information provision to irregular migrants with whom the authorities do not have contact

The purpose of this section is to look at TWO or more selected practices, projects or approaches employed in the Member State to disseminate information on (voluntary) return in order to identify promising practices in dissemination of information to irregular migrants not in contact with the authorities and to learn lessons about what has and has not worked. Member States are requested to identify at least one "successful" approach and one "less successful" approach, stating the criteria they apply to define "successful".

Q19. Cross-referring to the approaches outlined in section 4, please describe in further detail at least TWO practices, projects or approaches employed in your Member State since 2010 to disseminate information on (voluntary) return:

- ★ one practice / project / approach that has proven particularly effective in reaching out to irregular migrants not in contact with the authorities; and
- ★ one practice / project / approach that has not been (very) effective in reaching out to irregular migrants not in contact with the authorities.

Please provide your rationale for describing these as successful / less successful. In doing so, please provide any indications / evidence– or counter-evidence - of:

- a. The effectiveness of the practice / approach at increasing awareness amongst irregular migrants who are not in contact with the authorities about their options regarding voluntary return and/or at providing such migrants with a comprehensive understanding of their options so as to be able to make a balanced, well-informed decision about voluntary return.
- b. Specific challenges associated with the approach to disseminating information implemented by the national authorities directly in raising awareness of irregular migrants not in contact with the authorities?
- c. Factors that made the approach a successful / not-so-successful tool for disseminating information on (voluntary) return to irregular migrants not in contact with the authorities.

Please consider the following possible factors that may contribute to the success / challenges of the approach: the actors providing the information (and the level of trust that the actor engenders in the applicant / migrant), the 'tone' of the information being provided (i.e. whether it is threatening / supportive / factual / etc.), the extent to which the approach allows the recipient to remain anonymous, accessibility to the information, location of the information, the timing, etc.)

Possible sources of evidence for questions 19a – 19c include:

- i. *Statistics on use of the information tools (e.g. users of hotline number, webpage visits, Facebook page hits / 'likes', leaflets distributed, number of leaflets downloaded / requested, etc.),*
- ii. *Evaluations / research,*
- iii. *Personal testimonies from returnees / irregular migrants who made use of the services (where identified in secondary sources e.g. studies, social media sites, on websites, etc.),*
- iv. *Opinions / perspectives of stakeholders on the effectiveness of their resources - you may gather this information through primary research (i.e. interviews with the authorities, with NGOs supporting irregular migrants accessing the services, etc.).*

Please also describe any evidence of particular groups (e.g. diaspora, NGOs, individuals) accessing the information.

As part of the project "Providing Information on Assisted Voluntary Return from Hungary Through Dedicated Website and Phone Line", IOM Budapest implemented a media campaign which involved the development of advertisements in Chinese to be featured in the local newspapers of the Chinese community in Hungary. IOM Budapest's approach up until then had focused on written information tools such as leaflets and posters and on direct outreach to potential beneficiaries. It was expected that the utilisation of advertisements on voluntary return would enable IOM to reach potential returnees residing outside formal accommodation centres provided by the Hungarian authorities. The media campaign was implemented for four months (August to November). Based on the number of telephone calls that IOM Budapest had received through its telephone service (registered by the Chinese phone line operator at IOM Budapest), there was a marked increase in the number of Chinese nationals using the telephone service in Chinese in the month of November, three months after the commencement of the media campaign.³³ However, since the records of these phone calls, unfortunately, did not include information on whether or not the callers were irregular migrants who were not in contact with the authorities, it is difficult to classify this approach as being fully effective in disseminating information on voluntary return to this target group. Further, there is no evidence that this media campaign had increased the number of Chinese nationals using the AVRR services from Hungary.³⁴

The multilingual website on voluntary return (Volret) which is run by IOM Budapest contains important information on the voluntary return programme, application conditions and requirements as well as downloadable application forms in several languages. The link to the Volret website is advertised in the promotion materials and the home page of the IOM Budapest website. The website also includes a section in which visitors may send questions and messages directly to IOM Budapest regarding voluntary return. Although IOM Budapest maintains statistics from the Volret website and registers the number of visits that the website receives, it is difficult to assess the degree to which this method of disseminating information on voluntary return has been successful in reaching out to irregular migrants in Hungary who are not in contact with the authorities and raising their awareness of the option of voluntary return.

The utilisation of the multilingual toll-free telephone service by IOM Budapest has, in general, proven to be a good method of disseminating information on voluntary return in Hungary. Through the toll-free telephone service, interested migrants have the opportunity to receive important and comprehensible information related to voluntary return and the assistance that is provided by IOM, also allowing for individual queries to be put forward from all those contemplating return. While the very form of this dissemination method should provide IOM's outreach of information with a wider scope³⁵, in reality, the vast majority of the irregular migrants who contact IOM through

³³ Based on the records of received phone calls by IOM Budapest

³⁴ Based on the records of assisted migrants under AVRR programme

³⁵ The phone service can be reached at 06-80/205-018 and is toll-free if dialed from a telephone at a facility hosting irregular migrants in Hungary

the telephone service are irregular migrants who are staying at the various reception and detention centres in Hungary and are, therefore, in contact with the authorities. This trend can be discerned based on the conversations and information received during the phone calls that IOM receives through the telephone service. Thus, this approach could be classified as being less successful in raising the awareness amongst irregular migrants who are not in contact with the authorities in Hungary about their options regarding voluntary return. The effectiveness of this approach in reaching out to this category of irregular migrants could be improved if the visibility of the service is enhanced. This could be achieved through information campaigns across migrant communities.

Outreach visits conducted by IOM in Hungary are exclusively carried out at facilities hosting irregular migrants/asylum-seekers. While this approach, which is characterised by direct and face-to-face contact between the information provider and the migrant, can be seen as being pivotal and effective, IOM's outreach activities do not target and reach out to irregular migrants who are outside of the facilities, i.e. who are not in contact with the authorities. The same drawback can be ascribed to the promotion materials that are developed by IOM within its information projects, as the leaflets and posters are distributed at the administrative facilities within the country and are therefore only reaching out to the irregular migrants in these facilities. In order to also reach out to irregular migrants who are not in contact with the authorities and increase the visibility of the information, promotion materials on voluntary return should also be showcased at places that are frequented by migrants.

Section 6 – Effectiveness of different approaches to disseminating information on (voluntary) return

6.1 INDICATIONS / EVIDENCE FROM THE TESTIMONIES OF IRREGULAR MIGRANTS AND RETURNEES

Q20. Does your Member State collect any (monitoring and/or evaluation) information from those returning voluntarily (e.g. at airports, when participating in AVR programmes, after they have returned) about the information they received prior to return and/or how useful they found this information (yes / no)? If yes, please describe:

- a. Who collects/ed this data,
- b. Who the data is/was collected from (e.g. those participating in AVR, those returning to specific countries),
- c. The situation in which the data is/was collected (e.g. on return, on considering return, at the airport), and
- d. The method used (e.g. survey, interviews, etc.), as well as
- e. The date / frequency of the data collection (e.g. is this done monthly, annually, or was it part of a one-off project) and
- f. Any caveats as to the quality of the data.

During the immigration proceedings, the OIN conducts personal hearings with an irregular migrant in order to pass a decision according to the personal circumstances of the client. The OIN produces statistics in cooperation with IOM Budapest on the number of voluntary returnees and their nationalities with the aim of examining the trends of migration and to enhance the effectiveness of the assisted voluntary return programmes in the future. Personal data is not exposed in the statistics and reports. However, there is little evidence that the OIN assesses the information that the irregular migrants had received prior to their return and whether or not they had found the information useful.

According to the Alien Policing Division of the Hungarian Police, no data and information on this subject matter is collected or evaluated.³⁶

In order to improve the process of voluntary return, the IOM Mission in Budapest has initiated a number of projects in recent years to collect the beneficiaries' feedback concerning the evaluation of their assisted voluntary return and in particular their reintegration assistance. One such project is the "Reintegration Assistance to Assisted Voluntary Returnees to Kosovo (UNSCR 1244)" project, co-funded by the national allocation of the European Return Fund 2012. Based on an analysis of 30 questionnaires that had been completed by assisted returnees, IOM provided recommendations on how reintegration assistance could be improved to facilitate sustainable return. Regarding the question of making a decision of voluntary return, the majority of the respondents indicated that they had first heard about the opportunity to receive AVRR assistance from the other migrants and from the staff working at the reception centres and detention centres.³⁷ A smaller share of the respondents indicated that they had received information on AVRR from the IOM telephone service, IOM information materials and the state authorities. Some of the respondents also stated that they had heard about this opportunity during a visit by a Kosovo* Embassy representative to the reception/detention facility. The feedback gathered from the beneficiaries also demonstrated that the actors who had been consulted most often by the migrants were social workers and staff members of the facility hosting the migrants and IOM, through different channels, and that the majority of them (87%) were satisfied with the information they had received.³⁸

Within the project titled "Evaluation of Reintegration Assistance Provided to Returnees to Kosovo (UNSCR 1244)", IOM Budapest collected primary data on the perception and sustainability of reintegration assistance in Kosovo* through a questionnaire and semi-structured interviews with the recipients of return and reintegration assistance in the period 2009-2013. The data was gathered during a two-week monitoring trip in early 2015. IOM Budapest's objective with this project had been to provide experts and practitioners with a detailed empirical analysis on how the reintegration assistance offered to the beneficiaries of Hungarian Assisted Voluntary Return and Reintegration

³⁶ Information from Alien Policing Division, Hungarian Police

³⁷ Results presented in "Evaluation Report on the Reintegration Assistance of Assisted Voluntary Returnees from Hungary to Kosovo (UNSCR 1244)", IOM Budapest, March 31, 2014

³⁸ Ibidem

programmes to Kosovo* could be improved in order to contribute to the effectiveness and the sustainability of the return process. The data gathered indicated once again that most of the migrants had heard from the other migrants about the possibility to receive AVRR assistance. A smaller number of them found out about the assistance from the social workers at the facility, the various components within IOM's information project, and the state authorities.³⁹

Q21. If the above-mentioned information is available, please present the results, in particular any information on:

- a. The most common tool through which the returnee accessed information (e.g. through friends, via the Internet, via a leaflet),
- b. The extent to which they understood the information (e.g. was it presented in a user-friendly format, was it in their own language),
- c. The extent to which the information was comprehensive. Did they have to seek further information elsewhere and if so, why,
- d. The extent to which they trusted the information and whether there was anything about the way in which the information was provided that acted as an obstacle to their trusting it,
- e. The timing of the information provision and whether it would have been of any use if the information had been provided at an earlier stage,
- f. Whether the information influenced their decision to return home or not.

As mentioned under Question 20, based on IOM's research on assisted Kosovar returnees, the majority of irregular migrants access information on voluntary return through other fellow migrants (word of mouth) and the staff employed at the facility hosting the migrants. Moreover, when making the decision to return voluntarily, migrants tend to involve others in the process. Migrants most commonly consult the staff employed at the facility hosting them (social workers, NGO workers, detention/reception centre staff), as well as IOM staff members. There were smaller incidences where other migrants were consulted in the decision-making process.

The results of the same research conducted by IOM Budapest have demonstrated that the majority of the migrants were satisfied with the return counselling and information that they had received (90% of the respondents) and none of the respondents claimed to have been short of information about the conditions at home before return.⁴⁰

Based on the experiences during the conducting of outreach activities and consultation sessions with irregular migrants (predominantly with migrants from Kosovo*), it can be discerned that the migrants generally trust IOM and the information that is relayed. This could be due to the fact that Kosovar migrants typically are familiar with

³⁹ Results of research conducted within the "Evaluation of Reintegration Assistance Provided to Returnees to Kosovo (UNSCR 1244) project, IOM Budapest, June 2015

⁴⁰ Results presented in "Evaluation Report on the Reintegration Assistance of Assisted Voluntary Returnees from Hungary to Kosovo (UNSCR 1244), IOM Budapest, March 31, 2014

IOM and its assistance programmes and the organisation's presence and engagement in Kosovo*. When meeting irregular migrants coming from other countries, such as African and Middle Eastern countries, IOM staff discerns that such migrants approach the information on voluntary return with more caution and commonly tend to view the option of voluntary return as an impossible choice.⁴¹ Regardless of the nationality of the irregular migrant, through its one-on-one consultation sessions, IOM staff members responsible for outreach and information activities have discerned that it is important to convey the information on voluntary return in a neutral manner, i.e. the communication should not be about motivating the migrant to return.

6.2 OTHER INDICATIONS / EVIDENCE OF EFFECTIVENESS

The purpose of Q22 to Q24 is to allow Member States to include any additional information on the effectiveness of the approaches described under section 4 that are not covered in section 5. This sub-section should not repeat information already included in section 5. Please only include new information here.

Q22. Are there any other indications / evidence available of the effectiveness of the different practices / approaches described in section 4 at increasing awareness amongst irregular migrants who are not in contact with the authorities about their options regarding voluntary return and/or at providing such migrants with a comprehensive understanding of their options so as to be able to make a balanced, well-informed decision about voluntary return.

Possible sources of evidence include:

- i. Statistics on use of the information tools (e.g. users of hotline number, webpage visits, Facebook page hits / 'likes', leaflets distributed, number of leaflets downloaded / requested, etc.),
- ii. Evaluations / research,
- iii. Personal testimonies from returnees / irregular migrants who made use of the services (where identified in secondary sources e.g. studies, social media pages, websites, etc.),
- iv. Opinions / perspectives of stakeholders on the effectiveness of their resources - you may gather this information through primary research (i.e. interviews with the authorities, with NGOs supporting irregular migrants accessing the services, etc.).

The approaches that have been employed in disseminating information on voluntary return in Hungary by service providers such as IOM Budapest have not generally targeted irregular migrants who are not in contact with the authorities. Although IOM Budapest has conducted assessments of the cases that it has assisted within its AVRR programmes, there is no information that could demonstrate the degree to which the utilised approaches have been effective in raising awareness of voluntary return among irregular migrants who are not in contact with the authorities.

⁴¹ Communication during outreach visits by IOM staff member

There is also no evidence on the degree of effectiveness that could be gathered from analysis of IOM's telephone service statistics and statistics related to IOM's Volret website.

Q23. Please also describe any factors that make these approaches successful / not-so-successful tools for disseminating information on (voluntary) return to irregular migrants not in contact with the authorities.

Possible sources of evidence include evaluations / research, personal testimonies from returnees / irregular migrants who made use of the services (where identified in secondary sources), opinions / perspectives of stakeholders (you may use primary research for this).

As has been noted, the toll-free telephone service on AVRR that is run by IOM Budapest has overall proven to be a good and useful channel in communicating information on voluntary return and the corresponding assistance. One of the positive characteristics of this approach is the availability of the service and information in different and relevant languages. This allows interested beneficiaries to receive important information that will help them in making an informed decision. Another positive element is the scope of the telephone service, as it allows interested migrants, both those staying in the detention or reception centres and those living outside of these centres, to receive important information on voluntary return. However, as we have noted, the vast majority of the callers are irregular migrants who are in contact or are known to the authorities, as they contact IOM from the detention or reception centres. Telephone calls or communication through emails cannot substitute the provision of information through direct contact between the information provider and potential beneficiary of return assistance. Outreach visits and the personal encounters with potential clients of voluntary return can be effective in disseminating information and raising awareness of irregular migrants on the option of voluntary return. However, thus far such visits have not targeted irregular migrants who are not in contact with the authorities. By conducting community visits and holding meetings with the migrant communities, IOM Budapest could enhance the visibility of information on voluntary return and also potentially reach out to those who are not in contact with the authorities.

Q24. Please describe any specific challenges associated with the approach to disseminating information implemented by the national authorities directly in raising awareness of irregular migrants not in contact with the authorities?

Irregular migrants who are not in contact with the national authorities have minor chances to receive information about voluntary return. These groups of migrants are also more difficult to access. According to the OIN, the most important way of learning about voluntary return is through the website of IOM and other organisations. Further, the assistance of civil organisations is seen as valuable for the authorities in matters related to the dissemination of information and the provision of assistance to migrants to learn about voluntary return.

Compared to the irregular migrants who are not in contact with the authorities, the ones who are in contact with the authorities are exposed to significantly more information (through posters, leaflets and other forms of media) in the facilities of the national authorities, and receive notifications regarding the various opportunities and forms of voluntary return during their procedures (see under Question 8).

6.3 LESSONS LEARNT

Q25. Are there any lessons to be extracted (by Member States completing this Common Template) from the findings presented above that could be taken on board by other Member States?

Based on feedback gathered through IOM's telephone service and meetings with irregular migrants during outreach visits to the various facilities in Hungary, information on voluntary return is often perceived as unclear or misunderstood by the migrants. This can be attributed to the fact that such information is conveyed to irregular migrants by a number of different actors outside of IOM, such as social workers and staff working at reception and detention centres, the immigration authorities as well as fellow migrants and family members. Coordination and partnership among the actors and stakeholders should be enhanced to prevent the flow of misinformation on details related to voluntary return programmes. Information on voluntary return should be made more accessible, particularly to irregular migrants who are living outside of the detention and reception centres and are not in contact with the Hungarian authorities. Outreach activities should be expanded and also target migrant communities, places that are frequented by migrants in the country. Further, a number of pivotal factors should be taken into account when providing information on voluntary return on part of the relevant actors as well as when developing and designing the information and promotion materials. The timing of the provision of information is important in order to enable migrants to make an informed decision. Efforts must be made to mitigate language barriers and communication issues in order to convey the message and information to the migrant. One important element that has been discerned after the implementation of IOM's information projects in the past years is the content and the approach that is used in the provision of information. It is important to avoid the utilisation of highly complex and technical wording when developing information materials and when delivering information in person to a migrant. Information provision should also employ an approach that addresses specific

needs of the migrants that are targeted by the assistance and counselling. Outreach visits offer not only an opportunity for the beneficiaries to interact with IOM and OIN staff on a face to face basis, but also offer a valuable opportunity for IOM staff to learn first-hand whether information is missing or inadequately communicated. Further, as discerned during outreach visits, the presence of staff with similar or same ethnic background and the ability to converse in the language that the migrants can understand can be seen as an advantage and at times even pre-requisite for the successful conveyance of information on voluntary return and in reaching out to migrants. In order to also promote information on voluntary return to irregular migrants who are not in contact with the authorities, outreach visits should also be implemented in migrant communities in Hungary, including the organisation of meetings with the official representatives of the local migrant communities. In order to expand the reach of information on voluntary return, the local network of organisations working in the field of migrant assistance should be strengthened. It would be important for the existence of AVRR to be promoted on by the civil organisations in Hungary.

National statistics on return and number of irregular third-country nationals

Table A.1.a: National Statistics on the number of third-country nationals returning, by year and by type of migrant

	Year					source	Method used to reach the estimates, as well as any caveats as to their likely accuracy
	2010 (total)	2011 (total)	2012 (total)	2013 (total)	2014 (total)		
a. Third-country nationals returning by physical transportation out of the Member State, on the basis of a return decision (forced return)	563	738	1,231	599	1,121	Office of Immigration and Nationality	Review of records
b. Number of third-country nationals returning voluntarily within the time-limit fixed for that purpose in the return decision (voluntary departure)	No data available	N/A	3	5	8	Hungarian Police, Alien Policing Division	Review of records
c. Number of irregularly-staying third-country nationals returning via AVR packages (assisted voluntary return)	426	350	415	353	491	Office of Immigration and Nationality	Review of records
d. Number of irregularly-staying third-country nationals returning via AVRR packages (assisted voluntary return and reintegration) – where different from (c)	No data available	N/A	N/A	N/A	N/A	N/A	N/A

Table A.1.b: National Statistics on the number of third-country nationals not in contact with the national authorities, by year and by type of migrant

	Year					source	Method used to reach the estimates, as well as any caveats as to their likely accuracy
	2010 (total)	2011 (total)	2012 (total)	2013 (total)	2014 (total)		
a. Number of irregular migrants who were previously known to the authorities, but whose place of residence is no longer known to the authorities (absconding).	No data available	N/A	N/A	N/A	N/A	N/A	N/A
b. Number of irregular migrants whose residence on the territory has never been known to the authorities (clandestine entry)	No data available	N/A	N/A	N/A	N/A	N/A	N/A

Annex 1 Description of data-collection methods used

Table A.2: Data-collection methods used

Sources of info / method	Used? (Y/N)	List the sources: for secondary sources, cross-refer to bibliography; for primary sources list the stakeholders involved	Type of information provided (refer to question numbers / sections if useful)
Evaluations	Y	-Results of evaluation questionnaires completed within "Reintegration Assistance to Assisted Voluntary Returnees to Kosovo (UNSCR 1244)" project -Evaluation Report on the Reintegration Assistance of Assisted Voluntary Returnees from Hungary to Kosovo (UNSCR 1244)	-Information for Q20
Studies	Y	-AIDA Asylum Information Database - Country Report Hungary -Annual Policy Report 2010 - Developments in Hungarian Migration and Asylum Policy, European Migration Network, Hungary 1 January 2010 - 31 December 2010	-Statistics for Q1 -Information for Q7
Other reports	Y	-Frontex, Trends and Routes – Western Balkan Route http://frontex.europa.eu/trends-and-routes/western-balkan-route/	-Information for Q1
Legislation	Y	-Act I of 2007 on the Admission and Residence of Persons with the Right of Free Movement and Residence -Act II of 2007 on the Admission and Right of Residence of Third-Country Nationals -Directive 2008/115/EC -Act CXL of 2004 on the General Rules of Administrative Proceedings and Services	-Information for Q7
Policy documents	Y	-National Programme AMIF -Annual Programme 2012 of Hungary, European Return Fund	-Information for Q10 -Information for Q9
'Mystery shopper'			
Interviews with stakeholders (list the stakeholders)			
Consultation with national stakeholder (list them)	Y	-Department of International Cooperation, Office of Immigration and Nationality (OIN) -Alien Policing Division, Hungarian Police	-Statistics related to the total number of irregular migrants in Hungary (Q1); Statistics for Q2 and Q4; Information for Q7, Q8, Q11, Q12 and Q24; Information for Table 3 and Annex 1. -Statistics for Annex 1

Consultation with national network		Y	-Hungarian Helsinki Committee -Regional Office of UNHCR in Budapest	-Information for Table 1, 2 and 3 -Information on any information dissemination practices on voluntary return in Hungary
Other (specify) -Memorandum of Understanding -Agreement -Website of the Hungarian Government -IOM AVRR telephone service records -IOM AVRR records		Y	-Memorandum of Understanding between IOM and Ministry of Interior on Cooperation in the Field of Voluntary Assisted Return of Migrants -Agreement between the Government of the Republic of Hungary and the International Organisation for Migration for Cooperation in the Field of Migration http://www.kormany.hu/en/prime-minister-s-office/news/national-consultation-on-immigration-to-begin - IOM Budapest -IOM Budapest	-Information for Q7 -Information for Q7 -Information for Q10 -Information for Q19 -Information for Q19

Bibliography

1) Legislation

a) National

- Act I of 2007** on the Admission and Residence of Persons with the Right of Free Movement and Residence
- Act II of 2007** on the Admission and Right of Residence of Third-Country Nationals
- Act CXL of 2004** on the General Rules of Administrative Proceedings and Services

b) EU

- Directive 2008/115/EC of the European Parliament and of the Council of 16 December 2008 on common standards and procedures in Member States for returning illegally staying third-country nationals, available at:

<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32008L0115&from=EN>

2) Agreements

- Memorandum of Understanding** between IOM and Ministry of Interior on Cooperation in the Field of Voluntary Assisted Return of Migrants, 16 October 2000
- Agreement** between the Government of the Republic of Hungary and the International Organisation for Migration for Cooperation in the Field of Migration, 18 December 1995

3) Studies, Reports, Evaluations

- European Migration Network:** Annual Policy Report 2010 - Developments in Hungarian Migration and Asylum Policy, Hungary 1 January 2010 - 31 December 2010
- Frontex:** Trends and Routes – Western Balkan Route, available at: <http://frontex.europa.eu/trends-and-routes/western-balkan-route/>
- Hungarian Helsinki Committee and European Council on Refugees and Exiles (ECRE):** AIDA Asylum Information Database - Country Report Hungary, available at: http://www.asylumineurope.org/sites/default/files/report-download/aida_-_hungary_thirdupdate_final_february_2015.pdf
- International Organisation for Migration:** Results of evaluation questionnaires completed within "Reintegration Assistance to Assisted Voluntary Returnees to Kosovo (UNSCR 1244)" project, IOM Budapest
- International Organisation for Migration:** Results of research conducted within the "Evaluation of Reintegration Assistance Provided to Returnees to Kosovo (UNSCR 1244)" project", IOM Budapest, June 2015

-**International Organisation for Migration**: Evaluation Report on the Reintegration Assistance of Assisted Voluntary Returnees from Hungary to Kosovo (UNSCR 1244), March 31, 2014, available at:

<http://new.iom.hu/sites/default/files/Evaluation%20Report%20-%20FINAL%20-%202012MAY.pdf>

4) Policy Documents

-**Ministry of Interior of Hungary**: Annual Programme 2012 of Hungary, European Return Fund

-**Ministry of Interior of Hungary**: National Programme Asylum, Migration and Integration Fund

5) Consultations with stakeholders

Government Bodies:

-**Office of Immigration and Nationality (OIN)**, Department of International Cooperation, (questionnaire)

-**Hungarian Police**, Aliens Policing Division (questionnaire)

Civil Society Organisations:

-**Hungarian Helsinki Committee** (email correspondence)

-**UNHCR Regional Representation of Central and Eastern Europe** (email correspondence)

-**Menedék - Hungarian Association for Migrants** (questionnaire)

6) Webpages

<http://www.kormany.hu/en/prime-minister-s-office/news/national-consultation-on-immigration-to-begin>

<http://menedek.hu/en/projects/complex-support-initiatives-aimed-at-potential-returnees>

7) Records

-**International Organisation for Migration**: Assisted Voluntary Return and Reintegration phone service records

-**International Organisation for Migration**: Assisted Voluntary Return and Reintegration records on assisted migrants

-**International Organisation for Migration**: Communication during outreach visits on AVRR