

**DO YOU LIVE IN PORTUGAL  
AND WISH TO RETURN TO  
YOUR COUNTRY OF ORIGIN,  
BUT NEED HELP RETURNING?**

Contact the International  
Organization for Migration (IOM)

## What is the Assisted Voluntary Return and Reintegration Programme (ARVoRe VII)?

The ARVoRe VII is a project implemented by the International Organization for Migration (IOM) – with the aim of supporting in a dignified, humane and sustainable way migrants who are in a vulnerable situation in Portugal and wish to return voluntarily to their countries of origin but cannot afford the return journey.

The ARVoRe VII project is co-funded by the Asylum, Migration and Integration Fund (AMIF) and the Portuguese Immigration and Border Service (SEF).

## HOW DOES IT WORK?

### 1. Contact us

Choosing to return to one's country of origin can be a difficult decision to make. The IOM team remains available to provide information on the assistance you can get from the ARVoRE VII program and clarify any question you may have, so that you can make a voluntary and informed decision about your return.

The counseling is provided individually, and it is confidential. You may contact IOM office in Lisbon via phone, Whatsapp, e-mail, or Facebook.

### 2. Make your decision

Once you have all the information regarding the Program's procedures, you can take as much time as you need to think about your next step. You can change your mind at any stage of the process, even after you registered in the program

### 3. Registration in the ARVoRe VII program

You can schedule your registration appointment directly with IOM in Lisbon. IOM also relies on a counselling and information network with more than 30 partners across Portugal, including the Regions of Azores and Madeira.

If you do not live in Lisbon, we can connect you to the partner organization closest to your location. Each partner organization can provide information and help you register in the ARVoRe VII program.

### 4. Pre-departure psychosocial support

Once you are registered in the ARVoRe VII program, you may request psychosocial help before returning to your country of origin. The program can refer you to a partner organization specialized in offering psychosocial support.

### 5. Assistance upon departure

Once your voluntary return application is approved, the IOM team will contact you to check if you are ready to travel and to book your flight ticket.

On your departure day, we will meet you at the Lisbon airport with your flight ticket and we will assist you with all the airport procedures.

When travelling with the ARVoRe VII program you will be provided with:



An airline ticket, for the most direct and economic route to your country of origin, or to a third country where your entry is guaranteed.



€50 to meet the expenses that may arise during your journey.

## 6. Reintegration assistance in the country of origin

Prior to your departure, you can discuss with the ARVoRe VII staff team about your needs upon arrival in your country of origin. IOM can help you find information that may be useful for your reintegration process. In some cases, and depending on your needs, the ARVoRe VII program can also provide financial support to help you with your reintegration needs (e.g. to help you start a small business, attend a professional training, or pay for medical expenses).

Reintegration assistance requests must be submitted before one's return journey. Each request is assessed individually with an individual reintegration plan. If your reintegration assistance request is approved, you will be informed on the decision before your return date.

Requests for reintegration support must be submitted before the return and you will need to prepare an Individual Reintegration Plan. Every reintegration assistance request is evaluated, and if your plan is approved the decision will be communicated to you prior to your return.

The financial support varies according to the person's needs and can go up to a maximum of €2000. Beneficiaries of this reintegration assistance will receive follow-up support in the country of origin through the local IOM mission for a period of 6 months.

## FREQUENTLY ASKED QUESTIONS

### I want to return with my family - can they also benefit from the Program?

Yes. The Assisted Voluntary Return and Reintegration Program supports individual candidates, as well as families. The Programme also includes support for both accompanied and unaccompanied minors.

### When am I ineligible for the Program?

There are four situations in which you cannot benefit from the ARVoRe VII program:

1. If you are a citizen of country member of the European Union (EU), or a direct family member of someone with any EU nationality.
2. If you have legal issues in Portugal that may prevent your return to your country of origin;
3. If you have already benefited from the ARVoRe program before;
4. In case you provide false information.

The failure to meet these requirements, or other requirements related to the ARVoRe VII program, may result in your exclusion from the program.

### What are the documents required to apply to the program?

When registering in the ARVoRe VII program, you will be asked to show your



**Passport**  
(valid or expired)



**document attesting your filiation**



**residence permit**  
(if available)

If you do not have any of these documents, please contact IOM.

### Will the Program cost me anything?

No, your return flight will be covered by the ARVoRe VII program and you will not be charged.

### If I benefit from the Program, will I be subjected to any travel restriction?

Yes. The Portuguese legislation (artigo 139º - Apoio ao regresso voluntário, da Lei n.º 23/2007, de 4 de julho que aprova o regime jurídico de entrada, permanência, saída e afastamento de estrangeiros do território nacional, alterado pela Lei n.º 29/2012, de 9 de

agosto, pela Lei n.º 56/2015, de 23 de junho, pela Lei n.º 63/2015 de 30 de junho, pela Lei n.º 59/2017 de 31 de julho, pela Lei n.º 102/2017 de 28 de agosto, pela Lei n.º 26/2018 de 5 de julho, e pela Lei n.º 28/2019, de 29 de março) foresees two types of restrictions to beneficiaries of assisted voluntary return:

- **An entry ban in Portugal for a period of 3 years.**
- If you hold a Portuguese residence card, you will need to hand it over to the Immigration and Borders Services (SEF) at the airport upon returning to your country of origin, thereby losing your residence right in Portugal.

### Can I travel back to Portugal before the end of my three-year entry ban?

The current Portuguese legislation (o artigo 80.º do Decreto-Lei Decreto Regulamentar n.º 84/2007, Lei n.º 23/2007, de 4 de Julho, que aprova o regime jurídico de entrada, permanência, saída e afastamento de cidadãos estrangeiros de território nacional) stipulates that if you wish to enter Portugal before the end of your entry-ban, you will need to contact the Portuguese Consular Representation in your country of residence and register for an admission process. You will need to reimburse every expense incurred within the ARVoRe program, including: the price of the airline ticket(s), the pocket money you received to meet journey-related expenses, and any financial support you may have received for reintegration purposes. You will also be charged an interest rate at statutory rate.

## The International Organization for Migration (IOM)

### Who are we?

The International Organisation for Migration (IOM) is the UN Migration Agency. IOM's headquarters are located in Geneva, Switzerland, and it has offices in more than 150 countries, including Portugal. IOM is dedicated to promoting humane and orderly migration for the benefit of all and it is committed to the principle that humane and orderly migration benefits migrants and society.