

Public Authority	Agency for the Welfare of Asylum Seekers
Description of the department/directorate/entity's structure	<p>AWAS is headed by a CEO and is made up of the following Units:</p> <p>Head Office: Block C, Beltissebh, Floriana</p> <p>Centres managed by AWAS:</p> <p>Dar il-Liedna, Fgura Hal Far Tent Village, l/o HalFar Hal Far Family Open Centre, l/o Hal Far Hal Far Open Centre, l/o Hal far Initial Reception Centre,</p>
Description of the department/directorate/entity's functions and responsibilities	<p>The function of the Agency for the Welfare of Asylum Seekers (AWAS) is;</p> <ol style="list-style-type: none"> 1. Oversee the daily management of accommodation facilities either directly or through subcontracting agreements 2. Provide particular services to categories of persons identified as vulnerable according to current policies 3. Provide information programmes to its clients in the are of employment, housing, education, health and welfare services offered under national schemes 4. Act as facilitator with all public entities responsible for providing services to ensure that national obligations to refugees and asylum seekers are accessible 5. Promote the Government's policy and schemes regarding resettlement and assisted voluntary returns 6. Maintain data and draw up reports that are considered relevant for its own

	<p>function and to provide statistics to appropriate policy-making bodies</p> <ol style="list-style-type: none">7. Advise the Minister on new Developments in its field of operation and propose policy or legalisation required to improve the service given and fulfil any legal obligations in respect of its service users8. Encourage networking with local voluntary organisations so as to increase the service standards as well as academic research9. Work with other public stakeholders and, where possible, offer its services to asylum seekers accommodated in other reception centres not under its direct responsibility.10. Conduct Age/ Vulnerability & Mental Health Assessments11. Provide Legal Guardianship Services when and where required.
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<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>HR Files including payslips and monthly returns, Internal memos Receipts/ service user logbook and signatures Service user details/case work records Vulnerability Assessments Therapeutic Assessments Age Assessments Care Order Files EU projects' files</p>
<p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)</p>	<p>LN 207/2009 Refugees Act Immigration Act Collective Agreement Manual of Procedures / PSMC/DIER</p>

Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for

FOI Officers may be contacted by e-mail on foi.mhsr@gov.mt or by telephone: 25689314/306

FOI Requests may be submitted by e-mail to foi.mhsr@gov.mt, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form

such access should be sent	
Details of Internal Complaints Procedure	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the Public Authority.</p> <p>The complaint should be addressed to the FOI Officer, who shall bring the complaint to the attention of the officer responsible¹. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Ministry, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the Act, the officer responsible shall waive any applicable fees for the submission of information.</p>

¹ The officer responsible shall be the Director or most senior official within the Department, Directorate or Secretariat concerned. In the absence of such officer, a reply may be provided by the Assistant Director. In the absence of an Assistant Director, a reply would be provided by the officer higher in rank than the Director or most senior official.

Other Information	<p>Complaints may be submitted to the Public Authority by e-mail to foi.mhsr@gov.mt, through the FOI portal www.foi.gov.mt via the e-ID or through the online form.</p> <p>Payments can be made in cash or by cheque payable to the Office of the Permanent Secretary, Ministry for Home Affairs, Security, Reforms and Equality (MHSR), at the following address:</p> <p>Accounts Section Ministry for Home Affairs, Security, Reforms and Equality (MHSR),201, Strait Street Valletta</p> <p>Applicants are requested to make an appointment with the FOI Officer before calling at the Public Authority for payment and/or collection of document.</p> <p>Working Hours Winter Hours 8.00am – 12.30pm and 1.15pm – 5.15pm</p> <p>Summer Hours 8.00am -1.00pm</p>
Public Authority Contact Details:	<p>Office of the Permanent Secretary, Ministry for Home Affairs, Security, Reforms and Equality (MHSR),201, Strait Street Valletta VLT 2000</p> <p>Tel No:25689314</p>