

Additional Information
for
Pre-Deportation Detainees
at the Police Detention Center Roßauer Lände

Ladies and Gentlemen,

This folder shall provide you with basic information and some support for your time in detention. The folder is addressed to all detainees pending deportation in the PAZ Roßauer Lände.

We have tried to answer the most important questions of daily life in the PAZ. Should you have any additional questions, please contact a police officer or a social service agent.

If something is unclear to you, and above all, if you are asked to sign a document, you should always ask for an explanation first.

Any expressions particularly referring to males (e.g. policeman) also include females (e.g. policewoman). To facilitate reading this information exclusively uses the male form (e.g. policeman).

1. Where am I? What is the address of the Police Detention Centre (PAZ)?

You are in the Police Detention Centre Vienna, Roßauer Lände.

The address is: Polizeianhaltezentrum (PAZ), Roßauer Lände 9, 1090 Wien

2. Rules of Detention

The Rules of Detention regulate life in the detention facility. Moreover, the Rules of Detention cover your rights and duties. The most important items of the Rules of Detention are being explained on this information sheet.

You may read the original version of the Rules of Detention at any time. Should you wish to read the entire text of the Rules of Detention, please contact a police officer.

3. When and where can I approach a social service agent?

Social service agents are available at the Police Detention Centre (PAZ) during the following hours (except on holidays):

Monday	3:00p.m. – 4:00 p.m.
Tuesday	3:00p.m. – 4:00 p.m.
Wednesday	3:00p.m. – 4:00 p.m.
Thursday	3:00p.m. – 4:00 p.m.
Friday	3:00p.m. – 4:00 p.m.
Saturday	-
Sunday	-

Social service agents will visit you during your detention at irregular intervals and inform you about the status of your proceedings.

Should you wish to speak to a social service agent at the earliest possible date, please inform the police officer on your floor. He will contact the social service agent and make an appointment for you.

4. Which objects may I keep in my cell?

You may wear your own clothes and have the necessary clothing in your cell. If this is not possible for reasons of hygiene or the state of your clothes, you will receive appropriate clothing from the Police Detention Centre (PAZ). Please contact a police officer.

Moreover, you may keep small quantities of hygiene articles, cutlery, food and cigarettes in your cell. Leisure articles (games, newspapers and journals, books...) are also permitted. Electronic appliances (radios/CD-players, TV-sets) must be approved by the commanding officer. Electronic games and recording devices (cassette recorders...) are not permitted.

Only one TV-set is allowed per cell.

You may not have more than 40 Euros in the cell.

Medications in the cell require approval by the doctor.

This is regulated by Section 9 of the Rules of Detention and by order of the commanding officer.

Should anybody demand money from you, please IMMEDIATELY inform a police officer.

5. Where are my personal belongings and my money?



Your personal belongings are kept in the storeroom of the Police Detention Centre (PAZ). In general, you may take clothes and those objects which you are allowed to keep in your cell from the storeroom. Should you require anything from the storeroom, please contact a police officer on your floor or a social service agent!

Your money is also in the storeroom. If you have money, you may take a maximum of 40 Euros from the storeroom on Mondays for buying things. If you need money, you must inform a police officer on Monday mornings.



You have no Euros, but other foreign currencies (such as Dollars, Roubles)?

Foreign currencies may be changed with your approval on Mondays at general banking exchange terms, which means you will have to pay the same fees as in a bank. Should you wish to change money, please contact a police officer on your floor on Mondays.

This is regulated by Section 9 of the Rules of Detention and by order of the commanding officer.

Important:

Possibly the authority will not return all of your money. The authority (the Federal Office for Aliens and Asylum or the National Police Directorate) must issue a written order, if money is withheld to pay costs or fines (such as your detention costs, your fine for illegal entry...).

6. What are my duties? What happens if I don't comply with such duties?

You must

- observe the Rules of Detention;
- follow orders given by the police officers;

- refrain from any action endangering yourself or other persons;
- refrain from any action endangering the upkeep of security and order in the Police Detention Centre (PAZ);
- keep your rooms clean and in order;
- clean and air your cell on a daily basis;
- clean the wash basin and the toilet on a daily basis;
- mop the floor once a week;
- handle things which you receive in an orderly and careful manner;
- refrain from any action making excessive noise (nighttime peace 10 p.m. - 6 a.m.).



This is regulated by Section 2 of the Rules of Detention.

If you do not comply with such duties, you commit an offence punishable by the commanding officer. He may

- take away television or radio privileges for a maximum of one week
- ban you from making purchases or playing games for a maximum of one week or
- order your solitary confinement for a maximum of 3 days.

In certain cases solitary confinement may be ordered for a longer period of time.

This is regulated by Sections 5 and 24 of the Rules of Detention.

7. Questions about food

You will get breakfast, lunch and dinner. At least one meal must be a warm meal.

Breakfast:	ca. 7 a.m.
Lunch:	ca. 11 a.m.
Dinner:	ca. 5 p.m.



Upon request it is possible to get food without pork or vegetarian food. Please indicate your preference to a police officer. We pay attention to your religion and health.

You will receive adequate amounts of drinking water. Moreover, you will receive tea once a day. On hot summer days you will also receive other beverages.

Consumption of alcohol is prohibited.

Additional beverages and food may be bought in the cafeteria.

This is regulated by Section 13 of the Rules of Detention.

8. May I make purchases?

At least once a week you may buy articles of daily use (such as shampoo) and food in the cafeteria, where a price list is displayed. The cafeteria is open Monday-Friday in the afternoons of odd calendar days.

At least once a week you may buy cigarettes, newspapers, telephone cards, stationery and stamps at the tobacconist. The tobacconist is open on Monday, Wednesday, and Friday afternoons.

This is regulated by Section 18 of the Rules of Detention.

9. When can I take a shower? How and where can I do my laundry?

When arriving at the Police Detention Centre (PAZ) you receive bed linen, dishes and cutlery, a hygiene package (tooth paste, tooth brush and a plastic cup).

You are entitled to take a warm shower once, or if you wish, twice a week. You will receive soap and shampoo. You may purchase additional products.

Moreover you are entitled to get warm water at least once a day to wash your body.

This is regulated by Section 12 of the Rules of Detention.

In the Police Detention Centre (PAZ) Roßauer Lände you can take a warm shower at least three times a week.

House workers, in particular kitchen workers, have to take a shower every day.

If you need a razor or a hair cutting tool, please contact a police officer before taking a shower.



If you wish to have your laundry done, please contact a police officer on your floor or a social service agent. The laundry will be colour-separated, washed and dried by a house worker. For this reason sometimes you may have to wait a little. Please be patient.

Except for your purchases in the cafeteria and at the tobacconist you need not pay for anything.

Should anybody demand money from you for any activity, please inform a police officer IMMEDIATELY.

10. How can I pass my time?

- Outdoor exercise: you may always spend one hour per day in the courtyard walking or playing ball.
- Library: Please tell a police officer which books you wish to read.
- You may take out no more than three books at the same time. You will get the books on Tuesdays and Fridays.
- In the cell you may watch television or listen to the radio/music, if you or your fellow detainees have the necessary equipment. Electronic games and recording devices (cassette recorders...) are not allowed.
- You may play parlour and card games. Some games can be rented.
- Please contact a police officer on your floor. You must NOT gamble for money!
- If possible and if you wish, you may help in the Police Detention Centre (PAZ) (housework, such as cleaning community rooms ...). It is required that you can communicate with the police officer (language). There is no pay for such work.
- Unfortunately no paid jobs are available in a Police Detention Centre (PAZ) (by reason of legislation pertaining to aliens).
- For further activities or suggestions you may contact a social service agent.



You must not act in any way to violate the Rules of Detention or endanger your own or the security of others.

This is regulated by Sections 15 - 17 of the Rules of Detention.

11. Where may I smoke?

You may smoke in your cell.



Smoking is forbidden in any case:

- on the bed (fire risk),
- in solitary confinement during night times peace (10 p.m. – 6 a.m.),
- in special security cells,
- and in cells with non-smokers.



The doctor may prohibit you from smoking.

If you are a non-smoker, please contact a police officer to be accommodated in a non-smoker cell. This is always also a shared cell.

This is regulated by Section 14 of the Rules of Detention.

12. May I share a cell with certain persons? May I get a single cell?



Detention is always in shared cells. For ease of communication, nationalities shall be taken into account when allocating cells.

If you wish or do not wish to share a cell with a certain person of the same sex, please contact a police officer or a social service agent. Please note, that men and women, and adult and persons under 18 years are always accommodated separately. This separation is a security measure. But person under the age of 18 may wish to make contact with other adult detainees during the day.

If you wish to be accommodated in a single cell, please contact a police officer or a social service agent. If possible, your wish will be fulfilled.

This is regulated by § 4 Section 3 und § 5 Section 3 of the Rules of Detention.

13. When will I be kept in solitary confinement?

There are basically three possibilities to be kept in solitary confinement:

1. By your own choice,
2. For security reasons (if you threaten or endanger yourself or other persons, if you have a contagious disease...),
3. As a punishment (see 6).

If you are in solitary confinement by your own choice, you have the same rights as in shared detention.

14. My family members are also in pre-deportation detention. Where are they? May I see them?

Rules of Detention provide for separate detention of men and women, and of adults and persons under 18. Officers in the Police Detention Centre (PAZ) will use their best efforts to accommodate a family in a shared cell.

If your family members are also detained in this Police Detention Centre (PAZ), house visits may be arranged. They will take place in the visitors' zone.

If you do not know where your family members are detained or if you wish to make a house visit, please contact a police officer or a social service agent.

15. May I receive visits?

You are entitled to receive private visitors at least once a week for 30 minutes.

Each visitor must have an ID-card.

You may be visited only by two adult persons at the same time. Children may visit only in the company of adults. You may see and speak with your visitors through a separating glass window. In individual cases, visits may be monitored.

Parcels or money for you must always be handed over during visiting hours (see 17).

Visiting hours are allocated according to the first letter of family names:

	A-K	L-Z
Monday	-	-
Tuesday	4 p.m. - 5:30 p.m.	-
Wednesday	-	4 p.m. - 5:30 p.m.
Thursday	-	-
Friday	-	-
Saturday	12:30 p.m. - 3:30 p.m.	-
Sunday	-	12:30 p.m. - 3:30 p.m.



Certain visitors such as legal advisors, legal representatives, representatives of Austrian authorities or of your home country may visit you also outside of visiting hours. In principle, they may visit at any time, but if possible during office hours (07:30 a.m. – 3:30 p.m.). As regards availability of social service agents see 3.

This is regulated by Section 21 of the Rules of Detention.

16. May I make telephone calls and write letters?

You are entitled to make telephone calls and to write letters. There is a card phone on every floor. Telephone cards may be purchased at the tobacconist (see 8).

Mobile phones are banned from the cells. If you had a mobile phone when you arrived, it has been stored in the storeroom. In exceptional cases you may get the mobile phone for making a call. Please contact a police officer or a social service agent.



If you wish to send a letter, hand it over to a police officer. Letters will be checked on a random basis.

Different rules apply for the contact with Austrian authorities, a legal representative (lawyer, non-governmental organisation (NGO)), and with an employee of the embassy of your home country or of international organisations for the protection of human rights. Telephone calls with such bodies and letters to such bodies or persons are free of charge, if you have no money. Such costs will be borne by the Austrian Government. If you need anything in this connection, please contact a police officer or a social service agent.

If you wish to make contact Federal Office for Aliens and Asylum, you will find its address and telephone number on top of the first page of your detention order. You may receive a list of embassies and consulates from a police officer on your floor.

This is regulated by Sections 19 - 20 of the Rules of Detention.

17. May I receive mail (letters and parcels)?

You are entitled to receive letters and parcels. They must be sent to you to the following address:

Your name, Polizeianhaltezentrum (PAZ), Roßauer Lände 9, 1090 Wien.



It is also possible to write and receive letters within the Police Detention Centre (PAZ) (inter-nal mail). If you wish to send such a letter, hand it over to a police officer.

Letters from private persons will be checked on a random basis. Letters from your legal representative, from representatives of Austrian authorities or of your home country and from international organisations for the protection of human rights will not be checked.

Parcels will be opened by a police officer and checked in your presence. You will receive the objects that are allowed in the cell (see 4). Any other objects will be deposited in the storeroom or returned to the visitor.

Clothes, books or newspapers, games, TV-sets (no more than 60 cm screen diagonal) and radio sets, as well as money may be handed over, once they have been checked by police officers. Money will always be deposited in the storeroom and may be withdrawn on Mondays. Electronic games and recording devices are not allowed.

In order to prevent smuggling of drugs, no food, toilet articles or cigarettes whatsoever may be sent or handed over. If such articles are brought to you, they will be returned or safeguarded at the deposit together with your belongings. But you may purchase food, toilet articles or cigarettes at the Police Detention Centre (PAZ).

Illegal objects (such as drugs, weapons...) will be seized and criminal proceedings will be initiated.

This is regulated by § 9 Section 4 of the Rules of Detention.

18. How and where can I practice my religion?

You may pray in your cell at any time. Should you wish a clerical person (e.g. an imam, priest...) to attend, please contact a police officer or a social service agent.

This is regulated by Section 11 of the Rules of Detention.

Religious counselling by the archdiocese Vienna is available in the Police Detention Centres (PAZ) Vienna Rossauer Lände and Hernalser Gürtel. Such counselling does not include counselling in legal matters.

Upon request, religious counselling by the archdiocese Vienna is available on the following days:

Pater PONGO

Languages: German, English, French, Swahili (Kenya, Tanzania, Congo) and Twi (Ghana).

Monday	-
Tuesday	
Wednesday	09 a.m. – 11 a.m.
Thursday	-
Friday	-
Saturday	-
Sunday	-

Representatives of the following religious denominations will attend upon your request. When needed, a police officer on your floor can make contact with these religious counsellors:

Protestant Minister

Mag. Mag. Dr. Mathias GEIST
Tel.: 40403 – 3323 Josefstadt Prison

Jehovah's Witnesses

Mr. Leo KNABL
Tel.: 9742494, religious prison counsellor

Islamic denomination

Mr. Hussein MAAROUF
Tel.: 5263122, religious prison counsellor for detainees of Islamic faith.

If you wish religious counsel (support) by a different counsellor (also from any other religious denomination), please contact a police officer on your floor. But this may take some time. Please be patient.

19. I have a problem. Who may I contact? Where can I complain?

If you have a question or a problem in the Police Detention Centre (PAZ), please contact a police officer, the legal advisory service, or a social service agent.

During detention you may complain to the commanding officer orally or in writing, if your rights covered by the Rules of Detention have been violated. If you wish, you may speak with the commanding officer in person.



You may also lodge an anonymous complaint by placing it in the mail-box put up for this purpose.

This is regulated by Section 23 of the Rules of Detention.

If you have questions about the status of your proceedings or other legal matters, please contact the Federal Office for Aliens and Asylum Immigration and Asylum or the legal advisory service.

If you wish to make contact with the Federal Office for Aliens and Asylum Immigration and Asylum, you will find its address and telephone number on top of the first page of your detention order.

This information is being provided by:
Federal Ministry of the Interior