

Family Reunification NEEDS ASSESSMENT – draft questionnaire

1. INTERVIEW INFO

(Questions A.1 to A.5 to be filled out by the enumerator.)

A.1 Name of interviewer:

- Interviewer ____

A.2 Date of interview:

- Date ____/____/____ (DD/MM/YYYY)

A.3 Duration of interview:

- Starting time: ____h ____min
 Ending time: _ ____h ____min

A.4 Facility name:

- Austrian Red Cross Lower Austria
 Austrian Red Cross Salzburg
 Austrian Red Cross Styria
 Austrian Red Cross Carinthia
 Austrian Red Cross Tyrol
 Austrian Red Cross Upper Austria
 Austrian Red Cross Vienna
 Community: _____

A.5 Language of the interview:

Info: In which language was the interview conducted? Language of the client

- Arabic
 Dari/Farsi
 English
 French
 German
 Somali
 Other (please specify) _____

A.6 Type of Interview

- Face-to-face
 On the phone
 Online form



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Introduction script:

Info: It might be helpful to highlight the most important phrases in advance to ensure that all relevant information is given to the client. It might also be helpful to fill out the questionnaire together with the client, so that he/she will know which box you are ticking.

“Hello. My name is _____. I work for the Austrian Red Cross and we are collecting information from people about their experience with the Family Reunification. This is part of a project called REPAIR which is financed also by the European Union. Your feedback will help us improve our support to you and make recommendations to other organisations working in family reunification. Please be completely frank and say what you really feel. We may not be able to solve all problems you may have, but your perspective will help us and others do a better job.

Answering these questions will take about 60 minutes. We will not ask your name, as all information is anonymous and will be treated confidentially. Your participation in this survey is voluntary and you can choose not to participate or to only answer some questions. There are some questions where you can choose between the answers and some questions where I will write down your answers. If you are not sure what a question means, please ask and I will try and explain.

Do you agree to be interviewed?

Info: this always needs to be filled out!

- Yes, I agree
- No, I don't want to be interviewed!

(If yes, continue with Demographics, asking for the person's age)

(If no, thank the person for his / her time and stop the interview)

„If yes, do you have any questions before we start?“



2. DEMOGRAPHICS

(Question D.1 to be filled out by the enumerator.)

"The first questions are so called demographic questions about yourself and your family - for example your age, gender, and nationality. Having this information helps us to see if there are any patterns in the challenges people face during the Family Reunion process - people of a certain age, gender or nationality face specific challenges that others do not.

It is useful for us to have this information, but it is entirely optional - if you would prefer, we do not record this information that is fine too - any information you share with us about your experience of the Family Reunion process will still be valuable to us, whether we have your demographic information or not"

S/FM D1. Gender:

- 1 – Female
- 2 – Male
- 3 – Other
- 4 – Prefer not to say

S/FM D2. Which role did you have in the Family Reunification procedure?

- Sponsor
- Minor Sponsor
- Family member adult
- Family member minor
- Other: _____
- Prefer not to say

S/FM D3. What is your relation to the person you were reunited with?

- Spouse
- Child
- Parent
- Other: _____
- Prefer not to say

S/FM D4. How many Family members were to be reunited?

- 1
- 2
- 3-5
- 6 and more
- Prefer not to say

S D5. What was your status when you applied for the family reunification?



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- Refugee status
- Subsidiary protection
- Stateless
- Other: _____
- Prefer not to say

S/FM D6. What is your country of origin?

- My country of origin is _____
- Prefer not to say

S D7. Where were your family members at the time of your application?

- In country of origin
- In bordering country
- Other – please specify: _____
- Prefer not to say

S D8. When did you come to the family reunification counselling for the first time?

- Before the application for family reunification
- During the family reunification process
- After my family has been reunited
- Other: _____
- Prefer not to say

S D9. What support did you receive from the Red Cross?

(multiple answers possible)

S What support did you receive from the Red Cross?

- Information on family reunification process
- Visa support / counselling
- Travel assistance
- Post-arrival / integration

Other – please specify: _____

FM D9. Did you receive support from the Red Cross in the country you were staying while waiting for the reunification?

- Yes
- No

Follow-up to those who responded Yes

FM What support did you receive from the Red Cross?



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- Information on family reunification process
- Visa support / counselling
- Travel assistance
- Post-arrival / integration
- Other – please specify: _____

S/FM D10. When were you reunited with your family?

Year _____ Month _____

- Don't know
- Don't want to answer

3. SURVEY QUESTIONS

Info: Now we'll start with answering the questions. We will talk about the different stages of the family reunification: pre-departure, departure and the after the reunification has been completed. Most of the time you'll have to answer with 1-5 or even 1-7. For some questions, I will write down your answers.

"1" means that you don't agree with the answer and "5" means that you agree completely. You always have the possibility to say that you don't want to answer a question.

If anything is not clear, please ask me and I'll explain the question to you!

Let's start with the pre-departure – that is the time during you were taking all necessary steps so that your family can be reunited.

S/FM Q1. How long was your family separated for until you were reunited?

- Less than one year
- 1-2 years
- More than 2 years

S Q2. How much did you understand the procedure for your family reunification in Austria?

Info: Did you know how to bring your family and what they have to do?

FM Q2. How much did you understand the procedure for your family reunification to Austria?

Info: Did you know what you have to do in order to be reunited in Austria?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely



- 5 – Prefer not to say

Follow-up to those who responded 1, 2, or 3 to the previous question:

S/FM Q2.A Why not? _____

S/FM Q3. Who helped you to understand the family reunification procedure?
(multiple answers possible)

- I found out myself (if so, how? _____)
- A friend
- My community
- An NGO or other association
- The Red Cross
- A governmental institution (eg. embassy, asylum board...)
- Online information
- Other: _____

Follow-up to who responded to Red Cross:

S Q3.A How did you find out about the family reunification in Austria?
(multiple answers possible)

- Counselling and legal advice centres
- Government information
- Helping organizations websites
- On social media
- Family or friends
- Other asylum seekers or refugees
- Other: _____

S Q3.B How did the counselling at Red Cross help you to better understand the procedure for your family reunification in Austria?

FM Q3.B How did the counselling at Red Cross help you to better understand the procedure for your family reunification to Austria?

- 1 – Not at all



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- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

Follow-up to those who responded 1, 2, or 3 to the previous question:

S/FM Q3.C Why not? _____

S/FM Q4. If language would not be an issue, how would you like to receive information about family reunification? Multiple answers possible

Info: I will read the possible answers to you! You can choose more answers in this question.

- Legal advice centres
- Your main contact person at the place where you live
- Government website
- Helping organisations website (Caritas, Diakonie...)
- Helpline/hotline
- Facebook
- Whatsapp
- Viber
- E-mail
- Paper based information-sheets
- Audio/Orally
- Other _____

S/FM Q4.A In which languages would you feel comfortable to receive information?

Multiple answers possible

- Arabic
- Dari/Farsi
- English
- French
- German
- Pashto
- Somali
- Other: _____



FM Q5. How would you like to receive information about the family reunification to Austria?

- By the family member who already is in Austria
- By the counselor in Austria directly
- Government website
- Helping organisations website
- Helpline/hotline
- Facebook
- Whatsapp
- Viber
- E-mail
- Paper based information-sheets
- Audio/Orally
- Other_____

S/FM Q.6. What were the main challenges that you encountered during the family reunification process?

- Accessing information
- Understanding the FR process
- Accessing embassies
- Waiting time
- Costs associated with family reunification
- Completing procedures associated with family reunification (TB, DNA...)
- Having appropriate care for unaccompanied child(ren)
- Protection concerns (risk of violence or harm)
- Medical issues
- Homelessness
- Destitution
- Other – please specify_____

S/FM Q6.A. If you have received help. What kind of help have you found useful?

Choose the 3 options

- Trustful information on the legal procedure of the family reunification
- Regular contact with the legal advisor, counsellor of the Red Cross
- Financial aid
- Support by my community
- Help with medical issues
- Help with housing
- Care for children
- Help with education
- Travel assistance
- Other: _____



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- None



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S/FM Q6.B. Other than Red Cross, who provided you support during the process?

- Family/friends
- Charity – please provide details:
- UNHCR
- Other – please provide details:
- No support received

S/FM Q6.C. Which information or help were you missing while you were going through the family reunification process?

- Trustful information on the legal procedure of the family reunification
- Regular contact with the legal advisor, counsellor of the Red Cross
- Financial aid
- Support by my community
- Help with medical issues
- Help with housing
- Care for children
- Help with education
- Travel assistance
- Other: _____
- None

S/FM Please provide details on: What would have helped you and your family? What would you have needed during the waiting time before you can be reunited?

Now let's come to the part of the departure! That is the time where you already know that you can be reunited with your family, but you still need to leave country of your stay and prepare the journey..

S Q7. Which route did your family have to take?

- They left directly from the country of origin
- They were already in another country (transit)
- They had to travel to another country in order to depart
- Other: _____





FM Q7. Which route did you have to take to Austria?

- We/I left directly from the country of origin
- We/I were/was already in another country (transit)
- We/I had to travel to another country in order to depart

Other: _____

S Q8. Did your family experience any difficulties regarding the departure and arrival to Austria?

FM Q8. Did you experience any difficulties regarding the departure and arrival to Austria?

- Yes
- No

Follow-up to those who responded Yes

S/FM Q8.A What were the problems on departure?

- Administrative issues linked to the exit process
- Financial costs linked to the exit process
- Financial costs linked to travel
- Other (please specify)

S/FM Please provide details on problems faced:

S/FM Q8.B. What were the problems on arrival?

- Lack of information on what to expect
- Problems with customs/immigration authorities at airport
- Financial costs linked to airport pick up (taxi etc)
- Other (please specify)

S/FM Q9. Have you received support by the Red Cross at this stage?

- Yes
- No

S/FM Q9.A Follow-up to those who responded Yes: What kind of support have you received? Multiple answers possible

- Information on the departure
- Information on the arrival



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- Financial aid
- Organizational support
- Other: _____

S/FM Q10. *As you know the Red Cross can't issue Passports or Visa and does not have the possibilities to bring families across the borders. Is there anything else that the Red Cross can do to provide more assistance when it comes to the departure for family reunification?*

- Yes
- No

S/FM Q10.A *Follow-up to those who responded Yes: What kind of assistance would you or your family have needed?*

Now we come to the part where your family is already reunited. Please think about the first months when you were together again.

S/FM Q11. *Did you know what you need to do and where to go after the arrival at the airport?*

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q11.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q12. *Did you know the legal procedure until you can live together?*

- 1 – Not at all
- 2 – Partly
- 3 – Mostly



- 4 – Completely
- 5 – Prefer not to say

S/FM Q12.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q13. Did you know how long it will take until you can live together?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q13.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q14. Did you know where you will stay (accommodation)?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q14.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q15. Did you know how the education system works?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say



S/FM Q15.A Follow-up to those who responded 1,2 or 3: What kind of information were you missing?

S/FM Q16. Did you know where you can learn the language?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q16.A Follow-up to those who responded 1,2 or 3: What kind of information were you missing?

S/FM Q17. Did you know where the children must go to school?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q17.A Follow-up to those who responded 1,2 or 3: What kind of information were you missing?

S/FM Q18. Did you know how to apply for a job?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q18.A Follow-up to those who responded 1,2 or 3: What kind of information were you missing?

S/FM Q19. Did you know how the health system works?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q19.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q20. Did you know where you can go when you are ill?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q20.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q21. Did you know here you can get psychological support?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q21.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*



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S/FM Q22. Did you know how to get social-financial support?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q22.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q23. Did you know how to get a bank account?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM Q23.A *Follow-up to those who responded 1,2 or 3: What kind of information were you missing?*

S/FM Q24. What were the main challenges you faced as a reunited family?

- Getting the approval of status
- Financial difficulties
- Housing difficulties
- Problems accessing schools for children
- Problems accessing higher education
- Problems finding a job
- Health issues
- Family relationships issues
- Other

S/FM Please provide details of the challenges you faced:



S/FM Q25. Who helped you in your first months?

- No one
- Help organizations
- My community
- Other refugees
- Volunteers from the society
- Social workers
- Other _____

S/FM Q26. In addition to the before mentioned points. Is there anything else that you would have needed after you have been reunified?

4. WORK OF THE RED CROSS

I would like to ask you a few more questions about the work of the Red Cross. Your feedback is very valuable for improving the way how Red Cross supports the families during the family reunification process. Your opinion will also be helpful for preparing the recommendations to other organizations working in family reunification. Please be completely frank and say what you really feel.

S/FM F1. Do you believe your family reunification counsellor does the best he or she can in helping you?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM F1.A Follow-up to those who responded 1, 2, or 3 to the previous question

What could they do better? _____



S F2. Do you feel treated with respect by the family reunification staff?

- 1 – Never
- 2 – Sometimes
- 3 – Usually
- 4 – Always
- 5 – Prefer not to say

S F3. Do you feel comfortable talking about your problems with the family reunification staff?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S F3.A Follow-up to those who responded 1, 2, or 3 to the previous question *Why don't you feel comfortable?*

S/FM F4. On a scale from 1-10, how likely are you to recommend the family reunification services of the Red Cross to a friend?

1 not at all – 10 very much

- 1 2 3 4 5 6 7 8 9 10

S F5. Do you feel your opinions are taken into account?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say



S/FM F6. Do you know how to make suggestions about improving the service you receive?

- 1 – Not at all
- 2 – Partly
- 3 – Mostly
- 4 – Completely
- 5 – Prefer not to say

S/FM F7. How would you like to make suggestions?

- Face-to-face meetings with the counsellor
- Through a helpline
- Facebook
- WhatsApp
- Viber
- via SMS
- E-Mail
- Suggestion Box
- Other
- Don't want to answer

S/FM F7.A If other, please specify: _____

S/FM F.8 Is there anything else you would like to share with us?

“Thank you for your time!”