

How to use the brochure *What you need to know about access to the asylum procedure*

The EUAA developed a dedicated **toolbox for access to the asylum procedure** according to the communication methodology of the Let's Speak Asylum project. This project aims to support authorities in their duty to provide information to applicants for international protection. The toolbox includes:

- a **practical guide** for first-contact and registration officials (*Practical Guide on Information Provision – Access to the asylum procedure*).
- an **animated slide presentation** for the first contact with the applicants for international protection (*What you need to know about the first steps of the asylum procedure*).
- a **poster on self-identification of vulnerabilities and special needs**.
- a **poster on international protection**.
- a **flowchart on the steps in the asylum procedure**.

The materials are already available in several languages. The EUAA will continue uploading translations to the Let's Speak Asylum Portal of the non-EU languages most commonly spoken by applicants for international protection.

The materials complement each other. They use simple and easy-to-understand text supported by self-explanatory visuals to support the understanding of the key messages, including applicants that are less literate. These tools have been tested and piloted with applicants for international protection to ensure this.

Purpose of the brochure

- The brochure aims to provide applicants for international protection with information on access to the asylum procedure. It includes information and topics which are relevant for the applicants at the registration and lodging stage.

When and with whom to use the brochure

For providing information to adult applicants for international protection at the registration/lodging stage.



Available formats

The brochure comes as a PDF file in two versions:

- Generic version with information applicable in all Member States;
- Version to be customised by filling in specific information.

The generic version is available for download on the Let's Speak Asylum Portal. For the customisable version, please contact the Asylum Processes Sector Asylum Processes at asylum.processes@euaa.europa.eu.

The customisable version includes comments indicating where specific information should be included and providing guidance on the content of the additional information. This includes, for example, additional specific information about the steps to be followed, timelines, additional rights, and contact details. The national authorities are encouraged to customise the brochure by editing the PDF and filling in additional specific information.

In case of the generic version, other sources of information and contact details shall be provided on p 29. If you cannot edit the PDF file, you can print the information on a list of paper and staple on the dedicated page.

The recommended format of the brochure is A5.

How to use the brochure

The brochure can be used as a stand-alone product. It is however recommended to use the brochure as a tool to be complemented by the oral provision of information during (individual and/or group) information sessions. You will find more guidance and practical tips on how to communicate and how to organise group information sessions on the Let's Speak Asylum Portal methodology page.

The national authorities are encouraged to provide additional specific information during the information provision sessions.

The EUAA remains available if support is needed with amending the customisable product. Please contact the EUAA Asylum Processes Sector Asylum Processes asylum.processes@euaa.europa.eu for additional support.