Let’s speak asylum (LSA)

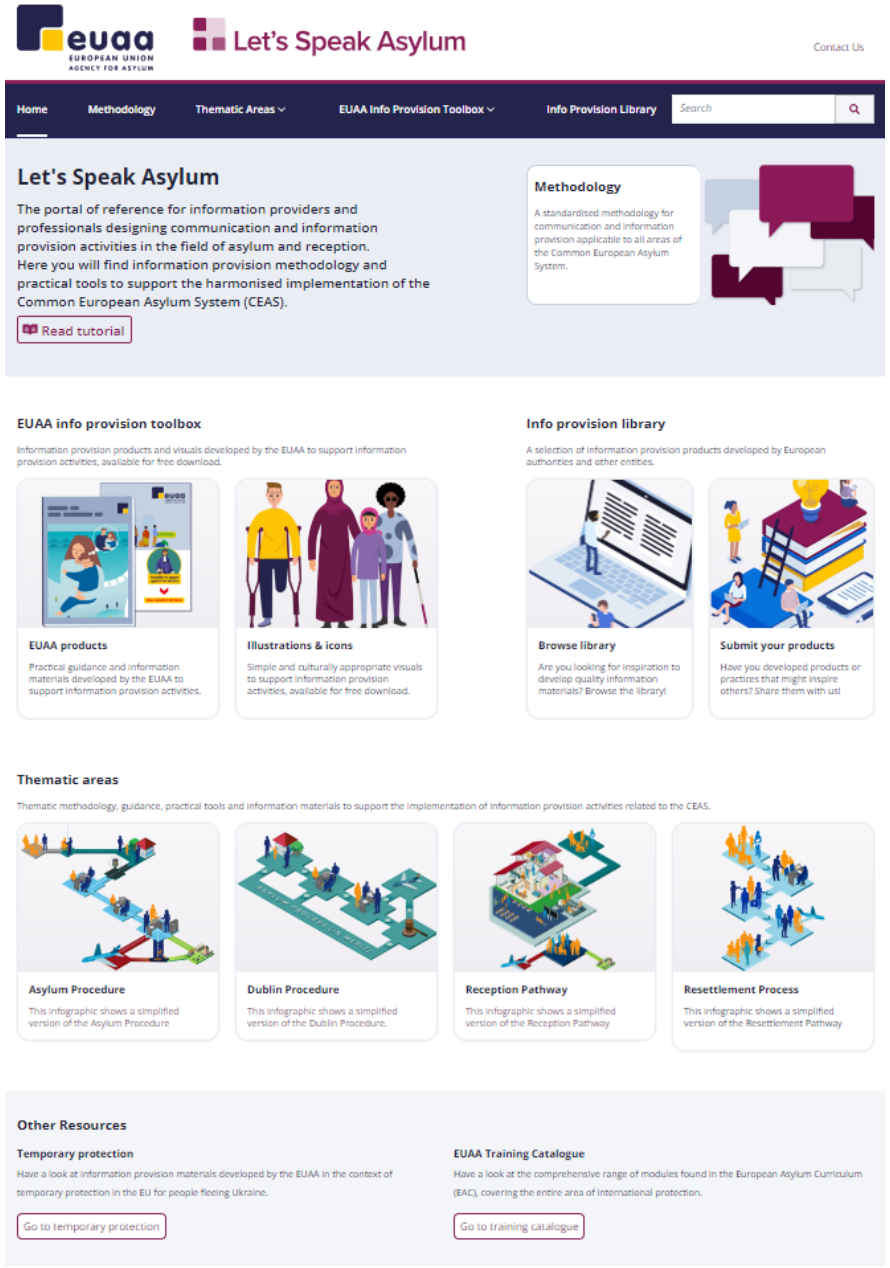
Quick tutorial on how to use the portal

https://lsa.euaa.europa.eu/

Introduction

Thank you for visiting the ‘Let’s Speak Asylum’ (LSA) portal.

This short PDF will give you an overview of what you will find on the portal and how to use the EUAA information materials.



euaa
EUROPEAN UNION AGENCY FOR ASYLUM

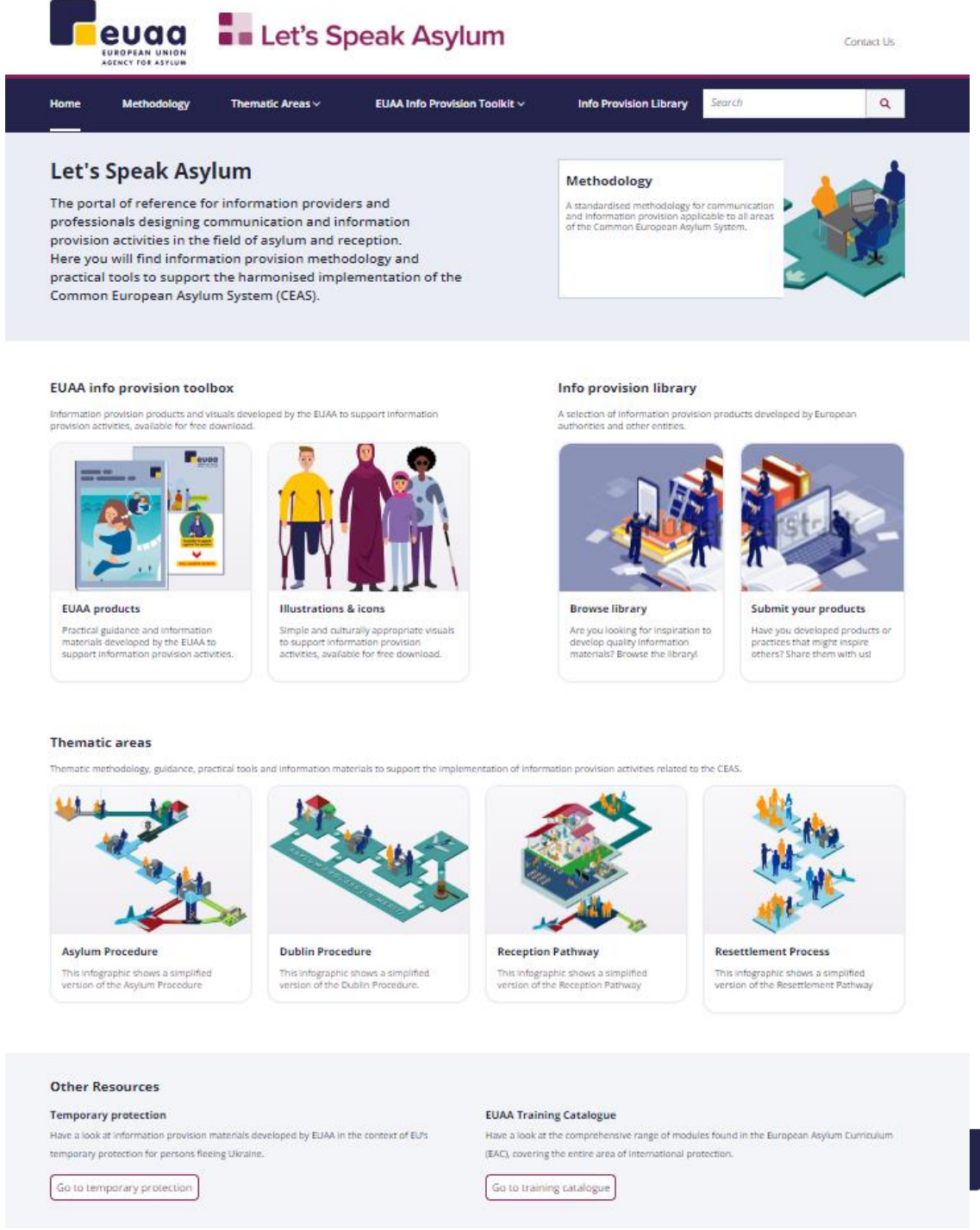
Background information

Why was this postal created? The LSA portal aims to support the optimisation of resources and foster greater coherence and consistency in information provision activities, and thus support the harmonised implementation of the Common European Asylum System (CEAS).

What does the portal contain? The portal offers methodological guidance and practical tools on the provision of information in the context of asylum, Dublin procedure, reception and resettlement.

Who should use this portal? The portal is primarily intended for officials of national authorities and any other staff or organisations working or involved in information provision in the context of asylum and reception in the EU context.

How was this portal created? The portal is the result of the 'Let's Speak Asylum' umbrella project of the EUAA.



euaa EUROPEAN UNION AGENCY FOR ASYLUM

Home page

The homepage and the upper menu will give you an immediate overview of all the pages and content available on the portal.

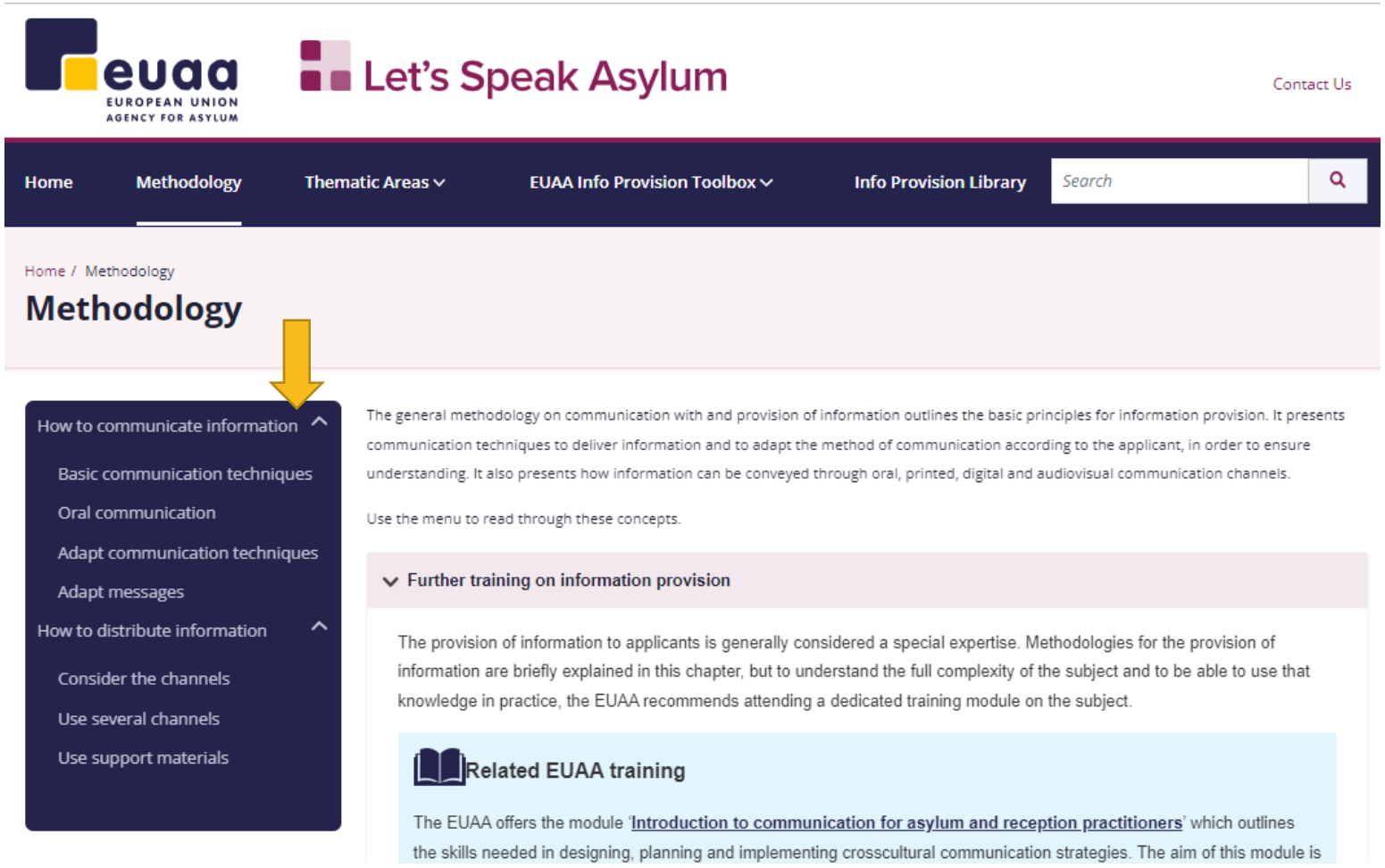
Methodology page (1)

We suggest you start on the methodology page, where you will find methodological tips on information provision and communication, applicable to all the thematic areas.

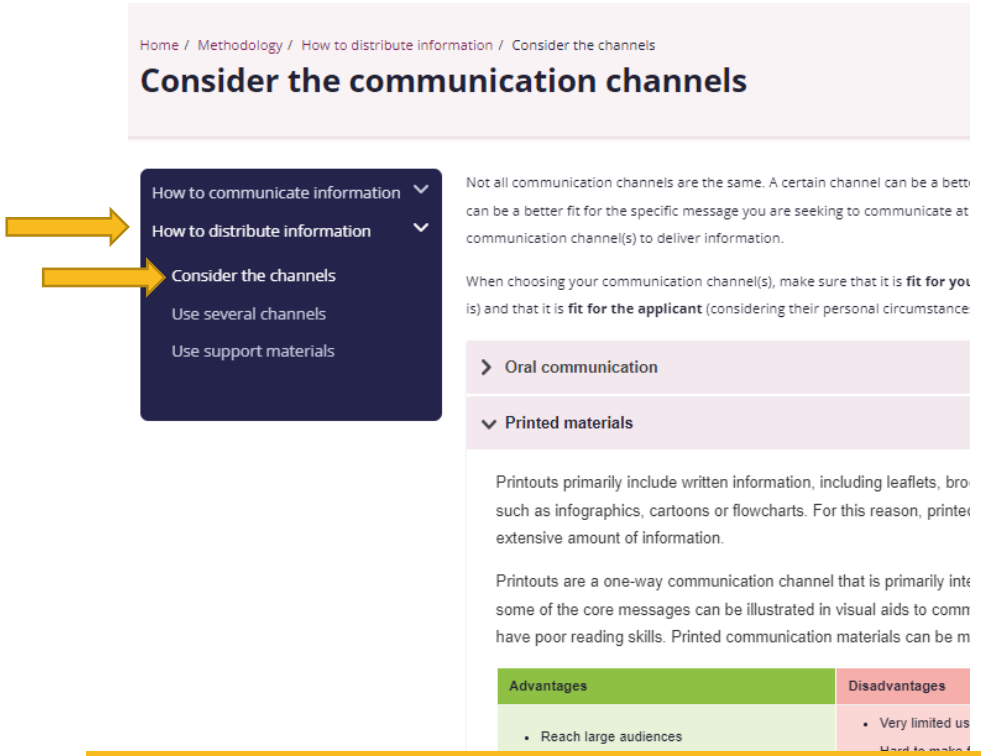
You can navigate through the content using the left side menu (or the top menu if opened from your mobile phone).

The content is broken down into sub-pages and accordions to facilitate reading.

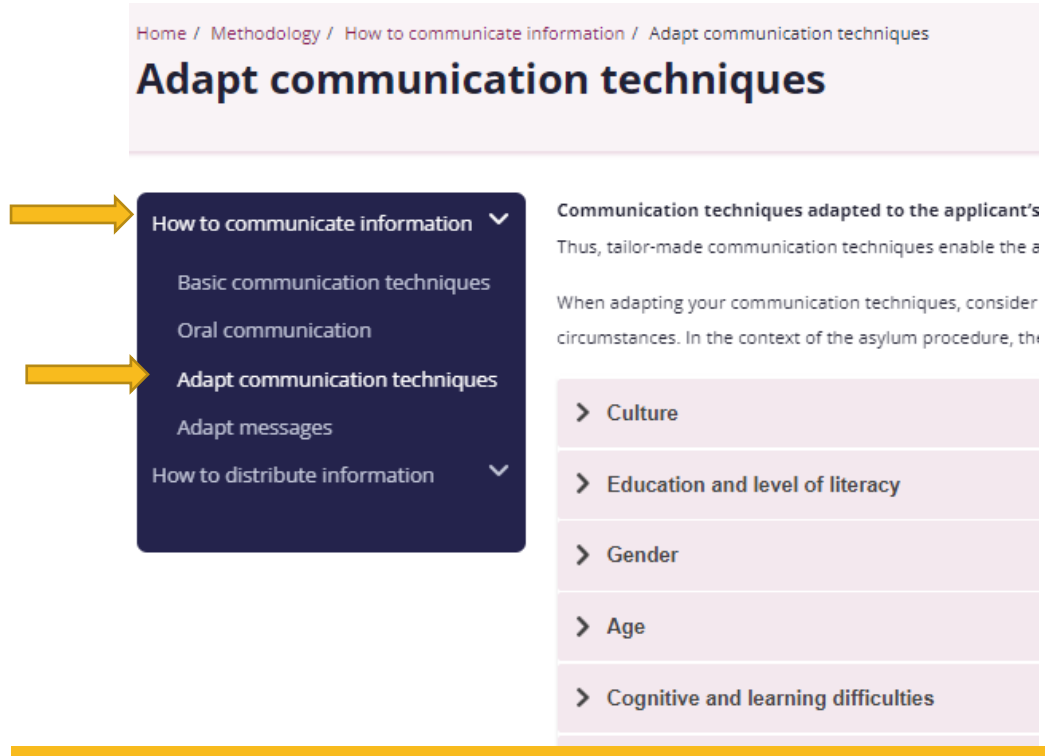
Click on the arrow to expand the left menu.



Methodology page (2) - examples



Do you want to develop **printed material** and want to know more about this communication channel? Go to How to distribute information -> Consider the communication channels -> Printed materials.



Do you want to know more about **how to adapt communication techniques to the applicant's personal circumstances**? Go to 'How to communicate information' -> 'Adapt communication techniques' -> and see the most common circumstances to consider when adapting your communication techniques.

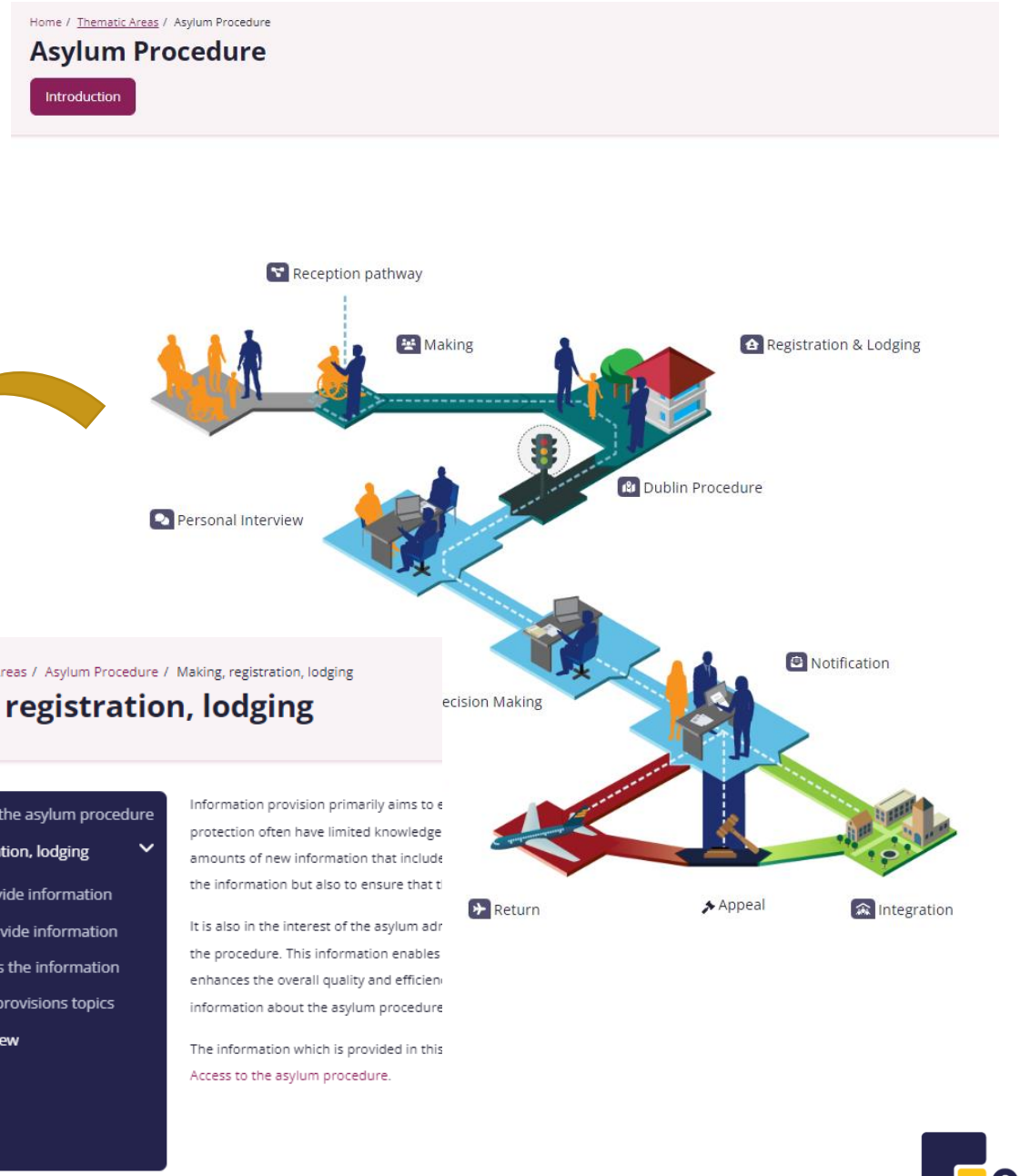
euaa EUROPEAN UNION AGENCY FOR ASYLUM

Thematic areas

- You can visit the **four thematic areas** from the upper menu or by clicking on one of the infographics on the homepage.
- Each thematic area has an infographic showing the simplified version of the respective procedure. Under each stage of the procedure, the user will find key information provision messages, further guidance, practical tips and, where applicable, information materials.
- Take the Dublin Procedure as an example. If you select the Dublin Procedure from the thematic areas, it will open an infographic showing a simplified version of this procedure.
- You can then click one of the different stages.
- For the stages for which content is currently under development, you can go to the Information Provision Library to look for materials developed by national authorities and other entities as a source of inspiration.

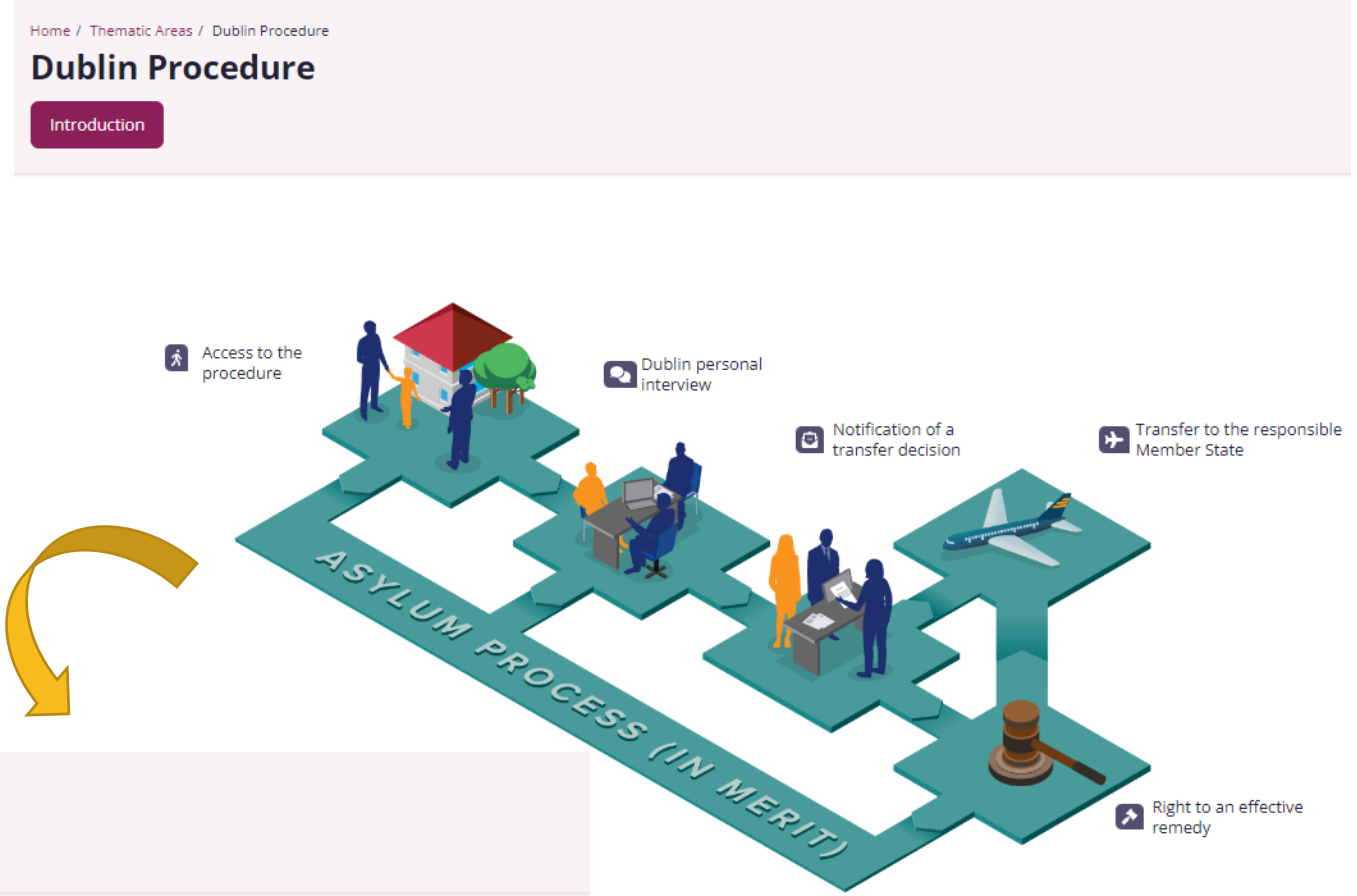
Asylum procedure

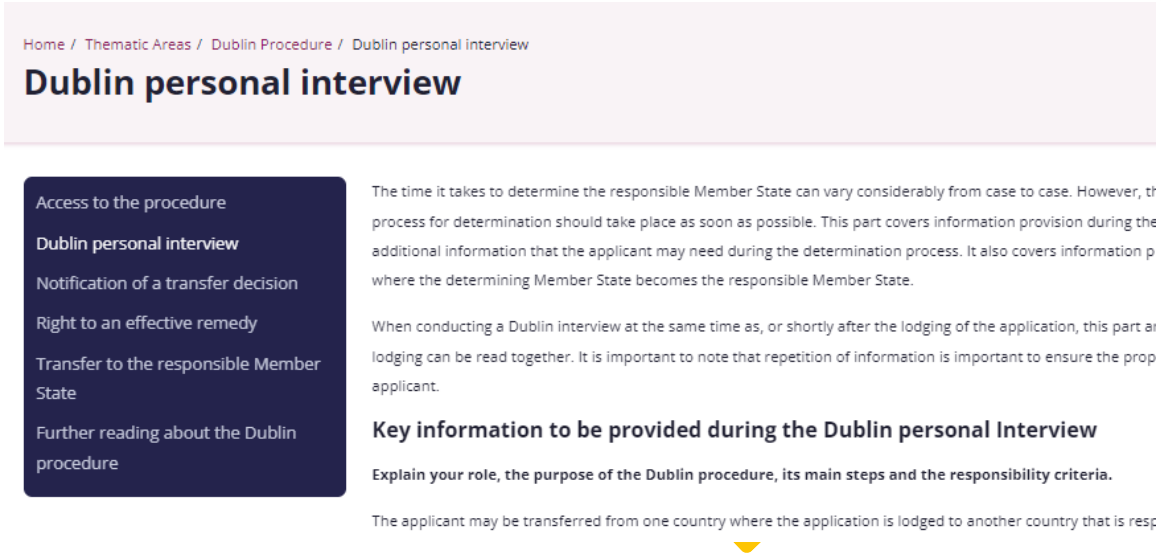
- When you open the Asylum Procedure thematic area, you will find an infographic showing the steps in the asylum procedure.
- You can either click on ‘Introduction’ which will bring you to the content page, including information about all stages, or click on the active titles next to each step if you are interested in a specific topic.
- Clicking on ‘Making’ and ‘Registration & Lodging’ will take you to the same page, providing information about legal requirements, context, and information provision topics. The content is based on the EUAA Practical Guide on Information Provision – Access to the asylum procedure.
- Content for the remaining steps is currently under development.



Dublin procedure

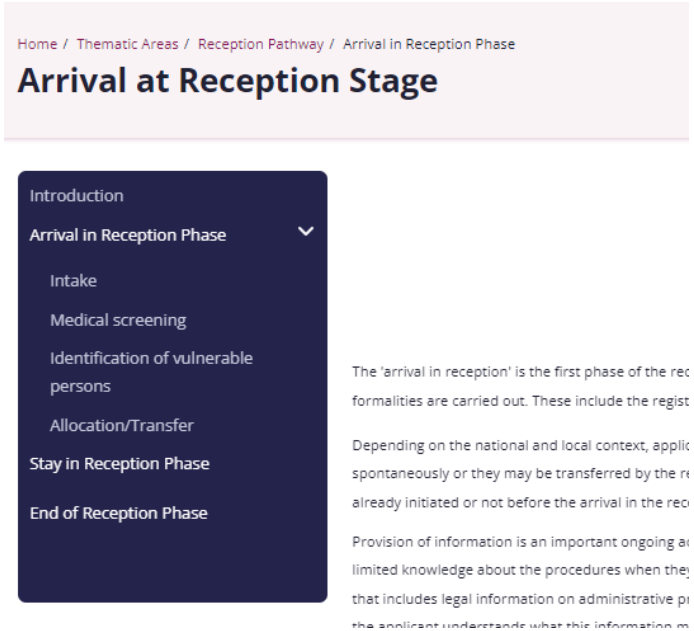
- When you open the Dublin Procedure thematic area, you will find an infographic showing the steps in the Dublin procedure.
- You can either click on ‘Introduction’ which will bring you to the content page, including information about all stages, or click on the active titles next to each step if you are interested in a specific topic.
- Much of the content is based on the EUAA Practical Guide on information provision in the Dublin procedure.





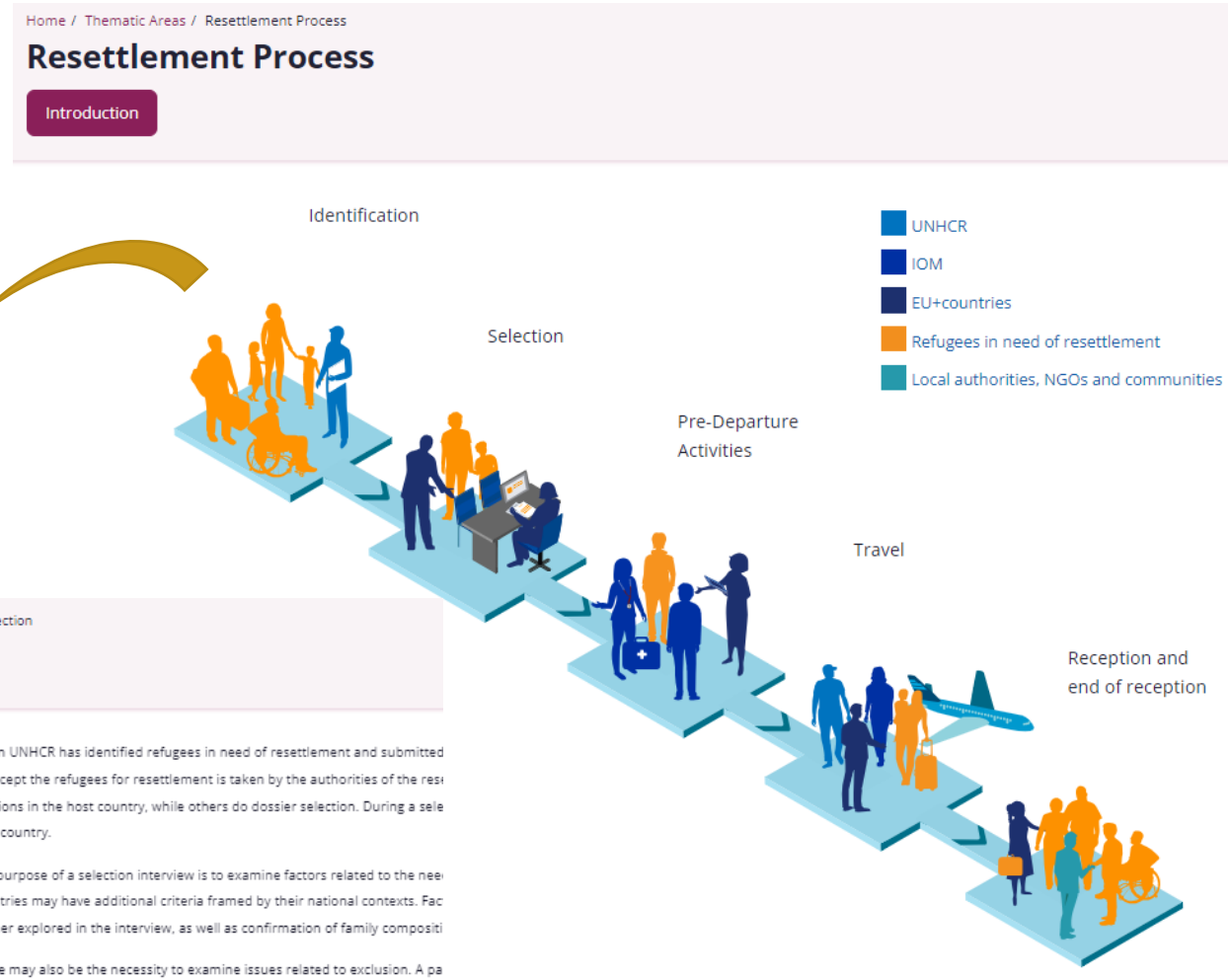
Reception pathway

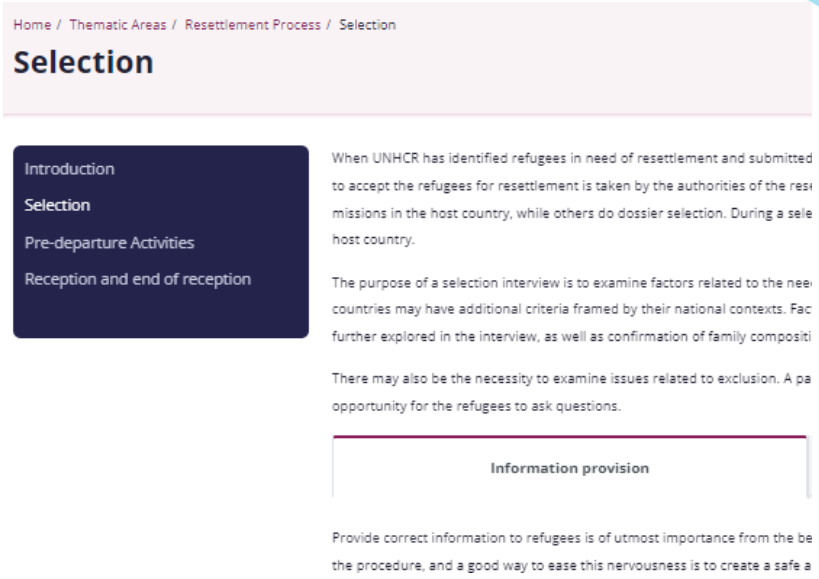
- When you open the Reception Pathway thematic area, you will find an infographic showing the reception phases.
- You can either click on ‘Introduction’ which will bring you to the content page, including brief information about all phases, or click on the title ‘Arrival in Reception Phase’. Here you will find background information, information provision messages and information materials for the phase of arrival in reception.
- Content for the other phases of reception is currently under development.



Resettlement process

- When you open the Resettlement Process thematic area, you will find an infographic showing the resettlement phases.
- You can either click on ‘Introduction’ which will bring you to the content page or click on the title ‘Selection’. Here you will find background information, information provision messages and guidelines to be used during the selection phase.





- Further content and information provision materials for a ‘pre-departure orientation’ package are currently under development under the EUA Resettlement Information provision Toolbox.

EUAA info provision toolbox

Under the EUAA Info Provision toolbox you will find information materials, as well as illustrations and icons developed by the agency. All of these were tested with applicants and their feedback was taken into account before finalisation.

Let’s have a closer look at each page.

EUAA products

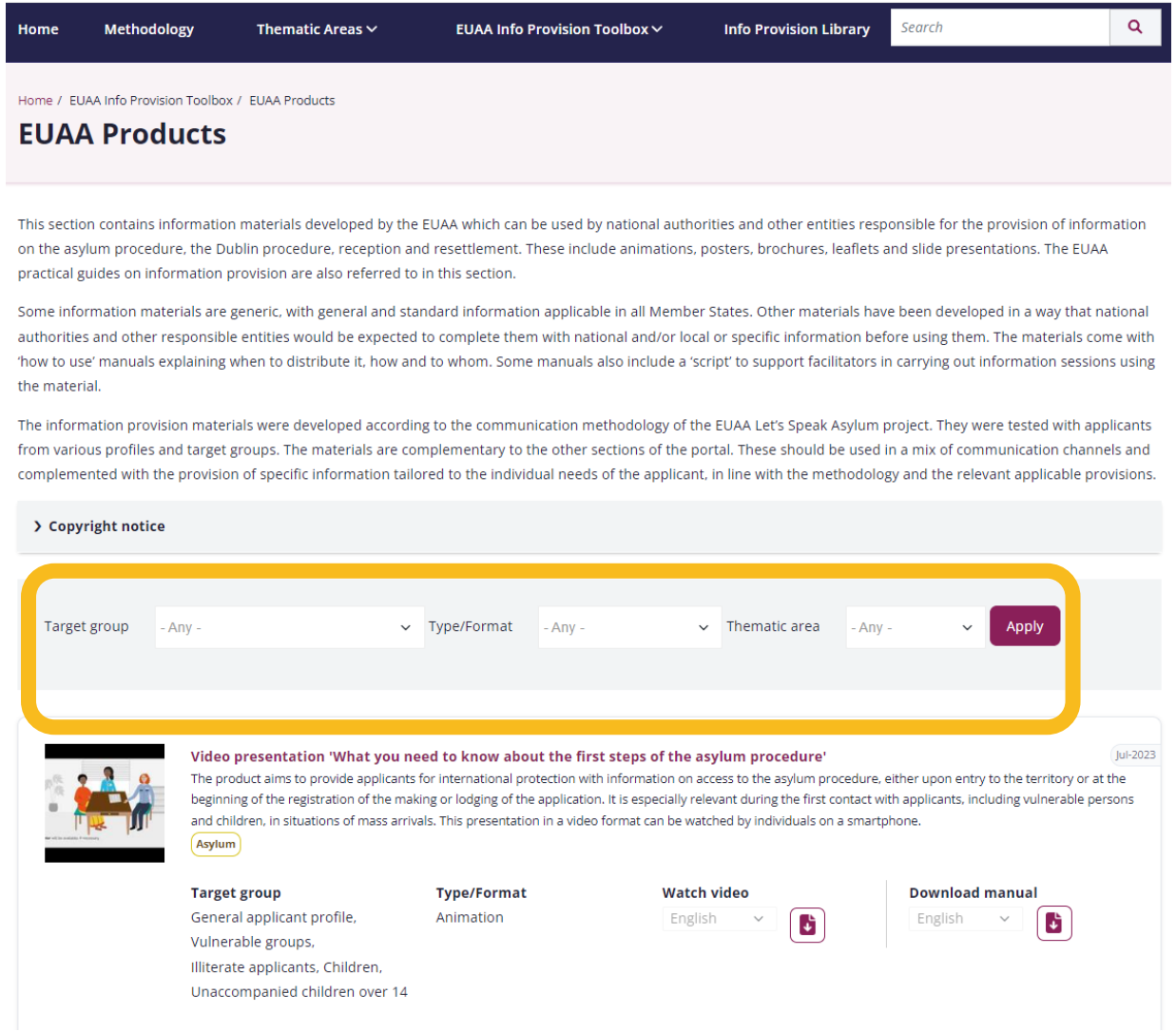
In the **EUAA Products** page you will find the information materials developed by the EUAA to support information provision activities.

Some materials are generic, while others have been designed to allow staff to easily add useful information and contact details specific to a country or location.

You can **download the material** together with a short **'how-to-use' manual**. Some manuals also include a **'script'** meant to guide the facilitators, step by step, in preparing and carrying out the info-sessions with the target audience.

Translations in non-EU and EU languages will be continuously added.

The editable versions of some of the materials are to be requested from the EUAA Networks.

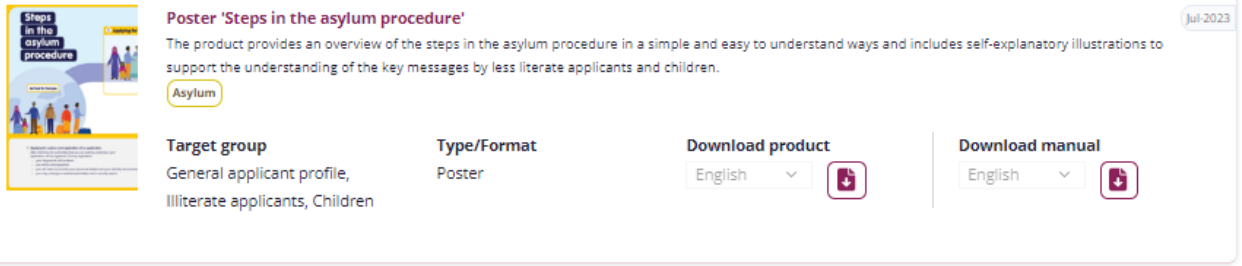


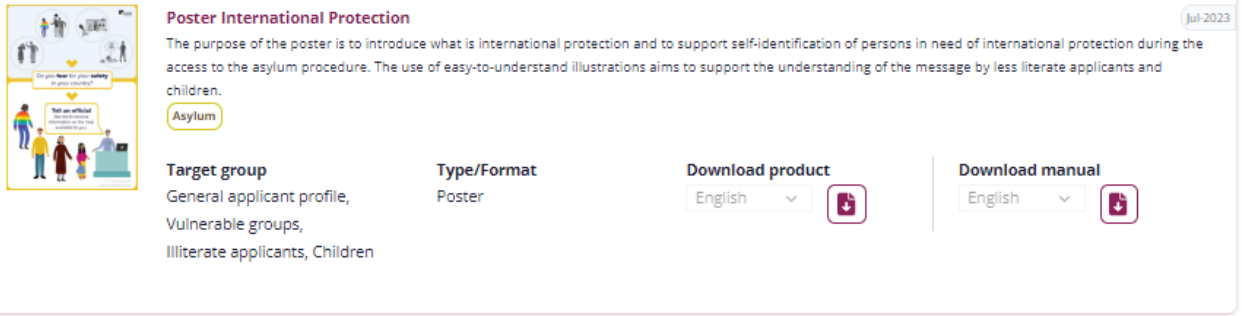
Use the search function to **filter** the materials **based on your interest**.

euaa
EUROPEAN UNION AGENCY FOR ASYLUM

Asylum related materials (examples)

- **Slide presentation** on access to the asylum procedure (for first contact) (3 versions: video, manual or automatic animated slide show)
- **Posters** (for first contact)
- **Brochure** on access to the asylum procedure (during registration and lodging)

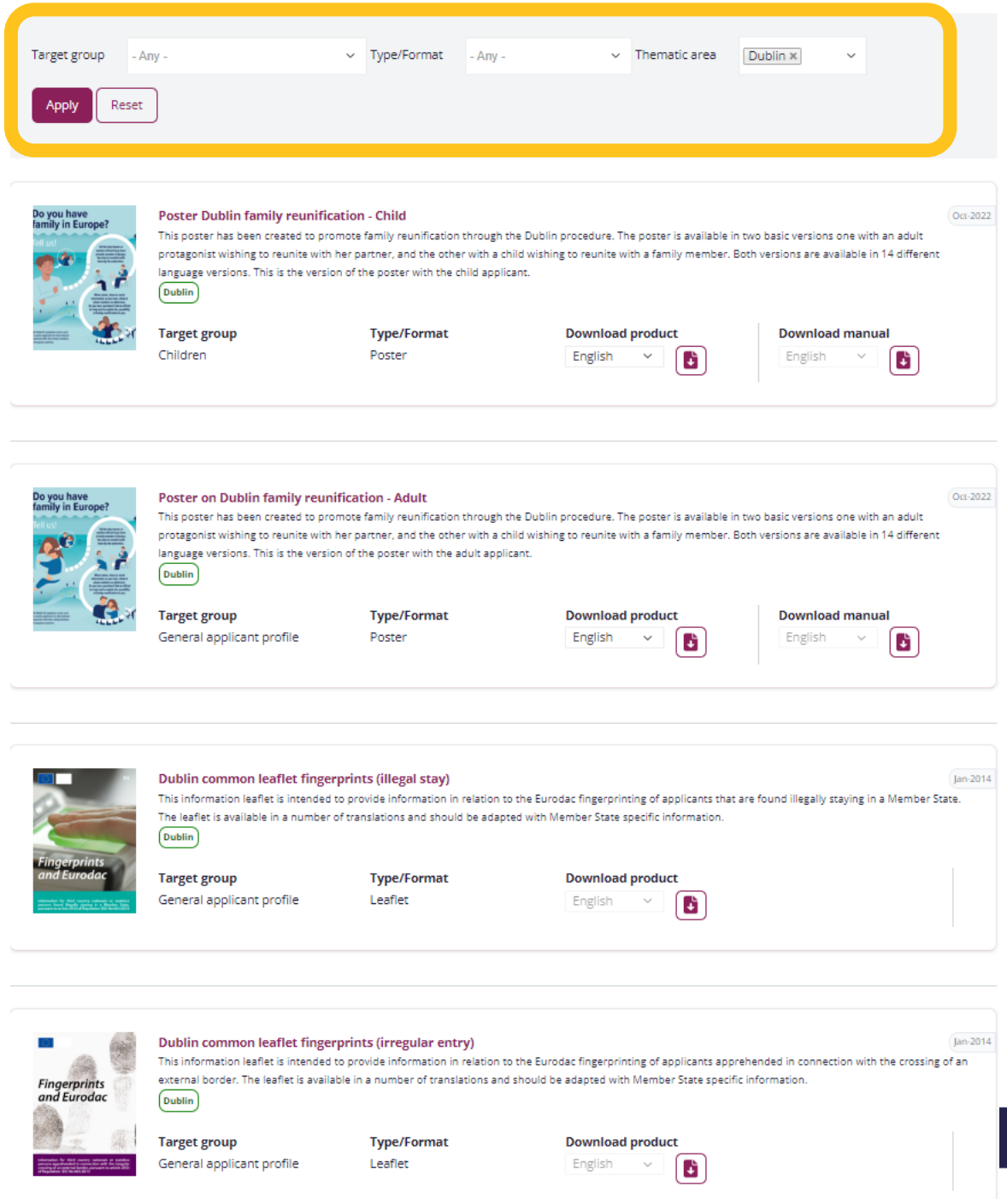




Dublin related information materials

2 posters on family reunification – for children and for adults

5 European Commission common leaflets on the Dublin procedure

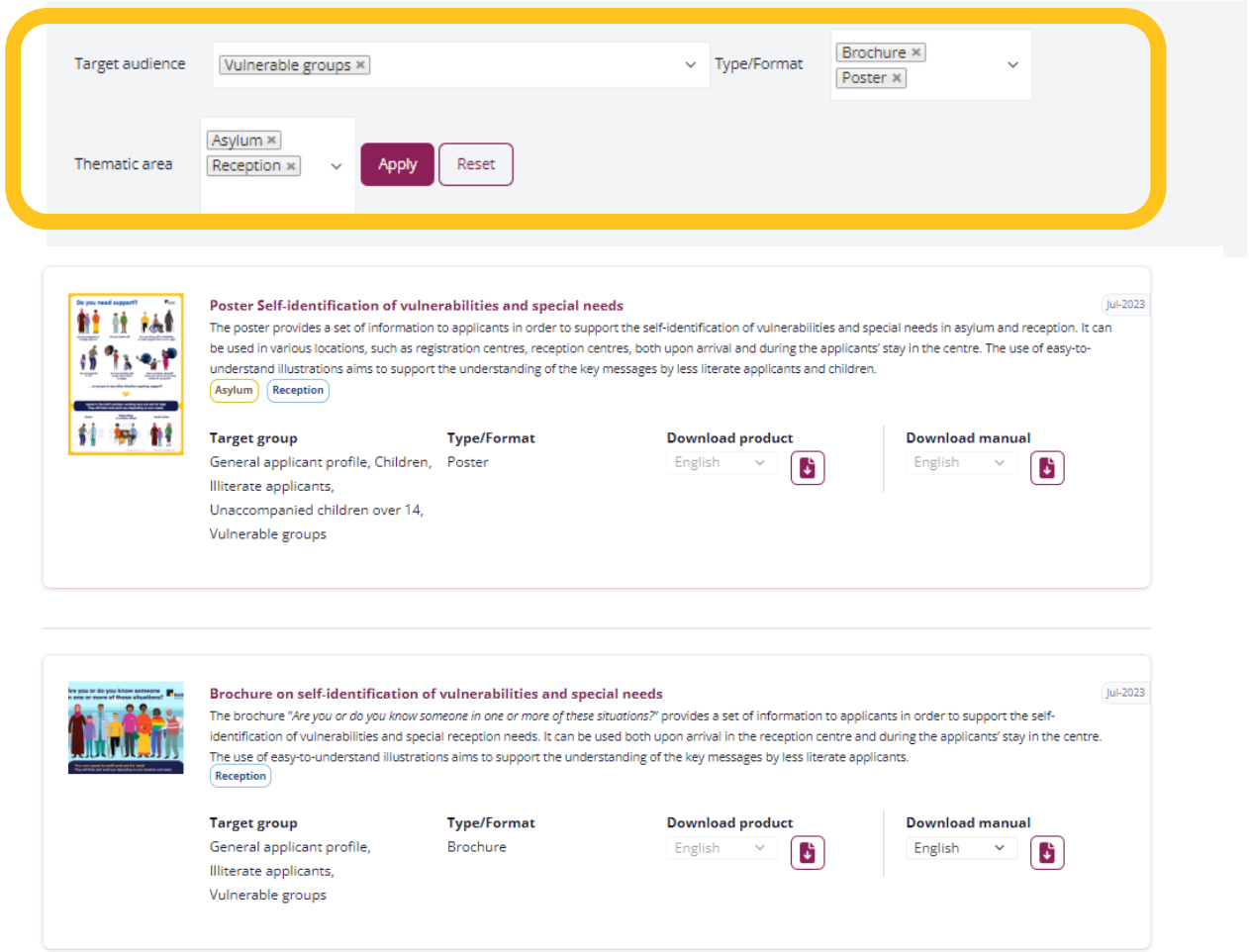


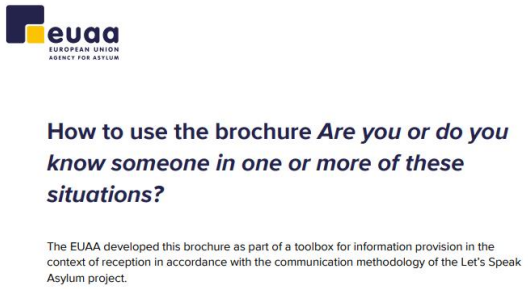
Information materials for vulnerable groups

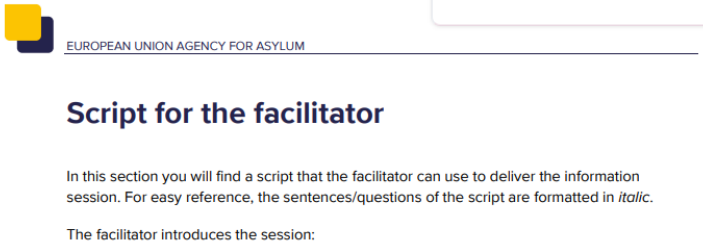
Package approach:

- 1 **poster**
- 1 **brochure** (customisable with contact details and useful information)

Due to the nature and the sensitivity of the topics contained in the **brochure**, it is to be used in the context of info-sessions (not as stand-alone materials). For this reason, it's 'How to use' manual also includes a **script** to guide the facilitator in preparing and implementing the sessions with the applicants. It is the result of piloting with adult applicants.







Reception materials for children

Package approach:

- 2 **brochures** (customisable with contact details and useful information)
- 2 **animations**

Due to the nature and the sensitivity of the topics contained in these materials, they are to be used in the context of info-sessions (not as stand-alone materials).

For this reason, each ‘How to use’ manual also includes a **script** to guide the facilitator in preparing and implementing the sessions with the children. It is the result of piloting with children.

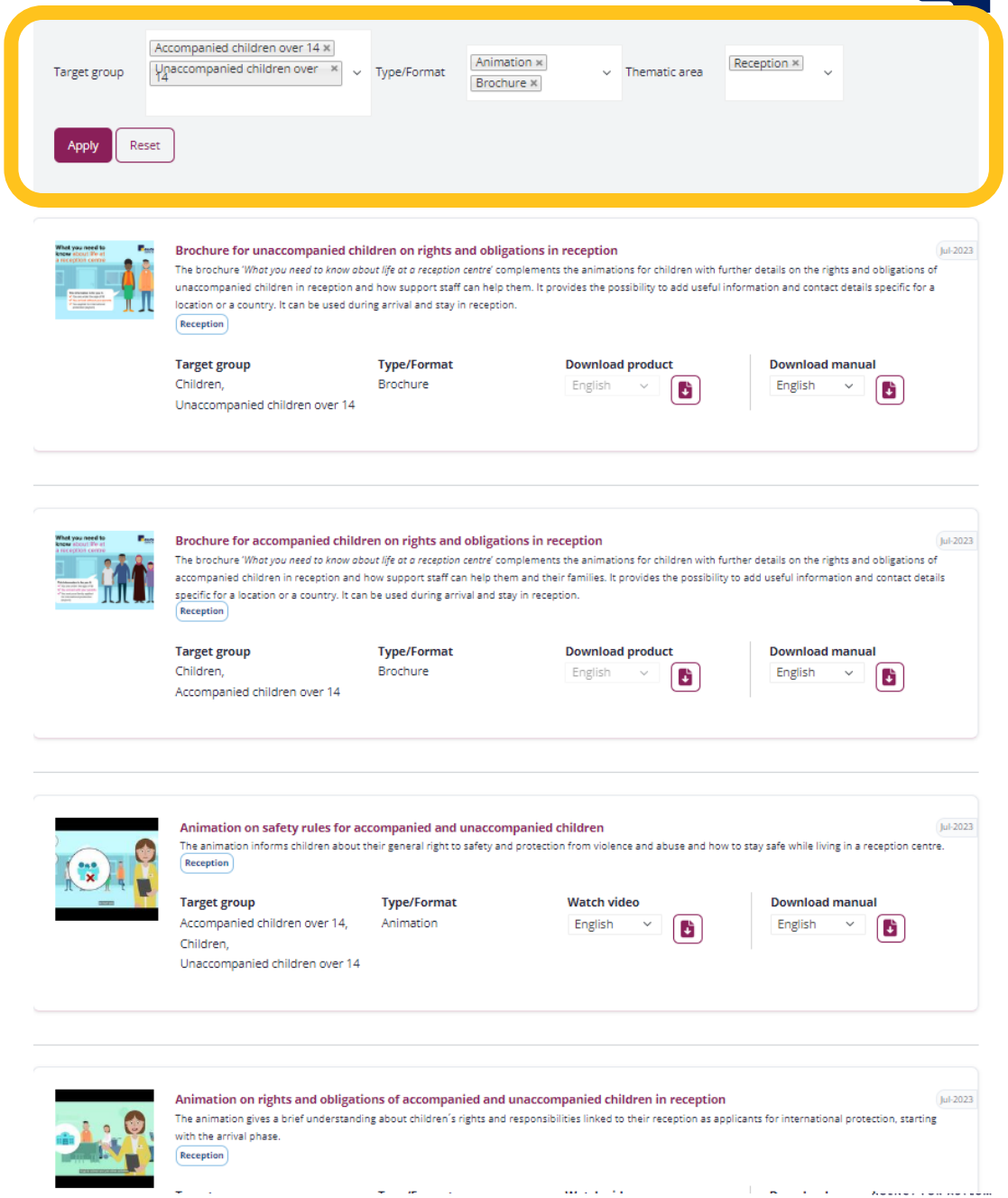
How to use the brochure for accompanied children *What you need to know about life at a reception centre*

The EUAA developed a dedicated **package for children** according to the communication methodology of the Let's Speak Asylum project. This project aims to support authorities in their duty to provide information in a child-friendly manner. The package is part of a toolbox for information provision in the context of reception (arrival phase). It includes:

Script for the facilitator

In this section you will find a script that the facilitator can use to deliver the information session. For easy reference, the sentences/questions of the script are formatted in *italics*.

The facilitator introduces the session:



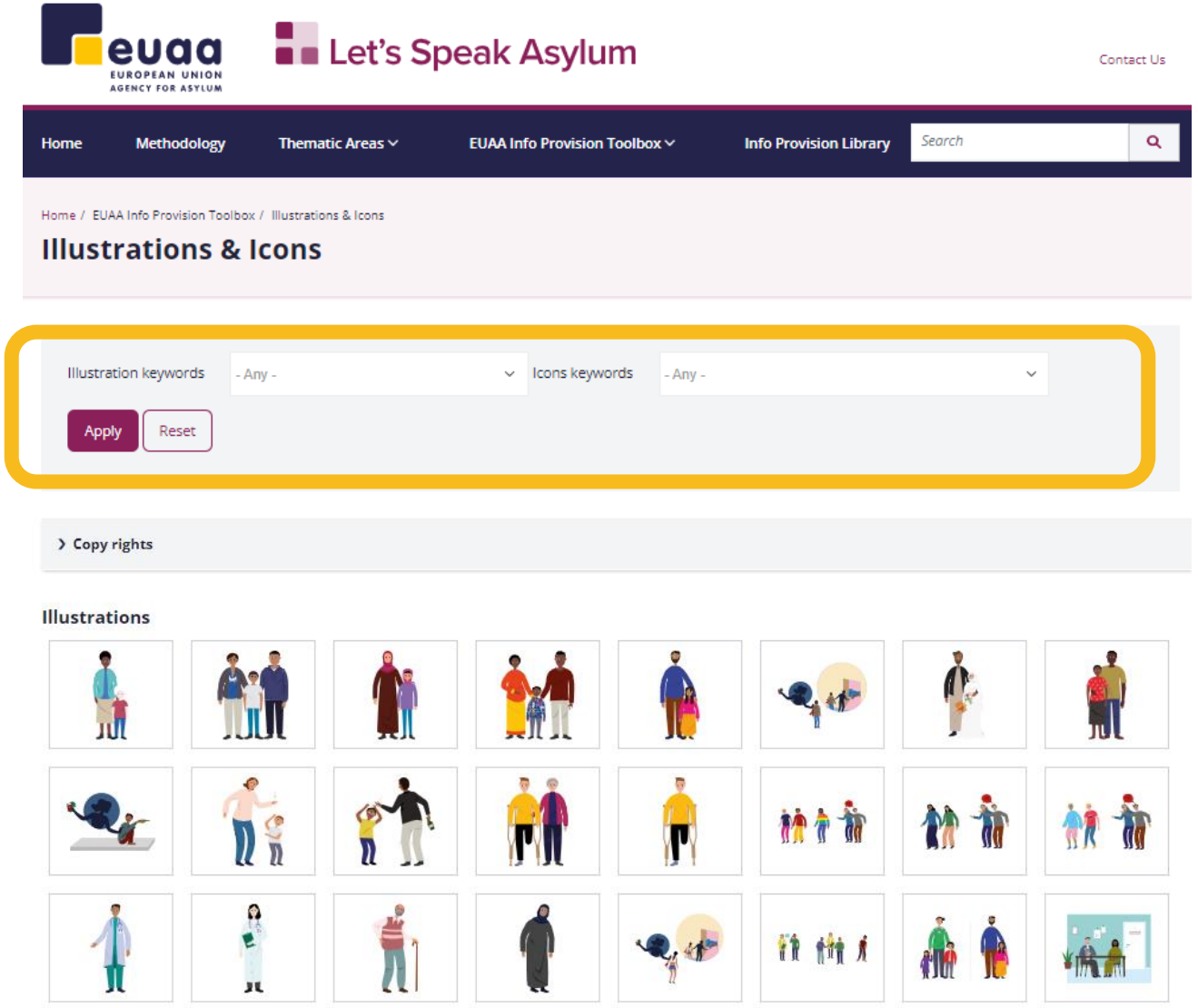
EUAA illustrations and icons

The **library of illustrations and icons** contains simple visuals related to reception and asylum terminology.

For now, it mainly focuses on vulnerabilities and special needs, but new topics will be added gradually.

You can search for a specific illustration or icon using specific keywords from the drop-down lists.

You can download and use them for free when making your own information materials.

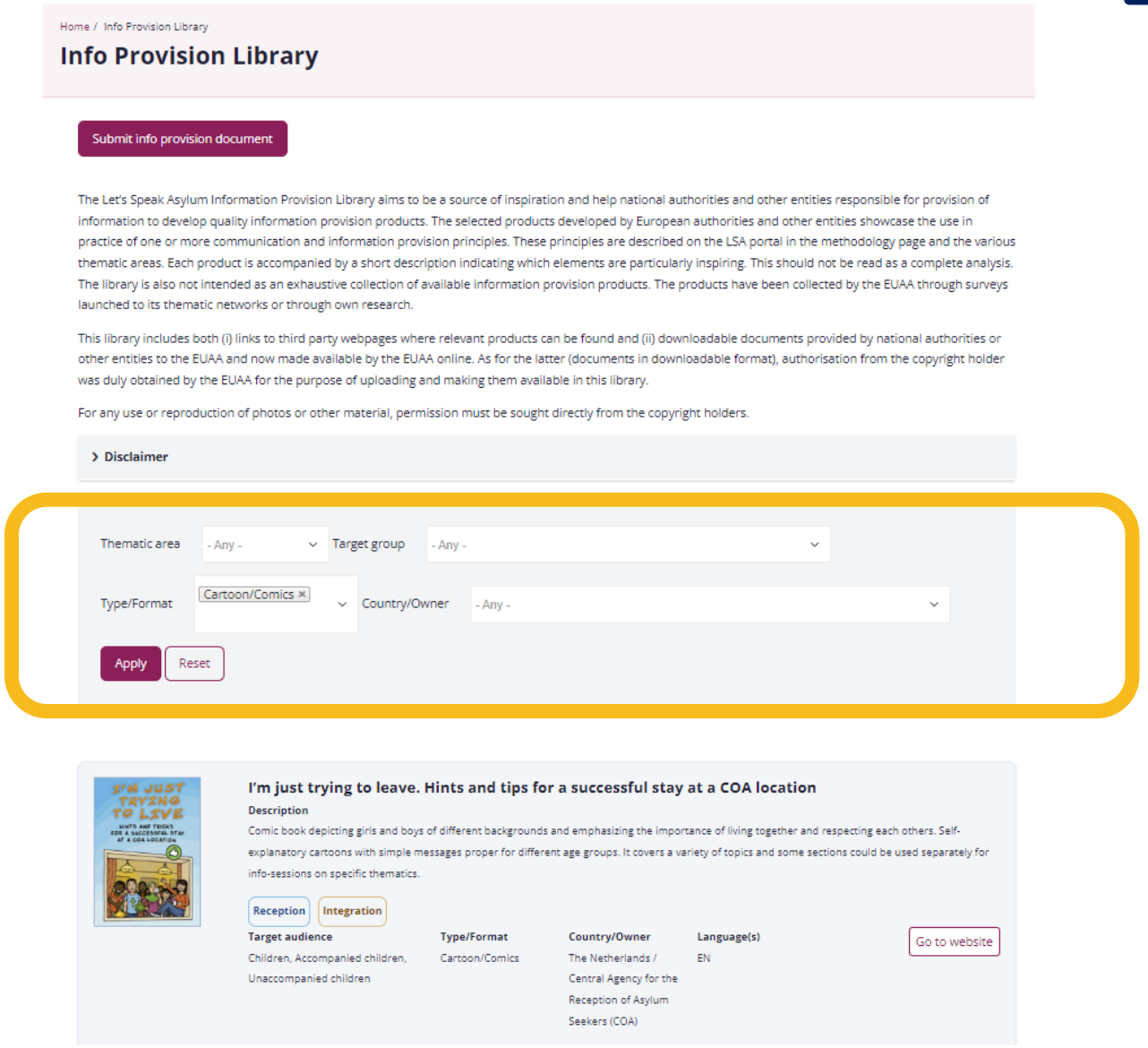


Information provision library

The **Information Provision Library** includes a selection of information products developed by asylum and reception national authorities and other entities, which can be used as a source of inspiration when developing your own products.

Each product is accompanied by a short description indicating which elements are particularly inspiring.

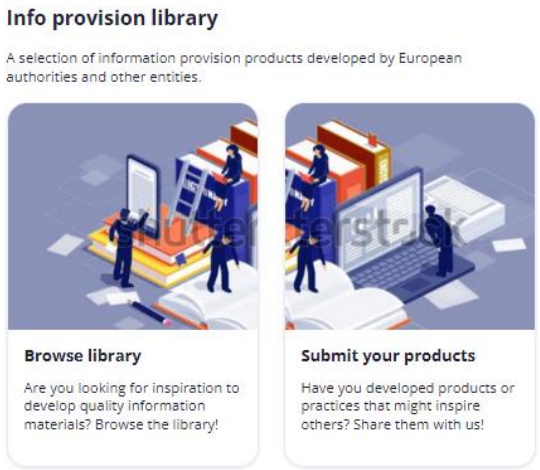
Use the search function to filter the materials based on your interest.

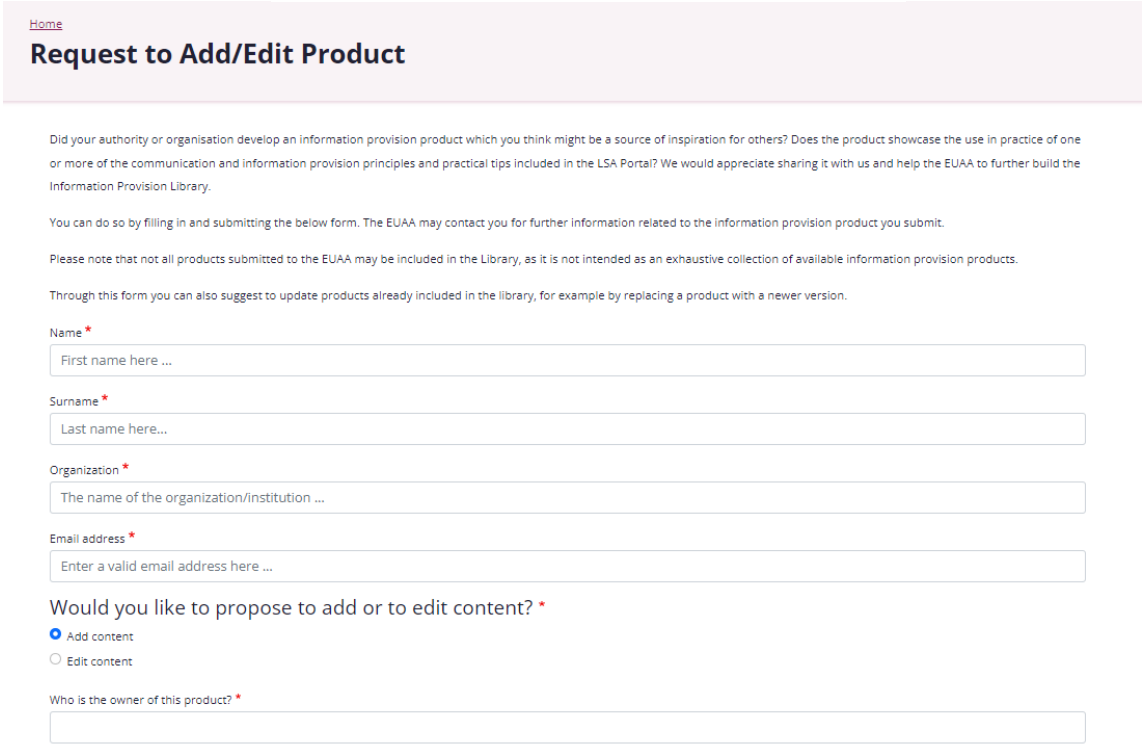


Submit info provision document

If you have developed a product that could inspire others, please, submit it to the EUAA.

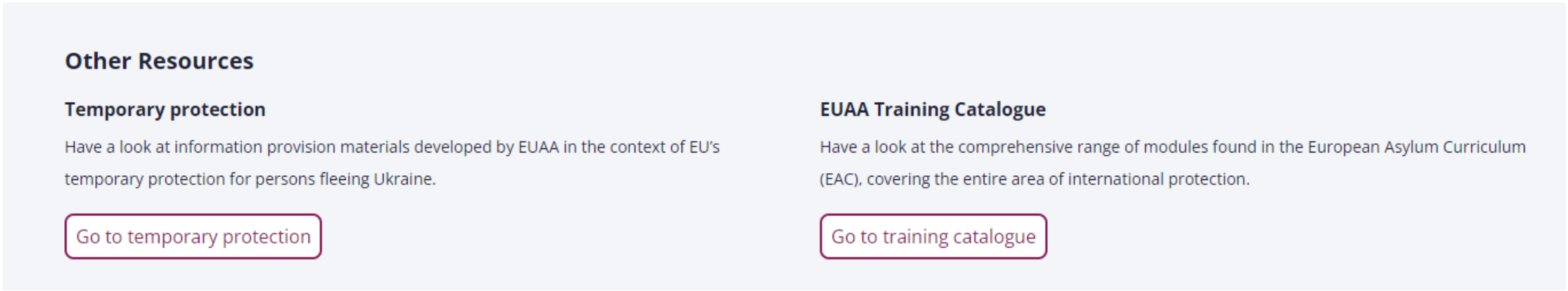
Through the dedicated form you can propose documents to be included in the library or suggest updating an already existing product.





Other resources

Finally, from the homepage you can find links to the EUAA Training Catalogue, as well as to the EUAA website for information materials developed by the agency on temporary protection.

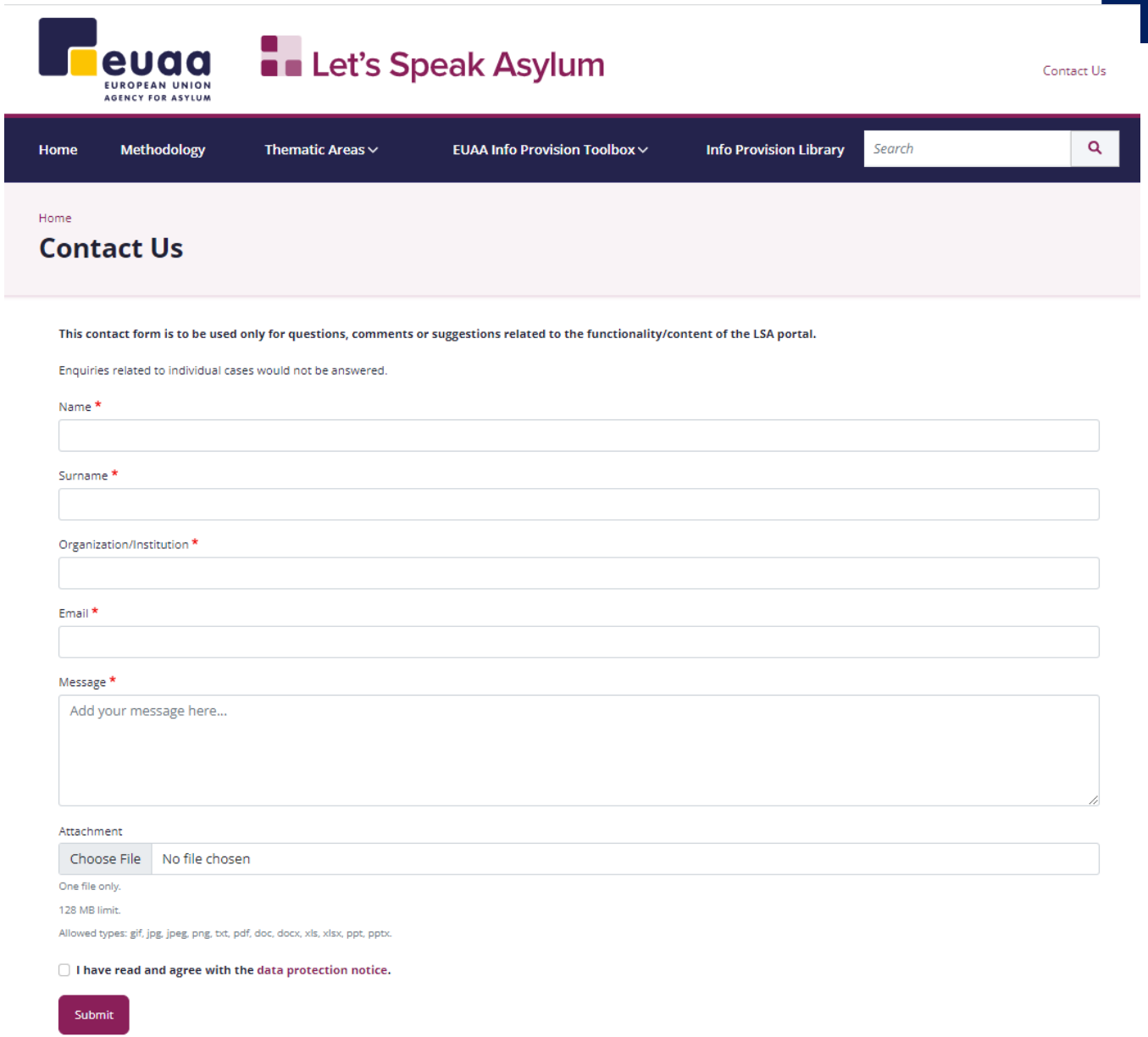


Updates

The EUAA will continuously develop and add more content on the LSA portal. We invite you to keep coming back for more information.

Contact us

Feel free to contact us for any questions, comments or suggestions related to the functionality and/or the content of the LSA portal.



Support is our mission

www.euaa.europa.eu

euaa
EUROPEAN UNION
AGENCY FOR ASYLUM