

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.

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AGENCY FOR ASYLUM

Let's Speak Asylum

Contact Us

Home Methodology Thematic Areas EUAA Info Provision Toolbox Info Provision Library Search

Let's Speak Asylum

The portal of reference for information providers and professionals designing communication and information provision activities in the field of asylum and reception. Here you will find information provision methodology and practical tools to support the harmonised implementation of the Common European Asylum System (CEAS).

[Read tutorial](#)

Methodology
A standardised methodology for communication and information provision applicable to all areas of the Common European Asylum System.

EUAA info provision toolbox
Information provision products and visuals developed by the EUAA to support information provision activities, available for free download.

Info provision library
A selection of information provision products developed by European authorities and other entities.

EUAA products
Practical guidance and information materials developed by the EUAA to support information provision activities.

Illustrations & icons
Simple and culturally appropriate visuals to support information provision activities, available for free download.

Browse library
Are you looking for inspiration to develop quality information materials? Browse the library!

Submit your products
Have you developed products or practices that might inspire others? Share them with us!

Thematic areas
Thematic methodology, guidance, practical tools and information materials to support the implementation of information provision activities related to the CEAS.

Asylum Procedure
This infographic shows a simplified version of the Asylum Procedure.

Dublin Procedure
This infographic shows a simplified version of the Dublin Procedure.

Reception Pathway
This infographic shows a simplified version of the Reception Pathway.

Resettlement Process
This infographic shows a simplified version of the Resettlement Pathway.

Other Resources

Temporary protection
Have a look at information provision materials developed by the EUAA in the context of temporary protection in the EU for people fleeing Ukraine.
[Go to temporary protection](#)

EUAA Training Catalogue
Have a look at the comprehensive range of modules found in the European Asylum Curriculum (EAC), covering the entire area of international protection.
[Go to training catalogue](#)



Background information

Why was this portal 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.

Let's Speak Asylum

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Info provision library

A selection of information provision products developed by European authorities and other entities.

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- Asylum Procedure**: This infographic shows a simplified version of the Asylum Procedure.
- Dublin Procedure**: This infographic shows a simplified version of the Dublin Procedure.
- Reception Pathway**: This infographic shows a simplified version of the Reception Pathway.
- Resettlement Process**: This infographic shows a simplified version of the Resettlement Pathway.

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Home page

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

The screenshot shows the homepage of the 'Let's Speak Asylum' portal. At the top left is the EUAA logo (European Union Agency for Asylum) and the 'Let's Speak Asylum' title. A navigation menu includes 'Home', 'Methodology', 'Thematic Areas', 'EUAA Info Provision Toolbox', and 'Info Provision Library'. A search bar is located on the right. A large yellow arrow points down to the 'Info Provision Library' menu item. Below the menu, the 'Let's Speak Asylum' section features a description of the portal's purpose and a 'Read tutorial' button. A yellow arrow points from this section to a 'Methodology' card. Below this, two columns are shown: 'EUAA info provision toolbox' and 'Info provision library'. A yellow arrow points from the 'EUAA info provision toolbox' column to a grid of four product cards: 'EUAA products', 'Illustrations & icons', 'Browse library', and 'Submit your products'.

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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.

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Let's Speak Asylum

Contact Us

Home Methodology Thematic Areas EUAA Info Provision Toolbox Info Provision Library Search

Home / Methodology

Methodology

How to communicate information ^

- Basic communication techniques
- Oral communication
- Adapt communication techniques
- Adapt messages

How to distribute information ^

- Consider the channels
- Use several channels
- Use support materials

The general methodology on communication with and provision of information outlines the basic principles for information provision. It presents communication techniques to deliver information and to adapt the method of communication according to the applicant, in order to ensure understanding. It also presents how information can be conveyed through oral, printed, digital and audiovisual communication channels.

Use the menu to read through these concepts.

Further training on information provision

The provision of information to applicants is generally considered a special expertise. Methodologies for the provision of information are briefly explained in this chapter, but to understand the full complexity of the subject and to be able to use that knowledge in practice, the EUAA recommends attending a dedicated training module on the subject.

Related EUAA training

The EUAA offers the module ['Introduction to communication for asylum and reception practitioners'](#) which outlines the skills needed in designing, planning and implementing crosscultural communication strategies. The aim of this module is

Methodology page (2) - examples

Home / Methodology / How to distribute information / Consider the channels

Consider the communication channels

- How to communicate information
- How to distribute information
- Consider the channels
- Use several channels
- Use support materials

Not all communication channels are the same. A certain channel can be a better fit for the specific message you are seeking to communicate at communication channel(s) to deliver information.

When choosing your communication channel(s), make sure that it is **fit for you** (is) and that it is **fit for the applicant** (considering their personal circumstance).

- Oral communication
- Printed materials

Printouts primarily include written information, including leaflets, brochures, infographics, cartoons or flowcharts. For this reason, printed materials can provide an extensive amount of information.

Printouts are a one-way communication channel that is primarily intended for written information. Some of the core messages can be illustrated in visual aids to communicate with applicants who have poor reading skills. Printed communication materials can be made in a way that is easy to understand.

| Advantages | Disadvantages |
|---|--|
| <ul style="list-style-type: none">Reach large audiences | <ul style="list-style-type: none">Very limited use |

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.

Home / Methodology / How to communicate information / Adapt communication techniques

Adapt communication techniques

- How to communicate information
- Basic communication techniques
- Oral communication
- Adapt communication techniques
- Adapt messages
- How to distribute information

Communication techniques adapted to the applicant's
Thus, tailor-made communication techniques enable the applicant to understand the information and to express their views.

When adapting your communication techniques, consider the applicant's personal circumstances. In the context of the asylum procedure, the following factors should be taken into account:

- Culture
- Education and level of literacy
- Gender
- Age
- Cognitive and learning difficulties

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.

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.

The screenshot displays the EUAA website interface. At the top, the EUAA logo and the slogan "Let's Speak Asylum" are visible. The navigation menu includes "Home", "Methodology", "Thematic Areas", "EUAA Info Provision Toolbox", and "Info Provision Library". The "Thematic Areas" menu is highlighted with a yellow box. Below the menu, four infographic cards are shown: "Asylum Procedure", "Dublin Procedure", "Reception Pathway", and "Resettlement Process". The "Dublin Procedure" card is highlighted with a yellow box. A yellow arrow points from the "Dublin Procedure" card to a detailed infographic of the Dublin Procedure. This infographic shows a flowchart with stages: "Access to the procedure", "Dublin personal interview", "Notification of a transfer decision", "Transfer to the responsible Member State", and "Right to an effective remedy". The EUAA logo is also present in the bottom right corner.

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.

Home / [Thematic Areas](#) / Asylum Procedure

Asylum Procedure

Introduction



Home / [Thematic Areas](#) / Asylum Procedure / Making, registration, lodging

Making, registration, lodging

- Introduction to the asylum procedure
- Making, registration, lodging** ✓
 - When to provide information
 - Where to provide information
 - Who provides the information
 - Information provisions topics
- Personal Interview
- Notification

Information provision primarily aims to ensure that asylum seekers and applicants for protection often have limited knowledge amounts of new information that include the information but also to ensure that the information is provided in a way that is accessible and understandable.

It is also in the interest of the asylum seeker to receive information about the procedure. This information enables the asylum seeker to make informed decisions and enhances the overall quality and efficiency of the asylum procedure.

The information which is provided in this [Access to the asylum procedure](#).

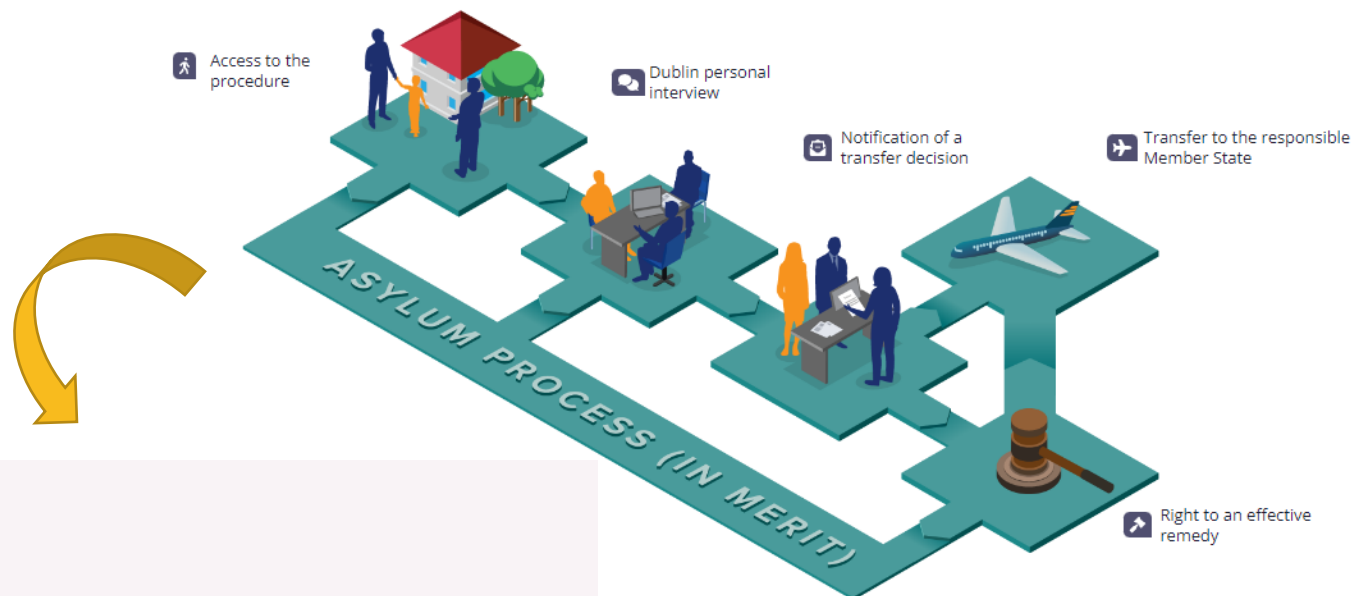
Dublin procedure

- 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](#).

Home / Thematic Areas / Dublin Procedure

Dublin Procedure

Introduction



Home / Thematic Areas / Dublin Procedure / Dublin personal interview

Dublin personal interview

- Access to the procedure
- Dublin personal interview**
- Notification of a transfer decision
- Right to an effective remedy
- Transfer to the responsible Member State
- Further reading about the Dublin procedure

The time it takes to determine the responsible Member State can vary considerably from case to case. However, the process for determination should take place as soon as possible. This part covers information provision during the determination process. It also covers information provision where the determining Member State becomes the responsible Member State.

When conducting a Dublin interview at the same time as, or shortly after the lodging of the application, this part and the lodging can be read together. It is important to note that repetition of information is important to ensure the proper understanding of the applicant.

Key information to be provided during the Dublin personal interview

Explain your role, the purpose of the Dublin procedure, its main steps and the responsibility criteria.

The applicant may be transferred from one country where the application is lodged to another country that is responsible for the determination of the application.

Reception pathway

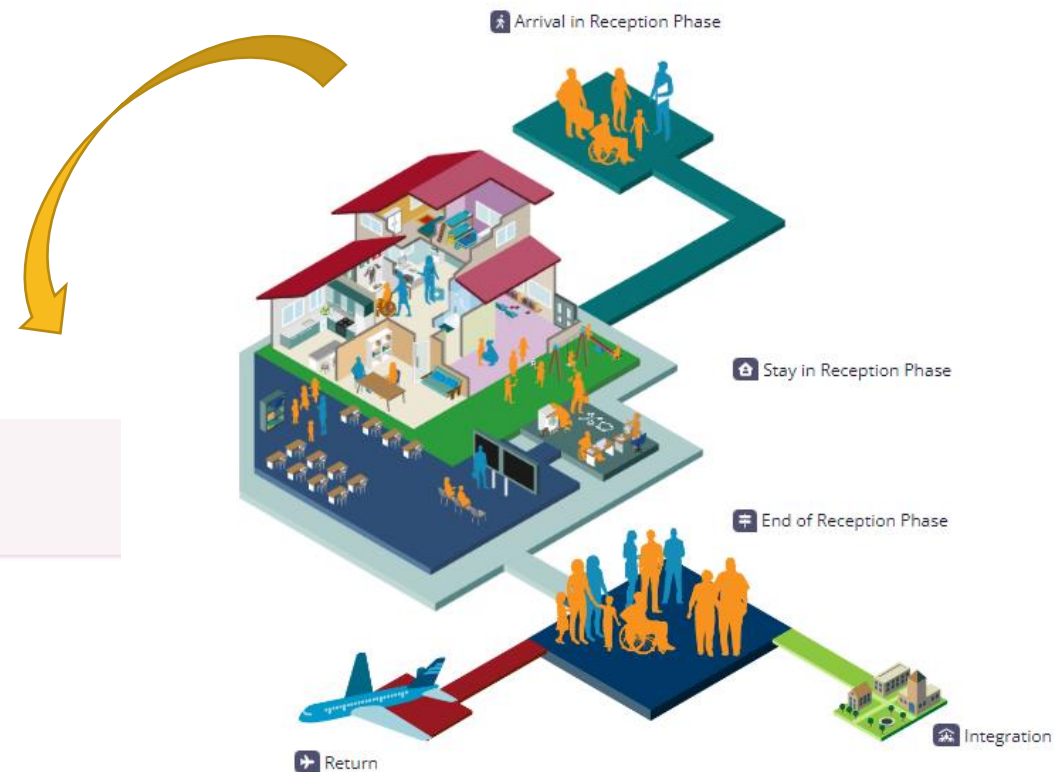
- When you open the Reception Pathway thematic area, you will find an infographic showing the reception phases.
- You can either click on 'Introduction' which will bring you to the content page, including brief information about all phases, or click on the title 'Arrival in Reception Phase'. Here you 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.

Home / Thematic Areas / Reception Pathway

Reception Pathway

Introduction



Home / Thematic Areas / Reception Pathway / Arrival in Reception Phase

Arrival at Reception Stage

- Introduction
- Arrival in Reception Phase
- Intake
- Medical screening
- Identification of vulnerable persons
- Allocation/Transfer
- Stay in Reception Phase
- End of Reception Phase

The 'arrival in reception' is the first phase of the reception process. In this phase, the necessary formalities are carried out. These include the registration of the applicant.

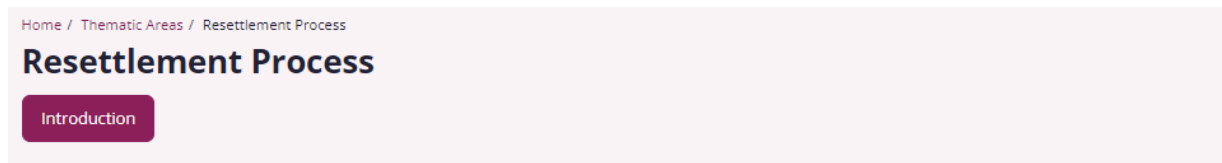
Depending on the national and local context, applicants may arrive spontaneously or they may be transferred by the authorities. This transfer may be initiated before or after the arrival in the reception facility.

Provision of information is an important ongoing activity during the arrival in reception. It includes providing information on administrative procedures and legal information on administrative procedures. It is important that the applicant understands what this information means for them.

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.



- Introduction
- Selection**
- Pre-departure Activities
- Reception and end of reception

When UNHCR has identified refugees in need of resettlement and submitted to accept the refugees for resettlement is taken by the authorities of the res missions in the host country, while others do dossier selection. During a sele host country.

The purpose of a selection interview is to examine factors related to the nee countries may have additional criteria framed by their national contexts. Fac further explored in the interview, as well as confirmation of family compositi

There may also be the necessity to examine issues related to exclusion. A pa opportunity for the refugees to ask questions.

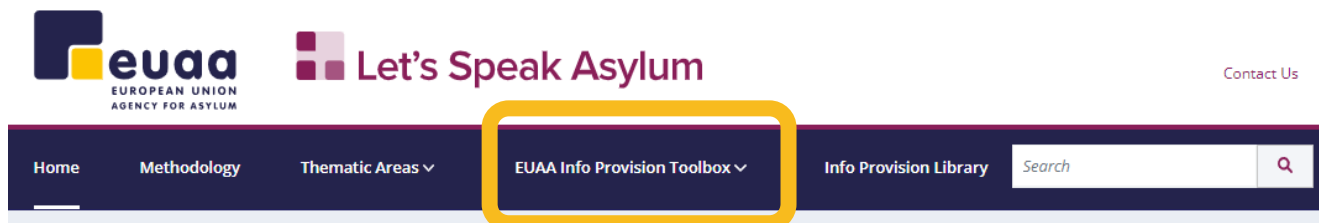
Information provision

Provide correct information to refugees is of utmost importance from the be the procedure, and a good way to ease this nervousness is to create a safe a

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 info provision toolbox

Information provision products and visuals developed by the EUAA to support information provision activities, available for free download.



EUAA products

Practical guidance and information materials developed by the EUAA to support information provision activities.



Illustrations & icons

Simple and culturally appropriate visuals to support information provision activities, available for free download.

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.

Home / EUAA Info Provision Toolbox / EUAA Products

EUAA Products

This section contains information materials developed by the EUAA which can be used by national authorities and other entities responsible for the provision of information on the asylum procedure, the Dublin procedure, reception and resettlement. These include animations, posters, brochures, leaflets and slide presentations. The EUAA practical guides on information provision are also referred to in this section.

Some information materials are generic, with general and standard information applicable in all Member States. Other materials have been developed in a way that national authorities and other responsible entities would be expected to complete them with national and/or local or specific information before using them. The materials come with ‘how to use’ manuals explaining when to distribute it, how and to whom. Some manuals also include a ‘script’ to support facilitators in carrying out information sessions using the material.

The information provision materials were developed according to the communication methodology of the EUAA Let’s Speak Asylum project. They were tested with applicants from various profiles and target groups. The materials are complementary to the other sections of the portal. These should be used in a mix of communication channels and complemented with the provision of specific information tailored to the individual needs of the applicant, in line with the methodology and the relevant applicable provisions.

> Copyright notice

Target group - Any - Type/Format - Any - Thematic area - Any - Apply

Video presentation 'What you need to know about the first steps of the asylum procedure' Jul-2023

The product aims to provide applicants for international protection with information on access to the asylum procedure, either upon entry to the territory or at the beginning of the registration of the making or lodging of the application. It is especially relevant during the first contact with applicants, including vulnerable persons and children, in situations of mass arrivals. This presentation in a video format can be watched by individuals on a smartphone.


Asylum

| | | | |
|---|---------------------------------|-------------------------------|-----------------------------------|
| Target group General applicant profile, Vulnerable groups, Illiterate applicants, Children, Unaccompanied children over 14 | Type/Format Animation | Watch video English | Download manual English |
|---|---------------------------------|-------------------------------|-----------------------------------|

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

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)




Poster 'Steps in the asylum procedure' Jul-2023

The product provides an overview of the steps in the asylum procedure in a simple and easy to understand ways and includes self-explanatory illustrations to support the understanding of the key messages by less literate applicants and children.

Asylum

| | | | |
|---|--------------------|--|--|
| Target group | Type/Format | Download product | Download manual |
| General applicant profile, Illiterate applicants, Children | Poster | English v | English v |



Poster International Protection Jul-2023

The purpose of the poster is to introduce what is international protection and to support self-identification of persons in need of international protection during the access to the asylum procedure. The use of easy-to-understand illustrations aims to support the understanding of the message by less literate applicants and children.

Asylum


| | | | |
|---|--------------------|--|--|
| Target group | Type/Format | Download product | Download manual |
| General applicant profile, Vulnerable groups, Illiterate applicants, Children | Poster | English v | English v |

Target group v - Any -

Type/Format v - Any -

Thematic area v Asylum x

Apply
Reset




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Asylum

| | | | |
|--|--------------------|--|--|
| Target group | Type/Format | Watch video | Download manual |
| General applicant profile, Vulnerable groups, Illiterate applicants, Children, Unaccompanied children over 14 | Animation | English v | English v |




Slide presentation 'What you need to know about the first steps of the asylum procedure' Jul-2023

The slide presentation aims to provide applicants for international protection with information on access to the asylum procedure, either upon entry to the territory or at the beginning of the registration of the making or lodging of the application. The slide presentation is especially relevant during the first contact with applicants, including vulnerable persons and children, in situations of mass arrivals. The format of the presentation is meant to support information provision sessions, during which the presenter moves the slides manually while presenting the content.

Asylum

| | | | |
|--|---------------------|--|--|
| Target group | Type/Format | Download product | Download manual |
| General applicant profile, Vulnerable groups, Illiterate applicants, Children, Unaccompanied children over 14 | Slides presentation | English v | English v |



Animated slide presentation 'What you need to know about the first steps of the asylum procedure' Jul-2023

The animated slide presentation aims to provide applicants for international protection with information on access to the asylum procedure, either upon entry to the territory or at the beginning of the registration of the making or lodging of the application. The animated slide presentation is especially relevant during the first contact with applicants, including vulnerable persons and children, in situations of mass arrivals. In the slideshow mode, the slides advance automatically and include animations and voice over.

Asylum

| | | | |
|--|---------------------|--|--|
| Target group | Type/Format | Download product | Download manual |
| General applicant profile, Vulnerable groups, Illiterate applicants, Children, Unaccompanied children over 14 | Slides presentation | English v | English v |

Dublin related information materials

2 posters on family reunification – for children and for adults



5 European Commission common leaflets on the Dublin procedure



Target group: - Any - Type/Format: - Any - Thematic area: Dublin x

Apply Reset

Poster Dublin family reunification - Child Oct-2022

This poster has been created to promote family reunification through the Dublin procedure. The poster is available in two basic versions one with an adult protagonist wishing to reunite with her partner, and the other with a child wishing to reunite with a family member. Both versions are available in 14 different language versions. This is the version of the poster with the child applicant.

Dublin

| | | | |
|---------------------------------|------------------------------|------------------------------------|-----------------------------------|
| Target group Children | Type/Format Poster | Download product English | Download manual English |
|---------------------------------|------------------------------|------------------------------------|-----------------------------------|

Poster on Dublin family reunification - Adult Oct-2022

This poster has been created to promote family reunification through the Dublin procedure. The poster is available in two basic versions one with an adult protagonist wishing to reunite with her partner, and the other with a child wishing to reunite with a family member. Both versions are available in 14 different language versions. This is the version of the poster with the adult applicant.

Dublin

| | | | |
|--|------------------------------|------------------------------------|-----------------------------------|
| Target group General applicant profile | Type/Format Poster | Download product English | Download manual English |
|--|------------------------------|------------------------------------|-----------------------------------|

Dublin common leaflet fingerprints (illegal stay) Jan-2014

This information leaflet is intended to provide information in relation to the Eurodac fingerprinting of applicants that are found illegally staying in a Member State. The leaflet is available in a number of translations and should be adapted with Member State specific information.

Dublin

| | | | |
|--|-------------------------------|------------------------------------|--|
| Target group General applicant profile | Type/Format Leaflet | Download product English | |
|--|-------------------------------|------------------------------------|--|

Dublin common leaflet fingerprints (irregular entry) Jan-2014

This information leaflet is intended to provide information in relation to the Eurodac fingerprinting of applicants apprehended in connection with the crossing of an external border. The leaflet is available in a number of translations and should be adapted with Member State specific information.

Dublin

| | | | |
|--|-------------------------------|------------------------------------|--|
| Target group General applicant profile | Type/Format Leaflet | Download product English | |
|--|-------------------------------|------------------------------------|--|

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.

Target audience: Vulnerable groups x Type/Format: Brochure x, Poster x

Thematic area: Asylum x, Reception x Apply Reset

Poster Self-identification of vulnerabilities and special needs (Jul-2023)
The poster provides a set of information to applicants in order to support the self-identification of vulnerabilities and special needs in asylum and reception. It can be used in various locations, such as registration centres, reception centres, both upon arrival and during the applicants' stay in the centre. The use of easy-to-understand illustrations aims to support the understanding of the key messages by less literate applicants and children.
Asylum Reception

Target group: General applicant profile, Children, Illiterate applicants, Unaccompanied children over 14, Vulnerable groups
Type/Format: Poster
Download product: English [Download icon]
Download manual: English [Download icon]

Brochure on self-identification of vulnerabilities and special needs (Jul-2023)
The brochure "Are you or do you know someone in one or more of these situations?" provides a set of information to applicants in order to support the self-identification of vulnerabilities and special reception needs. It can be used both upon arrival in the reception centre and during the applicants' stay in the centre. The use of easy-to-understand illustrations aims to support the understanding of the key messages by less literate applicants.
Reception

Target group: General applicant profile, Illiterate applicants, Vulnerable groups
Type/Format: Brochure
Download product: English [Download icon]
Download manual: English [Download icon]

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:


HOW TO USE THE BROCHURE ON RECEPTION FOR ACCOMPANIED CHILDREN



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:


Target group: Accompanied children over 14 x, Unaccompanied children over 14 x
Type/Format: Animation x, Brochure x
Thematic area: Reception x
Apply Reset



 **Brochure for unaccompanied children on rights and obligations in reception** Jul-2023
The brochure 'What you need to know about life at a reception centre' complements the animations for children with further details on the rights and obligations of unaccompanied children in reception and how support staff can help them. It provides the possibility to add useful information and contact details specific for a location or a country. It can be used during arrival and stay in reception.
[Reception](#)


| | | | |
|--|--------------------------------|--|---|
| Target group Children, Unaccompanied children over 14 | Type/Format Brochure | Download product English x  | Download manual English x  |
|--|--------------------------------|--|---|

 **Brochure for accompanied children on rights and obligations in reception** Jul-2023
The brochure 'What you need to know about life at a reception centre' complements the animations for children with further details on the rights and obligations of accompanied children in reception and how support staff can help them and their families. It provides the possibility to add useful information and contact details specific for a location or a country. It can be used during arrival and stay in reception.
[Reception](#)

| | | | |
|--|--------------------------------|--|---|
| Target group Children, Accompanied children over 14 | Type/Format Brochure | Download product English x  | Download manual English x  |
|--|--------------------------------|--|---|

 **Animation on safety rules for accompanied and unaccompanied children** Jul-2023
The animation informs children about their general right to safety and protection from violence and abuse and how to stay safe while living in a reception centre.
[Reception](#)

| | | | |
|---|---------------------------------|---|---|
| Target group Accompanied children over 14, Children, Unaccompanied children over 14 | Type/Format Animation | Watch video English x  | Download manual English x  |
|---|---------------------------------|---|---|

 **Animation on rights and obligations of accompanied and unaccompanied children in reception** Jul-2023
The animation gives a brief understanding about children's rights and responsibilities linked to their reception as applicants for international protection, starting with the arrival phase.
[Reception](#)

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.

The screenshot shows the EUAA website's 'Illustrations & Icons' library. At the top, there are logos for 'euaa EUROPEAN UNION AGENCY FOR ASYLUM' and 'Let's Speak Asylum'. A navigation bar includes 'Home', 'Methodology', 'Thematic Areas', 'EUAA Info Provision Toolbox', and 'Info Provision Library', along with a search bar. The page title is 'Illustrations & Icons'. Below the title, there are two dropdown menus for 'Illustration keywords' and 'Icons keywords', both set to '- Any -'. There are 'Apply' and 'Reset' buttons. A 'Copy rights' link is visible. The main content area is titled 'Illustrations' and displays a grid of 24 small illustrations depicting various people and scenarios, such as families, individuals with disabilities, and people in uniform.

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.

Home / Info Provision Library

Info Provision Library

[Submit info provision document](#)

The Let's Speak Asylum Information Provision Library aims to be a source of inspiration and help national authorities and other entities responsible for provision of information to develop quality information provision products. The selected products developed by European authorities and other entities showcase the use in practice of one or more communication and information provision principles. These principles are described on the LSA portal in the methodology page and the various thematic areas. Each product is accompanied by a short description indicating which elements are particularly inspiring. This should not be read as a complete analysis. The library is also not intended as an exhaustive collection of available information provision products. The products have been collected by the EUAA through surveys launched to its thematic networks or through own research.

This library includes both (i) links to third party webpages where relevant products can be found and (ii) downloadable documents provided by national authorities or other entities to the EUAA and now made available by the EUAA online. As for the latter (documents in downloadable format), authorisation from the copyright holder was duly obtained by the EUAA for the purpose of uploading and making them available in this library.


For any use or reproduction of photos or other material, permission must be sought directly from the copyright holders.

[> Disclaimer](#)

Thematic area: Target group:

Type/Format: Country/Owner:

[Apply](#) [Reset](#)

 **I'm just trying to leave. Hints and tips for a successful stay at a COA location**

Description
Comic book depicting girls and boys of different backgrounds and emphasizing the importance of living together and respecting each others. Self-explanatory cartoons with simple messages proper for different age groups. It covers a variety of topics and some sections could be used separately for info-sessions on specific thematic.

[Reception](#) [Integration](#)

| Target audience | Type/Format | Country/Owner | Language(s) | Go to website |
|--|----------------|--|-------------|-------------------------------|
| Children, Accompanied children, Unaccompanied children | Cartoon/Comics | The Netherlands / Central Agency for the Reception of Asylum Seekers (COA) | EN | |

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.

Info provision library

A selection of information provision products developed by European authorities and other entities.



Browse library

Are you looking for inspiration to develop quality information materials? Browse the library!



Submit your products

Have you developed products or practices that might inspire others? Share them with us!

[Home](#)

Request to Add/Edit Product

Did your authority or organisation develop an Information provision product which you think might be a source of inspiration for others? Does the product showcase the use in practice of one or more of the communication and information provision principles and practical tips included in the LSA Portal? We would appreciate sharing it with us and help the EUAA to further build the Information Provision Library.

You can do so by filling in and submitting the below form. The EUAA may contact you for further information related to the information provision product you submit.

Please note that not all products submitted to the EUAA may be included in the Library, as it is not intended as an exhaustive collection of available information provision products.

Through this form you can also suggest to update products already included in the library, for example by replacing a product with a newer version.

Name *

Surname *

Organization *

Email address *

Would you like to propose to add or to edit content? *

Add content

Edit content

Who is the owner of this 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.

Other Resources

Temporary protection

Have a look at information provision materials developed by EUAA in the context of EU's temporary protection for persons fleeing Ukraine.

[Go to temporary protection](#)

EUAA Training Catalogue

Have a look at the comprehensive range of modules found in the European Asylum Curriculum (EAC), covering the entire area of international protection.

[Go to training catalogue](#)





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.

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Home

Contact Us

This contact form is to be used only for questions, comments or suggestions related to the functionality/content of the LSA portal.

Enquiries related to individual cases would not be answered.

Name *

Surname *

Organization/Institution *

Email *

Message *

Add your message here...

Attachment

Choose File No file chosen

One file only.
128 MB limit.
Allowed types: gif, jpg, jpeg, png, btt, pdf, doc, docx, xls, xlsx, ppt, pptx.

I have read and agree with the data protection notice.

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