Please cite as: EUAA, '3.8.1. Let’s Speak Asylum portal' in *Asylum Report 2024* , Giugno 2024.

3.8.1. Let’s Speak Asylum portal

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In 2023, the EUAA launched the Let’s Speak Asylum portal, which showcases a range of resources on information provision throughout the asylum procedure, the Dublin procedure, the reception pathway and the resettlement process. The portal helps to support the harmonised implementation of CEAS and improve the quality of asylum and reception processes.

Let’s Speak Asylum portal

The portal offers toolboxes, recommended methodology, guidance and practical tools to help national authorities and other stakeholders communicate with and provide information to applicants for international protection. The portal also supports other practitioners, such as researchers and journalists, to better understand and explain how international protection works in the EU.

Audio-visual and digital material was developed by the EUAA to relay information to vulnerable and illiterate applicants. Each product is accompanied by a how-to manual and material related to reception also includes a script for facilitators. Translations are gradually being made available. The portal contains illustrations and icons so that countries can develop their own material based on existing resources. All these were tested with applicants.

A unique, searchable library offers a selection of products developed by various authors to inform about steps in the asylum procedure and life in the reception system. The library serves as a source of inspiration and can be searched by thematic area, country, target group (such as children or vulnerable applicants) and format (for example, video, animation, brochure, etc.). Users are invited to submit other products which could serve as a source of inspiration.

The Let’s Speak Asylum portal will be continuously updated as more thematic content and material become available.

Figure 16. Steps in the asylum procedure

Poster 'Steps in the asylum procedure'

Source: EUAA, https://lsa.euaa.europa.eu/templates/poster-steps-asylum-procedure-0

Through direct operational and technical assistance, the EUAA also supported some countries under severe pressure with the provision of information during the asylum procedure. For

example, the EUAA and the Ministry of the Interior of Slovenia developed a support tool on information provision within the asylum procedure in several languages.

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