Please cite as: EUAA, '3.8.2.1. Enhanced availability and accessibility of information' in *Asylum Report 2024*, Giugno 2024.

3.8.2.1. Enhanced availability and accessibility of information

3.8.2.1. Enhanced availability and accessibility of information

During the year, national authorities introduced some temporary measures, made institutional changes and published additional information on the asylum procedure. Civil society organisations also continued to support the authorities in the provision of information.

Following a public tender, the UDI in Norway awarded a 4-year contract to Caritas Norway to provide information and guidance to newly-arrived asylum seekers as of 1 June 2023.674 This meant that the Information and Guidance Programme, which was run by NOAS, ended on 31 May 2023, after 20 years of operation.675

The Fedasil Info Point, which was closed in 2022, was reopened in 2023 next to the Bordet reception centre in Belgium. The centre has expanded tasks to support applicants residing outside of the reception network, migrants in transit and people without a legal residence. Caritas International is in charge of the initial welcome and information provision, while several stakeholders then provide more in-depth information.676

In Estonia, UNHCR and partners continued to provide information and legal counselling to new arrivals and refugees about asylum procedures, access to temporary protection and access to rights and services to facilitate their inclusion and integration.677

The second Performance Update of the Immigration and Naturalisation Service (IND) in the Netherlands indicated that information provision in the asylum process was outdated. To address this, the service plans to modernise the digital system so that the latest information is rapidly available, such as the status of an application and when a decision is expected.678

In Portugal, AIMA plans to create 10 more contact points for asylum seekers and a call centre to address queries in 2024.679

New material, services and platforms related to information provision which were made available during the year are presented in Table 1.

Table 1. New material, services and platforms related to information provision, 2023

Stakeholder	Development	Type

National authority (Slovakia)	A project was initiated to provide improved instructions for asylum seekers, using pictograms and translations in several languages.	Information material
National authority, UNHCR Slovakia and Human Rights League	A leaflet was produced in various languages on what steps asylum seekers can take once they arrive in Slovakia.	Information material
Human Rights League (Slovakia)	A series of Frequently Asked Questions were published to provide information on the authorisation to remain when administrative expulsion is not possible.680	Information material
National authority (Malta)	In March 2024, the IPA, with assistance of the EUAA, published a detailed booklet about the asylum procedure and a booklet specifically for unaccompanied minors. These booklets are given to all applicants who lodge an asylum application in Malta. The IPA, with assistance of the EUAA, also produced three videos related to the asylum procedure, namely on information on the asylum procedure for adults, information on the asylum procedure for unaccompanied minors and the rights and obligations of an asylum seeker in Malta. All these products were translated into different languages. The IPA is currently also working on the development of its own website. UNHCR and the Ministry for Home Affairs developed an information leaflet to be made available at all immigration and reception centres.	Information material
JRS Romania, in collaboration with Terre des Hommes (Romania)	Three videos were produced which explain in detail the obligations of asylum applicants during the asylum procedure, the accommodation system in Romania and the forms of international protection that may be provided to asylum applicants.	Information material
OFPRA (France)	Welcome booklets for beneficiaries of protection were updated.681	Information material
SAR (Bulgaria)	SAR presented a child-friendly video, which was produced by UNICEF Bulgaria, to unaccompanied minors. The video addresses the social services which are available, and it is available in Arabic, Bulgarian, Dari, English and Pashto.682	Information material
Legal Centre for the Protection of Human Rights (PIC) (Slovenia)	PIC published information videos on complementary pathways, sponsorship schemes and family reunification.683	Information material
Asylum Office (Spain)	A new website was launched: https://proteccion-asilo.interior.gob.es/es/inicio/	Information material
Directorate of Immigration (Iceland)	A new web application was launched to provide information to asylum applicants. Frequently Answered Questions were made available and additional queries can be sent through a web form.684 In response to a high number of inquiries, the directorate published information on residence permits for family members in Palestine.685	Platform
National authority (Luxembourg)	A new website with information for asylum applicants was launched in February 2023 (it is only accessible from within the country). Information is available in several languages, with a read-aloud function. It contains information on first-time applicants, the Dublin procedure for those who have already applied elsewhere, reception, social benefits and returns.	Platform

Office for Foreigners (Poland)	An online portal was launched, which is available in several languages, to help beneficiaries of international protection to fill out residency applications.686	Platform
Ministry of Asylum and Migration (Greece)	The authority's website was enhanced to make content accessible to persons with disabilities, such as dyslexia and visual impairments687	Platform
Central Government Information Portal (Ireland)	A new website was launched with information on international protection, such as statistics, types of protection and procedures to follow.688	Platform
Swedish Migration Agency (Sweden)	As of October 2023, expanded services are available in more service offices. The offices are administrated by the state and provide information from several government agencies in one place. Staff assist applicants with digital services, completing the application correctly, printing and sending documents, and explaining processes.689 In addition, information services are now offered in more locations.690	Services
National authority (Cyprus)	An information kiosk was set up in Pournara where applicants can seek information on the status of their file and ask questions about the asylum procedure in general.	Services
Office for Foreigners (Poland), in collaboration with the IOM	The office continued to organise "Information Saturdays" on the regularisation of stay. Third-country nationals can receive information on the content of and process for regularisation, receive letters and summons, submit declarations and use the document personalisation service.691	Services
IOM Lithuania	A new one-stop information hub was opened for migrants and refugees to help with any challenges upon arrival. The services include legal advice, psychological counselling and career guidance.692	Services
Ministry of Asylum and Migration (Greece)	To immediately assist the families of the victims of the Pylos shipwreck, the ministry opened a hotline to provide information.	Services
National authority (Croatia)	When required, information is provided orally to illiterate applicants.	Services

Prevention and voluntary returns

Some countries focused efforts on deterring nationals from countries with low recognition rates from undertaking perilous journeys to the EU, only to have their application rejected. For example, with the aim of preventing irregular migration and the risks of exploitation, the Belgian State Secretary for Asylum and Migration launched an information campaign in Guinea, raising awareness of the dangers of irregular migration, local employment opportunities and legal migration channels and informing locals that there was a low chance of receiving protection in Belgium. This was in response to an increase in asylum applications by Guineans in 2023, while 75% of the claims were rejected.693

Similarly, the authorities in Cyprus launched the "Let's talk truth about Cyprus" campaign in September 2023, aiming to discourage irregular migration from sub-Saharan countries, such as Cameroon, Congo and Nigeria. The campaign's objective is to debunk myths about Cyprus and

provide accurate information on the realities of asylum in the country.

Some national authorities raised awareness among rejected applicants about the possibility of a voluntary return to the country of origin. To this end, the UDI in Norway launched an application process for organisations to receive grants (NOK 1 million in total) to inform illegally-residing individuals who reside outside of the reception system about assisted returns.694 In Finland, a new Decree on Assistance for Voluntary Returns aims to encourage rejected asylum seekers to leave the country quickly and refrain from appealing the decision. 695

- 674Caritas Norway. (2023). *Norge skal veilede nyankomne asylsøkere [Norway will guide newly arrived asylum seekers].*

- 675Norwegian Organisation for Asylum Seekers | Norsk organisasjon for asylsøkere. (2023, August 9). *NOAS ute av informasjons- og veiledningsprogrammet [NOAS removed from the information and guidance programme]*.

- 676Federal agency for the reception of asylum seekers | L'Agence fédérale pour l'accueil des demandeurs d'asile | Federaal agentschap voor de opvang van asielzoekers. (2023, September 27). *Nouvelle adresse pour le Point Info de Fedasil [New address for the Fedasil Info Point]*.

- 677United Nations High Commissioner for Refugees. (2023, August 25). *Estonia Operational Update - Q2 2023*.

- 678Immigration and Naturalisation Service | Immigratie- en Naturalisatiedienst. (2023, May 23). *De IND loopt tegen grenzen van uitvoerbaarheid aan [IND has reached limits of feasibility]*.

- 679Government of Portugal | Governo de Portugal. (2023, October 29). *Agência para a Integração, Migrações e Asilo: O primeiro dia de um novo paradigma [Agency for Integration, Migration and Asylum: The first day of a new paradigm]*.

- 680Human Rights League | Liga za ľudské práva. (2024, May 15). *Odpovede na otázky o aktuálnej situácii v oblasti migrácie [Answers to questions about the current migration situation]*.

- 681French Office for the Protection of Refugees and Stateless Persons | Office français de protection des réfugiés et apatrides. (2024, May 15). *Les outils pour accompagner les demandeurs d'asile et personnes protégées [Tools to support asylum seekers and protected persons]*.

- 682State Agency for Refugees with the Council of Ministries | Държавна агенция за бежанците при Министерския Съвет. (2024, May 15). *Видео запознава търсещите международна закрила непридружени деца със социалните услуги в България [Video introduces international asylum seekers unaccompanied children to social services in Bulgaria]*.

- 683Legal Centre for the Protection of Human Rights and Environment | PIC - Pravni Center Za Varstvo Človekovih Pravic in Okolja. (2024, May 15). *Kaj so dopolnilne poti in sponzorske sheme? Kaj pomeni združitev družine? (VIDEO) [What are complementary pathways and sponsorship schemes? What does family reunification mean? (VIDEO)]*.

- 684Directorate of Immigration. (2023, October 20). *New service web up in the air*.

- 685Directorate of Immigration. (2023, November 24). *The right to family reunification*.

- 686European Website on Integration. (2023, February 7). *Poland: New website provides assistance with residency applications*.

- 687Ministry of Migration and Asylum | Υπουργείο Μετανάστευσης και Ασύλου. (2023, October 20). *Information Guide for Beneficiaries of International Protection*.

- 688Government of Ireland | Rialtas na hÉireann. (2023, June 16). *New website with latest information on International Protection in Ireland launched* . https://www.gov.ie/en/news/5888e-new-website-with-latest-information-on-international-protection-in-ireland-launched/
- 689Swedish Migration Agency (SMA) | Migrationsverket. (2023, October 10). *Migrationsverkets service på fler statliga servicekontor [The Swedish Migration Agency's services at several government service offices]*.

- 690Swedish Migration Agency (SMA) | Migrationsverket. (2023, April 19). *Migrationsverkets service på fler statliga servicekontor [The Swedish Migration Agency's services at several government service offices]*.

- 691Ministry of Foreign Affairs Republic of Poland | Ministerstwo Spraw Zagranicznych. (2024, May 15). *Dla obywatela [For the Citizen]*.

- 692International Organization for Migration. (2023, October 23). *E. Bingelis: „Atidaromas naujas centras skirtas užsieniečiams“ [E. Bingelis: "A new center is opening for foreigners"]* . https://lithuania.iom.int/lt/news/e-bingelis-atidaromas-naujas-centras-skirtas-uzsienieciams
- 693Nicole de Moor. (2023, November 2). *De Moor lanceert preventiecampagne in Guinée: “nog beter dan terugkeer is tegengaan dat mensen naar hier komen” [De Moor launches prevention campaign in Guinea: "even better than returning is preventing people from coming here"]*.

  https:/
- 694Norwegian Directorate of Immigration | Utlendingsdirektoratet. (2023, November 2). *Tilskudd til informasjonstiltak om assistert retur [Grants for information measures on assisted return]*.

- 695Finnish government. (28 August 2023). *Ministry of the Interior to prepare a new Decree on Assistance for Voluntary Return*. https://valtioneuvosto.fi/en/-/1410869/ministry-of-the-interior-to-prepare-a-new-decree-on-assistance-for-voluntary-return

© European Union Agency for Asylum 2026 | Email: info@euaa.europa.eu