Please cite as: EUAA, '4.3.2. Provision of information' in *Asylum Report 2024*, June 2024.

4.3.2. Provision of information

4.3.2. Provision of information

Disabled applicants for international protection should receive information in a language that they can understand and which is tailored to their specific needs, for example a visual or hearing impairment. Typical information material in EU+ countries for persons with a hearing impairment include posters in waiting rooms, brochures, leaflets or similar documents on the asylum procedure.

The Committee on the Rights of Persons with Disabilities expressed concerns about insufficient information provision and the lack of qualified sign language interpretation, Braille or other measures to ensure full access to health services for refugees with disabilities. For example, the committee recommended to Austria to ensure access to disability support schemes for refugees with disabilities, including persons with disabilities under temporary protection.1021

- 1021OHCHR. (8 September 2023). Committee on the Rights of Persons with Disabilities. *Concluding observations on the combined second and third periodic reports of Austria* . https://tbinternet.ohchr.org/_layouts/15/treatybodyexternal/Download.aspx?symbolno=CRPD%2F 3&Lang=en

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