Briefing Paper

Access to Information in the Context of Asylum:
Exploring Existing Resources,
Good Practices and Ways Forward

Contents

Executive Summary

This Briefing Paper presents a cross sectional analysis of asylum-related information activities implemented by civil society organisations, focusing in particular on those catering to information needs of applicants for international protection, local communities or professionals as well as volunteers working in the field of asylum. The findings in this Briefing Paper are based on responses to a survey administered by EASO in March 2018, supplemented by insights from discussions that took place at the EASO Consultative Forum Thematic Meeting on Access to Information held in Malta on 28th March[1]. This report and its findings may serve to further optimise information activities implemented by civil society organisations by mapping existing initiatives, identifying challenges, good practices and lessons learned with a view of increasing the relevance, efficiency, and effectiveness of future initiatives.

Civil society organisations are important sources of information, contributing to information provision both by creating and disseminating information material. They implement a wide variety of information activities, often in cooperation with a multitude of actors, including Member States' authorities, other CSOs, IGOs, academia and migrant communities.

Different types of activities are implemented. Although activities never take place in a vacuum, an overall broad distinction can be made between activities that focus on:

  i)   Provision of *legal and procedural information pertaining to the asylum process* including rights and obligations attached to each stage of the asylum procedure, from access to the procedure to return;

  ii)   *(Pre-)Integration-oriented provision of information* to applicants and/or beneficiaries of international protection including *capacity building/skills training programs*;

  iii) *Information campaigns targeting local populations*, which aim at increasing awareness of asylum-related issues;

  iv)   *Information provision and training aimed at professionals or volunteers* working in the field of asylum, and;

  v)   *Initiatives that aim to facilitate cooperation and coordination among actors* involved in the provision of information

A diverse set of media is used to reach the target audience. The most common methods include a website, followed by leaflets, brochures, helpdesks/community centres, handbooks, mobile applications, and hotlines. Moreover, civil society organisations engage with the target audience in different ways and on multiple occasions with the most popular being in professional settings, followed by reception centres, when lodging a claim for international protection, upon arrival, at closed centres, hotspots and/or prior to the arrival in the EU. Each method of communication offers complementary opportunities and resorting to a combination of methods holds potential for maximising outreach.

---

[1] EASO received 50 survey responses from civil society organisations, whilst more than 30 organisations participated in the Consultative Forum Thematic Meeting that took place in Malta on 28th March. Note, however, that the majority of participating CSOs in the CF Meeting also completed the online survey.

The content of information provided is broad. Whilst some organisations provide information on multiple aspects, the majority tends to focus on specific phases of the asylum procedure (personal interview, how to lodge an application, how to appeal a decision, different forms of protection, etc.) and/or area of asylum (integration, access to the asylum procedure, Dublin, reception, voluntary return, etc.). Information is also provided in many different languages (up to 35 different languages by the participating organisations in the survey alone), with the top 5 being English, Arabic, French, Farsi and Russian.

Despite the implementation of a wide variety of information activities, little reliable data is available on their performance due to a general lack of monitoring and evaluation. Consequently, uncertainty exists as to whether information activities effectively deliver their expected results. Many challenges are encountered in practice, which revolve around the following key elements: i) reaching the target audience; ii) ensuring that information communicated is effectively understood, and; iii) meeting the information needs of the target audience. The extent to which aforementioned steps are successfully achieved depends on various factors, such as: the methods and means for the provision of information; stakeholders involved in information activities, as well as the; content, clarity, and accessibility of information. Good practices which can help overcome such challenges include:

GOOD PRACTICES TO HELP REACH THE FULL INTENDED TARGET AUDIENCE

- Resorting to a combination of different channels and different actors to maximise outreach
- Centralising information in one place/service/platform to facilitate easy access

GOOD PRACTICES TO FACILITATE EFFECTIVE UNDERSTANDING OF THE INFORMATION COMMUNICATED

- Shortening and simplifying information material
- Developing innovative material
- Proofreading information by the target audience
- Providing information on multiple occasions, in different settings, and by different actors
- Utilising staff's language skills and or volunteers for translation of written material
- Creating confidential settings for the provision of information (especially for individuals with vulnerability)
- Resorting to trained interpreters and cultural mediators to communicate the information
- Ensuring that information is culturally sensitive
- Connecting personally through one-to-one interactions with the target audience to help build trust and develop positive connections
- Updating information to ensure its accuracy

GOOD PRACTICE TO FACILITATE MEETING (SPECIFIC) INFORMATION NEEDS

- Ensuring that information is provided proactively immediately after disembarkation/arrival
- Tailoring information to the profile of applicant and stage of the asylum procedure
- Developing child-friendly information to ensure that children's information needs may be met
- Developing tailored information to vulnerable groups

GOOD PRACTICES TO HELP IMPROVE THE QUALITY AND EFFECTIVENESS OF INFORMATION PROVISION

- Incorporating regular routine in everyday practice to monitor and verify that information is properly understood
- Evaluate information activities to improve the design, delivery and implementation of future information activities

1. Introduction

The complexity that characterizes asylum as a legal concept requires that all actors have the necessary information at their disposal to gain an accurate understanding of all relevant aspects of the procedure. Especially for applicants for international protection, effective access to information is a primary constituent of procedural fairness. Applicants have the right to be informed so that: a) they understand the different stages of the process; b) they know their rights and obligations in each of these stages; and c) they are aware of the means to exercise their rights and fulfil their duties. In addition, the provision of accurate information to individuals intending to apply for protection in EU+ countries is critical in allowing them to differentiate between myths and realities about host countries. Effective access to information enables them to make informed decisions throughout the process, and raises awareness of what consequences each decision may entail. In addition to the content of the information, it is equally important that relevant information is communicated to the target audience in a comprehensible language and communication style, as well as through easily accessible media, so that it is thoroughly and clearly understood.

The right of access to information for applicants for international protection is well-established in European legislation. Among others, the Asylum Procedures Directive (APD; Directive 2013/32/EU) stipulates that all applicants "*shall be informed in a language, which they understand or are reasonably supposed to understand of the procedure to be followed and of their rights and obligations during the procedure and the possible consequences of not complying with their obligations and not cooperating with the authorities. They shall be informed of the time frame, the means at their disposal for fulfilling the obligation to submit the elements as referred to in Article 4 of Directive 2011/95/EU (Qualification Directive), as well as of the consequences of an explicit or implicit withdrawal of the application. That information shall be given in time to enable them to exercise the rights guaranteed in this Directive and to comply with the obligations described in Article 13*" (APD Article 12, 'Guarantees for Applicants'). Similar stipulations are also made in Article 29 of Regulation 603/2013 (Eurodac Regulation), and Article 4 of Regulation 604/2013 (Dublin regulation). Further, the APD foresees that the duty to provide relevant information lies with EU Member States, which may undertake this task themselves or outsource it to other actors, such as non-governmental organizations.[2] As a consequence, a number of non-governmental actors have been operating within the EU, as well as in its periphery, catering to the information needs not only of applicants themselves, but also of professionals, volunteers, and other stakeholders involved in the field of asylum.

Over the past years, the increasing recognition of the importance of accurate and timely information provision has led to initiatives aimed at systematically studying this area of asylum, attempting to present an overview of practices, identify existing needs, and develop sets of recommendations for future action. Reference can be made to two examples of relevant and interesting initiatives that may assist in sketching the background against which current discussions on information provision are taking place. These include a study conducted in 2010 by the EU Agency for

---

[2] "Member states should have the possibility to use the most appropriate means to provide such information, such as through NGOs or professionals from government authorities or specialized services of the state" (APD recast, Preamble, Paragraph 22)

Fundamental Rights (FRA)[3] as well as an AMIF-funded initiative called the INFORM comparative project[4], which final report was published in April 2018. Overall, both research initiatives reached similar conclusions, namely that information is not always understood by the target audience and/or does not lead to an increased awareness of rights/obligations during the asylum process, thereby significantly impeding their access to rights. Main reasons for the incomprehensibility of information include a lack of user-friendly information, language limitations/communication barriers, and a lack of trust between the information provider and receiver. Some of the main recommendations put forward included using comprehensible language covering the different elements of the asylum process, incorporating a gender-sensitive approach to information provision, involving beneficiaries of international protection and diaspora groups to extend outreach and increase levels of trust, and finally, to move away from implementing information activities on a 'project culture basis' which was seen to impede their sustainability.

In the context of its Consultative Forum,[5] in 2018 EASO has initiated a chain of activities focusing on the theme of information provision. This initiative acknowledges the important work civil society organizations carry out in the field and aims to catalyse the creation of synergies through dialogue among key stakeholders in the area of asylum. These synergies are needed to harmonise and optimise tools and resources developed by civil society organizations for broad dissemination of asylum-related information to individuals seeking international protection, as well as other interested audiences. Apart from the cross-pollination of ideas and identification of lessons learned, ongoing discussions also incorporate a forward-looking dimension for the development of suggestions for increasing efficiency and effectiveness in information provision.

The present briefing paper offers an overview of the key insights emerging out of this ongoing dialogue. While the main discussion revolves around the findings of a survey administered by EASO in March 2018, these are also supplemented by insights from thematic discussions organized by EASO's Consultative Forum, as well as individual input provided by operational organizations/actors.[6]

This briefing paper summarises the rationale and need for accurate and "easy-to-understand" asylum-related information and discusses effective dissemination strategies. Different types of information activities are presented, followed by a

---

[3] European Union Agency for Fundamental Rights, The duty to inform applicants about asylum procedures: the asylum-seeker perspective, 2010. Retrieved from: http://fra.europa.eu/en/publication/2010/duty-inform-applicants-about-asylum-procedures-asylum-seeker-perspective

[4] The People for Change Foundation, Legal and Procedural Information for Asylum Seekers in Europe: Comparative Report, April 2018. Retrieved from: https://www.inform-asylum.eu/uploads/1/2/1/7/12176018/midj6040_middlesex-uni-asylum-comparative-report-web__1_.pdf

[5] EASO's Consultative Forum is a mechanism for the exchange of information and pooling of knowledge among various stakeholders operating in the field of asylum. As foreseen by Article 51 of the Regulation (EU) No 439/2010, establishing the European Asylum Support Office, EASO "shall maintain a close dialogue with relevant civil society organisations and relevant competent bodies operating in the field of asylum policy at local, regional, national, European or international level and shall set up a Consultative Forum for this purpose". An overview of the Consultative Forum is available here: https://www.easo.europa.eu/civil-society/easo-consultative-forum. More information on the workings of the Forum can be found in the Consultative Forum Operation Plan, which was adopted in September 2012: https://www.easo.europa.eu/sites/default/files/public/Consultative-Forum-Operational-Plan.pdf

[6] The main findings from this process were also covered in *EASO Annual Report on the Situation of Asylum in the European Union* (forthcoming), section 4.2.

discussion on the content of information, types of media used for the distribution of information, and models of cooperation between diverse actors operating in the field. The paper also touches upon existing challenges and good practices/lessons learned. The report closes by bringing together a number of conclusions and identifying points to be further elaborated on.

2. Collection of examples from practice and actors providing insights

This report incorporates input from a multiplicity of actors obtained through various channels. The main body of findings has been elicited from an online survey[7] EASO created and disseminated in March 2018 among civil society organizations actively involved in the provision of information. This survey touched upon a series of questions covering the following areas:

   a) Demographic information of the organization, including country, in which each organization is based, as well as countries of operation;
   b) Review of information activities that each organization carries out including types of media used for the dissemination of information;
   c) Questions pertaining to the target audience and the way in which each organization engages with its target audience;
   d) Institutional framework and models of cooperation between authorities and other actors; and
   e) Questions aiming at eliciting insights on lessons learned, best practices, and suggestions for improving information provision.

The survey was disseminated among civil society organizations participating in EASO's Consultative Forum, as well as among a number of operational NGOs, which are actively involved in the delivery of relevant information in the field. In total, EASO received 50 completed responses from organizations based in 24 countries, and operating in 44 different countries. As shown in Figures 1 and 2, responses were received by organizations based in most EU+ countries, and operating in all EU+ countries. Countries outside the EU+, and in which responding organizations provide information services include Albania, Bosnia & Herzegovina, Canada, FYROM, Kosovo, Lebanon, Moldova, Montenegro, Serbia, Turkey, and the US.

---

[7] The survey is available here: https://www.surveygizmo.com/s3/4223831/Access-to-Information-Exploring-Existing-Resources-Good-Practices-and-Ways-Forward

Figure 1. Countries responding organizations are based in

Austria , 1.90%
Belgium , 3.80%
Bulgaria , 5.70%
Cyprus , 1.90%
Czech Republic , 3.80%
France , 5.70%
Germany , 9.40%
Greece , 9.40%
Hungary , 1.90%
Italy , 9.40%
Lithuania , 1.90%
Malta , 5.70%
Netherlands , 5.70%
Norway , 1.90%
Poland , 1.90%
Portugal , 1.90%
Romania , 3.80%
Spain , 1.90%
Sweden , 5.70%
Switzerland , 1.90%
United Kingdom , 7.50%
Other , 7.50%
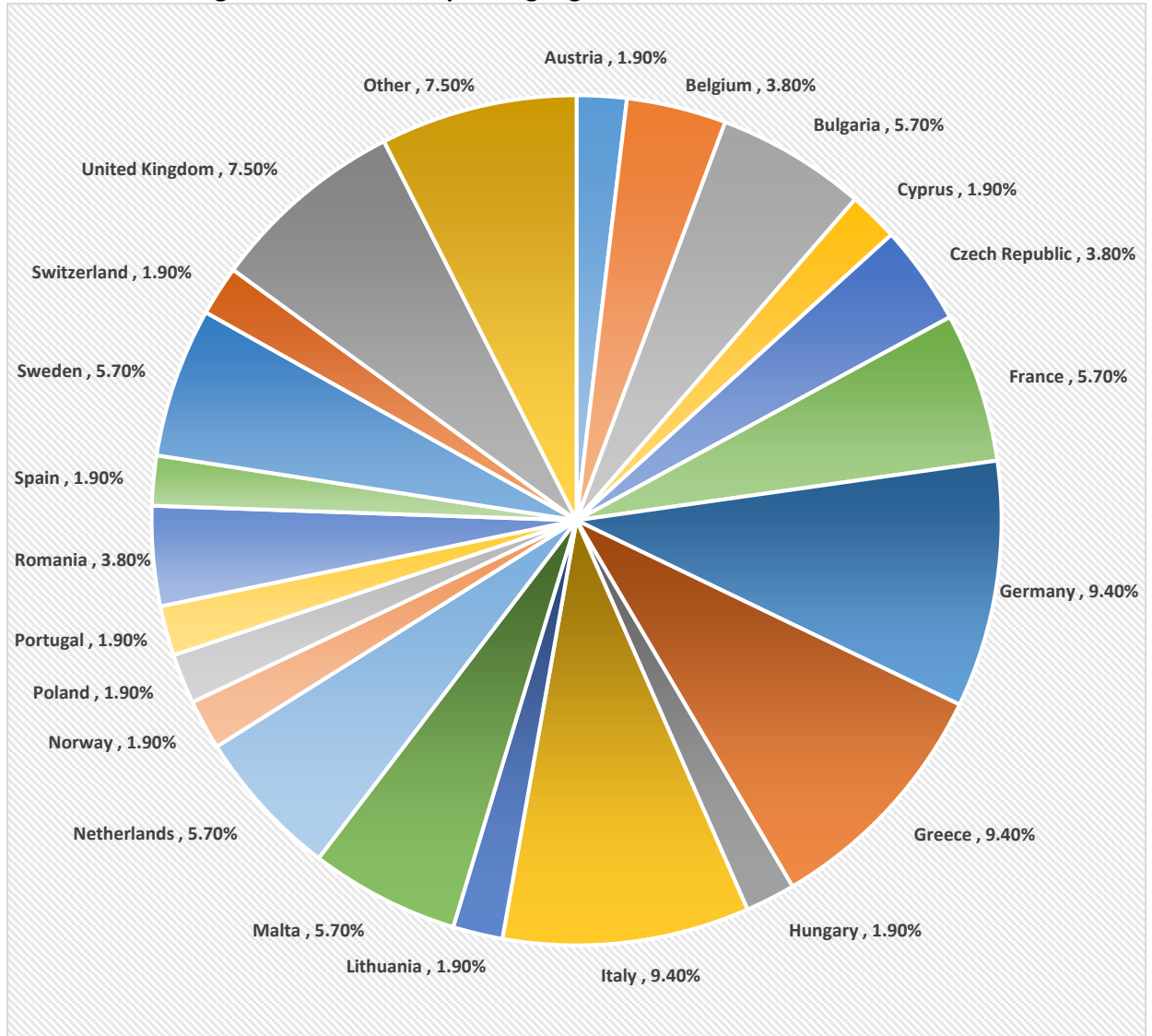
Figure 2. Countries where responding organizations operate in
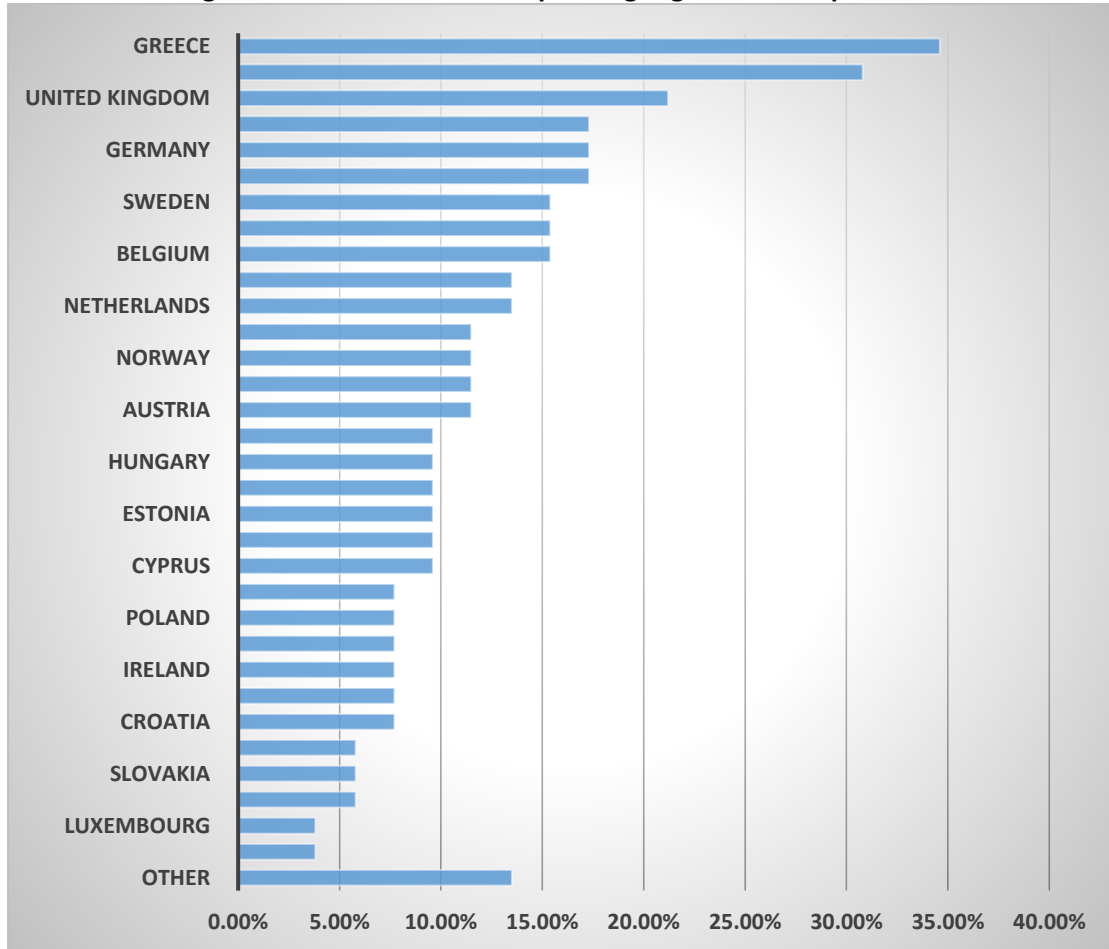
Information was also gathered from discussions held during the Thematic Meeting on information provision organized by EASO's Consultative Forum at the end of March 2018. Prior to the meeting, participating organizations were requested to submit brief overviews of key information provision activities they carry out, identify a set of key challenges encountered, and present innovative solutions to address those challenges. This input provided in advance of the meeting constituted the basis upon which the discussions during the meeting built. Organizations offering their input in this process had diverse backgrounds, operated in a multiplicity of settings and countries, and catered to the needs of individuals with different profiles. This allowed for capturing the reality of information provision in the field of asylum in a comprehensive way, drawing upon a diversity of experiences. This array of rich insights is presented in more depth in the sections to follow.

3. 'Sketching the Landscape': Types of Information Provision Activities

Information activities may vary according to their target audience, aim, content and scope. Although the main focus in our research and dialogue is on information activities targeting applicants and beneficiaries of international protection (including specific subgroups of vulnerable persons, such as Unaccompanied Minors (UAMs) and victims of trafficking), other broader initiatives targeting for example local communities, or professionals and volunteers working in the field of asylum, are also within scope. Drawing from the responses offered by organizations participating in this ongoing dialogue, five broad clusters of information provision activities could be identified.[8]

- ☐ *Provision of legal and procedural information* pertaining to the asylum process including rights and obligations attached to each stage, from access to the asylum procedure to return. A number of services within this category are tailored to the information needs of specific subgroups within applicants and beneficiaries, such as groups with vulnerability. An interesting subset of initiatives of this type, albeit limited in numbers, are the ones that aim at proactively providing information to individuals, who have not reached EU+ countries yet. This oftentimes happens in collaboration with actors in countries of origin and transit countries (e.g. local bar associations), and allows for the provision of accurate information on legal paths to access asylum in EU+ countries, as well as the dangers that may be entailed in irregular movements.

- ☐ *(Pre)Integration-oriented provision of information to applicants and/or beneficiaries of international protection*, often coupled with capacity building/ skills training programs. Among others, this may take the form of cultural orientation, provision of information on language courses, educational opportunities, community resources, as well as courses on integration through the job market and counselling on citizenship law. Integration-oriented information activities may also involve local populations from the host

---

[8] The reader should approach these analytic categories as not mutually exclusive; this categorization centers mostly on where the emphasis of different activities seems to be, rather than being a matter of exclusive focus.

country. This approach is informed by an understanding of integration as a mutual process, requiring the involvement of both newcomers and local populations. Other actors who may be involved in integration-oriented information activities include various different local stakeholders, such as educators, members of local communities, trade unions, chambers of commerce and industry, and local migrant associations.

❒ *Thematically focused information campaigns* aimed at increasing awareness among both local communities and applicants/beneficiaries of international protection on important issues broadly related to asylum (e.g. counter-trafficking campaigns)

❒ *Information provision and trainings aimed at professionals or volunteers* working in the field of asylum, including in the field of education, health and social services. These services aim at equipping these actors with the necessary knowledge that will enable them to cater effectively, in their turn, to the needs of applicants or beneficiaries. These may include information provision in professional associations (e.g. bar associations), volunteer organizations, or even COI services offered by research organizations to be used by applicants' legal representatives in their effort to substantiate asylum claims. What brings these initiatives under the same umbrella is that they cater not directly to the needs of applicants or beneficiaries, but aim at increasing capacity among individuals that provide key services to the group of interest.

❒ *Initiatives that center on creating synergies* among actors involved in the provision of information with the intention of developing tools/media that serve as comprehensive pools of information catering to different audiences. These initiatives aim at providing effective, large-scale access to information and multiplying the efforts carried out by distinct actors individually.

It is important to note that the provision of information rarely takes place in a vacuum; rather, it is placed within a broader framework of activities and services offered by different organizations meant to provide material and psychological support to applicants for and beneficiaries of international protection. It should also be underlined that information is also dissemination via informal channels of migrants informing each other on what they consider relevant matters, notwithstanding the fact that the accuracy of that information and its objectiveness can be strongly biased.

4. Content of Information

In regards to their content, information provision activities may vary depending on the stage of the asylum process as well as the audience they cater to. While it is not uncommon for certain actors to cover multiple stages and areas, individual information activities or 'packages' tend to focus on certain phases of the asylum process. This allows for greater clarity and increases the relevance of information provided, as members of the target audience receive information corresponding to their needs in a focused way. Figures 3 and 4 indicate the stages of the asylum process and the specific areas of asylum covered by information activities carried out by organizations who provided input to the online survey. Information pertaining to the personal interview is the most common focus for responding organizations (83.8%),

followed by more general information on personal asylum application (81.1%). Furthermore, information on appeals procedures and content of protection are also very common foci for information provision activities (78.4%). Other aspects of the asylum process that often constitute the focus of information services include the outcome of the asylum proceedings (70.3%), information on the decision-making process (64.9%), and information on arrival and registration (64.9%).

Figure 3. Stages of the asylum process covered by responding organizations
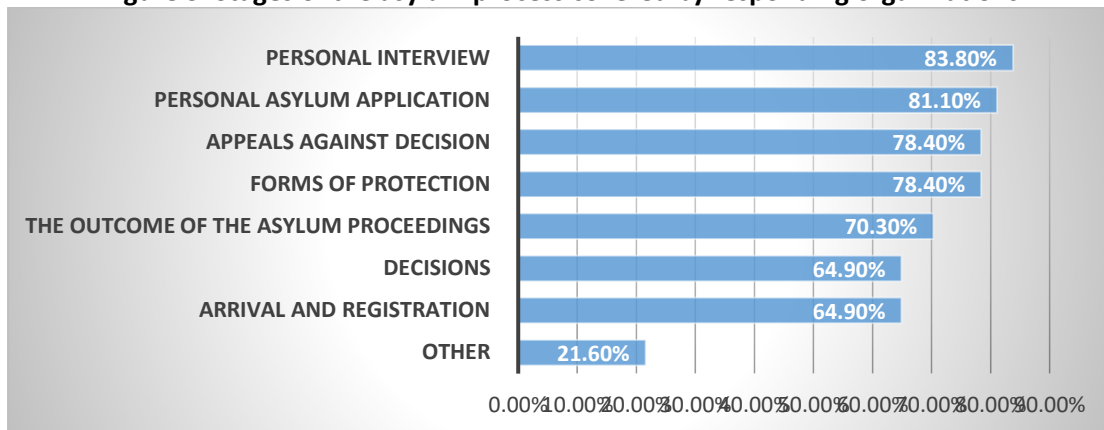
As to the areas of asylum covered by information provided by organizations that participated in the survey (Figure 4), integration-related matters (84%) and information on access to the asylum procedure (84%) are the most common foci of the services delivered by responding organizations. Other common 'content areas' include information on the Dublin procedure (68%), reception conditions (62%), voluntary return (46%), relocation[9] (34%), and resettlement (27.1%). 'Other' responses (36% overall) also included information on family reunification, issues pertaining to child protection and trafficking in human beings, treatment on return, and information and counselling specifically targeted at members of the LGBTIQ community.

The content of information provided aims at increasing awareness of: rights attached to each stage of the asylum procedure and how to exercise them; the services/support available and how to access them; the actors involved in each stage; the applicable timeframes; issues of smooth cooperation between applicants/beneficiaries and local authorities, including an increased awareness of cross-cultural issues; and other relevant obligations of actors involved in each stage of the asylum process. A type of information service that not only is common, but also seems to be of particular importance, is the provision of information on legal assistance available to applicants for international protection. This a critical piece in the landscape of information activities, as it may impact in profound ways on the course of an application. Within this category, initiatives typically provide information on the scope of legal assistance, actors providing legal assistance, and contact information of these actors.

---

[9] Relocation is the transfer of asylum seekers, who are in clear need of international protection from one EU Member State to another member state. Asylum application are only examined once the relocation has taken place. The EU relocation scheme was launched in September 2015 as an expression of solidary in an effort to ease migratory pressures experienced by some Member States. The scheme ended on 27th September 2018.

Figure 4. Areas of asylum covered by responding organizations
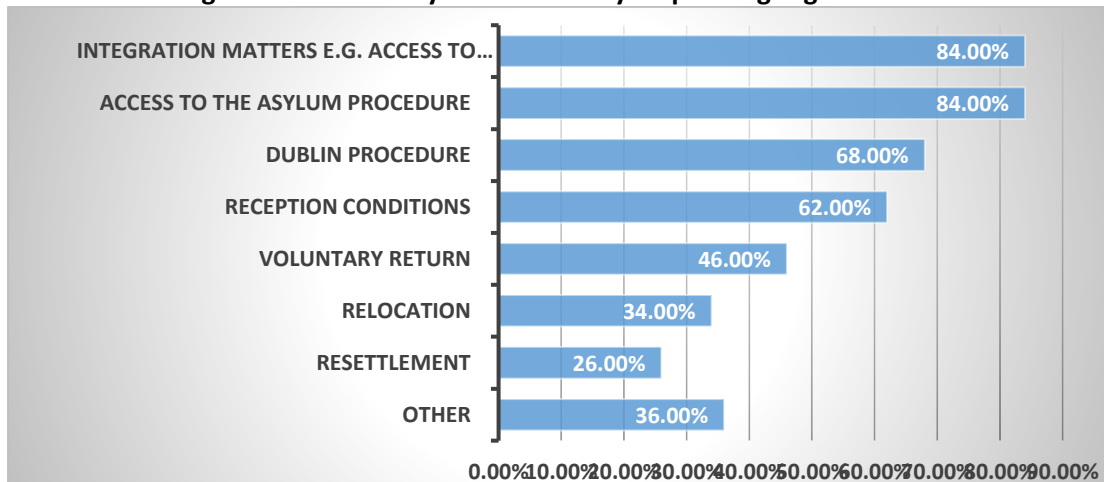
5. Types of Media Used and Settings for the Provision of Information

The effectiveness of information provision is contingent upon not only the accuracy of its content, but also the degree to which it is easily accessible and comprehensible. Accessibility and intelligibility are major factors to be taken into consideration when designing and delivering information services. Organization responding to the online survey indicated that they use a diverse set of media, which may take a variety of forms, to communicate asylum-related information to interested audiences. As illustrated in Figure 5, the most common include the provision of information through a website (78.8% of respondents), leaflets (67.3%) and brochures (55.8%), help-desks/ community centres (40.4%), handbooks (28.8%), mobile applications (25%) and hotlines (17.3%). 'Other' responses included social media platforms; face-to-face information sessions; workshops, conferences, and meetings. Information communicated through these media may take the form of static text, videos, audio materials, and infographics, while the vast majority of responding organizations indicated that they also offer information orally. In the majority of cases, organizations use a combination of oral, written, and visual materials, which serve a mutually supporting function in effectively communicating information.

Figure 5. Types of media used
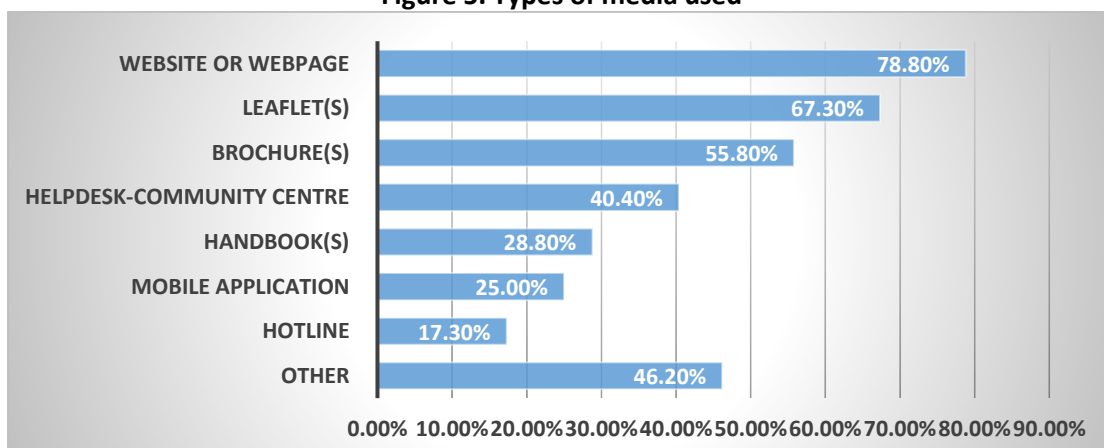
Figure 6 shows the ways in which participating organizations engage with their target audience, with the most popular being in professional settings (e.g. legal assistance providers or bar associations, 78%); at reception centres (74%); upon the making of applications for international protection (66%); upon arrival (58%); at closed (reception/detention) centres (56%); at hotspots (40%); and prior to the arrival in the EU (26%). 'Other' responses included, among others, community centres, mobile outreach teams providing information in informal ways, and community consultation sessions. In these processes, the ways to reach the target audience are diverse, ranging from active distribution of printed materials by hand and information sessions in different fora, to distribution of email messages through a listserv, media/social media campaigns and massive open online courses (MOOC).

Figure 6. Occasions in which the target audience is reached
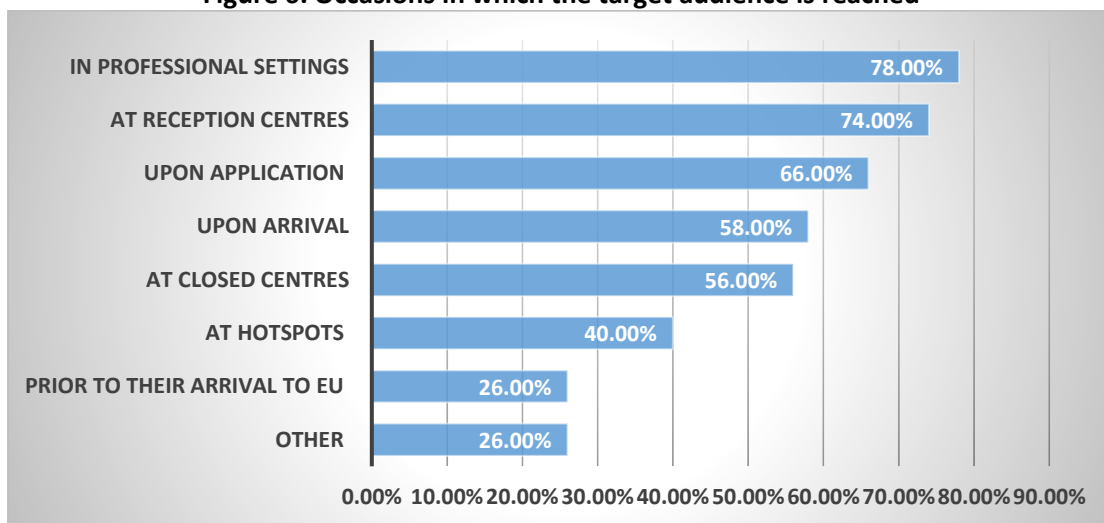
The above illustrates that organisations use diverse communication tools in a variety of settings. Such diversity allows to cater to different information needs depending on circumstances and offers space to accommodate different perceptive styles. For example, whilst written material may be readily and easily available to some, it is not accessible to illiterate individuals who would require oral provision of information to address their needs. The appropriateness/effectiveness of information provision may also be contingent upon a group's cultural background. Whereas some cultural traditions give primacy to written forms of communication, others are more prone to oral conveyance of information. Age may be another consideration. For example, information targeting minors may merit from simple language, short text, and visual materials to resonate better with this target-group. Moreover, information resources offered online may be easily accessible to users who are familiar with this type of media/technology, but not to those who are not technology-savvy or do not have access to the necessary technology. Similarly, face-to-face information sessions, or other interactive forms of information provision (either online or in person), in addition to general information offer the opportunity to ask questions, explain one's individual situation, and clarify issues of interest, while also facilitating a human connection between the person providing the information and the person receiving it. A number of organizations, who contributed insights to this project, have developed

online tools, such as chat rooms and live messaging environments to allow for this interactive dimension on a variety of asylum-related issues, including requests for individual counselling on legal and procedural matters, as well as queries from individuals, representatives or organizations. In addition, such environments allow for interaction among different parties (either in a real-life setting/direct or online) and have been used to bring together applicants and beneficiaries of international protection so that the former have the opportunity to ask questions and learn from the latter's' experiences about the asylum process, integration, education, and employment opportunities. Overall, the variety of means for providing information often functions in an integrative way, not as islands, so that outreach is extended, and information reaches the intended audience on multiple occasions.

6. The Importance of Language

The importance of providing information in a language that the target audience fully understands cannot be overstated, as this constitutes a precondition for effectively and accurately comprehending the information provided. One cannot operate effectively in the asylum process –in whatever capacity - if understanding of the multiple dimensions of the asylum process is distorted or incomplete because of language limitations. Language is a factor that plays out in multidimensional ways during the asylum process: it concerns officials of asylum administrations, case workers, and professionals in the context of asylum (e.g. legal assistance providers), as much as it concerns applicants for and beneficiaries of protection.

Indicative of the diverse linguistic needs currently existing in the field of asylum in Europe is the variety of languages –other than the language of the procedure- in which organizations responding to the online survey provide their information services, with English, Arabic, French, Farsi, and Russian being among the top-5 languages for communicating information to the target audiences. Apart from the languages shown in Figure 7, other languages, in which these organizations offer their services include: Bambara, Bengali, Chinese, Dari, Georgian, Hindi, Igbo, Kurdish, Kurmanji, Mandinka, Oromo, Portuguese, Punjabi, Sorani, Swahili, Turkish, Urdu, Uzbek, Vietnamese, and Wolof.

Figure 7. Languages in which information is provided
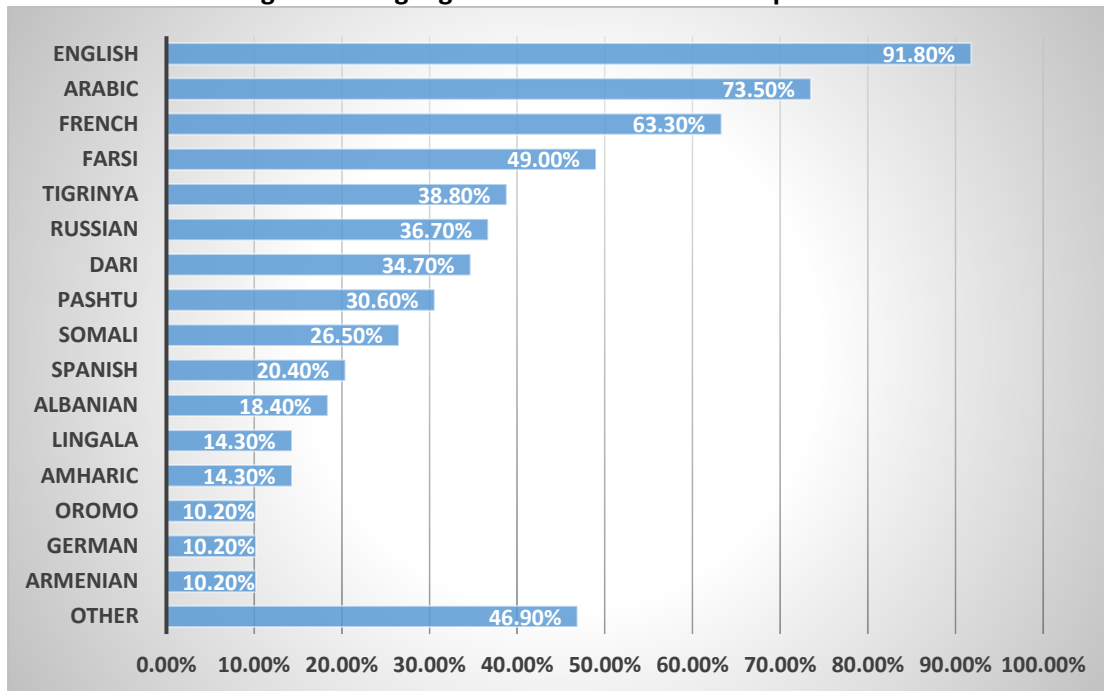
The importance of providing information in a language that the target audience understands is illustrated by findings that emerged from studies conducted by Translators without Borders. This organization, which among others has conducted extensive research on the importance of language in crisis-affected communities, such as communities involved in migration movements. One of their findings, that came out of a research project focusing on children with a refugee/migrant background in Greece, is that individuals who are conversant in a language are not necessarily able to comprehend written information in that language[10]. This is a point that ties back to the discussion in the previous section, about different perceptive and communication styles among different groups of applicants. Another study conducted by Translators without Borders in May and June 2017 in two major European entry points, namely Sicily in Italy and Chios in Greece, indicated that when applicants for and beneficiaries of international protection do not receive information in a language they understand, are more likely to make high-risk choices out of ignorance of their rights and options.[11] Apart from this pragmatic dimension of understanding correctly the specifics involved in the asylum process, which entails very practical consequences, language may have psychological implications too: being able to communicate in one's own language may significantly reduce stress levels, in an already psychologically straining process.

Overall, while catering to the information needs of individuals in the asylum process, "the right language is the language spoken or understood and *trusted* (emphasis

---

[10] Translators without Borders, Bridging the Gap: A Study on the Impact of Language Barriers on Refugee and Migrant Children in Greece, April 2017. Retrieved from: https://translatorswithoutborders.org/wp-content/uploads/2017/07/Bridging-the-Gap.pdf

[11] Translators without Borders, Research Report: Putting Language on the Map in the European Refugee Response, September 2017. Retrieved from: https://translatorswithoutborders.org/wp-content/uploads/2017/04/Putting-language-on-the-map.pdf

added) by crisis-affected communities; the right format means information is accessible and comprehensible".[12]

7. Models of Cooperation

The multiplicity and diversity of information-related needs renders broader synergies in the area of information provision a necessity. This allows for integration of various types of expertise and extension of outreach to concerned audiences. Parties to such cooperative frameworks may be national authorities, civil society organizations, migrant organizations operating in the host country, and members of the target audience themselves. Approximately two thirds of the organizations participating in the online survey (62.5%) indicated that during 2017 at least one of their information provision activities took place in cooperation with the national authorities in the country of operation. Figure 8 offers a breakdown of the authorities that NGOs most commonly cooperated with, which include reception authorities (62.5%), first instance determination authorities (53.1%), police (40.6%) and border guard (31.3%), and second instance determination authorities (25%). 'Other' responses in terms of partnerships with authorities, include the central government (different ministries), health and child protection services, national documentation offices, and authorities at a local level (e.g. municipalities).

Figure 8. Authorities responding organizations cooperate with
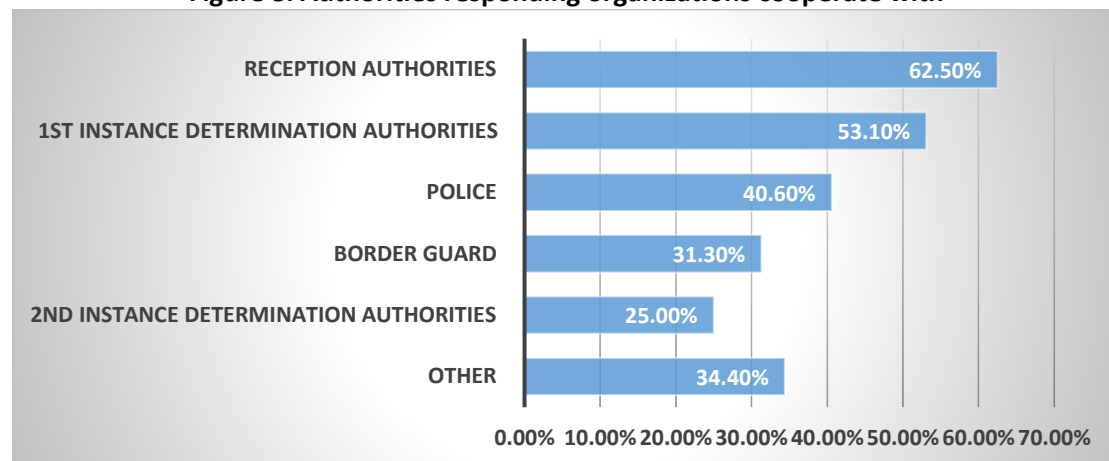
Cooperation with national authorities is not only symbolically important, but crucially also ensures accuracy of information. Sustained communication with official stakeholders allows to quickly reflect policy or legislative changes in the information packages. In addition, national authorities typically possess relatively larger pools of resources, thus allowing for extension of outreach and sustainability of information provision. A total of 41.9% of organizations participating in the online survey indicated that, during 2017, they received funding from national authorities for their information provision activities. Finally, national authorities may also play a lead role in coordinating information initiatives across various actors, thereby avoiding duplication of efforts and ensuring continuity of information provision.

---

[12] Translators without Borders, *Comprehension Archives: Language: Our Collective Blind Spot in the Participation Revolution*, Retrieved on May 23rd 2018, from: https://www.translatorswithoutborders.org/blog/tag/comprehension/

Beyond cooperation with authorities, and indicative of the broader synergies existing in the field of information provision, is that 74% of the organizations participating in the survey receive contributions to the content of their information services by other actors, which commonly include other NGOs (83.8%) or other public institutions (32.4%). 'Other' responses (35.1%) referred to cooperation with IGOs, academia, legal and judicial practitioners, other associations and migrant communities already existing in the host country. The involvement of multiple actors requires effective coordination to ensure that information provided is updated, accurate and comprehensive.

Figure 9. Other actors/partners contributing content to the organization's information services
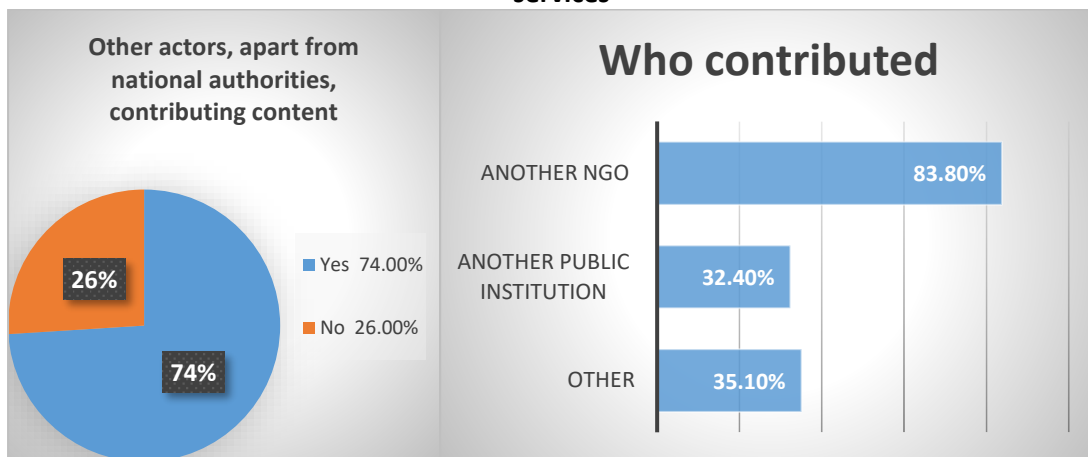
Moreover, in an effort to tailor the content and form of information to the needs of the users, approximately two thirds of the responding organizations (66.7%) indicated that during the development of their information services they consult with members of the target audience. In a similar process, several organizations have incorporated a 'pilot' component in their services, testing the effectiveness of the material with members of the target audience. An example of best practice, illustrating this point is the 'Miniila app', a mobile application providing information to support children in migration. While developing the application, partner organizations supporting the initiative conducted a series of focus groups with children and youth in all 8 countries that the app focuses on to better understand the needs of the target audience and develop an application that caters to those needs.

The process of eliciting insights from individuals, who have been through similar experiences, may catalyse improvements as to what information, in what form, and at what time needs to reach the target audience. One of the findings of the above mentioned INFORM research project indicated that due to a lack of trust in the information coming from the host government, migrants prefer to ask for information from their community in the host country. While it is valuable to elicit information from individuals, who have been through the same experiences, unofficial networks can potentially pose problems when information shared is inaccurate or outdated. Building mechanisms for incorporating experience-based insights, by systematically consulting with members of the migrant communities during the development of information materials, can help address this dual challenge and ensure both accuracy

and relevance. Such elicitive processes, do not only serve the purpose of developing information resources that cater better to the needs of the population concerned, but also assist in validating the experiences the target audience has been through.

8. Challenges

Whilst this briefing paper has shown that there is a wide variety of information activities, previous research and discussions at the Consultative Forum Thematic Meeting indicate that such activities may not effectively reach the expected results. **Numerous challenges** are encountered as further elaborated below. The challenges are clustered around main themes, which derive from thematic discussions held at the Consultative Forum Thematic Meeting at the end of March 2018.

REACHING THE TARGET AUDIENCE

First, many organisations stated that it is difficult to reach the *full* intended target audience. Although there are multiple occasions in which applicants/beneficiaries can be reached (at entry points, when applying for asylum, at reception centres, in detention centres, etc.), instances of omission of information were signalled in addition to cases, where many applicants/beneficiaries go "under the radar" and who are subsequently not in contact with public authorities and/or civil society organisations providing information. Another reason for not reaching the full target audience could be related to the fact that information is not always equally available throughout a country's territory (e.g. information may not be provided in remote areas), or, could also simply follow on from insufficient information activities due to a lack of resources allocated to the provision of information.

As mentioned in section 6, the method chosen to provide information may, to a certain extent, influence the range of the target audience reached. For example, illiterates may be prevented from accessing written information material, whilst those who lack the technological equipment and/or knowhow may similarly not be able to access electronic resources. It was therefore deemed of pivotal importance to provide information via a multitude of different channels with a view of maximising the widest possible outreach.

EFFECTIVELY UNDERSTANDING THE INFORMATION COMMUNICATED

Secondly, many organisations stressed that even when the intended target audience is reached, it still proves difficult to effectively understand the information communicated. Various factors challenge the accessibility of information, including:
- *Language*: information is often not user-friendly, too legalistic, and too complex
- *Interpretation/translation*: information may not always be available in different languages due to the high costs involved for translation of material as well as costs and availability of interpreters. Moreover, even when information has been translated, it is difficult to keep it up-to-date
- *Level of education*: applicants may lack capacity to process complex information

- *Amount of information provided*: applicants may be provided with too much information to process, especially when the information is not tailored to the applicant or the stage of the asylum procedure
- *Literacy (including digital literacy)*: applicants may be illiterate and/or may not have the digital equipment and knowhow to look up electronic sources online
- *Mental condition of the applicant*: applicants may be mentally affected by their experiences in their home country and their flight to the EU which may further be an obstacle in understanding information communicated
- *Cultural differences*: due to the various beliefs, behaviors, languages, practices and expressions, there is higher potential for applicants to misunderstand the information communicated
- *Mistrust or credibility issues*: some organisations referred to instances where applicants do not trust the information providers. For example, this could be the case when an applicant has no trust in public authorities (due to the situation in their country of origin) and simply does not trust that the information provided by authorities is correct. Other instances cited included occasions where CSOs provided information which was not up-to-date (due to constant changes in practices), which then led to undermine their credibility. Moreover, rumours or misinformation may also lead to mistrust and credibility issues and it often proves extremely difficult to shake any such misinformation.

MEETING THE INFORMATION NEEDS OF THE TARGET AUDIENCE

Thirdly, some organisations emphasised that, even when information reaches the target audience and even if effectively understood, underline information may still not meet the needs of the target audience. A straightforward example of such situation includes occasions where information is provided in retrospect (for example, when information on access to the asylum procedure is provided after the lodging of the application). Other examples include instances where information provided is too general and not tailored to the individual concerned or the stage of the asylum procedure. Furthermore, some organisations reported in particular that it is also often difficult to meet the information needs of specific target groups, such as UAMs or other vulnerable persons with special needs. The main reason underpinning this includes a lack of availability of tailored information to vulnerable groups, e.g. child-friendly information and/or lack of gender-specific information.

LACK OF MONITORING AND EVALUATION

Finally, some participants stressed that there is a lack of monitoring and evaluation of information activities. It is not common practice for information providers to verify whether information needs were met (beyond a verbal confirmation that information was taken on board), and it is also not common practice to verify whether information provision actually achieved its expected effects. This prevents drawing lessons from implemented information activities which could, in turn, help to improve the design, delivery and implementation of future information activities.

9. Good practices and Lessons Learned

Respondents to the survey and participating civil society organisations in the Consultative Forum Thematic Meeting on access to information highlighted several good practices and/or lessons learned to help address some of the challenges as presented in section 9. The below presents a summary overview, sub-divided per main thematic challenge.

GOOD PRACTICES TO HELP REACH THE FULL INTENDED TARGET AUDIENCE

- Resorting to a combination of different channels of communication to maximise outreach (e.g. face-to-face, leaflet, video, electronic resources online, hotline, helpdesk, etc.)
- Mobilising and cooperating with public authorities, civil society organisations, diaspora community groups and actively involving members of the target audience in the distribution of information to expand outreach
- Deploying mobile teams including different profiles of professionals (legal advisor, social worker, cultural mediator, psychologist) to provide information, perform assessment of needs, etc.
- Gathering information resources in one place/service/platform to facilitate easy access. Such initiatives may be particularly useful for integration-oriented information resources (e.g. gathering multiple resources on access to education and information on different education opportunities in one place for the use of the intended audience)

GOOD PRACTICES TO FACILITATE EFFECTIVE UNDERSTANDING OF THE INFORMATION COMMUNICATED

- Shortening and simplifying information material
- Developing innovative videos with simple language
- Proofreading information by the target group to make sure that what is published is accessible
- Providing information on multiple occasions and in different settings to increase the likelihood that information resonates with the target audience and to allow for provision of tailored information depending on the profile of applicants and stage of the asylum procedure
- Using a multi-actor stakeholder approach to convey information. In particular, involving individuals that the target audience can relate to (e.g. individuals with a migrant background) may increase the level of trust
- Utilising staff's language skills and or volunteers for translation of written information material (to reduce costs of translation)
- Ensuring that, when needed, information is communicated in confidential settings, especially for individuals with vulnerability
- Resorting to trained interpreters and cultural mediators to communicate the information
- Ensuring that information is culturally sensitive, including by providing information and training on cultural specifics and possible vulnerabilities of the target audience to officials and professionals in the field of asylum

- Connecting personally through one-to-one interactions with the target audience to help build trust and develop positive connections. Personal interactions also allows for tailoring of information and personal questions to be asked relevant to the needs of the individuals
- Openly communicating on what applicants can expect from the asylum procedure, including by providing information on aspects of the procedure that may be psychologically straining to help reduce stress levels
- Updating information to ensure its accuracy; regularly consulting with public authorities may facilitate timely communication of any relevant changes in law, policy and practice

GOOD PRACTICE TO FACILITATE MEETING (SPECIFIC) INFORMATION NEEDS

- Ensuring that information is provided proactively immediately after disembarkation/arrival
- Tailor information to the profile of applicant and stage of the asylum procedure
- Developing child-friendly information (e.g. animation movies, infographics, leaflets, maps with pictures and games, participatory activity cards, infographics, storytelling, treasure hunts, focus groups, etc.) to ensure that children's information needs may be met
- Developing tailored information to vulnerable groups, including e.g. child-friendly information, information on protection from sexual and gender based violence and abuse, information on LGBTI, etc.

GOOD PRACTICES TO HELP IMPROVE THE QUALITY AND EFFECTIVENESS OF INFORMATION PROVISION

- Incorporating regular routine in everyday practice to monitor and verify that information is properly understood
- Evaluate information activities to improve the design, delivery and implementation of future information activities

10. Conclusions

The results of this Briefing Paper show that the provision of information in the field of asylum is characterised by many different activities implemented by a multitude of actors. Whilst primary responsibility for the provision of information lies, legally speaking, with Member States' authorities, civil society organisations play an important role both in creating and disseminating information material. The activities they implement are diverse, ranging from initiatives that focus on providing legal and procedural information on the asylum procedure, to integration-oriented information, information campaigns targeting local populations, as well as training initiatives and initiatives that aim to facilitate cooperation/coordination amongst different stakeholders involved.

Despite the significant amount and variety of information activities currently underway in the area of asylum in Europe (and beyond), relatively little reliable information is available on their performance, i.e. to what extent information activities effectively achieve expected effects. This is due to a general low volume of consistent monitoring and comprehensive evaluation of information activities. This lack limits the scope and detail of the analysis on information activities and underscores the need for the development of more routine practices to monitor and evaluate information activities with a view of improving their design, delivery and implementation. Such evaluation would not only feedback important information directly to the stakeholder performing specific activities, but would also be instrumental in identifying god practices and sharing them with like-minded organizations and actors, building up standards of effectiveness and efficiency in the field.

In the absence of sound scientific data that could be compared and analysed, feedback obtained from all stakeholders indicates that the performance of information activities is challenged by various difficulties experienced with regard to their practical implementation. These revolve around three main elements: i) how to reach the full intended target audience; ii) how to ensure that the target audience effectively understands the information, and; iii) how to meet the needs of the target audience? The extent to which information reaches the target audience, is effectively understood, and meets the needs of the target audience, depends on a variety of factors, including for example the methods of communication, the actors involved, as well as the content of information material. The latter depends in turn on different sub-elements such as the style of language, whether or not information is translated, cultural differences, mistrust/credibility issues vis-à-vis the source of information, etc.

The complexity of these challenges require integrated efforts to effectively address these. Accordingly, best practices identified and discussed in previous sections emphasise the importance of harmonised and coordinated approaches amongst different stakeholders involved in the provision of information. Only such integrative approaches would be able to effectively address the multiple procedural, legal, cultural, linguistic, and psychological dimensions entailed in the provision of asylum-related information.

Annex I. EASO Information Provision Activities

EASO INFORMATION PROVISION ACTIVITIES IN ITALY

According to the measure IT 1 of the Operating Plan for Italy valid for 2018, EASO provides relevant and accurate information to potential applicants on the procedure for international protection, Asylum and Dublin Regulation. The agency early identifies, provides information and refers vulnerable persons, in particular unaccompanied minors, and applicants to whom Dublin criteria (including family unity under Dublin) would be applicable.

Five Mobile Teams based in Rome, Catania, Bari, Reggio Calabria and Trapani provide information during disembarkations but also after, organising regular visits to reception centers where information sessions con be held.

Tools via which information is communicated include: leaflets; EASO website and social media; social media outreach campaigns, and the Green Line for Family reunification information.

In 2017, EASO provided information to potential applicants not only on international protection, Asylum and Dublin Regulation but also on Relocation, via leaflets; relocation mobile application; EASO website and social media; relocation videos/testimonies; social media outreach campaigns, and the Relocation Hotline.

As of July 2018,
- ❒ 22430 people have been informed on Dublin procedure and Family Reunification
- ❒ 67 disembarkations events have been covered
- ❒ 676 information sessions have been held
- ❒ 785 visits to reception centers have been organised

From January to December 2017, 43 621 people have been informed (of which 36% on Family Reunification and Dublin Procedure; 64% on Asylum and Relocation)

EASO INFORMATION PROVISION ACTIVITIES IN GREECE

For almost three years, the mobile information teams have been supporting Greece in providing applicants for international protection with accurate and official information.
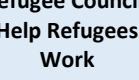
The team, composed of EASO experts and interpret Information is provided by mobile teams composed of MS experts, interims and interpreters. The mobile teams cover reception sites across Greece, in the south and in the north of the country. They visit over 30 reception sites across mainland Greece, providing answers to questions about asylum and family reunion procedures, liaising in real time with the EASO hotline, which allows them to provide the applicants with concrete and accurate information about their individual cases as per the Greek asylum database. The hotline team is composed of GAS seconded interims and interpreters and covers practical question regarding individual cases.

Given the long waiting periods, during which applicants stay in reception sites across Greece, these mobile EASO teams on the ground are essential to preventing misinformation and rumours amongst applicants. Having access to reliable information also helps to maintain trust in the procedures and decrease irregular secondary movements despite long waiting periods. Applicants have access to free information in their mother tongue (requiring no assistance from NGOs or a lawyer), saving time and costs to travel (often from remote locations) to the nearest Asylum Service.

Annex II. Indicative List of Information Provision Initiatives

The list provided in Annex II is by no mean exhaustive of the information provision activities that exist in the area of asylum across EU+ countries. This is rather an indicative list of initiatives carried out by organizations, which participated in these stages of the ongoing dialogue between EASO and civil society actors as described in this briefing paper. It is EASO's intention, however, as part of this process, to build a more comprehensive online database of different information provision initiatives. It is important to note that, beyond what is included in this table, most of the organizations listed below offer the opportunity for one-on-one meetings, either at their premises, at reception facilities or through mobile teams, while they also provide information and answer questions via phone. The table includes some highlights of each organizations work; more detailed information is available on their websites.

Organization	Country	Project Description	Link	Target audience	Nature of media/tool
Queer Base	AT	Information provision, social and legal counseling for LGBTI Individuals	https://queerbase.at/ https://www.facebook.com/QueerBaseVienna	Applicants Beneficiaries Professionals Volunteers, LGBTI Focus	Website Social Media Leaflets, Calling cards, Posters, Hotline
CGRS	BE	Information on asylum and integration, deontological guidelines	http://www.cgrs.be/en/publications	Applicants Beneficiaries Professionals Volunteers	Website Brochures Guides Guidelines Helpdesk
Fedasil	BE	Information resources on asylum procedure reception, integration and voluntary return	https://www.fedasil.be/en https://www.voluntaryreturn.be/en (information on voluntary return)	Applicants Beneficiaries	Website Leaflets Activity book for children on voluntary return Digital info tool
IOM Bulgaria	BG	Information materials on THB, Minors, AVRR; Guidance on working with minors &UAM	http://iom.bg/content/%D0%BF%D1%83%D0%B1%D0%BB%D0%B8%D0%BA%D0%B0%D1%86%D0%B8%D0%B8-0	Applicants Beneficiaries	Brochures
Asylex	CH	Information on the asylum process. Legal information & assistance	https://www.asylex.ch/? https://www.asylex.ch/docs/asylverfahren_en.pdf https://www.facebook.com/AsyLex.ch/	Applicants	Website Leaflets Online chat
Cyprus Refugee Council	CY	Information on seeking asylum in Cyprus	https://drive.google.com/file/d/1-WfcxMBmFptw6cmRYFrbHzXMVfzs93so/view	Applicants	Handbook
UNHCR & Cyprus Refugee Council: Help Refugees Work	CY	A platform connecting refugees and employers	https://www.helprefugeeswork.org/	Beneficiaries	Web-based service

Organisation	Country	Description	Links	Target group	Resources
Future Worlds Centre	CY	Strengthening Asylum. Info provision & counseling for applicants & beneficiaries	http://www.strengtheningasylum.info/index.php/en/	Applicants Beneficiaries	Website
Migrant Info-Centre	CY	Provision of information and advice on a wide range of issues	http://www.mihub.eu/en/	Applicants Beneficiaries with vulnerability	Web-based multimedia platform
Prague Integration Centre	CZ	Information on integration; counseling	http://www.icpraha.com/en/ http://praguer.icpraha.com/en/ (Mobile app for newcomers in Prague)	Beneficiaries TCNs	Website Information centre Mobile app
Organization for Aid to Refugees	CZ	Information on asylum and integration; counseling	https://www.opu.cz/en/ https://www.opu.cz/en/2017/11/ares-pravni-pomoc-v-navratovem-procesu-pro-prislusniky-3-zemi/ (ARES Project (Aid-Return-Efficiency-Support) https://www.opu.cz/en/2016/12/domov-v-nove-zemi-pomoc-nezletilym-bez-doprovodu-amif702/ (Home in a New Country: Help for Unaccompanied Underage Children)	Applicants Beneficiaries Professionals Volunteers	Website Short guide Mobile app Leaflets
Greek Council for Refugees	EL	Information resources on asylum and integration. Legal info and assistance	https://www.gcr.gr/index.php/en/our-programs	Applicants Beneficiaries	Website Walk-in Clinic Mobile teams
Refugee Info	EL Operates in BG, EL, IT, RS	Information on asylum and integration	https://blog.refugee.info/ https://www.refugee.info/selectors https://www.facebook.com/refugee.info	Applicants Beneficiaries	Website, mobile app, blog, Live-messaging, service map
RefuComm	EL	Information on asylum processes	http://www.refucomm.com/ https://www.youtube.com/channel/UCgxoiWtizRFBdJhInUeNllw	Applicants Beneficiaries Professionals Volunteers	Website Videos Micro SD cards
Mobile info team	EL	Information on asylum and integration; counseling; interpretation	https://www.mobileinfoteam.org/	Applicants	Website Information sessions Social media Hotline
Metadrasi	EL	Information on asylum and integration; legal assistance; counseling; interpretation	http://metadrasi.org/en/home/	Applicants Beneficiaries Professionals Volunteers Foster families	Website Leaflets Linguistic support materials
France Terre d'asile	FR	A number of information resources on asylum & integration	http://www.france-terre-asile.org/demandeurs-d-asile-col-280/infos-migrants/demandeurs-d-asile http://www.france-terre-asile.org/refugies-col-280/infos-migrants/refugies http://www.france-terre-asile.org/mineurs-isoles-etrangers-col-280/infos-migrants/mineurs-isoles-etrangers http://samsam.guide/en/ (online guide)	Applicants Beneficiaries	Website Online resources Videos

			https://www.ensemble-en-france.org/?lang=en (massive open online course)		
France Terre d'asile	FR	SamSam Guide	http://samsam.guide/en/ (online guide)	Applicants Beneficiaries	Website and mobile app
France Terre d'asile	FR	Ensemble en France	https://www.ensemble-en-france.org/?lang=en	Applicants Beneficiaries	Massive Open Online Course (MOOC)
French Refugee Council	FR	Guide on claiming asylum in France	http://www.frenchrefugeecouncil.com/asylum-in-france	Applicants	Website Static text
The Hungarian Helsinki Committee	HU	Information on the asylum process Legal counseling Family reunification	https://www.helsinki.hu/en/info/ https://www.helsinki.hu/en/	Applicants Beneficiaries	Leaflet Website
Info Aid	HU	Information on asylum and practical matters, such as transport and healthcare	https://www.migrationaid.net/english/#infoaid	Applicants	Mobile App
Irish Refugee Council	IE	Information on asylum and integration; counseling	http://www.irishrefugeecouncil.ie/campaigns-policy http://www.irishrefugeecouncil.ie/wp-content/uploads/2013/05/IRC-Video-Guide-for-Young-People-1.pdf (Seeking Asylum in Ireland: A Guide for Children and Young People)	Applicants Beneficiaries Professionals Volunteers	Website Guides Drop-in centre Law centre
Associazione My Lawyer	IT	Short video clips for orientation in the SPRAR	https://www.youtube.com/channel/UCoE2AF5MMA-iEnL4UjRPeHA	Applicants	Videos
Mediterranean Hope	IT	Information on the Italian asylum system	http://www.mediterraneanhope.com/en/humanitarian-corridors-0	Applicants Interested third party organizations	Website Hotline
IOM Malta	MT	Information materials and training packages on a variety of issues	https://malta.iom.int/publication	Applicants Beneficiaries Professionals Case workers Representatives	Leaflets Brochures Manuals
Malta national Commission for the Promotion of Equality	MT	A number of resources raising awareness on issues on inequality	https://ncpe.gov.mt/en/Pages/Our_Publications_and_Resources/Resources_and_Tools.aspx http://www.pfcmalta.org/uploads/1/2/1/7/12174934/fgm_leaflet_en.pdf (Information Leaflet for Healthcare Professionals: Female Genital Mutilation)	Professionals Volunteers Local constituents	Website Brochures Toolkits Handbooks & Manuals Guidelines

Aditus	MT	Information on asylum and integration	http://aditus.org.mt/	Applicants Beneficiaries Professionals Volunteers Policy makers	Website Factsheets
Dutch Council for Refugees	NL	A number of information resources on asylum & integration	https://www.vluchtelingenwerk.nl/forrefugees/belangrijke-informatie-je-eigen-taal?language=en https://www.youtube.com/user/Webmastervwnl	Applicants Beneficiaries	Website YouTube channel
Unity in Diversity	NL	Information on integration, education opportunities	https://www.uidnl.org/ 'My University Cares Too' Project: https://www.muctoo.org/	Beneficiaries TCNs	Website Chat room
Ministry of Justice and Security	NL	Information on asylum, family reunification, citizenship, return, and reception	https://ind.nl (asylum, family reunification, citizenship, naturalization) https://www.dienstterugkeerenvertrek.nl (return) https://www.coa.nl (reception)	Applicants Beneficiaries TCNs	Websites Brochures Guide on return Videos and infographics
Pharos	NL	Information on health care & prevention for non-western migrants and refugees	http://www.pharos.nl	Applicants Beneficiaries TCNs Individuals with limited health-literacy Professionals and volunteers	Website Training curricula Workbooks Brochures Booklets
NOAS	NO	Information on asylum; legal aid after rejection	http://www.noas.no/en/for-asyum-seeker/	Applicants	Website Leaflets
Helsinki Foundation for Human Rights	PL	Information on the asylum process	http://programy.hfhr.pl/uchodzcy/files/2016/04/ENG_JA-W-PROCEDURZE_EBOOK.pdf	Applicants	Guidebook
Helsinki Foundation for Human Rights	PL	Information on next steps after one is granted protection	http://programy.hfhr.pl/uchodzcy/files/2016/04/STATUS-UCHODZCY-CO-DALEJ_ENG_EBOOK.pdf	Beneficiaries	Guidebook
Helsinki Foundation for Human Rights	PL	Information for foreigners on criminal legal procedures	http://www.hfhr.pl/wp-content/uploads/2017/04/INTERNET_ENG_pokrzywdzeni-podejrzani.pdf	Foreigners in general	Guidebook
Helsinki Foundation for Human Rights	PL	Information on family reunification	http://programy.hfhr.pl/uchodzcy/files/2016/08/EN_laczenie-rodzin.final_.pdf	Beneficiaries	Guidebook
University of Coimbra	PT	Information on education opportunities, counseling	http://www.uc.pt/en/refugee-help	Beneficiaries	Website

Organization	Country	Description	Link	Audience	Format
Asylum Protection Center	RS	Information on asylum legal, psychological, social, and integration assistance	http://www.apc-cza.org/en/ https://www.microsoft.com/en-us/p/asylum-serbia/9nblggh6j2v4 (Mobile app)	Applicants	Website Mobile app Social Media Leaflets Brochures
Swedish Migration Agency Migrationsverket	SE	Information on asylum and integration	https://www.migrationsverket.se/English/Private-individuals/Protection-and-asylum-in-Sweden.html https://www.migrationsverket.se/English/Private-individuals/Protection-and-asylum-in-Sweden/Children-seeking-asylum.html (Brochures for children applying for asylum with and without a parent or other guardian)	Applicants	Website/ online resources Brochures Videos
Church of Sweden	SE	A number of information resources on asylum & integration	https://internwww.svenskakyrkan.se/supportmigration	Applicants Beneficiaries	Website Hotline Brochures Leaflets
FARR Flykting	SE	Information for applicants & refugees in Sweden	http://www.farr.se/sv/in-english/good-advice	Applicants Beneficiaries	Website Hotline Brochures Social Media Quarterly Magazine
AIRE Centre	UK	Resources/ info notes on asylum-related issues	http://www.airecentre.org/resources.php	Applicants Beneficiaries Professionals	Information notes
Asylum Research Consultancy ARC Foundation	UK	Country of Origin research & analysis	http://www.asylumresearchconsultancy.com/	Professionals Case workers Representatives	Reports & Briefings
Migrant Help migrant help	UK	Information resources on the asylum process.	https://www.migranthelpuk.org/about-asylum-services	Applicants Beneficiaries	Helpline/ hotline
ATLEU ATHUB	UK	Resources on working with victims of THB	https://athub.org.uk/ http://atleu.org.uk/	Professionals-Lawyers	Website
Asylum Aid Asylum Aid	UK	Information on asylum and integration, counseling	https://www.asylumaid.org.uk/services/	Applicants Beneficiaries	Website Videos Advice line
International Federation of Red Cross & Red Crescent	International	Virtual Volunteer Information on asylum processes and migration	http://media.ifrc.org/ifrc/what-we-do/community-engagement/virtual-volunteer/	Individuals in migration	Mobile app
UNHCR	International 20 countries	Information on asylum processes; rights and obligations	http://help.unhcr.org/	Applicants and Beneficiaries	Mobile app

Save the Children, Translators without Borders Medicins du Monde, Terres des Hommes, the UK Refugee Council	International 🌐 8 countries: BE, BG, DE, EL, FR, IT, SE, UK	Miniila App Information for children in migration	http://miniila.com/	Young applicants and refugees	Mobile App Website
ECPAT	International 🌐	Information & awareness raising on child prostitution & trafficking	http://www.ecpat.org/ https://www.youtube.com/watch?v=dkFGdfW_RDg&t=10s http://www.ecpat.org/resources	Minor applicants and beneficiaries, victims of THB, Professionals Volunteers	Website, Training resources, toolkits/ manuals Videos
Save the Children	International 🌐	Information to children about rights and safety	https://www.savethechildren.net/ http://images.savethechildren.it/IT/f/img_pubblicazioni/img284_b.pdf (Italy, 'Yes We Participate: Practical Tools and Good Practices on Participation with Migrant Children Crossing the Mediterranean Sea' –a guide for professionals and volunteers dealing with minors) https://resourcecentre.savethechildren.net/library/checklista-ett-gott-mottagande-av-asylsokande-barn-i-familj (Sweden, a checklist for better reception of children and young people in families seeking asylum)	Children in the context of asylum and beyond Professionals Volunteers	Leaflets innovative visuals helplines mobile app
Translators without Borders	International 🌐	Language, interpretation and cultural mediation resources	https://twb.interpreterconnect.org/interpreter-resources/	Professionals Volunteers	Website Guides Factsheets Glossaries
Transgender Europe	International 🌐	A number of trans-specific materials on asylum and integration	https://tgeu.org/issues/asylum/ https://tgeu.org/wp-content/uploads/2017/09/TGEU_TransAsylumBrochure_LR.pdf (Welcome to Stay: Building Trans Communities Inclusive of Trans Asylum Seekers and Refugees in Europe)	Applicants Beneficiaries, focus on transgender individuals Professionals Volunteers	Website Brochure
GSMA	International 🌐	Information on asylum procedures in different countries, provided by different actors	https://www.gsma.com/refugee-connectivity/apps-for-refugees/	Applicants	A list of apps for applicants from government projects to startups led by refugees
eLog	International 🌐	The app allows users to input data regarding asylum, check-in to locations during their migration, authenticating their travels	https://www.elog.guide/	Applicants	Mobile App