



AD HOC QUERY ON 2019.52 NO EMN AHQ on asylum and improving communication between the authorities and minors

Requested by EMN NCP Norway on 6 May 2019

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Slovakia, Spain, Sweden, United Kingdom plus Norway (23 in Total)

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1. Background information

Background:

The Norwegian Directorate of Immigration (UDI) has launched a new website to explain the asylum process in Norway to unaccompanied minors as well as children whose families are seeking asylum. On the new website asylbarn.no/ all kinds of information in many languages regarding the asylum process in Norway is presented in a child-friendly manner. The next step for the project is to publish information also meant for children about forced and voluntary return processes as well as receiving a negative decision.

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Children and unaccompanied asylum seekers represent a large percentage of those who apply for asylum in Norway. In 2018, over 40 per cent of the asylum seekers of Norway were children. In keeping with this data, UDI has incorporated contributions from the children asylum seekers to make all information regarding asylum process the best possible. Because of the large number of children involved in the asylum process, this project is important for the Norwegian authorities. In the light of the above, UDI would appreciate information on whether your MS has created any kind of channel or materials to improve the communication between the authorities and the minors regarding the asylum process.

2. Questions

- 1. Does your MS systematically distribute any information about the asylum process that is specifically suited to children; where children are the recipients? YES/ NO**
- 2. If your MS has an information program for children, please briefly explain how your MS informs minors about the asylum process: through human interaction, the written word, videos, audio files, games etc.**
- 3. If your MS does have an information program for children, please list which topics minors get information about and please note if you have received any feedback about the selection of topics: are some topics of more interest than others, if so which ones?**
- 4. When preparing information of this nature, what kinds of issues does your MS take into consideration?**
- 5. Have your information materials been evaluated, or has your MS received ad hoc feedback that was useful that could be shared? Please note we are interested in feedback from professionals as well as from children and their guardians. Please briefly describe and or exemplify.**
- 6. Has your MS considered the possibility of creating any kind of website with simplified language in order to improve communication among children and to facilitate their understanding of the asylum process in your country? YES/NO Briefly describe.**



We would very much appreciate your responses by **3 June 2019**.

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3. Responses

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		Wider Dissemination ²	
	EMN NCP Austria	Yes	<p>1. The leaflet of the UNHCR is available: https://www.unhcr.org/dach/wp-content/uploads/sites/27/2019/02/AT_UNHCR_DeinAsylverfahren_D_E_2018.pdf---Source: Ministry of the Interior</p> <p>2. N/A---Source: Ministry of the Interior</p> <p>3. The part of UNHCR leaflet covers among others the following subjects: asylum procedure (institution and actors), arrival in Austria, interviews (reason for flight, statement and written record), experts (legal advisor and representative), age and age assessment, asylum or subsidiary protection, negative decision, family, addresses and organizations.---Source: Ministry of the Interior</p> <p>4. No information was provided by the Federal Ministry of the Interior.</p> <p>5. No information was provided by the Federal Ministry of the Interior.</p> <p>6. No information was provided by the Federal Ministry of the Interior.</p>
	EMN NCP Belgium	Yes	<p>1. YES</p>

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			<p>2. Upon registration of their request for international protection at the Immigration Office, unaccompanied minors receive a brochure about the asylum procedure in Belgium. The guide has been published by the Office of the Commissioner General for Refugees and Stateless Persons (CGRS) since 2017 and is currently available in ten languages: English, French, Dutch, Albanian, Arabic, Dari, Pashto, Pular, Somali and Tigrinya. The brochure uses pictures and easy language to explain the various steps of the procedure. Recently, the CGRS also developed special guides for accompanied minors and for their parents. These brochures are available in several languages. See https://www.cgrs.be/en/publications. Throughout the asylum procedure, various professionals talk to the unaccompanied minor to explain the procedure. The legal guardian needs to inform his/her pupil about the possible procedures in a child-friendly and exhaustive way. At the reception centre, a social assistant prepares the minor for his/her interview at the CGRS. In the interview itself, the protection officer explains the structure of the interview and the next steps in a child-friendly language. In April 2019, the Federal Public Service (FPS) Interior made a short video about unaccompanied minors seeking international protection in Belgium. The video has also been published on the website of EMN BE: https://emnbelgium.be/nl/node/3856.</p> <p>3. The CGRS guide for unaccompanied minors applying for asylum in Belgium explains the various types of international protection, the identification and registration process and the asylum procedure at the CGRS. It includes information about age assessment, the assignment of a guardian, the arrival at the reception centre, the interview setting and the eventual decision on the asylum application. The CGRS guide for accompanied minors first explains the concept of international protection and the asylum procedure and then focuses on the child's right to be heard. The steps and consequences of this special procedure are set out in text and pictures. The brochure also contains a schematic overview and a sample letter for a request to be heard. The video made by the FPS Interior explains the steps of the asylum procedure and the roles of the Immigration Office, the Federal Agency for the Reception of Asylum Seekers (Fedasil) and the CGRS.</p>
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¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

² A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."


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			<p>4. The age and maturity of the child are taken into account when preparing communication with children in the asylum procedure. These factors determine both the kind of information that is given (e.g. the appeal procedure would not be explained to a six-years-old) and the way in which this information is communicated (e.g. through adapted language or use of Duplo dolls during the interview at the CGRS).</p> <p>5. The CGRS presents its brochures to multiple stakeholders prior to publication. For the guides for accompanied minors and their parents, the CGRS received feedback from UNHCR, Fedasil and a professional guardian during a personal meeting. This feedback has not been published.</p> <p>6. NO. However, the CGRS is currently exploring how parts of its website that are related to minors can be presented in a more child-friendly way.</p>
	<p>EMN NCP Bulgaria</p>	<p>Yes</p>	<p>1. The State Agency for Refugees provides information to all asylum seekers. The information is usually provided in writing in the languages spoken by the main nationalities seeking asylum. Where the circumstances so require, this information is provided orally. The asylum officers, the decision makers provide the information in a child-friendly manner. In the past two years a number of information boards were installed in all the centres of the State Agency for Refugees. For the full awareness of foreigners, even in cases where they are illiterate, animated videos are specially developed that are broadcast on monitors placed in specially designated places. One of the animated videos is specially created for children. In 2018, SAR, jointly with UNHCR, developed colour posters translated into the main languages of the asylum seekers on the different topics.</p> <p>2. Please, see answer 1.</p> <p>3. As said above, information is provided to all asylum seekers, including children. The information is about the conditions for lodging the application, the procedure to follow, and his/her rights and obligations, as well as the organizations providing legal and social assistance to aliens. The colour posters translated into the main languages of the asylum seekers are on different topics: Hygiene</p>


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			<p>and Who is in the Centre. One of the videos for children provides information on necessary daily routine and school attendance. Another one provides information relating to the procedure for international protection and rights and obligation during the procedure. Other videos are dedicated to prevention of human trafficking and about labour and sexual exploitation.</p> <p>4. Please, see answer 3</p> <p>5. N/a</p> <p>6. The asylum officers, the decision makers have individual approach and provide the information in a child-friendly manner. The representative of the child acts in the child's best interest. May be this way of presenting the information is more appropriate.</p>
	<p>EMN NCP Croatia</p>	<p>Yes</p>	<p>1. No.</p> <p>2. Croatia does not have any information program designed especially for children about the asylum process. Information materials (in which asylum process, alongside with the explanations of rights and obligations during the process) are provided in written form and they are the same for all. The main difference is the way special guardians, asylum officers and decision makers deliver this information. Special guardians, asylum officers and decision makers who work with children are especially trained for that purpose.</p> <p>3. As stated in the answer on the question 2., children receive the same written information materials as do adults, but the approach in explaining them is different. More time is taken, simplified words are used and we make sure in every step of the way that the child understands the information given to him/her.</p> <p>4. Croatia makes sure that the child's best interest is taken into account in all aspects, so when we are providing information about the asylum process, we make sure it is in the language they speak (mother language) and if they cannot read, everything is explained to them by official interpreter</p>



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			<p>that speaks their language and dialect. The Protocol on the treatment of unaccompanied minors proscribes all actions by competent persons in proceedings regarding minors. Every step is prescribed in detail, from providing special guardian, accommodation, medical care, initial needs assessment, and integration to society and other permanent solution, all in accordance with the best interest of the child. Also, we are constantly adjusting according to the needs and putting effort to improve the process.</p> <p>5. No. Our information materials yet have not been evaluated in regard to children.</p> <p>6. No. For now the number of unaccompanied minors that are applying for international protection is still low in comparison with the number of adults, so there was no need for additional measures. The system that is currently used (specially trained special guardians and all other officials working with children) has proven to be affective, though we are always interested in ways how to improve the process.</p>
	<p>EMN NCP Cyprus</p>	<p>Yes</p>	<p>1. Yes, we do give to all unaccompanied minor asylum seekers the attached Dublin Information Leaflet in their mother language during the asylum interview or during the information provision phase of the procedure (usually by the Social Welfare Services which act as their guardian). dublinleafletenglish.pdf</p> <p>2. Information is provided in writing or orally, mainly during the asylum procedure.</p> <p>3. N/A</p> <p>4. At the warm up phase of the interview, the officer introduces himself/herself to the child and then the asylum procedure is explained. During this phase and during the interview of the child the officer takes into consideration the age of the child, the ability of the child to comprehend the content of the information and special needs of the child like any traumas, educational level, emotional stability etc.</p>


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			<p>5. N/A</p> <p>6. No.</p>
	EMN NCP Czech Republic	Yes	<p>1. No, the Czech Republic does not have any information materials or programmes suited specially to children.</p> <p>2. See above.</p> <p>3. See above.</p> <p>4. See above.</p> <p>5. See above.</p> <p>6. NO Taking in consideration numbers of unaccompanied minors as well as children whose families are seeking asylum the Czech Republic came to conclusion that materials of these kinds are not necessary. Furthermore, according the Czech law there is a dedicated “guardian” for every unaccompanied minor who acts on his/her behalf and in his/her best interest.</p>
	EMN NCP Estonia	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	Rafael BÄRLUND	Yes	1. YES

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			<p>2. Unaccompanied children are systematically well informed about the asylum process and its different phases through the reception centers and also through their representatives. This is done by face to face interaction. There is also an ongoing project (ONE) aiming to improve asylum seekers legal counseling through providing an information package for asylum seekers. This includes brochures and videos about different aspects of the asylum process. The ones specifically targeting minors are; brochure about the asylum process for unaccompanied minors, Information for about the asylum interview to unaccompanied minors and accompanied minors (See here attached). Also a video targeting specifically minors is planned. englanti_alaikaiset_ilman_huoltajaa.pdf</p> <p>3. Unaccompanied minors get lots of information about all different aspects of the process, both accompanied and accompanied minors get targeted information of the asylum interview. The ONE-project is still ongoing so there is no feed back from the users so far. englanti_mukanahakevat.pdf</p> <p>4. It has been taken into consideration in the materials targeted for minors that the written text is easily understandable and font is big, In the brochure there are pictures and other visual elements.</p> <p>5. The ONE- project is still ongoing, but the pre-information collected from minor 's representatives suggests that brochures/ guidebooks with big pictures of concrete situations and not too much texts are preferred by the minors. There has been also a request of simplified process flowchart in the brochures.</p> <p>6. NO</p>
	<p>EMN NCP France</p>	<p>Yes</p>	<p>1. OFPRA (French office for the protection of refugees and statelessness persons) has drafted an information guide dedicated to UAMs who apply for asylum (link). This guide explains the asylum process and the type of protection which can be issued. In 2015, this guide was sent to all “conseils départementaux” (departmental councils), the local authorities in charge of child protection. Since</p>


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			<p>then, it can be downloaded from OFPRA’s website. Besides, OFPRA promotes this guide in each pertinent opportunity (meetings, conferences). This guide is written in French. OFPRA is currently updating this information guide and seeks to translate it in several languages. The concept of vulnerability was recently introduced into European asylum law in order to take better account of the specific needs of certain groups. The 29 July 2015 Law on asylum reform introduced this concept into French law, specifying a non-exhaustive list of vulnerable people which transposes the list appearing in the European ‘Reception’ Directive. Thus, Article L.744-6 of CESEDA states that ‘the assessment of vulnerability aims in particular at identifying children, unaccompanied minors, disabled people, elderly people, pregnant women, single parents with children, victims of human trafficking, people with serious illnesses, people suffering from mental health problems and people who have survived torture, rape or other serious forms of psychological, physical or sexual violence, such as female genital mutilation’. OFII is required to proceed, “within a reasonable timescale and after an individual interview with the asylum seeker, with an assessment of the vulnerability of the individual (Article L. 744-6 of CESEDA). This assessment is conducted on the basis of a questionnaire (set out by Decree of 23 October 2015). With the applicant’s agreement, OFII communicates this information to OFPRA, given that OFPRA alone is able to identify vulnerabilities relating to the reason for requesting protection (Article L.723-3 of CESEDA). Since 2003, OFPRA has been committed to a reform which led to the creation of a group of reference points on children applying for asylum in order to harmonize policy and practices. This is a group of specially trained experts to which all OFPRA agents may turn for advice and support in eligibility assessment. By June 2019, 131 protection officers were appointed to specifically deal with UAM applications. They were trained by the reference group and have followed the EASO interviewing children module. NGOs and international organizations who take care of UAMs may have also information products for UAMs, however we are not aware of them.</p> <p>2. see Q1</p> <p>3. OFPRA’s information guide dedicated to UAMs who apply for asylum displays several topics to the UAM. The main explications are about: 1) what is asylum and what are OFPRA’s missions, 2) what are the procedures for applying for asylum, 3) how OFPRA will proceed the UAM application and how the interview will take place, 4) how the remedy and the legal aid work, 5) what are UAM’s rights</p>
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			<p>when he/she is protected,6) UAM's relationship with OFPRA after obtaining protection 7) glossary about term specific to asylum.</p> <p>4. OFPRA took care writing the information guide in straightforward and suitable terms while preserving a level a technical nature allowing this guide to be useful for people helping the MNA (social workers, legal representative). The updated version will be written with the same concern.</p> <p>5. NO</p> <p>6. N/AOFPRA's information guide dedicated to UAMs who apply for asylum can be downloaded from OFPRA's website and it is written in straightforward and suitable terms. Its 2019 updating will include a leaflet on the asylum process in France containing explanatory schemes.</p>
	EMN NCP Germany	Yes	<p>1. No; parents receive relevant information on asylum matters and process, so that they can inform their children accordingly. The same is valid for guardians and youth welfare services in case they are acting instead of parents for unaccompanied minors. Nevertheless, children in the personal interview will be informed about what is going on and interviewed (if necessary and possible according to their age) in an understandable speech and child friendly manner.</p> <p>2. n/a</p> <p>3. n/a</p> <p>4. n/a</p> <p>5. n/a</p> <p>6. No.</p>


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	<p>EMN NCP Greece</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. Yes 2. The Greek Asylum Service (GAS) has introduced an information program (written word, videos) for children titled: "I am under 18 and I'm seeking asylum in Greece". This information addresses to unaccompanied minors arriving in and wishing to apply for international protection in Greece in a language they understand. This information is included in the information sheet, which has been posted on the Asylum Service's official website (http://asylo.gov.gr/?page_id=6210) in six languages. The videos that have been created by the Asylum Service for the Android/i OS application "Asylum Service Application" are also mentioned briefly. 3. This information Program addresses to UAMs who wish to apply for asylum in Greece, therefore as described in the above question, minors have access to all information related to asylum procedures, their rights and obligations. This work has received very positive feedback by the NGOs dealing with UAMs, as well as UNICEF, UNHCR, EU and FRA. 4. GAS initiated this project by taking into account the following: <ul style="list-style-type: none"> • Statistical data such as the number of UAMs applicants for international protection, country of origin, age, sex, language in order to define the target group's features. • The style the "register" of the information presented in order for the information to be friendly and easily understood by young "children". 5. Please refer to our answer in question 3.3 6. The Greek Asylum Service has prepared animation videos based on the concept of the project "I am under 18 and I'm seeking asylum in Greece", which will be officially launched on 20 June 2019. This project is funded by FRA.
	<p>EMN NCP Hungary</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. Not systematically (see answers to further questions) 2. Since the child-centered approach is applied in asylum procedures, in case of an unaccompanied child or a child above 14 years whose personal interview is needed, the case officers explain the


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			<p>asylum procedure or any questions related to the asylum claim in a way a child can understand, if necessary.</p> <p>3. Informing children may involve information on the asylum procedure, his/her rights and obligations, etc. Also there is a booklet available on Dublin procedure for children.</p> <p>4. Age, maturity, and all personal circumstances are taken into consideration.</p> <p>5. N/A</p> <p>6. No</p>
	EMN NCP Italy	Yes	<p>1. Yes, only for UAMs.</p> <p>2. When unaccompanied minors get in reception centers they receive all the necessary information regarding the legal procedure they must undertake when applying for international protection. To this end, several NGOs and government organizations support reception centers in the provision of informative material. They are:- UNHCR- IOM Italy- National Institute for the Promotion of Migrant's Population Health Several initiatives were taken to support children specific information. In addition, Save the Children Italy and the Italian Council of Refugees, realized projects providing legal information in the places of arrival. In the majority of cases, these organisations inform minors about the asylum process through human interaction and frontal lessons that takes place in reception centers. Moreover, some of these organisations such as UNHCR produced specific guidelines for unaccompanied minors: International Protection: what it is and how it works. A Guide for Unaccompanied Children in Italy which is available in the following languages (Italian, English, French, Arabic, Somalian, Tigrin). These guidelines describe visually and in a child – friendly way all the necessary steps that unaccompanied minors must undertake during their application process (for more details, please see the attachment). Moreover, UNHCR also realized a video (cartoon) produced in Italian, English, French, Arabic and Tigrigna, intended for unaccompanied foreign minors hosted in</p>


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			<p>the reception system. The video, which uses a language suitable for children, focuses mainly on the reception and the procedure for requesting international protection. More specifically, this video was realized through a project funded by AMIF and can be used in reception centres.</p> <p>3. With reference to the topics minors receive information about, the most popular ones are the following: 1) The asylum application process and the legal requirements 2) Legal orientation regarding the entry and stay conditions (i.e. different types of residence permits, right to work; the Dublin Regulation) 3) Rights and duties of the international protection applicant during his or her stay in Italy 4) The available medical and health services and how to receive them 5) Specific information regarding their legal status as unaccompanied minors</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/A</p>
	<p>EMN NCP Latvia</p>	<p>Yes</p>	<p>1. No. Latvia does not systematically distribute information about the asylum process that is specifically suited only to children. According to the Asylum Law in order to ensure that the asylum seeker is able to exercise the rights laid down for him or her in the Asylum Law and to comply with the obligations provided for him or her, the State Border Guard and the Office of Citizenship and Migration Affairs shall inform him or her, in timely manner, regarding: • the asylum procedure and its time periods; • his or her rights and obligations during such procedure; • the potential consequences, if the asylum seeker does not fulfil his or her duties and does not co-operate with the institutions involved in the asylum procedure; • consequences of clear or indirect revocation of the application; • the competence of the institutions involved in the asylum procedure; • the institutions providing legal aid; • reception conditions, including the rights to receive health care services. An official of the State Border Guard and the Office of Citizenship and Migration Affairs shall provide the above-mentioned information to the asylum seeker in writing in a language which he or she understands or is reasonably supposed to understand. If necessary, the official of the State</p>


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			<p>Border Guard and the Office of Citizenship and Migration Affairs shall provide the above-mentioned information also in oral form. Taking into account the number of UAM (in 2015 – 13, in 2016 – 4, in 2017 – 11, 2018 – 7, and this year 0) and children with families (in 2015 – 90, in 2016 – 126, in 2017 – 155, in 2018 – 40, in 2019 – 6) seeking asylum in Latvia last years, so far Latvia has not developed neither informative materials nor online tools for children regarding asylum and return procedure in Latvia. In Latvia there are informative materials (in paper and as online materials) for asylum seekers about asylum procedure (https://www.pmlp.gov.lv/lv/sakums/jaunumi/aktualitates/2018/01/15/ce%C4%BCvedis-patv%C4%93ruma-mekl%C4%93t%C4%81jiem-latvij%C4%81/, http://cilvektiesibas.org.lv/lv/publications/informativs-buklets-patveruma-mekletajiem-ikvienam-435/), but not specifically suited for children. In this regard we would like to clarify that according to the Asylum Law during the asylum procedure the personal and property relations of the unaccompanied minor shall be represented by the Orphan's and Custody Court or a guardian appointed thereby, or the head of a child care institution. Therefore the representative of a minor also has a duty to explain the information regarding asylum procedure to the child in child friendly manner.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. No</p>
	<p>EMN NCP Lithuania</p>	<p>Yes</p>	<p>1. NO.</p> <p>2. N/A</p>


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			<p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. NO. So far, the need for this was not considered due to small number of asylum seekers who are children (both with family and UAMs).</p>
	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<p>1. Yes.</p> <p>2. Luxembourg does not have a specific information program for children as such. However, according to article 11 of the Luxembourgish national law, every applicant, including unaccompanied minors, is informed in a language s/he understands or a language which is reasonable to assume s/he understands, on the procedure to be followed as well as his/her rights and obligations during the procedure and the consequences of non-compliance or refusal to cooperate with the Minister. S/he is informed of the timetable, of the means at his disposal to fulfill his/her obligations and the consequences of an explicit or implicit withdrawal of the application. This information is communicated to the applicant in time to enable him to exercise the rights and fulfill the obligations arising of his status as applicant.</p> <p>In that line, during registration, applicants receive an information leaflet with explications and information about the procedure in itself, the content of protection, the applicant's rights and obligations during the procedure, information on how the application will be assessed, as well as information on the loss of international protection and returns to the country of origin. In addition to the general leaflet given to all the asylum seekers (including unaccompanied minors) in which some information about unaccompanied minors' procedure is given, a special leaflet exclusively for unaccompanied minors is provided. The information in this leaflet is given in a child friendly language.</p> <p>Furthermore, for unaccompanied minors an ad-hoc administrator will be designated as soon as possible (article 5 (4) paragraph 2 in accordance with article 20 (1) and (2) of the amended law of</p>


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			<p>18 December 2015 on international protection and temporary protection) who will assist them during the procedure of the international protection application. The ad-hoc administrator may inform the minor on the meaning and the consequences of the personal interview. In the case of an accompanied minor the responsibility falls on his/her parents or legal guardian who can be assisted by a lawyer provided by legal aid (article 17 (1)).</p> <p>3. N/A.</p> <p>4. See above.</p> <p>5. So far, no evaluation process has been taking place.</p> <p>6. No.</p>
	<p>EMN NCP Malta</p>	<p>Yes</p>	<p>1. Yes.</p> <p>2. A booklet pertaining to the asylum procedure and the Dublin Regulation, specifically suited to unaccompanied minors, is given to all unaccompanied minors who apply for international protection with the Office of the Refugee Commissioner.</p> <p>3. Unaccompanied minors are provided with specific information pertaining to the asylum procedure and the Dublin Regulation. The content of the booklet is based on information provided by the Commission. The Office of the Refugee Commissioner did not receive any feedback concerning the selection of topics in the booklet.</p> <p>4. The content of the booklet is based on information provided by the Commissioner and amended to suit the national context.</p> <p>5. No.</p>

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			6. No.
	EMN NCP Netherlands	Yes	<p>1. YES These questions are answered by the Nidos organisation, an organisation responsible for arranging guardianship for underage asylum seekers / foreign nationals who arrive in the Netherlands without parents and by the Central Agency for the Reception of Asylum Seekers (COA) that is commissioned by the Ministry of Justice and Security and offers reception to asylum seekers who come to the Netherlands.</p> <p>2. In the Netherlands the organization 'Vluchtelingenwerk Nederland' (VWN) - the Dutch Council for Refugees, promotes the interests of asylum seekers and refugees. Providing these groups with information is a major part of their task/activities. VWN has developed a specific programme which includes tools for children (aged 8-18) to inform them about the process, children's rights, living in the Netherlands, but also about topics that generally are of interest to children. They organise meetings they call "Time4you's" at the COA-locations during which they speak about these topics. VWN uses various tools to inform different age groups. They have developed games, for example a card game which starts a conversation in a playful way with younger children and they distribute a comic for older children. They seek interaction with the kids through tea-time meetings (for older girls) and game-afternoons (for younger children) for example, to make sure children feel at ease and safe to ask questions. In addition, children receive information about the application center where they arrive and apply for asylum and also during the next stages of the asylum process. A guardian (from organization Nidos) is present from day 1 at the application center (Ter Apel) and stays in touch with the child all through the asylum process. Children are informed on the asylum process orally by their guardian and also through a short video that has recently been developed by Nidos. There are also 3 other video's available: on guardianship, how to deal with aggression and Dutch culture. The video's are available in Arabic, Tigrinya, Dahri, French, English and Dutch.</p> <p>3. COA believes that refugee children, like all children, especially want to know what fun activities they can participate in during their stay at an asylum centre. That is why besides the activities VWN organises (see question nr. 1 and 2), COA also informs foreign nationals who live at their centers</p>


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			<p>about the activities they can participate in (at and/or near to the COA centers). Parents and older children can find important information about what activities children can participate in at the reception desk at the center, but also via an internet platform for COA-residents which is called 'MyCOA'. In addition to learning about activities, children would like to know more about the country in which they now live (about school, living conditions, rights, safety, money, etc.). To learn more about these topics, children can visit the website 'Tell-me' or call a special number to reach the organisation called 'De Kindertelefoon' (an emergency phone number for children to call) to learn more about living in the Netherlands. Here they can ask a specific (personal) question anonymously to other children on an internet forum or to adult volunteers over the phone: www.kindertelefoon.nl/tellme/. To inform children about their new life at the COA center (topics: housing, school, taking care of yourself, free time, values, safety, rules of the location, love & friendship and getting your information) COA has recently developed an extra information tool (in 2018) to inform children in a fun and accessible manner. In a light-hearted comic called 'Ik woon gewoon' (I'm just trying to live) COA informs children about the topics above, which are a direct result of interviewing; (i) employees of COA about regularly asked questions by children and (ii) children staying at the COA locations themselves: https://www.coa.nl/mycoa/sites/default/files/im_just_trying_to_live-gecomprimeerd.pdf. Last but not least, COA-staff have recognised the need to educate children about the dangers of water, because of the swimming culture in the Netherlands and the vicinity of open water almost everywhere in the Netherlands. Together with other organizations COA produced information vlogs about swimming for children (aimed at teenagers) who live in COA centres: https://www.youtube.com/channel/UCaywOzm6bWOKzTHKmO_uF-Q</p> <p>4. When developing tools and products, COA always asks feedback of people who work with asylum seekers and refugees at the COA-locations and of the target audience themselves. COA considers language barriers, age appropriateness, cultural sensitivity and gender sensitivity. COA finds that images speak louder than words which is why we decided to use a comic and vlogs. Issues to consider by Nidos are to make sure that the role of the guardian and other stakeholders during the asylum procedure becomes clear and to make sure that the information is provided in a language that the child understands.</p>
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			<p>5. Although COA has not carried out official evaluations of the comic and vlogs, feedback is a standard tool which COA uses in all processes of product-making. Speaking with internal and external professionals and residents about materials we want to produce before creating them, showing them products in the making and also asking for feedback once the materials are being used and are standard procedure. This ensures a continuous improvement process to make sure the products continue to meet the needs of the target audiences. Feedback from COA colleagues indicates that children have responded very positively to both the comic and the vlogs as these information tools are targeted directly at the children. In addition, Nidos recently developed video's and children have told the organization that they are happy with them.</p> <p>6. COA tries to inform their residents through an online channel called MyCOA. In their writing they use techniques so the texts are adjusted/simplified for our residents and the main messages are translated into different languages. More specific information can be translated through Google translate. The information on MyCOA for children is still growing, but is not related to the asylum process. They do, however, use this channel to refer residents and their children to the organisations/ websites where they can get the information that they need/want. The website mentioned above, 'Tell-me', also points asylum seekers and refugee children in the direction of the information they are looking for. They also simplify the information to maximize the understanding by children. Besides the COA website, the Nidos website has a specific page for children that provides information to them (in Dutch and in English), both on guardianship and other stakeholders (https://www.nidos.nl/en/voor-jongeren/met-wie-krijg-je-te-maken/) and the asylum process (https://www.nidos.nl/en/voor-jongeren/je-asielprocedure/)</p>
	<p>EMN NCP Slovakia</p>	<p>Yes</p>	<p>1. Migration Office of the Ministry of Interior, responsible for asylum procedure and applications, does not distribute any particular material about the asylum process specifically suited to children. However, information material in the form of printed leaflets and brochures called „My life in Slovakia“ (Môj život na Slovensku) created by an NGO Human Rights League for the unaccompanied minors is available in the Foster Home for UAMs in Medzilaborce. Brochure informs about the life in Slovakia, about their rights and duties and there is a chapter also on the international protection in Slovakia. It is available in Slovak, English, Romanian, Russian, Dari and Hindi.</p>


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			<p>2. See Q1.</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. No.</p>
	EMN NCP Spain	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. No.</p>
	EMN NCP Sweden	Yes	<p>1. Yes, we have written information for children in family groups and for unaccompanied minors, the latter is written for teenagers rather than young children. At the moment, however, the information is only available in Swedish and English. For younger children we have an app called "Stories".</p>

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			<p>2. The written information above is distributed to families and unaccompanied minors when they apply for asylum. The case officer who registers an application for asylum also explains the process verbally. The app “Stories” contains pictures and audio. As the app is very new and we are still testing the material, we have not yet begun actively promoting it.</p> <p>3. We inform children about the asylum process, their right to schooling and health care. We speak of their right to be heard, and their right to legal counsel. In the new material, which is still being tested, we also speak about how the stress and uncertainty of waiting for a decision can effect a person’s mental health.</p> <p>4. We take into consideration what sort of information is available to these children by other agencies or NGO’s. We are aware of our responsibility as a “first responder”, but at the same time do not wish to invent the wheel all over again.</p> <p>5. Case officers and experts within our agency have evaluated the written material. We have also received comments from a group of young adults who once sought asylum as unaccompanied minors, and we are now re-working the written material with their comments in mind. The audio-stories in the new app is being tested on young children as well as experts on children’s rights and health.</p> <p>6. NO, we have not considered a separate website, but wish to have specific pages on our regular site which are accessible to children.</p>
	<p>EMN NCP United Kingdom</p>	<p>Yes</p>	<p>1. We are developing a ‘point of claim’ leaflet to be distributed to unaccompanied asylum seeking children (UASC) when they claim asylum. This leaflet will provide information on the asylum process and a link to a web page which holds a second leaflet with additional information. The leaflets are aimed specifically at children therefore the language and style is child-friendly.</p> <p>2. When the ‘point of claim’ leaflet has been developed, it will be issued to all UASC at point of claim for asylum. The child can then access further information online by following the link in the leaflet.</p>


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			<p>UASC in the UK are placed into the care of local authorities and are provided with specialised legal advice and support throughout this period. UASC are also referred to the Refugee Council Children's Advice Project who provide children with an adviser to guide them through the asylum process. The Refugee Council Children's Advice Project's work with young people includes providing advice and information, helping them access legal representation, accompanying them to asylum interviews and immigration tribunal and appeal hearings and supporting them during appointments with GPs, hospitals, social services and other service providers.</p> <p>3. The point of claim leaflet was drafted following consultation with governmental organisations, non-government organisations, and directly with young people themselves. The consultation with the young people identified the following needs:- Uncertainty around the roles and responsibilities of key professionals they encounter when claiming asylum- No knowledge of NGOs or charities that could help them- Uncertainty around the steps in the process between claiming asylum and receiving a decision on their claim- No knowledge of timescales for the asylum process or the different outcomes- Wanted to know what the Home Office wants from them We have sought to address these topics in the 'point of claim' leaflets.</p> <p>4. - What the children need to know to gain sufficient understanding of the asylum process, including what is expected of them and others in the process;- That the communication method is suitable to the age and maturity of the children;- That the information is provided in a child-friendly manner;- The ability of the child to obtain further support if they have further queries and concerns.</p> <p>5. In addition to the response to question 3, the Home Office regularly encourages feedback on information given to children from non-governmental organisations who work with unaccompanied asylum seeking children.</p> <p>6. The UK does not currently have a such a website or webpage, although as mentioned in the response to questions 2, the point of claim leaflets will be published online on the UK Government's website. The 'point of claim' leaflets use child-friendly language and will be available online in several different languages.</p>
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	<p>EMN NCP Norway</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. Yes 2. Norway has a website exclusively suited to children for distributing information about the asylum process. In this website, information is provided in written form, as well as through videos. Norway is also working on improving the information material related to assisted return. 3. Minors get information about all kinds of topics regarding the asylum seeker process in written form. In addition, the following topics are also covered in video format: <ul style="list-style-type: none"> • “When you are registered by the National Police Immigration Service (NIPS)” • “At the asylum interview with the Norwegian Directorate of Immigration (UDI)” • “UNE (appeals board) is processing your appeal” Norway will soon produce a video about receiving a negative decision/rejected application. It is too soon to comment on feedback. 4. When providing information of this nature, Norway has primarily considered the subject matter we would like to convey as well as the audience. For this reason, we have produced all kinds of information in several languages and in a child-friendly manner. 5. Norway’s information materials have only just been developed and have not been evaluated thus far. 6. Yes, we have done this already started this site. https://asylbarn.no/
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4. Summary of results
