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6.5 Provision of information

Member States reported changes in policy to adapt asylum and reception information to the specific needs of minors, while other vulnerable groups were typically not covered in these initiatives in 2019. For example, the CGRS in Belgium updated its guide for unaccompanied minors applying for international protection [243] and published two new guides on accompanied children's right to be heard in the asylum procedure – one catering to children[244] and the other to their parents or guardians.[245] In addition, the Belgian Federal Public Service Interior launched a video on unaccompanied minors in the asylum procedure.[246]

OFPRA in France updated the "Asylum Guide for Unaccompanied Minors" which was published in January 2020. The authorities in Norway launched the website, *Asylbarn,* dedicated specifically for children in the asylum procedure.[247] The Central Agency for the Reception of Asylum Seekers (COA, *Centraal Orgaan opvang asielzoekers*) in the Netherlands began implementing recommendations based on the results of a commissioned report[248] by developing a comic strip for minor applicants about everyday life in a reception centre,[249] appointing a contact person and organising swimming lessons for children. The Swedish Migration Agency developed information on the asylum procedure specifically for children aged 7 to 12 years, available through a mobile application.

To bridge the gaps, civil society organisations provided targeted information to unaccompanied minors, for example in Croatia and Italy, while UNHCR developed a leaflet for minor applicants and other information materials on international protection in Spain.[250]

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