



Ad-Hoc Query on Information Campaigns

Requested by AT EMN NCP on 20th April 2011

Compilation produced on 7th July 2011

Responses from Austria, Belgium, Czech Republic, Estonia, Finland, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Portugal, Slovak Republic, Spain, United Kingdom, Norway (18 in Total)

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1. Background Information

The Austrian Federal Ministry of the Interior is looking for information and experiences with communication strategies in the Member States and in Norway in the field of migration and asylum:

a) Asylum:

- 1) How do you inform asylum seekers from Russia, especially asylum seekers from the Chechen Republic, about the developments/case law in the field of asylum?
- 2) Do you have a communication strategy for Russian citizens, especially for members of the Chechen ethnic group?
- 3) What kind of methods/ media (media in the mother language/ national media) do you use for the provision of information or more specifically, do you have specific projects/ best practice models in the countries of origin?

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b) Migration:

1. How do you inform potential migrants about the conditions of immigration (on your territory as well as in the country of origin)?
2. Does the information of potential migrants only take place on your territory or also in the country of origin?
3. What kind of information do you provide (i.e. legal conditions for the immigration, etc.)?
4. What kind of methods/ media do you use for the provision of information or more specifically, do you have specific projects/ best practice models in the countries of origin?
5. Are there main target countries for the implementation of such information campaigns? If yes, which countries?

We would very much appreciate your responses by **4th May 2011** or if this is not possible by **18th May 2011!**

2. Responses¹

		Wider Dissemination? ²	Asylum
			<ol style="list-style-type: none"> 1) How do you inform asylum seekers from Russia, especially asylum seekers from the Chechen Republic, about the developments/case law in the field of asylum? 2) Do you have a communication strategy for Russian citizens, especially for members of the Chechen ethnic group? 3) What kind of methods/ media (media in the mother language/ national media) do you use for the provision of information or more specifically, do you have specific projects/ best practice models in the countries of origin?
	Austria	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	Belgium	Yes	Asylum 1)The website of the Office of the Commissioner General for Refugees and Stateless persons, available in French, Dutch and English, is

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>one of the main information tools to inform asylum seekers, including Russians who introduced an asylum applications in Belgium and/or their representatives. Additionally, the communication services of the CGRS and of Fedasil (the Federal Agency for the reception of asylum seekers) have jointly published in March 2011, with the support of the European Refugee Fund, the information brochure 'Asylum in Belgium'. With this new publication, the CGRS and Fedasil intend to inform accurately all asylum seekers arriving in Belgium about the different stages of their asylum procedure and reception conditions, as well as about their rights and obligations during their asylum procedure and stay in a reception facility. The brochure has been published to accompany the DVD 'Asylum in Belgium' shown to asylum seekers who stay in a reception facility. Every asylum seeker receives shortly after his arrival in Belgium a copy in the language of his/her choice after being shown the DVD. The brochure and DVD exist in 11 languages, including Russian (PDF, 1.9 MB). The brochure 'Women in the asylum procedure: Information for women asylum applicants', to be updated by mid 2011 is drawn up for female asylum seekers and provides information on their rights and obligations as well as on other aspects that can be important for women. This brochure is also available in Russian (PDF, 526.63 Kb). Finally there are three more specific information brochures, not available in Russian, but in Dutch, English and French: the brochure 'You are recognised as a refugee in Belgium: Your rights and obligations', 'Subsidiary protection: Your rights and obligations', and the comic strip 'Kizito' an accessible, attractive instrument of learning for unaccompanied minors who applied for asylum in Belgium.</p> <p>2) The CGRS has no specific communication strategy for Russian citizens or any other nationality. The above mentioned information tools are generic and common to all the target groups, irrespective of the country/region of origin, nationality or ethnic origin. The fact that three information tools (DVD and brochure 'Asylum in Belgium' and brochure for female asylum seekers) exist in Russian can be explained by the important influx in Belgium from Russian-speaking asylum seekers (both from Russia and other former-Soviet republics).</p> <p>3)The CGRS is an independent asylum instance, responsible for the examination of asylum applications. The CGRS has no competences in the field of prevention, dissuasion of information campaigns in the countries of origin. Therefore the CGRS never developed any media or information project/practice in countries of origin.</p>
	Czech Republic	Yes	Recently, there was no information campaign aimed at Russians/Chechens.
	Estonia	Yes	<ol style="list-style-type: none"> 1) Procedural information is uploaded onto the website of the Police and Border Guard Board. 2) No. 3) N/A
	Finland	Yes	<ol style="list-style-type: none"> 1) There is no specific communication strategy regarding Russian asylum seekers. 2) No. 3) Basic information on Finland's asylum process is provided on the Finnish Immigration Service's internet pages www.migri.fi. There are no specific projects at the moment nor are there any best practise models in the countries of origin. Additional information is provided by Finnish NGO's such as Refugee Advice Centre

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	Germany	Yes	<p>1) There is no special communication strategy for Russian citizens, especially asylum seekers from the Chechen Republic, about developments or case law in the field of asylum provided by the German state institutions. Like all other asylum seekers, they obtain information about their rights and duties according to the law within the asylum procedure in their native language by the Federal Office for Migration and Refugees. Further consultation in the meaning of this request normally is provided by many different Refugee Welfare Organisations like MEMORIAL e.V. which covers especially Russian and Chechen situation of human rights.</p> <p>2) Answer see above.</p> <p>3) The Federal Office for Migration and Refugees does not provide any systematical information about asylum procedure in the countries of origin.</p>
	Hungary	Yes	<p>1) The Hungarian asylum authority shall inform - especially in written form – the asylum seekers from the Chechen Republic in the same way than the other asylum seekers. At the start of the procedure the applicants will receive the general information brochure on the process of asylum procedure and the expected decision alternatives in the language which they understand, as well as the statuses. These guides keep track of changes in legislation.</p> <p>2) Hungary has no specific communication strategy for asylum seekers from Russia, especially asylum seekers from the Chechen Republic.</p> <p>3) The Hungarian asylum authority primarily informs the asylum seekers in written form.</p> <p>Furthermore, general information available on the website of the Office of Immigration and Nationality (hereinafter: OIN). Hungary has no specific project for country of origin.</p>
	Italy	Yes	Italy does not receive significant flows of asylum seekers coming from the former Soviet Union. Therefore, no ad hoc communication strategies have been developed. It can hence be assumed that the concerned asylum seekers may have access to the above-mentioned information through institutional or non-governmental channels that disseminate this sort of information to the whole category of asylum seekers and refugees.
	Latvia	Yes	Taking into account the total amount of asylum applications in recent years we do not have a special communication policy related to particular groups of asylum seekers.
	Lithuania	Yes	Information about changes in the laws is provided in institutional web-pages. No other particular measures are taken with regard to Chechen nationals.
	Luxembourg	Yes	<p>Asylum:</p> <p>1) In Luxembourg, asylum cases are regulated by the law of 5 May 2006 on asylum and complementary forms of protection. The procedure is initiated by the asylum seeker who introduces an application to the authorities. In this procedure the Foreign Affairs Ministry personnel does not inform the asylum seeker of the case law. The decision for granting or not asylum or subsidiary protection depends on the situation in the country of origin in general and the credibility of facts advanced by the asylum seeker. It will be determined on a “case by case” basis. Nevertheless, the Administrative Court has ruled that in these type of cases, the courts have to analyse the seeker’s situation in perspective to the overall general situation of the Russian Federation (Judgement No. 25736, 13th October 2009). The judgments of the administrative courts (Tribunal administratif, Cours administrative) are published on the Internet (website of the administrative courts).</p> <p>To be noted that applicants for international protection are entitled to free legal assistance.</p>

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			<p>2) There is no targeted communication strategy for Russian citizens, nor for other groups of asylum seekers.</p> <p>3) The asylum law foresees is that the asylum seeker has the right to be informed in writing in the language that he seems to understand of the content of the procedure, of all the rights and obligations that he has during the procedure and the sanctions if he does not complies with these obligations or if he does not collaborates with the ministry (art. 6 (3)). He also has the right to be assisted by a translator and by a lawyer during the procedure (art. 7 (1)) and to be informed of the decision that has been taken in his case in the language that he seems to understand.</p>
	Malta	Yes	<p>1. The Office of the Refugee Commissioner has never dealt with asylum applicants from Chechen Republic</p> <p>2. Refer to reply No. 1</p> <p>3. Refer to reply No. 1</p>
	Netherlands	Yes	<p>1) The Immigration and Naturalisation Service (IND) does not provide information to asylum seekers about case law in the field of asylum.</p> <p>2) Refugees who arrive in the Netherlands and ask for asylum have an interview with the Immigration and Naturalisation Service (IND). The IND will investigate whether the asylum seeker is eligible for a residence permit. Information about the procedure regarding the application for asylum can be found on the IND-website (www.ind.nl). The website is also in English.</p> <p>The IND also contributes (with other organisations) to a brochure, aimed at the refugees, which is given out by the Dutch Council for Refugees.</p> <p>The Dutch Council for Refugees is an independent, non-governmental organisation. They assist refugees during their asylum procedure and their integration in Dutch society. One of their activities is providing information to asylum seekers about the different phases of the asylumprocedure. Asylumseekers are informed about the asylumprocedure during the rest and preparation period, in advance of the asylumprocedure itself.</p> <p>The brochure with this information is translated in the main languages of asylumseekers. The brochure is also translated in Russian.</p> <p>3) The IND does not give out information in the countries of origin of the asylum seekers.</p>
	Portugal	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	Slovak Republic	Yes	The Slovak Republic does not have any communication strategy in the field of migration and asylum. All asylum-seekers are treated equally regardless of their country of origin or nationality.
	United Kingdom	Yes	<p>1. We are not aware of any specific campaigns to do this.</p> <p>2. We do not have a communication strategy specifically for this group.</p> <p>3. We are not aware of any specific current campaigns.</p>
	Norway	Yes	a) Asylum:

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			<p>1) All asylum seekers to Norway receive information about the asylum process when they seek asylum. This information is given by the Norwegian organization for asylum seekers, NOAS. The information includes a film and an individual conversation with a NOAS staff member about the asylum seeker's application. This often includes the NOAS staff member telling the asylum seeker the percentage of the applicants from for example Russia who have been granted asylum.</p> <p>The Norwegian directorate of Immigration has published our procedures for handling cases from asylum seekers from Russia, including seekers from the Chechen Republic. These procedures – published in Norwegian only – can be found here http://www.udiregelverk.no/default.aspx?path={239E9060-B82A-464A-B2EF-1F0B76D99436}.</p> <p>2) No.</p> <p>3) In 2010 the Norwegian Directorate of Immigration (UDI) informed the Norwegian embassies in Serbia, Macedonia, Montenegro, Albania and Bosnia & Herzegovina that persons submitting applications for asylum would be returned to their country of origin within 48 hours unless they could document identity and a need for protection. In the past many citizens of these countries came to Norway to seek asylum, and had their application denied. The embassies disseminated this information through their local web-sites and other channels.</p>
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		Wider Dissemination? ³	Migration: <ol style="list-style-type: none"> How do you inform potential migrants about the conditions of immigration (on your territory as well as in the country of origin)? Does the information of potential migrants only take place on your territory or also in the country of origin? What kind of information do you provide (i.e. legal conditions for the immigration, etc.)? What kind of methods/ media do you use for the provision of information or more specifically, do you have specific projects/ best practice models in the countries of origin? Are there main target countries for the implementation of such information campaigns? If yes, which countries?
	Austria	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	Belgium	Yes	1) Since about 10 years, Belgium organizes campaigns of information, sensitization and preventions in different countries of origin.

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			<p>Prevention campaigns are intended to focus on the prevention of irregular migration with unpredictable risks for the concerned migrants. Information and sensitization campaigns can have a broader approach, which may also comprehend information on the possibilities for legal migration.</p> <p>2) and 3) cf. point 1</p> <p>3) A wide range of media and methods are used for these campaigns like TV-spots, theatre performances, articles/advertisements in newspapers, information brochures, press conferences, etc.</p> <p>4) Belgium focuses on countries of origin with a high rate of asylum seekers and/or irregular migrants. A short overview of campaigns during the last ten years:</p> <ul style="list-style-type: none"> • 2000-2001: Slovakia, Kazakhstan, Balkan, Russia. • 2002-2003: Slovakia, Russia, South-Caucasus, Albania, Kosovo, FYROM, • 2003-2004: Russia, Romania • 2005: Tunisia • 2006: DR Congo • 2007: DR Congo • 2008: India (Punjab), Cameroon, Senegal • 2009: Guinea (Conakry), Kosovo, DR Congo, Brazil/Belgium • 2010: India, DR Congo, Serbia, FYROM
	Czech Republic	Yes	<p>1) Information related to immigration is available on the websites of the Ministry of the Interior (residence issues), Ministry of Foreign Affairs (visa issues), Ministry of Labour and Social Affairs (employment and social security), and Ministry of Health (health insurance). The information is in Czech and English. Additional languages are Ukrainian, Russian, Vietnamese, Mongolian, Chinese and Moldovan (leaflets on changes in migration law available in electronic format on the website of the Ministry of the Interior) and, respectively, Russian, Mongolian, Moldovan, Ukrainian, French, Spanish and German (information on employment on the website of the Ministry of Labour and Social Affairs). Mongolian and Moldovan versions of the website "Home in the Czech Republic" were created under IOM managed projects for the Ministry of the Interior.</p> <p>2) Information, such as the leaflets on changes in migration law, is distributed in the territory. There were special information campaigns on labour migration in selected countries (see answer No. 5).</p> <p>3) The special information campaigns were mostly aimed at enhancing awareness of labour market and residence in the Czech Republic.</p> <p>4) In addition to the websites, following methods of informing the target group were employed: distribution of printed information materials, public seminars, information campaign in printed media and TV (participation in news reports), and distribution of a documentary movie on Mongolian labour migration to the Czech Republic (TV, DVD, Internet).</p> <p>5) In recent years, information campaigns in third countries targeted Ukraine, Moldova, and Mongolia.</p>
	Estonia	Yes	<p>1) Through displaying relevant information on the websites of Police and Border Guard Board and consular posts.</p> <p>2) No, information is also uploaded on the websites of different consular posts.</p> <p>3) Information regarding the procedure.</p> <p>4) N/A</p>

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			5) N/A
	Finland	Yes	<p>1+2+3 Mainly through Immigration service's and Info Bank's web pages. The Immigration Service also serves its customers by telephone, through its service points in Helsinki and by e-mail or letter. Enquiries concerning residence permit extension are answered by the police.</p> <p>Regarding legal immigration to Finland there is an online communications development plan for the administrative sector of the Ministry of the Interior for 2007–2011, based on the sector's IT management strategy for the same period. The plan has been further specified in a preliminary report whose findings demonstrate that obtaining a shared publishing system for the entire administrative sector is more affordable than having separate systems in each agency. The entire administrative sector will be introducing a shared publishing system for creating their Internet, Intranet and Extranet sites.</p> <p>The JUPO project, as it is known, will include developing the migri.fi website of the Finnish Immigration Service so that it will better cater to the needs of immigrants. This development work will be pursued together with the Info Bank online services aimed at immigrants. In order to serve various immigrant groups more effectively, the Info Bank online service is being revised in terms of content, structure and technology between 2009 and 2011. This reform will allow the service to distinguish better between groups of immigrants according to their reasons for immigration, e.g. employment-based immigrants, students and refugees, and their differing needs for information. A user panel of 15 immigrants was set up to help with the reform.</p> <p>Finland's National Contact Point of the European Migration Network is contributing content to the immigration portal. The purpose of the portal is to offer citizens of third countries information on immigration legislation and permit processes in various EU Member States.</p> <p>Also Finnish embassies abroad inform potential migrants on conditions of legal residence in Finland.</p> <p>4) See above. The main communication tools are info leaflets and Immigration Service's web page. Finland has neither targeted communication strategies nor media projects in the countries of origin. 5) Not at the moment.</p>
	Germany	Yes	<p>We do not have any common information strategy. The respective federal authorities as well as the authorities of the individual German <i>Bundeslander</i> provide information on the requirements for entry and stay within the framework of their respective fields of responsibility, usually in print or on the internet. Information on the internet is globally accessible. Occasionally, publications are produced in certain foreign languages targeting selected countries.</p> <p>For details please confer the list on the websites, attached to the study "The Organisation of Asylum and Migration Policies in Germany", carried out within the framework of the EMN and available on the internet.</p>
	Hungary	Yes	<p>2) Foreigners who wish to enter the territory of Hungary can get information on the rules of admission and residence:</p> <ul style="list-style-type: none"> - On the website of the OIN, where the information / forms about the rules of procedure can be found, The future applicants may contact directly to the immigration authorities via e-mail, - On the website of the Ministry of Foreign Affairs,

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			<p>- In the country of origin of consular representation (personally or on the website), or personally in the branch offices, where the information is made through the information desk(immigration administrators) as well information panel, and also information line (telephone) can help the future applicants.</p> <p>3) The informing of foreigners contains on the one hand, the legal conditions of admission and residence and on the other hand, the followed policy proceedings.</p> <p>4) The "Information Panel - Programme " project was achieved by supporting of the European Integration Fund in 2009 for purpose of expansion of awareness of the third -country national clients and user-friendly delivery of information. The aim of this project was to build an information system, accordance with the requirements of XXI. Century on the OIN'S contact customer services, at the national level.</p> <p>The result of the project was 30 pieces LCD Information System all branch office in the country. The presentation consists of current information substances Hungarian, English, French, Russian, Chinese and Serbian languages and 10 short films about Hungary.</p> <p>The above mentioned project reduces the procedures for correct defects, the new information interfaces to improve the assessment of OIN by clients, as well as directly the satisfaction of the clients.</p> <p>5) With regard to the information campaigns, specific destinations are not marked.</p>
	Italy	Yes	<ol style="list-style-type: none"> 1) Information is spread through the diplomatic consular network or in accordance with the provisions contained in specific bilateral agreements (within the Global Approach to Migration or as per priorities established by the Ministry of Foreign Affairs in cooperation with the Ministry of Interior and the Ministry of Labour). 2) The information is usually available in the country of origin, although in most cases this is accessible online in every corner of the world. 3) The information refers to admission procedures and, for entries due to work reasons, this refers to the kind of jobs available. Furthermore, information on the rights and duties linked to the possession of a permit to stay is also available on the websites of the Ministries in charge of this issue. 4) Websites, call centres, e-mail, consular representations information desks. Among the ongoing experiences, we would like to point out the FLEXI portal, implemented by the Ministry of Labour to facilitate the matching between supply and demand of labour. In particular, this website, as well as providing an exhaustive overview of legislation and procedures regarding admission for work reasons, collects the resumes of potential candidates willing to work in Italy coming from Egypt, Ghana, Libya, Nigeria, Senegal and Tunisia. For further details visit: https://www.flexi.lavoro.gov.it. 5) Privileged partners are those countries that signed with the Italian government ad hoc or re-admission agreements (which, in some cases, include the availability of privileged entry quotas).
	Latvia	Yes	<ol style="list-style-type: none"> 1. Office of Citizenship and Migration Affairs has a web page (www.ocma.gov.lv) where information on entry conditions has been provided. There is an information phone-line as well and a possibility to ask direct questions via web page (forum). Answers are provided within one working day. 2. Information on immigration is provided only on territory of Latvia. On the territory of third-countries the information can be obtained from the Latvian embassies and consulates. Special information campaigns outside of Latvia have not been organized. 3. We provide the information on entry conditions, fees, procedure, and possibilities to appeal. 4. See the answer to question No.1.

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			5. Not applicable.
	Lithuania	Yes	<p>1. Information is provided in institutional web-pages and press-releases.</p> <p>2. In the territory. No particular measures are undertaken in third countries.</p> <p>3. Migration department provides information on its web-page on legal conditions for immigration in English and Russian languages (http://www.migracija.lt/index.php?-484440258). IOM Vilnius in the framework of the project funded by the European Integration Fund in 2009 developed a handbook to migrants “<i>First steps in Lithuania</i>” in 3 languages (English, Russian and Chinese) which provides information on legal immigration (residence permits, declaration of place of residence, citizenship, registration of marriage, birth and death, employment, establishment of companies, taxation, education, social security, health system, and other practical information.</p> <p>4. –</p> <p>-</p>
	Luxembourg	Yes	<p>Migration:</p> <p>1) 2) The information is available not only in Luxembourg but also in the country of origin/residence via the embassies (http://www.luxembourg.co.uk/visas.html) or diplomatic representations of the Grand Duchy. Also the information can be accessed on the internet not only on official websites (e.g. http://www.mae.lu/fr/Site-MAE/Immigration/Entree-et-sejour-des-etrangers2, www.legilux.lu or www.guichet.lu) but also on the websites of some NGO's like ASTI (www.bienvenue.lu)</p> <p>3) In most cases, the available information relates to the application process for different kinds of resident permits, the legal requirements, provision of personal details etc...</p> <p>4) As mentioned, the information is available through different channels: official websites of the administration, Ngo websites with information leaflets and at diplomatic representations. Nevertheless, there are certain projects that aim to inform potential migrants on the prerequisites, procedures and possibilities for immigration to the Grand-Duchy of Luxembourg. The first project that was developed was with the Cape Verde. The project is called « Partenariat pour la mobilité entre l'Union européenne et le Cap-Vert », and was signed by France, Spain, Portugal and Luxembourg. Another program « Migrer les yeux ouverts » (MYO) aimed to inform about immigration with regard to family reunification, expired last year but the government is planning to extend it.</p>
	Malta	Yes	<p>1. Information regarding conditions relating to the migration process are by means of information leaflets available both on the website of the Ministry of Foreign Affairs and the Employment and Training Corporation and are also available at the Offices of the said Ministry and Corporation. With regards to migrants arriving in our territory in an illegal manner, all migrants are given written documentation that clearly indicates their rights and obligations whilst in Malta</p> <p>2. As regards to legal migrants, please refer to reply No. 1, whereas illegal migrants are provided with information only upon arrival in Malta.</p> <p>3 Please .Refer to reply No. 1 All information relating to illegal migrants, i.e. their legal rights and obligations, conditions of stay, detention, asylum is contained in booklet form.</p> <p>4. Please Refer to reply No. 1 Nothing in the countries of origin</p> <p>5. No. N/A</p>

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	Netherlands	Yes	<ol style="list-style-type: none"> 1. - Several public bodies together (for example the IND) offer information on a website: www.newtoholland.nl. <ul style="list-style-type: none"> - The IND provides a website: www.ind.nl. - The IND provides information by telephone. The telephone department (0900-1234561) helps with all questions concerning Dutch aliens policy and nationality legislation. - The IND publishes newsletters, for instance for employers who regularly employ foreign nationals and are admitted to the Highly Skilled Migrant Scheme. - The IND publishes a brochure. 2. As information is also offered through the internet, it also takes place in the country of origin. 3. The IND provides extensive information about: the application (of residence documents), legal conditions, fees and documents that need to be produced, and the forms that need to be filled out. The website www.newtoholland.nl also provides information on social insurance, Dutch vehicle registration, health insurance, income tax return etc. 4. No 5. No
	Portugal	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	Slovak Republic	Yes	<ol style="list-style-type: none"> 1. Potential migrants can obtain information about the conditions of immigration through a diplomatic mission and also through the websites of the Ministry of Foreign Affairs, Ministry of Interior (particularly Bureau of Border and Alien Police of the Police Corps Presidium) and Ministry of Labour, Social Affairs and Family and Center of Labour, Social Affairs and Family. Employees of the last mentioned institution often participate in various international events, e.g. job markets where they inform about living and working conditions in the Slovak Republic. Main information sources in the territory of the SR are governmental and non-governmental organizations focusing on migration issues (Bureau of Border and Alien Police of the Police Corps Presidium, Migration Office of the Ministry of Interior, International Organization for Migration and its Migration Information Center). Frequently used are freely distributed IOM's multilingual information brochures dealing with several topics - business, employment, stay etc. 2. Migrants are provided basic information in their country of origin through a diplomatic mission and more detailed information in the territory of the Slovak Republic (see Answer 1). 3. The Slovak Republic provides information on living and working conditions in the Slovak Republic including rights and obligations related to entry and stay, administrative expulsion and apprehension. In order to facilitate foreigner's integration into the social and labour life of the Slovak Republic IOM Migration Information Center provides legal and job counselling. 4. No, the Slovak Republic does not have any specific projects in the countries of origin.

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			5. No, the Slovak Republic currently does not have such target countries. In the past, as for the labour migration, there was a plan to establish mobile information points and so called Migrant Resource Centres in the countries of eastern and southern Europe (Ukraine, Moldova, Serbia, Croatia, Romania).
	Spain	Yes	<ol style="list-style-type: none"> 1) Information is provided both by public bodies with responsibilities for this issue Public Attention Offices and by trade unions and NGO operating in this field using public funding. 2) Information is provided within the territory and in those countries of origin where Labour Councils exist and in those others with whom migration cooperation agreements have been signed. 3) Legal conditions, procedures, practical information on living and working in Spain (housing, education, health system transport...), rights and duties, programmes and benefits and their requirements, integration and participation activities. 4) Different formats are used but the most are websites (e.g. extranjeros.mtin.es), leaflets and guides (both in paper and electronic format) in those most common languages (English, French, Romanian, Arabic, Chinese), face to face (Public Employment Services, Public Attention Offices, Offices for Foreigners). Regarding those countries with whom agreements on migration management have been signed information is provided through the employment institution in charge of the cooperation project (both face to face and electronic). Sensitizing campaign sometimes are launched in targeted countries. The above mentioned agreements foresee specific clauses binding both parties to provide information on legal migration addressed to the country of origin potential immigrant workers. 5) Yes. Those countries with whom Spain has signed Agreements on management migration flows and those posing specific challenges. The countries are Morocco, Colombia, Ecuador, Mauritania, Dominican Republic.
	United Kingdom	Yes	<ol style="list-style-type: none"> 1. Nowadays this is almost exclusively on our website. 2. Our website is clearly available overseas and our posts overseas do outreach work to agents and other local umbrella bodies. 3. We refer people to our website for the most up to date information. We are increasingly supplementing this with messages throughout the visa application process. We have produced a leaflet with key immigration and customs information (see: http://www.ukvisas.gov.uk/en/aboutus/features/guideforukvisaholders) which is available online and we will also be mailing out with some issued visas overseas. 4. As above, website is the basis of all our information. We supplement this with media work, messages on screens in our visa application centres, online, through outreach events etc. 5. We generally target our information at all nationalities but use more channels with specific messages for some nationalities (for instance a nationality may have more people refused entry at the UK border and we would target messages to help prevent this).
	Norway	Yes	<p>b) Migration:</p> <ol style="list-style-type: none"> 1. We use our web-pages, to inform about the different permits we issue (www.udi.no), as well as about the relevant rules, regulations and practices (www.udiregelverk.no). The latter may be country-of-origin specific, but most of this information is only available in Norwegian. 2. Information not available on a web-site is normally only provided on our territory or through a foreign service mission. The web-sites www.udi.no and www.udiregelverk.no provide information about the different permits we issue, the requirements that

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			you must meet to be granted a permit, and our procedures for handling applications. 3. See replies b) 1 – 3 above. 4. See replies a)3. and b)1 – 3 above.
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