



## How to use the EUAA template leaflets on temporary protection

The EUAA is issuing two leaflets on temporary protection<sup>1</sup> addressed to adults and older unaccompanied and separated children fleeing the war in Ukraine. Timely and standardised information provision tools will enable those fleeing Ukraine to enjoy their rights. The child-friendly version was developed to respond to the specific communication and information needs of children.

The attached template leaflets (with fill-in empty boxes) are shared with the EUAA relevant thematic networks, while non-customisable versions of the leaflets are available on the [EUAA website](#).

### What is the purpose of these leaflets?

- ✓ Support Member States in providing persons fleeing the war in Ukraine with the same information and key messages, in a uniformed approach, on what temporary protection entitles, namely:
  - ⇒ their rights;
  - ⇒ its duration;
  - ⇒ who is entitled and other options for seeking protection;
  - ⇒ the steps to enjoy the rights.
- ✓ Provide the possibility for Member States to fill in empty boxes with relevant information according to their national legislation and practice (e.g. additional rights or provisions, helpline numbers, websites, contact details, any other kind of information).
- ✓ Inform persons fleeing Ukraine on safety measures and advise them to reach out to the authorities in case of need.
- ✓ Provide unaccompanied and separated children with information in a child-friendly way and using age-appropriate language<sup>2</sup>.
- ✓ Provide a format (A4) that is easy and fast to use and print, and also distributed via several communication channels.

The leaflet for unaccompanied and separated children supports Member States in providing children with information in a way that is suitable for them. It is addressed to older unaccompanied and separated children (i.e. above the age of 12-13). Legal concepts were adapted in order to explain them to children in simple, non-technical but accurate language, without oversimplifying. Some children will still need the help of others to be able to understand fully. The leaflet is not intended for younger children, who require a simplified and more visual format.

---

<sup>1</sup> [Council Implementing Decision \(EU\) 2022/382](#) of 4 March 2022 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection (OJ L 71, 4.3.2022).

<sup>2</sup> 'Member states are encouraged to ensure that all children are provided, in a child-friendly and age- and context-appropriate manner, with relevant information on the situation, their rights and on procedures and services available for their protection.' [Communication from the Commission on Operational guidelines for the implementation of Council implementing Decision 2022/382](#) establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection, (C(2022) 1806, final, 21.3.2022).







## Why were these leaflets created?

The EUAA develops common practical tools and guidance according to its overall aim of supporting Member States in achieving common standards and high-quality processes within the Common European Asylum System (CEAS). The leaflets complement the information provision initiatives launched by the European Commission<sup>3</sup> and support a response according to the operational guidelines dated 21 March 2022.

## Customising the templates using the empty boxes

National authorities should fill in the empty boxes with relevant information according to their national legislation and practice, as explained below.

### a) Leaflet for adults

#### Box 'My rights'

Member State national authority to add any other categories of rights applicable in their country, or any helplines or website that have been activated in order to provide relevant information

#### Box 'What if I am not entitled to temporary protection but cannot go back to my country safely?'

Member State national authority to add information on how to apply for international protection and the procedure that follows. The Member State national authority can also add any other relevant information of other types of protection (such as humanitarian protection) people could be entitled to. This can also include links to available websites where relevant information is provided.

#### Box 'How can I enjoy the rights related to temporary protection?'

Member State national authority to add information on how to apply for Temporary Protection and the procedure that follows. This can also include links to helplines and/or websites that have been activated in order to provide relevant information.

### b) Leaflet for unaccompanied and separated children

#### Single box

Member State national authority to add any other information in accordance with their national legislation and practice relevant for children, or any helplines or websites that have been activated in order to provide relevant information.

*Note. The EUAA provides the translation of the template in different languages. EUAA will not be able to ensure the translation of the customised content, which needs to be done by the Member State.*

## How and who should use these leaflets?

- ✓ For information provision upon arrival or when people register for temporary protection.
- ✓ To be handed out by contact officials or other entities or persons who provide information to people fleeing Ukraine.

<sup>3</sup> European Commission website, '[EU solidarity with Ukraine](#)'.



- ✓ Responsible authorities and those who coordinate information provision activities are encouraged to widely disseminate the final product through different communication channels, depending on their national context.
- ✓ Depending on when, where and how the leaflets are handed out, complement the information verbally with additional information relevant for the persons at that specific moment in time, especially for people with reading impairments.

### **How do these leaflets relate to national legislation and practice?**

These are soft convergence tools and are not legally binding.

### **Practical tips regarding graphic design, layout and printing**

- The EUAA remains available if support is needed with amending the customisable leaflets.
- Create text boxes when adding content to the highlighted boxes and, if possible, copy the formatting of the body text to maintain the visual style.
- For printing always export to PDF beforehand to make sure that everything is correct before printing.
- Print in colour and on A4 double-sided if possible.
- Please contact the EUAA graphic design team at [graphic.design@euaa.europa.eu](mailto:graphic.design@euaa.europa.eu) for graphic design support.