Italy has published the 2025 edition of the Operational Manual for the activation and management of integrated reception services under the System of Reception and Integration (SAI). The updated manual provides guidance for local authorities and service providers involved in delivering reception and integration services for beneficiaries of international protection.

The manual is issued in line with existing SAI guidelines and reflects the framework established by the Ministry of the Interior for organising and managing reception services. It is intended to support consistent implementation across different local contexts.

The 2025 edition incorporates a comprehensive revision of content, structure, and operational guidance. Updates include a reorganisation of chapters to improve clarity, alignment with legislative developments introduced in recent years, and stronger coordination with the financial reporting manual used within the SAI system.

The revised approach places greater emphasis on practical implementation methods, focusing on how services should be delivered rather than outlining specific case scenarios. This is intended to make the guidance more adaptable to varying local conditions.

New and updated sections address key thematic areas, including procedures for recognising international protection, support for individuals affected by labour exploitation, and the management of reception services in emergency situations. Additional focus is given to vulnerable groups, such as victims of trafficking, survivors of domestic violence, and unaccompanied minors.

The manual also introduces updated operational tools and templates, including revised models for reception agreements, facility regulations, and personal documentation. These are designed to support standardisation and improve service delivery across the network.

The SAI Operational Manual is used by a wide range of stakeholders, including local administrators, project coordinators, social workers, and partner organisations involved in reception and integration activities. It forms part of broader efforts to strengthen coordination and effectiveness within Italy’s reception system.

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- Reception and Integration System | Sistema Accoglienza e Integrazione (3 March, 2026), Manuale operativo per l’attivazione e la gestione di servizi di accoglienza integrata del Sistema di Accoglienza e Integrazione – SAI [Operational manual for the activation and management of integrated reception services of the Reception and Integration System – SAI], https://www.retesai.it/wp-content/uploads/2026/02/MANUALE-OPERATIVO_SAI_15_12_25_.pdf

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