Information provision - Slovenia

Overview

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Relevant EU legislation

Slovenia is bound by EU legislation and has transposed relevant provisions through the International Protection Act | Zakon o mednarodni zaščiti (ZMZ-1) and further amendments.

National legislation

International Protection Act | Zakon o mednarodni zaščiti (ZMZ-1)

Competent authority and other stakeholders

Area/stage of the asylum procedure	Competent authority
Reception	Office of the Government of the Republic of Slovenia for the Support and Integration of Migrants
Registration of application	Police | Policija Migration Directorate, International Protection Procedures Division (Ministry of the Interior) | Direktorat za migracije, Sektor za postopke mednarodne zaščite

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Area/stage of the asylum procedure	Competent authority
Lodging of application	Migration Directorate, International Protection Procedures Division (Ministry of the Interior) | Direktorat za migracije, Sektor za postopke mednarodne zaščite
Dublin procedure	Migration Directorate, International Protection Procedures Division (Ministry of the Interior) | Direktorat za migracije, Sektor za postopke mednarodne zaščite
Assessment of application	Migration Directorate, International Protection Procedures Division (Ministry of the Interior) | Direktorat za migracije, Sektor za postopke mednarodne zaščite
Communication of first instance decision	Migration Directorate, International Protection Procedures Division (Ministry of the Interior) | Direktorat za migracije, Sektor za postopke mednarodne zaščite
Content of protection	Office of the Government for the Support and Integration of Migrants, integration consultants, contracted NGOs
Appeal procedure	Migration Directorate, International Protection Procedures Division (Ministry of the Interior) | Direktorat za migracije, Sektor za postopke mednarodne zaščite
Communication of second instance decision	Administrative Court of the Republic of Slovenia

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Area/stage of the asylum procedure	Competent authority
Resettlement	Migration Directorate, International Protection Procedures Division (Ministry of the Interior) | Direktorat za migracije, Sektor za postopke mednarodne zaščite, Office of the Government of the Republic of Slovenia for the Support and Integration of Migrants, UNHCR

Provision of information in the asylum procedure

Access to procedure

Currently no screening exists as outlined in the Pact on Migration and Asylum, but there is a preliminary procedure conducted by the police. During this preliminary procedure, third-country nationals are briefly informed about the asylum procedure. They receive more detailed information later at the asylum centre and at the Ministry of the Interior before lodging their application. At police stations, asylum centres and the ministry, information brochures from UNHCR, the EUAA and the ministry are available. Additionally, a TV displaying informative material will soon be activated at one of the hotspots.

The initial information is provided at the police station, followed by more detailed information at the asylum centre and the ministry, typically through group sessions. When necessary, individual information is given to accommodate special procedural needs. The police first provide information on how to access the asylum procedure at the police station. The EUAA and the ministry leaflet which is available at police stations covers various topics, including:

- What international protection means;
- What happens when one expresses the intention to apply for international protection;
- The steps of the international protection procedure; and

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- The rights and obligations of applicants.

The Ministry of the Interior, with the support of the EUAA and UNHCR, develops these materials, which are available in the form of leaflets, posters, brochures and videos, which can be accessed using a QR code. Information is available in several languages, including English, Arabic, Bengali, Spanish, Farsi, French, Hindi, Kurmanji, Pashto, Punjabi, Portuguese, Russian, Turkish, Ukrainian and Urdu. Special brochures and videos are created for unaccompanied minors using a child-friendly language.

For third-country nationals in detention, police officers in the detention centre provide information at first. Later, official representatives from the asylum authority visit the detention centre to guide individuals through the lodging procedure.

For more information: Information Portal

Dublin procedure

Information about the Dublin procedure is provided to applicants before lodging their application. The aim of the personal interview is explained both at the time of the interview and in the invitation for the interview by the Ministry of the Interior. During the process, applicants are informed that their fingerprints will be taken and the competent Member State will be determined through the Dublin procedure. The reasons for which an individual may be considered under the Dublin procedure are provided, and applicants must notify the competent authority if they have family members within the EU.

The information is supported through videos and leaflets. These materials are available in several languages, including English, Arabic, Bengali, Spanish, Farsi, French, Hindi, Kurmanji, Pashto, Punjabi, Portuguese, Russian, Turkish, Ukrainian and Urdu. The common information leaflet is complemented by national information according to the International Protection Act. For unaccompanied minors, brochures and videos are available using a child-friendly language.

Upon receiving a notification of a transfer decision, applicants are informed about legal remedies in writing as part of the decision. If the applicant is illiterate, the decision and the information on legal remedies are read to them by an interpreter. In addition to the decision, applicants receive a list of refugee counsellors who provide free legal assistance and representation.

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For more information: Information Portal

First instance determination

Applicants are informed about the possibility of an admissibility interview on the day of the interview, as well as in the invitation to the interview. This information is provided by the Ministry of the Interior.

Applicants are informed about the personal interview both at the lodging stage and in more detail during the personal interview. The competent authority ensures that applicants are informed about the aim, purpose and importance of the interview, as well as the procedural specifics. They are informed about their rights and obligations during the interview, the role of the actors present in the interview, confidentiality issues and the availability of interpretation services.

The information is provided in an individual setting, and applicants are informed about the date and location of the interview either in person on the day of lodging or through a written invitation.

Upon completion of the interview, applicants are informed verbally by the interviewer about the possibility to submit further evidence, if necessary, and the applicable timelines to do so.

Regarding the next steps in the procedure, applicants are informed verbally at the end of the interview by the interviewer, who provides guidance on what to expect next in the procedure. Integration officers provide information to those who have been granted protection.

When a decision granting protection status is made, beneficiaries receive information on their rights and obligations. This information is shared with them in a clear manner, explaining the rights and responsibilities associated with their status.

If a negative decision is issued, applicants are provided with information on the possibility to lodge an appeal. This information is given in the legal remedy section of the decision. If the applicant is illiterate, an interpreter reads the decision and the information about legal remedies aloud to the applicant. In addition to the decision, applicants receive a list of refugee counsellors who provide free legal assistance and representation.

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For applicants whose application has been rejected, information on return options, including assisted voluntary return and reintegration, is provided. This information is communicated in written form and includes details about Reintegration Assistance for Migrants by Frontex. If necessary, an interpreter is available to assist applicants who cannot read the written material.

Legal assistance and representation

Applicants receive information on their right to consult, at their own cost, a legal adviser or other counsellor on matters relating to their application at all stages of the procedure during the lodging process. This information is provided by the Ministry of the Interior through brochures, videos and verbal explanations both at the lodging and during the personal interview.

Information on the right to free legal assistance and representation in the appeal procedure is provided at the lodging stage and is included in the legal remedy section of the decision on international protection. This information is communicated in written form and verbally by the competent authority. Applicants are also informed that the competent authority can assist them in contacting refugee counsellors.

Resettlement and humanitarian admissions

UNHCR is responsible for information provision activities during the identification phase.

UNHCR and Ministry of the Interior are responsible for information provision activities during the selection phase.

UNHCR and the Government Office for the Support and Integration of Migrants (UOIM) are responsible for information provision activities during the pre-departure phase.

The UOIM is responsible for information provision activities during the travel phase.

The UOIM is responsible for information provision activities during reception phase.

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A first orientation programme is provided before the arrival of refugees selected for resettlement. It includes information on their rights and obligations, opportunities to attend language classes, details about the social, cultural and political situation in the country, and relevant procedures for obtaining necessary documents, including travel documents. This orientation programme is separate from and does not substitute the broader integration programme available to all beneficiaries of international protection. Information is provided by personnel from the UOIM Initially, a short orientation programme is offered before departure. All information on the first months of stay in Slovenia are communicated to refugees selected for resettlement (what to do first, when they arrive, where to live, where to go to school etc.) so they have concrete information before resettlement. Procedures are explained in detail. Following their arrival, resettled refugees have the right to participate in a 60-hour integration programme.

For more information: Information Portal

Content of protection

Beneficiaries of international protection are informed about their rights and obligations before and after arrival in Slovenia. This includes information on the basic social system, such as employment, education, social and healthcare services, access to financial assistance and language courses. Beneficiaries of protection are also guided on obtaining relevant documents, including travel documents. This information is provided by personnel from the Government Office for the Support and Integration of Migrants (UOIM), integration consultants or contracted NGOs during regular monthly meetings, and through courses on Slovenian society. They receive information on integration activities during their orientation and ongoing consultations. These activities include courses on Slovenian society, language training and practical guidance on functioning within the country. Integration consultants or contracted NGOs provide this information during individual meetings or structured courses.

The Employment Service of Slovenia provides information on employment opportunities and labour market access when beneficiaries of international protection visit their offices. Dedicated employment counsellors in Ljubljana and Maribor work exclusively with them, offering guidance on vocational training, workplace learning and labour market measures. The employment counsellors also engage potential employers through workshops and job fairs, highlighting

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the working rights of beneficiaries of protection. Additional employment-related information may be provided by the Legal Centre for the Protection of Human Rights and the Environment (PIC).

Protection status holders are entitled to the same educational rights as nationals, covering pre-school to adult education. Children are usually enrolled in schools before their international protection status is granted. Beneficiaries of protection are informed about coverage for educational costs, translation costs for recognising qualifications, and procedures for proving educational attainment when formal documentation is unavailable. Information is provided by integration consultants and relevant educational institutions. Information on accessing healthcare is shared during orientation sessions and monthly meetings with integration consultants. Protection status holders are informed about healthcare rights, how to access services and procedures for specific healthcare needs.

Beneficiaries of international protection are guided on obtaining residence permits during regular consultations with integration consultants. This includes procedural details, document requirements and timelines.

Information is delivered in written, oral and audiovisual formats, adapted to the needs of the beneficiaries, and is supported by collaboration with NGOs and other relevant bodies.

Provision of information in reception

Reception conditions

Upon arrival at the reception facility, applicants are promptly provided with essential information on their rights, obligations and living conditions. This occurs during an initial information session before lodging the asylum application and continues throughout the stay. These sessions are typically delivered in a group setting. Later, individual sessions are offered to address specific needs or clarify questions. The Government Office for the Support and Integration of Migrants (UOIM) is primarily responsible for delivering this information. Personnel working in reception centres provide guidance directly, supported by NGOs and other officials who play a role in ensuring the information is accessible and understood. Translators are used when required, and the same messages are repeated at different stages to reinforce comprehension. The information covers a wide range of topics, including rights and obligations, house rules and daily activities, in

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addition to fire safety, living conditions, and activities inside and outside the facility. Moreover, each applicant must sign a document acknowledging receipt of this information.

Information material, including brochures and videos, are developed by the UOIM, based on material and recommendations from the EUAA. Social workers and other officials communicate information directly during group or individual sessions.

Materials are translated into a range of languages spoken by the applicants and are designed to be clear, concise and easily understood. Additionally, specialised materials are prepared for applicants with specific needs.

Comprehensive information about organisations offering legal assistance and representation is made readily available within the premises of the Asylum Centre and its branches. These include NGOs and other organisations that provide support and organise activities to assist applicants in navigating the asylum process.

Applicants are entitled to urgent medical care, which includes emergency medical assistance, dental services and specialised healthcare for women, such as contraception, abortion, prenatal care and childbirth support. Children and students under 26 years are entitled to healthcare equivalent to Slovenian nationals. Vulnerable groups can access psychotherapeutic services with approval from a specialised committee. In exceptional cases, other asylum seekers may also receive additional healthcare services.

Guidance on accessing healthcare services is provided by UOIM personnel, primarily social workers and medical staff working in reception facilities. Information is conveyed orally during sessions, through written materials and with the assistance of interpreters to ensure clarity.

After 3 months of lodging the asylum application, applicants gain the right to access the labour market. They can engage in self-employment, secure jobs or pursue other work opportunities without additional requirements.

Information on employment-related rights is provided by social workers and officials in reception centres, by Public Employment Service and by the Legal Centre for the Protection of Human Rights and the Environment (PIC).

Applicants are informed of their right to access all levels of education, including pre-school, primary, secondary, higher education and adult learning programs.

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Language learning opportunities and skills development courses are also included. Social workers at the UOIM provide applicants with detailed information on how to enrol in educational programmes and access necessary support services. This guidance is shared through individual consultations, group sessions and written material tailored to the needs of applicants.

In detention

Upon arrival at the detention centre, detainees are systematically informed about the rules governing the facility, their rights, and their obligations as residents of the detention centre.

This information is shared immediately when the detainee is first admitted to the detention centre. It is a key part of the initial orientation process.

The responsibility for delivering this critical information is shared by social workers and police inspectors.

Social workers handle the admission process, ensuring that the detainee is thoroughly informed about the facility regulations, their rights and obligations, and fire safety instructions. This is done during an individual interview conducted in a language that the detainee understands. A translator is provided if necessary to facilitate clear communication. Police inspectors assist social workers in delivering this information during the orientation interview. The detainee is provided with written documentation outlining the house rules and regulations, as well as their rights and obligations.

The social worker also explains the location of detailed law and regulation extracts, which are stored in each department for reference.

The detainee acknowledges receipt of this information by signing the provided documents. Additionally, they sign an acknowledgment form confirming their awareness of where to locate the law and regulation extracts within the facility.

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