

European Union Agency for Asylum



COA International Exchange Event
Eindhoven, 15 and 16 May 2025

Self-Reliance through Digitalization in Reception in Europe

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Agenda



1

Self-Reliance
through
Digitalization
in Reception

2

EUAA Sources

3

Q&A

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Self-Reliance through Digitalisation in Reception

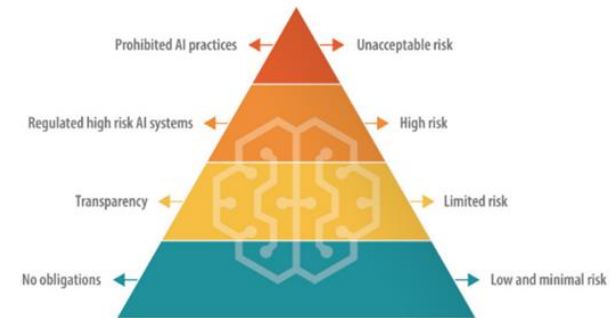


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At EU level:



AI Act



[EUAA Strategy on Digital Innovation in Asylum Procedures and Reception Systems](#)

Self-Reliance through Digitalisation in Reception



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Across EU+ countries:



EUAA Query Portal - RCN.2025.002 - Self-Reliance through Digitalization in Reception

Digitalization Strategy:

- **Countries with a strategy:** Norway and Sweden
- **<1 year of digital efforts:** Cyprus and Latvia
- **2–5 years of digital efforts:** Czechia, Portugal
- **5+ years:** Sweden and Netherlands

Self-Management Tools:

- **Netherlands:** residents' card for fast-digital identification to COA-premises.
- **Czechia:** Partial availability (Web app in development and digital forms in use)
- **Latvia:** booking appointments for status, right to work, healthcare
- **Other countries:** Testing phase, not yet available

24/7 Access to Services:

- **Belgium:** Information system fedasilinfo.be
- **Czechia and Latvia:** 24/7 physical staff support in centres and materials
- **Netherlands:** MyCOA
- **Sweden:** My Page
- **Other countries:** Partial digital access, basic info via online registers

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Across EU+ countries:

AI tools:

- **Netherlands:** GeoMatch
- **Sweden:** algorithm to create distribution in the country

Digital literacy programs

- **Belgium:** “Digital Skills” project and Sweden (NGOs)
- **Czechia:** future programs under the EU Pact on Migration and Asylum
- **Latvia:** use of computers for self-training with staff support.
- **Netherlands:** workshops, digital integration programs, digital peer-support programs and access to devices.

Empowerment through digital tools

- Sweden (My Page) and Norway (START), feedback from users
- Netherlands also promotes regular resident meetings

Key challenges promoting digital self-reliance:

- Tools still developing but not yet driving self-reliance
- Elder generation/persons with health issues and digital literacy
- Legal obstacles/ cyber-attacks
- Accessibility/ literacy / language
- Personal interactions vs digital interfaces
- Level of digital infrastructure on reception facilities

Self-Reliance through Digitalisation in Reception



Across EU+ countries:

Future Digitalisation plans:

- **COA (Netherlands)** : digitalisation roadmap
- **Belgium**: chatbot on Fedasilinfo
- **Cyprus**: early steps in Digitalisation
- **Czechia**: Applicant App full implementation
- **Latvia**: Pact implementation, digitalisation of asylum and reception
- **Norway**: Digital Screening Implementation
- **Portugal**: Internal Digitalisation
- **Sweden**: Digitalisation for allowances
- **Other countries**: reception capacity management system

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EUAA Sources



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[EUAA Asylum Report 2024 + National Asylum Development Database 2024](#)
[EUAA Asylum Report 2025 – coming soon!](#)



[EUAA Case Law Database](#)



[EUAA Who is Who in International Protection: Overview of national reception systems](#)



[EUAA Database on International Protection in Europe – coming soon!](#)



Upcoming EUAA situational update on self-reliance through Digitalisation in Reception across EU+ countries – coming soon!

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Q&A!

Questions? Remarks?

Exchange of views/suggestions!





Coffee Break!

30 minutes

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