



1,199 Outreach volunteers identified



Since 1 January 2018

612 Community visits and meetings conducted

449 Individual referrals to services

48 Community-led interventions

BACKGROUND



The Community-Based Protection and Urban Outreach Strategy (2017-2019) for Refugees in Pakistan was endorsed in July 2017. The overall goal of the strategy is for refugees living in Pakistan to be empowered and their resilient capacity strengthened, enabling them to minimize their exposure to protection risks and improve their overall protection environment, with a special focus on the most vulnerable.

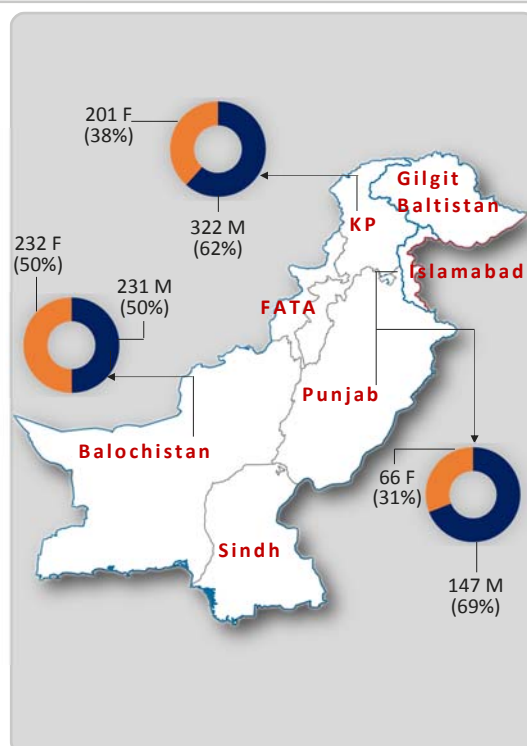
The four key priorities of the strategy covers:

1. Networks of outreach volunteers to facilitate effective and efficient outreach and communication with communities.
2. Training and capacity building of UNHCR, partners and communities in the practice of community-based protection.
3. Community-level referral pathways to services and accountability mechanisms.
4. Support to positive behaviour change to reduce incidence of harmful social practices.

OUTREACH VOLUNTEER ACTIVITIES



- ⇒ Participatory assessments have been successfully completed throughout the country. Outreach volunteers were key to ensuring the success of the assessments, by mobilizing the community to participate in the focus group discussions and key informant interviews, as well as identifying communal spaces in urban areas to hold the discussions.
- ⇒ Females outreach volunteers in Hazara town in Quetta, Baluchistan initiated a skills training center for females to learn sewing and tailoring. Nine machines were donated by outreach volunteers for use by participants of a three months training course.
- ⇒ Outreach volunteer and elders in Haripur community in Khyber Pakhtunkhwa province reported to the Advocacy and Legal Aid Center teams about the imposition of Section 144 of the Criminal Procedure Code of 1973, which can prohibit an assembly of more than four persons in an area, was being imposed to restrict their movement to work. The Advocacy and Legal Aid Center team shared helpline numbers with the outreach volunteer in case they would require assistance.
- ⇒ An outreach volunteer in Saranan refugee village in Quetta, Baluchistan province, has started free English language classes for refugee children in the community. Currently 15 students are enrolled.



⇒ Outreach volunteers in Posti refugee village in Baluchistan province collected funds for a vulnerable female-headed household to help her open a shop, in order for her to earn a living for herself and three children.

COMMUNICATION WITH COMMUNITIES



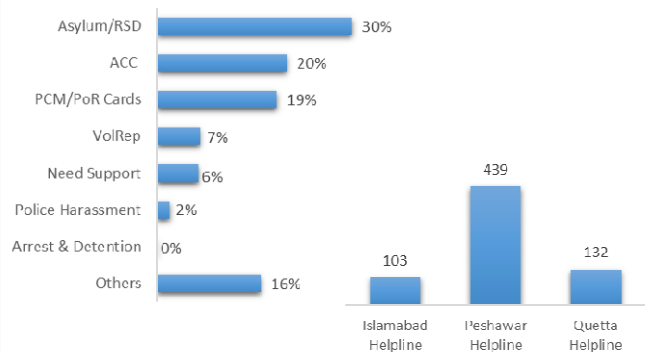
⇒ Information needs assessments were conducted utilizing 20 group sessions and 20 individual interview sessions with males and females in 10 refugee villages in Baluchistan province. Information needs assessments with 14 males and 15 females were conducted in Haripur and Pindi Road cluster in Khyber Pakhtunkhwa province, with assistance from outreach volunteers. The purpose of information assessments is to identify the information needs and preferences of each community, to tailor messaging.

⇒ A female outreach volunteer of Ghaus Abad cluster in Quetta, Baluchistan conducted a health and hygiene session for 31 females and 40 children in her community.

PROTECTION HELPLINE



⇒ The majority of calls in Khyber Pakhtunkhwa were regarding Proof of Registration cards and modification centers; in Punjab the majority of calls were in regards to Afghan Citizen cards; in Baluchistan, the majority of callers inquired about asylum and refugee status determination.



COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio and TV



E-mail Accounts (UNHCR & Partners)



Complaint & Feedback Boxes



Helplines (UNHCR & Partners)



Community and Shura Meetings



Mass Information Materials



Social Media (Facebook, Twitter)



In-Person Inquiries

⇒ Two awareness raising sessions on safety and services for children, were conducted with girls attending schools in Hazara Town and Ghaus Abad clusters in Quetta. Over 100 children attended sessions, which were facilitated by UNHCR staff and UNHCR's community-based protection partner staff, in close collaboration with outreach volunteers.

⇒ Six sessions on sexual and gender-based violence causes and prevention, were conducted with refugee communities in Quetta, Baluchistan. A total of 67 males and 81 females attended the sessions.

⇒ In Baluchistan, Khyber Pakhtunkhwa and Punjab provinces, outreach volunteers were provided with information on the extension notification of Proof of Registration cards and Afghan Citizenship cards, for further dissemination among their communities.

LINKAGES WITH OTHER SECTORS



⇒ The community of Gandaf refugee village in Khyber Pakhtunkhwa province recently established a labor room and pharmacy utilizing community funds. To sustain the health services, refugees provide contributions based on an agreed upon fee structure.

⇒ UNHCR's community-based protection partner in Baluchistan province organized sessions with 23 religious leaders to discuss concerns of child protection and sexual and gender-based violence in the community and how they can be involved to reduce harmful practices. The leaders agreed to use their influence to bring positive change to their community, by advocating for behavioral changes when interacting within their community and Friday prayer speeches.

⇒ Outreach volunteers in Khyber Pakhtunkhwa province played a vital role in identifying and preparing lists of qualified refugee youth for inclusion in the upcoming paramedic courses which will be provided by the Ministry of Health.

⇒ Nine extremely vulnerable individuals were provided with assisting devices and in-kind support, including hearing aids, tricycles, and crutches in Baluchistan province. UNHCR staff, outreach volunteers and community members attended the distribution of devices.

TRAINING AND CAPACITY BUILDING



⇒ A three day first aid training was conducting for outreach volunteers in Quetta, Baluchistan province.

⇒ UNHCR staff assisted with training 17 female and 21 male outreach volunteers in Chakwal and Mianwali districts of Punjab province.

⇒ New outreach volunteers in urban locations in Khyber Pakhtunkhwa province, were trained on outreach volunteer training modules which cover terms of reference, code of conduct, information dissemination and effective communication.

⇒ A four day capacity building sessions was conducted for male and female community members in Quetta urban to enhance understanding of persons with specific needs, child protection issues, sexual and gender-based violence, protection monitoring and referrals.