



**1,222** Outreach volunteers identified



Since 1 January 2018

**790** Community visits and meetings conducted

**574** Individual referrals to services

**58** 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.

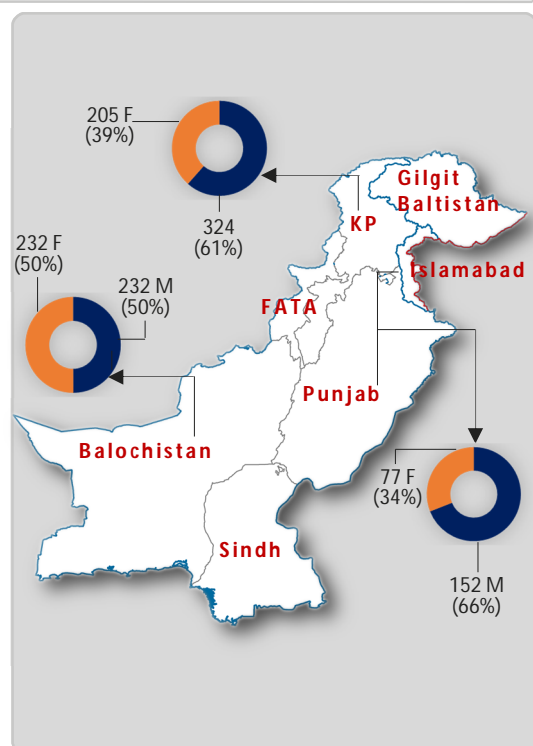
The four key priorities of the strategy covers:

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



- ⇒ Outreach volunteers in Baluchistan, Khyber Pakhtunkhwa and Punjab organized events to commemorate the 16 Days of Activism against Gender-Based Violence. Events included sporting matches, street theaters, speeches, and community awareness sessions.
- ⇒ 50 outreach volunteers in Surkhab, Saranan, Katwai, Zarh Karaiz and Chaghi refugee villages in Baluchistan province have participated in a polio eradication campaign by conducting a door to door campaign and community mobilization on importance of the polio vaccination for children.
- ⇒ In Khyber Pakhtunkhwa, outreach volunteers initiated a Whatsapp group and a Facebook page for sharing information and to improve coordination on community activities. Information regarding scholarships, school admission process, VRC closures/openings, and PoR card extensions is now shared by outreach volunteers through these online platforms.
- ⇒ Refugee community in I-12 Afghan settlement in Islamabad constructed a six room school with the support of a philanthropist through Afghan Embassy in Islamabad.



## COMMUNICATION WITH COMMUNITIES

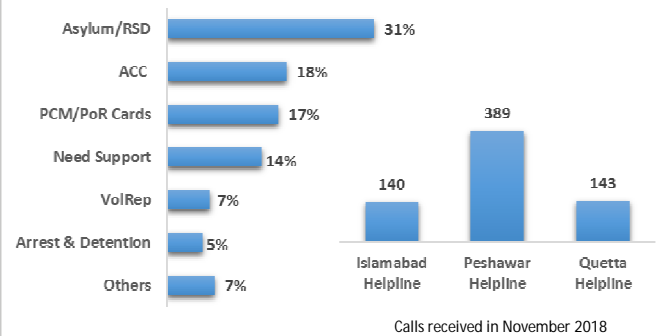


- ⇒ The Community-Based Protection team in Baluchistan conducted 28 awareness sessions reaching 342 women and 361 men on issues related to gender, persons with specific needs, health, child protection, PoR cards, legal protection, and voluntary repatriation with refugee communities.
- ⇒ The Community-Based Protection team in Khyber Pakhtunkhwa, through active involvement of outreach volunteers, is working to identify eight communal places in focused urban refugee areas. An initial assessment was conducted jointly by partners and outreach volunteers and several meetings have been held with Afghan refugee community to provide space.

## PROTECTION HELPLINE



- ⇒ The majority of calls in Khyber Pakhtunkhwa were regarding Proof of Registration (POR) Cards, Modification Centers (PCM), and the Afghan Citizen Card (ACC). In Punjab, the majority of calls were in regards to ACC. In Baluchistan, the majority of calls were in regards to Refugee Status Determination (RSD) and Resettlement.



## 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

## LINKAGES WITH OTHER SECTORS



- ⇒ Urdu language classes for non-Afghan children were started in Islamabad in order to facilitate their transition to mainstream education. Currently, 13 refugee children and parents are participating in the course.
- ⇒ Following protection monitoring visits that identified persons with specific needs, the Community-Based Protection team provided assistance devices and in-kind support to 75 extremely vulnerable Afghan refugees residing in various refugee villages. The assisting devices included hearing aids, tricycles, and crutches which will support these individuals to become self-reliant.
- ⇒ To establish linkages and referral mechanisms, the Community-Based Protection team in Khyber Pakhtunkhwa held coordination meetings with Humanitarian Medical Relief Body (HMRB), a medical facility in Tajabad cluster, and the principal of Khalil Academy School in Haji Camp cluster. The medical facility agreed to provide healthcare to vulnerable Afghans at a discounted rate and to provide community sessions on health and hygiene with logistic support from UNHCR's partner. The Khalil Academy School is currently providing education to 750 children of which 287 are Afghan refugee children. A meeting was held to discuss the possibilities of fee exemption for vulnerable refugee children as well as ongoing coordination.

## TRAINING AND CAPACITY BUILDING



- ⇒ The UNHCR focal point for the Protection from Sexual Exploitation and Abuse (PSEA) gave a one-day training to nine UN

and Partner staff on the prevention from sexual exploitation and abuse and the Code of Conduct in Karachi. Similarly half day session on identification and reporting of sexual and gender-based violence was facilitated for four partner staff.

- ⇒ The Community-Based Protection team in Khyber Pakhtunkhwa trained 49 Social Animators and 20 Assistant Directors working with the Commissionerate for Afghan Refugees (CAR) on the outreach volunteer approach as part of a community-based protection roll-out in 43 refugee villages (RVs). The Social Animators and Assistant Directors will further empower and capacitate the outreach volunteers selected in all RVs throughout 2019.
- ⇒ 62 new outreach volunteers in Punjab and 95 in Khyber Pakhtunkhwa received training on their roles and responsibilities by UNHCR's Community-Based Protection team and partners.

## UNHCR's COMMUNITY-BASED PROTECTION



Society for Human Rights and Prisoners' Aid



Water, Environment & Sanitation Society



Drugs and Narcotics Educational Services for



Rural Empowerment and Institutional



Commissionerate of Afghan Refugee Punjab