**Community-Based Protection**
**UNHCR Hungary**
**January - March 2023 (Quarter 1)**

**Community-Based Protection in Numbers**

**Visits to the Budapest Helps! Community Center**
3,677

**Breakdown of Participants**
- Women: 1,786
- Men: 375
- Girls: 722
- Boys: 479

**Activities Carried Out in the Budapest Helps! Community Center**
310

**Services and Community Engagement in the Centre**

**Recreational Activities**
- Aquarelle classes
- Sound bath
- AciniJoga yoga class
- Breathing exercises and movement for relaxation

**Information Provision**
- Focus-group discussions, awareness-raising sessions on legal issues, education, child protection, health (including mental health) and GBV
- Information dissemination on access to services through brochures, leaflets, hotlines and service mapping

**Community Platform**
- Ukrainian Social Choir
- Women Circle

**Skills Development**
- Hungarian Language Course
- English Learning Course
- Music course on playing ethnic drums

**Community Centre Highlights**

- **30 events organized**, including women circle, folk music evenings, book events, cinema nights, and embroidery and beading class
- **40 refugees** attended the photography workshop

Source: UNHCR
For more information, please contact: hunbu@unhcr.org | unhcr.org/hu | help.unhcr.org/hungary
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**COMUNICATION WITH COMMUNITIES**

**UNHCR HELPSITE**
- 19,003 VISITS
- 35,254 VIEWS

**UNHCR TELEGRAM CHANNEL**
- 1,918 SUBSCRIBERS
- 396 POSTS SHARED
- 53% OF SUBSCRIBERS READ THE POSTS

**UNHCR HELPLINE**
- 151 CALLS
- Top Requests:
  - 29% Registration and Documentation
  - 14% Housing and Accommodation

**E-MAIL INFORMATION PROVISION**
- 80 E-MAILS ANSWERED
- Top Requests:
  - Cash Assistance
  - Long- and Short-term Accommodation
  - Language Courses
  - Legal Stay

**MAIN CONCERNS OF REFUGEES ON SOCIAL MEDIA**
1. Accommodation, both long-term and short-term
2. Psychological support
3. Humanitarian organizations/assistance, which provide financial assistance, help with housing and utility bills, food, clothing, etc.
4. Medicine (language barrier, doctors’ failure to recognize the status of Temporary Protection)
5. Part-time and full-time employment

**Complaint and Feedback Mechanisms (CFM)**

Complaint and Feedback Mechanisms (CFM) promote information sharing and transparent communication between UNHCR and partners with communities to ensure their participation in the monitoring of the quality and access to services and assistance delivered, as well as decision-making on all issues affecting their lives. The CFM allow UNHCR and its partner staff to provide timely and protection-sensitive solutions to complaints and feedback to communities.

UNHCR and its partners have established an effective feedback and complaint procedure through different channels, to report serious misconduct or procedural unfairness. Feedback from the community can be shared through a dedicated online feedback form, by e-mailing UNHCR at hunbucontact@unhcr.org or texting UNHCR Hungary’s Facebook page, or via calling the toll free refugee helpline.

**Focus Group Discussions**

10 Focus Group Discussions with
16 Third Country Nationals
29 Ukrainian Nationals

- **Language barrier is among the top concerns with accessing basic services in all fields**
  - “That it is a luck when you meet [an] English speaking doctor but when the doctor doesn’t speak English it becomes a problem.”
  - “Landlords do not speak English.”

- **Financial support raised as a main concern**
  - “Financial support is needed. The help from the government is very low. Inflation is high and the prices rise, especially on food, two times higher than they were [a] year ago.”

- **Refugees experience difficulties finding accommodation and jobs**
  - “Hungarians do not want to rent apartments to Ukrainians who are unemployed and sign short term contracts. There is a change in how it was before and now.”
  - “The prices went high dramatically but the salaries remain on the previous level.”
  - “We would have many ideas to start a business or even work [in] our own fields in the social sector, but without support we are not able to do anything.”

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