



SECTOR KEY FIGURES

60,496
of Persons of Concern (POCs) in Greece as of 18 October 2016
Source of data: Governmental figures

Men, 42% Children, 37% Women, 21%

41 (11 Urban areas & 30 sites)
of sites covered by CWC Sector
Source of data: Activityinfo

2,030
of Protection related information disseminated

10
of Info point maintained

13
CWC Assessment conducted
Source of data: Activityinfo

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JULY-SEPTEMBER HIGHLIGHTS

During this period, the CWC Working Group finalised a CWC Handbook for Greece, which brought together tools and practical advice for effective communication with communities in sites around Greece.

The handbook was produced with contributions from Caritas Athens, Hellenic Red Cross, International Federation of the Red Cross and Red Crescent Societies (IFRC), Internews, Oxfam and Translators Without Borders. It is scheduled for a review and update in December.

The Handbook was the basis for training field staff in best practice approaches to delivering and collecting information from POCs; two way communications; facilitating information sessions and more. It has resulted in improved communications with communities in sites on the islands and mainland.

The period of July through September was highlighted by the rolling out of the pre-registration procedure, and the subsequent assigning of registration appointments at the Asylum Service.

During this time an extensive communications with communities strategy was developed and implemented to explain and facilitate the procedure. 27,593 people were pre-registered in Greece up to August 11. Short Message Service (SMS) communications system was developed with partners, and used to communicate with POCs regarding the timing and location of their appointments.

These were successful in communicating with 4,198 in August and 1,750 in September. Also during this period, extensive Q&As and information sheets were developed to communicate with POCs and to respond to questions about asylum procedures, relocation and family reunification.

During the period, IFRC established the web portal, *Virtual Volunteers* (launched August 29), which provides useful information about services for POCs in four languages. It is updated daily and has more than 6000 visitors, mostly located in Athens.

IRC and MercyCorps partner to produce the website *Refugee.Info*, which has been informing POCs since late last year, but during this period it was redesigned and relaunched to reflect the needs of a more static population. Also during this period, Internews began to produce and distribute a feedback collection summary, *In The Loop*, addressing the humanitarian community with direct feedback from POCs, produced and distributed weekly in English and Greek.

SIGNS CREATED BY CWC



SECTOR ACHIEVEMENTS



Leading Agencies: UNHCR: Rachel Maher ; Email: maher@unhcr.org
Agencies who reported in activity info for this update:



International Federation of Red Cross and Red Crescent Societies

