

CWC NATIONAL WORKING GROUP MEETING MINUTES

Meeting Subject	Communication With Communities National Working Group Meeting
Date, Time & place of meeting	30/09/2017, 14.00, UNHCR
Meeting Chair	Alexandra Zavvos, (Solidarity Now)
Minutes/notes prepared by	Alexandra Zavvos, (Solidarity Now), Rachel Maher (UNHCR)
Present organizations	Solidarity Now, Nostos, IFRC, Advocates Abroad, METAdrasi, Spanish Red Cross, IOM, Translators Without Borders.

1. Review of previous meetings/matters arising

Details/Going forward	Suggested Actions
<p>There were no comments regarding minutes of the previous meeting and they were approved.</p> <ul style="list-style-type: none"> • Cash – the issue was raised that there are challenges presented by the fact that the helpline for PFS is only in English. Desperate need for a helpline to be available in multiple languages. Nostos also noted that there is a lack of access to information regarding missing payments or payments that appear to have errors, and asked whether it is possible to provide PoC with more context on the transition and the reasons for the interruptions and glitches. Co-chair explained that Greece Cash Alliance was establishing a hotline / call centre that will be operational in the coming weeks; with a team that covers multiple languages and all cash-related questions. • Access to AMKA / Unemployment Cards / AFMI – without this there is no access to follow up specialist health care. Ongoing and consistently a problem for refugees and asylum seekers to access this through KEPs. As discussed at last meeting; evidence needs to be collected to present collectively. • Education / Vaccinations – Red Cross informed WG that it provides support to children/families for their vaccinations in Attica for those who may not be covered by KEELPNO or Mdm campaign; Hellenic Red Cross doing vaccinations in north. Any uncooperative directors of schools re enrolling children to school are to be reported to ESWG. As vaccinations have been delayed in relation to the start of school, children scheduled to be vaccinated should be allowed to join school classes. A vaccination campaign organized jointly by KEELPNO and UNHCR will take place in the next 2-3 weeks for the children under the UNHCR accommodation scheme. RefugeeInfo, in collaboration with the Education Sector Working Group is producing information and advice for POC regarding the vaccination of children in preparation for enrolment in school classes. <ul style="list-style-type: none"> ○ English: http://bit.ly/2wAHW8M ○ Arabic: http://bit.ly/2fDiK7l 	<p>Invite GCA to brief next CWC WG meeting on hotline.</p> <p>Solidarity to follow up with Advocacy Group / Protection.</p> <p>RefugeeInfo preparing blogpost in collaboration with ESWG / UNHCR public health focal point.</p>

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<ul style="list-style-type: none"> ○ Farsi: http://bit.ly/2xSPeFo ○ Urdu: http://bit.ly/2yfrvLE 	
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2. Spanish Red Cross Accompaniment Project

Details	Suggested Actions
<p>Red Cross is working on the access for migrants and refugees to national health services through a team of cultural mediators that support patients with interpretation and guidance during their visits to public facilities. This service ‘accompaniment’ increases POCs knowledge about the context and pathways to be followed to reduce their vulnerability. RC invite other agencies to contact them, to participate in the discussion especially if interested in using the service, or want to know more how it works; also those who are developing a similar project and want to exchange experiences; or with suggestions to help us to improve it and somehow contribute to it. There is capacity to do more, so the invitation is open to applications to access the service. There are ten interpreters working in the team; languages are Greek and English mother tongue; and with one of the following Farsi, Arabic, Sorani, Turkish and French. Requests come from IOM, DRC, lamYou, Praxis.</p> <p>Protection issues are continually raised; there are compound problems with many clients – health appointments are usually only the first element that are dealt with. Potentially expanding the program in the north of Greece. Funded through end of December 2017. Need better access through public health services and support of MOH to recognise the project and their interpreters.</p>	<p>Action Point:</p> <p>Share the invitation to access the service / collaborate with UNHCR Public Health focal point; Accommodation partners.</p>

3. Translators Without Borders - Research

<p>TwB presented their ongoing activities and research, including:</p> <ul style="list-style-type: none"> • training for interpreters and cultural mediators (upon request); • a glossary application of key terms of the response in Arabic, Farsi, Dari, Kurmanji and Sorani; • a professional match-making platform for interpreters and NGOs, language testing services. <p>A summary of the findings on the two studies conducted by TwB were shared with the working group. All resources, the service overview as well as reports on TWB research are available online at https://translatorswithoutborders.org/about-us/resources/.</p> <p>1. ‘<i>Study on the Impact of Language Barriers on Refugee and Migrant Children in Greece</i>’. In this, TWB researched the variety of languages children had learned throughout their journey as refugees, which barriers and advantages are brought about by such a mix, and how they use the plethora of languages and “translanguage” to communicate with other children, humanitarian aid workers, and teachers’.</p>	
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<p>2. <i>'Language Matters, testing comprehension among migrants in Greece'</i> which analyzed the extent to which PoC were understanding the communication material shared with them throughout the response; finding that comprehension varied widely across and within nationalities, age-groups, and other groups; that information providers tend to generalize target audiences, with the result of a gap in information to certain groups.</p>	
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4. Other Business

<ul style="list-style-type: none">• Access to Accommodation Assistance – CWC WG members urged the need to inform POCs regarding the six months extension of accommodation for recognized refugees: Accommodation partners follow SOPs; they are given as final. Confusion around what to tell people directly. Mixed information being provided.• Frequency of CW WG meeting – do we still need to meet fortnightly? Possibly change to monthly as there are less agencies working on information provision compared to one year, or six months ago. Also, the WhatsApp Group is active and useful for questions and updates in between meetings. Next meeting will be on October 11.	
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