

## CWC NATIONAL WORKING GROUP MEETING MINUTES

<b>Meeting Subject</b>	Communication With Communities National Working Group Meeting
<b>Date, Time &amp; place of meeting</b>	15/11/2017, 14.00, UNHCR
<b>Meeting Chair</b>	Rachel Maher, (UNHCR)
<b>Minutes/notes prepared by</b>	Alexandra Zavvos, (Solidarity Now)
<b>Present organizations</b>	METAdrasi, Refugee InfoBus, Bibliothèques Sans Frontières (BSF); Campfire Innovation; IFRC; Spanish Red Cross; RefugeeInfo; Asylum Links; SolidarityNow; UNHCR.

### 1. Review of previous meetings/matters arising

Details/Going forward	Suggested Actions
There were no comments regarding minutes of the previous meeting and they were approved.	

### 2. CWC project updates

Details	Suggested Actions
<ul style="list-style-type: none"> <li>• <b>RefugeeInfo</b> conducting a livechat on Facebook with representative of the Ministry of Education to answer questions about access to education in Farsi and Arabic; live on 22 November, will remain available on the RefugeeInfo (Facebook).</li> <li>• <b>Refugee Infobus</b> presented videos explaining different legal processes and would appreciate feedback. The focus is on rumours, or FAQs in camps; trying to cover information that has not been covered by other NGOs. Also long-lasting information, such as family reunification; leaving Greece using Himalayas travel; EU-Turkey statement explained; Videos in various languages Farsi, Urdu, Arabic. <a href="https://www.facebook.com/pg/RefugeeInfoBus/videos/Videos">https://www.facebook.com/pg/RefugeeInfoBus/videos/Videos</a></li> <li>• <b>Spanish Red Cross</b> project for accompanied referrals project continues to offer trained <b>interpreters</b> (available languages: Arabic, Farsi, Turkish, Urdu, English, French and Pashtu) to accompany beneficiaries to important appointments with health/public services. If organizations are interested in using the service or collaborating please contact accompaniment referrals Coordinator Gelareh Karimi - <a href="mailto:del.ghk@cruzroja.es">del.ghk@cruzroja.es</a></li> </ul>	

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<ul style="list-style-type: none"> <li>• <b>Ideas Box, Bibliotheque Sans Frontieres (BSF)</b>, a mobile multimedia center in a kit, with 4 modules. BSF works with implementing partners in sites and community centres, adapted to local needs. Already in Skaramangas (SIF), Ioannina (TdH), previously in Moria, Lesvos (Save the Children); Eleonas, Athens. <a href="https://www.librarieswithoutborders.org/ideasbox/">https://www.librarieswithoutborders.org/ideasbox/</a></li>   <li>• <b>Needslist</b> is a platform where agencies’ needs can be requested through web-based needs lists that foreign donors can donate to <a href="https://needslist.co/">https://needslist.co/</a>. Non-food items to services and volunteers can be requested. Needslist works with local suppliers ensuring a more efficient delivery that also contributes to the country’s economy. To join Needslist contact SolidarityNow through <a href="mailto:alexandra@solidaritynow.org">alexandra@solidaritynow.org</a>.</li>   <li>• <b>Help website:</b> UNHCR is adding a section on access to health services, welfare and national systems for employment and education with links to services, references to laws. It will be online in Farsi, Arabic, French, Greek and English. <a href="http://help.unhcr.org/greece/">http://help.unhcr.org/greece/</a></li> </ul>	
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### 3. FAQs Accommodation / Islands / Transfers

<p>UNHCR Protection / Integration focal point was asked to attend the CWC WG meeting to answer frequently asked questions about accommodation and recognised refugees.</p> <p><u>Accommodation/Shelter</u></p> <ul style="list-style-type: none"> <li>• What to tell people who ask about their options when placed in an apartment they do not like. Noting that it is important to differentiate between ‘liking’ or disliking and an apartment not meeting standards. The first point to express this concern is the implementing partner. It is possible sometimes to change apartment, but this will happen through UNHCR’s programme matching team, and a change is not guaranteed but depends on a range of factors including assessment of vulnerability.</li> <li>• Questions about those who need accommodation but are not part of the caseload coming from the islands and/or are not registered i.e. went through the land border: they can be registered by the Police, Asylum Service or Aliens Unit in city centers , but are not directly referred to accommodation. Sometimes police refuses to register them (which is illegal). <b>What to tell PoC posing this question?</b> This is a gap that is acknowledged, there is collective advocacy to approach the ministry regarding this gap, but not yet a solution.</li> <li>• Regarding the eligibility criteria or “waiting time” re applying to access accommodation (UNHCR/ECHO supported): there is no</li> </ul>	<p><b>Action Point:</b> Address question of islands and transfers to UNHCR Islands focal point (email)</p>
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<p>waiting list or application system; the referral pathway is systematic when a vulnerability is identified upon registration (on islands). Vulnerability criteria remain the same but placements also depend on practical arrangements an available apartments. If someone is homeless, not registered in any site, he may apply for shelter at the Asylum Service (usually upon registration) and may be allocated a space depending on vulnerability and capacity. Implementing partners are also given a form to be completed with and referred to UNHCR if they are met with an eligible beneficiary.</p> <ul style="list-style-type: none"> <li>• Transition period out of UNHCR supported accommodation for recognised refugees. There is a generalized consensus that it should be extended and the stakeholders are working very hard towards this reality, but it is not yet confirmed. Therefore partners cannot commit, because it is not in writing (both sites and both accommodation scheme).</li> </ul> <p><u>Administrative issues AMKA</u></p> <ul style="list-style-type: none"> <li>• Access to AMKA is still an issue for all, particularly for those that are pre-registered. Issue raised at ACCMR. No real solution. Trying to discover the extent of caseload of pre-registered.</li> <li>• Care has started a new program which places facilitators in the KEP in Syntagma 3x a week during specific hours.</li> <li>• UNHCR confirmed there is a medical care card for aliens (ΚΥΠΑ) for those who cannot issue AMKA in theory, in practice has never been issued by hospitals, never been implemented. Raise the question with Health focal points?</li> <li>• Spanish Red Cross raised a specific concern, that when health forms are filled out by accommodation partners on behalf of PoC, an important section is left empty.- follow-up is needed on completing the form. Need to address this to UNHCR’s accommodation program to share.</li> </ul> <p><u>Islands</u></p> <p><b>RefugeeInfo</b> received information about issues with the winterization transfers from islands, i.e. they arrive in camps that were not expecting them. Suggestion that this information should be compiled into a summary of frequently asked questions and conveyed to site managers.</p>	
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### 4. Other Business

<p><u>‘Winterization’ or Winter Preparation</u></p> <p>Campfire Innovation is coordinating grassroots response to difficulties for the population living in streets as winter approaches. Intending to establish a system to share resources, initiative or availability from</p>	
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anyone able and willing to contribute. Asked if anyone has resources, want to collaborate.

### Cash

General information for POC about the cash assistance program has been produced by the Greece Cash Alliance. UNHCR to distribute English and Greek with minutes, while translations to Arabic, Farsi, Kurmanji, Sorani, Urdu, Pashto, Turkish are produced.

### Helpline

CRS Helpline fully operational, Farsi, Arabic, Pashto, Urdu. This helpline is for beneficiaries. Farsi, Arabic, French, Urdu, Greek and English (looking for Kurmanji speaker). 6 trained staff currently on call to 3pm daily. Refugeeinfo are going to create a video to explain how the helpline works.

Helpline operates Monday to Friday from 9:00AM until 3:00PM on 210 330 0170.

### **Viber / WhatsApp:**

Arabic and French: +30 694 451 4441

Other languages: +30 699 071 6099

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