

BACKGROUND

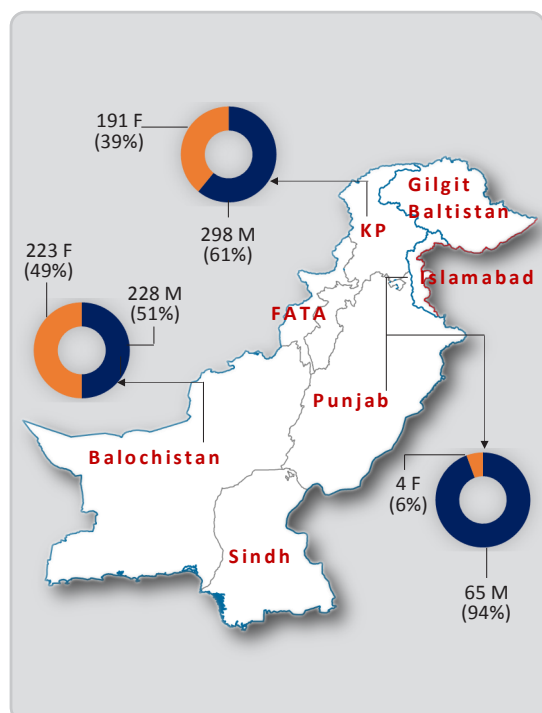
The Community-Based Protection and Urban Outreach Strategy (2017-2019) for Afghan Refugees in Pakistan was endorsed in July 2017. The overall goal of the strategy is for Afghan refugees living in Pakistan to be empowered and their resilient capacity strengthened, enabling them to minimize their exposure 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 behavior change to reduce incidence of harmful social practices.

OUTREACH VOLUNTEER ACTIVITIES

- ⇒ Seven outreach volunteers from different locations of Islamabad and Punjab province participated in a panel discussion organized for a delegation of representatives from the United States Department of State. Outreach volunteers explained the type of volunteer work they do in their communities and challenges.
- ⇒ Outreach volunteers in Khesghi refugee village in Khyber Pakhtunkhwa province initiated the collection of funds from the community to repair the local mosque. Each community member contributed according to their means. The money will be utilized to purchase materials, the community will provide the labor for free. Similarly, outreach volunteers in Tekhal in Khyber Pakhtunkhwa province mobilized community to contribute to the repair cost of a transformer.
- ⇒ Outreach volunteers in Pashtoon Bagh community in Quetta started a street cleaning campaign and have also started a list of blood donors that can be called upon in times of emergency.
- ⇒ Outreach volunteers and community members in Haji camp in Khyber Pakhtunkhwa participated in a blood donation camp arranged by a non-governmental organization. As a result, 17 blood tests and seven bags of blood were collected for donation.
- ⇒ With the support of community-based protection team in Quetta, outreach volunteers identified four children in need of medical services and provided appropriate information on available services.



COMMUNICATION WITH COMMUNITIES

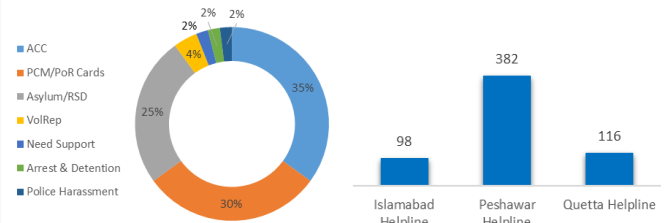


- ⇒ A female outreach volunteer in Quetta organized an informational session for the community on the rights of refugees and documentation related issues, supported by UNHCR's legal assistance partner. Similarly, responding to the request of outreach volunteers in Tekhal, Khyber Pakhtunkhwa province, UNHCR's legal assistance partner organized a legal camp for the community to discuss legal issues.
- ⇒ Monthly meetings were conducted with outreach volunteers at Kuchlak and Faqriabad in Quetta to discuss challenges in case identification and dissemination of information.
- ⇒ A phone message (SMS) was sent to 92 community leaders in Punjab province regarding the validity extension of Proof of Registration cards. The contact list of community leaders was created in order for UNHCR to maintain communication channels with community leaders in remote areas of Punjab province.

PROTECTION HELPLINE



- ⇒ The majority of calls in Khyber Pakhtunkhwa and Punjab were regarding the Afghan Citizen Cards (ACC). In Baluchistan, the majority of callers inquired about Asylum and Refugee Status Determination (RSD).
- ⇒ It is noted that no calls on arrest and detention or eviction were received during the reporting period.



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



- ⇒ Community-based protection and Field staff continue to support Mobile Registration Van services throughout Punjab, Baluchistan and Khyber Pakhtunkhwa provinces in order to facilitate registration updates for Proof of Registration card holders. In Hazara town in Quetta, outreach volunteers played a critical role in the success of the mobile registration van services by disseminating information to the community as well as organizing the community to partake in the services. In locations without outreach volunteers, community leaders are engaged to support the registration services in remote communities.
- ⇒ Community-based protection staff in Khyber Pakhtunkhwa met with the District Forest Officer in Nowshera to request a donation of 500 tree saplings to be planted in Khesghi refugee village. The District Forest Officer showed his full support for the cause and provided guidance regarding the donation process.
- ⇒ Community-based protection staff in Khyber Pakhtunkhwa met with the District Forest Officer in Nowshera to request a donation of 500 tree saplings to be planted in Khesghi refugee village. The District Forest Officer showed his full support for the cause and provided guidance regarding the donation process.
- ⇒ Community-based protection staff in Islamabad facilitated five training sessions on the Code of Conduct and Prevention from Sexual Exploitation and Abuse (PSEA) for 58 staff of three UNHCR protection partners in Islamabad.
- ⇒ The community-based protection team in Quetta held a session with local service providers regarding signing of Memorandum of Understanding in order to formalize referral pathways of UNHCR referred persons of concern.
- ⇒ UNHCR sub-office Peshawar donated surplus furniture items to two operational partners, one which provides services for shelter and psychological counselling, while the other provides rehabilitation for

TRAINING AND CAPACITY BUILDING



- ⇒ The community-based protection team in Baluchistan, Khyber Pakhtunkhwa, Punjab, including UNHCR staff and partners, conducted training for male and female outreach volunteers. The trainings utilize the standardized outreach volunteer training modules, aimed to build the understanding of outreach volunteers on the topics, such as: conducting household visits, code of conduct, the importance of self-awareness, the role of supervisors and mentors, psychological first aid, child protection, gender-based violence, identification of persons with specific needs and referrals.
- ⇒ Responding to the request of female outreach volunteers in Danishabad, Khyber Pakhtunkhwa province, a two hour interactive sessions on sexual and gender-based violence as well as child protection was held. Similar sessions were provided to male and female community members in Tekhal and Utmanzai refugee villages. The trainers observed that male community members were open to discussing topics related to sexual and gender-based violence.
- ⇒ As part of the Global Youth Initiative Fund, UNHCR community-based protection partner completed a digital literacy training for 25 refugee youth in Peshawar.



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



Rural Empowerment and Institutional Development (REPID)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)