



**1,096** Outreach volunteers identified



Since 1 January 2018

**513** Community visits and meetings conducted

**528** Individual referrals to services

**44** Community-led interventions

### 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.

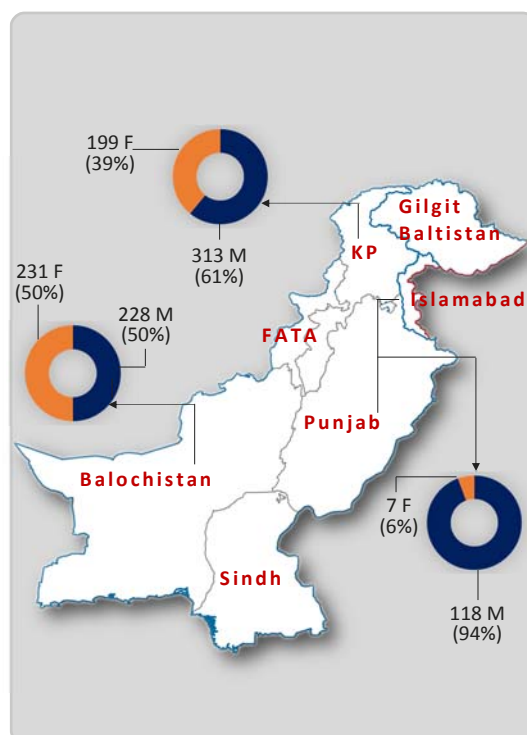
The four key priorities of the strategy covers:

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 behaviour change to reduce incidence of harmful social practices.

### OUTREACH VOLUNTEER ACTIVITIES



- ⇒ Outreach volunteers from five locations in Islamabad and Rawalpindi participated in a roundtable discussion with the visiting High Commissioner and delegation. In total, 10 outreach volunteers (3 female and 7 male) presented the major challenges their community faces and the work they are doing to address such concerns.
- ⇒ Outreach volunteers (12 female and 12 male) and four Afghan youth in Peshawar met with the visiting High Commissioner and delegation at the Voluntary Repatriation Center in Azakhel, Khyber Pakhtunkhwa province. Outreach volunteers shared information on their activities, achievements and challenges.
- ⇒ The outreach volunteers in Loralai district of Baluchistan province, pooled funds together to purchase a three wheeled motor bike for an individual paralyzed from the waist down. The motor bike enabled access nearby markets, local services, social gathering and vocational training classes at the technical training center in Loralai.
- ⇒ With the support of outreach volunteers in Khwajabad cluster in Kohat district of Khyber Pakhtunkhwa province, household level profiling was completed in a community comprised of 66 Afghan and 10 Pakistani families. Segregated data was collected for children, youth, adults and the elderly persons. The data include details of PoR cardholders, ACC holders, undocumented Afghans.



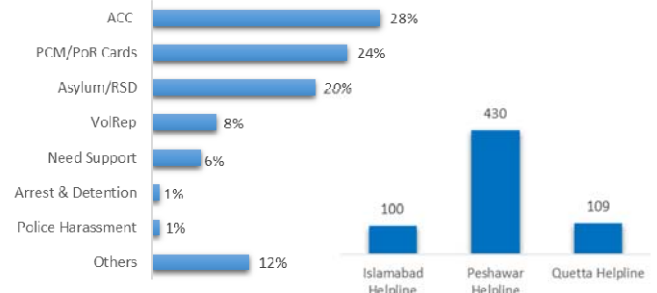
⇒ Female outreach volunteers in Haji camp in Khyber Pakhtunkhwa province assisted with enrolment of four Afghan girls in public school. The girls were initially refused admission due to their PoR cards, however the outreach volunteers, along with UNHCR's partner, met with school principle and highlighted the need for equal opportunities of education for all children and shared a government notification highlighting the importance of mainstreaming Afghan children into public schools.

⇒ Outreach volunteers in Baluchistan province have identified a total of 59 individuals in need of referral for specific protection needs, 40 individuals were from urban areas and 19 from refugee villages. Outreach volunteers in Khyber Pakhtunkhwa province identified 21 persons in need of referral to services.

## PROTECTION HELPLINE



⇒ The majority of calls in Khyber Pakhtunkhwa and Punjab were regarding the Afghan Citizen Cards (ACC), followed by Proof of Registration (PoR) cards and PoR card modification centers. In Baluchistan, the majority of callers inquired about asylum and refugee status determination.



## 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

## COMMUNICATION WITH COMMUNITIES



⇒ With the support of outreach volunteers in Arbab Arif quarter in Peshawar, the community-based protection team conducted an information need assessment exercise with 16 female youth between ages of 18-25 years. They prioritized three information sources; 1) social media (Facebook), 2) newspapers and 3) television. The targeted group selected the mosque as a most common place for finding information while they also receive some information from educational institutions (schools and universities). Another Information Need Assessment was conducted with youth and adult, including 25 female participant from Pindi road refugee cluster in Kohat.

⇒ UNHCR's community-based protection partner organized an awareness session on health and hygiene for refugee children in I-12 Afghan settlement Islamabad. In the session, 50 children (boys and girls) participated.

⇒ UNHCR's community-based protection partner in Quetta, in collaboration with outreach volunteers, conducted four awareness raising sessions with school children on the importance of maintaining personal safety as well as living in a safe environment.

⇒ In response to a request from the community, outreach volunteers in Kohat, Khyber Pakhtunkhwa province, an information session was organized for mothers on child protection covering the topics of child rights, education, health, freedom of choice, child abuse (neglect, physical, psychological) and child labor. A session on sexual and gender-based violence and child protection was conducted in Nishat Mill area in Peshawar for female outreach volunteers and community members.

⇒ Male outreach volunteer group of Pashtoon Bagh cluster in Baluchistan, started an awareness campaign on hygiene and how to keep the community clean.

⇒ 400 copies of UNHCR's community outreach brochure, a tool to explain UNHCR's community-based protection and outreach activities, have been distributed to partners and sub-offices.

## LINKAGES WITH OTHER SECTORS



⇒ UNHCR sub-office Peshawar distributed 150 school bags to Pakistani and Afghan students enrolled in government primary school in Nishat Mill area of Peshawar, Khyber Pakhtunkhwa province.

⇒ UNHCR country office Islamabad staff from community-based protection, program and livelihoods, met with UNHCR's new livelihood partner to discuss the opportunity, based on the 'safe from the start' model, to be launched in Islamabad. The community-based protection team will support in referral of vulnerable refugee women interested in taking part in this program.

## TRAINING AND CAPACITY BUILDING



⇒ A national consultative workshop for the countrywide participatory assessment exercise was hosted by UNHCR community-based protection team in Islamabad. Focus group discussions and key informant interviews were conducted in refugee villages as well as urban areas, in Peshawar, Quetta, Islamabad/Punjab and Karachi. Refugees from Afghan as well as non-Afghan communities were consulted in the process. Trainings at the provincial level were held with multi-functional team members responsible for implementing the participatory assessment interviews and group discussions.

⇒ First aid trainings for male and female outreach volunteers were held in Quetta, Baluchistan province, provided by the Civil Defense Department and Pakistan Red Crescent Baluchistan chapter.

⇒ 30 outreach volunteers living in the 10 refugee villages in Baluchistan were trained as community paralegals. 30 additional outreach volunteers in Quetta urban area of Baluchistan province were trained on HIV/AIDs prevention and response.

⇒ UNHCR's community-based protection partner in Punjab, conducted training session for 33 outreach volunteers (26 male and 7 female) in Attock.