

## Communication with Communities Meeting

05 January 2016

Chair: Rose Foran, INTERNEWS

Round of Introduction of participants at the meeting.

Dana: New protection advisor for MercyCorps

Marine: New volunteer of MercyCorps

Nicos: IFRC

Heleni: IRC

Radovan: MercyCorps

UNHCR: New Communication officer of all the islands (taking over Remo Fambri)

Stijn: Internews

Orlane: MSF

### Old business

1. Point person for RefugeeInfo.eu feedback: Follow up from previous meeting on point person for feedback – Not needed since there is a “feedback button” on the website. Thus, no need for feedback from “Team Humanity” and others since they and whoever can comment online through the aforementioned button.
2. Taxi Prices: Fare calculation of taxi prices verified on the cooperative of taxis in Mytilene online. It is important to publish and provide through the audios on the buses the prices of the taxis with the night fare, the extra luggage and that they don’t cost more than a certain price from both Moria and Kara Tepe camp. Anthea said that these prices should be published widely throughout the camp. Radovan (MercyCorps) suggested that since there might be problems with the taxi drivers if the prices are published, Anthea should take care of it by probably getting a formal authorization by the Ministry of Interior, to avoid any inconveniences with the taxi drivers.
3. Question of WIFI on ferries. Rose will follow up and check during this week. The question raised is how to provide information on the ferries without necessarily having wide access to wifi on them. This is very crucial. Radovan (MercyCorps) suggested to have mobile wifi-hotspots (without the 3G network required). UNHCR says that a radar with a USB storage can be placed so people can connect not to a wifi network but only to the server so they can reach the audio and info that we want to provide to them. Stijn commented that is feasible but the question is how you actually get people to access this server? That is more of the issue and not the technicalities. Radovan (MC) said that since it is a free network, refugees will attempt to connect to it also because people on the ferry for 12h are bored without internet so they can connect to the network-server and read the info we provide them with. Stijn suggested on making a banner/poster notifying the refugees on the ferry about this service and a device (which is affordable) on the ferries. There could be info-points on the counters on the ferries with at least one hotspot with a banner indicating how to access the server with the info. Furthermore, since there are only 7 ferries serving the island of Lesbos to the mainland it wouldn’t be a problem to create and place them. UNHCR said that they will talk in a big upcoming meeting in Athens with the ferry companies this coming Friday and maybe a joint proposal could be prepared with interested partners and NGOs on audios and services on the ferries and eventually give it to the port authorities to coordinate it from that point onwards.

MercyCorps: Noted that they are still waiting for the “Cash-Program” and that it will be very limited. Only 1000 cases for a three month period which will include only the most vulnerable cases that are stuck on the island. The MercyCorps communications team is also working on the engagement and the upcoming questions of the local media.

**IFRC:** They have a new version of the “Walkie-Talkie” which is still not allowed to play in Moria but only in Kara Tepe camp. There are no new meetings with the authorities.

**IRC:** Still waiting for the “Info Kiosk” in Kara Tepe (hopefully it will be ready and set by the end of the month). Everybody is more than welcome to contribute with further information. Sharing of leaflets. IRC doesn’t know why it is taking so long to run it.

**UNHCR:** Re-confirms that the preparations for the big meeting with the ferry companies in Athens is going on. Information portal on 1. Protection info on Vodafone hotspot and 2. On general info. There are some changes on the asylum application process in Greece. The asylum applicant has to apply through a skype-call to get an appointment for asylum interview with the Ministry. This change occurred 2 weeks ago. However UNHCR will try to get the Ministry of Interior in Greece to be a bit clearer on this new process. The asylum information are not yet on the buses but 600 copies are to be printed in the following days.

**MSF:** Leaflet with information on services available in Athens are on their way. MSF is producing its own audio for the buses which is very short welcoming, telling them where they are, where they are heading to and what comes next after that.

**Internews (Rose):** The complementary document on audios for the buses is on its way. New audio has been on the bus for a week now. The second round of rumours it’s on way and the previous will be online tomorrow. “Big push on more info on the island.”

**MercyCorps:** Dana was informed about a gender discrimination going on regarding the distribution of information to refugees through the Balkan route and more specifically in Croatia, where men have better access to information rather than women. There will be an info gender breakdown in terms with the protection issues created for women since men with the info are more in control Stijn replied by saying a protection assessment and an info assessment on the aforementioned issues was already done by UNHCR, Internews and other stakeholders and is available on the communications shared google drive

**MSF:** Small leaflets for the local communities in Mantamados (Lesvos) are being issued and distributed to help them (e.g. fishermen etc.) with what to do with the arrivals and welcoming of the refugees in the shores of Lesvos. These leaflets are on their way and MSF which has been closely collaborating with the local communities, are working on it.