



UNHCR Sub Office Mafraq

Coordination Meeting Minutes of Meeting

Date 28/06/2018 at 11:00

Chaired by: Josephine Nakijoba nakijoba@unhcr.org

Agenda of the meeting:

- Security Updates
- Operation updates- Head of Sub Office- Mafraq
- Briefing on PSEA policy/plans - UNHCR PSEA focal person
- Updates on Amnesty Exercise- (UNHCR REG- unit)
- RAS activities (UNHCR- PRT unit)
- Updates on SGBV WG activities/plans.
- Update from Partners/UNHCR units - All
- AOB

A. Security Updates:

- The general Security situation in Mafraq is calm and stable.
- Shells from the neighbourig Syria fell in Ramtha (North of Jordan) on 27th of June with no loses of lives reported.

b. Operations Updates:

- As reported by OCHA; around 5,000 Syrians displaced around Dera' and Sweida.
- As announced by the Jordanian government; borders with Syria remains closed and accordingly UNHCR has not received any new refugees enetering Jordan.
- UNHCR is monitoring the situation and will provide any updates on the issue and if new refugees are allowed to enter Jordan and will update all partners in timely manner.
- Every one should provide the appropriate counselling to Syrian refugees desiring to return to Syria not to do so while the situation remain unsafe and the crisis is continued. UNHCR is ready to provide the needed counselling to refugees referred by other partners.
- Funding: all organizations including the key UN agencies face scaling down of their f activities due challenges in funding, consequently negatively impacting on the services provided to refugees. However, this coordination meeting is considered as platform to all partners to discuss the challenges and advocate for the gaps.

c. Briefing on PSEA Policy/Plans:

- PSEA stands for Prevention of Sexual Explitation and Abuse.
- Jordan is one of the few countries that signed the global PSEA agreement.

- All organizations are supposed to have a focal point for PSEA issues. However, those who do not have are encouraged to communicate with their management to designate well trained staff member.
- UNHCR can receive any PSEA case referred by any organization that does not have PSEA FP. (referral form is attached).
- It is suggested to create a PSEA Working Group in Mafraq in order to raise awareness on PSEA issues, strengthen the relevant complaint mechanism, identify problems and to outreach.
- All services providers are encouraged to be part of this WG.
- PSEA related SoPs will be shared with all partners. (attached)
- ToT will be organized in coordination with all partners working in Mafraq so as to ensure that all staff are well knowledgeable on this issue.
- As an answer to a question raised by Tambi (UNHCR); involving the national and community organizations in the PSEA training/SoPs/share information, will be discussed internally at UNHCR head office.

d. Updates on Amnesty Exercise:

- UNHCR continues to receive Syrian refugees who need their situation to be regularized.
- The vast majority of cases asking to regularize their situation were received in March (around 55% of the total received cases).
- The most important element in legalizing the situation of Syrian refugees is the availability of the required documents.

e. RAS Activities:

- This location has been established in 2013.
- In RAS, UNHCR staff receives new arrivals from Syria, noting that the Syrian-Jordanian borders have been closed since 2016.
- One of RAS staff duties is to sort documents that have been collected by the government when the refugees fled to Jordan at the beginning of crises and returning these documents to refugees which currently help them to legalize their residence in Jordan. Out of 225,832 documents sorted in RAS, 201,519 were delivered to their owners and the returning process is continuing.
- Under amnesty exercise; 270 documents were returned to refugees in June 2018.
- RAS dealing with cases referred by the Jordanian government from Zaatari Camp and the urban area to be reallocated in Azraq Camp. A total of 111 individuals were processed in June 2018.

f. Updates on SGBV WG activities/plans.

- SGBV Working Group has conducted their third meeting on 27th of July.
- The ToR of the SGBV WG has been finalized.
- Currently, SGBV WG is working on the mapping and referral pathway.
- All organizations are encouraged to fill the list of the referral pathway that will be shared with all partners to have a directory of SGBV pathways.
- One of the WG plans is to involve Syrian volunteers in SGBV activities. As a result, each organization is kindly encouraged to nominate one Syrian volunteer and to share his/her information with (Mays Zadari at: zatari@unhcr.org) Engaging Syrian volunteers in SGBV issues

will help in expanding contact with POC and informing them on the Prevention and response to SGBV. They will also be briefed on the goal and expectations of the WG.

g. Partners' Inputs:

Care International:

- Care staff has been trained on PSEA issues and they have a focal point for related issues.
- Care Distributed food and non food items to the needy families from the host community and the Syrian refugees during the holy month of Ramadan.

WFP:

- WFP hotline will be operating to receive refugees concerns, queries and questions at:
- **07977788 51/41**

Terre Des Hommes (TDH):

- TDH Works on Early Marriage, Child labor and Child Protection issues. Many of the cases are referred to them from other organizations.

Mercy Corps:

- Provides Cash Assistance through ATM to their beneficiaries. In addition, they refer cases to UNHCR to rectify their situation after making the initial checking on their documents.
- Mercy Corps have a page on Facebook where they communicate with refugees through.

UNHCR/Field Unit:

- 92 cases located in Mafraq governorate out of 500 country wide were informed via sms that their monthly financial assistance has been cancelled. Affected families can appeal and action will be taken based on the appeal results.

UNHCR/Protection:

- Family Protection Directorate plans to conduct orientation sessions to all organizations' staff on July 10 at Al Al Beit University. All interested agencies are to send their nominees list to (Mays Zatari at: zatari@unhcr.org)

UNHCR/CBP:

- Community Based Protection Unit in coordination with Princess Basma Community Centre celebrated the international Refugee Day.

Issues raised:

- All organizations are encouraged to attend the Coordination meetings and plan to attend the entire session.

End