



Event organized to mark '16 Days of Activism Against Gender-Based Violence' (© UNHCR/ Quetta)



Distribution of communal space kits to OVs of Nihlat Miil, Violence in Peshawar district (© UNHCR/ Peshawar)

1,267 Outreach volunteers identified



Since 1 January 2018

882 Community visits and meetings conducted

1,038 Individual referrals to services

67 Community-led interventions

BACKGROUND



The Community-Based Protection and Urban Outreach Strategy (2017-2019) for Refugees in Pakistan was endorsed in July 2017. The overall goal of the strategy is for 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.

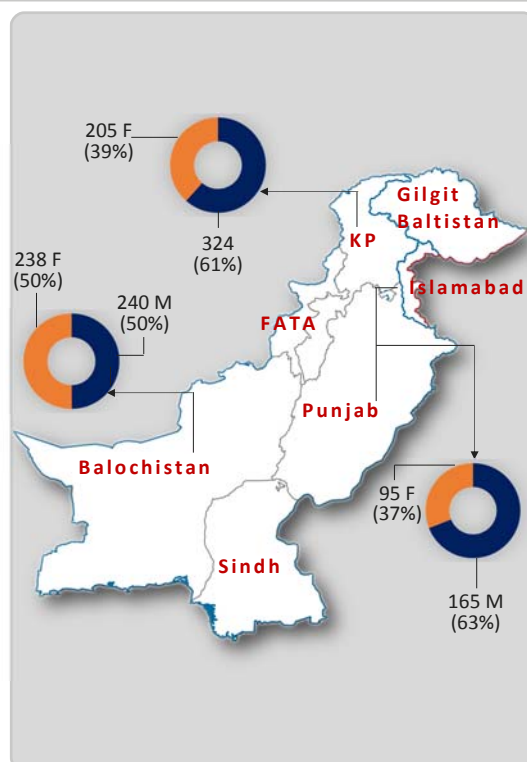
The four key priorities of the strategy covers:

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 in Iraqabad, Khyber Pakhtunkhwa (KP) pooled resources to provide free tuition to three community children. In the same community, a female outreach volunteer organized Quranic interpretation classes for her female neighbors.
- ⇒ In Quetta, Balochistan a community-led event was organized among outreach volunteers and community members to share and discuss their experiences and celebrate their accomplishments for community outreach in 2018. The event was attended by 78 male and 71 female outreach volunteers. Certificates of appreciation were also distributed to active outreach volunteers.
- ⇒ In other areas of Balochistan, Outreach volunteers in Chaghi district participated in the distribution of iron supplements to refugee community members through Dar-ul-Shifa hospital. The outreach volunteers of three Refugee villages in Loralai District actively supported the distribution of POR cards and Birth Registration Certificates in their areas. The outreach volunteers of Hazara town organized an awareness-raising session on drug abuse. In Ghazgi Mirana, outreach volunteers initiated English language coaching classes to take place during the winter vacation for refugee students. In addition, male outreach volunteers of Qadriabad facilitated polio and measles campaigns in their areas.

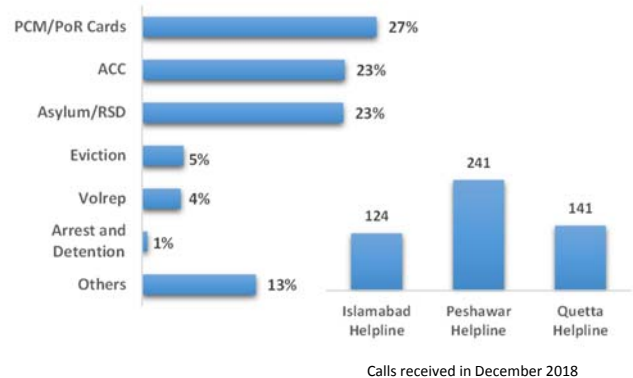


- ⇒ In Katwai Refugee Village, outreach volunteers established a library for female refugees, while in Posti Refugee village, outreach volunteers initiated a computer lab and training center with 34 students currently enrolled in computer classes
- ⇒ Outreach volunteers organized meetings with Shura members in Sadiqabad, Punjab, and in I-12 settlement, E-13 sector, and Golra in Islamabad. The objective of the meetings was to support the revitalization of Shuras in these refugee-populated areas. With the support of UNHCR's community-based protection partner, outreach volunteers in Taxila, I-12, and Rawalpindi organized hygiene sessions for the refugee communities. In Brahma, Taxila district, outreach volunteers facilitated an information session with the female refugee community on the importance of registration and documentation for children.

PROTECTION HELPLINE



- ⇒ The majority of calls in Khyber Pakhtunkhwa were regarding Proof of Registration (POR) Cards, Modification Centers (PCM), and the Afghan Citizen Card (ACC). In Punjab, the majority of calls were in regards to ACC. In Baluchistan, the majority of calls were in regards to Refugee Status Determination (RSD) and Resettlement.



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



- ⇒ UNHCR's CBP team in Balochistan, held 24 community awareness sessions on issues related to gender, persons with specific needs, health, child protection, legal protection and voluntary repatriation with refugee communities. A total of 572 refugees were in attendance during these sessions.
- ⇒ UNHCR's CBP team in Khyber Pakhtunkhwa collaborated with outreach volunteers to identify communal spaces within specific refugee villages. Following the identification, UNHCR provided kits comprising of stationery, cupboards, complaint boxes, chairs, tables and pedestal fans to the refugee community and provided 8 trainings on how to use the kits within the communal spaces.

LINKAGES WITH OTHER SECTORS



- ⇒ UNHCR, its partners, and outreach volunteers marked the 16 Days of Activism through various awareness raising activities across Pakistan. In total, over 3,600 people participated in events in refugee villages and urban settlements throughout Pakistan aimed at creating awareness about gender sensitivity and inclusiveness in the workplace.
- ⇒ A meeting was held with the Association for Rehabilitation of the Physically Disabled (APRD) in Peshawar, an organization that provides, low-cost, affordable and easily accessible services to physically disabled persons to overcome their physical and economic challenges. This includes vocational skills, equipment and delivery of general family health training seminars, particularly for women from rural settlements.

APRD and UNHCR have entered into a referral partnership, increasing disabled refugees' access to supportive services.

- ⇒ The office of the Commission for Afghan Refugees (CAR) in Khyber Pakhtunkhwa and UNHCR's education partner distributed 511 sets of textbooks among primary school students in Khazana Refugee Village in Peshawar. A meeting was held with refugee elders, teachers, and shura members who mobilized the community on the new curriculum in refugee schools. UNHCR will continue to sensitize refugee populations on its education policy with all relevant stakeholders.

TRAINING AND CAPACITY BUILDING



- ⇒ UNHCR's office in Quetta conducted one-day training for UNHCR partner staff on Protection from Sexual Exploitation and Abuse (PSEA). The training was attended by 26 participants.
- ⇒ Training sessions on Code of Conduct and PSEA were delivered to all UNHCR staff during Annual Retreat.
- ⇒ UNHCR's CPB team in Quetta conducted two-day refresher session on the CBP strategy with partner staff in order to discuss challenges faced in 2018 and plan for 2019.