Community-Based Protection
UNHCR Hungary

April - June 2023 (Quarter 2)

UNHCR The UN Refugee Agency

BUDAPEST HELPS! COMMUNITY CENTER

Budapest Helps! is a community and information center which supports people fleeing from Ukraine as they navigate into the Hungarian society. Our aim is to bring value to the city of Budapest by creating a place of culture and art which leads to a space where social interactions naturally happen. In this framework, UNHCR expands its mandate of protection and inclusion. While creating the space or organizing the events we always keep an eye on the special needs of mothers with young children. Budapest Helps! is a welcoming, family friendly place, where people can meet, learn, and build trusting, supportive relationships. The community supports the sense of belonging which delivering outcomes for women, men, children, families and the local community. Together with our partners and local social initiatives we are providing a wide range of programs to help refugees.

Community Center Higlights

Ukrainian Choir Spiv.Ochi was founded in November 2022 at the initiative of the UNHCR team. Female refugees age 19 to 65 take part regularly in the musical activity. The Choir sings authentic folk songs of Ukraine and since January, the choir has been actively and successfully performing at events in Budapest and other Hungarian cities.

"I attend courses in Authentic Embroidery and the Ukrainian Choir. The Center has become an important part of my life because here I can feel that I belong to the community and be closer to my roots despite the long distance from home. The pleasant atmosphere and the opportunity to communicate in my native language make this place even better".

Dina Biktagirova, 41 (Kharkiv)

The Metropolitan Foundation for Social Policy and UNICEF rolled out a joint cash project (BUDAPEST HELPS Támogatási Program Ukrajnából Menekült Családoknak) using the Budapest Helps! Community and Information Center as a venue - benefitting more than 3,000 refugeed households.

BUDAPEST HELPS! COMMUNITY CENTER IN NUMBERS

AS OF 30 JUNE 2023

3,343 VISITS TO THE BUDAPEST HELPS! COMMUNITY CENTER

2,792 VISITORS PARTICIPATED IN ACTIVITIES

551 PERSONS COUNSELLED ON PROTECTION

1,438 Women | **244** Men | **676** Girls | **434** Boys

TOP INQUIRIES:
- EDUCATION, HEALTH, EMPLOYMENT, ACCOMMODATION
- FINANCIAL AID & SUPPORT
- REGISTRATION & DOCUMENTATION

SERVICES AND COMMUNITY ENGAGEMENT IN THE CENTRE

458 ACTIVITIES CARRIED OUT IN THE BUDAPEST HELPS! COMMUNITY CENTER

1,363 People participated in Learning and Skills Development activities

941 Participated in Community platforms and events

197 Participated in Mental Health and Psychosocial Support activities

MHPSS ACTIVITIES
- MHPSS classes
- Parental groups
- AdniYoga, Mindfulness Sessions, Drum Classes for Adults, Handcraft classes

SKILLS DEVELOPMENT
- Hungarian Language Course
- English Learning Course
- Learning and developmental classes for children

SOCIAL COHESION ACTIVITIES AND COMMUNITY EVENTS
- Ukrainian Social Choir
- Women Circle
- Community building events

Source: UNHCR
For more information, please contact: hunbuer@unhcr.org | unhcr.org/hu | help.unhcr.org/hungary

PRIVATE DONORS TO UNHCR

VGP

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COMMUNICATION WITH COMMUNITIES
AS OF 30 JUNE 2023

Relevant updates and information are regularly shared through the UNHCR Telegram channel having **2,234 subscribers** and on other social media groups. The refugee community can find written and more detailed information on the UNHCR Helpsite and they can contact the UNHCR Helpline where operators can assist them with additional information.

UNHCR HELPSITE

16,085 VISITS

26,608 VIEWS

UNHCR TELEGRAM CHANNEL

2,234 SUBSCRIBERS

772 POSTS SHARED

44% OF SUBSCRIBERS READ THE POSTS

UNHCR HELPLINE

225 CALLS

TOP INQUIRIES:

- **34%** LEGAL ASSISTANCE AND DOCUMENTATION
- **16%** HOUSING AND ACCOMMODATION
- **10%** CASH ASSISTANCE

E-MAIL INFORMATION PROVISION

111 E-MAILS ANSWERED

TOP REQUESTS:

- FINANCIAL SUPPORT AND CASH ASSISTANCE
- HOUSING AND ACCOMMODATION
- LEGAL STAY
- ENTRY TO HUNGARY FOR THIRD-COUNTRY NATIONALS

Complaint and Feedback Mechanisms (CFM) promote information sharing and transparent communication between UNHCR and partners with communities to ensure their participation in the monitoring of the quality and access to services and assistance delivered, as well as decision-making on all issues affecting their lives. The CFM allow UNHCR and its partner staff to provide timely and protection-sensitive solutions to complaints and feedback to communities.

UNHCR and its partners have established an effective feedback and complaint procedure through different channels, to report serious misconduct or procedural unfairness. Feedback from the community can be shared through a dedicated online feedback form, by e-mailing UNHCR at hunbucontact@unhcr.org or texting UNHCR Hungary's Facebook page, or via calling the toll free refugee helpline.

Focus Group Discussions

6 FOCUS GROUP DISCUSSIONS WITH 21 UKRAINIAN NATIONALS

18 Women | 3 Men

"For me the Community Center is a power message 'You are not alone', especially important in such country like Hungary. The language barrier is huge, and the attitude of local society was unclear."

"This Community Center gives me a sense of safety and self-esteem. I know where I can get help to protect my rights."

"The Community Center became an important part of our life. We meet here with friends and find new ones. It is a place to discuss the last news. One woman compares the Community Center with the patio next to their houses during the summertime. A lot of familiar people, simple talks, drinking coffee, planning to spend time together later. All of these are signs of something relevant to ordinary previous life."

Source: UNHCR
For more information, please contact: hunbuer@unhcr.org | unhcr.org/hu | help.unhcr.org/hungary