

Refugees often struggle with **misinformation** and unclear communication. UNHCR provides reliable, timely information through various channels to ensure they are well-informed and help **counter rumors**.

Refugees often lack opportunities to influence **decisions that affect them**. UNHCR creates platforms for dialogue and supports community-led initiatives to **empower refugees** and encourage their active participation in decision-making.

To empower refugees to voice concerns about humanitarian assistance, UNHCR establishes **feedback mechanisms** that ensure their voices are heard, allowing their input to drive improvements in services and humanitarian programs.

## Population figures

~127,000 Ukrainian refugees in Moldova

58% women and girls

42% children (22% boys, 20% girls)

13% older persons

10% of households had at least one family member with a disability

\*Figures as of 31 January 2025

## Highlights

**Engagement of Refugees with Temporary Protection extension:** In 2024, UNHCR supported refugees in submitting their views on proposed government regulations regarding temporary protection, the legal status controlling the legal stay and rights of most refugees from Ukraine. Some of their inputs were reflected in the final version of the document.

**Participatory Assessment:** In collaboration with AAP Task Force partners, UNHCR conducted the 2024 Participatory Assessment, gathering insights from almost 290 refugees and host community members, reflecting different age, gender, disability and other diversities, through 44 Focus Group Discussions. This directly informed response priorities for the Refugee Response Plan 2025/26, highlighting key concerns and solutions identified by refugees themselves, increasing their participation in programming decisions.

**Information Ecosystem Assessment:** In March 2024, the report, Information Ecosystem Assessment (IEA) 2023/24 Feedback ≠ Participation: trust, transparency and communication with refugees from Ukraine, was published by Internews, with the support of UNHCR. The report assessed the "health" of the information ecosystem in Moldova by investigating the availability of locally relevant and reliable information, the presence of mis- and disinformation and the information people are more likely to trust.

## Key figures

- **Social listening activities:** The Rumor Tracking System, set in place by UNHCR's partner Laolalta, gathered information on issues and concerns shared by refugees from over 30 media outlets (Viber, Telegram, Facebook groups and online mass media) reaching over 200.000 users.
- **Refugee Response Green Line:** The Green Line, in 2024, answered over 35,600 queries from refugees (70%) and host families (26%). Seventy-two percent (72%) of the queries were made by females and 27% by males. The Green Line has received more than 147.800 calls since the onset of the refugee response. Most of questions concern cash assistance, but also relate to accommodation, services and legal status.
- **Joint digital community:** A strong digital community was established to provide trustworthy information to over 250.000 registered users.
- **Information websites:** Dopomoga.gov.md and the UNHCR Help Page remained key resources for refugees, averaging 44,000 visits per month. Based on feedback, content was adjusted to better address refugee information needs, including services and rights.



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Focus group discussions played a crucial role in fostering accountability by providing a structured platform for refugees to share their experiences, concerns, and insights. These conversations enabled refugees to voice their needs and priorities, ensuring their perspectives were considered in decision-making processes that directly impacted their lives.

## Operational Response

**Communication and transparency** Ensuring that refugees and host communities receive timely and accurate information is essential to fostering trust and facilitating informed decision-making. UNHCR and partners have created a diverse network of communication channels, including hotlines, social media platforms, online forms, and in-person meetings among the others. Through these platforms, refugees can request information on available services, express concerns, and seek assistance. Additionally, through live Q&A sessions on digital platforms help that refugees stay informed about changes in assistance and legal frameworks.

**Participation and Inclusion:** Refugee participation in decision-making is central to UNHCR's approach. In 2024, refugee-led discussions, community dialogues, and focus groups shaped humanitarian policies and programs. Refugees voiced concerns on key issues, including Temporary Protection, UNHCR's cash assistance, and vehicle registration in Moldova. These engagements ensured policies reflected refugee needs. Beyond advocacy, UNHCR and partners involved refugees in designing assistance programs, aligning support with their priorities.

**Feedback and Response:** Listening to and acting upon refugee feedback is fundamental to accountability. UNHCR has implemented structured complaint and feedback mechanisms that provide refugees with multiple ways to express concerns and to receive responses to issues raised. The Refugee Green Line is an important entry point for addressing individual cases, while online forms and/or email and in-person consultations with UNHCR staff, offer additional means for engagement. To strengthen this feedback loop, UNHCR ensures that insights collected from these channels are systematically integrated into decision-making processes, with feedback to the community or individuals.

## Working with Partners

UNHCR works with Laolalta and NCUM on social listening activities and the effective sharing of information with refugees.

UNHCR is supporting the government in the management of the Green Line and Dopomoga to ensure refugees have access to relevant information.

UNHCR is actively engaged with the General Inspectorate of Migration to engage the refugee community in decisions which affect refugee lives.

## Refugee Coordination Forum

UNHCR co-lead the AAP Task Force in 2024 together with the National Congress of Ukrainians in Moldova (NCUM), involving more than 25 active organizations, including refugee led organizations. The Task Force works to ensure meaningful participation of refugees in decision-making processes, ensuring their concerns and feedback are highlighted and to strengthening a bottom up approach to the refugee response.



A protection desk staff member provides essential information to a refugee, ensuring they understand their rights, available services, and assistance programs. By offering clear and reliable guidance, the protection desk helps refugees make informed decisions and access the support they need to navigate their new environment.

UNHCR is grateful for the support provided by donors who have contributed to this operation as well as those who have contributed to global UNHCR programmes.

**Australia | Austria | Belgium | Denmark | European Union | France | Germany | Ireland | Italy | New Zealand | Netherlands | Norway | Republic of Korea | United Kingdom of Great Britain and Northern Ireland | Spain | Sweden | Switzerland**



**Bertrand Blanc**

Senior Operations Coordinator, [blanc@unhcr.org](mailto:blanc@unhcr.org)

**Andrew Painter**

Senior Protection Officer, [painter@unhcr.org](mailto:painter@unhcr.org)

**Alberto Tonon**

Disability and Inclusion Specialist, [tonon@unhcr.org](mailto:tonon@unhcr.org)

UNHCR Moldova is also thankful for the cooperation of Moldovan authorities at all levels, other UN agencies, the private sector and civil society organizations.

For more information, please visit the Operational Data Portal for Moldova or the Global Focus page for Moldova.

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