

**Communications with Communities Working Group,  
Athens, Greece  
Terms of Reference**

**Background:**

Up until March 2016 over one million refugees and migrants have arrived in Greece. The majority are Syrians, Afghans and Iraqi nationals and include refugees and asylum seekers who are in need of international protection and assistance.

While up to mid-November 2015, most persons of concern (POCs) stayed in Greece for a few days only, the situation has significantly changed after the February 2016 new border restrictions were implemented by the Governments along the Western Balkan routes. An increasing number of refugees and migrants will now stay for longer periods in Greece and remain in need of information, protection and assistance.

**Objectives:**

The working group will coordinate and facilitate the CWC work of agencies working with affected men, women and children and improve the sharing of information that informs responses to POCs.

The working group will endeavor to work towards the improvement of two way communications with refugees, asylum seekers and migrants, host communities and volunteers.

**Principles:**

The Communications with Communities working group is grounded in the principles of partnership, inclusivity, predictability and transparency.

**Geographical Coverage**

The CWC working group is an Athens based forum for information sharing, and open discussion on CWC issues of relevance across Greece.

**Core functions:**

- Identify and promote at a national level best practices in CWC across Greece and elsewhere.
- Identify gaps in CWC within the current humanitarian crisis.
- Promote consistent coordination and information-sharing between the different agencies engaged in CWC.
- Prepare and promote specific recommendations on CWC delivery and policies to the Inter-Sector Working Group.

- Contribute to a consultative and coordinated process to ensure all humanitarian actors involved in CWC activities have access to, and are informed of new developments in communication with communities.

#### **Expected Results:**

- Information about the response, particularly concerning available services, is shared systematically with all POCs.
- Information needs of POCs are systematically and regularly shared among and presented to working group members.
- Any feedback from POCs is systematically collected and shared among and presented to members of the working group.
- Through representation at the Inter-Sector Working Group, CWC becomes a vital part of planning in the humanitarian crisis.

#### **Membership & Chairing Arrangement**

The CWC Working Group is chaired by UNHCR as convener of the group.

The Co-Chair is TBD.

Membership to the forum is open to all Athens based agencies engaged in CWC as part of their humanitarian response to the refugee and migrant crisis.

#### **Arrangement of meetings**

Meetings take place on a bi-weekly basis, on every second Wednesday from 2pm – 3.30pm at UNHCR HQ, Tagiapiera 12, Athens.

#### **Terms of revision**

The ToRs will be reviewed on a 6-month basis.

Athens Greece  
April 2016