



### 986 Outreach volunteers identified



Since 1 January, 2018

**337** Community visits and meetings conducted

**203** Individual referrals to services

**22** Community-led interventions

## BACKGROUND



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

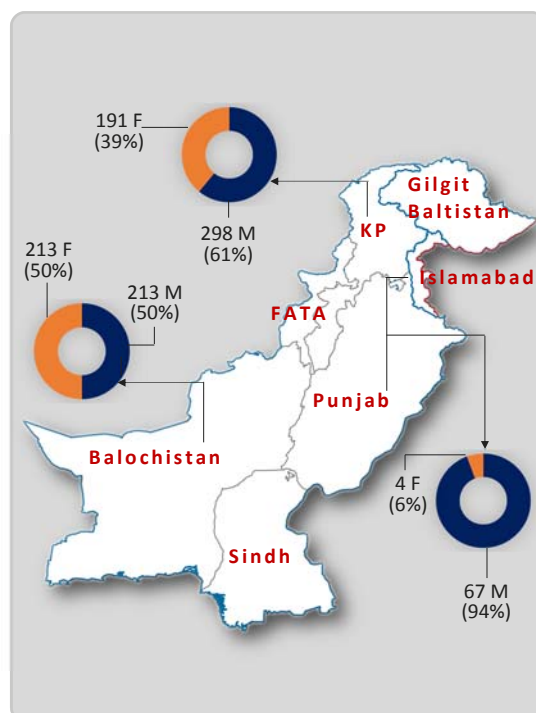
The four key priorities of the strategy covers:

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



- ⇒ To facilitate community gatherings in Nishat Mill, Khyber Pakhtunkhwa province, outreach volunteers mobilized the community to construct a communal shaded seating area next to the local mosque. Similarly, due to the cultural restriction a separate female communal meeting place has been identified, utilizing a room in the house of a community focal person.
- ⇒ With the support of UNHCR Quetta and Islamabad staff, four outreach volunteers living in Quetta, which included one host community member, participated in a live panel discussion that was featured during the NGO consultations at UNHCR headquarters in Geneva. The outreach volunteers discussed the challenges of female participation in Pakistan as well as the outreach volunteer program.
- ⇒ To commemorate World Refugee Day, four community events were held in Khyber Pakhtunkhwa province. Female and male outreach volunteers mobilized the community and arranged an awareness session on the rights of refugees. Male youth played a cricket match with male host community members. In Islamabad, outreach volunteers were invited to an event hosted by UNHCR, GIZ and the Government of Pakistan.
- ⇒ With the support of outreach volunteers in Khyber Pakhtunkhwa province, social and physical mapping was conducted in nine communities. Community focal persons helped with the process which led to the nominations of 27 female and seven male outreach volunteers.



## COMMUNICATION WITH COMMUNITIES

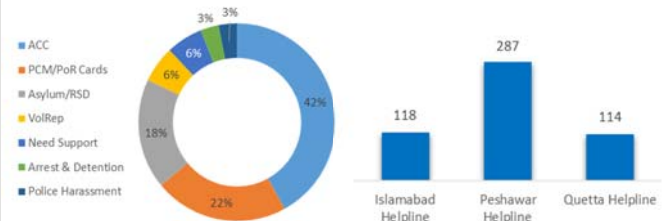


- ⇒ UNHCR's community-based protection partner in Baluchistan conducted 20 community information sessions for 556 participants on voluntary repatriation, child protection and legal services. Outreach volunteers, community activists and youth in refugee villages in Baluchistan, disseminated information on voluntary repatriation and encashment centers. UNHCR's partner also facilitated a monthly coordination meeting of twenty referral partners
- ⇒ A total of 25 community outreach visits were conducted in Khyber Pakhtunkhwa province during the month of June, to identify community focal persons, outreach volunteers and change agents. During the visits, eight information and awareness sessions were conducted on PoR card modification, volunteering, health and hygiene, sexual and gender-based violence prevention and response.

## PROTECTION HELPLINE



- ⇒ In Khyber Pakhtunkhwa and Punjab provinces, the majority of calls were inquiring about the Afghan Citizenship Card. In Baluchistan, the majority of calls were inquiring about asylum and refugee status determination procedures. Six calls were received from Afghanistan, three inquiring about assistance and support opportunities in Pakistan if they decided to travel to Pakistan, and three inquiring about voluntary repatriation procedures to return to Pakistan.
- ⇒ It is noted that no calls related to arrest, detention or eviction were received during the month of June.



## 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

## LINKAGES WITH OTHER SECTORS



- ⇒ The online Prevention from Sexual Exploitation and Abuse (PSEA) survey was released to staff to collect information on their knowledge and training needs in PSEA.
- ⇒ Community-based protection staff in Islamabad conducted visits to communities in Punjab province to make the necessary arrangements with authorities and communities for the mobile registration van services, which facilitate modification of Proof of Registration cards and issuance of birth certificates.
- ⇒ Community-based protection staff in Peshawar held a coordination meetings with the International Catholic Migration Commission (ICMC), which resulted in ICMC providing health sessions for the refugee community in Nishat Mill. Additionally, meetings with the Chairman of the Village Council, resulted in the agreement that the communal meeting room that is utilized by the host community, can also be utilized by the refugee community.

## TRAINING AND CAPACITY BUILDING



- ⇒ UNHCR sub-office Quetta hosted a mission of community-based protection staff from Peshawar and Islamabad to share experiences and best practices. Meetings were also held with outreach volunteers and visits to community spaces in Quetta.
- ⇒ A four day training for 32 participants was organized for UNHCR's community-based protection partner in Peshawar to build understanding on approaches and principles of community-based protection.

- ⇒ The community-based protection team in Peshawar provided four training sessions to 105 participants on sexual and gender-based violence, health and hygiene, and Proof of Registration card modifications.
- ⇒ A two day training was organized for UNHCR's community-based protection partner in Baluchistan to build understanding on the outreach volunteer code of conduct, approaches and principles of community-based protection, and protection monitoring.
- ⇒ Community-based protection team in Baluchistan provided six sessions for 103 participants at Katwai refugee village. The theme of sessions were voluntary repatriation, legal services, collection of Proof of Registration cards, access to basic service and identification of persons with specific needs. Four outreach volunteers attended a health training in Quetta organized by health partner.

## UNHCR'S COMMUNITY-BASED PROTECTION PARTNERS



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



Rural Empowerment and Institutional Development (REPID)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)