

DISABILITY TASK FORCE MEETING

19. JULY 2018

ORGANISATIONAL DETAILS	
Date	19. July 2018
Time	9:00-11:00
Location	UNHCR Branch Office Amman, 319 Wasfi Al-Tal Street, Khalda, Amman
Purpose	<u>Monthly DTF Meeting</u>
Participants (in alphabetical order)	AHS - Mohammad Jarrar HelpAge International - Frederique Mashini HI - Melissa ADOUM HI - Shaden Abdullah IOCC - Afnan Loqman JICA - Ritsuko Arisawa Mercy Corps - Raya Freah MPDL - Maysara Salah UNHCR - Mohamad Jarrar UNHCR - Rehab Khalifa UNHCR - Valerie Schamberger UPP - Zahra'a El-Dakar UPP - Khaled Khattab <u>Joined later</u> : NHF - Mohannad Alahmar NHF - Ruba Fraihat
Next Meeting	<u>Thursday, 16th August (tbc), from 9 to 11 am at the HelpAge Hub in Jabal Webdeh</u> Address: Building 43, Al-Shariaah College Street, Jabal Weibdeh Link: https://drive.google.com/open?id=1phif7t-tKtGcP8X-LSxEpCvV9TFQKJPK&usp=sharing
AGENDA	
<ol style="list-style-type: none">1. NHF Zaatari: presentation of good practice on inclusion, Q&A and discussion;2. Update of Service Mapping Sheet and establishment of clear referral mechanisms<ul style="list-style-type: none">- Discuss update and improvements of Mapping Sheet (to be finalized until August)- DTF's participation in Amman Referral Coordination Meeting- Drafting of Referral Pathways and SOPs for Inter-Agency Referrals3. Inclusion across all sectors:<ul style="list-style-type: none">- Feedback/Updates from the DTF sector representatives in the different Working Groups- Update on the DTF Presentations at other WG, sharing of updated PPP- Talking Points for DTF's presentation at Protection WG (gap analysis)- Discussion on Sector Analysis on Inclusion (as per DTF's 2018 objectives)- Follow-up on meeting with OCHA/ DTF's presence at ISWG4. DTF members' training needs<ul style="list-style-type: none">- Update of training offers Excel Sheet (attached)- Decide on training for DTF members to be organized- Discuss way forward regarding Training on Law on Rights of Persons with Disabilities Act5. AOB	

KEY DISCUSSIONS	ACTION POINTS	DATE
1. NHF Zaatari: presentation of good practice on inclusion, Q&A and discussion		
Rescheduled for next meeting	DTF chairs to include in agenda	Next Meeting
2. Update of Service Mapping Sheet and establishment of clear referral mechanisms		
<p>Discussions on updating and improving the Mapping Sheet DTF chairs presented an amended version of the Mapping Sheet prepared by HI for further discussion among DTF members. It was agreed to use the new template to simplify the Mapping Sheet and add further categories to adapt it to DTF members’ needs (e.g. regarding the beneficiary’s profile).</p> <p>UNHCR will amend the Mapping Sheet as agreed on during the discussion, upload it on google drive and forward the link to DTF members for completion. DTF members acknowledged the need for swift action and agreed to fill the Mapping Sheet until the next meeting in August.</p> <p>The final version will be uploaded on the web portal as a first step to facilitate referrals for disability specific and other services.</p> <p>DTF’s participation in Amman Referral Coordination Meeting Following up on last meeting’s discussion regarding the need to have a referral coordination platform, UNHCR consulted UNHCR colleagues from Coordination Unit to find out more about already existing coordination efforts with regards to referrals and avoid potential duplication of structures.</p> <p>UNHCR informed DTF members that there is a Referral Coordination Meeting for the Central Region/Amman. However, no such meeting had been organized during the last two to three months. Moreover, the purpose of the meeting is to coordinate referrals on a more abstract level, meaning that individual cases will not be discussed. While the DTF’s presence at such a meeting seems important to ensure that persons with disabilities needs are adequately considered, individual referrals can be discussed in the framework of the DTF meetings for the time being (until the update of the Mapping Sheet is completed and Referral Pathways are established).</p> <p>Drafting of Referral Pathways and SOPs for Inter-Agency Referrals Chairs highlighted the absence of Referral Pathways and SOPs for Inter-Agency Referrals and suggested to take opportunity of the recently initiated update of the Service Mapping Sheet to also create Referral Pathways and SOPs.</p> <p>UNHCR mentioned that CP/GBV Sub-working groups are in the process or have just finished the update of their referral pathways and SOPs, which could serve as a starting point for the DTF’s respective documents. UNHCR will share an example with members and invited all organizations interested to take part in the drafting process.</p> <p>Once finished, the Referral Pathways/SOPs should be uploaded on the webpage. DTF members also discussed mechanisms to disseminate</p>	<ul style="list-style-type: none"> •UNHCR to share updated version of the Mapping Sheet via google drive •DTF members to fill in Mapping Sheet •UNHCR to follow up on Referral Coordination Meeting •UNHCR to share example of Referral Pathways and SOPs •DTF to decide on Drafting Process for Referral Pathways and SOPs 	<p style="text-align: center;">ASAP</p> <p style="text-align: center;">Until 16. August</p> <p style="text-align: center;">Until 16. August</p> <p style="text-align: center;">ASAP</p> <p style="text-align: center;">Next Meeting</p>

the information more widely (print copies to be distributed in community centers etc.)

How to disseminate information on services among persons with disabilities

The debate on how to inform other organizations about disability specific and inclusive services also prompted a discussion on how persons with disabilities can access such information.

Khaled Khattab pointed out that persons with disabilities often don't know what services are available and that they experience difficulties when trying to find specific information. He usually consults different organizations' websites but there is no page providing an comprehensive yet easily accessible overview of what is offered. There are also facebook-groups used by persons with disabilities in Jordan to exchange information. He also highlighted that there is very limited knowledge about services in regions other than Amman.

It was discussed that **information events at community centers** (as organized by several of the DTF member organizations) were very helpful, however no solution for persons with disabilities when trying to find out more about specific services themselves.

UNHCR Zaatari mentioned that they are conducting outreach activities through social workers who inform persons of concern about the available services in Zaatari's twelve districts. There are also brochures that are being disseminated.

JICA highlighted that brochures are often outdated after a very short period of time due to change of programs, limited funding etc.

UPP mentioned that, amongst other means, they were relying on their focal points like Khaled to spread the information in the community. It was pointed out though, that those FPs are not covering all regions.

Some DTF members also mentioned **Service Advisor**, as the page's aim is to provide an overview about available services. Many of the DTF organizations are updating Service Advisor on a regular basis. One mentioned that they were unable to enter their information on the platform. Other problems associated with Service Advisor include the limited access to internet-based applications for refugees in the camp as well as lack of knowledge in the refugee community. **It was furthermore highlighted that Service Advisor may not be fully accessible for all, which would again limit persons with disabilities' access to information.**

It was suggested that **information about Service Advisor could be advertised through facebook** and other social media. Also, once the referral pathways are finalized, **brochures could distributed through Health and Community Centers.**

DTF members mentioned that it would be good to have a **help line** for refugees to facilitate referrals.

- **UNHCR** to follow up regarding Service Advisor

Until 16. August

3. Inclusion across all sectors

<p>Feedback/Updates from the DTF sector representatives in the different Working Groups</p> <p>No updates from WG were reported.</p> <p>Follow-up on meeting with OCHA/ DTF's presence at ISWG</p> <p>UNHCR informed DTF members that the chairs will meet with OCHA to discuss the limited visibility of issues related to disability and inclusion at the ISWG level as well as in the JHF proposals (as highlighted by UPP during the last meeting). However, it was also pointed out that the DTF (and hence the needs of persons with disabilities) is usually represented at the ISWG through the Protection WG to which it is reporting. A meeting with OCHA should hence not create an additional layer and therewith complicate already existing structures, but rather inform DTF members on how to best advocate for disability related topics in the framework of the ISWG and the JHF.</p> <p>Talking Points for DTF's presentation at Protection WG (gap analysis)</p> <p>In light of the above, the DTF chairs informed Members about their invitation to the Protection WG and suggested to use their presentation for a gap analysis, highlighting the shortcomings regarding services for persons with disabilities and inclusive action in Jordan and the need for the support of Protection WG members to advocate on behalf of persons with disabilities.</p> <p>Discussion on Sector Analysis on Inclusion (as per DTF's 2018 objectives)</p> <p>It was agreed that this could be the start for a more thorough gap analysis as outlined in the DTF's objectives for 2018. To this end, UNHCR will share the gap analysis conducted by the SGBV Sub Working Group as a first point of reference.</p> <p>DTF members agreed that sufficient time should be allocated during the next DTF meeting to identify gaps and needs that should be communicated to the Protection WG.</p> <p>Update on the DTF Presentations at other WG</p> <p>DTF chairs to share finalized PPP.</p>	<ul style="list-style-type: none"> • DTF Members to participate in WG and report back to the DTF • DTF members to identify gaps to inform next meeting's discussion and the DTF's Protection WG presentation • UNHCR to share gap analysis done by SGBV Sub-WG • DTF chairs to share PPP in finalized format 	<p>Continuing</p> <p>Until 16. August</p> <p>ASAP</p> <p>Next meeting</p>
<p>4. DTF members' training needs</p>		
<p>Decide on training for DTF members to be organized and discuss way forward regarding Training on Law on Rights of Persons with Disabilities Act</p> <p>Following last meeting's discussion on DTF Members' training needs, DTF chairs suggested to decide on one of the topics identified (see minutes of DTF's meeting in June).</p> <p>DTF members agreed to dedicate part of the next meeting to discuss the new law on persons with disabilities. The English version will be shared with members alongside the minutes of the meeting.</p> <p>AHS suggested to have a representative of the Higher Council join the next meeting to provide some insights in the drafting process.</p> <p>UNHCR informed the members that Michele Falavigna from AIFO will come to Jordan again in autumn to conduct a training on the implementation of the CRPD in light of the Jordanian law, to which DTF members will be invited as well. Next meeting's discussion could</p>	<ul style="list-style-type: none"> • UNHCR to share English Version of the law • All DTF members to read the new Law • AHS and UNHCR to organize meeting with the Higher Council 	<p>ASAP</p> <p>Until 16. August</p> <p>ASAP</p>

<p>hence serve as a starting point for a more thorough analysis of the legal situation for persons with disabilities in Jordan in the framework of the workshop.</p> <p>Update of training offers Excel Sheet</p> <p>DTF chairs initiated a discussion about the need to update the training offers Excel Sheet. Once finalized, the sheet will be uploaded on the webpage to inform other Sectors and organizations about available trainings on inclusion and disability related issues and form part of the larger information package on the DTF.</p>	<ul style="list-style-type: none"> • UNHCR to follow up with AIFO on the workshop • All DTF members to update training sheet 	<p>Until 16. August</p> <p>Until 16. August</p>
<p>5. AOB</p>		
<p>Chairs encouraged DTF members to share agenda points, topics and good practices that they would like to discuss during the next meeting.</p>	<ul style="list-style-type: none"> • DTF members propose agenda 	<p>1 week before next meeting</p>
<p>ATTACHMENTS</p>		
<ol style="list-style-type: none"> 1. Service Mapping Sheet; <i>Please use the google spreadsheet for updates:</i> https://docs.google.com/spreadsheets/d/17bF6ma-oXgDSjVo-5ZRzdi7uTkfAydMt7eVwGvEmIMc/edit?usp=sharing 2. Training Offers Excel Sheet; <i>Please use the google spreadsheet for updates:</i> https://drive.google.com/file/d/1bJ6BIA4La9KZJ4WDi40yqPF9iN584qrS/view?usp=sharing 3. Law on Rights of Persons with Disabilities Act (English version attached) 4. SGBV Sub Working Group Gap Analysis; Link: https://data2.unhcr.org/en/documents/download/62551 5. SGBV/CP Inter-Agency SOPs (Procedure, Referral Pathways and Annexes) 		