The war in Ukraine has resulted in an unprecedented and large-scale humanitarian crisis, displacing over six million people to neighbouring countries since 24 February 2022, the majority women and children, as well as older people and those with disabilities.

Hungary is both a country of transit as well as a destination for people fleeing hostilities in Ukraine, with over 1,024,200 refugees arriving directly from Ukraine or via third countries. While most move on to third countries in Europe, some 20,275 individuals have applied for temporary protection status in Hungary as of 10 May.

To ensure a favourable protection environment, Inter-Agency partners are supporting national authorities’ response at border crossings and reception points, as well as in urban areas including train and bus stations, info / help points and shelter facilities.

**KEY FIGURES:**
(Between 24 February – 9 May 2022)

- 1,024,200 total arrivals to Hungary from Ukraine.
- 572,750 arriving directly from Ukraine.
- 451,450 arriving to Hungary via Romania.

**BREAKDOWN OF ARRIVALS:**
(Between 28 March – 10 May 2022)

- Children 27%
- Male 29%
- Female 44%

On 3 May, UNHCR held a launch event for the Hungary country chapter of the Regional Refugee Response Plan in Budapest, which was attended by representatives from the Ministry of Foreign Affairs, UN agencies, and humanitarian partners taking part in the response. UNHCR’s Representative for Central Europe, Roland Schilling, briefed participants on the current operational context, emerging needs and response to the high influx of arrivals to Hungary.

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Operational Context

The unprecedented rate of arrivals from Ukraine to neighboring countries has resulted in the fastest-growing refugee crisis since the Second World War. Between 24 February – 10 May 2022, over six million refugees have crossed from Ukraine into neighboring countries. Hungary has observed some 1,024,200 recorded arrivals; over 572,750 arrived directly from Ukraine, with a high proportion also recorded at Hungary’s border with Romania, where at least 451,450 people have transited through (as of 9 May).

Those arriving from Ukraine are able to enter Hungary, even if they lack documentation, and can apply for temporary protection as well as temporary residence. Local authorities and humanitarian partners are also providing access to transportation, including from border crossings to urban areas, as well and for those wishing to move on to other countries in Europe.

Help points have been established by authorities to provide assistance to those arriving to Hungary and inform on measures to apply for temporary protection or residence. Shelters and reception centres have been launched for refugees arriving from Ukraine to be provided with information and referral to short-term accommodation in government-run facilities or with volunteer networks. Humanitarian actors and public authorities present at border crossing points and urban areas are closely coordinating to provide assistance and services, including advice on temporary housing, transportation, and legal counselling.

Despite the commitment by authorities to provide assistance to people fleeing the war in Ukraine, the unprecedented rate of arrival has strained available resources, making provision of information and identification of vulnerable profiles more challenging. With people arriving to Hungary through multiple points of entry, many do not pass help / information points at transit sites to receive information before settling in the community or moving onward. Further monitoring of arrivals as well as comprehensive screening is also needed, particularly for persons with specific protection needs including those with disabilities, as well as cases involving unaccompanied and separated children (UASC). The threat of trafficking and exploitation remains high particularly in border areas, which require strengthened government systems for trafficking prevention. Additional interpretation services are also needed to ensure that new arrivals remain fully informed about the possibility of applying for temporary protection.
Achievements

**PROTECTION**

**Achievements and Impact**

- Inter-Agency partners are supporting national authorities’ response at border crossings and info/help points, as well as in urban areas including train and bus stations, reception points and shelter facilities. UNHCR and partners are conducting regular protection monitoring, information provision, and referral to specialized services, while identifying opportunities for capacity development.

- The Protection working group, chaired by UNHCR, was launched in mid-March 2022 to coordinate sector specific challenges, with a separate sub-working group for Child Protection co-chaired by UNHCR and UNICEF – this is in addition to the Basic Needs Working Group, and two cross-cutting task forces: Protection from Sexual Exploitation and Abuse (SEA) and Mental Health and Psychosocial Support (MHPSS).

- UNHCR is rolling out Blue Dot locations and mobile teams in Hungary for refugees to be able to access information on temporary protection and available services, to provide case monitoring, and to facilitate identification and referral of vulnerable individuals to specialized services. In early-April, a Blue Dot presence was established in the main arrival hall and pre-registration area of Záhony train station. UNHCR will continue to maintain a Blue Dot presence in Záhony to provide information on temporary protection, offer legal and social counselling, and provide a safe space for children and persons with vulnerabilities recently arriving to Hungary. Rollout of Blue Dots is currently underway for other locations in Hungary.

- Between 21 March – 8 May, Hungarian Helsinki Committee assisted over 1,419 people with legal information on temporary protection and other legal statuses, including through dedicated group sessions. Additional training and capacity building was also provided for humanitarian partners and volunteers in April and May.

- Between 1 March – 8 May, Menedék provided protection assistance to 1,995 individuals including psychosocial support and psychological first aid—both through individual and group counselling—while flagging vulnerable cases for referral to partners. In addition, individual case management was carried out for refugees seeking assistance with regards to employment, education, and accommodation in Hungary.

- Next Step provided over 925 individuals with basic needs assistance including distributing core relief items (CRIs), warm meals and MHPSS support between 26 March – 8 May. Social counselling was also provided on visa and residency procedures, including for third country nationals, as well as advice on accessing education, accommodation and employment.

- Hungarian Baptist Aid is providing refugees with core relief and non-food items, in addition to food, shelter support, and access to supplementary health services (see below image). MHPSS training is also being provided to ensure volunteers and humanitarian partners are able to provide effective support to refugees exposed to trauma, in addition to dedicated psycho-social support programs.

- Segítségnyújtás and others are working to support refugees in need of assistance by connecting them to volunteer networks through dedicated social media channels, including a Facebook support group consisting of over 140,000 members. Through online outreach, refugees from Ukraine are able to seek direct support from local NGOs and volunteers in finding temporary and longer-term accommodation, information on health and education services, as well as advice on accessing the labour market.

- UNHCR is currently conducting dedicated GBV and PSEA trainings for partners as well as volunteers. On 24 April, UNHCR carried out trainings for entities assisting refugees in Záhony, focusing on PSEA and core humanitarian principles; all participants signed a code of conduct and agreed to undertake a certification of no prior sexual misconduct in addition to reference checks. A training of trainers was also undertaken on 29 April at Záhony train station and Tiszabecs help point on the legal framework in Hungary, namely on temporary protection and attached rights. On 5 May, UNHCR facilitated a GBV training for 36 humanitarian partners focusing on delivery of support to survivors and non-GBV actors, as well as Psychological First Aid (PFA) targeting.

- On 29 April, Cordelia carried out trainings for 20 humanitarian partners in Záhony focusing on PFA and vicarious trauma prevention, providing handouts for further dissemination on the topics along with practical tips.
Identified Needs and Remaining Gaps

- Many refugees are reporting a lack of access to information on available legal protection and social services. Provision of legal aid and counselling is critical to ensure refugees arriving to Hungary are able to make safe and well-informed decisions regarding their journeys, and allow them to undertake medium-to-long term planning regarding their displacement.

- Reinforced screening and systematic procedures and capacities for identifying unaccompanied and separated children (UASC) remains crucial along border areas, as instances of unaccompanied children or those arriving in the care of adults not verified to be their legal guardians have been observed. Systematic vulnerability screenings are needed, as well as comprehensive data collection, tracing, and referrals to specialized child services.

- Due to the high risk of trafficking and exploitation along border areas, early detection and prevention measures need to be reinforced to prevent the threat of criminal activity – particularly given the majority of those arriving comprise of women and children. Reinforced vetting systems and procedures are also needed to register and screen organizations, companies and volunteers present at border crossings and other locations where refugees are assisted.

- Additionally, dedicated women’s safe spaces and child-friendly spaces are needed in areas where refugees are arriving—including at reception points and info/help points—which will complement the roll-out of Blue Dots providing similar services.

- Third country nationals, including those who were previously lawfully residing in Ukraine, are not able access temporary protection status and instead are required to apply for temporary residency (i.e. for a specific purpose such as work/study) in order to remain in Hungary, thereby limiting access to legal protections and services.

- Many Roma families arriving to Hungary experience discrimination when attempting to access humanitarian assistance and support. Partners have observed a hesitancy to extend services and aid to Roma individuals, with some waiting long periods to access facilities offering services, or being denied basic assistance including food and transportation.

- Dedicated trainings on PSEA as well as non-discrimination among relevant partners is key, to inform on core humanitarian standards and given the increasing instances of discrimination being reported towards certain minorities.

- Refugees accommodated in government-designated temporary shelters, sometimes in remote locations, have reported limited transportation services to and from such sites, making it more difficult for them to reach government offices in urban areas in order to apply for temporary protection. Many have reported a lack of information materials on temporary protection at shelters, as well as an absence of psychosocial care including screening and counselling.

- Refugees issued with non-biometric cards confirming their status have encountered difficulty accessing health services, as these cards are not routinely accepted by healthcare providers. Further advocacy is being undertaken by UNHCR and protection partners to ensure recognition of temporary and non-standard cards issued by authorities to facilitate access to such services.
EDUCATION
Achievements and Impact

- Following the large influx into Hungary, authorities have generously extended access to a range of social services for refugees arriving from Ukraine including **access to primary and secondary education**. Families benefitting from temporary protection in Hungary are able to enroll their children in local kindergartens and elementary school, while secondary school refugee students will have the opportunity to sit their final exams in Hungary.
- Authorities are also working to ensure university students are able to continue their studies in Hungary, with **scholarship opportunities** being extended to refugee students at the university level. Within the framework of the “Stipendium Hungaricum” programme, a sub-programme called “Students at Risk” was launched to help students pursuing higher education to continue their degrees. The scholarship provides for tuition-free education in addition to a monthly stipend, as well as support with student housing and medical insurance.
- Inter-Agency partners are supporting refugee children arriving from Ukraine with integration into local primary education, including through **specialized learning** and **language support programmes**, as well as access to **online learning** for Ukrainian curriculum.
- On 6 May, UNHCR provided equipment including furniture and learning materials to a temporary school and kindergarten run by NGO Yednist in Budapest, where refugee children are continuing their education through the Ukrainian curriculum. The contribution included two color printers, two projectors, two speakers, two laminators, and one vacuum cleaner. This assistance will help volunteer teachers ensure a more favorable learning environment for children (**see image below**).
- Oltalom Charity Society is providing assistance to support the integration of Ukrainian children into education systems at primary schools in various districts in Budapest and elsewhere in Hungary.

Identified Needs and Remaining Gaps

- While refugee children arriving from Ukraine are able to access education and learning services in Hungary, some remain out of school due to notable language barriers. Many families are opting to continue their children’s education through remote learning under the Ukrainian school curriculum, but do not have access to vital learning materials including tablets and laptops, with some noting difficulties in accessing internet.
- To address these gaps, UNHCR, Menedék, Next Step and partners are supporting access to education through dedicated learning programmes, language and skills-building workshops, as well as access to Ukrainian school curriculum online. To facilitate this, UNHCR is working to distribute tablets and laptops and improve access to internet through local telecom organizations in Hungary in order to ensure continuous learning, while supporting parents with administrative procedures for accessing education.
HEALTH

Achievements and Impact

- From the onset of the war in Ukraine, Hungarian health authorities confirmed refugees’ access to local health services, and dedicated necessary capacities for the first wave of arrivals including coverage for any potential co-payments for medicine.
- Health providers in Hungary are offering services to refugee patients in hospitals and clinics across different regions, with mobile teams deployed to registration points along the border to provide medical assistance, screening, emergency first aid, as well as testing, hospitalization, and vaccination against COVID-19, while working to prevent and treat priority communicable diseases such as measles, polio, and tuberculosis.
- With many refugees exposed to traumatic events associated with the effects of conflict, MHPSS and psychological first aid remain critical particularly at the early stages of their arrival to Hungary. Under the guidance of the Inter-Agency mental health coordinator, partners are working to reinforce delivery of both short and longer-term MHPSS interventions, including for third country nationals.
- Capacity-building remains a central part of Inter-Agency partners’ health response, including reinforcing national health authorities, NGOs and volunteers’ ability to meet the immediate and longer-term health needs of refugees.
- WHO and health partners are working to reinforce both primary and secondary health services, while building capacities of national authorities to respond to the health needs of both refugee and host communities. Health actors are also supporting national health authorities with addressing the tertiary and secondary healthcare needs of refugees arriving to Hungary, including sharing guidance and best practices with partners regarding immunization.
- Assistência Médica Internacional (AMI) is working to mobilize medical teams on the ground, including along border crossing areas where refugees are arriving, while supporting local NGOs with the provision of medicines and other medical supplies. From 1 March – 15 April, AMI provided EUR 30,250 worth of medicine for delivery within Ukraine (see below image), in coordination with local partners in Hungary and one clinic located in Uzhhorod in Ukraine. Additionally, from May – October 2022, AMI will support the clinic with EUR 1,500 in medicine each month.
- Traumaközpont is undertaking MHPSS activities, including identifying dedicated health workers to provide MHPSS support to Ukrainians both in Hungary and cross-border, as well as psychological first aid. Trauma-informed training for trainers is also being carried out, with some 120 individuals to be trained in the coming weeks.
- Cordelia and Segítségnyújtás are providing both short term and longer term MHPSS counselling and referrals to support persons with the immediate and anticipated mental health effects stemming from their displacement, including through referral to specialized counselling services.
- IOM is undertaking MHPSS outreach for third country nationals and populations affected by the crisis to ensure they have access to and are able to benefit from MHPSS services.
Identified Needs and Remaining Gaps

- Comprehensive and specialized MHPSS services are needed along border crossings, info / help points, temporary shelters, and other areas where refugees are arriving to provide counselling and referrals for persons who require psychosocial care following exposure to hostilities, and who may be experiencing symptoms of trauma and distress associated with the effects of the conflict.
- Further capacity is needed for identifying and training frontline personnel—including national counterparts as well as partners and volunteers—on Psychological First Aid (PFA).
- Assistência Médica Internacional (AMI) has observed a growing need for reinforced access to medicine among refugees arriving to Hungary. Due to limited financial means, many are unable to afford medication including for underlying health conditions.

SHELTER & NFIs

Achievements and Impact

- National authorities have confirmed their ability to build necessary capacities for temporary shelter and short-term accommodation, with additional support from civil society, volunteers as well as the private sector. The Ministry of Interior and the Municipality of Budapest are coordinating temporary shelter and accommodation both in border regions and in urban areas, while longer-term accommodation is being organized by the National Directorate General of Disaster Management in local public facilities including town halls, recreational / sports facilities and in schools.
- Municipal authorities and NGO partners are providing temporary and longer-term shelter and accommodation for refugees across some 129 shelter facilities, with food and non-food items provided in addition to bedding and hygiene products, and transportation being arranged to enable refugees to reach accommodation sites. Additional shelter facilities are being identified by NGO partners and volunteers, including for families and persons with limited mobility.
- UNHCR and partners Hungarian Helsinki Committee and Menedék are conducting regular monitoring of reception conditions at temporary shelters, meeting with refugees to better understand their needs and provide them the opportunity to seek advice and share feedback, flagging any concerns and identified gaps to relevant authorities.
- The Municipality of Józsefváros (8th district of Budapest) is providing temporary accommodation in emergency shelter, as well as designated “safe spaces” for refugees to rest, with services including access to healthcare, day-care for children, food, clothing (as needed) and basic hygiene items. Assistance with transportation is also being provided for those intending to travel onwards.
- Menedék is deploying mobile teams to various shelter and accommodation facilities in and around Budapest, consisting of social workers, interpreters and a dedicated mental health expert to conduct visits to shelters to counsel refugees, carry out psychosocial screening and implement activities benefitting children and families.
- Utcaiől Lakásba is organizing temporary shelter for vulnerable refugees across different regions of Hungary, in coordination with local NGOs partners.
- In addition to education support for refugees, Oltalom Charity Society is providing temporary shelter across their multiple offices, colleges and institutions in Budapest, Borsod-Abaúj-Zemplén, Csongrád-Csanád and other locations, including in designated conference rooms and sports halls.
- Hungarian Baptist Aid is preparing to assist some 130 refugees with long term accommodation in the charity’s recently renovated shelter facilities, while targeting an additional 200 individuals with short-term shelter options inclusive of meals.
- IOM is identifying shelter solutions for third-country nationals and other populations affected by the crisis arriving to Hungary from Ukraine.

Identified Needs and Remaining Gaps

- While authorities and volunteers have rapidly mobilized to provide shelter and accommodation support for refugees, there is a need for longer-term accommodation for individuals and families staying in Hungary for
extended periods. Some facilities designated by authorities are suitable for only short-term stays (i.e. less than three nights), do not meet adequate reception standards, and lack certain basic services including kitchens / meal services, medical care, hygiene items and internet connectivity, with instances of overcrowding and limited privacy being reported.

- Where possible, regular psychosocial care and health screenings are needed on-site, including childcare services, as well as social counselling and information on temporary protection procedures.
- Individuals accommodated in remote shelter facilities have reported difficulty accessing registration services for temporary protection and other legal pathways due to limited transportation being provided to designated registration sites.
- Some accommodation facilities require modification to ensure accessibility for those with physical disabilities. Women and girls staying in government-provided accommodation also require gender-segregated sleeping areas and WASH facilities to ensure safety, while outdoor and common areas need adequate lighting for the general safety of residents and staff.
- Accommodation centres housing families with children require dedicated child-friendly areas for learning and recreational activities.

**SITE MANAGEMENT**
Achievements and Impact

- Since the beginning of the refugee crisis, the Municipality of Budapest established designated information centres to provide information to refugees and those hosting them, and to coordinate relevant stakeholders providing shelter assistance to refugees in urban areas.
- Starting 9 March, Cesvi set up a designated tent at Záhony border crossing point to reinforce reception capacity for the high volume of refugees crossing into Hungary as part of the first wave of arrivals. The tent served as a “one-stop-shop” to provide refugees with basic services including food, legal assistance, and logistical information for their onward journeys. Cesvi also set up a temporary kindergarten and playground on-site for refugee families arriving with children.

**Identified Needs and Remaining Gaps**

- Further efforts are needed to reinforce the site management capacities of national authorities and humanitarian partners providing assistance along border crossings, including establishing additional designated safe spaces for refugees with vulnerabilities and families travelling with children, in addition to improved screening for persons with specific protection needs including UASC, single women, pregnant women and women travelling with small children and/or older people. Additional measures are needed to protect vulnerable persons at risk of exploitation and trafficking, including reinforced monitoring, registration and tracking of humanitarian actors, volunteers, and vehicles present along border crossings and other locations where refugees are arriving.

**FOOD SECURITY & NUTRITION**
Achievements and Impact

- In addition to extending health and education services, Hungarian authorities are working to meet the basic needs of refugees arriving from Ukraine, including food.
- Beginning in March 2022, the Municipality of Budapest began providing meals at shelters and temporary accommodation facilities, including through civil society and volunteer organizations providing shelter to refugees. In addition to distributing core relief items, Next Step is providing warm meals for people arriving to Hungary from Ukraine, with the support of a network of volunteers (see below image).
Beginning 25 February, Oltalom Charity Society began providing daily meals at their associated offices and schools in Budapest—including at the Theological College—as well as in Borsod-Abaúj-Zemplén and Csongrád-Csanád in the east of the country.

**LOGISTICS & SUPPLY**

**Achievements and Impact**

- UNHCR’s Supply Unit has been undertaking both new contracts as well as amending existing ones (through one-off or frame agreements) for **procurement of goods and services** to support field operations in Hungary, Ukraine and other countries in the region.

- In March 2022, UNHCR established a warehouse in the east of Hungary following an in-kind donation to support operations in Hungary and neighbouring countries. Core Relief Items (CRIs) are being procured as well shipped from UNHCR’s global stockpiles, and will begin arriving to a second warehouse in Budapest—due to launch in May—to begin distribution based on needs in Hungary, while also preparing items for distribution within Ukraine.

**EMERGENCY TELECOMMUNICATIONS**

**Achievements and Impact**

- UNHCR has activated **internet connectivity hotspots** in Záhony at the Blue Dot hub, the accommodation centre and the train station. In collaboration with Cisco and Ericsson Response, the UNHCR ‘Splash Page’ has been deployed across all locations and is capturing information on organization and data usage; refugees are also redirected to UNHCR’s **Help Page for Hungary** to provide them with up-to-date information about temporary protection procedures and access to services. Through the Splash Page, UNHCR will further improve **information-sharing** services at the help points in Beregsurány and Barabás, where internet access is being provided to refugees and humanitarian partners by Vodafone Foundation.

- UNESCO is preparing to launch dedicated communication channels including radio stations to rapidly inform refugees on essential services and procedures in Hungary, including protection, legal, health and other social services provided by authorities and national partners.
COMMUNITY EMPOWERMENT & SELF RELIANCE
Achievements and Impact

▪ Menedék is deploying mobile teams to temporary shelters and accommodations facilities where refugees are staying in Hungary to provide social counselling in order to help them make informed decisions about their current situation as well as their future planning. Early integration services are also being provided including Hungarian language classes, children’s learning programmes and other community-based initiatives to help refugees adapt and integrate into local communities.

▪ On 30 April, Lexis—a refugee-led NGO supported by UNHCR—organized a community gathering in Budapest which was attended by more than 120 Ukrainian refugees (70 children and 50 parents). The event included an information session on temporary protection and access to rights, preparation of traditional Ukrainian dishes, and various recreational activities for children. The event was an opportunity for refugees to engage with other Ukrainians and foreigners residing in Hungary, as well as members of the host community (see below image).

▪ For refugees choosing to remain in Hungary, Hungarian Baptist Aid is providing integration support including a planned two-week summer camp benefiting some 200 children, to provide them with recreational and sports activities, and help foster interaction with the host community.

On 30 April, local refugee-led NGO Lexis with UNHCR’s support organized a community gathering in Budapest to provide families recently arriving from Ukraine with recreational activities including children’s games, preparation of Ukrainian cuisine, as well as info sessions on temporary protection and access to services in Hungary. Of the day’s events, one participant said: “I didn’t think it would be possible to feel at home for a few hours so far from my hometown. I was especially happy to hear Ukrainian songs!” © UNHCR.

Working in Partnership

As part of the Ukraine Situation response, UNHCR leads and coordinates the implementation of the Refugee Response Plan (RRP) in line with the Refugee Coordination Model (RCM) and in close collaboration and consultation with relevant government counterparts, and with the support of Inter-Agency partners and other stakeholders. UNHCR also leads the Refugee Coordination Forum (RCF) for Hungary which has been established as a key entry point to identify common challenges and avoid duplication at country-level, while ensuring harmonized response within existing government structures and among Inter-Agency partners including UN agencies (FAO, IOM, UNESCO, UNFPA, UNHCR, UNICEF, WFP and WHO), NGOs, volunteers and other stakeholders, with associated working groups and sub working groups (Protection and Basic Needs—including Shelter, Food, and Non-Food Items—and Child Protection) as well as two cross-cutting task forces (PSEA and MHPSS) to effectively coordinate partners’ response.

Inter-Agency partners are supporting national authorities’ response at border crossings and reception / help points, as well as in urban areas including train and bus stations, and temporary shelter / accommodation facilities. UNHCR and partners are conducting regular protection monitoring, information provision, and referral to specialized services, while identifying opportunities for capacity development.
Regional Refugee Response Plan (RRP) – Funding Update

Financial requirements | Funding Received | Percent Funded | Partners Involved
--- | --- | --- | ---
USD 1.85 B | USD 596.4 M | 32% | 142

Of which the Hungary response represents:

USD 105.3 M in financial requirements and involves 22 partners

The Regional Refugee Response Plan for the Ukraine is available [here](#).

For more detailed funding information, please visit the [Refugee Funding Tracker](#).

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Links

For further information, please visit the [Ukraine Situation Operational Data Portal](#) and the [Hungary Page of the Portal](#).

Sign up for the [UNHCR Regional Bureau for Europe mailing list](#).