

2015 UNHCR Annual Consultations with NGOs



IN
PURSUIT
OF
SOLUTIONS



Message from the High Commissioner to the 2015 Annual Consultations with NGOs

In pursuit of solutions

IN 2015, WE CONTINUE TO FACE a sobering reality: global forced displacement is at record heights and only keeps rising. Last year alone, over 13 million people were forced from their homes worldwide as a result of conflict and persecution.

All of us participating in these NGO consultations recognize the human tragedies behind these numbers. Despite our best efforts to meet the needs of refugees, internally displaced and stateless persons, they face major limitations in accessing even the most basic services – food, health care, education, clean water, or sanitation facilities. We see the constraints they confront when they look for work, their frequent marginalization, and we are concerned that there is not enough support to mental health issues in view of the trauma of flight and persecution.

We are also witnesses to the fragility of peace. Last year I travelled to the Central African Republic in the midst of renewed horrific violence - the same country where a few years earlier many were hopeful for the return of refugees. Likewise in South Sudan, the conflict has derailed the delicate progress toward building a new country. I recently met newly displaced people who had been among the refugees

accompanied back home on my first field mission as High Commissioner in 2005. Many of you have similar stories.

The international humanitarian system is utterly overstretched. As a consequence of new humanitarian emergencies and the lack of progress toward solving long-standing ones, millions of people are trapped in a cycle of dependency with limited to no viable means to reach their potential as human beings. Humanitarian needs are rapidly outpacing available resources. We must change the way we approach humanitarian action – including by better linking up humanitarian and development funding streams, and through longer-term partnership-based solutions planning.

For the next three days, we have an opportunity to advance our thinking on solutions – the theme for the 2015 NGO Consultations. By solutions we are not only referring to the classic durable solutions of voluntary repatriation, resettlement and local integration, but also to the broader sense of enabling refugees and other persons of concern to improve their quality of life and to enjoy their human rights. To empower forcibly displaced persons, we must ensure they have access to education, identity documents, and health care, among others. We must also advocate with States to facilitate refugees' ability to contribute to their communities, including through the right to work. Our efforts must simultaneously benefit local host communities. Such broader solutions strategies are of immense value in enhancing the quality of asylum and internal displacement as well as in preparing refugees and internally displaced persons for building a new future. This requires strategic alliances and partnership. We need to design programmes together that are soundly based on data and analysis and, like

The Partnership Section would like to thank the many colleagues who have contributed to the preparation of these consultations. We would especially like to thank the speakers and moderators of the sessions, including Zainab Raza Jafri for her role as the Rapporteur of the Annual Consultations with NGOs and the Rapporteur of the Executive Committee of the High Commissioner's Programme, Pakawat Srisukwattana, for attending.



UNHCR / A. MCCONNELL

UN HIGH COMMISSIONER FOR REFUGEES ANTÓNIO GUTERRES MEETS WITH SYRIAN REFUGEES IN THE FAYDA INFORMAL TENTED SETTLEMENT IN THE BEKAA VALLEY, LEBANON.

our development colleagues, we need practical approaches that over time empower persons of concern. These programmes must be accompanied by long-term advocacy campaigns drawing on all our capacities.

As you attend the sessions, which will be exploring some promising efforts in different operations, reflect on how to contribute to new thinking. How can we:

- Put persons of concern and protection in the forefront of humanitarian action;
- Enable refugees to become self-reliant and enjoy their human rights;
- Persuade more States to facilitate the enjoyment of human rights by persons of concern by establishing necessary strategies and legal frameworks and by including persons of concern in national development plans and priorities;
- Build synergies between humanitarian and development actors working together from the outset of

an emergency, in a coordinated approach geared towards strengthening community resilience and durable solutions through existing processes; and

- Contribute to a reorientation of development assistance policies to include refugees and host communities in countries of asylum.

The NGO consultations are a key forum to identify ways in which we must adapt the humanitarian system to today's challenges. With some 500 participants representing local community based organisations, and national and international NGOs from around the globe, the diversity of perspectives and experiences present at these consultations is exceptional. I am especially pleased that some refugees are also joining us this year.

As always, I encourage your full and frank participation and promise you that you will get the same from UNHCR.

António Guterres

Wednesday 1 July 2015 | International Conference Center (CICG)

10h30 – 12h00 Welcome coffee and Informal regional meetings

Informal regional meetings will be organized at the outset of this year's Annual Consultations, intended to give NGOs from each region the opportunity to meet with colleagues from the respective UNHCR Regional Bureau.

The Africa region will meet in Room 5 (3rd floor). Other Bureaux will have their own dedicated areas in the lobby.

12h00 – 13h00 LUNCH (*free*) – DÉJEUNER (*libre*)

12h00 – 13h00 SIDE EVENTS (*interpretation in English-French-Spanish*)

Room 5

Protecting children and protecting schools: “Guidelines for Protecting Schools and Universities from Military Use in Armed Conflict”

Education fulfills a critical protection role for children and adolescents during crises, and paves the way for eventual solutions. When schools are used for military purposes, the benefits of education are broken down. Not only can a school or university become a target of attack, but remnants of war can lead to the school being inaccessible long after the conflict has ended.

At the end of May 2015, 37 States gathered in Oslo and endorsed a “Safe Schools Declaration” which offers them a formal basis to express their commitment to implement the new Guidelines. The Declaration is a critical step in working to solve the problem of military use of and attacks on educational facilities.

This side event will introduce the “Safe Schools Declaration” and the Guidelines as tools that can be used in advocacy by NGOs and UNHCR staff to prevent military use of education facilities. Participants will discuss the impact of the military use of schools and students, the importance of education for protection and solutions, and will offer ways the Declaration and Guidelines can be used to hold states and non-state armed actors accountable for their actions.

Moderator: Maureen MAGEE, *Norwegian Refugee Council*

Speakers: Anita BAY, *Save the Children*

Filipa SCHMITZ GUINOTE, *Global Coalition to Protect Education from Attack*

Room 6

Questions and answers: Protection and solutions in the Refugee Coordination Model

The session will provide an overview of the Refugee Coordination Model (RCM), with highlights from UNHCR's Solutions work and the Regional Refugee and Resilience Plan for Syrian Refugees and host communities (known as the 3RP). It provides an opportunity for interested NGOs to ask questions on the RCM and discuss implications of UNHCR's coordination structures for protection and solutions.

The RCM provides a framework for leading, coordinating and delivering refugee operations and is applicable from the onset of an emergency until solutions are found. Under the overall leadership of the host government, partnership based and inclusive coordination remains a cornerstone for effective refugee response and improved protection and solutions outcomes for refugees. Towards this end, the RCM encapsulates greater collaboration with humanitarian as well as development actors. Highlights on solutions ef-

forts through the SEEDS initiative and the Refugee and Resilience Plan for Syrian Refugees (3RP) will be shared during this session as well.

Moderator: Stephan MAURER, *Danish Refugee Council*

Speakers: Arafat JAMAL, *Head, Inter-Agency Coordination Service, UNHCR*
Betsy LIPPMAN, *Chief, Operations Solutions and Transitions Section, UNHCR*
Ayman GHARAIBEH, *Head, MENA Middle East Unit, UNHCR*

13h00 – 14h45 **PLENARY SESSION** (interpretation in Arabic-English-French-Russian-Spanish)

Room 2 **OPENING**

Johan CELS, *Head, Governance and Partnership Service, UNHCR*
Daniel ENDRES, *Director, Division of External Relations, UNHCR*
Nan BUZARD, *Executive Director, International Council of Voluntary Agencies*

OPENING REMARKS AND PLENARY DISCUSSION

António GUTERRES, *High Commissioner for Refugees*

15h00 – 16h30 **THEMATIC SESSIONS** (interpretation in English-French-Spanish)

Room 2 **Alternatives to camps: making it work**

UNHCR released its *Policy on Alternatives to Camps* in July 2014 to move away from traditional camp-based operational responses and create possibilities for refugees to live lawfully, peacefully and independently in communities. The policy, however, is only as good as its implementation, and its implementation has legal, political and humanitarian implications. This session, therefore, will consider both the opportunities and challenges posed in the implementation of this new policy.

Introduction: George OKOTH-OBBO, *Assistant High Commissioner for Operations, UNHCR*

Session I – Policy

UNHCR will present the policy and efforts to implement it, including a short film discussing how nomad refugees have been accommodated in Niger. Two NGOs will then consider the opportunities and challenges for implementing the policy from legal, political and humanitarian perspectives with one presentation focused on Iraq. Participants will also take part in a “click survey” of attitudes/ knowledge towards the new policy.

Moderator: Lucy HOVIL, *International Refugee Rights Initiative*

Speakers: Steven CORLISS, *Director, Division of Programme Support and Management, UNHCR*
Jeff CRISP, *Refugees International*
Melanie TEFF, *International Rescue Committee*

Room 3 **Education and solutions**

The future security of individuals and societies is inextricably connected to transferable skills, knowledge and capacities that are developed through education. Yet, many refugees still do not have access to education.

The session will explore how education contributes to finding solutions in the broadest sense, what good practices exist and what strategic approaches are necessary to move forward. Participants will have the opportunity to discuss good practice examples of how education contributes to increased levels of empowerment through refugees’ access to basic services, access to and enjoyment of basic rights and improved self-reliance and how it impacts on conflict resolution, social cohesion, community resilience and sustainable development. Key educational challenges that prevent the realisation of solutions and how to overcome these barriers will be factored in throughout the session.

Moderator: Ita SHEEHY, *Senior Education Officer, Division of International Protection, UNHCR*

Speakers: Kasukaali METHUSELAH, *Windle Trust*
Scholastica NASINYAMA, *InterAid Uganda*
Foni Joyce VUNI, *DAFI Kenya Students Organization*

Room 4

Supporting the World Humanitarian Summit to produce solutions to protracted displacement

Have you been following the World Humanitarian Summit? How can we ensure it creates real change for affected people? How can it contribute toward addressing protracted displacement situations?

This session will help answer those questions. Focused on partners and on the summit's contribution to providing solutions, the session is designed to provide an active forum for participants to share ideas and messages, drawing on your experience and how the WHS might improve humanitarian response. UNHCR and other key actors will be actively listening as we come into the final months of the Consultative process and prepare for the Geneva Global Consultation in October 2015. The session aims to generate some common messaging and positioning.

Amel Association, Islamic Relief, Oxfam and UNHCR will provide brief perspectives to launch the discussion.

Moderator: Reza KASRAÏ, *International Council of Voluntary Agencies*

Speakers: Imran MADDEN, *Islamic Relief Worldwide*
Virginie LEFEVRE, *AMEL Association*
Gareth PRICE-JONES, *OXFAM*
Johan CELS, *Head, Governance and Partnership Service, UNHCR*

16h30 – 17h00 COFFEE BREAK – PAUSE CAFÉ

17h00 – 18h30 **THEMATIC SESSIONS** (*interpretation in English-French-Spanish*)

Room 2

Alternatives to camps: making it work (*continued*)

Session II – Practice

The second session will further consider the field realities in implementing the policy. *Refugee Law Project* will speak to human rights aspects of the policy. UNHCR Livelihood Officer will outline the importance of sustainable livelihoods drawing on experiences in Egypt and Costa Rica. *ADRA* will show the links between this policy and assisting refugees to attend public schools in Rwanda.

Throughout the session, participants will be encouraged to ask questions, raise concerns and make suggestions around implementation of this policy.

Moderator: Lucy HOVIL, *International Refugee Rights Initiative*

Speakers: Ziad AYOUBI, *Livelihoods Officer, Division of Programme Support and Management, UNHCR*
Chris DOLAN, *Refugee Law Project*
Sonia GOMEZ, *Education Consultant, Division of International Protection, UNHCR*
CARE Canada will present the results of the “Click Survey”, organized together with *CartONG*

Room 3

Discussion with refugee youth on building their future

Refugee youth face daunting challenges in fulfilling their futures. Opportunities to access continuing education, training and skills development are extremely limited. Few meaningful and safe wage-earning opportunities exist. Young people often lack access to appropriate health care, in particular sexual and reproductive health services, and mental health care and support. The consequences can be devastating - psychological, emotional and developmental – leaving some young refugees to live in a perpetual state of limbo.

With refugee youth leading this session, it is an opportunity to discuss the unique challenges they face in identifying the support, services and assistance needed to strengthen resilience, map out important life de-

cisions, and build viable and meaningful futures. Participants will hear first-hand what young refugees consider solutions to be and explore together how these solutions can be realized.

Four break-out sessions will discuss 1) education and skills training; 2) economic strengthening and livelihoods; 3) protection, violence prevention, access to sexual and reproductive health information and services and mental health care; and 4) integration of youth and adolescents into host, return and resettlement communities, as solutions for young people. The importance of youth participation in seeking youth-led solutions will be an over-arching theme for the whole session.

Moderator: Farah ABDI, *Refugee Youth*

Speakers: Aime KALANGWA, *Refugee Youth*
Foni Joyce VUNI, *Refugee Youth & DAFI Kenya Students Organization*
Najeeba WAZEFADOST, *Refugee Youth*

Room 4

Partnership: the new Enhanced Framework for Implementing with Partners

Collaboration between NGOs and UNHCR has grown significantly. In 2014, the funds UNHCR allocated for assistance and protection through joint partnerships had risen by 17% over the past year and surpassed US\$ 1.32 billion (40% of UNHCR's total annual expenditure). The number of partners in 2014 increased to 908, 543 of which were national NGOs and 175 were international NGOs.

Since the 2012 Annual Consultations, UNHCR has widely consulted with NGO partners through field and network reference groups to review the policies and how UNHCR collaborates with funded partners resulting in The Enhanced Framework for Implementing with Partners. The Framework covers policies and procedures, types and formats of project partnership agreements, use of terminology, mechanisms for joint management and monitoring of agreements as well as, mutual establishment and review of the partnership. A complementary web-based Partner Portal was launched in April 2015.

With an eye toward fulfilling our shared mandates of finding solutions for populations of concern, this year's session will focus on the roll-out and application of the new Framework. Participants will consider surveys of international and national NGOs as well as UNHCR country offices on the successes and challenges of implementing the new Framework. Participants will review inclusion of NGOs in the formulation of UNHCR operational plans, and approaches to UNHCR contribution towards partner personnel costs. Cooperation between UNHCR and NGOs to uphold standards of ethical conduct, such as through the new NGO Investigation Specialist Roster, will also be discussed.

Participants are strongly encouraged to read the background materials for this session and to bring constructive ideas on how to ensure a smooth roll-out of the Enhanced Framework for Implementing with Partners.

Moderator: Mark HETFIELD, *HIAS*

Speakers: Gregory HILL, *Save the Children*
Mengesha KEBEDE, *Inspector General, UNHCR*
Fatima SHERIF-NOR, *Head, Implementing Partnership Management Service, UNHCR*

19h00 - 20h30 **RECEPTION – UNHCR Cafeteria,
UNHCR main building (94, rue de Montbrillant)**

Thursday 2 July 2015 | International Conference Center

Room 2

Questions and answers with Mr. Volker Türk Assistant High Commissioner for Protection

08h00 – 09h00 In February 2015 the High Commissioner announced the appointment of Volker Türk as the new Assistant High Commissioner (AHC) for Protection. The session aims to enhance communication between our NGO partners and senior UNHCR leadership. The AHC for Protection will open the Q&A with a brief statement on his vision for his new role with a focus on partnership with NGOs. Participants will then have an opportunity to ask questions.

Moderator: Maureen MAGEE, *Norwegian Refugee Council*

09h00 – 10h45 **THEMATIC SESSIONS** (*interpretation in English-French-Spanish*)

Room 2

Community-based protection – from rhetoric to reality

Community members themselves are the most active and interested agents of change to promote their own safety, dignity, and rights. This is especially true when communities face immediate and severe threats to their physical security.

This session aims to further explore how external actors, including UNHCR, NGOs, and others can better understand and support community based protection. Participants will explore the alignment and tension between home-grown and external interventions with a critical eye on the impacts of the external structures, processes and mechanisms, as well as their underlying assumptions.

The first half of the session will break into groups to examine three distinct, yet related issues. Case studies, presented by civil society leaders themselves, will demonstrate how they have worked with their communities to achieve protection outcomes:

- Self-protection in situations of armed conflict | Sudan case example: women taking practical and concrete measures to protect their communities during armed conflict.
- Interlocutors: linking UNHCR with local community structures to achieve protection outcomes | India case example: a rights-based initiative in a protracted urban refugee context without a domestic legal refugee protection framework - refugee outreach workers monitor the protection of their community members, working within project teams with national counterparts that liaise directly with UNHCR for a complementary, comprehensive approach to protection.
- Community-based protection among highly marginalized groups | Dominican Republic case example one: cutting-edge community organizing, monitoring and advocacy among stateless populations across the Dominican Republic. | Kenya case example two: community-based support mechanisms and scattered safe housing among LGBT minority refugees.

Drawing on the breakout group discussions, participants will return to plenary for an interactive dialogue facilitated by a leading thinker in community-based protection. The plenary discussion will explore: *What protection outcomes have communities achieved? How have national or international NGOs and/or UNHCR constructively supported these protection outcomes? What operational models or systems shifts are required? What are the most important investments that UNHCR and NGOs can make to move our discussion of community-based protection beyond rhetoric into reality?*

Moderator: Mark CANAVERA, *CPC Learning Network*

Speakers: Volker TÜRK, *Assistant High Commissioner for Protection, UNHCR*
Carol BATCHELOR, *Director, Division of International Protection, UNHCR*
Doris Justus KAWIRA, *HIAS Trust Kenya*
Nagwa KONDA, *Nuba Relief, Rehabilitation and Development Organisation*
Selin MATHEWS, *Bosco Organisation for Social Concern and Operation*
Mario SERRANO, *Centro Bono*

Room 3

Towards evidence-informed responses to protection at sea – Local, regional and global initiatives

Protection at sea starts and ends with protection on land. Millions of people continue to flee conflicts and persecution. They are part of an even larger and increasing number of mixed migrants, who are risking their lives at sea. To understand the complexity of protection at sea, we need solid data on the drivers, root causes and trends of mixed movements. We need to understand the scale and scope of people risking their lives in precarious journeys by sea. Search for solutions at the various steps of the journey needs to be based on real time information and its analysis for a more effective response.

Drawing on the expertise of practitioners, the session will examine and share lessons from civil society responses at local, regional and global levels. Specific attention will be given to reviewing how we can strengthen the gathering, analysis and use of data on drivers and trends of mixed movements by sea, with a view to ensure an evidence-informed approach to the design of comprehensive and effective solutions.

Moderator: Kathrine STARUP, *Danish Refugee Council*

Speakers: Chris LEWA, *Arakan Project*

Melissa PHILLIPS, *Regional Mixed Migration Secretariat*

Sumbul RIZVI, *Head, Asylum Migration Unit, Division of International Protection, UNHCR*

Room 4

Climate Change, disasters and displacement: addressing protection gaps, identifying solutions

Each year millions of people across the globe are displaced in the context of disasters and the impacts of climate change. This is anticipated to increase over the course of the 21st century. Since 2008, UNHCR has warned of the increasing role climate change is likely to play in driving displacement, especially of vulnerable groups. Cognizant that climate change increases food insecurity and poverty, can lead to a loss of livelihoods, and exacerbates pre-existing tensions and discontent within States, UNHCR and its partners have been at the forefront of research, policy development, and advocacy efforts to identify solutions for those displaced by disasters and climate change-related effects. The end goal is to look beyond traditional humanitarian approaches and address gaps in the legal, institutional, and operational frameworks for protecting those displaced in the context of disasters and climate change.

The session will discuss identified gaps and solutions being pursued for those displaced as well as those at risk of displacement. Participants will reflect on whether these solutions are sufficient to address the negative effects of climate change on human mobility. Solutions to address the needs of those who may be displaced across borders will also be explored.

Moderator: Anoop SUKUMARAN, *Asia Pacific Refugee Rights Network*

Speakers: Pelenise ALOFA, *Kiribati Climate Action Network*

Samira BAVAND, *Norwegian Refugee Council Iran*

Sylvia KAPELLO ATUGONZA, *Riamiriam Civil Society Network Karamoja*

Professor Walter KÄLIN, *Envoy of the Nansen Initiative on Disaster-Induced Cross Border Displacement*

10h45 – 11h15 COFFEE BREAK – PAUSE CAFÉ

11h15 – 13h00 THEMATIC SESSIONS *(interpretation in English-French-Spanish)*

Room 2

Community-based protection – from rhetoric to reality *(continued)*

The session continues.

Room 3

Internal displacement: still waiting for solutions

The High Commissioner's Dialogue on Protection of IDPs in December 2013 made a number of commitments concerning solutions for IDPs. This session will consider the progress made thus far, and how UNHCR and NGOs can develop a joint approach to solutions for IDPs. The aim of the session is to propose joint initiatives and agree upon those to be prioritized.

UNHCR will open the session with an update on follow-up to the Dialogue on Protection of IDPs including current and expected future impact of UNHCR's guidance note on its engagement with internal displacement (in planning for 2016 Country Operational Plans etc.) Two NGOs engaged in operational work or in research concerning solutions for IDPs will present their experiences. *MIDFEHOPS* will consider what solutions mean for IDPs in the DRC context and its relevance globally. *Internal Displacement Monitoring Centre* will share findings from recent research on solutions reflecting on how the commitments from the Dialogue can be turned into reality. A plenary will follow providing participants an opportunity to discuss what interventions have been successful in achieving solutions for IDPs.

Moderator: Melanie TEFF, *International Rescue Committee*

Speakers: Louise AUBIN, *Deputy Director, Division of International Protection, UNHCR*
Isidore KALIMIRA, *MIDFEHOPS*
Alfredo ZAMUDIO, *Internal Displacement Monitoring Centre/Norwegian Refugee Council*

13h00 – 14h30 LUNCH (*free*) – DÉJEUNER (*libre*)

13h00 – 14h30 **SIDE EVENTS** (*interpretation in English-French-Spanish*)

Room 5

Community-based support and care: providing alternatives to the detention of refugee and asylum seekers

Immigration detention continues to affect thousands of men, women and children of concern to UNHCR. It often falls below international standards, may lack adequate due process safeguards, and be for prolonged periods. International law clearly provides that the detention of refugees and asylum seekers should be a measure of last resort, and that states are obliged to consider and implement less intrusive alternatives prior to any decision to detain. In the context of children, the UN Committee on the Rights of the Child has made clear that immigration detention is never in the best interests of the child, and that states have an obligation to end the immigration detention of children and families consistent with their rights to liberty and family life.

Globally, there is a growing consensus on the need to explore, develop and implement alternatives to detention (ATD). Yet, there is little guidance for how to do this. There is a particular need for better research to understand the elements of successful ATD models. A key finding of UNHCR's global research is that there are a variety of mechanisms currently in use that prevent unnecessary detention and can effectively manage populations in the community without the resort to detention. More than 50 types of ATD are currently being used across the world, which showcase a number of effective screening mechanisms and community-based care models: everything from intensive case management of unaccompanied minor children, through to minimal reporting requirements for families or individual refugees and asylum seekers.

This side event will provide a platform for leading NGO practitioners to discuss successful ATD sharing insights on how to build and maintain successful community-based ATD programmes. These programmes will be considered against UNHCR's new 5-year Global Detention Strategy (2014). Participants will be invited to share examples from their own regional or domestic contexts and to help identify positive practices with regard to community-based ATD.

Moderator: Eiri OHTANI, *The Detention Forum*

Speakers: Ariel RIVA, *Legal Officer, Division of International Protection, UNHCR*
Jamila HAMMAMI, *Queer Detainee Empowerment Project*
Ben LEWIS, *International Detention Coalition*
Nathalie LUMMERT, *US Conference of Catholic Bishops*

Room 6

Approaches to rehabilitation services to torture victims

This side event aims to contribute to the discussion on mental health and psychological treatment of torture victims. It will discuss different approaches to the challenge of providing treatment to large numbers of new arrivals and will further address the issue of access to support services, relating to psychological and physical health.

The panelists will speak about their experience of treating torture victims, especially focusing on services to large numbers of new arrivals. A researcher from *University of Haifa* will provide first insights into a study that aims to develop a model for the effective rehabilitation of torture survivors at national level. Participants are invited to share their specific experience of providing mental health treatment to torture victims and to take part in an exchange on challenges and solutions.

Moderator: Ran GOLDSTEIN, *Physician for Human Rights*

Speakers: Alberto BARBIERI, *Medici per i Diritti Umani*
Sabrina LUSTGARTEN, *HIAS Ecuador*
Kim YUVAL, *University of Haifa*

Room 18 NGO Investigation Specialist Roster (NGO-ISR)

In 2012 the Inspector General's Office (IGO) initiated a project to strengthen the capacity of UNHCR's NGO partners to investigate allegations of misconduct of their staff. The most recent initiative under this project is a partnership with the Danish Refugee Council to implement an NGO Investigation Specialist Roster (NGO-ISR). The Roster, which was officially activated in December 2014, aims to strengthen UNHCR/NGO cooperation in third party investigations, as well as to reinforce the accountability and quality of performance of partners. The Roster is expected to improve implementing partners' own investigation procedures and capacity. It is available to UNHCR's NGO partners to ensure that allegations of misconduct of NGO staff in cases such as sexual exploitation and abuse, fraud, corruption, programme management and procurement, are expeditiously pursued, and the necessary investigations are carried out.

Other initiatives, by the IGO, under this NGO project include the 1) compilation of a Resource Manual, 2) inclusion in the Standard Partnership Agreement of detailed provisions relating to investigations and standards of misconduct, 3) development and distribution to NGO partners of Standard Operating Procedures on the Referral of Cases of Possible Misconduct and the Sharing of Sensitive Materials and Case Information between UNHCR and NGOs, and 4) the holding of a series of Regional Investigation Workshops for local partners around the world, aimed at building their capacity to prevent and address misconduct.

This session will provide further details about the NGO Investigation Specialist Roster, notably how it can be accessed and by whom, as well as responding to any queries on other initiatives under this project.

Moderator: Selin MATHEWS, *Bosco Organization for Social Concern and Operation*

Speakers: Mengesha KEBEDE, *Inspector General, UNHCR*
Susanne BROKMOSE, *Danish Refugee Council*
Luc FERRAN, *International Rescue Committee*

14h30 – 16h15 REGIONAL SESSIONS

Room 2 Bureau for AFRICA (*interpretation in English-French*)

The Africa region provides fertile ground for rethinking solutions. In 2014 Africa suffered an enormous spike in emergencies – political, environmental, and epidemiological. UNHCR, NGOs, Governments and communities have been struggling to cope with massive flows of populations out of CAR, South Sudan, Nigeria, Yemen, and now Burundi. With the humanitarian community engaged in emergency action, limited space has been available for addressing protracted situations (Angolans, Burundians, Central Africans, Chadians, Congolese, Rwandans, and South Sudanese). For even the most publicized emergencies, UNHCR rarely reaches more than 30% of requested funding for Africa.

The new Director will open the session outlining the challenges and opportunities. This opening will then be followed by two discussions. First, the participants will discuss emergencies in the region – the coordination of major efforts, key strategies and issues. Participants will examine how to incorporate solution strategies from the start of the emergency, and be asked to put forth innovative thinking on galvanizing support for refugee self-sufficiency.

Moderator: Ann ENCONTRE, *Deputy Director, East and Horn of Africa, Regional Refugee Coordinator, South Sudan Situation, UNHCR*

Speakers: Valentin TAPSOBA, *Director, Regional Bureau for Africa, UNHCR*

Aminata GUEYE, *Deputy Director, West and Central Africa, UNHCR*
Noriko YOSHIDA, *Deputy Director, Southern Africa, UNHCR*

Continued in following time slot 16h45 – 18h30

Room 3

Bureau for MENA (*interpretation in Arabic- English-French-Spanish*)

Investments for solutions in protracted displacement crises

Session I – Overview and general discussion

This session will aim to highlight the massive challenges across the MENA region, generated largely by armed and increasingly inter-connected conflicts. Noting that growing humanitarian needs are likely to continue to exceed available resources where refugees settle in urban, peri-urban and rural communities, it will discuss how responses can increasingly become more sustainable and centered around persons of concerns' holistic needs, as well as those of their host communities, as displacement persists.

Moderator: Amin AWAD, *Director, Regional Bureau for MENA, UNHCR*

Speakers: Khaled DIAB, *Qatar Red Crescent Society*
Bruno ATIEH, *Caritas Lebanon*
Ramy SALHI, *Tunisia Euro-Mediterranean Human Rights Network*

Continued in following time slot 16h45 – 18h30

Room 4

Bureau for ASIA and the Pacific (*interpretation in English-French*)

In line with UNHCR's strategic priorities in the Asia and Pacific region, this session will primarily focus on two main areas: solutions for the Afghan refugee situation and protection and assistance response for the urban refugee populations in the region. The main objective is to secure stronger partnerships with the NGO community and grassroots networks to support ongoing efforts towards these solutions.

The first part of the session will focus on the largest protracted refugee situation in the world – the Afghan situation. Some of the following questions may spark off the debate:

- How can UNHCR and civil society expand on their cooperation in the implementation of the Solutions Strategy, both in countries of asylum and in Afghanistan?
- How can civil society contribute to prepare and empower refugees for their return to Afghanistan and enhance their prospects of sustainable reintegration, e.g. through skills/vocational training and education?

Moderator: Zainab RAZA JAFRI, *SHARP*

Speakers: Fatemeh ASHRAFI, *Association for Protection of Refugee Women and Children*
Aziz Ahmad JAMI, *Coordination of Rehabilitation and Development Services for Afghanistan*

Continued in following time slot 16h45 – 18h30

Room 5

Bureau for EUROPE (*interpretation in English-French-Russian*)

Session I - Establishing additional legal avenues for persons in need of international protection

An increasing number of refugees and migrants undertake risky sea journeys across the Mediterranean in search of protection and economic opportunities. In 2014, approximately 219,000 persons arrived, while some 89,500 persons have already arrived in 2015. Despite extensive search and rescue activities in 2014, over 3,500 persons died at sea. So far in 2015, some 1,850 refugees and migrants are estimated to have died or to be missing.

UNHCR and NGOs have been calling on European countries to provide increased opportunities for safe and regular legal avenues of migration and access to protection through, for example, resettlement, community-based private sponsorship schemes, a flexible approach to family reunification, humanitarian visas, as well as student scholarship and labour migration schemes. Such programmes potentially offer viable alternatives for those considering undertaking such risky journeys.

This session will examine *ad hoc* legal avenues developed by European States in response to the Syrian refugee situation and the extent to which they could offer sustainable solutions over time. It will also explore whether and how Canada's private sponsorship and student refugee programmes could be adapted to the European context. In addition, participants will discuss cooperation between NGOs and UNHCR in the development and, where appropriate, implementation of such programmes.

Moderator: Leon PROP, *Red Cross EU Office*

Speakers: Philippa CANDLER, *Head, Policy and Legal Support Unit, Regional Bureau for Europe, UNHCR*
Johanna HEIL, *Caritas Friedland Germany*
Bruce SCOFFIELD, *Permanent Mission of Canada to the UN Geneva*

Continued in following time slot 16h45 – 18h30

Room 6

Bureau for AMERICAS (*interpretation in English-French-Spanish*)

Differentiated approach: multiple pathways to solutions in the Americas

In December 2014, states in the Americas adopted the 2014 Brazil Declaration and Plan of Action renewing their political will to protect and find solutions for persons of concern to UNHCR. Drawing on various approaches to solutions in the Americas, this session will examine how to fully utilize the set of solutions programmes contained in the Plan. The goal is to promote a systemic and comprehensive approach to solutions using multiple pathways including: voluntary repatriation, local integration, solidarity resettlement, innovative labour mobility schemes with built-in protection safeguards and solutions for the reacquisition of nationality are multiple pathways.

Three partners will provide successful examples of these different pathways. *Comité Permanente por la Defensa de los Derechos Humanos* will present a livelihoods project that is enabling local integration for refugees in rural areas in Ecuador. *Jesuit Social Centres* will discuss the challenges to nationality in the Dominican Republic. *Caritas Arquidiocesana* will explain how refugees can start a new life through protection-sensitive migration channels in Brazil. This session will not only showcase good practice but will also explore how NGOs and UNHCR can improve cooperation to reach and assist persons in finding solutions.

Moderator: Renata DUBINI, *Director, Regional Bureau for the Americas, UNHCR*

Speakers: Larissa LEITE, *Caritas Arquidiocesana de Sao Paulo*
Bill NAVARRETE, *Comité Permanente por la Defensa de los Derechos Humanos Ecuador*
Nancy PEREZ, *Sin Fronteras Mexico*
Mario SERRANO, *Jesuit Social Centres Dominican Republic*

16h15 – 16h45 COFFEE BREAK – PAUSE CAFÉ

16h45 – 18h30 REGIONAL SESSIONS (*continued*)

Room 2

Bureau for AFRICA (*continued*) (*interpretation in English-French*)

Following the coffee break, two NGO partners will outline livelihoods, energy and education project that are showing promise for finding solutions for refugees. Participants will consider the role of development actors and governments assessing the existing collaboration and areas needing strengthening. Drawing on lessons from these projects the session will aim to agree upon a few action points to build upon current progress.

Moderator: Noriko YOSHIDA, *Deputy Director, Southern Africa, UNHCR*

Speakers: Valentin TAPSOBA, *Director, Regional Bureau for Africa, UNHCR*

Ann ENCONTRE, *Deputy Director, East and Horn of Africa, Regional Refugee Coordinator, South Sudan Situation, UNHCR*
Aminata GUEYE, *Deputy Director, West and Central Africa, UNHCR*

NGO Representative:

Augustin KAPIKA, *Association pour le développement social et la sauvegarde de l'environnement (ADSSE), Democratic Republic of Congo*

Room 3

Bureau for MENA (continued) (interpretation in Arabic-English-French-Spanish)

Investments for solutions in protracted displacement crises

Session II – Specific discussions

This session will provide an opportunity to share best practices in ensuring refugee child protection as well as to follow-up on the *Investing in the Future Conference* held in Sharjah, UAE, in October 2014, during which a number of key refugee child protection principles were identified as priorities, including education and birth registration. As highlighted in Sharjah, investing in child protection enables the next generation to better contribute to the reconstruction and rehabilitation of their country of origin when conditions become conducive for voluntary repatriation.

The discussion will also highlight the advantages of community-based protection and the increasing need to find innovative local solutions to needs which would benefit refugees and host communities alike. Participants will be encouraged to share good practices in relation to fostering opportunities for self-reliance, as well as discussing avenues for economic empowerment within frameworks and contexts which address national economic priorities of host countries.

Moderator: Amin AWAD, *Director, Regional Bureau for MENA, UNHCR*

A. Refugee child protection across the region as an investment in the future and for eventual solutions

Speakers: Rachid BADOULI, *Morocco Foundation Orient Occident*
Shaden KHALLAF, *Senior Policy Officer, UNHCR*

B. Fostering self-reliance: enabling refugees and their communities

Speakers: Christopher EADES, *St Andrew's Refugee Services Egypt*
Sema Genel KARAOSMANOGLU, *Support to Life Turkey*

Room 4

Bureau for ASIA and the Pacific (continued) (interpretation in English-French)

The second part of the session will focus on identifying solutions for the urban refugee population in Asia. NGO participants are encouraged to share inspiring projects that have made a real difference to people of concern in their country and region. Issues that may lead the discussion are:

- How we improve outreach to refugees in urban settings to determine their needs and identify the most vulnerable amongst them, and to facilitate their access to services;
- What measures can be taken to strengthen partnerships with Government and civil society to ensure the inclusion of refugees and asylum-seekers in national strategies and programmes for health, education and other services;
- How can civil society support efforts of urban refugees to become self-reliant, in particular through advocacy designed to remove any legal barriers to self-reliance, and supported by vocational training, skills development and language programmes.

Moderator: Julia MAYERHOFER, *Asia Pacific Refugee Rights Network Secretariat*

Speakers: Dilorom ATABAEVA, *Consortium of Initiatives*
Selin MATHEWS, *Bosco Organisation for Social Concern and Operation*

During the third part of the session, a general debate on other topics in the Asia Region will take place. It will be an opportunity for participants to discuss issues which were not raised in the first two sessions.

Speakers: Daisy DELL, *Director, Regional Bureau for Asia and the Pacific, UNHCR*
Bart LEERSCHOOL, *Senior Policy Advisor, Regional Bureau for Asia and the Pacific, UNHCR*

Room 5

Bureau for EUROPE (continued) *(interpretation in English-French-Russian)*

Session II – The Ukraine situation

The humanitarian situation in eastern Ukraine is worsening. More than 1.3 million IDPs are currently registered. Humanitarian and protection needs are growing compounded by restrictions on movement for people and access for humanitarian workers. Increasing numbers of Ukrainians have left the country. While neighbouring countries have shown solidarity in welcoming some 867,100 Ukrainians, their status is usually of temporary nature.

This panel brings together representatives of UNHCR and NGOs working to assist IDPs in Ukraine as well as Ukrainians outside of Ukraine. Panelists will share their experiences of the response to the conflict and explore areas for enhanced coordination (including advocacy) among all stakeholders, and the need to work within and with existing systems. Discussions will also address the need to strengthen protection monitoring capacity in the East of Ukraine and legal aid and judicial engagement in the EU.

Moderator: Diane GOODMAN, *Deputy Director, Regional Bureau for Europe, UNHCR*

Speakers: Alexander GALKIN, *The Right to Protection (R2P) Ukraine*
Marina LEKSINA, *Civic Assistance Committee/Memorial Russia*
Bruno JOCHUM, *Doctors without Borders Switzerland*

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Room 2

Questions and answers with Mr. George Okoth-Obbo Assistant High Commissioner for Operations

08h00 – 09h00 In February 2015, the High Commissioner announced the appointment of George Okoth-Obbo as the new Assistant High Commissioner (AHC) for Operations. The session aims to enhance communication between NGO partners and senior UNHCR leadership. The AHC for Operations will open the Q&A with a brief statement on his vision for his new role with a focus on partnership with NGOs. Participants will then have an opportunity to raise questions.

Moderator: Vladimir HERNANDEZ, *Community and Family Services International*

09h00 – 10h45 **THEMATIC SESSIONS** (*interpretation in English-French-Spanish*)

Room 2

Delivering together in emergencies

The international humanitarian system is currently being seriously tested by the number and dimensions of the today's humanitarian crises. The gravest responsibilities are nonetheless shouldered by the communities receiving those fleeing from conflict within or across borders, amongst whom solidarity and generosity have invariably prevailed. It is critical that any international humanitarian emergency response builds on and reinforces the extraordinary generosity and capacity of hosting communities and states, as a key element in working towards solutions from the onset of a crisis.

In this context, strong collaboration between local, national and international civil society actors, NGOs and UN agencies is vital, but presents many challenges. This session will explore the role of local and national NGOs and civil society organizations in responding to emergencies, in particular in situations where complex emergencies unfold in locations in which local actors have pre-existing development or peace-building programmes. The panel will consider how, when such emergencies occur, international humanitarian agencies and NGOs can best engage in a manner that reinforces, rather than undermines, existing capacities.

Panelists from an international NGO, a national civil society organization in Nigeria, and UNHCR will share their recommendations in this regard. NGOs are invited to contribute with their experience on how the engagement of local and national actors in emergency preparedness and response can best pave the ground for eventual solutions.

Moderator: George OKOTH-OBBO, *Assistant High Commissioner for Operations, UNHCR*

Speakers: Felipe CAMARGO, *Principal Emergency Coordinator, Division of Emergency Security and Supply, UNHCR*

Margee ENSIGN, *American University of Nigeria/Adamawa Peace Initiative Nigeria*

Bishop Steven MAMZA, *Adamawa Peace Initiative Nigeria*

Imam Dauda BELLO, *Adamawa Peace Initiative Nigeria*

Unni KRISHNAN, *Plan International*

Room 3

How can civil society help to implement UNHCR's Global Action Plan?

The theme of the 2015 UNHCR NGO Consultations "Solutions" is integral to UNHCR's recently launched *Campaign to End Statelessness by 2024*. The strategic framework for the achievement of the goals of the Campaign is set out in the *Global Action Plan* which is comprised of 10 Actions to address statelessness.

The goals of this Campaign can only be achieved with the full engagement of a strong network of stakeholders, including civil society actors. This session will therefore provide a space to discuss opportunities on how civil society can successfully help to implement the Global Action Plan.

Examples of initiatives by NGOs from three regions will be the focus of the discussion. *Ferghana Lawyers without Borders*, an NGO in the Kyrgyz Republic, will outline their efforts to resolve a protracted situation of statelessness primarily affecting citizens of the former Soviet Union (Action 1 of the Global Ac-

tion Plan). *The Bahamas Crisis Centre* will speak about how it is contributing to efforts by a coalition of civil society actors to remove gender discrimination from the Constitution (Action 3). UNHCR's Regional Protection Officer for Statelessness in the Middle East and North Africa will give an overview of how NGOs and UNHCR are working together to ensure that no child is born stateless (Action 2) and to promote birth registration for the prevention of statelessness (Action 7).

Moderator: Radha GOVIL, Consultant, *Statelessness Unit*

Speakers: Azizbek ASHUROV, *Ferghana Valley Lawyers without Borders*
Sandra DEAN PATTERSON, *Bahamas Crisis Center*
Amit SEN, *Regional Protection Officer Statelessness MENA, UNHCR*

Room 4

NGO engagement around resettlement identification: present and future

With refugee numbers at an all-time high, proper identification of refugees for resettlement consideration has become more vital than ever. Collaboration between UNHCR and NGOs is playing an increasingly key role in this process, resulting in a more robust and equitable resettlement system.

Based on a recent global mapping exercise, this session will begin by laying out the current landscape of UNHCR-NGO collaboration around identification of refugees for resettlement consideration, noting benefits and challenges identified by UNHCR and NGO staff around the world. The programmes and best practices of three NGOs actively engaged in referring to UNHCR vulnerable refugees identified through their own programs and activities will then be shared. Drawing on the discussions, UNHCR will conclude with thoughts on how NGOs and UNHCR can continue to improve and build upon this important partnership.

Moderators: Aurvasi PATEL, *Senior Resettlement Coordinator, Division of International Protection, UNHCR*
Johanna BABB, *Solutions Consultant to UNHCR/RefugePoint*

Speakers: Enrique BURBINSKI, *HIAS Latin America*
Betsy FISHER, *Iraqi Refugee Assistance Project*
Lucy KIAMA, *Refugee Consortium Kenya*

10h45 – 11h15 COFFEE BREAK – PAUSE CAFÉ

11h15 – 13h00 **PLENARY SESSION** (*interpretation in Arabic-English-French-Russian-Spanish*)

Room 2

CONCLUDING REMARKS AND PLENARY DISCUSSION

Volker TURK, *Assistant High Commissioner for Protection*
George OKOTH-OBBO, *Assistant High Commissioner for Operations*
Daniel ENDRES, *Director, Division of External Relations, UNHCR*
Tammi SHARPE, *Chief, Partnership Section, UNHCR*
Nan BUZARD, *Executive Director, International Council of Voluntary Agencies*
Najeeba WAZEFADOST, *Refugee Youth*

Report back on the NGO Consultations

Zainab RAZA JAFRI, *Rapporteur to the Annual Consultations with NGOs*
Pakawat SRISUKWATTANA, *Rapporteur of the Executive Committee of the High Commissioner's Programme (Thailand)*

13h00 – 14h30 LUNCH (*free*) – DÉJEUNER (*libre*)

Room 5

Solutions Alliance

The Solutions Alliance brings together an inclusive range of humanitarian organizations, development actors, affected states, donors, academics, the private sector, civil society and other institutions. Co-chaired by an NGO, together with UN agencies, a donor and an affected State, the Alliance is driven by a clear purpose and commitment to rethink how displacement is managed, enable the transition for displaced persons away from dependency towards increased resilience, self-reliance, and realize durable solutions.

Partnerships between NGOs, UNHCR and development actors are vital to assist displaced communities to rebuild their lives in dignity. In addition, NGOs can help shape the global policy agenda (including the post-2015 development agenda and the New Deal process) to recognize displacement as a development challenge and not just as a humanitarian and protection issue.

The side event is expected to raise awareness of the Solutions Alliance amongst NGOs and promote an understanding of the ways civil society can get involved. The Solutions Alliance Somalia, launched in March 2015, will be highlighted as a positive example of NGO engagement. The session will explore the challenges of including the displaced in the development agenda, and foster a discussion around the opportunities for greater civil society engagement in solutions programming and advocacy.

Moderator: Alyoscia D'ONOFRIO, *International Rescue Committee*

Speakers: Yonatan Yehdego ARAYA, *World Bank*

Rikke JOHANNESSEN, *Danish Refugee Council*

Jackie KEEGAN, *Head, Comprehensive Solutions Unit, Division of International Protection, UNHCR*

Room 6

Resettlement: questions and answers

The objective of this informal side event is to give participants an opportunity to ask the Resettlement Service questions on subjects including but not limited to processing, quotas, individual cases and policies. The session will be largely dedicated to Q & A and is intended to clarify any questions pertaining to general resettlement processes.

Speaker: Aurvasi PATEL, *Senior Resettlement Coordinator, Division of International Protection, UNHCR*

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