

Q & A
UNHCR's Program for the Protection and Assistance of Refugees in Indonesia

Updated 22 July 2017

The following provides answers to questions that have been raised by partners in relation to the Call for Expression of Interest for the implementation of UNHCR's Program for the Protection and Assistance of Refugees in Indonesia. This document will be updated as and when new questions are received from potential partners.

General Issues

Q: Would it be possible to propose to implement programs only in certain locations?

A: The proposal must cover refugees residing in the greater Jakarta area – Jakarta, Depok, Tangerang and Bekasi. Please refer to the statistical report shared by UNHCR for details as to how many refugees live in each of these areas. While UNHCR cannot implement programs in the Bogor-Cisarua area, many refugees who could benefit from the program are currently residing in this area. Under UNHCR's agreement with the Government, if refugees residing in Bogor-Cisarua are identified for inclusion in the assistance program they would need to relocate to Jakarta to be eligible.

Q: Is it possible for international NGOs to participate in the Call for Expression of Interest?

A: Yes, but they must be legally registered with the Government of Indonesia.

Q: When is the cut-off date for an NGO to be registered in Indonesia?

A: NGOs must be registered with the Government of Indonesia at the time of submission.

Q: Does the UNHCR Partner Portal apply globally?

A: Yes, it covers all Calls for Expression of Interest posted by UNHCR operations globally.

Q: Would it be possible for two different partners to submit one concept note?

A: No, the concept note must come from a single partner, since if selected the partner will enter into a formal legal agreement with UNHCR. It is possible that more than one NGO will be selected to implement UNHCR's program in a particular area of intervention, and should partners wish to share office space or a common community centre this would be encouraged.

Q: What if the budget changes during implementation of the program?

A: The budget for UNHCR's program is determined based on funding provided by UNHCR's donors. Activities are planned within this budget in line with program objectives. In the event of a budget reduction, or if adjustment is required due to unexpected changes in the program, UNHCR works with its partners to agree on budget reallocation.

Q: Is it possible for the public sector to participate in providing assistance?

A: While UNHCR engages with NGO partners for the implementation of its program, we encourage the public sector to participate in providing assistance to refugees through national programs, particularly in the areas of healthcare, education, and assistance to vulnerable refugees.

Q: How many partners are expected to handle the four areas of intervention?

A: This will depend on the concept notes submitted by interested partners. Partners are encouraged to express interest in implementing UNHCR's program in one or more of the four areas of intervention. When UNHCR reviews the concept notes submitted, we will decide how best to engage with different partners to ensure the most effective program.

Q: Is the Call for Expression of Interest looking for implementing or operational partners?

A: The process aims to identify implementing partners to work with UNHCR on the implementation of its program. UNHCR (and any partners that are selected) will work closely with operational partners who implement their own programs to support refugees in Indonesia. The goal is to ensure all partners, whether implementing or operational, work together for the benefit of refugees.

Q: What is the budget for the program?

A: The final allocation of funding for UNHCR's program in Indonesia in 2018 will not be known until November 2017. The allocation of funding for the different areas of intervention within the program will depend on the scope of the submissions received from potential partners.

Q: Do the concept notes need to include a detailed budget?

A: Concept notes should include an estimated budget for the activities proposed by the partner. Detailed budgeting will be carried out jointly by UNHCR and selected partner(s) when the Project Partnership Agreement, project description, work plan, and other required documents are prepared later in the year.

Q: How many pages should the concept note be?

A: There is no fixed length for the submission, however, it is expected that the concept note should be around 3 to 4 pages.

Q: Awareness-raising on SGBV, HIV/AIDS, and child protection appear to be crosscutting activities in all areas of intervention. Do the proposed activities only target the 340 beneficiaries mentioned in the Call for Expression of Interest, or the refugee community as a whole?

A: These are indeed crosscutting issues that should be incorporated into all areas of intervention within the program, and partners should focus on reaching as many beneficiaries as possible through their awareness-raising activities. Note that the number of targeted beneficiaries indicated in the Call for Expression of Interest refers to budget targets, but the actual number of beneficiaries may vary depending on needs and level of expenditure. [See also the answers to questions under each area of intervention, below.]

Area of Intervention – Healthcare

Q: How does UNHCR calculate the number of beneficiaries under the 'healthcare' area of intervention?

A: Based on the expected level of funding that will be available for the program in 2018, UNHCR estimates that 340 refugees can be assisted with healthcare. This is a planning figure only. This number would include the estimated 260 refugees targeted under the 'socioeconomic assistance' area of intervention and the 80 unaccompanied children residing in the two UNHCR-funded shelters under the 'child protection' area of intervention. The estimated 340 refugees who are assisted under these two areas of intervention will automatically be included in the healthcare program, though other refugees not being assisted under either of these areas of intervention may also benefit from healthcare assistance based on a needs assessment. The actual number of refugees who are assisted with healthcare will vary from month to month and will depend on the available budget, which will need to be closely monitored over the course of the year. Primary healthcare will be provided through government-run health clinics (Puskesmas), with more advanced treatment or hospitalization facilitated based on advice from qualified government physicians. Note that UNHCR's program is generally limited to primary healthcare, and on a case by case basis it could include obstetrics and life-saving secondary and tertiary healthcare. Unfortunately, due to our limited budget only a relatively small number of refugees can benefit from the healthcare program, and not all conditions can be treated. Note also that partners are

encouraged to fundraise to supplement the funding provided by UNHCR in order to increase the number of refugees assisted with healthcare.

Area of Intervention – Child Protection

Q: How many children does UNHCR expect the partner to assist under this area of intervention?

A: There is no specific number of children targeted under this part of the program, other than the 80 unaccompanied children residing in the two UNHCR-funded shelters. The partner should develop projects that would benefit refugee children in the greater Jakarta area through a community-based approach, as indicated in the Call for Expression of Interest. The partner will be required to provide cash assistance to the children in the shelter to cover the costs of food and incidental expenses (currently IDR 200,000 per week).

Q: What type of childcare arrangements is UNHCR looking for in the two shelters for unaccompanied children?

A: Ideally, the partner selected to manage the two shelters should be able to engage staff on a shift basis to ensure social workers are present in the shelters 24 hours a day, 7 days a week. This will depend on how the NGO is registered with the Indonesian Government as certain labor laws apply.

Q: Are all unaccompanied children in the shelters the same age?

A: The ages of the children in the two shelters vary, though most are between the age of 13 and 17. Please refer to the statistical report shared by UNHCR for details regarding the children currently residing in the two shelters.

Q: Are there any existing programs involving the community living around the shelters?

A: UNHCR encourages partners to develop programs that engage both refugee and host communities to improve relationships and promote mutual understanding and peaceful coexistence.

Q: Are there any life skills learning activities for the unaccompanied children in the shelters?

A: UNHCR encourages partners to develop programs to develop the skills and capacities of refugees through both formal and non-formal learning opportunities.

Area of Intervention – Education

Q: What is the main focus for the education program – formal or non-formal education?

A: The program will include both formal and non-formal education depending on the proposal submitted by partners. However, the primary focus is to facilitate the enrolment of refugee children in public schools, though it may be necessary to engage initially in non-formal education to prepare children for enrolment in formal education (particularly in relation to learning Bahasa Indonesia).

Q: Under this area of intervention, will all refugee children be targeted for education programs, or only the 80 unaccompanied children in the two shelters?

A: While the 80 unaccompanied children in the shelters are specifically identified as beneficiaries, the program should focus more broadly on facilitating access to education for all refugee children in the greater Jakarta area through the implementation of specific activities and awareness-raising. Engagement with national education authorities and other partners will be important.

Area of Intervention – Socioeconomic Assistance

Q: How many refugees will be assisted under this area of intervention?

A: The Call for Expression of Interest provides a target number of beneficiaries at 260 persons, which is an estimate used for budgeting purposes only. UNHCR has established an assistance scale that provides specific amounts of cash-based assistance depending on the circumstances of the individual or family. For instance, there is one rate for single adults, another rate for a head of family and for each qualifying dependent, plus supplementary amounts provided for children under 5 years and for pregnant or lactating mothers. As such, the actual number of beneficiaries will vary from month to month within the available budget allocation. Note that cash-based assistance for the 80 unaccompanied children in the two UNHCR-funded shelters will be handled by the partner implementing the 'child protection' area of intervention.

Q: During the briefing with partners it was mentioned that the target beneficiaries are the most vulnerable among the refugees currently living in Jakarta. Is UNHCR able to share the vulnerability assessment conducted (if any) with the targeted refugees to better inform concept note development?

A: Such socioeconomic assessments are conducted on a case-by-case basis and are confidential. The partner that is selected to implement this area of intervention will be required to carry out assessments of potential beneficiaries to determine the level of vulnerability, and then take part in a panel (together with UNHCR and other partners) to prioritize potential beneficiaries and make recommendations as to which can be assisted within the limited funding available. Note that partners are encouraged to fundraise to supplement the funding provided by UNHCR in order to increase the number of refugees assisted.

Q: This area of intervention includes distribution of sanitary materials to women and girls of reproductive age. Is this separate from the monthly subsistence allowance package and therefore budgeted separately? Are 'women and girls of reproductive age' a subset of the 260 people mentioned in the Call for Expression of Interest, or a subset of the larger refugee population?

A: Yes, the women and girls who would benefit from the distribution of sanitary materials would be among those benefiting from cash-based interventions. This would be budgeted separately and would not affect the amount of cash assistance provided to these women and girls.