

UNHCR Annual Consultations with NGOs 2018 AGENDA



**PUTTING
PEOPLE
FIRST**



Message from the High Commissioner to the 2018 Annual Consultations with NGOs

Putting people first, leaving no one behind

It is easy to feel that refugees, and others with whom we work, are the last in line. At home, they are unwanted or unsafe, uprooted and forced to flee. In exile, they find safety and often extraordinary generosity, but too often find themselves on the margins – within new territories, but not yet part of new communities.

The concept of asylum is both an ageless human value, and – through the 1951 Convention for Refugees, and other instruments – a landmark international legal norm. But values and laws must be realised in practice, and this means a clear focus on the people they are designed to protect.

Partnership is how we build the protection envisioned in international instruments – for refugees, the internally displaced and stateless people – and how we overcome their marginalisation and exclusion to carve out a path to solutions. It is at the heart of the

comprehensive response model set out in the New York Declaration on Refugees and Migrants, and the Global Compact on Refugees to be adopted later this year.

You, the people representing non-governmental institutions from around the world, are at the heart of our partnership for refugees, internally displaced and stateless people. Nearly 70 years ago, UNHCR's Statute called on us to work together with 'private organizations concerned with the welfare of refugees'. Today, NGOs and civil society remain the lifeblood of the response to displacement and statelessness, and for UNHCR our enduring and natural partners wherever we work. National and international NGOs – with their specific characteristics of local rootedness, specialization and visible international solidarity – help make protection and solutions a reality for the people who need it.



High Commissioner Filippo Grandi talks to a young Rohingya man at Kutupalong camp in Cox's Bazar, Bangladesh, in the wake of a mass exodus of refugees from neighbouring Myanmar.

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One of UNHCR's strengths is our proximity to the people we protect and support, by locating our

offices and personnel as close as possible to them. But this proximity is also made possible by your extensive and deep-rooted presence amongst displaced people and their hosts, a presence that makes our programmes possible but that may also put staff in situations of difficulty and risk.

The annual UNHCR-NGO consultations provide a rare opportunity for so many of us, from a wide range of countries and specializations, to meet in person and reinforce our common commitment to the humanitarian endeavour. We can share experiences, learn from others, dialogue and plan ahead. Recognizing the immense value NGOs bring to refugee responses and solutions, I look forward to

spending time with you and gaining a more in-depth understanding of your views.

Let us use this opportunity well, to deliberate on the current situation, to contemplate our partnership in a rapidly changing world, and also to celebrate the achievements and potential of NGOs and civil society. It is also a moment to reflect on the challenges that we face – ensuring the integrity of our work by addressing risks of fraud and corruption, and tackling sexual exploitation and abuse of the people we serve, and sexual harassment in the workplace.

We have three busy, active days ahead. Much of the discussion will be devoted to current operations and situations. I encourage participants to also use these sessions to think ahead. How do we envisage the

situation unfolding over the coming years, and what is the evolving role of NGOs in new contexts? How do we work together in the context of rapid technological change, mixed migration flows, new geopolitical alignments and a changing multilateral system? How do NGOs work with new partners, including at both the regional and the sub-national levels? What of the increasing role of philanthropy and the private sector?

I would like to hear from all of you what you see and experience, how you are making a difference, and what you think we can do differently and better. The NGO community is diverse, and we at UNHCR can benefit from your energy and your ideas. To help get the most out of your presence, we have structured our conversations in a way that brings out different voices, through professional moderation and the use of technology. I am also pleased to announce that we will launch the first ever NGO innovation award, an event that I hope will help us capture the best and most creative projects undertaken by NGOs, with real potential to transform the lives of the people we serve.

The ideals that led to the creation of the United Nations and all it represents, and that imbue the daily work undertaken by NGOs, continue to inspire and to grow in a turbulent world. In 2015, through the 2030 Agenda, world leaders affirmed that no one, nowhere, must be left behind from progress. In 2016, through the New York Declaration on Refugees and Migrants, they expressed the political will to save lives, protect rights and share responsibility on a global scale. Even as we see deeply distressing developments around the world, let us remember that we have a consensus, that everyone – including refugees, stateless people, the internally displaced and host communities – deserves to have the possibility to build a future, not just to survive but to thrive.

So, let us put the people first, let us leave no one behind. Working together, we have a chance to give everyone a fair chance.



Filippo Grandi

The Partnership and Coordination Service, Division of External Relations, 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 Yamamah Agha in her role as the Rapporteur of the Annual Consultations with NGOs.



Wednesday, 27 June 2018

International Conference Center (ICC)

08h30 – 10h00 **Welcome coffee** (ICC entrance, UNHCR welcome desk)

10h00 – 12h00 **OPENING PLENARY SESSION** (Arabic-English-French-Russian-Spanish)

ROOM 2 WELCOME OPENING

Rossella PAGLIUCHI-LOR, Director, Division of External Relations, UNHCR
Arafat JAMAL, Head, Partnership and Coordination Service, UNHCR
Ignacio PACKER, Executive Director, International Council of Voluntary Agencies
Foni Joyce VUNI, Youth Delegate, Global Youth Advisory Council

OPENING REMARKS AND CONVERSATION WITH THE HIGH COMMISSIONER

Filippo GRANDI, High Commissioner for Refugees
Zeinab BADAWI, Moderator

12h15 – 13h30 UPDATE ON COMPREHENSIVE REFUGEE RESPONSE FRAMEWORK (CRRF)**ROOM 2**

(Arabic-English-French-Spanish)

The UNHCR Director for the Division of Resilience and Solutions will provide an overview of the application of the CRRF since the 2017 UNHCR Annual Consultations with NGOs. It will include examples of key developments in the fourteen roll-out countries; growing engagement of multilateral and bilateral partners; and thoughts on the way forward.

Nancy Perez will also provide an overview on behalf of the GAR-PAB network on recent comprehensive response developments under the Brazil Plan of Action in the Americas, with a particular emphasis on the adoption of the hundreds points of Brasilia in February 2018. GAR-PAB is an initiative of more than fifty civil society organisations from Latin America and the Caribbean.

Moderator Nancy PEREZ, Sin Fronteras, Mexico

Speaker Daniel ENDRES, Director, Division of Resilience and Solutions, UNHCR

13h30 – 14h00 BREAK (free)

14h00 – 16h00 REGIONAL SESSIONS**ROOM 2****Bureau for Asia and the Pacific** (English-French)**“Putting refugees at the center of solutions in Asia”**

The Asia and Pacific region is home to approximately 3.7 million refugees, 2.4 internally displaced persons (IDPs) and 1.6 million stateless people. Only 20 of the 45 countries and territories in the region have acceded to the 1951 Convention relating to the Status of Refugees and its 1967 Protocol. Despite a long-standing tradition of hospitality towards displaced people across the region, in recent times there has also been a reduction in protection space, a decrease in the number of resettlement places, and voluntary repatriation has remained challenging due to ongoing conflicts, violence and instability. Against this backdrop, creative solutions for people of concern in the region must be explored that include a ‘whole of society’ approach driven by people of concern themselves.

It remains clear: the best way to address complex, escalating challenges in the region with limited resources is through effective multi-actor coordination and collaboration. This session, facilitated in an interactive manner, will explore challenges and good practices for such approaches. It will begin with the screening of a video presentation of people of concern speaking from the Asia region, bringing them to the room and the center of the discussions. Followed by an overview of the latest developments and outline the most promising solution and resilience refugee-centred approaches in the region.

The content of the session will be guided by two main questions:

1. How can we put (the voices of) refugees at the center of decisions about their lives?
2. Solutions from the perspectives of refugees: what is the role of civil society?

Moderator Lillianne FAN, Asia Pacific Refugee Rights Network Secretariat, Thailand

Speakers Indrika RATWATTE, Director, Regional Bureau for Asia and the Pacific, UNHCR
Manzoor HASAN, Centre for Peace and Justice, BRAC University, Bangladesh
Maria SAMATO LE DOUS, UNIQLO, Japan

ROOM 3

Bureau for Africa (English-French)

The African continent remains host to the largest number of refugees and internally displaced, while being heavily beset by the deeper issues surrounding urbanization, internal conflicts, massive economic migration, climate change and poor governance. At the same time, refugees and IDPs continue in their endeavours in finding individual solutions for the medium and longer term. UNHCR and NGOs have long struggled to foster refugee inclusion into their hosting economies, into national health and educational systems, and into societies at large. The theme, *“Putting People First”*, gives us a chance to look at the impact of our work, not only as a tool for future planning, but as a way to understand the key priorities, synergies and direction we need in this changing environment.

The panellists and participants will use this session to reflect upon the main trends in Africa, particularly in areas where refugee inclusion presents strong opportunities for personal and professional prosperity, and how UNHCR and NGOs can improve our contributions to this process.

Moderator Manisha THOMAS, Women’s Refugee Commission, Switzerland

TED Talk Robert HAKIZA, Young African Refugees for Integral Development, Uganda
Fartun Abdikadir MOHAMMED, Women Initiative for Society Empowerment, Somalia

Speakers Valentin TAPSOBA, Director, Regional Bureau for Africa, UNHCR
Angele DIKONGUE-ATANGANA, Deputy Director, Regional Bureau for Africa, UNHCR
Barnaba SHOKOLE, Regional Durable Solutions Secretariat, Kenya
Anyier YUOL, Australian National Committee on Refugee Women, Australia

ROOM 4

Bureau for Middle East and North Africa (MENA)

(Arabic-English-French)

“Putting People First in MENA”

The Middle East and North Africa (MENA) region is facing a complex set of inter-related and dynamic challenges including the biggest displacement crisis since World War II. While representing 5% of the world’s population, the MENA region accounts for 38% of global

displacement, with most countries in the region being affected either as countries of origin, transit or destination.

At a time, when discussions on the future of engagement on displacement issues are taking place, following the September 2016 New York Declaration for Refugees and Migrants and looking towards the CRRF, the voice of civil society remains critical. In the New York Declaration, Member States stress that comprehensive refugee responses should involve a multi-stakeholder, “whole-of-society” approach that involves civil society partners, including NGOs, refugee and hosting communities and faith based organizations, academia, media and the private sector among others. Furthermore, such approach to refugee response aims to involve national and local authorities, international organizations, international financial institutions, regional organizations, regional coordination, partnership mechanisms and civil society partners in the design and implementation of refugee response plans.

The MENA region has been ahead of the curve in relation to many dimensions of the four pillars (I. Reception and admission, II. Support for immediate and ongoing needs, III. Support for host countries and communities, IV. Durable solutions) of the CRRF. The MENA session will highlight good practices and regional approaches to refugee response in addition to examples of how such approaches embody the concept of “putting people first”, and bring our operations closer to our persons of concern through enhanced communication with communities. The regional linkage to community-based protection will be highlighted by panellists and speakers.

Moderator Shaden KHALLAF, Senior Policy Adviser, MENA Bureau, UNHCR

Panel 1

Whole-of-society approach

Speakers Zeina YAZIGI, Journalist and TV Anchor, United Arab Emirates
Amin AWAD, Director, Regional Bureau for MENA, UNHCR
Sobieh ALNAJJAR, MENA Civil Society Network for Displacement, Lebanon
Abdel Basset BEN HASSEN, Arab institute for Human Rights Institute, Tunisia

Panel 2

Solutions in the region

Speakers Adwah DAKHEEL, Social Media Influencer, Saudi Arabia
Nidal BATTMAN, Refugee Representative, Switzerland

ROOM 5/6

Bureau for Europe (English-French-Russian)

‘Finding solutions in Europe’ remains a priority for UNHCR, and the session will discuss a number of ongoing challenges while making concrete recommendations on the way forward. Some of the issues to be discussed and taken into consideration include:

- Integration requires a ‘whole-of-society’ approach which, inter alia, involves the refugees themselves, the State, civil society, the private sector, cities/municipalities and the host community.

- There is no ‘one-Europe’ reality - refugees face vastly different contexts and opportunities for integration in different European countries including within the EU;
- Onward movements considerably impact integration potential including the commitment to integration – these vary considerably from one country to another including the fact that some states and refugees have the perception that they are merely ‘in transit’.
- The availability of integration strategies and financial support to implement them also varies considerably most particularly as regard the capacity of cities and municipalities to access these.
- Addressing public perceptions and contributing to integration and social cohesion through adapted communication campaigns/strategies especially in negatively-charged political environments.
- “Putting people first” – ensuring that local voices are engaged including the role of refugees in furthering and implementing their own integration and the support that civil society can bring to this process.

The session will be opened by the Bureau Director. The invited speakers in the 1st hour will present their experience with society inclusion, from a refugee perspective in Netherlands but also globally and from an NGO perspective offering a range of experiences on community inclusion in Turkey. The 2nd hour will be dedicated to discussing solutions in Europe and will address current state of affairs with regard to refugee integration. The speakers will present their experiences with integration in Denmark and in Ireland.

Desired outcome of the session:

Based on their cumulative experience and expertise, the session seeks civil society views and recommendations that will help further inclusiveness and integration of refugees in the broad European context.

Moderator Lisa DOYLE, British Refugee Council, United Kingdom

Panel 1

Whole-of-society approach

Speaker Duygu YILDIRIM, Human Resources Development Foundation, Turkey

Panel 2

Solutions in the region

Speaker Margaret ALLEN, City of Sanctuary - Places of Sanctuary, Ireland

ROOM 18**Bureau for the Americas** (English-French-Spanish)**Responding to forced displacement through a whole of society approach towards solutions**

The Americas region is at the forefront of durable solutions, with more refugees resettled and integrated than in any other region worldwide. In addition to the commitment of traditional and new resettlement countries, local integration is taken to the next level with the adoption of public policies that enable the effective inclusion of refugees and stateless persons. In this context, the proactive engagement of a diverse set of stakeholders is key to the enjoyment of economic, socio-cultural, civil-political, legal rights and freedom from discrimination. A whole of society approach in responding to forced displacement in the region is therefore essential for a sustainable roadmap towards solutions.

This session will allow representatives from the NGO, Academia and refugee communities to share their experiences in responding to different sub-regional situations (namely Venezuela and the North of Central America), highlighting lessons learned and discussing ways forward to foster a multi-stakeholder engagement with the aim of *“putting people first”*.

Moderator Jose Pablo VEGA, Americas Network for Refugee Legal Aid, Costa Rica

Speakers Rafael ALONSO HERNANDEZ, FM4 - Dignidad y Justicia, Mexico
Cesar RUIZ PAYVA, Encuentros Servicio Jesuita de la Solidaridad, Peru
Lana SAADEH, Refugee Representative, Argentina
Rolando SIERRA, FLACSO, Honduras
Andrea ZAMUR, Municipality of São Paulo, Brazil

16h00 – 16h30 COFFEE BREAK

16h30 – 18h30 THEMATIC SESSIONS**ROOM 3****Partnership**

(Arabic-English-French-Spanish)

This interactive session on major trends and developments in UNHCR partnerships will ask participants where should UNHCR and partners stay the course and where should we take steps to improve and enhance our partnerships in order to put people first: the refugees and other persons of concern whom we serve together, and the people with whom we work as colleagues and in partnership.

The panel will introduce the following topics for discussion and then delve into break out groups for further discussion, and return with recommendations:

- The new draft Partnership Handbook (the first since 2003) and FAQs on UNHCR contributions to partner personnel costs;

- Survey of trends in partnership, and harmonization and simplification of partnerships;
- Promoting complementary capacities and the localization concept of “as international as necessary, as local as possible” in partnerships; and
- Together ensuing sound stewardship and the fight against fraud, misconduct and exploitation.

There will be also an introduction and demonstration of the new common UN Partner Portal, jointly developed by UNHCR/WFP/UNICEF that has evolved from UNHCR’s Portal initiative. Documents to review in advance of the session to ensure full participation will be available on-line in advance of the session.

- Moderator Mark HETFIELD, HIAS, United States of America
- Panellist Fatima SHERIF-NOR, Head, Implementing and Partnership Management Service, UNHCR
Silvia CHIARUCCI, Acting Chief, Programme Implementation, Field Results Group, UNICEF
- Speaker [Handbook](#)
Cecilia ROSELLI, Norwegian Refugee Council, Switzerland
- Speaker [Harmonisation and simplification](#)
Jeremy REMPEL, International Council of Voluntary Agencies, Switzerland
Caroline NICHOLS, Interaction, United States of America
- Speaker [Promoting complementary capacities and localization](#)
Mamadou NDIAYE, Agence de développement économique et social, Chad
- Speaker [Together ensuing sound stewardship and the fight against fraud, misconduct and exploitation](#)
Colette FEARON, OXFAM International, United Kingdom
Ashok GLADSTON, Organisation for Eelam Refugee Rehabilitation, India
Ivana PETKOVIC, International Medical Corps, United States of America
John RYNNE, GOAL, Ireland

ROOM 4

Monitoring the CRRF: learning for accountability

(Arabic-English-French-Spanish)

The New York Declaration sets out the key elements of a CRRF to be applied to large-scale movements of refugees and protracted refugee situations. To what extent are the international community and participating member states closer to achieving the four CRRF core objectives as a result of the CRRF roll out in 13 countries in 2017? What lessons can be drawn from applying the CRRF in practice, relevant to the overall comprehensive approach? How to ensure participatory mechanisms that build on the consultative process leading up to the adoption of the CRRF? And where do we go from here?

This session discusses the CRRF monitoring framework and its importance to foster accountability and learning as well as participation (including of affected populations).

Monitoring and learning tools have been developed to credibly track progress of the CRRF against its core objectives and the session provides an opportunity to present them. They include a Year 1 Global Progress Report, country-, region- and thematic-focused case studies and several analytical pieces from structured discussions with NGOs as key stakeholders of a comprehensive response.

Monitoring the CRRF entails assessing intertwined developmental and humanitarian gains in protection, immediate needs and durable solutions. It is a methodological as much as a practical and political challenge that calls for robust, sound and innovative mechanisms to follow up, report and take action based on evidence.

Moderator Farida BENA, International Rescue Committee, Switzerland

Speaker [Presenting on monitoring tools and case studies and linkages to HC Dialogue Report on CRRF](#)

Pedro MENDES, Senior CRRF Officer, Division of Resilience and Solutions, UNHCR

Speaker [Community consultations emphasising support for immediate and on-going needs](#)

Laura VALENCIA RESTREPO, Youth Delegate, UNHCR Global Youth Advisory Council

Speaker [Presenting data and evidence to address forced displacement situations](#)

Laura RONKAINEN, Joint IDP Profiling Service

Speaker [Whole of society](#)

Eunice NDONGA, Refugee Consortium of Kenya, Kenya

ROOM 5/6

Addressing statelessness through a “whole-of-society approach”

(Arabic-English-French-Spanish)

The New York Declaration for Refugees and Migrants recognises that statelessness can be both a root cause and a consequence of forced displacement. This is particularly true where it is linked to a lack of enjoyment of basic human rights. Statelessness has a detrimental impact upon not only affected individuals, but also the wider communities in which they live. Exclusion of entire groups can create social and political tensions and undermine socio-economic development. Statelessness may also result from forced displacement, particularly when ties with the country of origin become compromised over time. Children born in exile are at particular risk of growing up without a nationality where states have not put in place necessary safeguards, including access to civil documentation.

The New York Declaration encourages States to take action to reduce statelessness and references the #IBelong Campaign to End Statelessness. While the New York Declaration’s CRRF expressly addresses large movements of refugees, its “whole-of-society” approach -- and

recognition of the imperative to address root causes and work toward the prevention of displacement -- provides an opportunity to consider how comprehensive responses can also include actions in support of the #IBelong Campaign and the Global Action Plan to End Statelessness.

This session will explore how a “whole-of-society” approach can:

- Ensure that stateless persons and community-organized groups play a prominent role in shaping an effective response to statelessness;
- Utilize new tools to prevent and resolve statelessness; and
- Support the realization of the Global Action Plan to End Statelessness.

Moderator Mamadou Dian BALDE, Deputy Director, Division of Resilience and Solutions, UNHCR

Speakers Laura BINGHAM, Open Society Justice Initiative, United States of America
Nina MURRAY, European Network on Statelessness, United Kingdom
Thomas NGULI, Makonde Community, Kenya

19h00 - 20h30 **RECEPTION – UNHCR Cafeteria**
94, rue de Montbrillant



Thursday, 28 June 2018

International Conference Center (ICC)

08h30 – 10h00 Conversation on global protection issues with the Assistant High Commissioner Protection

ROOM 2

(Arabic-English-French-Spanish)

The Assistant High Commissioner for Protection (AHC-P) will provide an overview of the current state of protection globally. He will also highlight key opportunities for strengthening protection and support for host countries through the Global Compact on Refugees, and will outline next steps. The discussion with the participants will focus on how civil society can be engaged in taking the Global Compact on Refugees forward.

Moderator Mariama SOW, Youth Delegate, Global Youth Advisory Council

Speaker Volker TÜRK, Assistant High Commissioner for Protection, UNHCR

10h00 – 10h30 COFFEE BREAK

10h30 – 12h30 WORKSHOPS**ROOM 2****Working for and with refugee and local leadership** (Arabic-English-French-Spanish)

All around the world, refugees and local host communities are coming together to contribute to the refugee response and develop their own solutions. These refugee and locally-led organisations, networks, and advocates bring vital and distinct perspectives and ideas to policy discussions.

With localization and the development of the new way of working, spaces are available for refugee self-representation and participatory approaches. However, effective collaboration led by refugees and host-communities remains a challenge.

This workshop will address several core themes around the localization of response to forced displacement. Four concurrent conversations will be linked by two common challenge questions:

- What are the critical gaps in current response as relevant to all themes?
- What strategic efforts are necessary to fill critical gaps and take ‘good practice’ ideas to scale in the short-to mid-term?

The themes that will be discussed in sub-groups: the first will focus on the role of refugees in policy decision-making and the second localization and refugee-led initiatives, and capacity strengthening of local NGOs.

Because participants in the sessions will come from a wide variety of backgrounds and varying levels of technical expertise, each theme will be presented through a series of three case studies. Participants will be asked to reflect on both challenge questions at the end of each case study individually as well as to reflect as the day progresses key linkages between the different examples.

Facilitators Najeeba WAZEFADOST, Australian National Committee on Refugee Women, Australia
Adam ELSOD, Network for Refugee Voices and the Young Republic, Sweden

ROOM 3**National systems strengthening** (Arabic-English-French-Spanish)

The New York Declaration calls to “Incorporate, where appropriate, the comprehensive refugee response framework in national development planning, in order to strengthen the delivery of essential services and infrastructure for the benefit of host communities and refugees.” This session contemplates two questions pertaining to this concept as applied to all populations of concern (refugees, internally displaced, stateless):

1. How can UNHCR and NGOs work together for equity of access for Persons of Concern to national systems?
2. How can UNHCR and NGOs work together to ensure that support for integration of Persons of Concern into national systems is sustainable?

Because the pathway from initial displacement to a final durable solution is too substantial to address in one day, the workshop will emphasize two critical junctures in the displacement

journey: initial on-set of an emergency and protracted displacement. The conversations will be multi-disciplinary, contemplating the gaps and priorities in social protection, governance, and technical sector priorities.

This session will take place in three parts:

Introduction

For 20 minutes there will be a welcome and brief stage setting from the facilitators that includes identifying the two challenge questions for the day, core objectives and the small group (and their leads) for the morning discussion.

Session 1: Emergency onset

The first session will focus on access to life-saving services for displaced persons in Education, Health, and WASH. In three parallel conversations led by subject matter experts, groups will reflect on the critical social protection and governance elements necessary to ensure equitable access within local services, instead of parallel delivery mechanisms.

Session 2: Protracted displacement

The second session will focus strongly on the nexus of humanitarian and development operations, with a particular emphasis on the barriers and solutions available to sustainably integrate persons of concern into national systems. The conversation will be in small-group conversations, led by lead discussants.

The three sub-topics are:

- Law, justice and policy reform;
- Narrowing the gap between the humanitarian/development actors;
- Civil society referral pathways to support longer-term goals.

Groups will discuss a series of detailed talking points, introduced by a lead discussant that help the group reflect on core aspects of equity and sustainability.

Facilitators Tzehuei TSENG, Buddhist Tzu Chi Foundation, United States of America
Melissa PITOTTI, International Council of Voluntary Agencies, Switzerland

ROOM 4

How do we achieve humanitarian responses that are inclusive of age, gender and diversity?

(Arabic-English-French-Spanish)

This session will explore what “putting people first” looks like through the lens of age, gender and diversity. The session will build on:

- Policy and guidance - such as UNHCR’s updated Policy on Age, Gender and Diversity, including the Five Commitments to Refugee Women and Girls; and the Core Actions for Refugee Youth;
- Recent high-level commitments that have been made - including in the New York Declaration; the World Humanitarian Summit; the Compact for Youth in Humanitarian Action and the 2030 Agenda for Sustainable Development); and
- Progress made on accountability to affected people (AAP).

Age, gender and diversity considerations must build on the agency of individuals and include, for example, their distinct experiences related to age, gender, sexual orientation, gender identity, disability, ethnicity, nationality, culture, and social status and/or other specific personal characteristics. Participants will have the opportunity to discuss:

1. Key considerations and requirements for humanitarian responses to be inclusive of age, gender and diversity.
2. Lessons learnt and promising practices in putting accountability to affected people (AAP) into practice and actions to make humanitarian responses more age, gender and diversity sensitive.
3. Measuring how to remain accountable for progress made on age, gender and diversity.

Objectives/Expected Outcomes

Participants will:

- Come away with a strong understanding of **why** age, gender and diversity considerations must be considered throughout humanitarian responses in order to effectively meet the needs and address protection concerns while building on the capacities of affected populations.
- Discuss lessons learned and best practices on **how** to ensure age, gender and diversity sensitive programming considerations are put into practice.
- Explore concrete steps to ensure accountability to affected people.

Introductory Remarks	Louise AUBIN, Deputy Director, Division of International Protection, UNHCR Hosna ABBASSY, Youth Delegate, Plan International, Germany
Facilitators	Tina DIXSON, Australian Women Against Violence Alliance, Australia Manisha THOMAS, Women's Refugee Commission, Switzerland
Sub-group Facilitators	Dale BUSCHER, Women's Refugee Commission, United States of America Shabnam SAFA, Youth Delegate, Multicultural Youth Advocacy Network, Australia Emilie WIINBLAD MATHEZ, Senior Evaluation Adviser, Evaluation Service, UNHCR

ROOM 5/6

Self-reliance and economic inclusion: Working together to achieve rights and access

(Arabic-English-French-Spanish)

Join us for this session to tackle the two challenge questions:

1. **Self-reliance as economic empowerment:** What are the rights and factors that enable refugee self-reliance and inclusion and how can we create and improve access to these?
 - Legal and administrative: work rights and protections, work permits and procedures, freedom of movement and

encampment policy.

- Economic: access to the labor market, skills certification, SME, access to finance/formal systems, labor unions.
- Non-discrimination/perceptions: non-national, refugees vs migrants.
- Political/research: tracking policy improvements, global research, monitoring and accountability.

2. Economic inclusion and mutual benefits: What are the partnerships, innovations, and policy initiatives that need to be expanded and accelerated to achieve collective benefits for refugees, host communities, and economies?

- Who needs to be engaged and how to achieve mutual benefits for refugees, host communities, and host economies?
- What are good practices to share and pitfalls to avoid while achieving economic inclusion?
- How can we increase refugee agency and opportunity in programs and partnerships?
- How do we engage the private sector and the development sector to create the political economic and social conditions conducive to economic inclusion?

The session aims to better inform and equip participants to advance refugee work rights and tackle accompanying challenges and barriers. Refugee participants will share about their experience with work opportunities and entrepreneurship as well as with barriers and risks of exploitation. NGO partners will focus on solutions in programs and advocacy, and issue experts will share about the current policy issues, challenges and opportunities for inclusion.

Facilitator Maria KIANI, Inter-Agency Coordinator Officer, Partnership and Coordination Service, UNHCR

Speakers Nasser ALKAHTANI, AGFUND, Saudi Arabia
Emily ARNOLD-FERNANDEZ, Asylum Access, United States of America
Ziad AYOUBI, Senior Livelihoods Officer, Division of Programme Support and Management, UNHCR
Robert HAKIZA, Young African Refugees for Integral Development, Uganda
Alejandra MACIAS DELGADILLO, Asylum Access, Mexico

12h30 – 13h00 BREAK

13h00 – 15h00 WORKSHOPS - Continued from morning

(Arabic-English-French-Spanish)

ROOM 2

Working for and with refugee and local leadership

ROOM 3

National systems strengthening

ROOM 4

How do we achieve humanitarian responses that are inclusive of age, gender and diversity?

ROOM 5/6

**Self-reliance and economic inclusion:
Working together to achieve rights and access**

15h15 – 16h15 LAUNCH OF THE INNOVATION AWARD**ROOM 2 Panel with the Deputy High Commissioner**

(Arabic-English-French-Spanish)

Whilst the prime cause of our work has not changed, the scale and the nature of the issues we seek to address has. Hence our ability to innovate becomes a core competence - new ideas, new ways of solving problems, new ways of engaging and relating become critical. As the world becomes increasingly complex, UNHCR, NGOs and partners must embrace innovation to achieve better, more creative and more inclusive solutions to humanitarian problems.

This session will provide a platform for different actors sharing perspective and practice in “people-centered” innovation when responding to forced displacement.

The first part of the session is the *Official Launch of the NGO Consultations Innovation Award*. The DHC will announce the launch of the Award officially and invite for submissions from NGOs.

The second part of the session is a *Panel Discussion on Innovation*. This discussion and Q&A will showcase innovative practice by different actors and explore inclusive innovation with affected populations and diverse partners. CTEN will showcase their work in innovation to serve as example and inspiration for potential applicants.

Moderator Imogen FOULKES, Journalist

Speakers Kelly CLEMENTS, Deputy High Commissioner, UNHCR
Peter BATALI, Community Technology Empowerment Network, Uganda
Marcelo GARCIA, BroadLights, Switzerland

16h15 – 16h45 COFFEE BREAK**16h45 – 18h00 WORKSHOPS PLENARY REPORT BACK****ROOM 2** (Arabic-English-French-Spanish)

The facilitator of each workshop will present the findings of its group. Reflections and Q&A will follow.

Moderator Ignacio PACKER, Executive Director, International Council of Voluntary Agencies



Friday, 29 June 2018

International Conference Center (ICC)

08h30 – 10h00 **Hard talk with the Assistant High Commissioner Operations**

ROOM 2

(Arabic-English-French-Spanish)

The Assistant High Commissioner for Operations (AHC-O) will dialogue with Heba Aly on what it means for UNHCR to be *Putting People First* in its global operations. The discussion will cover UNHCR's progress towards commitments on internally displaced persons (IDPs) engagement made in previous NGO consultations; the agency's operational 'state of play', including in situations such as the Rohingya response and other new situations of forced displacement; cash programming; and data protection. Participants are encouraged to actively contribute to the session by sharing questions electronically and in plenary.

Moderator Heba ALY, IRIN News, Switzerland

Speaker George OKOTH-OBBO, Assistant High Commissioner for Operations, UNHCR

10h00 – 10h30 COFFEE BREAK

10h30 – 12h30 THEMATIC SESSIONS**ROOM 2 Delivering the participation revolution**

(Arabic-English-French-Spanish)

2018 is the 20th anniversary of the Guiding Principles on Internal Displacement. A multi-stakeholder Plan of Action for Advancing Prevention, Protection and Solutions for Internally Displaced People was launched in April, identifying participation of IDPs in the design, planning and implementation of actions and decisions that affect them as a key priority. Too often IDPs report a lack of information provided to them during all phases of displacement. Mechanisms and processes for their consultation and participation are absent or inadequate and decision-making processes often fail to take their views, needs and objectives fully into account.

NGOs have a key role to play in promoting, supporting and empowering IDPs to meaningfully participate. Their engagement with displaced populations and the communities that host them, and their understanding of the social, cultural and political nuances of local contexts, is invaluable. This session aims to map key challenges IDPs from a number of contexts face, highlight best practices, and explore ways UNHCR and NGOs can better engage with displacement-affected communities in any response planning and implementation.

As such, outcomes are intended to include:

- An improved understanding of the role of accountability and feedback mechanisms in enabling effective local participation by and accountability towards affected populations in internal displacement contexts.
- An improved understanding of best practices and common challenges faced by IDPs and NGOs in establishing, accessing and sustaining meaningful feedback and accountability mechanisms as integral parts of a response.
- Identification of common advocacy messages to strengthen means of effective local participation.

Moderator Jane BACKHURST, Christian Aid, United Kingdom

Speakers Gildo Garza HERRERA, Internally displaced person, Mexico
Orpha IBRAHIM, Internally displaced person, Nigeria
Cecilia JIMENEZ-DAMARY, UN Special Rapporteur on the Human Rights of Internally Displaced Persons
Cleto KUNDA, Hope Agency for Relief and Development, South Sudan

ROOM 3 Promoting national responsibility for prevention, responses and solutions to internal displacement: The value of laws and policies

(Arabic-English-French-Spanish)

Internal displacement is a global phenomenon that poses major challenges for affected countries and regions. As citizens or habitual residents of the country in which they are displaced, IDPs depend upon national authorities as primarily responsible for protecting and assisting them to prevent, respond to, and help solve displacement. The fulfilment of this responsibility is a

challenge, however, particularly in the context of limited institutional capacities and funding. In order to meet the challenge effectively, a number of regional bodies have urged their member states to develop national laws and policies in line with the Guiding Principles on Internal Displacement, and in Africa, the 2006 Great Lakes Protocol and the 2009 Kampala Convention make it mandatory for member states that ratified those instruments to develop national legal frameworks.

A number of countries have adopted national laws, policies or strategies on internal displacement in line with the Guiding Principles and the Kampala Convention. Such instruments can provide important guidance to national authorities and other relevant parties, and are also important tools for safeguarding IDPs' rights. When implemented adequately, they can contribute to prevent and respond to internal displacement as well as emphasize durable solutions for IDPs. To achieve these goals, cooperation between member States, UN Agencies and civil society is crucial to enable displaced persons to claim and enjoy their rights and entitlements.

This session will highlight how the development and different uses of law and policy in areas of particular importance for the plight of IDPs (e.g. legal identity, land and housing or access to justice) are central to achieve these purposes. The audience will learn about current existing tools available to practitioners and allow sharing best practices and concrete examples from a global and local perspective.

Moderator Chaloka BEYANI, former Special Rapporteur on the Human Rights of Internally Displaced Persons, United Kingdom

Speakers Safiatu ALABI, Norwegian Refugee Council, Democratic Republic of Congo
 Miradije HODZA, Norwegian Refugee Council, Ukraine
 Marco Alberto ROMERO SILVA, Consultoria para los Derechos Humanos y el Desplazamiento, Colombia
 Gopal SIWAKOTI, International Institute for Human Rights, Environment and Development, Nepal

ROOM 4

Strengthening data and evidence for advocacy, protection and legal assistance to IDPs

(Arabic-English-French-Spanish)

Reliable data and analysis are central to developing laws, policies and programs that comprehensively address internal displacement. The 20th anniversary of the Guiding Principles on Internal Displacement provides an opportunity to mobilise action to reduce and resolve internal displacement, including through building a stronger evidence base.

Local and national NGOs are at the forefront of efforts to strengthen the evidence base through their data collection, response and advocacy in situations of internal displacement. Their engagement with displaced populations and the communities that host them, and their understanding of the social, cultural and political nuances of local contexts, is invaluable in strengthening the quality of evidence on internal displacement. This session aims to highlight best practices from NGOs, map the key gaps, and challenges they face, and explore ways

UNHCR and the broader humanitarian sector can better engage with NGOs to strengthen the evidence base on internal displacement.

Expected outcomes

- An improved understanding of good practices and emerging challenges faced by NGOs in strengthening evidence on internal displacement
- An identification of which gaps in the evidence base local and national NGOs consider most critical to address, in order to support advocacy and policy-making on internal displacement.
- An expanded network of humanitarian and NGO actors that can partner for the production and use of quality data in displacement contexts.
- Lessons and feedback for the humanitarian sector on how to better support and collaborate with NGOs to produce quality data.

Moderator Angela COTRONEO, International Committee of the Red Cross, Switzerland

Speaker [Theme 1: Using data and evidence to inform policy-making](#)
Noah BULLOCK, CRISTOSAL, El Salvador

Speaker [Theme 2: How can IDP and host communities be involved in the data process through participatory approaches?](#)
Oscar PAZ, World Vision, Honduras

Speaker [Theme 3: Strengthening data and evidence for advocacy, protection and legal assistance to IDPs](#)
Iryna ALEKSIEIEVA, Charitable Foundation “The Right to Protection”, Ukraine

ROOM 5/6

Addressing protracted internal displacement and driving solutions

(Arabic-English-French-Spanish)

With more than 40 million people internally displaced by conflict and violence at the end of 2016 and an additional estimate of 20-25 million IDPs newly displaced every year due to disasters, the number of IDPs remains at an all-time high. Yet the prevention of, response and solutions to internal displacement and the protection of IDPs have received less attention at the global level.

The 20th anniversary of the Guiding Principles on Internal Displacement (GP20) in 2018 and the multi-year and multi-stakeholder [GP20 Plan of Action for Advancing Prevention, Protection and Solutions for IDPs](#) provide an excellent opportunity to work collectively and deliberately around a common vision and goal to bring attention to and reaffirm commitment to *prevent, respond to and support solutions to internal displacement and improve protection of IDPs*.

This session will focus on the efforts and experiences of addressing protracted displacement and how a diverse set of stakeholders can work together to drive forward solutions to internal displacement. The objectives of the session are to:

- Facilitate an interactive discussion and exchange, informed by research on and practical operational experiences of promoting and programming for durable solutions for IDPs;

- Debate key enablers for and impediments to driving forward solutions for IDPs in protracted displacement situations; and
- Provide recommendations that can inform global policy making on protection of IDPs and solutions to internal displacement, including to the forthcoming updated UNHCR IDP policy.

Moderator Kim MANCINI, Danish Refugee Council, Denmark

Speakers Erin MOONEY, Senior Protection Adviser, Canada
Salma Abdillahi ELMI, Regional Durable Solutions, Kenya
Simon VERDUIJN, Durable Solutions Platform, Jordan

12h30 – 14h00 FOOD FOR THOUGHT

ROOM 2

Strengthening prevention and response to sexual exploitation and abuse: Joining forces

(Arabic-English-French-Spanish)

The scandals of sexual exploitation and abuse (SEA) against beneficiaries by humanitarian workers that have surfaced in recent months have led to increased engagement by the aid sector to reform itself and even more seriously tackle these issues. SEA not only inflicts intolerable harm on victims, but also betrays the most fundamental of humanitarian values of and our goal to protect displaced and stateless people.

Within the humanitarian community, organisations are increasingly stepping up their efforts to both prevent and response to SEA including through ensuring that reporting mechanisms are accessible and trusted, strengthening awareness and accountability of staff and managers increased and enhancing investigation capacity and the disciplinary process. Coordination between agencies is necessary to effectively prevent SEA and respond to the incidents that occur.

This session brings together UNHCR, IOM, MSF Suisse and Kenya's Refugee Consortium, each of which will share their unique set of experiences and best practices, and outline their stepped up efforts to eradicate SEA. The discussion will provide an opportunity to assess the progress that has already been made, but also look at challenges which need to be addressed, and how we can join forces in the fight against SEA.

Moderator Diane GOODMAN, Senior Coordinator on Prevention and Response to SEA and SHA, UNHCR

Speakers Ghida ANANI, ABAAD, Lebanon
Francois DELFOSSE, Médecins sans frontières Switzerland
Alexandra HILLMAN, International Organization for Migration, Switzerland

ROOM 3**Update on the IDP operational review and UNHCR's new IDP policy**

(Arabic-English-French-Spanish)

This session will provide an update on UNHCR's work in implementing the recommendations from the *Operational Review on UNHCR's Engagement in Situations of Internal Displacement* and on the development of the updated UNHCR policy on internal displacement. The facilitators will focus on UNHCR's role in internal displacement today, presenting the important internal transformations underway to ensure a more decisive and predictable engagement in situations of internal displacement and setting out UNHCR's contributions to action to strengthen protection, response and solutions for internally displaced persons.

The objectives of the session are:

- To provide an update on the progress of the Internal Displacement Task Team in taking forward the recommendations laid out in the Operational Review on Internal Displacement and the drafting of the new Policy on Internal Displacement.
- To debate key enablers for and impediments to implementing the Operational Review recommendations and to making UNHCR a more predictable and decisive partner in situations of internal displacement.
- To provide recommendations that can inform the forthcoming UNHCR IDP policy.

Session outcomes:

- Participants are updated on the work of the Task Team by session and have shared feedback.
- Contribute to the understanding of the key enablers and impediments to implementing the recommendations laid out in the Operational Review.
- Recommendations on the process and content for the updated UNHCR IDP policy

Speakers Steven CORLISS, Special Advisor on Internal Displacement, UNHCR
Elizabeth EYSTER, Chief, IDP Section, Division of International Protection, UNHCR

ROOM 4**Protection people displaced in the context of climate change and disasters**

(Arabic-English-French-Spanish)

Disasters and the adverse effects of climate change are contemporary *drivers of internal and cross-border displacement*. Each year over 24.5 million people are forced to move in the context of sudden onset disasters, the additional number for slow onset disasters is still unknown. Scientists agree that the increased intensity and frequency of climate-related natural hazards, in combination with other factors, will increase displacement in the future. Disasters and climate change impacts can also act as a *threat multiplier*. In some circumstances, people displaced across borders in these contexts may fall within the definition of a 'refugee' under international or regional instruments. Moreover, many people who have already been displaced by conflict and violence

can be forced to *move again* in times of disaster or in search of habitable living areas. Their *ability to return in a sustainable way* to places of origin may also be limited by climate change impacts.

This session will focus on the theme of “Putting People First” in all measures to avert or to address protection needs of people displaced by disasters and climate change impacts, including for those already displaced for other reasons.

Introduction	Madeline GARLICK, Head, Protection Policy and Legal Advice Section, Division of International Protection, UNHCR
Moderator	Atle SOLBERG, Platform on Disaster Displacement, Switzerland
Speakers	Nina BIRKELAND, Norwegian Refugee Council, Switzerland Reza CHOWDHURY, Coastal Association for Social Transformation, Bangladesh Gopal SIWAKOTI, International Institute for Human Rights, Environment and Development, Nepal Kristen HITE, OXFAM, United States of America

ROOM 5/6

Faith-sensitivity in humanitarian response: Tools and partnership for inclusion

(Arabic-English-French-Spanish)

The vast majority of people lay claim to some form of faith or religion, and they do not leave it behind in a humanitarian crisis. Taking people’s faith identity seriously in shaping humanitarian response is simply part of a people-centred approach. This means that humanitarians need to be ‘faith-sensitive’. This term (as opposed to ‘faith-based’) ensures a focus on the faith, identity and dignity of people affected by conflict, disaster and displacement, rather than on the faith allegiance (or non-faith allegiance) of humanitarian organisations and agencies.

Working out how to be ‘faith-sensitive’ – how to navigate the sometimes complex waters of faith and faith identity and decide what to do and not to do - requires the insights of all humanitarian actors, non-faith as well as faith-based. To do so, humanitarians require tools, and this side-event presents one such tool intended for use by all humanitarian actors, regardless of their faith or ideology.

This people-centred approach to faith and faith identity then leads on to consideration of how best to act in a faith-sensitive way by engaging faith communities and faith actors, to build understanding and to work in partnership.

- Participants will be better equipped, with a tool designed to help humanitarians with faith-sensitivity in humanitarian response.
- Participants will understand better how to engage with faith communities and faith actors in response.
- Participants will provide feedback on faith-sensitivity which will strengthen ownership of such approaches across the humanitarian community.

Moderator Michael FRENCH, Lutheran World Federation, Switzerland

Speakers Daniel ENDRES, Director, Division of Resilience and Solutions, UNHCR
Ojot OJULU, Lutheran World Federation, Switzerland
Alastair AGER, Institute for Global Health and Development, United Kingdom
Elena FIDDIAN-QASMIYEH, University College London, United Kingdom
Ann REGGIE JAJ, Islamic Relief, Kenya (through video presentation)

ROOM 2 CLOSING PLENARY SESSION (Arabic-English-French-Russian-Spanish)

14h00 – 14h30 REPORT BACK ON THE NGO CONSULTATIONS

Kelly CLEMENTS, Deputy High Commissioner for Refugees
Juan Carlos MORENO GUTIERREZ, Rapporteur of the Executive Committee of the High Commissioner's Programme, Colombia
Yamamah AGHA, Rapporteur of the Annual Consultations with NGOs
Arafat JAMAL, Head, Partnership and Coordination Service, UNHCR
Ignacio PACKER, Executive Director, International Council of Voluntary Agencies

14h30 – 16h30 REMARKS BY THE DEPUTY HIGH COMMISSIONER AND PLENARY DISCUSSION

Kelly CLEMENTS, Deputy High Commissioner for Refugees
Arafat JAMAL, Head, Partnership and Coordination Service, UNHCR
Ignacio PACKER, Executive Director, International Council of Voluntary Agencies
Yamamah AGHA, Rapporteur of the Annual Consultations with NGOs
Arash BORDBAR, Youth Delegate, Global Youth Advisory Council

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