

Protection Capacity : Examples of outcomes and pledges

Vision: Strong institutions and capacities that can enable and enhance refugee protection and the well-being of host communities with the support from a range of actors

- 1. Enhanced emergency preparedness and response:** Emergency preparedness and response is enhanced, including early warning, contingency planning, effective risk analysis and mitigation actions, reception and admission.
 - **Strong government led emergency response:** Government-led emergency preparedness and response is supported with financial, material or technical assistance.
 - **Protection-sensitive emergency response:** Support States to include age, gender and diversity-sensitive risk mitigation and response actions for SGBV, child protection and other groups at specific risk in crisis preparedness and response plans. Other stakeholders commit to support these initiatives through the provision of financial or technical resources.
 - **Robust protection capacity in emergencies:** All concerned actors commit to timely and sustained deployment of protection teams in sufficient numbers and with skill sets appropriate to the character and scale of a given emergency.
- 2. Legal and Policy Frameworks:** The 1951 Refugee Convention/1967 Protocol and the 1954 and/or 1961 Statelessness Conventions are ratified/acceded, reservations are removed and national legislations are in place; States' efforts to revise policies and legislation to include the promotion of gender equality in line with international human rights standards are supported; and identity documentation to and recognition of the legal identity of displaced persons and their families for protection and exercise of rights are effectively issued.
 - **Ratification of refugee instruments:** Support States' efforts to sign and ratify the 1951 Convention and/or 1967 Protocol in relation to refugees, as well as relevant regional law instruments as applicable, and put in place national implementing legislation and other measures.

- **Lifting of reservations:** Support States' efforts to lift reservations on the 1951 Refugee Convention/1967 Protocol and take necessary measures to give effect to the resulting provisions.
 - **Identity documentation:** Support States' efforts to adopt, amend and/or ensure implementation in practice of laws providing for the issuance of identity documentation to and recognition of the legal identity of displaced persons and their families for protection and exercise of rights, without discrimination on the basis of sex, race, religion, ethnicity, language, political or other opinion, disability, marital status.
 - **Promoting gender equality:** Support States' efforts to revise national policies and legislation to include the promotion of gender equality in line with international human rights standards, including the elimination of gender discrimination in nationality laws, a root cause of statelessness that is exacerbated by displacement. Promote the registration of all women and girls as individuals, so that they are registered independently from their husbands and/or other male family members.
 - **Monitoring and Accountability:** Support states to establish accountability frameworks and monitoring mechanisms to track compliance with established policy commitments and legal directives intended to promote and protect the rights of displaced populations, including women and girls.
3. **Better Asylum Capacity:** Through the coordinating support of the newly established Asylum Capacity Support Group, national asylum/RSD systems are put in place and operate with fairness, efficiency, adaptability and integrity.
- **Differentiated Modalities and Quality Assurance Initiatives:** Support States (e.g. through the drafting of tools, technologic resources, equipment, secondments of experts) to develop and implement simplified, accelerated case-processing and group-based procedures as well as of Quality Assurance Initiatives to enable improved and consistent application of legal frameworks including through an AGD lens.
 - **Identity management through Reception, Registration and Documentation:** Support the strengthening of national capacity for individual registration and documentation including supporting the development and implementation of processes and systems that allow for timely, high-quality and AGD-sensitive reception and registration of asylum-seekers and refugees as individuals, independent of marital status, that uphold high standard of integrity including through the implementation of digital solutions for registration, such as biometrics.
 - **Identification of Specific Needs:** Provide support (e.g. expertise, technologic and other resources) for the development and implementation of accessible and

appropriate, including AGD-sensitive, mechanisms that strengthen identification and recording of asylum-seekers and refugees with specific needs, which allow for the disaggregation of data by age, gender, disability and diversity, as well as referral mechanisms for protection follow-up.

- **Legal Aid Services:** Support the development and implementation of legal aid and protection services to enable refugee access to information and participation in the procedures. Develop AGD-sensitive training packages as well as of coaching/mentoring programmes for legal aid lawyers and NGOs.
- **Dedicated Adjudication Capacity:** Develop coaching/mentoring programmes for dedicated expert government staff to ensure fair and fast adjudication of asylum claims.
- **Asylum Capacity Assessment:** Provide technical and other support for the assessments of institutional capacities of specific aspects of the national asylum/RSD system and support the implementation of evidence-based action plans and requests to the Asylum Capacity Support Group.

4. Enhanced protection response and strong national institutions: Access for refugees, particularly those with specific needs, to quality, inclusive civil registration and documentation, social welfare and specialized protection services, justice, safety and security, are supported and secured, as are effective national responses for the protection of the more at risk populations, including refugee children.

- **Access to civil documentation:** Support States to strengthening access of refugees, without discrimination on the basis of sex or marital status, to individual civil registration and documentation including birth, marriage and death registration documentation with the technical and financial support of other actors.
- **Protecting refugee children:** Support States and civil society to strengthen the inclusion of refugee children in national child protection systems, including building the capacity of social welfare and justice sectors on refugee child protection and best interests' procedures, developing the social sector workforce and supporting community-based child protection services with the technical and financial support of other actors.
- **Prevention and response to SGBV:** Support States and civil society scaling up quality SGBV prevention activities, including by engaging refugee populations at heightened risk of SGBV, such as persons with disabilities and other at-risk populations. Strengthen national specialized protection services on SGBV, ensuring availability, access and quality services for all refugee survivors of SGBV in line with international standards. Other actors commit to support these initiatives through the provision of financial or technical resources.

- **Protection from Sexual Exploitation and Abuse (PSEA):** Support states to ensure that all official staff working with refugees – including at reception and detention centres - are trained in PSEA, that a standardized, zero-tolerance policy is set in place, and that an easily accessible, anonymous and confidential complaints mechanism is in place.
 - **Access to justice:** Support States to strengthen the capacity of justice and police services, where appropriate, to ensure non-discriminatory access to legal assistance and justice for all refugees and host communities while respecting confidentiality, privacy, interests and personal circumstances of victims. Other actors commit to support these initiatives through the provision of financial or technical resources.
 - **Non-discriminatory approach to refugees, in particular those in heightened risk groups:** Support government and other service providers to train staff and ensure that refugees belonging to groups which are often both marginalised and at heightened risk do not face discrimination when interacting with state entities. Other actors commit to support these initiatives through the provision of financial or technical resources.
 - **Non-discriminatory approach to refugees with disabilities:** Support States to review national disability policies and to include refugees in national services for persons with disabilities, including social welfare, justice and specialized protection services.
 - **Health Services:** Support the provision of comprehensive and non-discriminatory quality health services, including psycho-social and sexual and reproductive health care, with adequate resources and expertise, taking into account the distinct needs of refugees based on age, gender, disability of refugees and strengthen pathways to national health systems, particularly for vulnerable people.
- 5. Participation and Inclusion:** Refugees and host communities participate in all levels of planning and response, and refugee-led initiatives are encouraged and supported. All refugees enjoy their rights on an equal basis, are effectively included in all aspects of the refugee response without discrimination on the basis of age, gender, disability or other individual characteristics.
- **Ensuring refugee participation and inclusion:** Support States and other actors to take specific actions to ensure refugees and host community members, including youth, women, persons with disabilities, participate in the development and implementation of refugee response, peace-building and development initiatives. Provide technical and financial support to refugees, including women and youth-led initiatives.

- **Promote the leadership and empowerment of women and girls:** Support States to implement policies and programmes that promote the leadership and decision-making and empowerment of women and girls in refugee and host communities, and to ensure full enjoyment of their human rights, as well as equality of access to services and opportunities.
- **Using disaggregated data in planning and implementation:** All actors in refugee responses commit to collecting and using age, sex and disability disaggregated data to strengthen planning, delivery and monitoring of emergency response and national development plans. Specialised technical support is provided as needed to ensure collection and use of disaggregated data.
- **Support to organizations of persons with disabilities:** Technical expertise and financial resources are provided to organizations of persons with disabilities to build their capacity to engage in refugee response.
- **Strengthening capacity for inclusive approaches:** Provide technical expertise to States and other actors to ensure inclusive refugee response including for persons with disabilities, e.g. stand-by arrangements and secondments to government agencies responsible for refugee response and UN/civil society partners; exchange programmes between national/ local government and cities.
- **Strengthening accountability to affected people:** All actors working in refugee settings commit to systematically implement mechanisms for accountability to refugee and host communities, including structures to report on results and seek advice from affected populations and accessible feedback and complaint mechanisms.