

COMMUNICATION WITH COMMUNITIES

NOVEMBER 2022

UNHCR in Egypt handles over 1000 calls daily to its Infolines dedicated interpreters on-hand to facilitate the relay of information and assistance.

Community outreach remains a key pillar of UNHCR's CwC Strategy. In 2022, **24 community meetings for 912 participants** have been carried out.

The UNHCR in Egypt "**Help for refugees and asylum seekers**" website has been visited **320,000 times** so far in 2022.

Overview

CwC is key to communication and transparency and important for realizing UNHCR's Age Gender and Diversity (AGD) policy, which seeks to ensure that all affected populations fully participate in decisions that concern them and enjoy their rights on an equal footing with others. CwC is also linked to communication and transparency and feedback and response which are crucial components of UNHCR's commitment to Accountability to Affected Populations (AAP).

As a two-way process, CwC facilitates dialogue between affected populations and humanitarian actors. It is an inherently cross-cutting function and a shared responsibility across the operation. The priority of CwC activities is to ensure that refugees receive the right information in a timely manner, to preserve their protection, access to services, and well-being, and to prevent fraud and protection risks.



Communication Channels

UNHCR's Community-based Protection unit conducts **area-based thematic community meetings every month**. The community meetings serve as two-way communication and cover a certain thematic area/s where updates and information are shared, and relevant community concerns and queries are received and documented.

UNHCR's 'Help' site enables refugees and asylum-seekers in Egypt to access information about their rights and obligations, as well as the services available to them. It is available in [Arabic](#), [Oromo](#), [Somali](#), [Tigrinya](#), [Amharic](#), and [English](#). The website is regularly updated with new and relevant information and was visited almost 26,000 times during the month of November.

UNHCR maintains a constant presence on social media, ensuring streamlined information and content across all platforms. The operation runs **three Facebook pages**, two of which are designated to communicating with refugees and posting regular updates and links to services in addition to live broadcast videos on services provided by UNHCR and partners. Both pages reached more than 100,000 users in November. [مفوضية الأمم المتحدة لشؤون اللاجئين/ معلومات هامة للاجئين في مصر | Facebook Refugees in Egypt | Facebook](#)

UNHCR Infoline operators provide information sharing and counselling and schedule registration appointments to asylum-seekers and refugees in Egypt from Sunday to Thursday in seven languages (Arabic, Tigrinya, Amharic, French, Oromo, English and Somali).

UNHCR has established **WhatsApp groups with 139 refugee community leaders** to facilitate quick two-way communication. Continuous updates and sources of credible information are shared daily on the group and responses to collective community concerns. In addition, UNHCR and outreach partners are active and respond to the questions, concerns and/or information shared.

UNHCR has dedicated functional email addresses for complaints and feedback and thematic sectors, which can receive communication from CBOs, community leaders and refugee outreach workers. Case referrals are also received through functional emails.

Through UNHCR's partner PSTIC, a team of 11 refugee information **community outreach** workers help to channel continuous updates to affected communities in several languages. The outreach team monitors community channels for 'fake' messages alerting UNHCR of them to ensure timely action can be taken to address and prevent fraud.

UNHCR maintains regular communication with 140 community leaders and representatives from diverse communities through **Community Based Organizations**. Mapping of an estimated 150 to 180 community self-managed structures is currently underway and will form the basis of a network to build on communities' capacities and ensure greater inclusion of diverse communities.

A **confidential complaint and feedback mechanism** is in place for refugees and asylum-seekers to report misconduct, including corruption and sexual exploitation and abuse by staff and NGO partners as a key component of UNHCR's accountability to affected communities. Confidential reporting channels include email, physical complaint boxes and the UNHCR hotline.