難民身份登記：一切保障的開始
REGISTRATION: THE START OF REFUGEE PROTECTION

Protecting People Forced To Flee Their Homes
封面故事
Cover Story

南蘇丹難民兒童等待聯合國難民署的登記
South Sudanese refugee children waiting to be registered by UNHCR

難民身份登記：一切保障的開始
REGISTRATION: THE START OF REFUGEE PROTECTION

香港居民在海外旅行時遇到緊急情況，可以向香港特区政府求助，這保護有關我們在入境事務處的身份登記作為依據。你可知道，對難民來說，身份登記是一個生死攸關的程序，關乎他們是否能夠獲得食物、安身之所、得到醫生治療以及保障人身安全免受威脅？

Hong Kong residents could get help from the HKSAR Government in an emergency when traveling abroad. Our registration with the Immigration Department affords us protection. Did you know that in a refugee's situation, registration is a powerful process which can mean the difference between life and death – being able to get food, shelter or attention of a doctor and personal safety not being under threat?

什麼是難民身份登記？
What is registration all about?

流難失所者在抵達一個國家後，將接受當地政府或聯合國難民署（協助和代表政府）的登記。難民身份登記程序至关重要，它關係到1951年的「聯合國難民地位公約」的簽署國，都必須按照該公約賦予難民應有基本權利，以確保難民得到應有的特殊保護。這些能拯救難民生命的特殊保護大致上包括：

- 根據不驅逐原則，各國不應將難民遣返或驅逐到有機會面對迫害他們的地方；
- 當地政府不應將難民視為非法逗留的外國人而監禁或限制他們的活動自由。

Upon arrival in a country, displaced people will undergo the process of registration with either the host government or directly with UNHCR (on behalf of the government). Registration is vital because it conveys the necessary legal permissions and obligations as laid down in the 1951 Convention relating to the status of refugees to ensure that the special protections afforded to refugees are granted. These protections are lifesaving and they state the following:

- that countries shall not expel or return refugees to the territory where they will likely face persecution;
- that host countries shall not imprison refugees as illegal aliens or restrict their freedom of movement within its territories.
Without registration, refugees would have no proof of their existence and the right to be present in the host country, and would therefore hardly have access to basic and essential services, leaving them vulnerable and open to exploitation.

For children travelling alone or without family support, registration can be the first step towards giving them a temporary home or a family to live with whilst we work to trace their families.

UNHCR IN ACTION

Whilst in the vast majority of cases, it is governments that carry out the process; UNHCR provides technical support and guide them on compliance with international refugee laws, human rights and humanitarian laws in place to protect refugees. And where governments are unable or would prefer us to carry out this process, we directly register refugees ourselves.

In some circumstances, where it is very clear that a large group of people is fleeing a very obvious threat to their lives, the government grants asylum to these refugees on a prima facie basis once they cross the border, which means they will be given refugee status automatically.

Biometric Registration

Some refugees take extreme measures such as crossing the border again to re-register, hoping to get twice the food rations and support for their family. In response, UNHCR collects biometric data such as fingerprints and iris scan from arriving refugees to avoid multiple registrations.

In Jordan, iris scan is used to verify Syrian refugees’ identity when they receive UNHCR’s monthly cash assistance via ATMs. The system does not require the use of bank cards and PIN, and can reduce fraud risk.
封面故事
COVER STORY

難民身份登記程序三步曲
The three stages of registration

第一步：抵達邊境 — 初步登記
當人們剛抵達邊境時，會在中轉站或難民營中接受審核大約15分鐘的初步登記。難民署工作人員會迅速檢視每個家庭所需的保護、健康狀況和特殊需求（例如：提供食物和毛毯、醫療或殘障人士所需的特殊照顧等）。

Stage 1: At the border – Initial screening
This initial registration is performed as people arrive at the border. During a 15-minute process at a transit centre or a camp, UNHCR personnel quickly screen each family for their protection needs as well as health and special needs (e.g. food and blankets, medical treatment or support for those with a disability).

第二步：難民登記中心 — 收集詳細數據
難民身份登記的第二步，是收集每個難民家庭成員的具體數據，包括家庭成員之間的關係、原本的國籍、逃離原因、脆弱程度以及特殊需要。これそれと年齢的兒童將獲轉介到學校登記入學。

Stage 2: At the Registration Centre – Detailed data-collection
This further registration would collect specific data from every member of the refugee families, including their family relationships, country of origin, the reasons for their flight, and their vulnerabilities and special needs. Children of school age are identified and referred to schools for enrolment.

來自索馬里的難民手持登記卡，等待分發糧食、身份登記讓難民獲得基本服務和急需的援助。

第三步：定期更新資料，以規劃所需服務
第三階段則是定期更新難民的資料。由於難民生涯往往持續多年，在緊急情況過後，難民署會定期更新數據，以評估難民的持續需求及作出相應規劃，以便我們為每個難民提供合適的支援配套，如教育、生計支援和重新安置計劃等。

Stage 3: Records are updated regularly for service planning
This process involves ongoing updates of the registrants’ information. Very often refugees don’t get to go home in a very short time. Regular update of data helps us evaluate refugees’ on-going needs, such that we give each refugee a tailored package of support to help them through this next stage of their refuge, such as education, livelihood support, and resettlement programmes etc.

8 歲的哈桑剛抵達位於肯亞的達達阿布難民營 — 也是世界最大難民營；他在登記時拍的照片會被輸入難民資料庫。

Hassan, aged 8, gets his photo taken into the database as he registers as the newly arrived in the world’s largest refugee camp of Dadaab, Kenya.
A TRUE STORY: HOW AN ID CARD SAVED LIVES

Teresa and her husband Gai Deng are among the 770,000 South Sudanese refugees fleeing to Sudan for safety. They didn’t realize what big difference a refugee ID card from Sudanese government makes until they almost had a life-threatening emergency at their child’s birth.

When Teresa was about to go into labour, the midwife told her husband Gai that the baby was abnormally positioned and he must take her to the hospital immediately for a caesarean operation. They rushed to the nearby hospital but only to find that he must pay up front 1,500 Sudanese pounds (USD83) for the operation to take place within 48 hours.

Horrified and worried, Gai rushed back home to borrow money. Then he was reminded that he should show her wife’s refugee ID card, which gives her a package of rights including free-of-charge healthcare in public hospitals in Sudan. The couple felt lucky just how an ID card has saved their family.

*Names have been changed to protect the refugees’ identities.
聯合國難民署駐華代表的話

我作為新一任的聯合國難民署駐華代表，很高興可以藉今年第一期會訊與大家接觸。當前，全球難民人數遽至前所未有的數字，高達6,560萬人被迫逃離自己的家園。在這樣的背景下，聯合國難民署的工作更形重要。我們有幸得到你們對難民署全球行動的支持，為流離失所的人提供保護和援助。

在難民署服務的多年間，我有幸為很多難民服務，並且親眼見證著捐款為他們帶來的切實改變。我記得首次以難民署工作人員身份到外地執勤，是於1992年前往柬埔寨，協助數以十萬計經歷數十年戰火的柬埔寨難民自願遣返。在遣返行動中，我目睹一位女子和她的母親因戰亂被迫分離17年多之後重逢。那一幕深深感動我，亦鞏固了我投身從事人道救援工作，特別是救援難民工作的決心。往後，我又在科索沃衝突期間於波斯尼亞黑塞哥維那聯邦、前南斯拉夫的馬其頓共和國及維持現有服務工作，我對上一個職務則是駐伊朗代表。

保護難民是全球關注的議題，我相信中華地區在協助難民重建生活方面擔當著重要的角色。這從近年區內捐款者對敘利亞、孟加拉和南蘇丹等難民危機所籌集的善款可見一斑。我期望區內進一步加深民眾對難民署理念及全球救援行動的認識，擴大被流離失所者聲音的聆聽。此工作任重道遠，但我相信只要一直有您同行和支持，達成目標指日可待。衷心感謝！

聯合國難民署駐華代表
Sivanka Dhanapala
A MESSAGE FROM OUR NEW REPRESENTATIVE

As the new UNHCR Representative in China, it is my pleasure to address you in this first newsletter of 2018. In a world where an unprecedented 65.6 million persons have been forced to flee their homes, the work of UNHCR has never been more important. We are honoured to have your support in providing vital protection and assistance as part of UNHCR’s global efforts.

During the course of my own service in the organization, I have had the privilege of working with many refugees and witnessing first-hand the real impact donors can make to them, beginning with my first assignment in Cambodia back in 1992 where I assisted in the voluntary repatriation of hundreds of thousands of Cambodian refugees following decades of war. I witnessed the reunification of a woman with her mother after a forced separation of some 17 years. That deeply moving experience reinforced my decision to devote myself to the humanitarian cause and specifically for refugees. Since then, I have been fortunate to serve refugees in many different situations, including Bosnia Herzegovina, the Former Yugoslav Republic of Macedonia during the Kosovo conflict, Myanmar as well as my last posting in Iran as Representative.

Refugee protection is a global concern, and I believe that this region has a significant role to play in providing a better future for refugees, as evidenced by the contributions received for recent crises in Syria, Bangladesh and South Sudan, among others. I hope to further lift the profile of UNHCR’s mandate and global operations, to enable the voices of those forcibly displaced to be heard. This journey will be challenging, but I am confident that we will succeed with your continued partnership and support.

In appreciation,
Sivanka Dhanapala
UNHCR Representative in China
Thank you for helping Syrian Refugees in their Seventh Year of Need

Syria has been in conflict for seven years, with more than 5.5 million registered Syrian refugees and 6 million people displaced inside Syria still living in exile, facing increasingly desperate conditions. Thanks to your donations, UNHCR is on the ground helping them to rebuild their lives in seven ways.

1. **Shelter**

We provided emergency shelter to nearly 32,000 displaced Syrians by mid-2017 alone. Inside Syria, UNHCR is leading efforts to shelter displaced families, from renovating houses and collective shelters, providing shelter repair kits, to providing emergency tents when other options are not available.

2. **Cash assistance**

After years in exile, any saving that families managed to bring with them would have been exhausted. One in five refugees registered with UNHCR in Jordan relies on cash assistance to help with the costs of essential needs, such as food and shelter. Thanks to you, in December 2017, nearly 30,000 Syrian refugee families were receiving cash grants provided through UNHCR.

3. **Health care**

More than half of the refugees and asylum seekers in Egypt are from Syria. Your donations helped us support more than 60,000 primary health care consultations and over 6,600 referrals to secondary health care for Syrian refugees and asylum-seekers in 2017. We also helped strengthen and equip existing health systems in areas where many refugees live.
4 Protection and social services
UNHCR takes the lead on protection and community services, helping vulnerable people access critical services, including psychosocial support and legal aid. In 2017, we reached some 2.6 million vulnerable people in Syria.

5 Essential supplies
In 2017, we reached three million people displaced inside Syria with a family kit. Each kit contains five warm blankets, three sleeping mats, two jerry cans for water, a kitchen set, a plastic sheet and a solar lamp. These essential items give protection and comfort.

6 Education
In Lebanon, UNHCR helped nearly 40,000 Syrian refugee children enroll in primary education by mid-2017 alone. We also worked with partners to introduce over 300 homework support groups — in tents, shelters, community centres and even outdoors — to help students keep up in school.

7 Training / livelihood activities
UNHCR helps people displaced improve their situation by offering training, small business grants and livelihood kits (including plumbing, carpentry or hairdressing kits), so they can get the chance to work and rebuild their lives with dignity. In the first six months of 2017, we gave some 1,000 people in Syria small grants to start up new businesses, while providing life skills training to over 19,000 individuals.
**MYANMAR: UNHCR STRESSED RETURN OF ROHINGYA REFUGEES HAS TO MEET INTERNATIONAL STANDARDS**

As the number of new refugees arriving in Bangladesh decreases, UNHCR continues to work with the authorities to provide the 647,000 Rohingya refugees with essential services. With the onset of the monsoon season, one of our main priorities is taking flood prevention measures ahead of the rains.

Bangladesh and Myanmar announced the memorandum about repatriating Rohingya refugees in November 2017. However, many Rohingya refugees have concerns about citizenship, legal rights, basic services and restitution if they were to return to Myanmar. UNHCR stresses return of Rohingya refugees has to be ‘safe, voluntary and with dignity’ and meet international standards.

**Update on achievements:**

- **Protection:** Community Outreach Team has collected over 175,000 Rohingya families’ data. They identified some 881 cases in need of special support since December 2017 and provided direct assistance to more than 200 refugees.

- **Site planning & coordination:** UNHCR and partners work on site planning and infrastructure to improve accessibility and safety against flooding. In addition to providing upgraded shelter kits with sandbags, UNHCR has built bamboo-reinforced footpaths and stairs, raised bridges, drainage networks and bamboo/brick/concrete retaining walls for soil stabilization. Families most at risk of floods are encouraged to relocate to safer areas.

- **Education:** Since the start of 2018, 43 classrooms have been constructed in various areas of the settlements, 12,532 children were enrolled in primary education.

- **Water, sanitation and hygiene:** More than 3,175 latrines, 888 shower cubicles and 329 tube wells have been built in Kutupalong and Nayapara settlements.

**Thank you for your support to Rohingya refugee families which made our work possible!**
聯合國難民署和法國非牟利組織「Food, Sweet Food」在2017年難民美食節期間合辦了一項校園活動，由難民廚師示範廚藝和分享家鄉烹煮文化，這次活動引起了法國學生的好奇心，並增加他們對難民危機的瞭解。

在一期內，三位分別來自也門、敘利亞和伊朗的廚師在四間學校為1,500名學生烹調午餐。學生們對新口味都感到有興趣，並且從活動中認識難民逃離家園的原因和難民的權利。活動中更有難民代表和難民演說和對談，約旦難民營虛擬實境體驗遊戲和相片展。

UNHCR and a French NGO called “Food, Sweet Food” jointly organized a school event during Refugees Food Festival 2017 that allowed refugee chefs to showcase their skills and share their culinary culture. The event also aroused the French students’ curiosity and enhanced their understanding of the refugee crisis.

Over a week, three refugee chefs from Yemen, Syria and Iran cooked lunch for 1,500 students in four schools. The school children showed great interest in the new flavours and learned about the reasons why people were forced to flee their homes and the rights of refugees. The event also included presentations and conversations with refugees and UNHCR representatives, a virtual reality tour of Za’atari refugee camp in Jordan, and a UNHCR photo exhibition.

聯合國難民署駐聯合國難民凜善大使姬蒂白蘭芝於一月造訪難民署位於日內瓦的總部，並分享她到黎巴嫩和約旦採訪因敘利亞衝突而流離失所的人，這次經歷促使她決意為倡導難民權利出一分力。

這位澳洲演員及奧斯卡得主說，難民危機的規模與日俱增，令她感到很震撼；然而在接觸難民家庭時所感受到他們的堅強、尊嚴及無私，亦讓她豐富了眼界和胸懷。姬蒂白蘭芝更讚揚難民署擔當召集人的角色，對應當下難民危機而訂立出更平等和可持續的回應方案藍圖。

UNHCR Goodwill Ambassador Cate Blanchett visited UNHCR’s headquarters in Geneva in January, and shared that her missions to Lebanon and Jordan to meet people displaced by the Syrian conflict compelled her to take up advocacy for refugees.

The Australian actress and Oscar winner said her life has been shaken by the scale of the ever-growing displacement crisis, but enriched too by the privilege of meeting refugee families who have shown the most incredible resilience, dignity and generosity. She also applauded the UNHCR’s convening role in forging a new blueprint for a more equitable and sustainable response to the refugee crisis.

「身在法國烹調也門的食品，就像為兩個國家建立一道橋樑。我以此而感到很開心。」其中一位廚師納巴說。

“When I cook dishes from Yemen here in France, I am also creating a bridge between the countries. Doing this makes me especially happy,” said one of the chefs, Saber.
CORPORATE / ORGANIZATIONAL SUPPORT TO MAKE A DIFFERENCE

Please join us to help the displaced and exhausted families. We would like to thank the following companies and organizations for encouraging their members/customer to support UNHCR. Please email info@unhcr.org to find out more about possible ways to collaborate.

TamJai SamGor Mixian
TamJai SamGor Mixian launched "Less Mixian for HK$1 Donation Campaign". Customers could enjoy a discount of HK$1 for every less noodles order whilst the company donated HK$1 to UNHCR for each completed order. TamJai SamGor’s campaign greatly demonstrated kindness and support for humanity.

The Hong Kong Buddhist Association
The Hong Kong Buddhist Association had kindly responded to the Bangladesh Rohingya refugee crisis. Apart from a direct donation from the Association itself, they helped garner support from their members by including an appeal in their newsletter.

The Oxford and Cambridge Society
The Oxford and Cambridge Society of Hong Kong donated part of the proceeds of their Christmas Cocktail 2017 to UNHCR. We were also invited to join the event to promote the work of UNHCR to their members.