

# NGO Reflection Paper on the Global Compact on Refugees

6 July 2017

Developed by a diverse group of NGOs with coordination from [ICVA](#), enriched by the 2017 UNHCR-NGO Annual Consultations and further NGO inputs, **this paper aims to propose ideas and approaches contributing to the development of the Global Compact on Refugees (GCR), particularly through the CRRF additional paragraphs and the Programme of Action (PoA).** This paper will contribute to NGOs' preparation for, and engagement with, the process leading to the adoption of the GCR in late 2018, particularly the series of Thematic Discussions. It is part of ongoing NGO contributions to the process.

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Recent years witnessed record-breaking numbers of forcibly displaced worldwide and the perils faced along most journeys. This requires us to reaffirm the fundamental rights and protections enshrined in the 1951 Refugee Convention. The **Global Compact on Refugees (GCR) provides an opportunity to reinforce the vision and rights** laid out by world leaders over 60 decades ago, those contained in regional instruments and other recent – mostly unfulfilled – commitments.

The **current context is however extremely challenging**, ships of refugees being prevented from reaching safety and overt xenophobia, discrimination, violations of human rights and fundamental freedoms normalized across the world. Women, children and other groups face specific vulnerabilities and risks in these settings.

**As civil society members, we can be propositional.** The force of our arguments, our ability to mobilize and work with communities at home and around the world can make a difference, working against a regression of rights hard fought for. **This is not a time to speak quietly.** Upholding human rights and the principle of humanity, among other core principles, should be the cornerstone of our thinking and action.

There are **many areas within the Comprehensive Refugee Response Framework (CRRF) that require further elaboration** to ensure better protection and assistance for refugees. There are also **broader elements that underlie the CRRF, which require further collective thinking** to ensure common understanding, commitments, and ways forward. These broad themes include responsibility-sharing (originally foreseen as the GCR basis), freedom of movement, access to economic prospects and a “comprehensive and predictable” approach to large-scale movements of refugees (hopefully meaning comprehensive humanitarian response, funding, and support).

By **clarifying essential concepts, implementation mechanisms and ensuring that all groups of refugees are included**, the GCR and its Programme of Action (PoA) can potentially help to provide a clear way forward to respond to refugees in a manner that ensures their rights and dignity, while supporting host countries and communities.

### **1. Standards and principles that should underpin the Global Compact on Refugees**

**To be successful, efficient and relevant, the GCR should be based on and underpinned by a set of standards and principles.** As such the introductory paragraphs to be added to the CRRF, as well as the PoA, should highlight the following:

**The GCR should be practical, relevant to the primary stakeholders – the refugees themselves – as well as host communities and those who work closely with them.** Alongside other civil society actors, refugees and their organizations should be essential components of the Global Compact process. Drawing on their experience and expertise, and giving them a role in charting a different path forward was an important recommendation from the Annual Consultations. It should particularly lead to defining protection strategies, planning and assessments in partnership with refugees, inclusive of all types of displacement affected populations, without exception.

**The GCR must highlight concrete measures to ensure that all refugees in need can access basic services** (e.g. health – including sexual and reproductive health care, education, WASH, shelter), specific services and an adequate standard of living, including in temporary locations such as reception facilities and informal camps. Access to services should be non-discriminatory, age and gender-responsive, and culturally and linguistically appropriate. Services should include care and protection, counselling, reporting and independent complaints mechanisms, and functioning referral pathways. Refugee settlements or camps should be effectively monitored by independent mechanisms with a clear human rights mandate to prevent and address any abuse.

**To be practical, the GCR should explicitly include criteria for triggering a concrete, comprehensive response** to mass movements of people and protracted situations, including defining ‘mass movements’ (focusing on scale, pace and length of displacement). It must also ensure that smaller-scale movements of refugees are not neglected, as the lives of those refugees are equally important.

**The GCR must not only reaffirm, but also strengthen international refugee law** and the international refugee protection regime, through a full and robust interpretation of the Refugee Convention. It should particularly ensure that the principle of *non-refoulement* is upheld, that arbitrary or collective expulsion is prohibited, and that the right to family life as well as the right to seek asylum and enjoy meaningful legal status are respected. It should reaffirm commitments and concrete contributions to pursuing all durable solutions, not only voluntary repatriation, including strengthening child rights (e.g., best interest determination).

Refugee access to and participation in host country services and economic opportunities must be ensured, as stipulated in the 1951 Refugee Convention, including quality education, banking services and decent work. Additionally, the GCR should support the development of domestic governance frameworks that allow for the realization of these rights in laws, policies and practice. More broadly, the GCR should develop and implement accessible, regular, fair, and safe pathways, facilitating the integration of refugees and their families, enabling them to be self-reliant and fully participate in society. Refugees should not be confined to camp settings that substantially curtail their freedom of movement and ability to exercise fundamental rights, and reduce their ability to contribute to host communities’ economies.

**The GCR must not only reaffirm but also strengthen the foundations of humanitarian action on behalf of refugees.** While a new way of working is needed, with stronger links between

humanitarian and development endeavors and actors, this should be done in a way that reinforces International Humanitarian Law, humanitarian principles, unfettered humanitarian access, the Principles of Partnership, the Sphere Humanitarian Charter and Minimum Standards in Disaster Response, among other foundations of work on behalf of refugees.

**The GCR must be human rights-based**, grounded in international human rights law. This means that it must be underpinned by – and compliant with – human rights in its content and impact on refugees. In particular, to ensure respect of all human rights of all refugees, the GCR should:

- Ensure the right to a legal identity through access to meaningful legal status and refer to existing international human rights standards, including the [ExCom Conclusion No 111 of 2013](#) on Civil and Birth Registration (para 5(f), CRRF).
- Expressly include concrete commitments to secure the human rights of women and children – the majority of refugees – and to secure their right to freedom from fear and from violence. As indicated in the New York Declaration, women and children are exposed to high risks of discrimination and exploitation, as well as sexual, physical and psychological abuse, violence, human trafficking and contemporary forms of slavery.
- Ensure that refugees and their families are not criminalised and that no child is deprived of liberty and prohibit all border measures akin to unlawful or disproportionate restriction or containment of asylum-seeking.
- Ensure respect for the principle of non-discrimination irrespective of a person’s race, color, sex, ethnicity, age, language, religion, political or other opinion, national or social origin, disability, migration or residency status or other status. Action must be taken to counter xenophobia and prevent hate crimes. Ensuring respect of human rights should be recognised as a legal obligation of States, and not only a matter of humanitarian response.
- National laws and practices must be in line with international human rights and humanitarian standards and must enable judges and lawyers to play their essential role in upholding the rights of refugees and the rule of law. With the advent of new systems, states should be supported in undertaking due diligence of related consequences, including human rights assessments, consultation with all relevant stakeholders, and the development of domestic governance frameworks that give such rights meaningful effect. This would contribute “to put in place measures, with appropriate legal safeguards, which uphold refugees’ rights” (para 5(g), CRRF) and ensure refugees are informed of their rights.

**The GCR must promote international cooperation** to address large movements of refugees, protracted situations, root causes and drivers of forced displacement in a rights-based, inclusive, and sustainable manner, putting refugees’ dignity at the centre. It should explicitly refer to [ExCom Conclusion No 112 of 2016](#). In line with the whole-of-society approach, it should include actionable agreements and procedures between States, UN agencies, NGOs, private sector and other stakeholders to promote equitable responsibility-sharing. Civil society should play a prominent role in cooperation and could be further mandated to play key functions in the CRRF implementation.

**The GCR should be connected to the 2030 Agenda and Sustainable Development Goals (SDGs)**, which at their core commit to “leave no one behind”. There will be opportunities for specific and parallel policy advancement on displacement and migration issues, which can contribute to promote the inclusion of refugees and the refugee response into development, disaster risk reduction and response plans. Moreover, referring to the SDGs may help in establishing a coherent and concrete framework for measuring progress and gaps in the roll-out of the GCR. The status of refugees within the SDGs should be specifically counted, measured, and reported; this will require filling critical data gaps such as including them in national surveys.

The GCR should explicitly recognise the vulnerability of various categories of people on the move, and reinforce the inalienable nature of their rights, by **establishing strong and meaningful linkages to the Global Compact on Safe, Orderly and Regular Migration**, establishing a relevant shared framework for tracking progress in related areas (e.g. on returns and reintegration).

## 2. *Short commentary of Annex 1 highlighting limitations and omissions*

While the New York Declaration represents an impressive set of commitments by all UN Member States, some of those, such as the reaffirmation to “*fully protect the human rights of all refugees and migrants, regardless of status*” (para 5), the need to combat racism and xenophobia against refugees and migrants and the need for refugees and migrants “to live their lives in safety and dignity” (para 11), are not fully reflected in the CRRF. The PoA is an important opportunity for further elaboration, clarification and inclusion of those issues and as such should:

- **Further clarify what a “comprehensive” refugee response entails**, outlining the specific process changes required to achieve this. Comprehensive responses should begin with recognition of refugee autonomy and remove barriers that currently prevent refugees from being self-reliant and rebuilding their lives in host countries (ability to lawfully stay, move freely, access employment, state and private services on an equal basis with others).
- **Define elements of “burden- and responsibility-sharing”**, a phrase only referred to in passing in the first paragraph of the CRRF, while it should be central to the GCR.
- **List the various components of “safe and dignified reception conditions,”** particularly to ensure the needs of women and girls and those with specific needs are considered (para 5, CRRF), following consultations with affected populations. Developing international minimum standards for reception conditions could be a practical way forward.
- **Recognise the role that vulnerable populations** can play in the design of refugee camps in order to mitigate specific risks and vulnerabilities that affect them in particular as well as in providing information on the **civilian nature of camps** and ensure that there are safe channels for information sharing (para 5(h), CRRF).
- **Acknowledge that joint planning** must not only take place, “as appropriate, between humanitarian and development actors,” but must be based on **consultation with communities** and include a diverse representation of refugee profiles (e.g. women, persons with disabilities, children, youth, elderly, LGBTIs) (para 7(e), CRRF).
- **Include, where appropriate, refugees in national development planning.** Additionally, their inclusion in the plans must apply at regional/district/local levels and be based on various standards (para 8(b), CRRF). **National development plans in countries of origin** should also consider returning refugees, acknowledge and address returnees’ needs to ensure sustainable reintegration (para 11(d), CRRF).
- **Include the third durable solution (local integration)**, currently omitted from the CRRF text.
- **Include resettlement as a protection tool, which is so far missing** (para 14, CRRF).
- **Include a gender lens** in the whole CRRF application. Programming should be grounded in a sound gender analysis, promote gender equality, and be undertaken with the full participation of women and girls. Part of this should be a commitment to addressing the specific risks faced by women and girls, in particular adolescent girls who, as a result of both their gender and age, face multiple forms of discrimination. On specific gender-related issues the following should be included:
  - Identify and recognise the vulnerability and specific needs of those requiring urgent protection, in particular unaccompanied minors, survivors of traumatic events, survivors of trafficking and/or forced prostitution, survivors of all forms of gender-based violence,

- victims of torture or ill-treatment, persons with disabilities, LGBTIs, the elderly, and pregnant women and girls (para 5(b), CRRF).
- Particular emphasis should be placed on coordinated action to ensure a comprehensive response and protection from gender-based violence in all its forms, including provision of care and support to survivors.
  - Sexual and reproductive health care and rights as well as information must reach women and girls, including the most vulnerable among them: young adolescents (10-14), pregnant adolescent girls, excluded adolescents (e.g. those living with HIV and disabilities) who require targeted interventions (para 5(c), CRRF).
  - Particular emphasis should be placed on ensuring that girls are supported to access safe and inclusive quality education.
- **Clarify and further define the ‘whole-of-society’ terminology.** For the concept to be central to the GCR, the operational implications should be highlighted through the PoA. The whole-of-society approach should be articulated in a way that goes beyond including new actors, such as the private sector and financial institutions. It should highlight principles underpinning the approach that ensure respect for humanitarian principles and delineate how to avoid potential pitfalls and maximize the effectiveness of the approach.

### **3. The Programme of Action**

Overall, UNHCR has clearly articulated that the PoA should set out actions that can be taken – both by States and other relevant stakeholders – to underpin the CRRF, to ensure its full implementation, and to share more equitably the responsibility for implementing it.<sup>1</sup>

More specifically, UNHCR imagines that the PoA could outline possible mechanisms for ensuring that the responsibility for hosting and supporting refugees is shared more equitably. To this end, the PoA should focus on the ‘how’ rather than on the ‘what’ or the ‘why’.

**The strength of the PoA will be the most significant indicator for the success of the GCR.** It is through the PoA that the high-level commitments must be turned into tangible, operational engagement from States. In order to ensure that this ‘translation’ from policy to practice can be done effectively, it will be necessary to consider both the form and content of the PoA.

The CRRF objectives as stated in Paragraph 18 of Annex 1, should underpin and provide the strategic vision for all of the actions set out in the PoA (i.e. what is to be achieved), rather than form the basis of the text or goals in the PoA itself. The CRRF sections/pillars could then form the core chapters of the PoA (per the 2003 example<sup>2</sup>) for the follow-up actions of States, UNHCR and civil society. (See Annex B for a sample Table of Contents based on this approach).

#### **3.1 How to outline a ‘programmatic’ approach**

**The PoA should act as the guidance document for the implementation of the commitments of the CRRF.** As such, it should go beyond compiling good practices and must define the process for implementation, and reflect lessons learned from the wide array of regional action plans that have been enacted to date. States – and particularly large hosting States – must see the value added of this framework, such that the narrative around implementation is one of ambition and leadership. The PoA must provide space for innovation and inclusion of new actors, while ensuring that concrete minimum standards will always be achieved in refugee protection.

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<sup>1</sup> UNHCR, (May 2017) “Towards a Global Compact on Refugees: A Roadmap.” Pg 3.

<sup>2</sup> Programme of Action included in the [Agenda for Protection, UNHCR, October 2003](#).

Throughout dialogues on the CRRF implementation, operational partners have clearly indicated that **more detailed implementation guidance is needed than the material provided in Annex 1**. While the PoA will probably not take the form of an operational guidance or standard operating procedures, it may include standby and partnership arrangements based on identified triggers. This would improve the predictability of responses (including in financial terms), a major objective called for in the New York Declaration and the CRRF.

**As the formal consultation process through which the GCR will be adopted does not lend itself well to detailed guidance, consideration should be given to adding this in a separate document. Updating the 10 Point Plan of Action** – a document more flexible to update than the GCR – could help reflect globally relevant good practices and minimum standards. All revisions to this document should be done through the lens of the four CRRF objectives and reflect whole-of-society inputs. The CRRF Task Team could serve as a review body of operational examples, tool kits and guidance.

### 3.2 Call for the creation of a transparent responsibility-sharing system

**The PoA should define elements of “burden-and responsibility-sharing” to provide more concrete ways forward** (para 1, CRRF). Throughout the roadmap process, NGOs and States alike have raised concerns that CRRF objectives related to easing pressure on host countries and expanding access to third-country solutions cannot be achieved without a more robust and transparent system to track country commitments to responsibility-sharing. This essential content cannot be dropped, as a lack of responsibility-sharing in responses to date is the core concern that the Global Compact was called to address.

Such a definition must be articulated in a way that helps States identify when and where they have responsibility in response to a large movement or protracted situation, and what, concretely, that responsibility entails (e.g. increased financial support, improved service access for refugees they host, and/or increased resettlement places, expanded complementary pathways and legal migration channels). Recognizing that the PoA is unlikely to offer benchmarks for responsibility-sharing that could apply globally and that such a system will probably not be completed in time for inclusion in the 2018 GCR, the PoA should call for more aspirational thinking on the development of a global responsibility-sharing mechanism. To this effect, it should provide the blueprint for a mechanism that can set such responsibility standards at the onset of any large movement of refugees, looking at capacities and vulnerabilities of origin, host, and receiving States with the ultimate goal of balancing the scales of responsibility for refugee protection. This could include clearly defined triggers that adjust as the scale and trends in displacement change; new and innovative funding mechanisms (e.g. assessed contributions to move away from the voluntary nature of funding to emergencies at present); and approaches that would incentivize more equitable sharing of responsibility. This call might go so far as to point to the need to develop binding instruments for responsibility-sharing.

**Directly linked to the issue of responsibility-sharing, the question of resourcing should also be specifically addressed in the PoA.** The PoA should specifically identify funding and other support mechanisms for the development of host country governance frameworks to uphold refugees’ rights. This includes financial and technical support both to host governments to develop their laws, policies, and institutional practices in relation to refugees, and to local civil society to equip them to push forward positive changes to national governance frameworks.

### 3.3 How to select / highlight good practices and lessons learned in the Programme of Action

NGOs support UNHCR’s strong commitment to ensure the PoA is informed by “good practices” (para 21, GCR Roadmap) and “lessons learned” (para 19), as well as UNHCR’s commitment to a

considered and inclusive process for identifying, documenting, collating and taking stock of good practices and relevant lessons as critical to developing a successful PoA.

**Because what constitutes good practice is seldom self-evident or objective, the collaborative development of shared criteria for determining good practice is needed.** In particular, we encourage sourcing lessons not only from CRRF case countries but rather from a more geographically and historically representative range of large-scale and protracted refugee situations. We especially urge sourcing lessons and good practices regarding commonly neglected aspects of refugee response, such as improving national-level governance frameworks, engaging through political discourse and mainstreaming refugees into national and regional human rights mechanisms and social protection systems.

As UNHCR developed a [web template for the collection of good practices](#), NGOs would welcome the opportunity to contribute to future iterations. Such templates – and any communication on the GCR – **should be translated into multiple languages to maximize outreach and potential inputs.** Engagement with the four objectives of the CRRF, as well as its four pillars, is an important foundation for the development of a sound methodology for identifying and documenting good practice which can in turn inform the development of a PoA. We further suggest<sup>3</sup>:

- Including guidance and a template for the collection of ‘lessons learned’ from poor practices as well as good practices, and for capturing ideas for innovation, including in relation to multi-actor collaboration and more equitable responsibility-sharing.
- Building upon examples of good practice mapping, e.g. the UNHCR-UNDP [Compendium on Good and Innovative Practices in the Regional Response to the Syria Crisis](#) and efforts by the OECD DAC’s Temporary Working Group on Refugees and Migration.
- That a greater definition of the concept of “large scale” movements would facilitate development of an appropriate methodology.
- That contribution to strengthened outcomes for refugees be highlighted as a cross-cutting criterion for identification of good practices.
- Considering the political/protection environment in which the good practice or lesson learned was developed and implemented, particularly to what extent the good practice or lesson learned engaged all necessary actors (whole-of-society), as well as looking at the pragmatic choices made for the good practice or lesson learned to be implemented. This will help analyse whether such good practices can be expanded or replicated elsewhere.

The process for civil society input into “taking stock of progress made in late 2017” should at a minimum include the following:

- opportunities for input into the discussion papers circulated for the 5 thematic sessions;
- opportunities to submit good practice examples and lessons learned via the UNHCR-NGO Annual Consultations, [UNHCR-NGO-IFRC Reference Group](#) on the CRRF and other avenues;
- Direct involvement in, and input into, the analysis of collected good practices and lessons learned via a process that ensures geographically diverse civil society participation;
- Direct engagement alongside States, UNHCR, and other key stakeholders in drafting the final PoA based on the analysis of collected good practices and lessons;
- Beyond 2017, a process for continuous learning with respect to the GCR that sustains the whole-of-society approach by engaging a wide range of relevant stakeholders from refugee-hosting and other countries (e.g. using [UNHCR’s online CRRF portal](#) for feedback).

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<sup>3</sup> A list of pertinent - preliminary - questions is available in Annex.

### 3.4 Requirements for follow-up, reporting, review and updating of the Programme of Action

The UNHCR Roadmap towards the GCR indicates that the PoA will include ways in which it can be reviewed and updated on a regular basis. The New York Declaration itself (para 88-90, NYD) recognized the need for arrangements to ensure systematic follow-up to, and review all of the commitments made, including periodic assessments “provided to the General Assembly with reference, as appropriate, to the 2030 Agenda for Sustainable Development”. Therefore, the GCR/PoA should include the following:

- **An implementation mechanism guided by a commonly agreed framework for measuring progress, identifying gaps and areas of concern** to be addressed by stakeholders. This is also a matter of **transparency and accountability**. Progress should not only be measured with relation to commitments but also to improvements for refugees and incremental progress towards durable solutions. It should be **based on agreed indicators and benchmarks to achieve a set of defined collective outcomes**, following the widely accepted SDGs approach of establishing goals, targets and indicators which has been replicated in other areas (e.g. to improve rights protection for migrants<sup>4</sup>).
- As **UNHCR is developing a monitoring and reporting framework** with indicators, looking at the application of the CRRF at global and country level, on short-term outputs (by late 2017); mid-term outcomes (by late 2018); and intermediate-term impact (in 2021), this should be reflected in the PoA and NGOs should be associated to its conceptualization.
- **A review process, which should include a system to follow-up on all commitments made by States**, which are relevant to the GCR (e.g. those made through the New York Declaration, the Leaders’ Summit and other relevant (regional) meetings such as the IGAD 25 March 2017 Special Summit for Somali refugees and the Call to Action: Protection Needs in the Northern Triangle of Central America). Since the PoA is set to reflect actions to be taken by all stakeholders – NGOs and refugees included – the process of following-up, reporting, reviewing and updating should also be a multi-stakeholder undertaking.

To follow such an approach would also facilitate the tracking of progress towards achieving the SDGs themselves in a coherent and integrated manner, building on existing connections between the CRRF goals and specific goals in the 2030 Agenda.

There might be regular, annual updates on progress towards achieving the goals. Data collection for this should be integrated into UNHCR’s ongoing processes for collecting information on its operations, and should form an integral part of the annual report. States and other stakeholders, including civil society and displaced populations themselves, should be encouraged to provide relevant information on an ongoing basis and space for mutual updates on progress should be reserved in regular UNHCR fora (Standing Committees, Annual Consultations, High Commissioner’s Dialogue, etc.). This should be complemented with relevant corresponding consultations at regional and country level, and should not be limited to CRRF countries.

### 4. NGOs endorsing this Reflection Paper on the Global Compact on Refugees

A list of NGOs endorsing this Reflection Paper can be found [HERE](#).

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<sup>4</sup> See e.g. the recent Report of the Special Rapporteur on the human rights of migrants on a 2035 agenda for facilitating human mobility (A/HRC/35/25), the [working document on Child Rights in the Global Compacts](#) and the Report of the Special Representative of the Secretary-General on Violence against Children calling for urgent action to transform the continuum of violence that shapes the lives of migrant and refugee children into a continuum of protection of their fundamental rights (A/HRC/34/45).



## *Annex A: Preliminary list of questions to collect good practices and lessons learned*

### To what extent did the good practice or lesson learned ease pressures on host countries?

- Was there effective cooperation with donors, both public and private, to ensure that the humanitarian needs of the refugee situation were met?
- Did the good practice or lesson learned effectively identify and address the needs of refugees and host communities alike, including those of vulnerable groups?
- Were the proper measures in place to identify the protection needs of refugees and assess the likely impact of these refugees on the host communities?
- Were incentives, support, and/or guidance provided to host countries to enable legal and governance frameworks on refugee access to fundamental rights, services and economic opportunities?
- Were refugees enabled to contribute to the host community economically?

### To what extent did the good practice or lesson learned enhance refugee self-reliance?

- Were refugees permitted to move freely within the host community? Were there any restrictions to this, either legally or physically? Was information collected disaggregated by sex, diversity and age?
- Were refugees/asylum-seekers entitled to wage-earning work? Did any restriction apply?
- Were refugees, asylum-seekers and vulnerable groups able to access other livelihood needs, such as education and healthcare?
- Were refugee and asylum seeking children able to access child protection systems<sup>5</sup>?
- Did the government permit the local integration of refugees and asylum-seekers, including pathways to citizenship?
- Were refugees informed of their legal rights and assisted in realizing them through access to information, voice in decisions that affect them, orientation to legal process?
- Were refugees supported and empowered to develop support networks? Were there support networks operating by and for diverse population groups?

### To what extent did the good practice or lesson learned expand access to third-country solutions?

- Were different third-country solutions utilized in a complementary manner?
- Were refugees involved in determining the appropriateness of different third-country solutions, and were they given a choice as to the solutions that would suit them best?
- To what extent did the third-country options result in durable solutions for refugees?
- If resettlement was utilized, how was it applied to the particular refugee caseload? Were refugees with particular protection concerns identified and resettled? How did resettlement impact the refugee situation more broadly, and how did it impact the refugees that were not resettled?
- What monitoring took place?

### To what extent did the good practice or lesson learned support conditions in countries of origin for return in safety and dignity?

- Were there any efforts to address root causes of the displacement?
- If return took place, did it occur in an informed, voluntary, safe, dignified and humane manner and with full respect for human rights?
- Were refugees supported with socio-economic reintegration upon return?
- Were they enabled the restitution of property?
- Were rights of refugees with particular vulnerabilities identified? How were they supported?

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<sup>5</sup> Systems would include physical and psychological recovery and social reintegration of child victims of any form of neglect, exploitation, abuse, torture or any other form of cruel, inhumane or degrading treatment or punishment, based on child-sensitive, confidential and safe counselling, reporting and complaint mechanisms to address incidents of violence.

- What monitoring took place?

To what extent did the good practice or lesson learned:

- contribute to strengthened outcomes for refugees? How?
- contribute to the achievement of more equitable and predictable responsibility-sharing?
- adopt a whole-of-society or multi-actor approach?
- involve beneficiaries in its design, implementation and review?
- demonstrate cost-effectiveness and support sustainability?

*Annex B: Sample chapter outline of the Programme of Action*

Goal 1: Reception/Admission

- Registration
- Identification and biometrics
- Building national asylum systems
- Information provided to refugees on access to fundamental rights, services, and economic opportunities

Goal 2: Support for immediate and ongoing needs

- Ensure predictable and efficient funding mechanisms
- Prioritize the use of cash transfers for immediate and ongoing assistance
- How to better support delivery of services by a mapping exercise of existing services and through national and local service providers (including education and health), thus enhancing livelihoods for the benefit of refugees and host communities
- Ways to enhance cooperation between humanitarian and development actors from the onset of a crisis, including the establishment of shared outcomes, use of standardized assessment and analytical tools and structured multi-stakeholder consultation and governance processes

Goal 3: Support for host countries and communities

- Risk and/or impact assessments
- Standby arrangements to assist host countries and communities to respond to large movements of refugees including through increased financial support
- Ensure support, incentives and guidance for host country governance frameworks consistent with refugee rights and host government obligations
- Incorporation of the CRRF in national development planning

Goal 4: Durable solutions

- Elaborating conditions for sustainable and voluntary return and reintegration
- Self-reliance and mobility of refugees through knowledge of their rights and longer term access to basic services
- Mobility and access to host country rights, services, and economic opportunities
- Increased use of resettlement
- Specific ways to increase and expand pathways for admission to third countries beyond resettlement and family reunification

Goal 5: Call for Creation of a Transparent Responsibility-Sharing System

UNHCR specifically imagines that the PoA could outline possible mechanisms for ensuring that the responsibility for hosting and supporting refugees is shared more equitably. To this end, the PoA should focus on the 'how' rather than on the 'what' or the 'why'.