

UNHCR's Protection Response

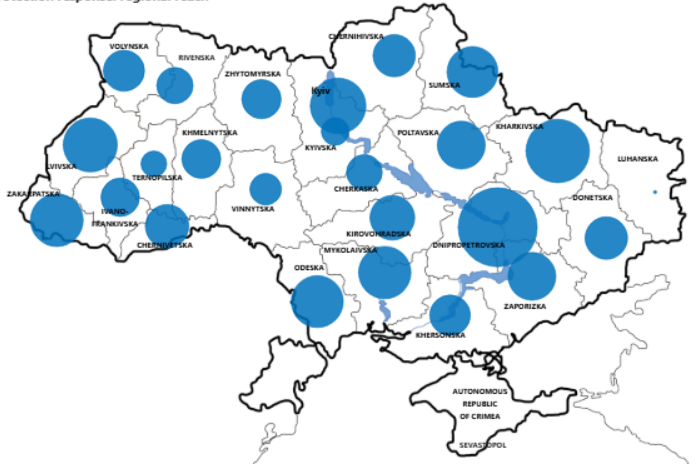
- The protection response by UNHCR and our partners provides tailored support to those most in need, aims to strengthen inclusive national systems and services, and encourages the participation of internally displaced people (IDPs) and returnees in decisions that affect them.
- Our protection response complements, reinforces and strengthens the capacity of national protection services to serve the growing population in need, in line with the Memoranda of Understanding with Ministries and Oblast authorities.
- In implementing our protection response, we work directly with communities, including our network of some 550 community-based organizations and initiatives, some 100 IDP Councils and predominantly local NGO partners. In 2025, 13 out of 14 UNHCR funded partners are Ukrainian NGOs.



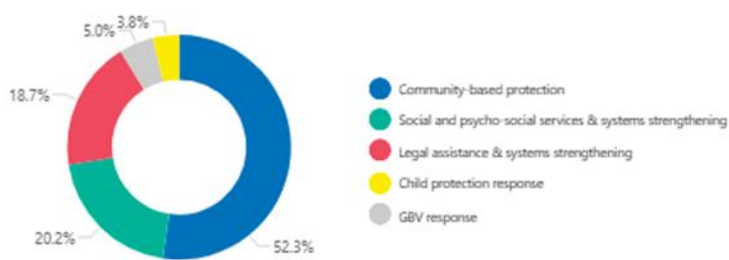
From legal, social and psycho-social support, community-based protection, to strengthening of the national protection system. Watch here what UNHCR's protection work in Ukraine is about: [Protection is about people.](#)

- In the first three quarters of 2025, **UNHCR's protection response has reached 431,558 people**. Of those, 75 per cent are females, 34 per cent are older people above the age of 60 years, while 11 per cent are minors. 39,000 people supported are living with a disability.
- UNHCR and partners promoted legal and policy developments through **114 advocacy and judicial interventions** aimed at improving access to rights and services for forcibly displaced and stateless people.
- UNHCR and partners also **supported 1,349 civil society entities**, notably community-based organizations and IDP councils, and provided technical assistance to **159 government counterparts**.
- Access to services was improved for **25,856 people living in collective sites**. Of those, over 36 per cent are older people and 7,000 are people living with a disability.

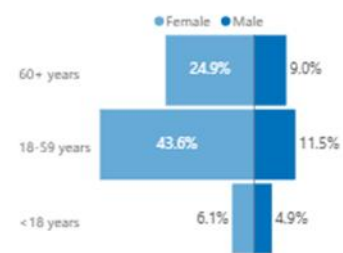
Protection response: regional reach



Protection response overview



Protection response: age and sex breakdown



Supporting a national system that protects

*Figures may be subject to change following validation.

UNHCR's goal is to support and strengthen the national system protecting internally displaced and other war-affected people, asylum seekers, refugees as well as stateless people. To attain this goal, we work closely with Government counterparts at central and local levels and strengthen the role of communities who have stepped up since the onset of the war as first-line responders. Our work in support of a national system that protects contributes to the localization and greater sustainability of our protection response.

In 2025, **main Government counterparts** of UNHCR's protection programme are the Office of the President, the Ministry of Social Policy, Family and Unity, its regional Departments of Social Protection and Centres for Social Service Provision, and the Pension Fund, the Ministry of Development of Communities and Territories, the Ministry of Justice and its Free Legal Aid Centres and Civil Registries, the Ministry of Foreign Affairs and its consular services, the State Migration Service and the State Border Guard Service of the Ministry of Interior as well as the National MHPSS Coordination Centre established under the auspices of the First Lady. In addition, UNHCR maintains close cooperation with the Office of Ombudsman of the Verkhovna Rada and the Temporary Special Parliamentary Commission on Internal Displacement.

KEY HIGHLIGHTS – 2025/Q3

Exploring solutions to statelessness risks for Ukrainians in the temporarily occupied territories

On 17 September, UNHCR together with the Mission of the President of Ukraine in the Autonomous Republic of Crimea, convened stakeholders to discuss the prevention of statelessness through ensuring access to documents for residents of Crimea and other temporarily occupied territories of Ukraine, building on recommendations identified at the Statelessness Forum of October 2024. Specifically, participants focused on overcoming barriers to accessing birth registration, passports, and return certificates – all issues linked to preventing the risk of statelessness. The roundtable brought together representatives of the Ministry of Justice, Ministry of Foreign Affairs, the Office of the Ombudsman, the Ministry of Interior as well as civil society and community leaders. The Chairman of the Mejlis of the Crimean Tatar People, Refat Chubarov, joined as a key speaker, underlining the importance of addressing documentation challenges faced by residents of Crimea. **"Every child whose birth is not registered is a missing piece in Ukraine's future. Every citizen without access to Ukrainian documents is a citizen lost, an opportunity missed, and rights not realised"**. Discussed solutions focused on simplified procedures to obtain needed documents, on improving information on accessing documentation for citizens in the occupied territories, on the need to preserve links to Ukraine and manage social cohesion.

Promoting assisted living for older people in displacement

The Cabinet of Ministers Resolution 888 introduced a pilot initiative for financing of the assisted living and facility-based care service for internally displaced people, **for the first time testing the principle of 'money follows people' in the social sphere**. UNHCR works closely with the Ministry of Social Policy, Family and Unity to promote and implement this pilot initiative, alongside other partners. One year into the pilot, in August 2024, UNHCR and the Ministry convened a stock taking event, identifying good practices and bottlenecks. Now, UNHCR is working with the Ministry on these identified areas of improvements. To take this service to scale, robust recovery action will be needed to prepare the premises for service provision for thousands of older people in displacement in need.

Social facilitators: community volunteers who step up

War and displacement have disrupted families and social support networks and caused hardship, despair and loneliness for many. This is where social facilitators, trained volunteers from the same communities, step in as 'good neighbours' providing basic social support notably to older people and people with disabilities in displacement or otherwise affected by the war. What started as a pilot initiative launched in late 2024 with UNHCR's partner Tenth of April with 10 social facilitators in Mykolaiv Oblast, has grown into a community of over 100 facilitators active in over 90 Hromadas in 13 Oblasts. **In the first nine months of 2025, facilitators have already supported over 5,000 people, providing tangible help to people that makes their daily life a little easier, more hopeful and less lonely**. Whether it is support carrying heavy items, such as water bottles, accompanying someone to the pharmacy or a service centre, to help with understanding procedures to request support from the state, to simply providing company. For many, company matters most after having lost so much. This new community-based protection model is designed to provide basic social support to people complementing and connecting to the state social services. Social facilitators are closely coordinating with Departments for Social Protection and Centres for Social Service provision and provide a bridge between people and the state social protection system.



Oleksandr and Hanna live in the Vyskopilska Hromada in Kherson Oblast. Their home came under temporary occupation and left them in severe hardship as they recover from the impact of the occupation of their home. Oleksandr has also fallen very ill, and the older couple is living between hope and despair over their son, who has gone missing.

Antonina, a community member and social facilitator trained and supported by UNHCR partner Tenth of April, assists Hanna and Oleksandr with practical tasks, company and kindness. Here, she helps the couple with information on searching missing people and preparing the request for the search for their missing son. With each visit, Antonina brings hope to the two.

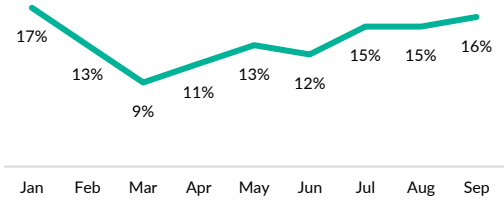
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Our Work at the Borders

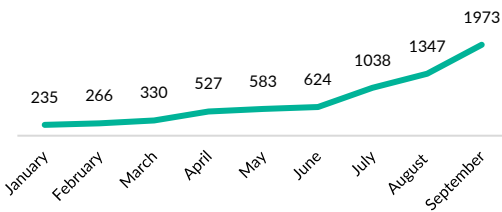
Since mid-March 2022, UNHCR and its partners Right to Protection (R2P), NEEKA, and The Tenth of April (TTA), have conducted border monitoring through regular [presence at 30 crossing points between Ukraine and Poland, Slovakia, Hungary, Romania and Moldova](#). From January to September 2025, nearly 17,000 people departing or returning to Ukraine were interviewed.

UNHCR's border monitoring [monthly reports and quarterly dashboards](#) identify trends and patterns in cross-border mobility as well as protection needs on an ongoing basis to inform the planning and response.

Departing Ukraine to seek protection
January to September 2025



Domanove BCP - Border crossings by month
January to September 2025



UNHCR and its partner R2P also have a regular presence at the 'Mokransky-Domanove' border crossing point between Belarus and Ukraine – the one remaining [humanitarian corridor for people from the temporarily occupied territories](#). Since August 2024, the number of Ukrainians arriving from the temporarily occupied territories, Belarus and the Russian Federation through this corridor has started to increase following the closure of the Sumy humanitarian corridor.

In 2025 thus far, according to authorities, nearly 7,000 people arrived through this corridor; the majority are adults and older people arriving from the temporarily occupied territories, while 11% are children.



Lyudmila* left her home in the temporarily occupied city of Pryvillya in Luhanska Oblast, and undertook the arduous journey to reach Domanove border crossing in Ukraine's most north-western Oblast Volyn to reunite with her family and live with her daughter after years of separation.

UNHCR partner R2P received and counselled her upon arrival at the Domanove border crossing. During the counselling, R2P discovered that she had not received her pension for the past two years and will provide her with legal assistance to recover past pension payments and ensure she receives her pension regularly moving forward as pensions are lifelines for people.

© R2P, 2025

- **Supporting people at the borders:** The presence at the borders allows UNHCR with its partners to support people arriving or departing, including through protection counselling, information provision, legal assistance, social and psycho-social support. From January to September 2025, 7,500 people were supported at the borders. In addition, at Domanove border crossing, UNHCR in close cooperation with the Ministry of Development of Communities and Territories, the State Border Guard Services and local authorities, supported the improvement of reception conditions for people arriving through this corridor.
- **Building a protection-sensitive border management:** UNHCR continues to build the capacity of the State border guards on identifying people at risk or in a vulnerable state at the borders, on making referrals and ensuring access to relevant protection mechanisms for those in need. In September and October 2025, UNHCR has trained State border guards across all border detachments and at the State border guard academy. In addition, UNHCR provided technical assistance to the State border guards notably ICT equipment and portable power station to support their operations.

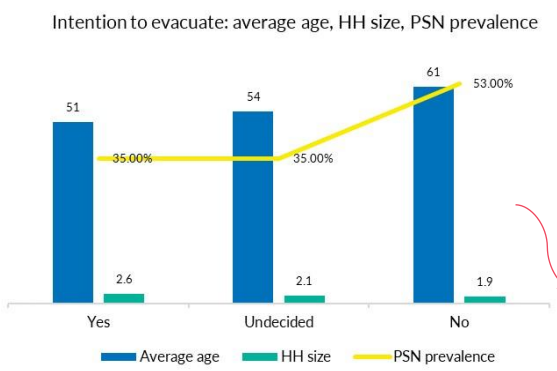
Protection & solutions monitoring

UNHCR and its partners' protection and solutions monitoring is three-fold:

- Monitoring of the protection situation** of IDPs, returnees and other war-affected people in Ukraine, through the new bi-annual [protection survey](#) implemented in partnership with the Office of the Ombudsman of Ukraine and as part of a Protection Cluster-led protection monitoring system. In addition, UNHCR and partners undertake legal monitoring to inform the provision of legal assistance and advocacy efforts.
- Border monitoring** at 30 international border crossing points between Ukraine and Poland, Slovakia, Hungary, Romania and Moldova. Border monitors provide information, legal assistance, protection counselling and social support to people leaving Ukraine to seek international protection as well as to those returning to Ukraine. UNHCR has also systematized its monitoring presence in Domanove for arrivals from the temporarily occupied territories. Reports are available [here](#).
- Monitoring of intentions and perspectives of refugees from Ukraine, refugee returnees and IDPs** to inform people-centered planning, provision of information through the *Ukraine is Home* platform, and support to returnees as they pursue a durable solution. Access the latest survey results [here](#) with curated [micro-data](#) also available.

The monitoring outcomes inform UNHCR's planning and programme and help identify those most in need. The outcomes are also shared through relevant coordination platforms to inform the wider humanitarian and recovery response.

On 1 August 2025, UNHCR in partnership with the Ombudsman of Ukraine launched the **first Ukraine Protection Survey in a dialogue with Government convening relevant Ministries, other authorities and stakeholders** discussing the survey's recommendations to strengthen the national protection system for IDPs.



The dialogue centred on the **need for a more coherent state system on internal displacement** as survey results show barriers, risks and specific vulnerabilities of IDPs across different services, whether it is social protection, housing, or digital services for example. Older IDPs without support structures, those with a disability or chronic illness, as well as single care givers are particularly at risk of being left behind.

Specifically, the **urgent need for revising the evacuation coordination and support system** was addressed as the survey makes clear that older people without social support and a specific need, such as a mobility constraint, a disability or chronic illness, are at greatest risk in an evacuation context.

UNHCR has also taken **concrete actions building on the findings of the Protection Survey**, including in the development of the new State strategy on internal displacement, the cooperation with the Ministry of Social Policy, Family and Unity on the 'IDP Pathway' and the support to reforming the evacuation system seeking to address critical gaps notably related to the need for adequate support to older people and people living with a disability in evacuation situations.

The survey also supported the analysis informing the 2026 Humanitarian Needs and Response Plan.

Find the Ukraine Protection Survey #1 here in [English](#) and [Ukrainian](#).

DONORS

UNHCR is grateful for the essential support provided by our top government donors and for the generous contributions from individuals and the private sector, as well as those who have contributed to UNHCR programmes with softly earmarked and unearmarked funds.



FOR MORE INFORMATION:

- Visit Ukraine's **Operational Data Portal** for more information products [here](#).
- Visit UNHCR Ukraine's **Website** [here](#).

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Contact **UNHCR's Hotline 0-800-307-711** for feedback and advice on assistance and services.