

# RESILIENCE, REINFORCEMENT AND RECOVERY OF UKRAINIAN MIGRATION & CONSULAR SERVICES

## RRR – MFA/SMS UA Project

### Factsheet

The project aims at supporting the State Migration Service and the Ministry of Foreign Affairs (Consular Offices abroad) to continuously protect and provide state services and assistance to the citizens of Ukraine.

The overall objective is to contribute to the resilience, reinforcement and recovery of Ukrainian migration and consular governance by strengthening the capacities of national authorities to ensure safe international mobility of Ukrainian citizens, including preparations for sustainable return.



**Duration:** 32 months (Launched on 1 October 2022)



**The project is funded by:** Ministry of the Interior of the Czech Republic and the Federal Office for Migration and Refugees under the Ministry of Interior of Germany



MINISTRY OF THE INTERIOR  
OF THE CZECH REPUBLIC

### Specific Objectives

- SO 1.** Ensured efficient services to provide assistance, documentation, information on rights and obligations related to temporary protection status and consultations on voluntary repatriation and reintegration back in Ukraine
- SO 2.** Enhanced technical and operational capacities of consular services for the optimisation and modernisation of consular crisis management system
- SO 3.** Restored and enhanced migration procedures in Ukraine
- SO 4.** Supported harmonisation of migration and consular procedures with the respective EU *Acquis*, including strengthening anti-corruption measures and human resource management



The project is implemented through three thematic components and a fourth cross-cutting component directed at facilitating EU *Acquis* harmonisation efforts and strengthening of anti-corruption measures at all levels of state administration related to migration and consular assistance. More specifically:

- ◆ **Component 1:** Migration and consular service provision. *Activities:* Establishment of four consultation centres for Ukrainian migrants in EU MS; Provision of information, documentation, and consultation services by information centres; Empowering organised Ukrainian diaspora members; Capacity building on sustainable return and reintegration consultations; Application of lessons learned from the operation of the consultation centres;
- ◆ **Component 2:** Consular crisis management capacity building. *Activities:* Boost the capacities of consular services to organise consular registration and provide assistance to citizens abroad; Enhance the capacities of consular offices.
- ◆ **Component 3:** Recovery of Migration Services in Ukraine. *Activities:* Assessment of the needs of the SMS and territorial departments and units; Technical assistance.
- ◆ **Component 4:** Cross-cutting initiatives. *Activities:* Capacity development for respective state institutions, peer-to-peer review, etc.; Strengthening anti-corruption measures within the migration and consular department; Support to Management of human resources in the target state institutions.



## In focus

### Ukrainian Consultation Centres in Prague, Berlin and Gdansk

One of the flagship programmes of the RRR-MFA/SMS UA project is the establishment of the **Ukrainian Consultation Centres** in three destination countries covered within the framework of the project, namely in Germany, Czech Republic and Poland. The Ukrainian Consultation Centres were established based on the need to provide first-hand, reliable and up-to-date information to Ukrainian temporary protection status holders in EU MS, in their native language and in-person. In addition, the Centres provide citizens with pre-consular support and consultations in close coordination with the consulates of Ukraine. The Centres are in close contact with local government agencies, non-governmental organisations, diaspora communities and provide referrals to passport provision services for Ukrainian citizens abroad.

More importantly, the project aims to pivot the competence of the Ukrainian Consultation Centres in the three countries after the war ends to transform them into information points for those wanting safe return and reintegration back to Ukraine.

The Ukrainian Consultation Centres were officially launched in May 2023 and have been active since, receiving walk-in visitors as well as providing phone and online consultations.

The project also supports a **call-centre** located at the General Consulate of Ukraine in Warsaw, Poland, that provides assistance and information on the rights and obligations related to temporary protection status and consultations to Ukrainian displaced persons in Poland and surrounding countries, including but not limited to issues regarding border crossing, legal stay, accommodation, medical assistance and healthcare, education, employment, consular assistance, and more.



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