



# **ICMPD**

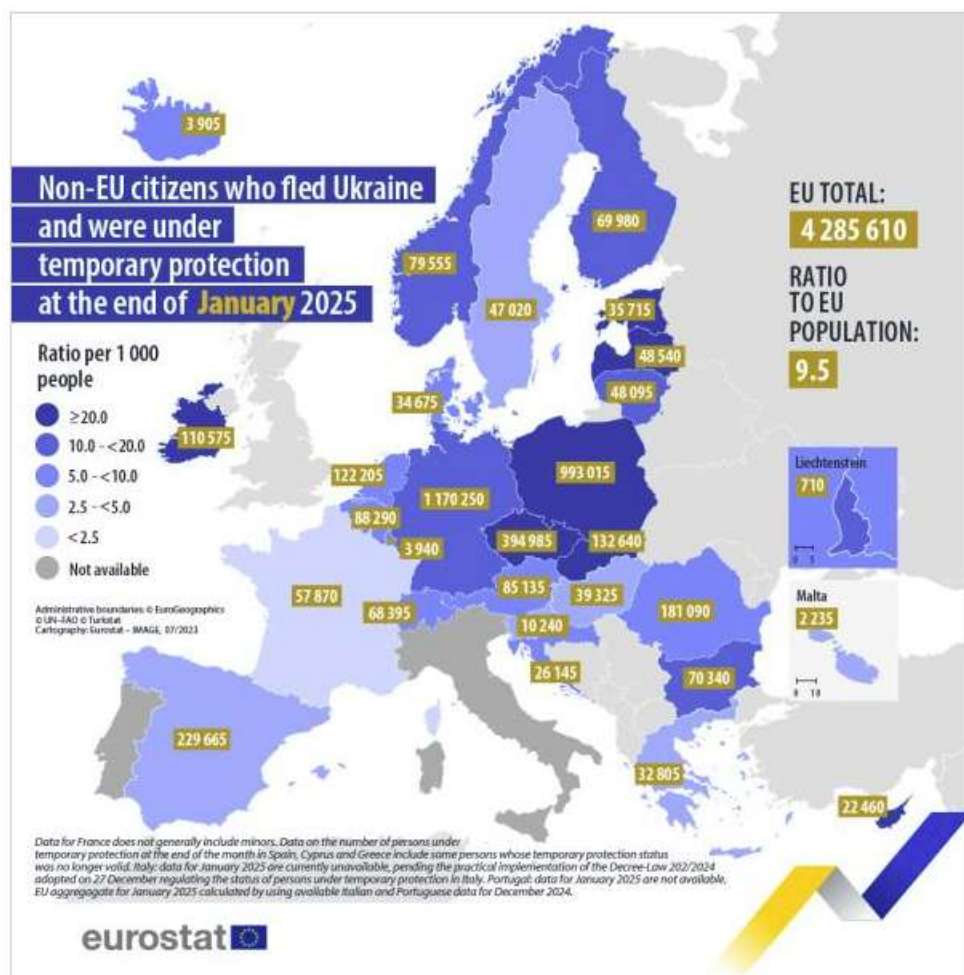
**International Centre for  
Migration Policy Development**

## **Ukrainian Consultation Centres**

**ICMPD Member States Programme Webinar Series**

**9 September 2025, online**

# Current situation



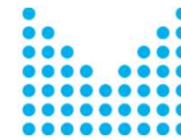
The EU countries hosting the highest number of beneficiaries of temporary protection from Ukraine were:

- Germany (1 170 250 people; 27.3% of the EU total),
- Poland (993 015; 23.2%) and
- Czechia (394 985; 9.2%).

Temporary protection was triggered as a consequence of Russia's invasion of Ukraine, which forced millions to flee the resulting war. The war resulted in forced displacement on a scale unprecedented in Europe's recent history.

## Current projects

- **Ukraine: Consultations and Assistance for Resilience and Empowerment (U-CARE) – 2025-2027**



MINISTRY OF THE INTERIOR  
OF THE CZECH REPUBLIC

- **Comprehensive Resilience Support for Displaced Persons from Ukraine (CORE UA) - 2024-2027**



**Co-funded by  
the European Union**



Bundesamt  
für Migration  
und Flüchtlinge

- **Call Centre at the Consulate of Ukraine in Warsaw (UCALL) – 2025**



- **Ukrainian Consultation Center In Gdansk (UCC Gdansk) - 2025**





## Resilience, Reinforcement and Recovery of Ukrainian Migration and Consular Services (RRR – MFA/SMS) – 2022-2025

- Support programme for the **State Migration Service** and **Ministry of Foreign Affairs (Consular Offices** abroad) to continuously protect and provide state services and assistance to the citizens of Ukraine.
- The overall objective of the programme 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 return.

# Consultation Centres are now active in Prague, Berlin, Munich, Dusseldorf, Gdansk and a Call Centre in Warsaw

## Locations

**Gdansk**  
Consultation centre  
12,561 inquiries

FUNDED BY:  
EU through MPF



**Prague**  
Consultation centre  
6,556 inquiries  
FUNDED BY:  
MOI (CZ)



**Warsaw**  
Call centre  
117,877 calls  
FUNDED BY:  
EU through MPF

**Dusseldorf**  
Consultation centre  
FUNDED BY:  
BAMF (DE) and  
National AMIF  
fund (DE)



**Berlin**  
Consultation centre  
FUNDED BY:  
BAMF (DE) and  
National AMIF  
fund (DE)

**Munich**  
Consultation centre  
FUNDED BY:  
BAMF (DE) and  
National AMIF  
fund (DE)

Total for Germany:  
17,813 inquiries



Total number of consultations provided (as of 01/08/25):  
**154,807** excluding the outreach through social media, information sessions and awareness raising campaigns

# Ukrainian Consultation Centres



## Main Activities:

- provide **free and competent** clear, timely, accessible and understandable information to temporarily displaced persons from Ukraine (*Ukrainians for Ukrainians in native language and for free*);
- provide **pre-consular consultations** in close coordination with the consulates of Ukraine;
- Provide information on services, programs and information available to UA citizens **provided by UA Government** and according to **UA legislation**;
- Provide **references and referrals** to the services of the authorities of the host countries, diaspora organisations and NGOs;
- Organise **outreach sessions** and information campaigns;
- Maintain **linkages to diaspora** as knowledge mentors (business opportunities, employment, humanitarian support etc.)



## Average profile of the visitor of the Ukrainian Consultation Centre (UCC)

---

**Woman usually from 25 to 55 years old**, in majority of cases **with a child (-ren)**, predominantly with high education, mainly having a **temporary protection status** and addressing the consultation centre **in-person** for the purpose of **receiving free qualified advice** on registration, documentation and support in filling in the documents, legal consultations.

Up to 25% of our clients belong to **vulnerable groups** (persons with disabilities, elderly persons, single mothers with children, minors etc).

Our findings correspond to similar statistical data on the demographic profiles of the holders of the temporary protection in Germany, the Czech Republic and Poland, in in general in the EU.

**Behind each visitor of our centres – is a story, story of a forced migration, a story of families torn apart, losses and resilience.**



## Labour Market Integration examples of the UCC work:

---

- ✓ Support with documentation for employment registration;
- ✓ Joint information sessions with the local labour offices;
- ✓ Information and awareness raising sessions on employment opportunities, job search, CV writing, taxes and entrepreneurship, technical training opportunities, courses and reskilling options;
- ✓ Dissemination information and materials on rights and obligations, rules and regulation on employment, work conditions, work contracts etc.
- ✓ Participation in job fairs, organising practical trainings on job interviews etc.
- ✓ Information and referral to language courses, services and education authorities.





# Capacity building and engagement of diaspora

## Key topics:

- Fundraising;
- Communications, PR and anti-disinformation;
- Organisational development;

**Formats:** online and offline trainings, networking, workshops.



ICMPD, September 2025



## Conclusions

---

- The work of the UCCs in DE, CZ and PL and the Call Centre in Warsaw could be considered as an example of a **good practice** of information provision, including for facilitation of the labour market integration.
- **Temporality** – is one of the factors that influences the intentions and aspirations of Ukrainian refugees in the hosting countries. Structured EU-wide approach is needed in light of the development of the **exit strategy** to Temporary protection.
- When looking into the trends and factors, statistics and policy – we need to consider steps for **future return, recovery and reconstruction of Ukraine** (human capital, diaspora engagement, mobility, migration management etc.)
- **Coordination** among stakeholders is a key for effectiveness and impact

## Contact information

---

### **Roman Makukha**

Project Manager

Eastern Europe and Central Asia

[Roman.Makukha@icmpd.org](mailto:Roman.Makukha@icmpd.org)

### **ICMPD's Eastern Europe and Central Asia**

**Regional Office**

[RO-EECA@icmpd.org](mailto:RO-EECA@icmpd.org)