

## Operational Response (as of 24 September 2020)



### Protection

- UNHCR has completed a pre-registration exercise and commenced comprehensive registration with biometrics to identify specific needs and vulnerabilities. As of 22 September, 174 out of the total 294 survivors from the second arrival in Aceh have been registered.
- Protection experts have been deployed to identify survivors with specific needs and provide specialized services. Vulnerable people include potential victims of trafficking, unaccompanied and separated children, and survivors of sexual and gender-based violence. More in-depth assessments will be undertaken and identified cases will be prioritised for services as necessary.
- A Child Protection team has conducted focus group discussions (FGD) for unaccompanied children (UACs) to gather information on the risks that they experienced throughout the journey and to identify further protection needs. Best interest assessments (BIA), safety assessments, protection monitoring, counselling, and individual case processing are also underway. Activities for children have been set up by UNICEF and partners. Meanwhile, a phone service has been set up by the Indonesian Red Cross (PMI) to help restore family links. IOM and UNHCR have begun an initial foster placement process for unaccompanied children while psychosocial interventions are taking place in coordination between the Ministry of Social Affairs, UNICEF and other partners.
- Referral pathways for case management, psychosocial support and health assistance for survivors of SGBV are in place. Coordination with partners continues to ensure safe, confidential and quality multisectoral services for survivors of SGBV.
- **Gaps:** For a variety of interventions (including related to registration and child protection, among others) interpretation capacity has been stretched. Several actors are in the process of recruiting

additional interpreters. In the meantime, remote translation support is provided by UNHCR staff located in Bangladesh and Thailand. The site space restrictions and limited infrastructure have hampered holistic and quality services for vulnerable people.

## Health, Food Security and Nutrition

Having been on a cramped boat for nearly 7 months with insufficient food and clean water supply, the refugees who landed on 7 September arrived very weak and vulnerable. Many of them suffered illness related to malnutrition and trauma. Within a week after disembarkation, three refugees passed away. UNHCR and partners distributed vitamin B1 for the refugees, as some of the refugees showed symptoms of Beriberi

- A temporary clinic has been set-up at the site and comprehensive health screenings have been completed for all the newly arrived refugees, facilitated by IOM, partners and local health authorities. This resulted in over 100 referrals for further treatment. The overall physical condition for many of the newly arrived group has improved with better hydration, nutrition and rest, and fewer critical cases are now being identified. MSF has deployed a doctor and a nurse to the site and an MSF team is also currently undertaking a medical assessment.
- COVID-19 tests for newly arrived refugees have all returned negative. However, there is a shortage of isolation space should there be a need to isolate persons at the site.
- Food is currently provided by ACT until 28 September and JRS will continue food distribution from 1 to 31 October. UNHCR is preparing to step in to bridge the two-day gap before 1 October. Meanwhile, a gradual shift to cash assistance to replace food distribution is being considered in consultation with authorities and partners.
- **Gaps:** Access to public health hospitals remains a gap and there is also a need for a 24/7 ambulance and clinic on-site. More actors are needed for psychosocial support and coordination with the government is required to ensure measles and polio vaccinations for new arrivals.

## Shelter, NFIs & WASH

- The site was generously provided by the local authority and electricity is being covered by the local government through charitable donations. It accommodates close to 400 Rohingya refugees from the 25 June and 7 September boats.
- A rapid site assessment has been conducted by UNHCR, IOM and PMI indicating overcrowding and the need for improvement in terms of sewage and solid waste management – UNICEF is planning a WASH assessment. Several partners have ensured that latrines and wash basins are present and, as water trucking is not a sustainable option, boreholes will be dug.
- **Gaps:** While the camp set-up is not a long-term solution, there's a need to improve conditions while persons of concern remain. Additional temporary shelters are being planned to reduce the congestion. One communal kitchen was put in place after the arrival of the first group and others are planned.

## Education, Skills training & Support to the host community

- UNHCR is preparing activities in respect of language and skills training. Discussions with the local authorities are ongoing to propose self-reliance activities for disembarked refugees at the next National Task Force meeting.
- UNHCR and partners are identifying means to support and improve facilities of the local host community including provision of streetlights and other infrastructure.
- **Gaps:** Access to public schools is a serious gap.

## Coordination

- On 16 September, UNHCR hosted a coordination meeting for partners at the national level to provide an update on the current situation and to confirm operational commitments in sectors where there are gaps. Based on this, a “3Ws” coordination matrix has been developed. These intersectoral coordination meetings are held weekly, including representatives from the Indonesian government. National Task Force meetings led by the authorities are held separately to discuss strategic refugee policy issues.
- The local government coordination structure meets monthly, with additional meetings held on an ad hoc basis. UNHCR convenes an intersectoral meeting of humanitarian partners every Tuesday and a weekly briefing is held with the Head of the local government task force for refugees (the Social Affairs office). The refugee emergency response in Lhokseumawe, Aceh, benefit from the support from several UN agencies, INGOs and more than 20 national NGOs.
- The overall security situation at the site and in Lhokseumawe is stable. Access is closely controlled, and refugees are not allowed to circulate outside. There have also been reports of confiscation of phones by security personnel. UNHCR continues to advocate with local authorities for the freedom of movement for refugees in Aceh.
- **Gaps:** As well as continuing to advocate for free movement, there is a need for the authorities to deploy additional female security personnel at the site.

## Working with Partners

- A range of actors are involved in the emergency response to the situation in Aceh, including: ACT, AIN, Amnesty International, BPBD, DINKES, Dompok Dhuafa, Forum Dakwah Perbatasan, FPI, Geutanyoe, Gusduran, Human Initiative, IOM, JRS, KontraS, LBH Banda Aceh, MOSA, MOWECP, MSF, PAHAM FH UI, PKSAL, P2TP2A, PLN, PMI, Rumah Zakat, Sandya Institute, SATGAS, SUAKA, UNHCR, UNICEF, YKMI.
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