



# How to communicate on the Ukrainian refugee crisis and build on the support of host communities?

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## Key messages

- A large share of Ukrainian refugees are young women with high digital literacy and access to digital devices, and most countries have prioritised online communication channels such as online websites to reach out to newly arrived refugees from Ukraine.
- Multi-channel communication between host governments and refugees that combines online and offline channels, however, avoids leaving the less digitally literate aside, minimises the effects of possible communication disruptions, and fosters interactive exchanges with the target audience.
- Many OECD countries have developed national platforms online to co-ordinate individual and civic society support for Ukrainian refugees.
- Online systems to co-ordinate the response in a specific field of action such as housing or employment have proven successful in providing support to a large number of refugees.
- Co-operation with civil society actors to share official information allows governments to diversify communication channels, target audiences more precisely and to reach more people.
- Partnering with migrant and diaspora organisations helps governments to ensure that disseminated information for refugees is relevant and easy to understand.
- Several countries such as Ireland, Australia, Estonia, Denmark and Italy follow a co-ordinated approach to communicating their crisis response to citizens as well as presenting a coherent long-term strategy for the organisation of migration and integration processes.
- Some countries such as Austria and Czech Republic have implemented programmes to facilitate personal exchanges between Ukrainian refugees and members of host communities.

## Using online communication channels to provide Ukrainian refugees with up-to-date official information

As many European and OECD countries have been welcoming a large number of Ukrainian refugees over the past months, the major challenge for governments in terms of their communication outreach is to ensure that migrants can easily find reliable information on their rights and obligations, as well as the public services provided for them. This is key for a smooth running of migration and integration processes and for preventing particularly vulnerable migrants from becoming victim of false information and in the worst-case crimes of human trafficking.

Given that a disproportionately large share of Ukrainian refugees are young women (UN Women/CARE International, 2022<sup>[1]</sup>) with high digital literacy and access to digital devices, most OECD governments have largely been using online platforms and social media channels for the dissemination of information to Ukrainian refugees since the beginning of Russia's large-scale aggression against Ukraine.

Research from other contexts confirms that young migrants predominantly use digital channels to make decisions about whether to migrate and which country of destination to choose, as well as to research information on their host country once they have migrated (Dekker et al., 2018<sup>[2]</sup>).

Using online websites and social media accounts enables governments to provide large quantities of information, implement content updates on a regular basis, connect users to other relevant channels and provide content in languages spoken by Ukrainian migrants.

The level of co-operation between different ministries and state agencies in implementing online communication strategies varies greatly between OECD governments. While some countries such as Finland and Austria follow a decentralised communication approach, others, such as Belgium, Estonia and Australia, have established a single online platform collecting all relevant information from across governmental agencies.

Following a centralised communication strategy across state agencies and ministries increases clarity on where to access relevant information and coherency of information, especially when responsibilities overlap between different state institutions or agencies. [Germany4Ukraine](#), for example, a dedicated web platform for Ukrainian refugees operated by the German Ministry of the Interior and Community, serves as the Federal Government's central point of contact for Ukrainian refugees and is available in Ukrainian, Russian, English and German. It collects all up-to-date information from across ministries, notably on how to apply for a residence permit in Germany and get access to accommodation, social security benefits, medical care and other public services. A chat function allows users to ask questions based on their individual situations.

In some OECD countries, efforts have been made to create dedicated spaces for interactive exchanges with migrant communities online. Interactive digital tools such as online applications can allow governments to respond to communication needs of migrants, build trust and encourage them to share relevant information in their wider network. One innovative example of a dedicated online application is the [Smart Migration App](#) launched by the Ministry of Labour and Social Affairs of the Czech Republic in April 2022. It is accessible in Ukrainian, English and Russian and gives Ukrainian refugees easy access to important information on employment opportunities and public services. The application includes a set of interactive tutorials that provide users with information tailored to their individual situation. It also features an intelligent personal assistant using natural language processing technology. It is trained in topics described in the tutorials and is able to answer questions in a dialogue.

While digital and social media offer a relatively inexpensive, easily accessible and media-rich means of communication, their use is not without challenges as various studies highlight issues with access and evaluation of the truthfulness of available information. Moreover, limited access to connectivity of refugees

remains a general challenge for effective audience targeting (Gillespie, 2016<sup>[3]</sup>). In the case of Ukrainian refugees, many have issues accessing mobile internet data with Ukrainian SIM cards once they have left Ukraine. Against this background, a number of countries have set up initiatives to give Ukrainians facilitated access to mobile internet on their territory. For example, the Portuguese Government signed a collaboration agreement with the national association for electronic communication operators to offer free communication services for displaced persons from Ukraine and to distribute SIM cards. Several other countries, such as Iceland and Lithuania, have implemented similar agreements.

## Combining online and offline channels to broaden outreach and enable interactive exchanges

The simultaneous use of online and offline channels to convey key information and messages can further help governments to minimise the effects of possible communication disruptions, reaching Ukrainian refugees in different places at different times.

In the current crisis context, many host countries – such as Poland, Estonia and Latvia – use multilingual phone hotlines as an accessible communications tool which requires little technical equipment and knowledge and through which interactive communication with migrants can be facilitated, as direct conversations also help state agencies better understand the information needs of refugees. There are also dedicated helplines for victims of human trafficking in a number of countries.

Most host countries also use printed leaflets that are distributed in strategic places such as welcoming centres, providing essential information and redirecting refugees to the relevant online platforms and contacts. Many of them also include guidelines of how to protect yourself and others from becoming victim of human trafficking.

The advantage of printed information is that it can be easily be distributed to third actors, such as Non-Governmental Organisations (NGOs) operating help centres and providing services to refugees in physical offices, acting as amplifiers of official government information.

## Mobilising and co-ordinating civil society support online

Across host countries, Ukrainian refugees have been welcomed with unprecedented support not only from governments, but also from civil society. While this sense of solidarity has been an important factor in countries' crisis response, support efforts need to be co-ordinated to ensure their effectiveness as well as the safety of Ukrainian refugees, for example, when it comes to the registration of households providing accommodation. In terms of communication, this creates a need for governments to effectively inform individual citizens and civil society organisations about the ways in which they can help and support Ukrainian refugees.

Against this background, many hosting countries across the OECD have developed national platforms online to co-ordinate individual and civic society support. In some cases, governments put systems in place to co-ordinate the response in a specific field of action such as housing or employment. In France, the national Interministerial Delegation for the Reception and Integration of Refugees (DIAIR) implemented an online platform through which citizens can register to provide accommodation to Ukrainian refugees in their households and properties. With 40 000 registered accommodations, the platform played a significant role in providing *ad hoc* housing opportunities to a majority of newly arrived asylum seekers from Ukraine. Similarly, the online web page [Je Veux Aider](#) has been able to register 5 800 volunteers for various missions to support the humanitarian services provided to newly arrived Ukrainians, as well as 6 500 job offers for refugees from individuals.

In other cases, national platforms have been created to reunite all different types of services and actions, such as the Portuguese platform [Portugal for Ukraine](#) or the Italian [Ukraine Emergency](#) website. Many of such general platforms are linked to specific solidarity campaigns implemented through a variety of channels such as social media and press releases. Such campaigns allow for the provision of information under one label that can be easily shared by third actors. For example, [Germany4Ukraine](#) has created a media kit that is publicly available.

By co-operating with civil society such as NGOs as well as with representatives of management and labour in terms of communication and enabling third actors to share official information on- and offline, governments are able to diversify their channels of communication and to target audiences more specifically, thus increasing the reach of their messages. In Denmark and Luxembourg, for example, the national Red Cross is operating multilingual phone hotlines to address enquiries from Ukrainian citizens in co-operation with the governments. Other organisations help to facilitate the integration of Ukrainian refugees in society and labour markets. The [World Employment Confederation](#), for example, has compiled a list of dedicated platforms that have been set up by the private employment services industry across Europe to provide humanitarian and employment support.

Partnering with migrant civil society actors such as migrant and diaspora networks can help governments overcome language issues, build trust with their audiences and better respond to communication needs. Italy, with the largest Ukrainian community in Western Europe (about 235 000 people before Russia's war against Ukraine), has published a comprehensive mapping of Ukrainian migrant associations on the [website](#) of the Italian Ministry for Labour and Social Affairs. This has allowed the organisation of joint conferences with diaspora associations and helped the government to better understand the needs of the community. These events have led to the election of national and local community representatives, who are involved in the government's crisis response and communication. A similar initiative has implemented in France, where members of the Ukrainian community helped to create information content in dedicated co-design workshops.

## Informing the public about crisis responses, migration and integration policies

In addition to the mobilisation and co-ordination of civil society, several countries have started implementing communication strategies to help the public better understand the implications of Russia's war in Ukraine for their country in terms of migration, what policies the government has put in place to welcome Ukrainian refugees, and what a long-term vision for their integration could look like. As research shows, such information is very important for sustaining the solidarity of civil society, preventing possible fears in host communities, and increasing trust in countries' migration and integration systems (Banulescu-Bogdan, 2022<sup>[4]</sup>).

Most OECD countries publish regular updates on the number of Ukrainian refugees arriving in a given country, public expenditure and other relevant data describing the development of the crisis. Spain was one of the first countries to develop a [dashboard](#) presenting the profile of registered Ukrainian refugees in real time. In Italy, the national *Protezione Civile*, an agency dealing with emergency crises, posted three new dashboards in the [Ukraine Emergency Maps Section](#) on 11 May, presenting data on entries into Italy of people from Ukraine, requests for temporary protection, and livelihood contributions.

Several other countries, such as Ireland, Australia, Estonia, Denmark and Italy, have gone even further than that and have created online platforms offering a comprehensive overview of their global strategy in response to the crisis. The [Portugal for Ukraine](#) website, for example, gives an accessible and easily comprehensible overview of the totality of Portuguese state actions regarding the war in Ukraine, in terms of international action, humanitarian aid and the integration and hosting of Ukrainian refugees in Portugal. It explains the migration legislation in Portugal and what actions the government takes to help Ukrainians integrate in society. Similarly, the Irish Government has established a dedicated platform, [Ireland's](#)

[response to the Russian Invasion of Ukraine](#), with information for the general public, businesses and Community Response Forum, a network of local groups established to co-ordinate the community-led support for Ukrainian refugees in the country.

Such online platforms are often promoted through the use of other forms of communication, such as press releases and media coverage. Such co-ordinated, pedagogical approach to presenting a county's crisis response is crucial for the sustained acceptance of refugees in host societies, as it reassures the public of a coherent strategy allowing for migration processes to happen in an orderly manner, and also demonstrates a long-term vision for the integration of refugees and for how the government supports civil society initiatives.

In some countries, such efforts are accompanied by specific integration programmes that aim at facilitating personal exchanges between Ukrainian refugees and members of host communities. The Austrian Government, for example, launched a [buddy programme](#) with the aim of bringing together committed people from Austria with displaced Ukrainians between 12 and 35 years of age so that these individuals could be supported after their arrival in the country. Similar initiatives have been put in place in Denmark and the Czech Republic.

## What are the key considerations for policy makers?

- The current Ukrainian refugee crisis constitutes an opportunity for governments to **establish long-term communication partnerships with third actors** to deal with this and any future similar crisis. The unprecedented mobilisation of institutions and host communities in OECD countries to provide support and necessary information to refugees should be a model for preparedness.
- **Strategic communications**, educating citizens about the long-term strategy for the integration of Ukrainian refugees, can reduce the risk of a backlash in public opinion after an initial phase of solidarity.
- Online and offline communication channels **must continuously adapt** to changes in the demographics and media usage habits of newly arriving refugees from Ukraine.

## References

- Banulescu-Bogdan, N. (2022), *From Fear to Solidarity: The Difficulty in Shifting Public Narratives about Refugees*, [https://www.migrationpolicy.org/sites/default/files/publications/refugee-narratives-report-2022\\_final.pdf](https://www.migrationpolicy.org/sites/default/files/publications/refugee-narratives-report-2022_final.pdf). [4]
- Dekker, R. et al. (2018), "Smart Refugees: How Syrian Asylum Migrants Use Social Media Information in Migration Decision-Making", *Social Media + Society*, Vol. 4/1, p. 205630511876443, <https://doi.org/10.1177/2056305118764439>. [2]
- Gillespie, M. (2016), *Mapping Refugee Media Journeys: Smartphones and Social Media Networks*, The Open University/France Médias Monde, [https://www.open.ac.uk/ccig/sites/www.open.ac.uk.ccig/files/Mapping%20Refugee%20Media%20Journeys%2016%20May%20FIN%20MG\\_0.pdf](https://www.open.ac.uk/ccig/sites/www.open.ac.uk.ccig/files/Mapping%20Refugee%20Media%20Journeys%2016%20May%20FIN%20MG_0.pdf). [3]
- UN Women/CARE International (2022), *Rapid Gender Analysis of Ukraine*, <http://www.unwomen.org/en/digital-library/publications/2022/05/rapid-gender-analysis-of-ukraine>. [1]

## Annex 1.A. Communication channels

**Annex Table 1.A.1. Official government communication channels dedicated to providing information on the Ukrainian refugee crisis on- and offline (as at 27 July 2022)**

Country	Communication towards Ukrainian Refugees	Communication towards the public
<b>Austria</b>	<p><b>Websites</b> Federal Ministry of the Interior: <a href="#">Website for information for Ukrainians coming to Austria</a></p> <p>Federal Office for Immigration and Asylum: <a href="#">FAQ website</a> and <a href="#">Questions and Answers Right of Residence for Displaced Persons from Ukraine</a> Federal Agency for Reception and Support Services: <a href="#">Information for Ukrainian citizens in Austria</a>, including the access to accommodation, education and residence registration Austrian Integration Fund: <a href="#">Dedicated page on Ukrainians</a> City of Vienna: <a href="#">"StartWien"</a> platform providing the most important information for Ukrainians arriving in Vienna</p> <p><b>Leaflets</b> <a href="#">Information</a> for refugees fleeing from Ukraine Federal Office for Immigration and Asylum: <a href="#">FAQ brochure</a> Federal Ministry of the Interior: <a href="#">Information leaflet</a> in Ukrainian and English about potential risks of trafficking and who to contact for help</p> <p><b>Phone hotlines</b> Federal Agency for Reception and Support Services: Hotline In Ukrainian, Russian and English available 24/7 Federal Criminal Police Office: <a href="#">Hotline for the victims of human trafficking</a>. The hotline is listed on information sheets Ukrainian refugees receive upon their arrival to Austria</p>	<p><b>Websites</b> Private sector initiative: <a href="#">Job portal for Ukrainian refugees</a></p> <p><b>Integration programmes</b> Austrian Integration Fund: <a href="#">Buddy programme</a> for displaced Ukrainians between 12 and 35 years of age</p>
<b>Australia</b>	<p><b>Websites</b> Department of Home Affairs: Information on <a href="#">Ukraine visa support</a></p>	<p><b>Websites</b> Department of Foreign Affairs and Trade: <a href="#">Crisis Hub on the Invasion of Ukraine by Russia</a></p>
<b>Belgium</b>	<p><b>Websites</b> Government platform: <a href="#">"Info Ukraine"</a> Belgian Immigration Office: <a href="#">Website</a> providing information on temporary protection for Ukrainians</p> <p><b>Leaflets</b> For refugees fleeing from Ukraine (<a href="#">EN/UA/RU/NL/FR</a>) On the route to the registration centre (<a href="#">EN/UA</a>) On care for pets (<a href="#">UA/FR/EN/NL</a>)</p> <p><b>Phone hotline</b> A call centre is operated by the federal authorities</p>	<p><b>Websites</b> Government platform: <a href="#">"Info Ukraine"</a></p>
<b>Canada</b>	<p><b>Websites</b> Government webpage: <a href="#">Immigration measures for people affected by the Russian invasion of Ukraine</a></p> <p><b>Phone hotline</b> British Columbia has put in place a hotline, BC211, providing multilingual services around the clock connecting to different services in the province.</p>	<p><b>Websites</b> Government webpage: <a href="#">Ukraine measures</a></p>

<b>Czech Republic</b>	<p><b>Websites</b> Ministry of the Interior: Website <a href="https://nasiukrajinci.cz">nasiukrajinci.cz</a> serving as a central point of information for displaced persons and in order to match the needs with available offers of support and website on <a href="#">information on temporary protection for Ukrainian citizens</a></p> <p><b>Mobile applications</b> Mobile application “<a href="#">Smart Migration</a>”</p> <p><b>Phone hotline</b> Ministry of Interior: Helpline to provide information and assistance</p> <p><b>Information points</b> Regional Assistance Centres for Help and Assistance to Ukraine (KACPU): In person information in Ukrainian and Russian, broadcasting of instructional videos</p>	<p><b>Websites</b> Ministry of the Interior: <a href="https://nasiukrajinci.cz">nasiukrajinci.cz</a> The Ministry of Agriculture: <a href="#">Webpage</a> with information for the Czech employers and Ukrainian citizens interested in working in agriculture</p>
<b>Denmark</b>	<p><b>Websites</b> Danish Immigration Service: <a href="#">Dedicated page</a> with frequently asked questions and information for Ukrainian citizens</p> <p><b>Leaflets</b> <a href="#">Flyer for Ukrainian citizens</a> with a barcode that redirects to the information page of the Danish Immigration Service</p>	<p><b>Websites</b> Danish Immigration Service: <a href="#">Frequently asked questions page</a> providing guidance and information for municipalities and civil society and <a href="#">data on Ukrainian citizens by the Danish Immigration Service</a></p> <p>National Communications Centre: <a href="#">Dedicated page with news and announcements of all national competent authorities on issues related to the crisis in Ukraine</a></p>
<b>Estonia</b>	<p><b>Websites</b> Government crisis management website: <a href="#">Ukrainian war refugees</a></p> <p><b>Leaflets</b> <a href="#">Brochure “Welcome to Estonia”</a>, in four languages</p> <p><b>Phone hotline</b> The state information helpline for Ukrainians traveling or already living and working in Estonia</p>	<p><b>Websites</b> Government crisis management website: <a href="#">Ukrainian war refugees</a> Government platform ‘<a href="#">Help Ukraine!</a>’</p>
<b>European Commission</b>	<p><b>Websites</b> <a href="#">EU solidarity with Ukraine   European Commission (europa.eu)</a></p> <p><b>Phone hotline</b> <a href="#">Contact the EU (europa.eu)</a></p> <p><b>Other</b> The EU Commission has activated a Telegram channel which is used for communications in UA, Russia, and ENG on announcements, support to Ukraine, sanctions, practical information for refugees: <a href="#">Telegram: Contact @europeancommission</a></p>	<p><b>Websites</b> <a href="#">EU solidarity with Ukraine   European Commission (europa.eu)</a> <a href="#">Migration management: Welcoming refugees from Ukraine (europa.eu)</a></p>
<b>Finland</b>	<p><b>Websites</b> Ministry of Interior: <a href="#">Information on immigration, border control, civilian assistance, national security</a> Finnish Immigration Service: <a href="#">Instructions for refugees arriving in Finland; Temporary protection; Frequently asked questions about Russia’s attack on Ukraine</a></p> <p><b>Leaflets</b> Finnish Immigration Service: <a href="#">Information for those who have applied for temporary protection in Finland</a> Finnish Immigration Service: <a href="#">Children who have fled Ukraine: You can get help in Finland</a></p> <p><b>Information points</b> Information points in Helsinki Airport and the port</p>	<p><b>Websites</b> Government platform: <a href="#">Helping Ukrainians</a> Ministry of Economic Affairs and Employment: <a href="#">Working in Finland</a> and information on <a href="#">People applying for temporary protection have the right to work in Finland</a></p>

<p><b>France</b></p>	<p><b>Websites</b>  Ministry of the Interior platform: "<a href="#">Pour l'Ukraine</a>"  <a href="#">Dedicated page</a> on the website of the Ministry of Interior including <a href="#">FAQ on Ukrainian refugees</a>, <a href="#">FAQ on access to accommodation for displaced persons from Ukraine</a>  The French Office for the Protection of Refugees and Stateless Persons: <a href="#">Information on temporary protection for displaced persons from Ukraine</a>  <b>Leaflets</b>  Ministry of the Interior: <a href="#">Welcome leaflet Handbook for displaced persons from Ukraine</a>  Ministry of the Interior: Temporary protection in France (<a href="#">EN/FR/UA/RU</a>)</p>	<p><b>Websites</b>  Ministry of Interior: <a href="#">Situation en Ukraine</a> and co-ordination platform <a href="#">Je m'engage pour l'Ukraine</a></p>
<p><b>Germany</b></p>	<p><b>Websites</b>  Federal Ministry of Interior: Information portal <a href="#">Germany4ukraine.de</a>  Federal Office for Migration and Refugees: <a href="#">Information for refugees from Ukraine</a>  <b>Leaflets</b>  Information on entry into Germany and train travel, access to accommodation and numerous offers of assistance are available via QR codes to be found in trains, buses and train stations  <b>Phone hotline</b>  Violence against women support hotline</p>	<p><b>Websites</b>  Federal Ministry of Interior: Information portal <a href="#">Germany4ukraine.de</a>  Federation of German Independent Professionals: <a href="#">Job portal for Ukrainian refugees</a></p>
<p><b>Greece</b></p>	<p><b>Websites</b>  Ministry of Migration and: <a href="#">Information for Displaced Persons from Ukraine</a>  <b>Leaflets</b>  Ministry of Migration and Asylum: <a href="#">Information for displaced persons from Ukraine</a>  <b>Phone hotline</b>  Ministry of Migration and Asylum: Dedicated phone line in English, Ukrainian and Greek</p>	<p><b>Websites</b>  Ministry of Migration and Asylum: <a href="#">HelpUkraine</a> platform</p>
<p><b>Hungary</b></p>	<p><b>Websites</b>  National Directorate-General for Aliens Policing: Dedicated <a href="#">page</a> and <a href="#">video</a>  National Directorate-General for Aliens Policing: <a href="#">Website Ukran2022</a></p>	
<p><b>Iceland</b></p>	<p><b>Websites</b>  Directorate of Immigration: <a href="#">Information page</a>  Multicultural Information Centre: <a href="#">Information page</a>  <b>Access to internet</b>  Icelandic SIM Card distributed at the reception centre for applicants for international protection</p>	<p><b>Websites</b>  The Ministry of Social Affairs and the Multicultural Information Center: <a href="#">Website to register housing opportunities</a>  The Ministry of Justice: <a href="#">Guidelines</a> on indicators of trafficking in human beings</p>
<p><b>Ireland</b></p>	<p><b>Websites</b>  Government platform: <a href="#">Ireland's response to the Russian invasion of Ukraine</a>  Ministry of Justice: <a href="#">Information on Temporary Protection for People fleeing the conflict in Ukraine</a>  <b>Leaflets</b>  Department of Children, Equality Disability, Integration and Youth: <a href="#">Supports for children with disabilities to access early childhood care and education</a>  <a href="#">A Parent's Guide To Childcare In Ireland</a> (EN,UA,RU)</p>	<p><b>Websites</b>  Government platform: <a href="#">Ireland's response to the Russian Invasion of Ukraine</a></p>
<p><b>Italy</b></p>	<p><b>Websites</b>  Government platform: <a href="#">Ukraine emergency</a>  Ministry of the Interior: <a href="#">Useful information for the entry of Ukrainian refugees to Italy</a>  Local immigration offices and municipalities: <a href="#">Turin</a> immigration office, municipality of <a href="#">Rome</a> and <a href="#">Milan</a>, <a href="#">Veneto</a> and <a href="#">Piemonte</a> regions  <b>Leaflets</b>  Ministry of the Interior: <a href="#">Welcome to Italy</a>  <b>Information points</b>  Information desks available in each province</p>	<p><b>Websites</b>  Government platform: <a href="#">Ukraine emergency</a>  Department of Civil Protection: <a href="#">Information on the system of reception and assistance to the Ukrainian population</a></p>



<b>Japan</b>	<p><b>Websites</b> Immigration Service Agency: <a href="#">Information on visa requirements</a></p>	<p><b>Websites</b> Ministry of Foreign Affairs: <a href="#">Information on general government policy</a> Officer of the Prime Minister: <a href="#">Information on general government policy</a></p>
<b>Latvia</b>	<p><b>Websites</b> Government platform: <a href="#">Ukraine to Latvia -Information for Ukrainians coming to Latvia</a> Office of Citizenship and Migration Affairs: <a href="#">Support for Ukraine</a></p> <p><b>Leaflets</b> <a href="#">Leaflet on long stay visa by OCMA</a> Phone hotline State Border Guard: Hotline for information on crossing the state border Office of Citizenship and Migration Affairs: Hotline for information on <a href="#">applying for and obtaining a long-stay visa</a></p> <p><b>Information points</b> Riga Support Center for the Residents of Ukraine</p>	<p><b>Websites</b> Minister of the Interior: <a href="#">Support for Ukraine page</a> including <a href="#">videos on procedures</a> State Border Guard: <a href="#">Support for Ukraine page</a></p> <p><b>Phone hotline</b> Help for Ukrainians in Latvia hotline</p>
<b>Lithuania</b>	<p><b>Websites</b> Government platform: <a href="#">Webpage dedicated to information for Ukrainian citizens</a> Migration Department: <a href="#">Web portal providing information on public services provided to Ukrainian refugees</a></p> <p><b>Leaflets</b> Government: Contacts of public services (<a href="#">LT/EN/RU/UA</a>) Assistance to Ukrainian war refugees according to their status <a href="#">leaflet(UA)</a></p> <p><b>Phone hotlines</b> Humanitarian aid hotline</p> <p><b>Information points</b> Information is also provided at temporary registration centres Access to the internet SIM cards are distributed at all refugee co-ordination centres and the operators' customer service desks</p>	<p><b>Websites</b> Government platform: <a href="#">Webpage dedicated to information for Ukrainian citizens</a> National Volunteer Support Co-ordination Centre: <a href="#">Strong together platform</a></p> <p><b>Phone hotlines</b> Hotline of the Strong Together Platform to provide information on accommodation</p>
<b>Luxembourg</b>	<p><b>Websites</b> Government platform: <a href="#">Information on temporary protection</a></p> <p><b>Leaflets</b> Ministry of Labour, Employment and the Social and Solidarity Economy: <a href="#">Flyers</a> on labour market, job search and registration with the Luxembourg employment agency</p> <p><b>Phone hotlines</b> Hotline operated by Caritas and the Red Cross, with the support of the Ministry of Family Affairs, Integration and the Greater Region at</p>	<p><b>Websites</b> Ministry of Foreign and European Affairs: <a href="#">Welcoming people from Ukraine</a>, <a href="#">Information on temporary protected status for people fleeing the war in Ukraine</a> and <a href="#">Frequently Asked Questions</a></p>
<b>Netherlands</b>	<p><b>Websites</b> Government platform: <a href="#">Information for refugees from Ukraine</a> Immigration and Naturalisation Service: Dedicated <a href="#">page</a></p> <p><b>Phone hotlines</b> Immigration and Naturalisation Service helpline Ministry of Foreign Affairs available helpline on travelling to the Netherlands</p>	<p><b>Websites</b> Immigration and Naturalisation Service: <a href="#">Ukraine: effects of Russian invasion</a> - <a href="#">Government's website</a> providing general information on the war in Ukraine, support to displaced people and humanitarian aid The Ministry of Justice and Security: <a href="#">Figures on reception of refugees from Ukraine in the Netherlands</a></p>
<b>New Zealand</b>	<p><b>Websites</b> New Zealand Immigration Department: <a href="#">Information on Temporary visa for Ukrainians</a></p>	<p><b>Websites</b> Ministry of Foreign Affairs and Trade: <a href="#">Russian invasion of Ukraine</a> Details of the policy response are available at <a href="#">NewZealand Immigration</a></p>

<b>Norway</b>	<p><b>Websites</b> Norwegian Directorate of Immigration: <a href="#">Dedicated website</a> with information for Ukrainians and Russians as well as how to support Ukrainian refugees. An additional website informs about latest <a href="#">changes in settlement of Ukrainian refugees</a></p> <p><b>Leaflets</b> Norwegian Directorate of Immigration: Helpline on collective protection Norwegian Food Safety Authority: Helpline <a href="#">on pet registration</a></p> <p><b>Information points</b> Information on all topics is displayed on screens at the National Arrivals Centre</p>	<p><b>Websites</b> Norwegian Directorate of Immigration: <a href="#">Dedicated website</a> with information on how to support Ukrainian refugees and <a href="#">website</a> informs about latest changes in <a href="#">settlement</a> of Ukrainian refugees</p>
<b>Poland</b>	<p><b>Websites</b> Government platform: <a href="#">Dedicated website for citizens of Ukraine</a></p> <p><b>Phone hotlines</b> Helplines specially created in regional, urban and central offices (such as Office for Foreigners)</p> <p><b>Information points</b> 28 provincial information points for Ukrainian citizens at railway and bus stations, 121 information points created by local government units, 39 transfer points for temporary accommodation</p>	
<b>Portugal</b>	<p><b>Websites</b> Government platform: <a href="#">Portugal for Ukraine</a> Immigration and Border Service: Dedicated <a href="#">page on temporary protection</a> The High Commission for Migration: <a href="#">Website dedicated to Ukraine</a> and dedicated email address to provide information to Ukrainians wishing to come to Portugal</p> <p><b>Phone hotlines</b> High Commission for Migration: Migrant Support Line and Telephone Translation Service, in Ukrainian</p> <p><b>Access to the internet</b> Collaboration agreement with the Portuguese association for electronic communication operators to distribute 16 000 SIM cards to Ukrainian refugees</p>	<p><b>Websites</b> Government platform: <a href="#">Portugal for Ukraine</a> National platform to co-ordinate the individual and civic society support <a href="https://sefforukraine.sef.pt/">https://sefforukraine.sef.pt/</a> Website dedicated to Ukraine, provided by the High Commission for Migration <a href="https://www.acm.gov.pt/-/sos-ucrania">https://www.acm.gov.pt/-/sos-ucrania</a></p>
<b>Slovak Republic</b>	<p><b>Websites</b> Government platform: <a href="#">Information website</a> in Ukrainian, Slovak and English, including a <a href="#">video guide</a> for Ukrainians on life in the Slovak Republic</p> <p><b>Phone hotlines</b> Hotline of the Ministry of the Interior of the Slovak Republic</p>	<p><b>Websites</b> Government platform: <a href="#">Information website</a> in Ukrainian, Slovak and English Ministry of Interior: <a href="#">Situation in Ukraine - Information and assistance</a></p>
<b>Slovenia</b>	<p><b>Websites</b> Government platform: <a href="#">Ukrainian Nationals in Slovenia</a></p> <p><b>Leaflets</b> Leaflet <a href="#">Information for refugees from Ukraine</a> and <a href="#">On temporary protection procedure and rights</a></p> <p><b>Phone hotlines</b> National helpline available on working days</p>	<p><b>Websites</b> Government platform: <a href="#">Help for Ukrainian citizens in Slovenia</a> and dedicated page with <a href="#">updated information concerning Ukrainian refugees in Slovenia</a> is available</p>

<b>Spain</b>	<p><b>Websites</b> Ministry of the Inclusion, Social Security and Migration: <a href="#">Dedicated page</a> on information on reception for displaced persons from Ukraine under the temporary protection</p> <p><b>Leaflets</b> Ministry of Interior: <a href="#">Leaflet</a> informing on the temporary protection procedure Ministry of Inclusion, Social Security and Migration: <a href="#">Information leaflet</a> including Frequently Asked Questions Spanish Commission for Refugee Aid: <a href="#">Guide</a> on protection in Spain for people affected by the war in Ukraine</p>	<p><b>Websites</b> Ministry of the Interior: <a href="#">Dedicated page</a> on temporary protection of displaced persons from Ukraine, including <a href="#">documentation</a> and <a href="#">statistical data</a> <a href="#">Dedicated page</a> with recommendations to people and organisations in Spain on how to help in the Ukraine crisis by the Spanish Co-operation Ministry of the Interior: Latest statistics on <a href="#">Information on Temporary Protection Decisions</a></p> <p><b>Leaflets</b> All the Spanish regions have developed information material for displaced persons from Ukraine and local communities providing support. For example: <a href="#">Comunidad de Madrid</a>, <a href="#">Comunidad Valenciana</a>, <a href="#">Generalitat de Catalunya</a></p>
<b>Sweden</b>	<p><b>Websites</b> Swedish Migration Agency: Dedicated <a href="#">page</a> on the Temporary Protection Directive</p> <p><b>Leaflets</b> Swedish Civil Contingencies Agency and County Administrative Board: <a href="#">Leaflet on how to find more information concerning registration for protection at the SMA and information about the Swedish society</a></p> <p><b>Other</b> The Swedish radio will start broadcasting news in Ukrainian. The content will include news and important information and guidance to facilitate the integration into Swedish society</p>	<p><b>Websites</b> Swedish Migration Agency: Dedicated <a href="#">page</a> on the Temporary Protection Directive and <a href="#">statistics (weekly) on applications for Temporary Protection</a></p>
<b>Switzerland</b>	<p><b>Websites</b> State Secretariat for Migration: <a href="#">Dedicated page</a> on general information and a page with questions and answers and SEM twitter account</p> <p><b>Phone hotlines</b> State Secretariat for Migration: «Helpline Ukraine»</p>	<p><b>Websites</b> Government webpage: <a href="#">Updated information on the war in Ukraine</a></p>
<b>United Kingdom</b>	<p><b>Websites</b> Government webpage: <a href="#">Welcome Guide</a> to help newly arrived Ukrainians settle and access services, including a fact sheet on eligibility and applications for the Homes for Ukraine sponsorship programme</p>	<p><b>Websites</b> Government webpage: <a href="#">Russian invasion of Ukraine: UK Government response</a></p>
<b>United States</b>	<p><b>Websites</b> Citizen and Immigration Services: Dedicated webpage <a href="#">Uniting for Ukraine</a></p>	<p><b>Websites</b> Citizen and Immigration Services: Dedicated webpage <a href="#">Uniting for Ukraine</a></p>

## Contact

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