

Refugee Management in Indonesia During and Post COVID- 19 Pandemic

POP UP DISCUSSION SERIES: #7
RDI UREF

WEBINAR REPORT

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Refugee Management in Indonesia

During and Post COVID-19 Pandemic

Webinar Report

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Contact:

RDI Urban Refugee Research Group

Email: info@rdiuref.org

More information about RDI UREF

at RDI Website www.rdi.or.id

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Contents

Acknowledgements	4
Contents	5
Abbreviations	6
Introduction	7
Summary of Presentations	9
1. <i>IOM Indonesia's Support and Assistance</i>	9
2. <i>Refugee Management During Pandemic COVID-19</i>	10
3. <i>Tengku Suaidi Yahya (Lhokseumawe Mayor)</i>	11
4. <i>The idea of "Cities For All" and its Relation to the Rights of Refugees</i>	12
Q&A Session	13
Appendix	22

Abbreviations

AVRR	Assisted Voluntary Return and Reintegration
GCM	Global Compact for Migration
GCR	Global Compact for Refugees
IDP	Internally Displaced Person
IOM	International Organization for Migration
RSD	Refugee Status Determination
UNHCR	United Nations High Commissioners for Refugees

Introduction

The influx of refugees into countries and cities is an emerging global issue. In 2018, there are more than 70.8 million possibly displaced people worldwide. Asia and the Pacific alone hosts some 4.2 million refugees, the majority from Afghanistan and Myanmar, 2.7 million IDPs, and 1.6 million stateless persons. Of this number, two-thirds live in urban areas. The roles of cities in migration management are also acknowledged in the 2016 New Urban Agenda, the 2018 Global Compact for Migration (GCM), and Global Compact for Refugees (GCR). This includes recognizing the need to support local authorities, finding new mechanisms for local engagement, and identifying new ways of working between humanitarian and development actors. Therefore, there is an urgency to gain a better understanding of the refugee issue. Since the issue is perennial, we would be expected to see more refugees and displaced people in the future due to war and conflicts, climate crisis, and economic crisis precipitated by the COVID-19 pandemic.

Since Indonesia has not ratified the 1951 Refugee Convention and its 1967 Protocol, refugees and asylum seekers cannot settle permanently. Nevertheless, Indonesia and other ASEAN countries such as Malaysia and Thailand, abide by the principle of non-refoulement. Thus, Indonesia is expected to play an essential role in managing refugees in Southeast Asia. The recent arrival of Rohingya Refugees in North Aceh, although problematic, demonstrates society's willingness to contribute to refugee management. The Indonesia government still has lots more to work on refugee management, mainly to ensure that the jurisdiction and regulation in handling refugees will adequately address the current refugee situation and the future influx. Also, to raise awareness and build a lively discourse on refugees' issues among society.

Indonesia's status as a non-signatory to the 1951 Convention has caused the refugees to be unable to access livelihood and other basic rights enjoyed by Indonesian citizens. With the COVID-19 pandemic, their conditions are getting worst, and new challenges related to health, social, and economic aspects have emerged. Refugees are among the most vulnerable groups since they live communally (in private housing at urban densely populated areas, community housing, or shelters), making it difficult for them to apply physical distancing. As a result, they are prone to be infected or even become carriers of the virus. Furthermore, refugees tend to have underlying physical and mental health conditions due to their past living experience, e.g., persecutions, conflicts, famine, and disease, that might increase their health vulnerability.

Additionally, other challenges, such as financial crisis, stigmatization, and discrimination from the locals, have exacerbated their struggles during their temporary stay in Indonesia. This situation implies that the COVID-19 pandemic management should be conducted comprehensively, on the human rights note, ensuring that all refugees receive equal treatment with the locals while establishing social inclusion during the crisis. Without providing adequate assistance and protection to the refugees, the locals, and surrounding community may also be at risk. Equally important, since the pandemic had immensely changed the refugee crisis's response in the international stage, the post-pandemic refugee management domestic plan needs to be laid out.

The described situation shows the need for a thorough discussion regarding refugee management during and post COVID-19 pandemic. Hopefully, the discussion will shed light on the pandemic's challenges and inspire initiatives for a greater collaboration between government, professionals,

NGOs, and relevant stakeholders to provide appropriate policies and solutions for the refugees in Indonesia.

The objective of Pop Up Discussion (PUD) No. 7 provided knowledge and experiences from the speakers regarding refugee management during pandemic COVID-19 in Indonesia to the intended audiences (academics, researchers, students, refugees community, other groups/stakeholders and individuals), a networking platform for speakers and audiences as well as knowledge dissemination.

This seventh installment of PUD series was held on 6 November 2020, 15.00 -17.00 Jakarta Time (GMT+7). This series was attended by 168 participants on Zoom, 8 host/moderator/speakers/organizers, and 184 views (with 30 constant) viewers on RDI YouTube channel, Risye Dwiyani, M.Eng was the moderator. PUD 7 was structured in an introduction, poll sharing, four presentations, Q&A session, and lastly a group photo session with all participants.

This report presents a summary of the presentations, discussions and audiences' Q&A sessions.

Summary of Presentations

1. IOM Indonesia's Support and Assistance

Presented by Akmal Haris (IOM Indonesia)

The first speaker, Akmal Haris, explains about IOM Indonesia's support and assistance for urban refugees affected by the COVID-19 pandemic. To date, IOM Indonesia has facilitated around 7,800 refugees and asylum seekers throughout Indonesia. The refugees were facilitated in shelters and accommodation approved by the government in accordance with Presidential Decree No. 125/2016. Various forms of assistance were provided to meet their basic needs, including the provision of accommodation, medical services, and monthly assistance. Since 2000, IOM has successfully resettled around 8,334 refugees to third countries. Nevertheless, IOM could only resettle a small number of refugees (around 362 people) and facilitate 50 refugees to return to their home countries through the Voluntary Return System due to the COVID-19 pandemic.

Responding to the COVID-19 pandemic, IOM is working closely with the government to carry out health promotions for the prevention of COVID-19 for refugees and asylum seekers in shelters; around 365 health promotions have been carried out in 10 locations in Indonesia. The response from Indonesian government to refugees under IOM is very positive, hence, the IOM is putting a lot of effort to support the Indonesian government in handling the refugees during pandemic, especially with the central government, local governments, and national and regional task forces.

On the other hand, the refugees also hope that they can contribute to the surrounding community and government during the pandemic. Therefore, the refugees produced and distributed masks, as well as distributed portable handwashing kits, which were then installed in public spaces around shelters and in other areas.

During this pandemic, IOM has conducted several activities online, such as teaching and learning activities, counseling services, and children's psychological activities. Regarding activities in the field, IOM distributed medical equipment to refugees and the local community, donated medical equipment as recommended by BNPB to hospitals in several regions in Indonesia.

2. Refugee Management During Pandemic COVID-19

Presented by Dwita Aryani (UNHCR Indonesia)

The second speaker, Dwita Aryani, provides information regarding the UNHCR's current assistance and support to refugees in Indonesia during COVID-19 pandemic. Since March 2020, UNHCR staff have been working from home. However, most UNHCR activities are still running as usual. UNHCR continues to carry out several UNHCR activities or mandates, including registration of refugees as well as the RSD process, especially for newly arrived refugees in Aceh, support the government in providing international protection for refugees and asylum seekers, disseminate, promote, and monitor the application of international refugee law, and provide counseling service and protection to refugees.

In addition, UNHCR held a meeting via Zoom which involved all refugee representatives living independently in Indonesia. The purpose of the meeting is to determine the constraints and barriers to refugees as well as disseminating national health protocols during the pandemic. UNHCR provides cash-based assistance to 5,500 refugees who were living independently for 4 months. The obligation to wear masks has increased the expenses of their daily necessities. UNHCR also provides COVID-19 hotline service that allows refugees with symptoms to contact UNHCR's staff for further information or assistance and to obtain medical assistance through UNHCR partners. Regarding the lives of refugee children, UNHCR also continues to advocate for their support through the Ministry of Women Empowerment and Child Protection, in which the ministry has its own protocol in terms of providing services and protection for vulnerable groups in Indonesia. UNHCR strives for refugee children to be included into these vulnerable groups.

Regarding long-term solutions, UNHCR is still conducting the RSD process, even though the pandemic has caused border restrictions in third countries; resulting in refugees unable to leave for their destination countries and have to stay in Indonesia for a long time. Responding to this phenomenon, UNHCR continues to ensure that refugees have access to formal or informal education while in Indonesia. UNHCR has also prepared a refugee empowerment program, with expectation that the Ministry of Manpower would issue a circular letter that could help increase the productivity of the refugees. Although the proposal for this program has been obstructed before pandemic, UNHCR continues providing vocational training to improve refugees' self-reliance, while ensuring that they could live in peace with the Indonesian people during their transit.

3. Tengku Suaidi Yahya (Lhokseumawe Mayor)

As the third speaker, Tengku Suaidi Yahya explains how the Lhokseumawe government provides support and assistance to Rohingya refugees during the COVID-19 pandemic. The government and the people of Lhokseumawe along with local NGOs in Aceh continue to support and assist Rohingya refugees who were experiencing distress at sea, even though the community also has its own difficulties in fulfilling their daily needs. The government, host society, and NGOs treat the refugees as ordinary people, as human beings seeking refuge in other human beings.

Tengku Suaidi further explains regarding the effort of Lhokseumawe Municipal Government in handling the Rohingya refugees. The government continues to carry out the process in accordance with Central Government regulations, as well as providing support to refugees according to the capacity of the local government. Within the ranks of government, all stakeholders support each other based on humanitarian principles, including local NGOs.

Since the local government is facing several limitations regarding refugee management authority, Tengku Suaidi hopes that UNHCR, together with other relevant NGOs, will form an agency that can formulate a proper mechanism to accommodate the refugees. Those refugees are living in uncertainty and are expected to stay temporarily in Aceh for 2-3 years. Meanwhile, the current condition of refugee shelters and facilities are inadequate and the current pandemic has exacerbated their living conditions. Therefore, the Lhokseumawe government hopes that UNHCR and IOM, as well as other relevant NGOs, could rebuild or provide better facilities for refugees in Aceh.

4. The idea of “Cities for All” and its Relation to the Rights of Refugees

Presented by Wicaksono Sarosa (RuangWaktu Knowledge Hub)

The fourth speaker, Wicaksono Sarosa, provides insights regarding the support and assistance for refugees during pandemic from the perspective of urban development researcher and practitioner. In his book entitled *"Kota Untuk Semua,"* Wicaksono explains that the percentage of Indonesia's population living in cities is 56% and will continue to grow. Based on this phenomenon, Wicaksono mentions about humans' right to cities, as well as the principles of "Leaving no one behind" in the Sustainable Development Goals (SDGs) and "Cities for all" in the New Urban Agenda. According to Wicaksono, these two principles could be utilized as a framework for cities to foster the welfare of everyone living in cities. Both principles contain the idea that humans have the right to improve their lives, and cities can help improve the lives of humans. For this reason, every citizen of a city has the right to be involved in various processes that shape or influence the city, and ultimately influence the citizens as well.

Wicaksono further explains that the principle of "Cities for all" refers to a city that is open to all ages, gender differences, diversity of disabilities, ethnicity, religion, race, and inter-group relations, as well as marginalized people and immigrants. This idea is fundamental and could be a strong argument to include refugees, migrants without identity cards, as well as other immigrants in the cities. Subsequently, the SDGs emphasize that improving the quality of human life is a major concern. Therefore, refugees as migrants have the right to benefit from the city. Refugees are also human beings and included in the "no one left behind" group, thus, refugees are entitled to the fulfillment of basic services and protection of their basic rights.

Another critical point postulates by Wicaksono are regarding the prospective approach to prepare for government policy as set forth in the New Urban Agenda. This action-oriented document recommends the national government to work with city or local governments to adopt an inclusive immigration policy. By adopting the policy, the central government and the city government will be able to provide funds and mobilize resources in preparing adequate support for the refugees. This inclusive policy is expected to create social cohesion as cities play an important role in enabling refugees to integrate with the surrounding community.

Q&A Session

The presentations were followed by Q&A session with four speakers

To Akmal Haris

1. *Unlike the refugees in Indonesia, refugees in Cox Bazar are located in camps. While in Indonesia, IOM provides accommodation in several cities. Problems that arose while in the camp was the difficulty of maintaining physical distance due to the camp's density, and the difficulty of implementing health regulations due to the lack of water sources and sanitation. Based on that situation, are there any important lessons that can be taken for refugees in Indonesia during pandemic COVID-19?*

A: In general, the standard of refugee shelters in Indonesia is quite good, because the facilities are already available with adequate standards, whether owned by government or private buildings. However, there are challenges in placing the large number of occupants, maybe one place can only accommodate 30 people or even 200-300 people. Finding these places is not easy since we have to get an approval from the local government in accordance with the Presidential Decree, the support from the local government is needed.

The current condition requires us to implement social distancing, social gathering is not allowed at the moment. To maintain that condition is quite difficult. Therefore, we urge those in the shelters to comply with existing health protocols, to follow government policies such as the large-scale social restrictions order.

2. *What do you think about the Mayor's Migration Council, regarding the prospects and advantages of choosing such a platform? Even though, for example, there are no cities in Indonesia that have not joined yet, does Indonesia also need to join the association?*

A: I think this platform is very good for mayors or regional leaders who want to include best practices that have been done in their respective regions. In Indonesia, the system already exists, starting with the process of collecting data and sharing information. At the Major Migration Council, we can already see several cities or state leaders submitting their documents that can be used as examples for other countries.

3. *According to IOM, which city government is most responsive in dealing with refugees during this pandemic? What challenges arise while working with local governments?*

A: In some areas where the refugees living under IOM support, the response from the local government, the task force, the health office, and public health center are responsive. We don't experience any problems. Perhaps the current challenges are the number of cases varies across cities, and the readiness of the facilities is also different. However, as time goes by, the readiness of the government in each region is getting better. Until now, the local government is responsive and is able to accommodate migrants handled by IOM.

4. *According to your observations, are there any differences regarding the response of the Indonesian government during this pandemic in each city? If yes, how is it? Can you explain it?*

A: In our opinion, handling pandemics (including refugees) is the main priority of both the central and regional governments, starting from the number of cases, the readiness of hospitals, human resources, quarantine facilities, coordination. The large-scale social restrictions order also changes the conducted mechanism.

5. *Who is responsible if refugees under IOM support dies? Why did the IOM refuse to carry out burial procedures?*

A: Regarding that situation, IOM will inform the government and then the practice will be conveyed to the State Representative (of refugee home country) in Indonesia, so that a funeral or repatriation process can be carried out, supported by the family or community.

6. *There are some refugees infected with tuberculosis. What about IOM's responsibilities? IOM always takes a long time to respond. There were many people who died because of illness but there was no response from the IOM.*

For refugees handled by IOM, they usually go to the public health center at their own expense. However, IOM will assist with further referrals to the public hospital. We do this so that they also go through the same process with the host community. Those who have special conditions and receive recommendations from both the treating doctor and the IOM Doctor will be given further treatment or recommendation.

7. *According to UNHCR (December 2019) there are more than 13,000 refugees and asylum seekers living in various places. How do IOM and UNHCR handle them during the pandemic?*

A: For those who receive assistance from IOM, during a pandemic we continue to provide information and updates related to health as well as the government's appeal through posters, group and individual discussions to avoid the risk of being exposed to COVID-19.

To Dwita Aryani

8. *Is there any recent information about the Global Compact for Refugee and its implementation in Indonesia? Does this pandemic also interfere with the implementation of the Global Compact agenda in Indonesia?*

A: The implementation of the Global Compact for Refugee (GCR) in Indonesia is still running, since GCR has four main objectives:

- Ease the pressure on host countries
- Enhancing refugee self-reliance
This is the focus of UNHCR's advocacy through provision of vocational classes, internships, and several trainings to develop their own small businesses in Indonesia, in collaboration with many partners. However, what is hampered is advocacy with the Ministry of Manpower regarding circular letters that legally enable the empowerment of refugees in Indonesia. However, it has stopped and postponed for advocacy next year since there are other priorities and also due to economic issues. UNHCR is also focusing

on developing the independence of refugees in Lhokseumawe because we see the refugees are living in uncertainty: they don't know how long they have been in Indonesia. We hope that as long as they stay in Indonesia, they can open small businesses. We are grateful that the Lhokseumawe government has given permission for this. We have conducted FGDs with refugees to find out their needs, to look at their past skills and what skills they want to be trained. We also have partners to train them, and there is also language training for survival in Indonesia.

- Expand access to third-country solutions
We continue to promote private sponsorship, ensure that refugees can go to a third country without having to apply for resettlement but through sponsorship by the state or community in third countries. So, we are ready to do counseling and to accelerate their refugee status to be submitted to the third country.
- Support conditions in countries of origin for return in safety and dignity

At the Global Refugee Forum in December 2019 Geneva, Indonesia made 5 commitments, one of which is designing a refugee empowerment program in Indonesia, in collaboration with UNHCR. We still want the refugees to be independent in the future, and we continue to prepare and equip them with training and so on.

9. *Why the immigration did not involve in refugee status determination? Can UNHCR provide the data of refugee in Indonesia, from the initial process of status determination until the final decision: granted or rejected?*

A: For now, UNHCR has been appointed by the government to determine refugee status because the government does not yet have the capacity to do so. In accordance with Presidential Decree 125/2016, UNHCR shares data on refugees in Indonesia to the Ministry of Foreign Affairs every month.

10. *Based on the townhall meeting conducted by UNHCR with the existing refugee representatives, what are the main issues during this pandemic that were conveyed by refugee representatives?*

A: The main issue was related to the clarification of the sustainability of UNHCR services and processes during COVID-19 and the need for psychosocial support for all refugees.

11. *What advocacy does UNHCR do to increase the quota for resettlement for refugees, given the trend of resettlement has decreased during the pandemic?*

A: UNHCR conducts regular advocacy with refugee host countries regarding resettlement. However, it should be understood that decision relating to resettlement quota depends on the host countries. Seeing the downward trend in resettlement, which means refugees will stay in Indonesia for a longer period of time, UNHCR is developing long-term solutions: from focusing solely on resettlement and job recovery, to solutions that include fulfilling refugee rights, vocational education and training for refugees while they are still in Indonesia. UNHCR also always provides information on resettlement to third countries through private sponsorship.

12. *Regarding Rohingya refugees who have just arrived in Aceh, they are reported to have frequently fled and become victims of trafficking. How do IOM and UNHCR resolve refugees who have fled and those who are still in Aceh?*

A: UNHCR is also concerned about the refugees' movement from Indonesia to other countries and the risk of refugees becoming victims of people smuggling and trafficking. UNHCR and its partners in Aceh regularly warn refugees about the dangers of further displacement. Also, UNHCR always presents at refugee shelters to serve refugees, in coordination with local governments. It is important to remember that many refugees in Lhokseumawe have family relationships with other refugees in Malaysia, for example unaccompanied children with parents in Malaysia and those who have spouse in Malaysia. UNHCR is exploring legal ways for refugees in Indonesia to be reunited with their families in Malaysia, but UNHCR will need support from countries in the region to allow for legal reunification.

13. *Are the refugees who are infected with COVID-19 also being recorded?*

A: Yes, UNHCR continues to record and update data on refugees who are reported positive COVID-19, including refugees who have recovered from COVID-19.

14. *Are there opportunities for refugees to resettle during the current pandemic?*

A: During the pandemic, UNHCR continues to identify and interview refugees for the resettlement process. However, the refugees are not allowed to travel to third countries due to border restrictions.

15. *Learning from this pandemic, what changes do you expect to happen in the future regarding the handling of refugees in Indonesia?*

A: Lesson learned from this pandemic, seeing refugees infected with COVID-19, getting facilities and treatment from the government. It demonstrates that the government is generous even though Indonesia has not signed the convention. The government tends to be inclusive towards refugees in Indonesia. UNHCR's hope for the future is that those inclusive cases can be turned into legal products that further ensure the inclusiveness of refugees in the future and empower refugees at the local level. This inclusiveness must have legal principles, to make it safer, so that refugees will not feel threatened and afraid of being penalized in carrying out their activities.

To Tengku Suaidi Yahya

16. *When communicating with other local governments, what are their general views on the refugee issue? How is their involvement in this issue?*

A: We don't communicate with other local governments; however, we work together with local institutions to deal with the problem of Rohingya refugees. All local leaders in Lhokseumawe are doing their best in dealing with refugees, in accordance with the government law since refugees are under UNHCR. We also work with local NGOs that support and assist Rohingya refugees. Also, from other regions, apart from our communication, there

is also financial assistance from donors, including non-governmental organizations. We have formed a special task force supervised by the Social Service to handle the refugees.

17. Are there any particular efforts that have been done by local governments in dealing with existing and recently arrived refugees? Is there any collaboration with the central government?

A: According to the instruction from the Ministry for Political, Legal, and Security Affairs, we formed a Task Force in Lhokseumawe to handle Rohingya refugees. That's one thing that we have done so far. Meanwhile, we are not allowed to use state budget, hence our capacity is limited to managing and helping the refugees, having close collaboration with UNHCR and other NGOs and definitely with the central government.

18. Refugee management in Lhokseumawe is still in the context of emergency response. If refugees are forced to stay longer, how do you describe the government's plan so that development in Lhokseumawe city can include the refugees? How do you respond to the principle of "leaving no one behind", even though they don't have legal identification?

A: For now, we have no further information regarding when the Rohingya refugees will be resettled to third countries, and that is our concern since we have limited facilities, infrastructure as well as limited food assistance for these refugees. For this reason, local governments coordinate with the central government and UNHCR. We hope that the efforts in lobbying the third countries to accept Rohingya countries will continue, because we are only accepting the refugees temporarily and we cannot use the state budget to support the refugees.

19. Supporting local governments regarding the handling of refugees. However, the coordination with the central government and NGOs needs to be strengthened because we need comprehensive policies in order to handle the refugees properly.

R: We are still coordinating with the central government, which is the central task force under the Ministry for Political, Legal, and Security Affairs. We continue to report the progress regularly (every week) to the central task force. Regarding cooperation with NGOs, we work together with NGOs in terms of social issues and especially Rohingya issues. With the existence of NGOs, empowerment and management will be easier, because the government doesn't have total authority to manage the refugees.

20. What is the biggest lesson from this pandemic regarding handling refugees?

A: We are proud of our community and local NGOs, who are willing to accept Rohingya refugees even during pandemic COVID-19. Our community accepts sincerely, supports and helps the refugees with whatever they have (food, energy and so on). We are proud that our people, for the sake of humanity, continue to help them even in their own difficulties. It is our history to accept other people who ask for help based on humanitarianism and not based on political views.

To Wicaksono Sarosa

21. *Based on your observation, what are the basic things that need to be changed so that cities in Indonesia can apply the principle of "Leave no one behind" and therefore accept the refugees?*

A: The first thing that needs to be changed is the perspective or paradigm, that cities can provide welfare for all people, not only for citizens who have identity cards but also citizens from other areas, whoever they are including contemporary citizens. Secondly, the aspect of legality or the system. There is a gap between the normative and the practical one; thus, the legality system, the legislation needs to be changed. Lastly, what needs to be changed lies on the practical level (shelter, housing); how we can ensure that migrants and refugees can interact with local residents in a mutual way. They must be invited in certain forums so that they can feel that they are part of the city, and later become part of the urban population. The biggest challenges are in the non-physical and non-technical aspects.

Tengku Suaidi Yahya

A: Responding to Mr. Wicaksono, with the existing provisions in the government, we need to firstly change the regulations. Moreover, Lhokseumawe has not been designated as a refugee receiving region; hence, it becomes a problem for a small part of our authority in handling these refugees because we have not been determined by the central government as the location for receiving refugees. However, from a humanitarian point of view, we are required by all parties to seek good regulations and also pay attention to humanitarian principles. If long-term steps are not taken by the central government and NGOs like UNHCR, social problems will arise in Lhokseumawe... there will be fights and so on. Thus, it is important to know about the certainty of resettlement for refugees so that we can prepare for proper policies. For this reason, UNHCR and the central government must find long-term solutions for these things. We would like to give our best effort for the refugees in our area since most of the refugee camps are no longer feasible to live in.

22. *What is the biggest lesson from this pandemic regarding handling refugees?*

A: We need to humanize refugees and not to see them as burdens. It is hoped that refugees would be able to work, so that the actualization of refugees as human beings can be realized. Since humans are social creatures, social interaction is built with local residents. Even By humanizing them, the SDG principle "nothing is left behind" can be implemented.

To Akmal Haris and Dwita Aryani

23. *How is the division of roles between IOM and UNHCR in overcoming the problems of refugees and asylum seekers in Indonesia before and during the COVID-19 pandemic?*

Dwita Aryani

A: Actually, there is an overlap between IOM and UNHCR, but for that division, UNHCR focuses on protecting refugees and finding long-term solutions for refugees, while also adapting to the need on the field and in accordance with Presidential Decrees and the UNHCR Statute. Meanwhile, IOM focuses on providing facilities for refugees in Indonesia. There are some

overlapped responsibilities depends on the situation. For example, in Aceh, since the government has not yet addressed the needs of refugees, UNHCR collaborates with many partners (other NGOs) to provide basic assistance at Lhokseumawe training center. Also, site assessments and site improvements are being carried out to expand the shelter and to provide various infrastructure, such as water supply, toilets, and so on.

Akmal Haris

A: IOM is trying to provide support and assistance as normal as possible amidst the existing limitations. The pandemics hampered us to have face-to-face meetings as well as other onsite activities, and now we are looking for other alternatives. Refugees have to remain in the shelter and their activities are increasingly limited due to social distancing etc. Thus, we are trying to find for alternatives regarding the current situation.

24. *How has vocational training enabled refugees to meet their needs independently in Indonesia? What concrete actions are currently being taken by UNHCR and IOM so that refugees can get their rights?*

Dwita Aryani

A: Vocational training provides skills for refugees which can be applied in Indonesia to support themselves and in other countries, either in third countries when they are resettled or in countries of origin if refugees choose to return voluntarily. UNHCR continues to advocate for the government to issue legal documents that enable the empowerment of refugee productivity in Indonesia. While this advocacy is still ongoing, UNHCR provides vocational training, entrepreneurship training, online classes, and internship opportunities for refugees.

Akmal Haris

A: According to IOM, vocational training is an important part in equipping each individual who is waiting for resettlement. The training can improve their skills and will be beneficial for them once they are assigned to a third country or return to their home country.

25. *What is the role of IOM and UNHCR regarding the refugees who infringe the law in Indonesia? Do IOM and UNHCR provide assistance to these refugees?*

Dwita Aryani

A: Like all people in Indonesian territory, refugees are not above the law and can be prosecuted if they break the laws in Indonesia. UNHCR can provide free legal assistance through partnerships with pro bono legal aid agencies, and/or provide interpreter for refugees who do not speak Indonesian.

Akmal Haris

A: We always appeal to the refugees that no one is above the law. If there is a violation, they must follow the legal process in force in Indonesia.

26. *Why do so many refugees complain that UNHCR and IOM are doing little to help refugees? What is the most basic obstacle? Especially the funding, the bureaucracy is very difficult to extend help on refugees.*

Dwita Aryani

A: UNHCR Indonesia has limited funds, mainly due to the relatively small number of refugees compared to other countries in the region and in the world. UNHCR hopes and continues to advocate so that refugees can be empowered in their productivity and later can support themselves while waiting for long-term solutions. Therefore, UNHCR has developed a long-term solution, aside from voluntary resettlement and repatriation, a comprehensive solution that includes fulfilling refugee rights, and vocational education and training for refugees while they are in Indonesia. Also, UNHCR always provides information on departure routes to third countries through private sponsorship.

Akmal Haris

A: The aids that IOM provides to those who have been referred by the government are housing assistance, monthly allowances for each Individual, health and social service and educational assistance.

27. As of October 2020, there were 5 refugees arrested by the Makassar Immigration Office for working. How do IOM and UNHCR think about this incident, both from a humanitarian perspective and the prevailing regulations?

Dwita Aryani

A: According to UNHCR's view, it is understandable that refugees have a need to do activities and earn a living in Indonesia to support themselves. UNHCR hopes that the government and UNCHR can issue regulations regarding refugee empowerment, so that refugees can legally live in Indonesia and become productive under the supervision of the government and UNHCR, while also ensuring that local community's benefit from refugee empowerment programs.

Akmal Haris

A: They still have to comply with the laws and regulations in Indonesia.

28. How long will it take for refugees to be temporarily accommodated in Indonesia, and if that time has ended, how will refugees be handled? What is the relationship between UNHCR and IOM?

Dwita Aryani

A: UNHCR cannot guarantee the length of time of refugees being accommodated in Indonesia, as long-term solutions are limited. Resettlement to third country is highly dependent on the recipient country, while the amount that can be returned depends on the conflict and persecution that remains in the country of origin of the refugees.

Akmal Haris

A: For refugees who have been handled by IOM, there is no time limit. However, if the refugee decides to leave IOM's assistance in accordance with the provisions of the Government, and decide to return to his home country or resettled to third country, then IOM's assistance in Indonesia will also end. Meanwhile, the assistance for non-IOM refugees is through AVRR assistance (Assisted Voluntary Return and Reintegration) and arrangement for resettlement.

29. *Learning from the pandemic, what changes do you expect to happen in the future regarding the handling of refugees in Indonesia? What role should be encouraged in dealing with refugees in post-pandemic Indonesia?*

Akmal Haris

A: Actually, the response from various parties was quite positive. It can be seen from the support given to refugees, such as access to education, refugees empowerment, as well as allowing refugees to live outside the detention center. We think that the government has shown its concern and has included refugees as part of the society. Even though Indonesia is not a signatory to the convention, regulations on refugee management, the Presidential decree and its derivative regulations try to involve refugees in social life. Hopefully, the refugees will not be excluded from the process in Indonesia and will be able to access other basic rights and services.

Dwita Aryani

A: When dealing with refugees during a pandemic, what UNHCR learned is that the effort of handling refugees and protecting refugees can be successful during pandemic, even though some activities have been conducted virtually due to pandemic. We learned that refugees have a high sense of solidarity towards their refugee community and also local communities; for instance, in Medan, the refugees produce and distribute cloth masks. We often see refugees as a burden, without knowing that refugees are eager to contribute to the community around them in various ways. We also learned that the work for refugee protection cannot be stopped during pandemic; thus, we have to be creative in finding ways to protect them.

Questions not answered yet

30. *Are there any efforts made by UNHCR and IOM to gather refugees from all over Indonesia to be relocated in certain camps so that they are not scattered throughout Indonesia?*
31. *What obstacles do UNHCR and partner organizations face in dealing with refugees during the pandemic?*
32. *How is the management of health services for refugees during the COVID-19 pandemic?*
33. *Do those affected by COVID-19 get the same services?*
34. *What efforts have the local governments, IOM and UNHCR made so that the current number of refugees can be controlled and not increased?*
35. *Why is IOM not accepting refugees since 2018? There are about 4000 more of them who live independently.*
36. *What points we need to consider so that the vulnerable groups can be included in the category of society referred in "Cities for All?"*
37. *According to Mr. Wicaksono, is DKI Jakarta a "friendly" city for refugees and asylum seekers? What should the city improve in order to be more welcome towards newcomers?*
38. *Which city in Indonesia is closest to the "Cities for all" concept, as previously presented (including for vulnerable groups who are of different ethnicities or whose nationality is questionable)? What is the character of the city?*

Appendix

Webinar participants

Total number of participants: 168 on Zoom of whom hosts/moderator/presenters/organizers: 8, and 184 views (with 30 constant viewers) on RDI YouTube channel¹



Fig. 1 Introduction on Zoom

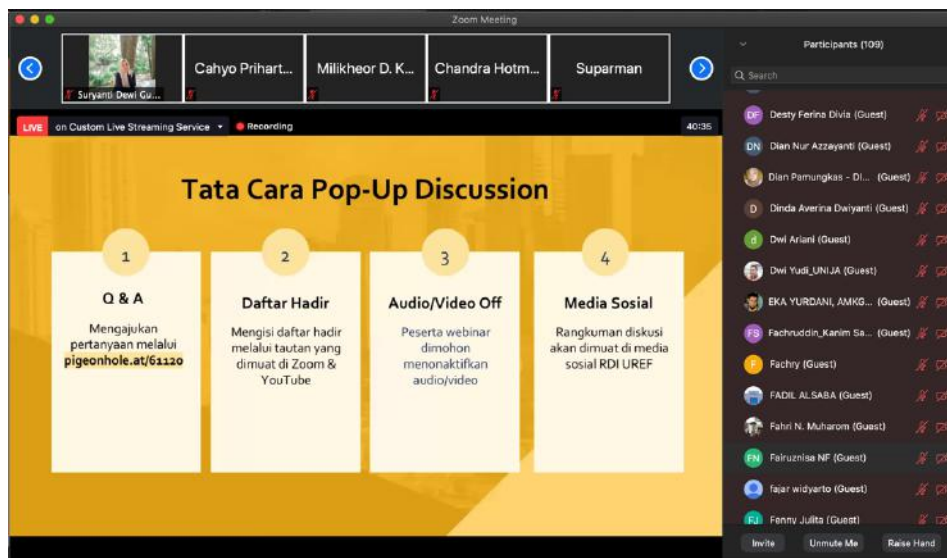


Fig. 2 Housekeeping of PUD 7 Discussion

¹ Pop Up Discussion Series No. 7: [https://www.youtube.com/watch?v=u\]pkG36g9Ns](https://www.youtube.com/watch?v=u]pkG36g9Ns)

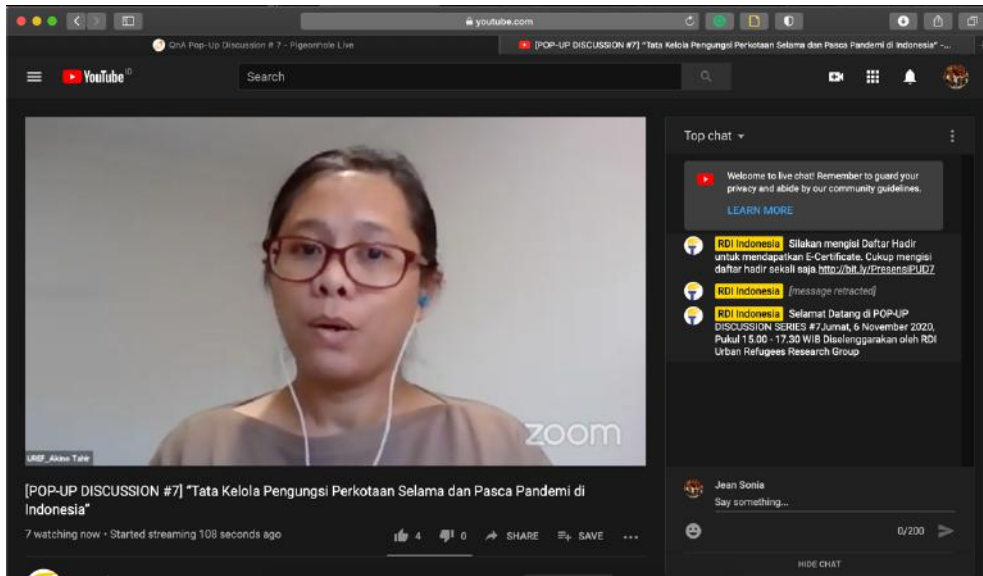


Fig. 3 Dr. Akino Tahir as the host

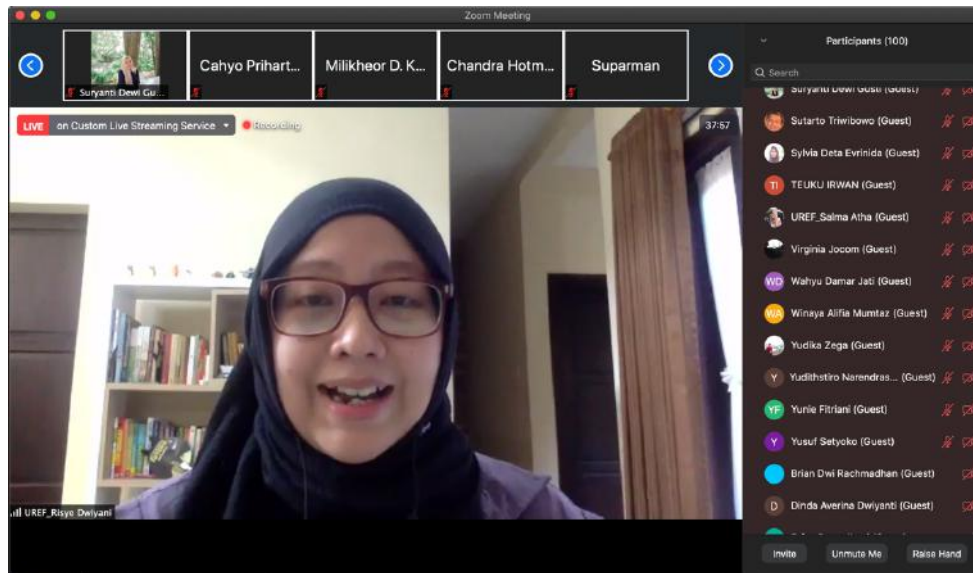


Fig. 4 Risye Dwiyani, M.Eng as the moderator



Fig. 5 Akmal Haris as the first speaker

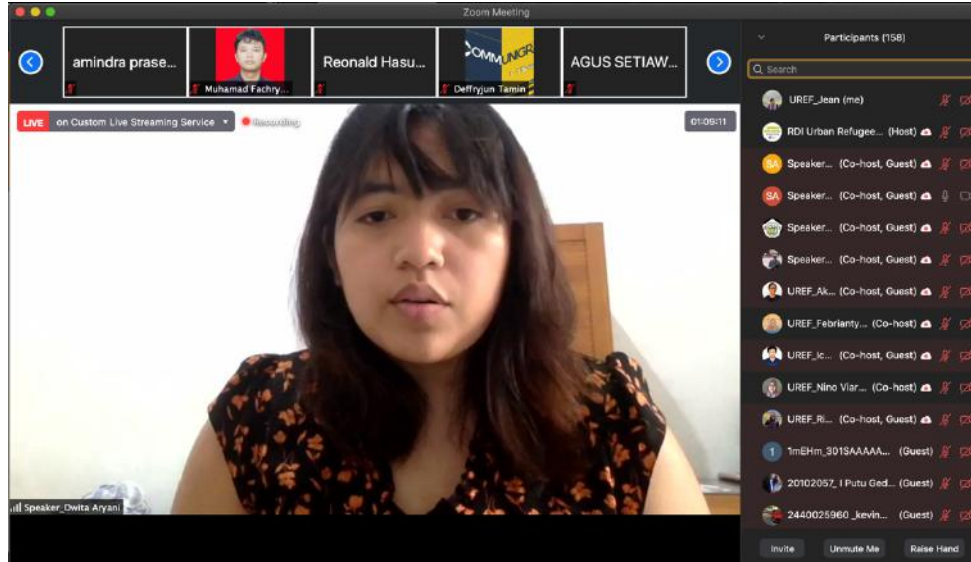


Fig. 6 Dwita Aryani as the second speaker



Fig. 7 Tengku Suaidi Yahya as the third speaker



Fig. 8 Wicaksono Sarosa as the fourth speaker



Fig. 9 Group Photo (All Participants on Zoom – Screen 1)



Fig. 10 Group Photo (All Participants on Zoom – Screen 2)

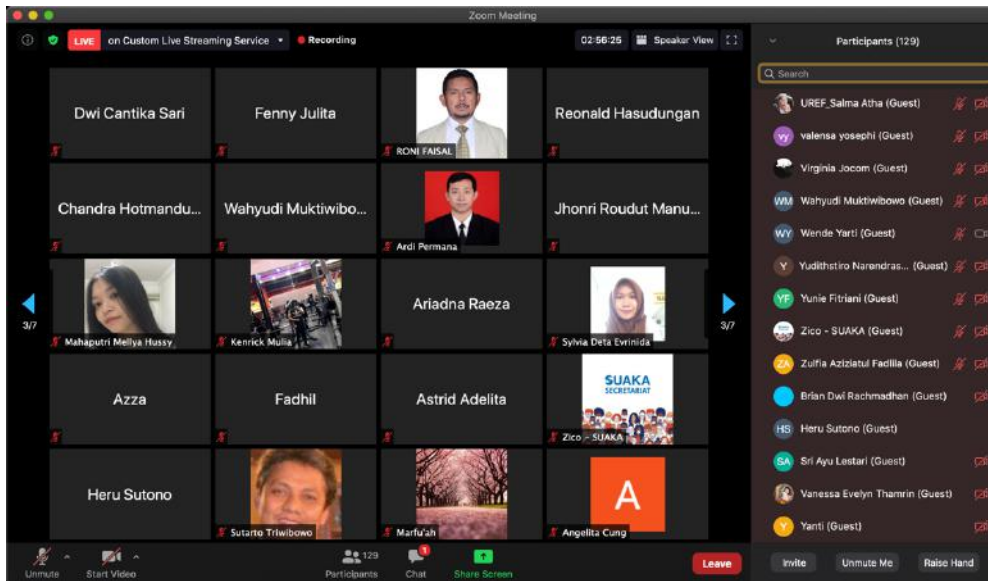


Fig. 11 Group Photo (All Participants on Zoom – Screen 3)

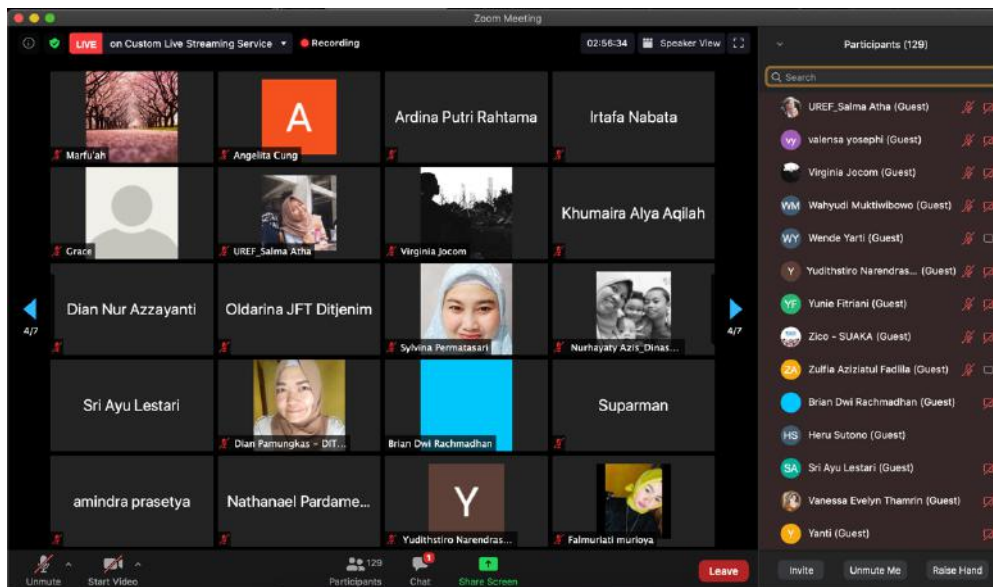


Fig. 12 Group Photo (All Participants on Zoom – Screen 4)

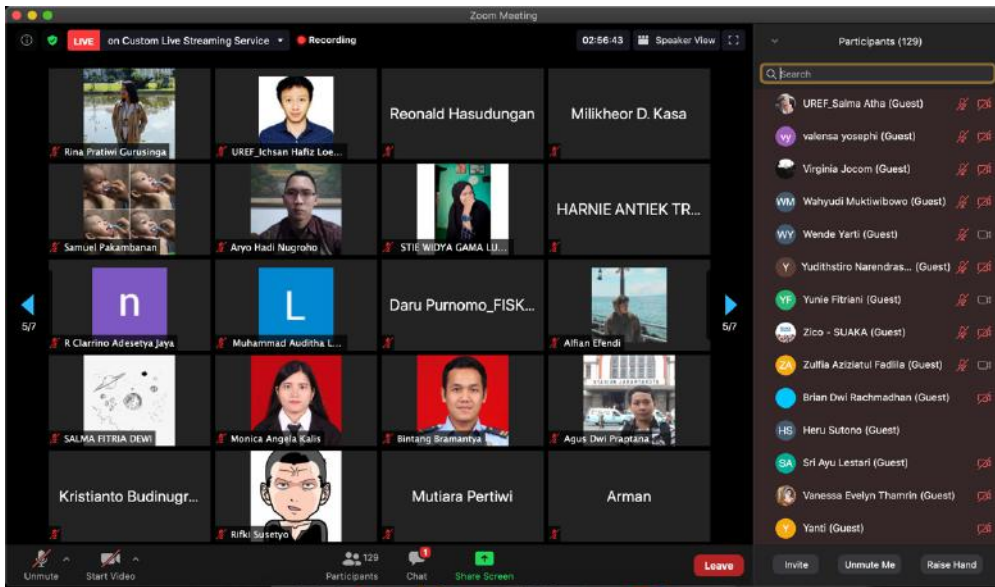


Fig. 13 Group Photo (All Participants on Zoom – Screen 5)

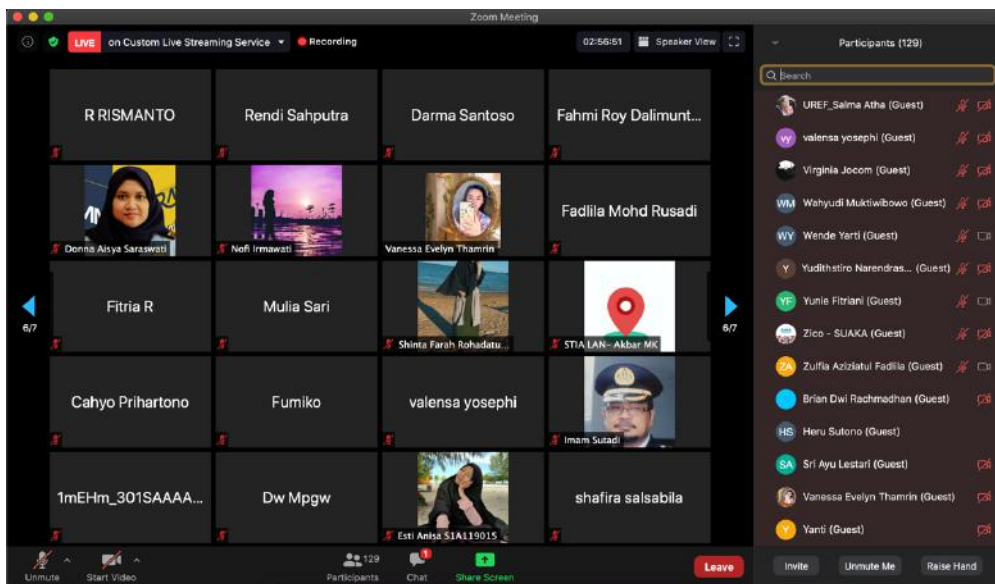


Fig. 14 Group Photo (All Participants on Zoom – Screen 6)

Q&A Session and Polling

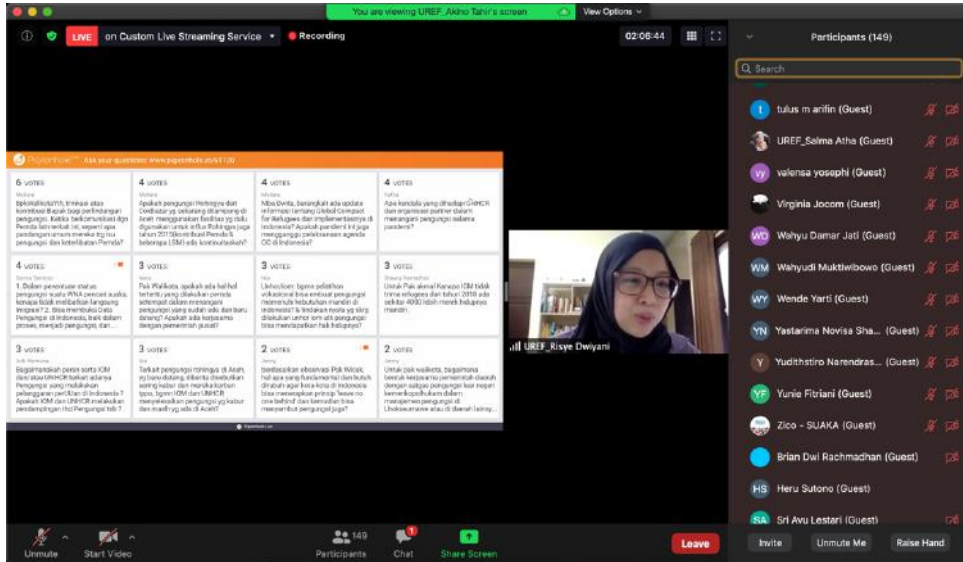


Fig. 15 Moderator presenting list of questions at Pigeonhole platform

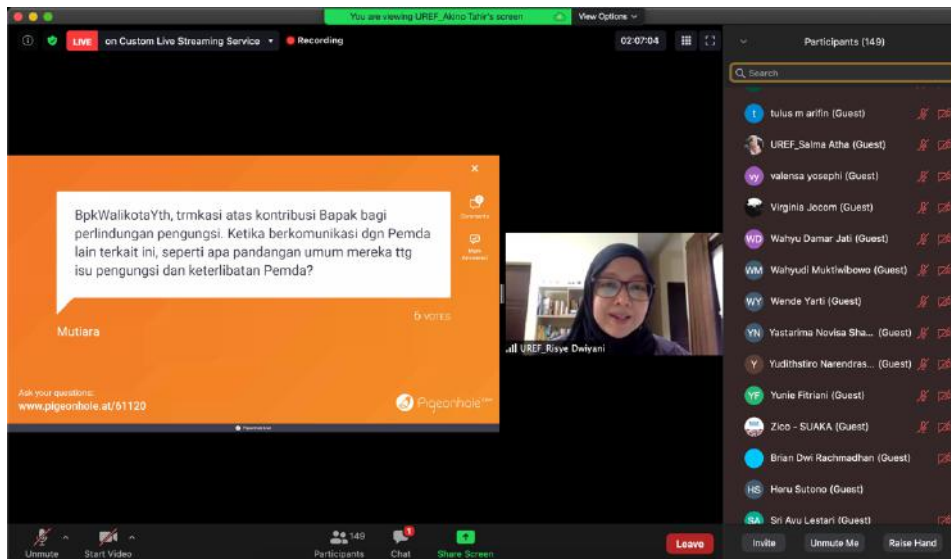


Fig. 16 Moderator presenting the most voted question at Pigeonhole platform

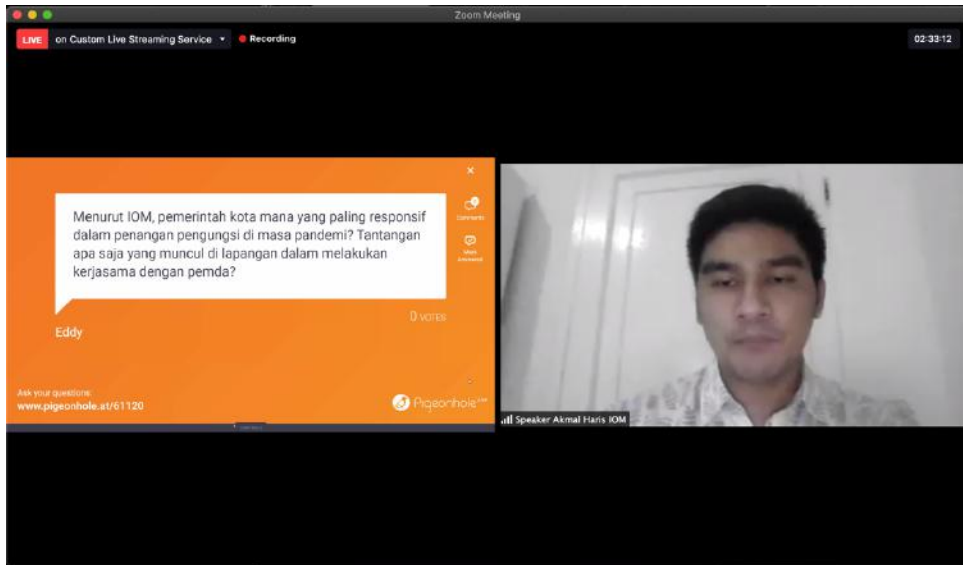


Fig. 17 The first speaker answering chosen question from Pigeonhole



Fig. 18 The third speaker answering chosen question from Pigeonhole



Fig. 19 The fourth speaker answering chosen question from Pigeonhole

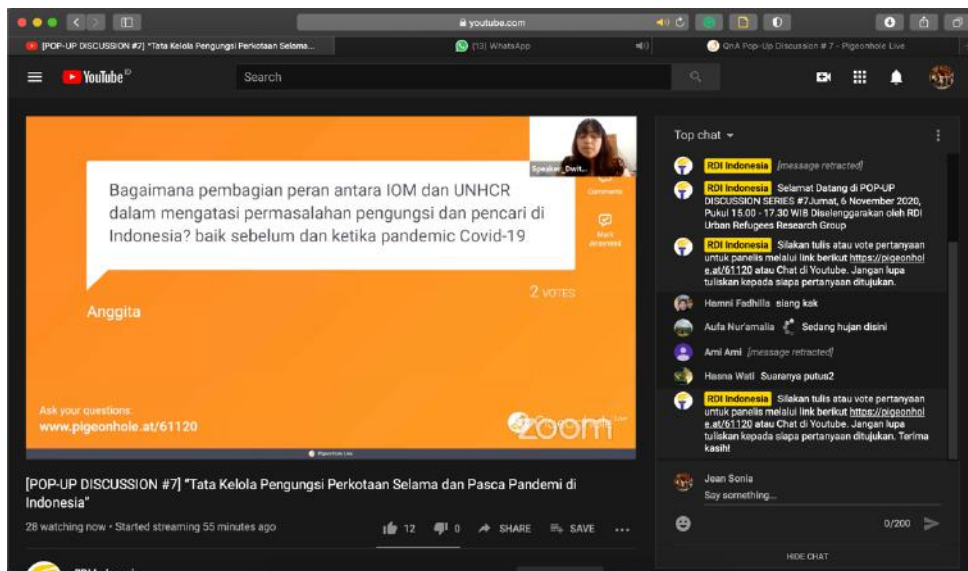


Fig. 20 The second speaker answering chosen question from Pigeonhole

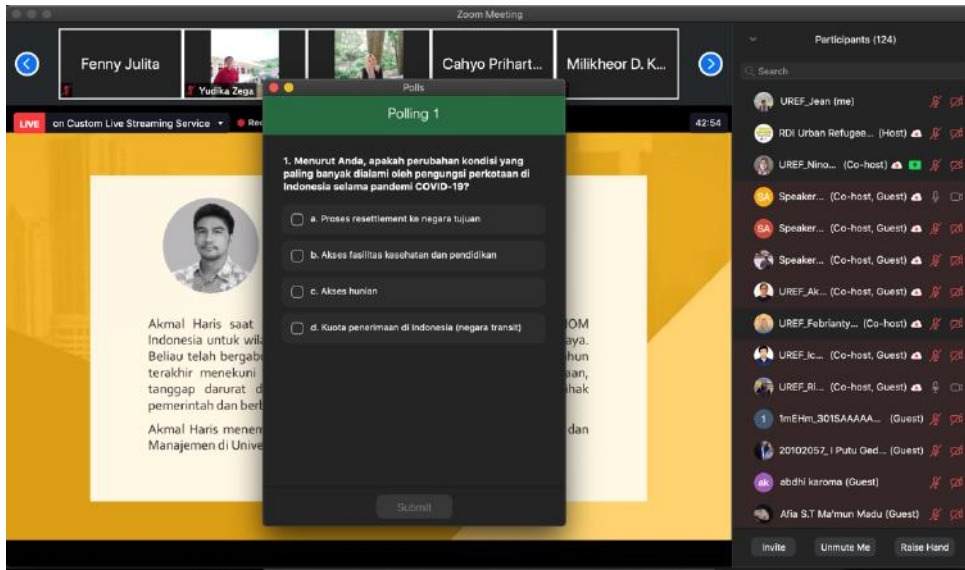


Fig. 21 Poll sharing by moderator before presentation

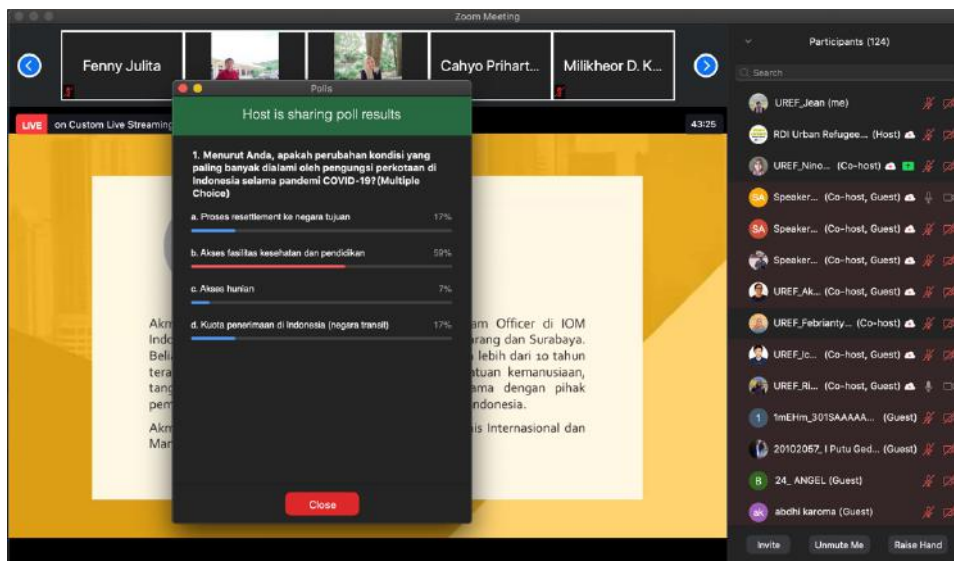


Fig. 22 Poll results sharing by moderator

