



Refugee.Info

Information that protects and empowers asylum-seekers and refugees in Greece

According to feedback from refugees and asylum seekers in Greece, one of the key issues they face is lack of information on public services, asylum procedures, rights and responsibilities. When refugees and asylum seekers have accessible information about their rights, laws and the availability of age- and gender-appropriate services, they regain power to make choices that protect them and help them integrate in Greek society.

"Refugee.Info is a welcoming, accessible, informative and trustworthy site for the refugee population. Always updated on educational issues, offering coherent and concise information, trustworthily translated into several languages. The quality education of all children living in Greece is the Ministry's main objective and we warmly welcome initiatives like Refugee.Info's that we are confident will contribute to this aim." –

Gelly Aroni, Head of the Department for the Coordination and Monitoring of the Refugee Education of the Greek Ministry of Education, Research and Religious Affairs

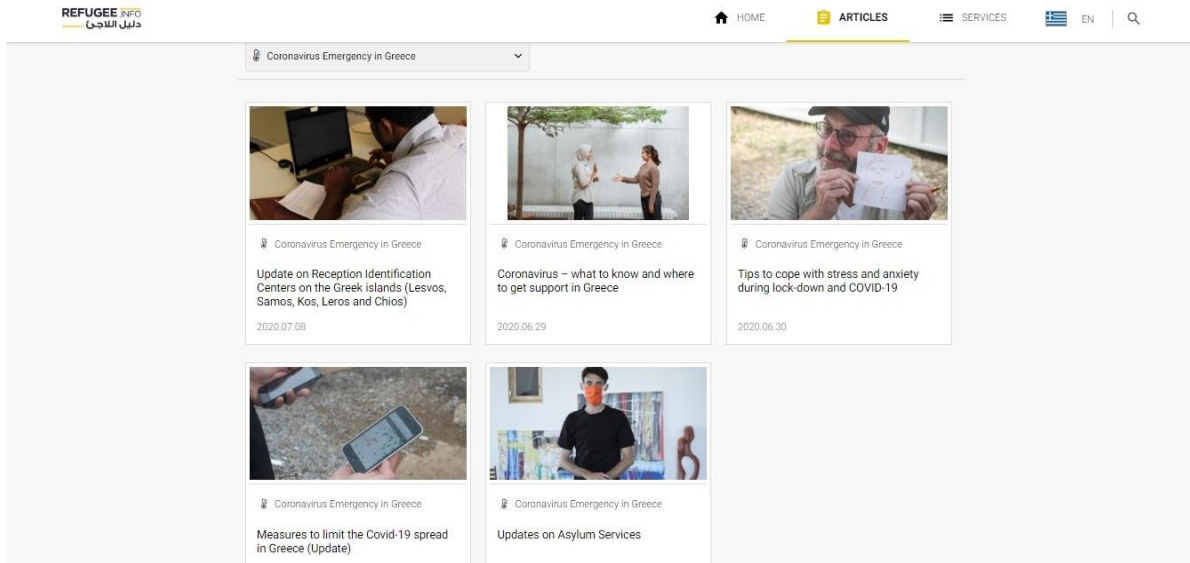
Current IRC programming:

[Refugee.Info](#) is a trusted and successful online information platform, established to create an innovative standard for how information reaches — and can be developed in collaboration with — communities in crisis. Born in 2015 as a mobile website, Refugee.Info provided critical information to the thousands of asylum-seekers arriving onto the Greek islands and travelling across Europe. It has since evolved into a unique multi-channel platform with over 96,000 unique users on Facebook in 2018-2019 in Greece, reaching 117,293 followers on Facebook in June 2020.

In 2019, Refugee.Info received messages from more than 7,000 unique users in Greece and created a vivid online community around a [mobile-optimized website](#), a [blog](#) and a very active [Facebook page](#) where users of all ages actively interact, comment, and pose questions on the topics that matter most to them. Due to gaps in funding, Refugee.Info became inactive between October 2019 and April 2020, when it relaunched, sharing messaging on COVID-19 prevention. Refugee.Info content, currently available in English, Arabic, Farsi, Urdu, and French, is centered on rights (registration, documentation, access to asylum, legal status, access to health, women's rights); integration (access to education and employment); safe movement (in-country transport, open routes, safety); and services (shelter, healthcare, mental health, legal assistance, social services, etc). In light of COVID-19 pandemic Refugee.Info shared content on general prevention measures, coping with stress, adjustment of services, as well as movement restrictions. The information provided is always impartial and journalistically researched, fact-checked and confirmed.

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Through the [Refugee.Info Facebook page](#) and [Facebook Messenger platform](#), **asylum-seekers and refugees in Greece can pose their most pressing questions**, in their own language, to a team of moderators trained in social media management, online safety, identification of protection concerns, and empathetic listening. The Refugee.Info Greece team responds to all kinds of questions and refers users to the appropriate services, based on their needs.



“First, when I came to Greece I had no idea about anything and I felt totally lost especially when I came directly to the mainland. Accidentally I saw your page and I contacted you, you advised me, gave me info on the legal way to ask for asylum (calling Skype), getting an appointment at GAS, and how to get the cash assistance. Your assistance was effective and clear, and without any exchange or even a word of thanks. Now after a year, I have legal status, residency, and I have a job. You guided me to the safe and legal way to establish legal status from the beginning of my arrival. I am very thankful to the team of the page and wish you to remain and increase your services because a lot of people need guidance.” –T.A., Refugee.Info user

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