

UNHCR-RSO Screening and Referral Toolkit Mobile Application: A summary

Rationale: Identification of various categories of persons with specific needs soon after they arrive in a host State can facilitate the management of mixed movements, especially those involving large-scale arrivals. This Mobile Application, developed in partnership with the Bali Process Regional Support Office (RSO), seeks to build the capacity of border officials to screen and refer people with specific needs, including asylum-seekers, victims of trafficking, unaccompanied children and migrants. The Application's support to the development of screening and referral mechanisms assists the attainment of paragraph 60 of the Global Compact of Refugees, contributes to the Global Compact on Migration objectives 7, 11, and 12 and furthers the goals of paragraph 5 of the 2016 Bali Declaration on People Smuggling, Trafficking in Persons and Related Transnational Crime.

Target audience: The primary target of the Application is border officials in four South-East Asian countries: Indonesia, Malaysia, the Philippines and Thailand. A secondary audience are officials from social welfare ministries in these countries who may also be involved in screening and referral.

Components of the Application: The Application contains four modules whose content can be edited by UNHCR through a back-end portal:

- 1) **Tips:** A compilation of illustrated Tips on communicating effectively with vulnerable individuals, which includes suggestions on interviewing techniques and cross-cultural communication.
- 2) **Visual Questionnaire:** An illustrated, multi-lingual questionnaire designed to be administered to a new arrival in the absence of a shared language, collecting information on basic needs;
- 3) **Screening Checklist:** A second multi-lingual questionnaire which collects information on vulnerabilities, and includes a health screening component in the context of COVID-19;
- 4) **Referral Pathways:** Contains country-specific information on referral procedures for four priority groups (asylum-seekers, victims of trafficking, children and migrants.) The Application analyzes responses to the questionnaires (module 2 and 3) and suggests applicable vulnerability categories the arrival may belong to.

Development and training: The Application was developed in consultation with a Roster of National Experts composed of government officials from the four target countries. Colleagues from UNODC, UNICEF and IOM as well as the RSO provided input into its contents. In the last quarter of 2021, UNHCR and the RSO held five online trainings on screening and referral with nearly 200 officials from the four target countries, introducing the Application as a valuable aid in the process.

Languages: The Application displays information to users in English, Malay, Indonesian and Thai. The Application also displays questionnaires to people arriving at borders in the following additional languages: Arabic, Burmese, Dari, Somali, Urdu and Rohingya. Further languages may be added in the future.

Distribution: The Application is free and available for download on mobile phones through the [Apple Store](#) (for Iphone) and [Play Store](#) (for Android phones.) An Explainer Video in English ([available at this link](#)) describes how to use the Application in under 5 minutes.

Next steps: The Application is currently approved for use in a training context. UNHCR and RSO will consult further with government officials from the Roster of National Experts to explore interest in a field



roll-out. UNHCR and RSO seek feedback on the functioning and usefulness of the Application, which can be sent to siew@unhcr.org and info@rso.baliprocess.net. Feedback can also be sent through the Application itself. Further updates to the application's functionality, incorporating feedback from users, is contemplated.

Get in Touch:

The RSO stands ready to collaborate and respond to address the needs of Bali Process Member States. Please contact the RSO by email info@rso.baliprocess.net or Twitter (@baliprocessrso) to inquire and discuss your needs or to add your details to our mailing list.

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. UNHCR has country offices in Malaysia, Indonesia, the Philippines and Thailand and is dedicated to working closely with governments in the region to safeguard those who have been forced to flee.