



in partnership with



Country Report POLAND

MHPSS Services for Refugees from Ukraine

August 2024

Country Report: Poland

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1: Background

1.1. Introduction

Since the beginning of the war in Ukraine, more than **14.33 million Ukrainian refugees have crossed borders** in search of a safer environment.¹ Europe is currently hosting nearly 6 million refugees, with women and children comprising 88% of this population², and 5 million individuals have sought refuge through national protection schemes³.

The **family separation rate stands at 70%**, subjecting children to heightened risks such as sexual violence, trafficking, exploitation, abuse and gender-based violence.⁴

As the data shows⁵, **children's physical and mental health, as well as their education⁶, are at risk both within Ukraine and in refugee-hosting countries**. The increased risks for children put pressure on the already scarce mental health and psychosocial support services (MHPSS) in both Ukraine and neighbouring countries. Child helplines and their partners are playing a crucial role in national child protection systems and the response on a regional level. They are providing psychosocial support services, guidance and accurate information to Ukrainian families and children and local children concerned about the war in Ukraine.

Child Helpline International is the global network of child helplines, with more than 150 child helpline members in more than 130 countries and territories around the world, including 49 members from 41 countries in the European Region, with 29 of these currently using the European harmonized toll-free number for child helplines: 116 111. Throughout the war in Ukraine, with the support of Child Helpline International and others, child helplines have been expanding their services to better support children and young people, and their families and caregivers, who have been affected by the war.

1. World Vision (2023). Child Protection Multisectoral Needs Assessment - Ukraine 2023, p.1, accessed on 22 April 2024 at [Child Protection Multisectoral Needs Assessment - Ukraine 2023 - Ukraine I ReliefWeb](#)
2. For overall refugee numbers: Office of the United Nations High Commissioner for Refugees (UNHCR), Operational data portal, Ukraine refugee situation, available at <https://data.unhcr.org/en/situations/ukraine>. The 88% women and children figure is broken down as follows: 52% women, 18% girls, 18% boys. Source: UNHCR, Displacement patterns, protection risks and needs of refugees from Ukraine: Regional protection analysis #2 – Hungary, Poland, Republic of Moldova, Romania and Slovakia, April 2023, available at <https://data.unhcr.org/en/documents/details/100191> as cited in UNICEF (2024). Ukraine and Refugee Response, p.1
3. There is a continued lack of reliable data on subsets of the child refugee population from Ukraine. Monthly statistics can be accessed at: Temporary protection for persons fleeing Ukraine - monthly statistics, Eurostat, as cited in UNICEF (2024). Ukraine and Refugee Response, p.1.
4. Specific needs include disabilities or serious medical conditions. Source: UNHCR, Displacement patterns, protection risks and needs of refugees from Ukraine: Regional protection analysis #2 as cited in UNICEF (2024). Ukraine and Refugee Response, p.4.
5. Kaufman KR, Bhui K, Katona C. Mental health responses in countries hosting refugees from Ukraine. *BJPsych Open*. 2022;8(3):e87. doi:10.1192/bjo.2022.55, p.1
6. Education Cannot Wait (2024). Multi-Year Resilience Programme (MYRP) 2024-2026, pp.3-5

In Poland, Child Helpline International's member is **Empowering Children Foundation (FDDS)**⁷. This organization runs a network of Child Advocacy Centres – specialized institutions where it provides comprehensive and free help to children victims of crime. FDDS also provides phone support to children and young people in crisis, and supports parents and children who experience problems or difficulties or when there is a suspicion that a child is being abused. In this case, the organization connects with other institutions who can check what is happening in a child's home and provide help. FDDS also provides direct help to children and families and educates parents of children up to 6 years of age in preventing violence against children and in good parenting. Empowering Children Foundation has been part of the project to support Ukrainian refugee children since the beginning of the war in Ukraine.

The current project is called **Children's Voices Ukraine**, and is being implemented by Child Helpline International and its members in Ukraine, Hungary, Poland, Slovakia and Romania, supported by Terre des Hommes Netherlands. The project aims to understand and support Ukrainian children and young people who have fled to European countries as a result of the war in Ukraine.

The objectives of the project are:

1. To increase access to and use of child helpline services by children and young people (and their parents and/or caregivers) affected by the war in Ukraine.
2. To maintain and expand the capacity of child helplines to ensure quality services to children and young people in need of care and protection, with a particular focus on children and young people affected by the war in Ukraine.
3. To ensure the inclusion and amplification of children's voices and generate evidence to influence policymaking through reliable collection, analysis and sharing of national and regional data.
4. To increase coordination between regional and national actors and emphasize the role of child helplines in Ukraine and surrounding countries.

Child Helpline International conducted a mapping exercise in each country with a participating child helpline member, to generate a report to help achieve the first of the project's objective and better understand the realities of Ukrainian refugees and the needs of children and young people.

Despite the availability of services in Ukrainian at child helplines in refugee-hosting countries, the data

7. The website of Empowering Children Foundation can be accessed here: [Empowering Children Foundation - Site \(fdds.pl\)](https://www.fdds.pl)

gathered by Child Helpline International indicates that Ukrainian children and young people currently residing in these countries tend not to be contacting the national child helplines. The purpose of this report is to understand the reasons for this. Specifically, the focus is to learn what **barriers exist that are preventing Ukrainian refugees from accessing local support services, especially child helpline services**. The report seeks to **identify the factors influencing engagement** with child helplines abroad by directly asking national stakeholders and young Ukrainian refugees about their needs, knowledge and experience. These factors include accessibility, awareness, stigma, the need for support and psychological readiness to accept help from the user's perspective, and the services available to offer this help from the stakeholders' perspective.

This exercise will also result in the creation of a **sub-regional service map to identify the range of services available to young refugees from Ukraine**. This map will reference the services provided by governmental and non-governmental organizations and their partners, while also examining the gap between service availability and the actual needs of refugee children. This process was achieved through the use of various methodologies, including surveys with children, in-depth interviews with relevant organizations across the project countries and secondary data analysis.

Ultimately, the report offers **recommendations for enhancing the accessibility and effectiveness of child helplines** in the four countries bordering Ukraine. Additionally, the results of this exercise will be shared with participating countries, serving as a basis for future updates and improvements to the support infrastructure for children and young people affected by the war in Ukraine.

1.2. Methodology

The methodology applied was **qualitative with some quantitative aspects**. The information for the report was gathered through different means, including desk research, interviews with various institutions and organizations, and information collected through surveys with young people.

The information collected from each of these groups of actors focused on the following:

- Primary data:
 - **Interviews with stakeholders** from the different sectors of refugee response in the country (multilateral agencies, civil society, etc.) to obtain information about existing services and experiences with Ukrainian refugees.
 - **Surveys for children and young people (aged 13-30)** to obtain information about their knowledge of the services offered by child helplines and their choices regarding looking for support.
- Secondary data:
 - Information on the supply and demand of child protection services, including existing helplines and hotlines in the country, analysis of demographics, and the context for refugee families/children.

There were some **limitations experienced during the development of the report:**

- **Time limitation:** The interviews and data analysis were conducted within just a short time frame. As the report informs subsequent activities of a project lasting for just one year, these had to be completed during the initial phase of the project. This put pressure on completing interviews, surveys and consultations on time and limited the number of answers that the team could collect.
- **Reduced number of inputs:** Despite several invitations for the online interviews with stakeholders, securing timeslots due to the busy schedules of different actors was difficult. Additionally, some organizations no longer support refugees, so their participation was no longer relevant.
- **Involvement of children:** When the mapping exercise was designed, the aim was to involve children in an in-person consultation. This was optional depending on the capacity of member child helplines. The Ukrainian child helpline was the only member who could take this activity forward, so the statements of children collected during in-person activities are from Ukrainian children in Ukraine. The views of refugee children were collected through an online survey.
- **Number of survey respondents:** The online surveys were released over a number of online channels. Participation in the survey was on a voluntary basis, and the number of surveys collected was small and not representative of the whole young Ukrainian refugee population.
- **Incomplete surveys:** Not all the questions in the survey were answered by every child or young people, but we decided to analyse all answers that were given, even though some respondents completed the full survey. The number of respondents who answered will differ for each question, and this will therefore be mentioned.

The following approaches were applied to collect **primary data:**

- Online surveys were conducted with 55 children and young people aged between 13 and 30 years old who are Ukrainian refugees in Poland, of whom 40 filled out the content questions.
- Three stakeholders from different sectors relating to the Ukrainian refugee response in Poland participated in either an online interview or written questionnaire.

Including children and adults, a total of 58 stakeholders provided their feedback through this approach.

Approach used	Age range	Total respondents
Online survey	13-30 years	55
Stakeholder interview	Adults	3

As part of the **secondary data** collection, several child protection-related documents and publications, child helpline initiatives and general information from Poland were used. The secondary data was gathered from government, demographics and NGO websites, research documents from national and international organizations and publications, as well as reports from Child Helpline International.

1.3. Context analysis

The context in which children live

As reported by the Government of Poland⁸, **children comprise around 40% of all Ukrainian refugees registered in Poland** under Temporary Protection status and require specific protection and developmental support. Currently, Poland has 953,086 active registrations⁹. The **key challenges** faced by these refugee children in Poland, as identified by the source, include accessing the national education system, experiencing instances of discrimination, and having limited access to specialized services, particularly for children with disabilities¹⁰. The scarcity of available spots in public kindergartens is also noted as a barrier to early childhood education for younger children¹¹. During focus group discussions, multiple caregivers of children with disabilities reported facing obstacles in obtaining rehabilitation services and psychological support for their children due to a lack of specialized services or available slots¹².

The **Polish education system** can be characterized by the following¹³:

- **Compulsory education for all children residing on Polish territory from ages 6-15**¹⁴.
- Requirement for children aged 15-18 to attend at least part-time education¹⁵.
- Ukrainian children are exempted from compulsory education if their parents submit a declaration stating that they are participating in online education based on the Ukrainian curriculum (the Government of Poland issued a ministerial decree Refugee in March 2022). These children have the option to enrol in Polish schools, participate in online education based on the Ukrainian curriculum, or blend in-person learning with online education¹⁶.

“During focus group discussions with UNHCR, school-aged children who reported attending both formal Polish education as well as online education according to the Ukrainian curriculum reported that their reasons for choosing this option were to be better integrated into Polish society and make friends whilst at the same time being prepared for a potential return in the future.

However, children also reported feeling overwhelmed by attending Polish school in the daytime and online learning in the evenings. Most refugee children in Poland are not enrolled in the Polish education system¹⁷”.

8. Joint Protection Analysis October 2023/Refugee Regional Response for the Ukraine Situation: <https://reliefweb.int/report/poland/regional-refugee-response-ukraine-situation-poland-joint-protection-analysis-october-2023-enpluk>, p.12

9. UNHCR (2024). Ukraine Refugee Situation, May 2024, Operational Data Portal, accessed at Situation Ukraine Refugee Situation (unhcr.org)

10. Ibid, p.12

11. Ibid, p.13

12. Ibid, p.13

13. Ibid, p.13

14. Ibid, p.13

15. Ibid, p.13

16. Ibid, p.13

17. Joint Protection Analysis October 2023/Refugee Regional Response for the Ukraine Situation: <https://reliefweb.int/report/poland/regional-refugee-response-ukraine-situation-poland-joint-protection-analysis-october-2023-enpluk>, p.13

According to data from the Centre for Citizenship Education (“CEO Foundation”)¹⁸ at the end of the 2022/23 school year, **less than half of refugee children from Ukraine were enrolled in Polish schools, with 78% of secondary school aged children reported as not being part of the Polish education system.** Children following online education, according to the Ukrainian curriculum, reported concerns concerning isolation and a lack of social networks.

In the academic year 2023/2024¹⁹, Polish schools accommodated 170,149 Ukrainian students. In Gdansk, 52 female multicultural aides, mainly of Ukrainian origin, fostered inclusivity across 56 educational institutions. Digital learning was prominent, with 925 elementary school students accessing Polish language materials. 43 female educators undertook specialized training in the Akelius digital programme. Mental Health and Psychosocial Support (MPHSS) initiatives benefitted 170 children in Gdansk.

UNICEF enhanced early childhood education, adding 71 children to specialized groups. These efforts highlight a strong commitment to integrating non-native speakers and providing comprehensive support within education.²⁰

The reasons behind the low enrolment rates of refugee children involve obstacles such as administrative, legal and language challenges, as well as a lack of awareness about available educational choices. Parents may hesitate to enrol their children in host countries because they anticipate returning to Ukraine soon, and there are uncertainties about reintegrating into the Ukrainian education system²¹. With the requirement for Ukrainian refugee children to attend Polish schools in the 2024-2025 academic year, there is now a pressing need for both children and adults from Ukraine to learn the Polish language.

According to UNHCR²², students from Ukraine face certain challenges such as difficulties with Polish language, particularly literature and history (due to complex vocabulary and a lack of prior knowledge about Poland’s history).

The parents of children who are enrolled in Polish schools report that their children are sometimes separated from their Polish peers and placed in Ukrainian classes taught by Polish teachers²³. This **separation creates barriers to inclusion and social cohesion.** Additionally, according to the same source, children mention instances of bullying and stigmatization in their host communities and at school.

18. Ibid, p.13

19. Ukraine Refugee Response in Neighboring Countries Humanitarian Situation Report No. 26: <https://www.unicef.org/media/154866/file/ECARO-Humanitarian-SitRep-Ukraine-Refugee-Response-26-February-2024.pdf>, p.5

20. Ibid, p.5

21. Education on Hold: Almost half of school-aged refugee children from Ukraine missing out from formal education, accessed at [Document - Education on hold: Education Policy Brief \(September 2023\)](https://www.unhcr.org/document/education-on-hold-education-policy-brief-september-2023) (unhcr.org), p.11

22. Ibid., pg.18

23. Joint Protection Analysis October 2023/Refugee Regional Response for the Ukraine Situation: <https://reliefweb.int/report/poland/regional-refugee-response-ukraine-situation-poland-joint-protection-analysis-october-2023-enpluk>, p.14

In regard to the general humanitarian assistance to refugee children, according to UNICEF²⁴, as of “January 2024, Blue Dots have ceased operations, shifting focus from immediate humanitarian aid to long-term integration for refugees, with UNICEF’s support for vulnerable refugee children and women now directed through a network of six Spilno Hubs that are run by municipalities and local NGOs. These hubs, situated in Białystok, Gdynia, Lublin, Łódź, Katowice, and Poznań, offer **Mental Health and Psychosocial Support integration activities, and comprehensive support to refugee families and local host communities.**”

According to UNICEF²⁵, by January 2024:

- In collaboration with the Ministry of Justice, **6,909 women, girls and boys accessed Gender-Based Violence (GBV) risk mitigation, prevention and response services.**
- 30 professionals were trained in partnership with the Polish Association of Social Work Supervision.
- 27 children evacuated from Ukrainian care homes to Poland, with the rehousing from Ossa hotel to two group homes in Łódź
- 1,200 children requiring ongoing care and protection were evacuated from Ukrainian care homes to Poland.
- In partnership with the Foster Care Coalition, social and psychological support was provided to 118 children in foster care and foster parents from Ukraine.
- The ongoing mapping of the foster parents from Ukraine evacuated to Poland identified 250 families with over 700 children who require support.

Information about the support system²⁶

According to secondary data found mainly online, we identified 49 services for Ukrainian refugees in Poland. Out of these, 32 were services dedicated to MPHSS, 6 were services aimed at supporting cases of GBV and 18 supported families with housing or other matters to help them settle in the country.

Among all the services, 37 are targeted at adults, while 46 are targeted at children, peers and students. This information shows that most services are aimed at children, and only a minority of these are tailored for adults. This indicates a significant focus on the needs of children, which may be related to their vulnerability and the necessity for specialized support during their integration into a new environment. Services for children include psychological and psychiatric assistance, educational programmes and activities aimed at social integration and adaptation. Additionally, many organizations focus on providing help and ensuring the safety and wellbeing of children, including those with disabilities, by offering temporary housing and organizing leisure activities. This underscores the importance of comprehensive support for Ukrainian children in Poland, which helps them adapt to new living conditions.

Detailed information about the services, can be found in Appendix B.

24. UNICEF (2024). Ukraine Refugee Response in Neighboring Countries Humanitarian Situation (Report No. 26, p.2-3). UNICEF Europe and Central Asia Region (ECAR). <https://www.unicef.org/media/154866/file/ECARO-Humanitarian-SitRep-Ukraine-Refugee-Response-26-February-2024.pdf>

25. Ibid

26. In this report we consider support services, all services related to the protection of the rights of the child, more specifically Mental Health and Psychosocial Support, and other that support refugees, such as housing.

2: Analysis of primary data

2.1. Experiences of young people from Ukraine residing in Poland and their awareness of child helplines: Results from an online survey

Demographics of respondents

We received 55 responses to the survey from Ukrainian children and young people residing in Poland, but only 40 filled out the content questions. Of these, 24 (60%) were girls, 10 (25%) were boys, 2 (5%) identified as other, and 4 preferred not to say (10%). The **average age of respondents was 18.2 years** (range: 13-30).

Awareness of child helplines and their services

Only 15 of the 40 respondents (38%) had heard of the local child helpline that provides counselling in Ukrainian, the other 25 (62%) answered that they haven't heard about it.

Of those who were aware of the existence of the child helpline, most children learnt about it through social media (5 responses of 15, or 33%) school (4, or 27%) and from friends (3, or 20%). Two respondents (13%) indicated that they learnt about it at home. Leaflets, TV and refugee centres were each selected by one respondent each (7%), while none learnt about the child helpline through the radio or Blue Dot centres. Respondents indicated that they knew that it offered a space where children could discuss their problems with a professional (12 responses of 14, or 86%), helped when children were being treated unfairly, used or abused (8, or 57%), was a place where they could report abuse (6, or 43%), and that it helped to keep children safe (5, or 36%). Importantly, two-thirds (64%) indicated **they knew that the child helpline offered support for children from Ukraine.**

Regarding the knowledge of the existence of the services of a child helpline, the consultation²⁷ carried out with children by UNICEF, Save the Children and Plan International yielded the following: *“As an alternative to talking with a psychologist, S. (boy from Ukraine, 17) suggested he preferred to use hotlines because they guarantee anonymity and are free of charge: ‘I think that it is better instead of psychologists, of course, they can be [a solution], but a cool option is hotlines. First of all, it is anonymous, if someone is afraid. There are such people [who are shy], they can call [...] There are such hotlines. We have advertisements for Ukrainians. For adults, for children, different specialists. Free of charge.’”*

27. UNICEF et al. (2023). “It is cool here, no doubt about it... but home is home.” Exploring the subjective wellbeing of children and adolescents living in Poland in the face of the war in Ukraine. Poland, (p.21)

Help-seeking behaviour

None of the surveyed young people had ever attempted to contact the local child helpline. When asked why not, the respondents indicated several reasons, most commonly that they simply did not need it (8 responses, representing 57% of the participants who were aware of the child helpline). Of the remaining 6, some indicated that they **did not know they could contact a child helpline** for their problems (3, or 21%), while others indicated they **did not think they should** (2, or 14%). A few other reasons for not contacting the child helpline concerned a **lack of privacy when making contact** (2, or 14%), fear of their parents finding out (1, or 7%) and not feeling safe speaking to local counsellors (1, or 7%).

Children were also asked about **who they were most likely to seek help from when they needed it**. Most indicated a **family member** (21 responses out of 28, or 75%) or friend (12, or 43%). Other options were, in descending order: a private counsellor (9, or 32%), research online (9, or 32%), a teacher (5, or 18%), the child helpline (4, or 14%), the police (2, or 7%) and social services (2, or 7%). Two respondents indicated that they relied on themselves for help, and one wrote that they would turn to their boyfriend.

Complementary to the findings of this survey, more information about the likeliness to seek the help of a professional can be found in the results of the consultation with children undertaken by UNICEF, Save the Children and Plan International²⁸: *“Just over half of the study participants from Ukraine said that they would like to talk to ‘someone professional’ regarding their mental health, although there was a difference between age groups (46.3% of 14 to 17-year-olds compared to 57.1% of 8 to 13-year-olds). Some children said they had access to psychosocial support, but the service was appreciated only when available in Ukrainian. According to participants, the main reason to attend psychological sessions was to cope with distress and behavioural problems. The majority said that they experienced high levels of stress at home, occasionally resulting in arguments, and this caused them to reflect on the need to foster positive communication.”*²⁹

...the majority said that they experienced high levels of stress at home, occasionally resulting in arguments, and this caused them to reflect on the need to foster positive communications.

28. Note: this citation is sourced from a report on consultations with 104 children and adolescents (80 from Ukrainian and 14 from Poland) living in Poland, commissioned by UNICEF, Plan International and Save the Children. This report presents the experiences, opinions and perspectives of refugee children from Ukraine. It details the findings of a qualitative study, which includes focus group discussions with the children, aiming to understand the challenges they face and explore opportunities to enhance their wellbeing through their own words and pictures. Their views complement the findings of the survey conducted by Child Helpline International.

29. UNICEF et al. (2023). “It is cool here, no doubt about it... but home is home.” Exploring the subjective wellbeing of children and adolescents living in Poland in the face of the war in Ukraine. Poland, (p.20)

Future outlook: Reaching Ukrainian refugees and supporting them

We asked a series of questions aimed at understanding how to best reach and support children and young people from Ukraine. When the children and young people were asked whether they thought they would contact the local child helpline in the future, should they feel they needed to, the majority answered positively (17 of the 39 respondents answering this question, or 44%), while some indicated that they did not know (15, or 38%). Seven respondents (18%) said they would *not* contact the child helpline in the future.

To understand the needs of children and young people from Ukraine, we asked them what kind of help they thought they might need someday. Many indicated concerns around mental health (16 out of 35, or 46%), personal safety (12, or 34%) and physical health (12, or 34%). These were followed by troubles with friends (10, or 29%), bullying (7, or 20%) and school issues (6, or 17%). A handful indicated they might need help with troubles with their parents (5, or 14%) or help with their homework (4, or 11%).

To reinforce the fact that children are going through multiple challenges and to understand what these may be, the consultation³⁰ with children done by UNICEF, Save the Children and Plan International highlights the following: *“Although children did not always explicitly mention that they were distressed, their narratives revealed their struggle with psychosocial wellbeing. They reported that they missed friends, relatives and pets who were part of their daily lives in Ukraine. They also mentioned that they were worried about their family’s financial situation in Poland, particularly as the majority of the children have only their mothers as breadwinners. They expressed that they feel pressure and stress due to housing problems and said that having a place to stay did not guarantee them adequate privacy. Most notably, children reported that they felt lonely.”*

We asked the participants for their suggestions as to what should be done to ensure that children knew how to contact the child helpline. 27 respondents provided answers. Five of them indicated generic suggestions, such as “advertising” or “spread information”. The most common suggestion, brought up by 10 of the respondents, was advertising through schools and ensuring teachers were aware of the child helpline and talked about it in the classroom. The second specific suggestion was posting on social media, proposed by 5 of the respondents. Both suggestions echo the means through which the respondents, who indicated they were aware of the child helpline, had learnt about it.

Two other responses had more operational suggestions – one to highlight in the messaging the confidentiality of the service, and the other was “to show how simple and safe it is”.

To spread information effectively, it’s important to know how Ukrainians communicate with each other. Our survey indicated they do this online (31 out of 39, or 80%) and at school (14, or 36%). Some do it in other places, namely at university (18%), during events held by local organizations (5, or 13%), and at youth centres (4, or 10%).

Focusing further on their use of social media, the most often used platforms were Telegram (33 out of 39, or 85%), YouTube (29, or 74%) and Instagram (29, or 74%). About half of the participants indicated using TikTok (20, or 51%), Viber (20, or 51%), Facebook (20, or 51%), and Pinterest (17, or 44%). About a third indicated Facebook Messenger (14, or 36%) and WhatsApp (11, or 28%). Only a few used Twitter/X (2, 5%).

30. UNICEF et al. (2023). “It is cool here, no doubt about it... but home is home.” Exploring the subjective wellbeing of children and adolescents living in Poland in the face of the war in Ukraine. Poland, (p.20)

2.2 Analysis of interviews with stakeholders

Overview of the organizations interviewed and information about their services for refugees

For the mapping exercise in Poland, three organizations were available to participate in the interviews. These were **UNICEF Poland**, the **Polish Migration Forum Foundation** and **Centrum Wielokulturowe – Warszawa kolebką dialogu międzykulturowego** (Multicultural Centre – Warsaw as the hub of intercultural dialogue). All of these organizations had previous experience in supporting refugees in the country.

Among the work of these three organizations, and according to the information they provided about services from other organizations in the country, we identified the following services for refugees in Poland:

- Mental health and psychological support (MHPSS)
- Group workshops for various age groups
- Educational support such as Polish language classes, catch-up courses, an intercultural assistance shop in selected schools, strengthening children’s resilience, and a daycare centre for up to four hours a day.
- Referrals for issues such as abuse or neglect (in collaboration with other NGOs or government)
- Helpline from the Ombudsman for Children (refers to our member child helpline who operates the EU harmonized number 116111)
- Helpline from the Ministry of Justice’s Human Rights Division
- Helpline for migrants run by the organizations
- Helpline from UNHCR for psychological support 24/7 (aimed at adults but this website provides information about the from the Ombudsman for Children)
- Direct counselling and integration work with migrants including informational; legal; individual and group psychological work; casework; career counselling and activation; and support for women and young children (intercultural birthing schools, education support on reproduction and health)
- Support with food, clothing, hygiene, medicines.

Part of these services were delivered by a mobile team of one of the organizations by travelling to shelters in the Mazovia region. The services are free of charge.

There are also **activities targeting the host community**:

- Educational activities for children and young people
- Training for psychologists, educators, teachers, civil servants and other professional groups.
- Expert group focusing on specific areas of work.
- Advocacy about migration.

Among all the services provided by the interviewees and their partners, the following were the most searched among the Ukrainian refugee population:

- Accommodation.
- Language classes.
- Employment.
- Social benefits.
- Support to senior citizens within the existing services.

It is evident that mainly refugees are looking for information on how to settle in the country.

UNICEF Poland³¹

UNICEF Poland focuses on fundraising, but also on actively monitoring the implementation of the Convention on the Rights of the Child. It also works on the implementation of educational programmes in cooperation with local actors. In terms of the refugee response, UNICEF currently supports 12 municipalities with social workers and integration services. UNICEF also maintains partnerships with government bodies.

In 2023, UNICEF Poland or its partners, reached the following numbers:

- For child protection interventions, it was reported that 262,038 children accessed MHPSS support (UNICEF and partners)
- 158,380 children accessed GBV risk mitigation, prevention and/or response interventions through UNICEF supported programmes.

The Polish Migration Forum (PMF)³²

The Polish Migration Forum (PMF) works on the integration of foreigners. It develops initiatives and supports activities that lead to dialogue between people representing various cultures. The Foundation specializes in informational activities by providing direct support to foreigners (psychological, integration in the job market and legalization of stay), training (for teachers, psychologists and government officials) and activities in between formal and informal education (workshops, city games). PFM supports migrant women in a special way by organizing childbirth schools and support groups for migrant mothers.

In 2024, the Polish Migration Forum Foundation reached the following numbers:

- Almost 2,000 new individuals were from Ukraine. On average, the community centre was visited by almost 700 people a month, with 77% of these being Ukrainians.
- 300 people a month through mobile activities.
- In general, approximately 60% of the beneficiaries from all the activities were individuals from Ukraine.
- The total number of beneficiaries is distributed as follows:
 - 65% were adults, of whom 70% were women.,
 - 27% were children, of whom 9% were infants (4 years old and under), nearly 50% were older children (aged 5-11 years) and 40% were young adults (12-17 years). In terms of gender breakdown, the number was almost even, with 52% being boys and the rest being girls.
 - 8% were seniors, of whom 80% were women.

Centrum Wielokulturowe – Warszawa kolebką dialogu międzykulturoweg³³

Centrum Wielokulturowe – Warszawa kolebką dialogu międzykulturoweg is an urban Intercultural Centre in Warsaw. Centrum Wielokulturowe has an info line open for migrants who need information. They also help refugees with information, looking for compatible medicines, legalization and other first steps when coming to Poland. This organization also received funds to establish centres for refugees that provide food, clothing, hygiene kits for women, medicine and places to live.

The Centrum Wielokulturowe, received 65,920 calls and 35,197 visits. In 2023, the numbers decreased, and they received 10,888 calls and 26,547 visits.

31. Information accessed and adapted from UNICEF Poland: [UNICEF in Poland | UNICEF Poland – we help children](#)

32. Information gathered from the interviews to stakeholders. More information can be accessed here: [About us – Multicultural Center \(centrumwielokulturowe.waw.pl\)](#)

33. Information gathered from the interviews to stakeholders. More information can be accessed here: [Polish Migration Forum \(forummigracyjne.org\)](#)

Reaching Ukrainian Refugees

The organizations interviewed provide services directly or through partners. The **main means of providing these services** are:

- Refugees visiting available centres.
- Contact the organizations through helplines (telephone or online).
- Contacting the organizations through email.
- Refugees receiving visits from specialized services in the shelters where they live.
- Refugees receiving services through municipalities (10 municipalities).

Many services are located in Warsaw, but one respondent was identified who had partnerships with 10 municipalities that had the biggest refugee communities. As lack of service in remote areas is a potential challenge, two types of solutions were employed by the respondents – one was to train social workers (including those from remote communities) and another was to make a hotline available to all refugees all over the country.

The **schedules** of the dedicated services varied between Monday to Friday from 09:00 to 20:00, to other services that were open during the week but also on Saturday, such as support centres, health services and some of the activity centres for young people. The hotline of the Polish Migration Forum operates from Monday to Friday from 10:00 to 16:00.

Many families and young people were busy during the week, often for at least half of each day. For this purpose, offering services that were available *throughout* the day, and sometimes on Saturday, ensured support for more people. Respondents mentioned that one of the phone lines was regularly busy, with fewer calls being made on Saturdays. There were also fewer calls during holidays and a bigger influx of calls on Mondays or other random days of the week.

While the respondents received information and data about refugees through UN agencies and by finding the information themselves, we also asked them **how refugees were getting to know about the services provided by the respondent's organizations**. The following are the ways in which they obtained this information:

- **Word of mouth:** People exchanged a lot of information with each other regarding groups or activities they could join. One respondent mentioned that new people benefitted most from word-of-mouth recommendations from their family and friends. It was also mentioned that sometimes information for adolescents was passed on by mothers in this way.
- **TikTok and Instagram:** These were mostly used by young people.
- **Other ways:** it was mentioned that social media is also used, as well as flyers placed in strategic places such as train stations. Other ways were referred to, such as sharing information with other NGOs, INGOs or partners. Local authorities were also pointed out as reliable communication channels, especially for educational support.

Among these, the most successful communication channels mentioned – that is to say, the means used most by Ukrainian refugees – were social media, word of mouth and other NGOs.

The participating organizations use their social media presence not only used to publicize services but also to undertake advocacy work on behalf of migrants (e.g. Polish-Belarusian border crisis, Israeli aggression in Gaza). Sometimes this makes the services not entirely comprehensible for refugees from Ukraine.

Challenges identified

According to the respondents when the war in Ukraine broke out and the first wave of refugees came to Poland, there was initially a strong sense of unity and camaraderie in society, but now tensions are rising. Refugees are becoming increasingly demanding in terms of support needed, and one respondent mentioned that the local community feels resentful, perceiving Ukrainians as more privileged. There is a need to address the issue of **peer violence**, as Ukrainian children are at higher risk. Sometimes, children as young as 8 or 10 years old were expressing the opinions of adults, contributing towards this peer violence.

Language presents a significant barrier. This is a functional factor, rather than just a cultural one. While young children in kindergartens were learning the Polish language and integrating well, it was different for older children, many of whom were attending online classes from Ukraine. A social “coach” from one of the organizations observed poor connections between the refugees and the Polish community, partly due to language difficulties. The respondents have **addressed this language barrier** by employing migrants and professionals who speak different languages and are prepared to work with different communities. The competences of these teams are constantly being improved.

Another challenge for young people is the **early transition to adulthood** faced by young Ukrainian people. This creates difficulties for them as they try to navigate adulthood in Poland, where systemic support solutions are lacking.

In terms of **cultural obstacles**, local partners of the respondents mentioned that **receiving MHPSS was a cause for stigmatization**. Seeking such support was often seen as an admission of having issues, which discouraged many Ukrainian refugees from doing so; while for the Polish community seeking psychological support was more acceptable, this did not appear to be the case within the Ukrainian community. Nevertheless, during consultation activities with children conducted by one of the respondents, many acknowledged they might need psychological support. However, they preferred to speak with a Ukrainian psychologist who understood their background and experiences, even if this person was not necessarily Ukrainian-speaking. Despite recognizing their problems, they refrained from seeking help due to concerns about their parents’ reactions. Parents often believed they could handle issues themselves, creating a barrier for children wanting help. Additionally, there was fear about the consequences of asking for help.

Another cultural aspect highlighted by one respondent was the **disciplinary methods used within the refugee community**, which currently involved violence and needed to be addressed.³⁴

34. It is suggested that this is researched further, as such disciplinary methods can have harmful consequences for children.

Future work of respondents and additional insights

The respondents mentioned that in their next phases, they would continue doing the same work, but one stated they would focus more on smaller communities.

In addition, it was mentioned that to help prevent discrimination, it would be **crucial for local authorities and the government to take over** some of these activities. The country should now be responsible for providing these services. Although resources are limited, this transition from a short-term emergency response to a long-term strategy is essential.

One of the respondents suggested that Poland needs a **comprehensive migration strategy** developed through collaboration between the government, local authorities, civil society and businesses. Currently, these groups lack coordinated action.

According to the respondents, **gaps that still need to be addressed** included:

- Insufficient support and intercultural assistance in education, staff training for working with migrant children and free Polish language courses for adults.
- Inadequate integration programmes, crisis intervention resources, housing for dependent persons and support for unaccompanied children and the elderly.
- Lack of systematic support for refugees with disabilities.
- Insufficient protection for migrants in the labour market and lack of employment opportunities that matched the capacity of the refugees. Sometimes this resulted in parents or caregivers having several different jobs, with children staying at home alone.
- Limited access to professional psychological care, especially for children, in multiple languages and inadequate preventive measures such as large-scale psycho-education.
- Need for more awareness with the host communities so that the attitude towards Ukrainians becomes more positive.
- Lack of co-financing for refugee programmes.
- Lack of coordination between organizations. This could be improved by having the government lead a strategy for the integration of refugees, namely better services to support their paperwork.

In summary, national and local authorities need to exercise more control and provide the necessary services after carefully designing a strategy with the relevant stakeholders.

2.3. Data from La Strada Ukraine

We examined the number of contacts received by the Ukrainian child helpline, La Strada, from children and young people residing in Poland, whenever this information was logged.

Since the beginning of the war in Ukraine in February 2022 and up to March 2024, 3,708 calls from children in Poland had been received by the National Hotline for Children and Youth in Ukraine (La Strada Ukraine). 25% of the calls were received between 14:00 and 20:00, and 75% between 20:00 and 7:00. The three most common reasons for calls were mental health issues, domestic violence from parents and family relationships (especially lack of parental support).

It is important to continue to remind children who call La Strada Ukraine that there are services in Ukrainian provided in Poland, with the same level of quality and confidentiality.

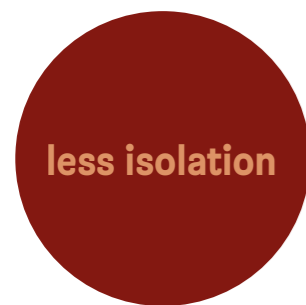
3: Summary and recommendations

3.1. Identified needs

The mapping exercise revealed several critical needs for Ukrainian refugee children in Poland:



- **More channels of communication are needed to support children:** despite compulsory education requirements for children aged 6-15 and part-time education for those aged 15-18, a ministerial decree issued in March 2022 exempts Ukrainian children from these obligations if their parents declare that they attend online education based on the Ukrainian curriculum. As a result, most refugee children are not enrolled in the Polish education system, creating significant barriers to reaching and supporting them.



- **Children need to be less isolated:** With less than half of Ukrainian refugee children enrolled in Polish schools in 2022/23, and with 78% of secondary school-aged children remaining outside the system, children are becoming isolated, as they are not interacting with peers their own age. This isolation emphasizes the need for face-to-face services and the critical role that child helplines play for those without a network. Bullying and stigmatization were also significant concerns, emphasizing the need for counselling and psychological support to prevent further isolation.



- **The child helpline needs to improve the way it publicizes its existence to the Ukrainian community:** Despite the efforts of the local child helpline to make itself known to the Ukrainian population, only 42% of the participants were aware of its existence, indicating that some work is still needed. Those who were aware of it, mostly learned about it through social media and from their schools, suggesting these modes of advertising the services had been successful and should be reinforced. Based on the responses we received from children to the survey, the most popular platforms that should be targeted for advertising are Telegram, YouTube and Instagram.

- **Need to increase awareness about the child helpline's services:** None of the child participants had used the child helpline's services. When asked why, the majority said that they did not need it. Although it can indicate good things about their wellbeing, it also raises the need to reiterate the services a child helpline offers, catering to any concern, from major to minor. Other responses highlight the importance of increasing awareness that children can and should contact child helplines with any concern they might have, emphasizing the confidentiality of the service, and increasing trust toward the service. At the same time, children said that family members were the ones providing them with support when they needed it. This highlights the need for the child helpline to actively reach out and target family environments, and the spaces where Ukrainian families gather, to share information about the child helpline's services. Family members, as a trustworthy source of information, can help convey the message about the existence of these services to children and young people.
- **Online and phone services need to become well known to fill in gaps in service provision:** Despite various support services, including educational assistance, ombudsman services, referrals for abuse and neglect, and support for women and young children, the concentration was greater where the bigger Ukrainian refugee communities were residing. It is therefore important to emphasize the importance of online and phone services for children who cannot receive face-to-face support.
- **Better coordination among services is needed to expand support schedules:** Additionally, the timing of helpline services needs to accommodate children's needs outside standard hours, as observed by the fact that La Strada's Ukrainian child helpline received calls at those times. This can be done by ensuring better coordination between the organizations and services to ensure that children always have a venue to reach for support.



Finally, the fact that 26 of the 33 children who participated in the online survey were open to contacting the child helpline in the future is reassuring and means that the child helpline should maintain operations, while raising awareness of its services.

3.2. Recommendations for improved services for Ukrainian refugees

To address the identified needs, several recommendations can be made to the organizations working to support Ukrainian refugees:

- **Enhance the integration of Ukrainian children into education systems:** Encourage enrolment of Ukrainian refugee children in Polish schools by offering robust support systems, i.e., by providing comprehensive and sustainable intercultural assistance, catch-up courses and Polish language classes that can facilitate smoother integration.
- **Address stigmatization of psychological support:** Implement psycho-education programmes to destigmatize psychological support among Ukrainian refugees. Mental health is the concern that most respondents in the children's survey indicated as the one they are likely to need help with in the future, so it is important to emphasize the mental health support the child helpline provides.
- **Comprehensive integration strategy:** Develop a coordinated strategy involving government, local authorities, civil society and business to streamline integration processes. This could help significantly in aligning existing services to the demands of Ukrainian families and children by ensuring services are sustainable and match this community's needs.
- **Ensure financial support for refugee programmes:** Secure co-financing and sustained funding for refugee programmes to ensure the longevity and effectiveness of support services. Government-led initiatives should aim to improve coordination and integration efforts and map out the contribution of each organization in sustaining a support network to refugees.

In addition to these, specific recommendations were identified for child helplines:

- **Strengthen communication strategies:** Child helpline services can amplify their messaging through family-oriented channels and spaces used by Ukrainian families. In addition, it is important to ensure information continues to be disseminated through the mentioned social media channels, other NGOs and schools, to increase awareness and usage.
- **Ensure schedules are adequate to the demand:** Align child helpline availability with the actual times children are seeking support. In addition to the contacts regularly received by FDDS in Poland, it is important to consider the contacts received by La Strada Ukraine, which were mostly between 20:00 and 07:00. At the same time, it is important that La Strada Ukraine continues to recommend the services in Poland, leveraging the trust that children have in this child helpline.
- **Improve the host community's awareness:** Increase efforts to educate host communities about the positive contributions of Ukrainian refugees to foster a more inclusive and supportive environment. This can help reduce instances of bullying and stigmatization reported by children. For example, child helplines can emphasize that all children have similar needs when growing up and emphasizing that all children – Polish, Ukrainian or others – are welcome to use their services.

By implementing these recommendations, not only the child helpline but also other organizations can better support Ukrainian refugee children, ensuring they have access to essential services, educational opportunities and a supportive community environment.

4: Conclusions

The findings from this report show that the influx of refugees has placed immense pressure on existing resources, namely in areas such as education, psychological care and social integration. Notably, the coordination between government, local authorities and various organizations can still benefit from a more comprehensive integration strategy.

Key findings indicate that many Ukrainian children are not enrolled in Polish schools, leading to isolation and lack of support networks. Awareness of available child helpline services is also low among refugees, suggesting a need for improved communication strategies. Moreover, psychological support services are limited and often stigmatized by this community, underscoring the importance of psycho-education and service hours that meet the actual needs of children.

To address these challenges, the report recommends enhancing educational integration, strengthening communication about support services, aligning service availability with demand and destigmatizing psychological support. Additionally, it calls for a coordinated migration strategy and increased host community awareness to foster a more inclusive environment. Ensuring sustained financial support for refugee programmes is also crucial for the long-term efficacy of these services.

More specifically, our recommendations for the child helpline are to strengthen its communication strategies, ensure its schedules are adequate to demand, and improve the host community's awareness about the positive contributions of Ukrainian refugees in order to foster a more inclusive and supportive environment.

In addition to these recommendations, and as mentioned in the first part of this report, there were challenges in securing interviews and gathering data from surveys with children. A recommendation for future reports is to allow more time to secure interviews and disseminate the surveys to the Ukrainian community. A further recommendation is to request children to pass the survey on to other friends, so as to increase the reach of the survey.

Implementing these recommendations will help bridge the current gaps, ensuring that Ukrainian refugee children in Poland receive the support necessary to thrive in their new environment. This comprehensive approach will not only improve the immediate wellbeing of these children but also contribute to their long-term integration and development.

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Appendix A: Tools Used

1. Interview guide for Interviews with (international) non-governmental organizations, multilateral organizations, and governmental institutions

The interview can be conducted online or in person. Ensure confidentiality at the location and during the interview to create a comfortable and secure environment.

Highlight that the responses provided by your organization should be as comprehensive as possible, and thank the participants for their willingness to collaborate and contribute to this research. Consent will be obtained from the participants prior to the interview.

Background about the organization's services

1. What kind of assistance does your organization provide to refugees from Ukraine? (prompt options: Informational, Legal, Psychological, Humanitarian, Other)
 - 1.1. If you provide more than one type of service, which are the most often used among Ukrainian refugees?
2. Do you work with other refugee populations, other than Ukrainians, or did you do so in the past?
3. To whom is your assistance primarily targeted? (e.g., at a specific user group by age, gender, needs)
4. What is the estimated number of Ukrainian people you support on an average month (or total in the past year)
 - 4.1. Do you have this information disaggregated by age and gender?

Operational information (time and place)

5. In which ways do you provide your services? (e.g. services online, in-person, other)
 - 5.1. If in person, how far are the services from the communities of Ukrainian refugees?
 - 5.2. What feedback do you get about the location and accessibility of your service?
6. What are the hours of the day that are dedicated to supporting the refugees?
7. Which are the most popular times of week and day?
 - 7.1. Why do you think that is?

Reaching Ukrainian refugees

8. Do you have information about people seeking help when they arrive in your country? (e.g., demographics, ages, etc.)
 - 8.1. If yes, from which source / how do you obtain that data?
9. How do refugees from Ukraine learn about your organization? Prompt options:
 - social networks and messaging apps (Facebook, Instagram, Twitter, Tik-Tok, Telegram, Viber, WhatsApp, Signal, OTHER)
 - Government structures (WHICH?)
 - Schools?
 - Partners (WHICH)
 - Word-of-mouth within the refugee community
 - Other
10. Which of these channels are the most successful for reaching refugees from Ukraine?
 - 10.1. What feedback do you get from refugees about that?
11. In what ways has your strategy of reaching refugees changed in the past two years?
 - 11.1. Why?

12. How might your strategy change in the future to enhance the visibility and accessibility of your work among refugee children and youth? (Prompt for answer: ask specifically if there are any plans to reach those in sparsely populated or remote villages and towns.)

13. Do you have regional partnerships to spread information about your services?

13.1. If yes, could you share a list of such institutions? Options:

- Other humanitarian organizations
- Local schools
- Churches
- Authorities
- Public institutions
- Other

Cultural differences

14. How does your organization overcome cultural and language barriers that may complicate interaction with refugee children and their families?

15. Which cultural obstacles did you experience when providing support to Ukrainian refugees?

Future

16. What do you think is still missing to provide better support to refugees in your country?

17. Do you think different organizations are working in a coordinated way in the country?

17.1. If not, how do you suggest to improve this?

2. Survey for Ukrainian young refugees

Introduction to the survey

Hello and welcome!

We represent Child Helpline International, an organization to support children around the world. Today, we invite you to answer a few questions to learn more about the support provided to children from Ukraine in the communities they currently live in. Your opinion matters, and we want to hear your thoughts, views and experiences.

Before we begin, we would like to provide you with some additional information about the survey. Only young people aged 13 or older are eligible to participate in this survey. If you decide to participate, please note that the survey is anonymous and confidential. We want you to feel comfortable and safe in providing your answers. Here's what you need to know:

- Your answers will be totally **anonymous**. It means that no one will know the identity of a person providing certain answers. We will not ask for your name or any other information that could be identifiable with you and your answers.
- Your answers will be kept **confidential**. This means that the research team only will have access to your personal answers. Your privacy is our priority and we will not share your answers with anyone outside the research team.

You are welcome to share and discuss this survey with your parents or guardians, and to seek their advice if you need it.

We want you to feel free to express your thoughts honestly and openly. You will be bound with no obligation to take part in the survey if you don't want to, but your help will count for much. If you decide that you no longer

want to participate, that will be absolutely OK. We will respect your decision without any detriment to you. If you decide to participate in the survey, you will also have the right to choose the questions you want to answer. If you are uncomfortable answering any of the questions, you can simply skip it. Your feelings and confidentiality are important to us, so please only answer questions that you feel comfortable answering. Your answers will help us to better understand children's experiences and perspectives, and will help us to make important decisions about how to improve services for Ukrainian children in the community.

I agree to participate in the survey

- Yes
- No (the survey ends here)
- I confirm that I am at least 13 years old

We will not cover any risks associated with your participation in this survey, but if you are upset over some things about it, or if you have any questions or concerns during this survey, please reach out to us at: ana@childhelplineinternational.org (English) or nelia@childhelplineinternational.org (Ukrainian)

Thank you for your participation and for helping us make a difference in this world.

Survey

How old are you? _____

You must be aged 13 or older to be able to participate in this survey.

What is your gender?

- Male
- Female
- Other
- I do not want to answer

What country are you from?

- Ukraine
- Other

If other, please specify _____

Which country do you currently live in?

- Hungary
- Poland
- Romania
- Slovakia

Suggested routing from here onwards — we would have four routes so that the questions can use the name of the country's child helpline and the information at the end of the survey is relevant to the country they are currently living in.

Have you heard of **Empowering Children Foundation (FDDS)**, a Polish child helpline that offers children counseling (i.e., if a child feels unsafe, misunderstood, unheard, lonely, or looking for support and protection, there will be someone for him/her to talk to) in Ukrainian?

The helpline operates on the principles of anonymity and confidentiality by providing its services free of charge. Anonymity means that it is impossible to identify the person calling, and confidentiality means keeping the information secret.

- Yes
- No

The navigation depends on the answer “yes” or “no” (if “no”, go to the “All children” section)

If yes,

How did you find out about **Empowering Children Foundation (FDDS)**?

Please choose all that apply

- At school
- At home
- From friends
- From social media
- From flyers/leaflets
- At Blue Dot Centre
- In the asylum centre
- TV
- Radio
- Other

If other, please specify _____

Which of these services does **Empowering Children Foundation (FDDS)** provide?

- A space where children can discuss their problems with a professional
- Help to keep them safe
- Receiving reports on abuse
- Help when children are being treated unfairly, used or abused
- Support for children from Ukrainian
- Other

If other, please specify _____

Have you ever contacted a child helpline?

- Yes
- No

If yes,

Have you experienced any problems when contacting the child helpline?

- Yes
- No

If yes, please specify _____

Why did you contact the child helpline?

- Help with homework
- Troubles with parents
- Troubles with friends
- Troubles at school
- Bullying
- Concerns about my mental health, such as feeling sad or anxious
- Concerns about personal safety
- Concerns about personal physical health
- Other

If other, please specify _____

If no,

If you have never contacted a child helpline, please tell us why? (Please choose all that apply)

- I don't need it.
- I do not think I should contact a helpline to address the problems I have
- I did not know that I could contact a helpline to address my problems
- I do not feel I have enough privacy to do so.
- I do not have the means of communication (phone or other device).
- I worry about how people might react to what I say.
- I am afraid that my parents might find out about what I say.
- I do not feel safe talking to local counsellors.
- Other

If other, please specify _____

All children

Do you think you will contact **Empowering Children Foundation (FDDS)**, which offers help to children in Ukrainian, in the future if you need it?

- Yes
- No
- I don't know

Which of the following social networks do you use?

- Facebook
- Instagram
- TikTok
- Twitter – X
- YouTube
- WhatsApp
- Telegram
- Viber
- WeChat
- Facebook Messenger
- Pinterest

Where do you communicate with other young people from Ukraine?

- Online
- Youth centres
- At school
- During events organized by local organizations
- Other

If other, please specify _____

What kind of help do you think you might need someday?

- Help with homework
- Troubles with parents
- Troubles with friends
- Troubles at school
- Bullying
- Concerns about my mental health, such as feeling sad or anxious
- Concerns about personal safety
- Concerns about personal physical health
- Other

If other, please specify _____

Appendix B: Local Service Map

If you need help with any of these issues, whom you will most likely talk to?

- Family member
- Friend
- Teacher
- Private counsellor
- Child helpline
- I will research online
- Police
- Social services
- Other

If other, please specify _____

What do you think should be done to ensure that children know how to contact the child helpline?

Is there anything else you would like to share about these issues?

Survey results

Thank you for sharing your thoughts. Your contribution will help us create a safer and happier environment for all children.

We understand that some questions may have raised difficult emotions or questions for you. Remember, you are not alone. If you need to talk to someone or seek advice, please contact **Empowering Children Foundation (FDSS)**. Ukrainian-speaking child helpline professionals will be available to provide support and assistance whenever you need it. Your wellbeing is fundamentally important and we have the resources to provide the help and support you deserve.

The helpline operates on the principles of anonymity and confidentiality by providing its services free of charge. Anonymity means that it is impossible to identify the person calling, and confidentiality means keeping the information secret.

Moreover, if you are unable to contact the child helpline for any reason, you can contact our consultant Nelia Troichuk by sending an e-mail to nelia@childhelplineinternational.org. She is a qualified specialist who is always ready to listen and give advice. Remember that it is absolutely normal and courageous to ask for help when you need it.

ADRA Poland	Offers cash assistance, humanitarian aid and psychological support, all critical forms of assistance that can provide immediate relief and long-term support to individuals and communities facing various challenges. Map .
Central Roma Council in Poland	Vulnerable Roma fleeing Ukraine will be given access to interpretation and cultural mediation services and provided with transport and access to medical and psychological assistance as required. Officials and volunteers are able to provide culturally sensitive assistance to Roma refugees and incorporate anti-discrimination practices and policies into their work.
Centrum pomocy prawnej i psychologicznej dla obywateli Ukrainy	Offers legal and psychological assistance for children and adults specifically tailored for Ukrainians. Provides support in navigating legal matters and offers psychological guidance during challenging times. This specialized assistance is designed to address the unique needs and circumstances of the Ukrainian community in Poland.
Cerebris	Psychological consultations for adults and children from Ukraine available every Friday from 16:00 with experienced psychologists. Consultations held in person in Gonchytsy, 200 km from Warsaw. Phone (609 287 888) or email to make an appointment.
Crisis Intervention Centre	Free psychological help in Krakow. Services for children and adults from Ukraine. The centre is available 24/7: Radziwiłłowska 8B, Krakow +48 1242 19282
CultureLab Foundation	Helps internally displaced children. Access to medical care, access to water, food or basic hygiene products. Housing and psychological support (so-called volatile groups driving from point to point, supporting children), medical care, clean water and hygiene measures.
Educational Foundation "MryDiy"	Programme helping 120 Ukrainian refugee high school students to prepare for the critical Ukrainian National exam necessary for graduation and eligibility for college education. Topics include Ukrainian language, mathematics, history of Ukraine, and English.
Eleon - pomocne dlonie dla Ukrainy	Material aid: Provides food, clothing, hygiene products and other necessities. Psychological support: Individual and group consultations with psychologists. Art therapy and other methods of psychosocial rehabilitation. Transport: help in organizing transport for children with disabilities. Organizes classes with speech therapists, oligophrenopedagogues, and physiotherapists. Helps in organization of hippotherapy and other types of rehabilitation. Organizes entertainment programmes, workshops, game programmes for children and adults.
eurodesk.pl	Helpline numbers are available for Ukrainian citizens in need of assistance, although not specifically tailored for children. Helplines are available in Ukrainian, Russian, and English languages, ensuring accessibility for individuals seeking help. Round-the-clock assistance, including legal, psychological, medical and financial matters.
Foundation ART	Psychological help tailored to adults and children, offers support through specialists. Sessions with psychologists are held in Warsaw at Dąbrowszczaków 8 on Mondays (14:00 - 18:00), Thursdays (10:00 - 14:00) and Fridays (11:00 - 15:00). Importantly, all specialists are fluent in Ukrainian, ensuring effective communication and support for the Ukrainian community. +48 600 433 799
Foundation One World - One Heart	Supports women and girls, offering initiatives to promote their rights, wellbeing and empowerment. Provides various services, including education, health, economic empowerment and protection from violence and discrimination.
Free psychiatrist	For those in need of psychiatric support. Appointments with psychiatrists can be arranged by calling 800 190 590, and if specialized medication is required, Polish psychiatrists can assist in selecting suitable alternatives. For children and adults. Additionally, individuals are invited to join their Telegram and/or Facebook channels. The portal's team curates daily updates on the best news and relevant tips to support the Ukrainian community in Poland.

Fundacja "MAMA-2022"	Provides meetings, events, lectures and masterclasses for children, young people and women to promote environmental awareness and sustainability.
Fundacja ALight	Camping for children from Ukraine in the Carpathian Mountains. Numerous camping sites and outdoor recreation areas in the region offering opportunities for children to experience nature, engage in outdoor activities and participate in camping adventures.
Fundacja Centrum Pomocy Humanitarnej My z Wami	Delivers standardized packages containing food, hygiene products and children's essentials. Support individuals and families during challenging times, such as when they are staying in shelters or in areas with limited access to supplies.
Fundacja Centrum Współpracy Międzynarodowej Germanitas	Activities for children from Ukraine. Opportunities for playing musical instruments and board games.
Fundacja Dajemy Dzieciom Siłę (Empowering Children Foundation)	Provides comprehensive support for children who are victims of crimes, including violence and sexual abuse, as well as their caregivers. Services offered under one roof include friendly interviews for children involved in criminal procedures, along with psychological, psychiatric, legal and medical assistance. Collaboration with local services ensures effective support tailored to the best interest of the child. Provides child helpline services to children and is a member of Child Helpline International. Child helpline: Toll-free anonymous helpline for children and young people at 116 111. Provides confidential and professional support for children and young people in need of assistance, advice or just someone to talk to, with qualified professionals. In Ukrainian.
Fundacja Edukacja dla Demokracji	Psychological consultations available for adults and children from Ukraine, providing support and guidance to help them navigate various challenges and promote mental wellbeing.
Fundacja Kocham Dębniki	Support for mothers and parents of children with special needs. Provides invaluable emotional support, shared experiences and practical advice.
Fundacja Nagle Sami	Support groups for mothers and parents of children with special needs to provide emotional support, shared experiences and resources. Also for people who have lost loved ones and are at different stages of mourning. Monday to Friday 14:00-20:00. Call 800 108 108.
Fundacja Q	"Smattle: Designers of the Great Future" is a preventive programme designed for Polish and Ukrainian school-age children to develop social competences, particularly in challenging environments. Activities for children include: - Individual consultations with children - Individual consultations with parents - Classes and consultations led by a Polish sociotherapist and a Ukrainian psychologist.
Fundacja Rozwoju Dzieci im. J. A. Komeńskiego	Provides support to children with disabilities and their families by offering high-quality childcare and access to specialized assistance in Ukrainian. Includes services such as speech therapy, psychological counselling and neurological support. Additionally, offers dedicated training and psychological assistance for parents, assisting them with necessary formalities and provides further specialist diagnostics as needed.
Fundacja Szkoła z Klasą	Focuses on educating young people about misinformation. Email.
Fundacja Uniwersytet Dzieci	In response to the needs of refugee children, the Ukraine Foundation has launched a long-term support program for the adaptation and education of Ukrainian students in Polish schools. The Ukraine Foundation employs about 50 intercultural assistants in more than 30 schools. Fundacja Ukraina, ul. Ruska 46A/201, Wrocław, 50-079
Fundacja Vela	Collaborates with teams of experienced psychologists, social workers and outreach officers who provide support to individuals in large-scale accommodation schemes and smaller shelters throughout Warsaw. Focus is on assisting the most vulnerable populations, including children, women and individuals facing psychological challenges. Office is located at Skwer Kardynała Stefana Wyszyńskiego 5, 01-015, Warszawa. +48 536 254 959. Email.

Fundacja Wielkie Serce dla Dzieci	"Substitute Family" hotline is a free service providing support, information and guidance to individuals interested in becoming foster parents. Offers professional advice and assistance throughout the process of preparing for this significant social role. Call 224 908 050.
Fundacja Freedom Space	Activities for children from Ukraine. Variety of programmes and initiatives aimed at providing them with opportunities for learning, recreation and socialization.
Fundacji Rozwoju Społeczno-Oświatowego	Team of psychologists offers comprehensive support for adults and children, catering to diverse linguistic background with proficiency in Polish and Ukrainian. Available for both in-person sessions in Lublin and online consultations via phone or Zoom, providing flexibility for clients with varying needs or preferences. To schedule an appointment, interested individuals can reach out through multiple channels, by calling 579 512 946, filling out a contact form on their website, or sending a direct email inquiry . This accessibility enhances the ease of reaching out for support during challenging times.
Fundacji Zustricz Psychological Assistance Centre	Provides free psychological consultations, designed specifically for migrants. Supports mental health, helps overcome trauma from military actions, and offers guidance for parents, adults, young people and children over 3 years old.
HelpingHand	Helps children and adults; call +48 222 904 386 or fill out an application for assistance on the website.
Hotline of the Commissioner for Children's Rights in Poland	Children, youth, and parents can communicate with specialists, psychologists in Ukrainian and Russian by calling the free number 800 12 12 12.
IFRC Poland Polish Red Cross	Provides free psychological assistance to Ukrainian refugees through a special telephone line available to Ukrainians both in Poland and abroad. Helpline operates from Monday to Friday, 09:00 - 05:00. Psychologists are ready to help anyone who contacts them and can refer them to another specialist if necessary. +48 221 520 620 (from outside Poland); 800 088 136 (in Poland).
Internationaler Bund Polska	Language courses for students from Ukraine, along with activities for children. Al. Daszyńskiego 22, 31-534 Kraków. +48 126 865 380. Email.
Małopolski Fundusz Ekonomii Społecznej	Offers language courses specifically tailored to A1 level. Courses aim to provide foundational language skills for beginners from Ukraine.
National Psychological Association of Ukraine	Provides various resources and support services, including helpline, to assist individuals in need of psychological support. Daily from 9:00 to 19:00 at +48 800 088 141
Polish Center for International Aid Foundation (PCPFM)	Together with UNICEF and Ministry of Education and Science, provides phone line for refugees from Ukraine – students and their parents and guardians. Mon-Fri from 09:00 to 17:00 at +48 221 001 300
Polskie Forum Migracyjne	Psychologist support available in Ukrainian, Russian or Polish. 222 552 202 Mon-Sat 12:00-22:00
PSAR	Focuses on culture, education and civil rights. Office at ul. Wspólna 4a, 35-205 Rzeszów, +48 726 720 080 or email .
SOK (Samodzielność od Kuchni) Foundation	Assists children in finding their place in Poland and supports them in developing essential language skills and psychosocial abilities. +48 530 316 428
Stowarzyszenie MUDITA	Provides help to refugees (children and adults from Ukraine) with disabilities 10:00 - 18:00 Mon-Fri. +48 539 866 471. Email and contact form .
Support for refugees from Ukraine	Support can vary by city and region in Poland. General types of support typically provided by local authorities, non-governmental organizations (NGOs). Services for children and adults.
Twarze Depresji	Free psychological and psychiatric support for children (with written permission from parents) and adults.
Twoj Dom	Health care, nursing, rehabilitation, psychological treatment, and daily support. 08:00 - 15:00 at +48 784 096 721. Email.
ZUSTRICZ	Addresses mental health, parenting challenges, stress from military actions in Ukraine and teenage issues. Free consultations for children and parents/caregivers by calling +48 786 674 005



**Every child has a voice.
No child should be left unheard.**

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Child Helpline International is a collective impact organization with more than 150 members in over 130 countries and territories around the world.

We coordinate information, viewpoints, knowledge and data from our child helpline members, partners and external sources. This exceptional resource is used to help and support child protection systems globally, regionally and nationally, and to help our members advocate for the rights of children and amplify their voices.

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