

COMPREHENSIVE RESPONSE PACKAGE TO THE REFUGEE INFLUX IN ARMENIA

KEY ACHIEVEMENTS



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE



Following the refugee influx Armenia faced in 2023, the Council of Europe has launched a €2.8 million comprehensive response package as an integral part of its Action Plan for Armenia 2023-2026.



This response package includes four new projects and integrated additional components into two existing projects. The goal is to protect human rights, strengthen local communities, and ensure dignity, safety and equal opportunities for everyone affected.



MAIN OBJECTIVES

Protecting human rights: Ensure refugees' rights are safeguarded.

Support host communities: Help communities welcoming refugees to remain strong and resilient.

Promote social rights: Guarantee access to essential support and care, including vulnerable people.

Support women and children: Assist those affected at risk.

Strengthen human rights institutions: Help institutions uphold human rights standards.

KEY ACHIEVEMENTS

Improved refugee support by enhancing the institutional capacity of the Migration and Citizenship Service:

A call centre established that answered over 105 000 inquiries since January 2025.

Accessibility and quality of refugee services following strengthened competences of 150 front-line specialists on improved access to reliable information on citizenship, refugee status, and temporary protection. As a result, over 28 473 citizenship applications processed in 2024-2025.



The call center of the MCS

Strengthened the capacity of 10 civil society organisations (CSOs):

To support vulnerable population groups in line with the Council of Europe standards, focusing on non-refoulement, right to life, prohibition of torture and ill-treatment, and standards on detention and reception conditions and rights to family life and effective remedy.

Countered hate speech:

By training Armenian journalists to recognise and challenge negative stereotypes about refugees and vulnerable communities.

Supported host communities to implement refugee integration initiatives:

Four communities contributed to integration of refugees through grants.

10 communities established resilience taskforces and developed strategies and action plans through workshops to strengthen community capacity to navigate complex challenges.

Addressed refugees' mental health challenges:

200 refugee healthcare professionals received accredited training on national and European human rights standards in biomedicine, aligned with the Oviedo Convention to enable them to pursue their professional activities in Armenia.

The same group received psychosocial support to manage emotional burnout, to improve the quality of care provided and the communication with challenging patients.

Better social and economic inclusion of refugee women, addressing gender-based risks and fostering gender equality through:

Empowerment of 364 women, including refugee women, through over 100 community activities focusing on socio-economic development, well-being improvement, and social integration of women.

Portrayal of refugee women's inspiring stories as agents of resilience and change through documentaries, podcasts, and TV programmes reaching over 300 000 people in Armenia.

Strengthened capacity of over 200 civil servants and front-line professionals:

Working with children affected by migration and conflict, especially on guardianship, mental health, and recovery from trauma, through:

Two thematic manuals.

The Council of Europe HELP courses on "Migrant and Refugee Children" and "Protection of Children against Sexual Exploitation and Abuse" adapted to the national context which increased knowledge and skills of over 70 professionals



*Civil servants and professionals enhance their capacity in effective guardianship of unaccompanied and separated children
October 2024*

Enhanced social rights protection for refugees through:


Improved capacity of around 40 legal professionals to combat trafficking with a focus on the protection of refugees and other vulnerable groups.

Increased the monitoring capacity of all the relevant staff of the Human Rights Defender in social rights violations, including those affecting refugees.

Establishment of a co-ordination platform to improve co-operation among international organisations working on social rights and refugee protection in Armenia.

MORE INFORMATION

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**ACTION PLAN FOR ARMENIA
2023-2026**

