Trusted services for migrants and refugees

The problem for refugee aid organizations: Finding and communicating accurate information to migrants and refugees is always exceptionally difficult and the current challenges are taxing existing systems. Tools currently being used by aid organisations and NGOs include websites, social networks, word documents, and PDFs – there is no standardisation. There is no central database. The lack of live data can lead to great inefficiencies in both delivery of aid and communication between NGOs and between aid organisation field services and refugees. Until now there were no standardised communication tools, and no single platform where all services are mapped.

The problem for migrants and refugees: Arriving in a new country, after having lost almost everything, is more than most people can handle. Remaining autonomous and independent becomes more important than ever. So migrants and refugees need to be able to find the services they need, where they are and when they want it – on their smartphone, which may be one of the only possessions they have left.

Our solution: RefAid is the first ever platform to enable migrant and refugee aid organisations to discover, monitor and share live information by location, as well as the first ever mobile app that gives refugees up-to-the minute information about where official aid is available near them.

Services, Communication, Mapping

"Getting accurate & current information to service users and partner organizations is one of our biggest challenges.

The RefAid platform helps us to achieve this and will have a very real impact in enabling us to better suport refugees."

Medecins du Monde, Belgium

A multilingual mobile app for migrants and refugees

The impact of using RefAid

- Refugees and migrants gain instant access to reliable, location-based info about services they need

- Service-providing organizations can help more people in need who may not have known about their services

- Organizations gain a way to directly contact people in need through RefAid's location-based communication tools
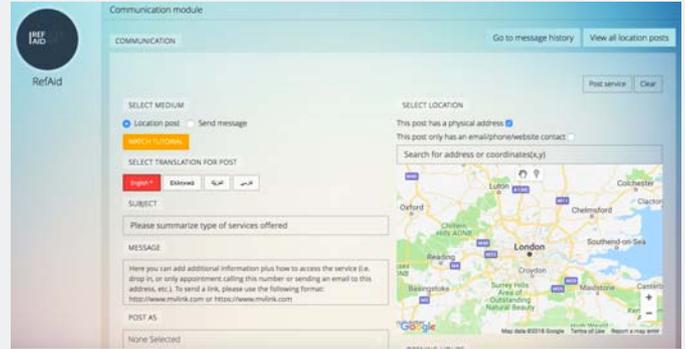
Map and manage services

- Manage and view services by type and location
- Share information about services with employees, volunteers, other organisations and beneficiaries
- Gather and analyse user feedback in real-time for better impact reporting

  Deploy and manage resources effectively

  Create greater impact and accessibility of services

  Determine if the right services are at the right place at the right time

Collaboration

- Create and participate a live network of local, national, and international organizations helping migrants
- Share information about services with other organizations
- Coordinate with internal stakeholders and organizations in real time

  Avoid duplication
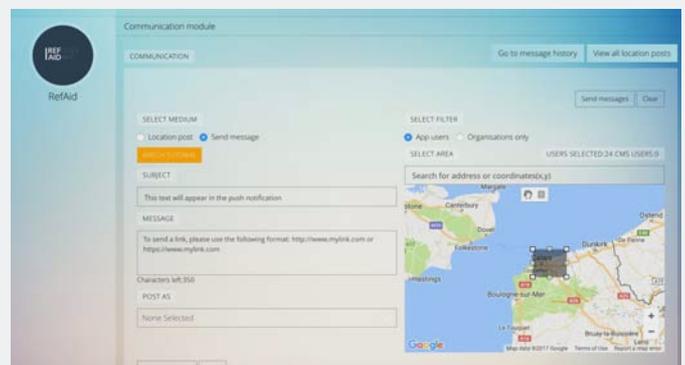
  Reduce cost

  Improve services

Communication

- Communicate with other organisations through push notifications and emails
- Send location-targeted push notifications and messages about services and urgent news to refugees

  Targeted communications

  Give the right information, to the right users at the right time

JOIN THE MOVEMENT

- Already live in 30 countries (US, Europe, Turkey, Morocco) and will be launching soon in other countries
- More than 5,000 organisations, including Caritas, Doctors of the World, International Rescue Committee, Médecins sans Frontieres, Red Cross, ARCI, CIR, Médecins du Monde, Salvation Army and multiple city and government service programs make their services available in RefAid

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