



Accessing Healthcare for the Refugee Community in Jakarta, Indonesia: A Decade of Learning

Church World Service Indonesia
Program Team



CCIH 2023

HOPE IN HEALTH: OUR LABOR IS NOT IN VAIN

Church World Service (CWS)

A world where all have food, voice and a safe place to call home.



Hunger & Poverty

- Water, Sanitation & Hygiene (WASH)
- Food security & Livelihoods



Displacement

- Migrant Protection & Assistance
- Refugee Resettlement



Disaster

- Disaster Risk Reduction (DRR) & Preparedness
- Emergency Response & Recovery

Child Protection – Climate Change Adaptation – Gender & Racial Justice – Community Development



Church World Service (CWS)

Operating in Indonesia and Timor Leste.



Church World Service (CWS)



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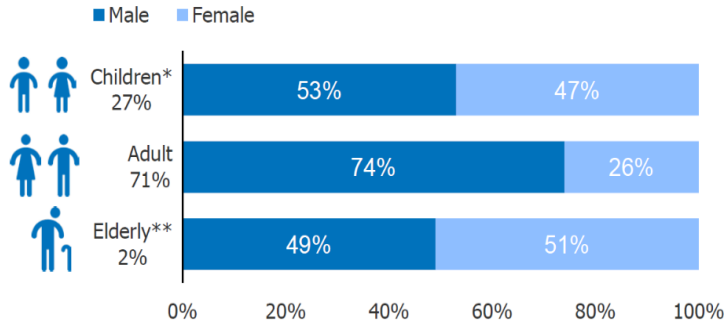
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Indonesia


 12,781 people registered under UNHCR Indonesia


Population based on Age Category and Gender



*Below the age of 18 years old ** Above the age of 59 years old

Jakarta

 52% live at Jakarta Greater Area

 They live by renting room/house or camping inside ex-military office



Existing Gaps



Indonesia has **not ratified** the 1951 UN Refugee Convention and its 1967 Protocol.

- prohibited to work formally
- limited opportunities to access essential needs
- rely on UNHCR, NGOs, charity communities to fulfill their rights to live with dignity.



Limited humanitarian actors involved in this issue



Limited fund resources



PURE: Area of Interventions

CWS has worked with refugees since 2008.



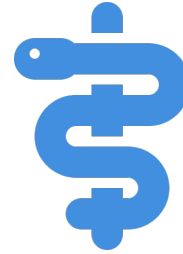
Child Protection

Living care arrangement
Case management



Socio-Economic

Monthly stipend allowance
Volunteer opportunities



Health

Health helpdesk
Access to health facilities
Info sessions



Education

RLOs empowerment
Classes
Training



Health Activities and Results



- Refer to physical or mental health facilities (in and out-patient) → *approx. 369 people in a month*
- 24-hour health hotline to communicate and give information → *around 514 people contacted the hotline*
- Collaborate with community health centers, hospitals, and health institutions
- Health information sessions.
- List of chronic patients



Challenges on Health Sector



- High needs vs limited resources
- Increase of severe and chronic illness as well as mental health.
- Project participants' trust issues in health facilities and pharmacy
- Language barriers in health facilities





Refugee Healthcare: Best Practices



**Prioritize
Severe and
Chronic Illness**



**Health
Information
Sessions**



**Community
Engagement**



**Local
Healthcare
System
Shadowing**



**Collaborative
Action**



**MOUs with
Healthcare
Providers**



**Employee
Support**

Looking Forward

Registering refugee to government or non-government insurance agency





GWS





“Let us run with perseverance the race marked out for us, fixing our eyes on Jesus, the pioneer, and perfecter of our faith (Hebrews 12: 1-2, NIV)”

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