# UN NETWORK ON MIGRATION
# WORKING GROUP 6: ACCESS TO SERVICES

**CO-LEADS:** WHO, UN-Habitat

**MEMBERS:** FAO, ILO, IOM, OHCHR, UNAIDS, UNDP, UNFPA, UNHCR, UNICEF, UN Women, Caritas on behalf of Initiative for Child Rights, IFRC, OECD, PICUM, PSI and UCLG

Migration contributes to positive development outcomes and to realizing the goals of the 2030 Agenda for Sustainable Development. But migrants cannot contribute to society at their full potential unless their universal human rights, including access to basic services, are respected, protected and fulfilled at all times.

In objective 15 'Provide access to basic services' of the Global Compact for Safe, Orderly and Regular Migration (GCM)[1], Member States commit to ensure that all migrants, regardless of their migration status, can exercise their human rights through safe access to basic services. They further commit to strengthen migrant-inclusive service delivery systems, notwithstanding that nationals and regular migrants may be entitled to more comprehensive service provision, while ensuring that any differential treatment must be based on law, proportionate and pursue a legitimate aim, in accordance with international human rights law.

## MISSON AND OBJECTIVES

The Working Group 6 (WG6) of the UN Network on Migration aims to support Member States, partners and the UN Network on Migration through providing technical guidance and expertise for the implementation and follow-up of actions as stated in objective 15, with the aim to ensure all migrants, regardless of migratory status, have equitable access to quality public services. The WG6, in its current work plan, will focus on **education, health, housing, on-job and vocational training and other public services including water and sanitation.** It seeks to provide technical support to national and local governments to put in place laws, evidence-based policies, inclusive gender and child responsive services for migrants regardless of migratory status on paper and in practice, address migrants' specific needs and vulnerabilities, and support them to integrate and contribute to the communities where they live.

## ACTIONS

1.  **Identify good practices, barriers and gaps and to support the replication/scale up of evidence-based solutions** to overcome legal and practical barriers to equitable access to quality services for migrants regardless of migratory status at national and local levels; unpack and understand the wide range of barriers in accessing services including specific vulnerabilities to inform more impactful solutions.

2.  **Develop Operational Framework or Steps for Governments in providing services to migrants, and collect, identify, develop and roll out guidance, tools, reliable data and information, analysis, and policy guidance on inclusive services** for migrants at the national and local government levels.

3.  **Support UN Network on pilot/priority countries and cities to deliver on the GCM commitments with respect to objective 15: access to services** and related objectives – including through provision of technical advice across each respective member's mandate and expertise, and global and regional consultations to build Member States and partner's capacity to address barriers and how to overcome them (subject to availability of resources)**; Support priority countries in the development of concept notes and proposals for the Multi-Partner Trust Fund (MPTF).**

4.  **Lead on strategic advocacy efforts – to use the collective voice of the UN Network on Migration** to push for greater efforts to review laws and policies, administrative, financial and practical barriers that prevent migrants from accessing services – flagging specific situations of concern, but also celebrating positive examples. This includes issuing both reactive and proactive joint statements and recommendations on key priority issues, engaging with media and supporting key strategic events to shine a light on promising practices.

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[1] Global Compact for Safe, Orderly and Regular Migration, objective 15: https://www.un.org/en/ga/search/view_doc.asp?symbol=A/RES/73/195

## DELIVERABLES BY JULY 2020

- Good practices in providing access to services for migrants and policy guidance to overcome these barriers, identified.
- Gaps and priorities in providing access to public services for migrants identified.
- Operational guidance/steps for governments to provide inclusive access to services, including migrants, developed and launched.
- Joint statement(s) by the UN Network on Migration such as on removing identification requirements that restrict access to services and prohibiting the sharing of information between immigration authorities and service providers at national and local levels.

## KEY ADVOCACY MESSAGES

To support coherent action by the UN system at local, country, regional and global levels with respect to access to services, the following key messages will guide and advocate the WG 6's engagement:

- **For many migrants, moving can offer opportunity for better access** to health services, education, housing, and other public services including water and sanitation. But for far too many migrants in vulnerable situations – especially irregular migrants– legal status, procedural, financial, cultural and social and psychological barriers keep them from accessing services they need. Migrant workers may face violence and harassment at the workplace and other gender-based discriminatory restrictions, including in formal employment. Girls and boys also face their own specific barriers, often without access to support services or complaint mechanisms.

- **National, subnational and local policies, strategies and plans including service delivery systems should be inclusive**, taking into account all aspects of migrant's basic needs such as **health, education, food, social and other public and social services** and having a broad intersectoral approach based on shared values and evidence. This may require modifying regulations that determine access to services based on migratory status.

- Every effort should be made to avoid creating parallel systems, except when absolutely necessary. **Inclusion in public services is key to supporting successful integration, fostering a sense of belonging and combatting racism, xenophobia and discrimination.**

- **Nationality, citizenship or migration status should never be a barrier to accessing services.** In many countries, the absence of policy frameworks that prohibit the sharing of information between immigration authorities and service providers can prevent undocumented migrants from accessing services for fear of detection, detention or deportation. **Removing identification requirements that restrict access to services and prohibiting the sharing of information between immigration authorities and services providers at national and local levels is essential to deliver on the GCM's commitments regarding access to services.**

- **Limited capacity, resources, infrastructure constraints, bureaucracy and lack of information as well as social tensions and discrimination, may impede migrants' access to services.** But many Governments and their partners in countries of origin, transit, destination and return around the globe, have shown that limited resources, policies and programmes can effectively support inclusive access to services.

- **Whole of government and whole of society approaches are critical to delivering on this Working Group's mandate** - in particular, supporting and partnering with local governments to implement the GCM will be key to its success as they play a critical role in providing inclusive access to services for migrants and translating the GCM commitments into concrete actions on the ground. It is also critical to involve migrants, civil society, migrant and diaspora organizations, community members, faith-based organizations, employers' and workers' organizations, academia, the media and other relevant stakeholders to facilitate migrants' contribution and participation in host communities and formal economies, and help changing the narrative on migrants.

- **Improving data collection and information sharing such as on access and utilization of services by migrants** at local and national levels, disaggregated by age and gender. This is critical to support policy makers in developing evidence-based policies and decisions.