

UNHCR and UNICEF

FAQ 2023 Cash Assistance for vulnerable refugees in Slovakia

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What is the purpose of UNHCR-UNICEF Cash Programme in Slovakia?

Cash assistance will be provided to vulnerable individuals and families to minimize protection risks, and support with their basic needs. In addition, it will aim to ensure that beneficiaries of cash support are also linked to additional services they may need and included in the national social protection system. Every case is different from each other; hence it will be assessed according to their needs.

Enrollment

When is UNHCR enrolling for 2023 cash assistance for vulnerable refugees at Registration Centers?

UNHCR will be present at the following times (Kindly note that you can find the most updated information in [UNHCR Help page!](#)):

Bratislava: Monday, Tuesday Wednesday 8:00-17:00, Thursday & Friday 8:00 – 16:00

Nitra: 8:00-17:00, from Monday to Friday

Zilina: 8:00-16:00, from Monday to Friday

Kosice: 8:00-16:00, from Monday to Friday

Michalovce: 8:00-16:00, from Monday to Friday

Poprad: Monday, Wednesday Thursday 9:00-15:00

Presov: Tuesday and Friday 8:30-16:30

Who is UNHCR enrolling at Registration Centers?

- UNHCR and UNICEF will support Ukrainian refugees, stateless persons and third country nationals affected by the war in Ukraine, and other refugees, asylum seekers and stateless persons in Slovakia, who are considered to be particularly vulnerable, through the new cash programme. **(THE REQUEST WILL BE REVIEWED BY UNHCR, INCLUDING THROUGH AN IN-PERSON INTERVIEW).**
- Cash assistance will be provided to individuals with vulnerabilities and families to minimize protection risks, and support with their basic needs. In addition, it will aim to ensure that programme participants of cash support are also linked to additional services they may need and included in the national social protection system.



How do I make an online appointment for enrollment with UNHCR?

- In order to get registered, visit <https://help.unhcr.org/slovakia/cash-assistance/>
- Click the link to “[Make an appointment request for your enrolment interview with UNHCR here!](#)”.
- You will receive a SMS confirming your appointment date and [location](#).
- **You must request an appointment with a unique phone number. Requests for appointments with duplicate phone numbers will be deleted.**
- Please do not submit multiple appointment requests!

Request to be enrolled with UNHCR-UNICEF but cannot go to the Registration center

If there is a valid reason for which you cannot visit the UNHCR Registration center as to be enrolled, please contact the [joint UNHCR-UNICEF Helpline](#) to record your inquiry.

As a valid reason we can consider the following:

- Have a severe disability or being immobile.
- Living in a remote area far from any of the [UNHCR Registration Sites locations](#).
- An exceptional reason that prevents you to visit the UNHCR Registration Sites.

How to enroll a newborn?

When you have a newborn, you will have to receive a Temporary Protection document from the Authorities in Slovakia. You can make an appointment for the interview with us or by visiting the UNHCR Help page. Your appointment request will be reviewed by UNHCR, and **you will receive an SMS specifying your appointment date and location**, which may take several days. Please do not submit multiple appointment requests! **Please do not approach any registration site without prior appointment.**

What do I need to bring to my enrollment appointment?

- Passport, ID or any other document that can prove your identity.
- Slovak Number [Rodne cislo] issued when you were granted Temporary Protection or Asylum Seeker's/Refugee Certificate.
- Slovak phone number. Each family needs to have their own Slovak telephone number. Please **do not** share phone numbers among families.
- Slovak Bank Account Number/ IBAN and bank contract (if you have one and you are the owner).
- Please bring all family members to the enrolment appointment (if a family member has serious mobility issues or disabilities, you can inform during your interview).
- Slovak Legal guardianship document (if applicable).
- Documents provided by MoLSAF regarding financial assistance or rejection letter (if available).
- Medical documents or proof of disability if applicable

Who needs to be present at enrollment?

The entire family needs to be present at UNHCR's enrollment as UNHCR takes information on each individual and must see them in person, all together.

What happens after I enroll with UNHCR?

After your interview for the cash assistance, if the review process shows that you meet the eligibility criteria, an SMS is sent to you to confirm that you are eligible (which might take several days). If you do not meet the required criteria, you will receive an SMS informing you of the decision.

Delay in enrolment

If you have submitted already an appointment through the KOBO, UNHCR has received it in its system.

Your appointment request will be reviewed by UNHCR, and you will receive an SMS specifying your appointment date and location, which may take several days.

Missed appointment for enrolment

In case you are unable to attend your appointment for a valid reason (e.g. doctor's appointment) please visit the UNHCR registration site on any other day to be assisted on the spot or to receive another appointment from the registration staff, if you cannot be assisted on the same day.

You will need to visit the UNHCR registration site within the next maximum 5 working days!

In case you do not manage, you will receive a new appointment via SMS soon. No further actions are needed from your side.

Eligibility

Who will be eligible for UNHCR - UNICEF cash assistance?

- You are over 60 years old without sufficient family support; OR
- You or your family member have a disability or serious medical condition; OR
- You are a single parent or a caregiver; OR
- You are a single pregnant or lactating mother.

UNHCR and UNICEF will prioritize especially those individuals and families who applied to or are considered to be **vulnerable** by the Slovak Labour Office [Úrad práce], and also **newly arrived individuals and families in vulnerability** that fall under the categories above. In addition, eligible individuals and families need to be **economically disadvantaged** (e.g. not having regular employment or a regular source of income or source of income that is insufficient due to, for example, family members with disabilities or health condition). ***(SUPPORTING DOCUMENTS ON DISABILITY OR MEDICAL STATUS WILL BE REQUESTED DURING YOUR INTERVIEW)***.

What can I do if I am considered not eligible to receive Cash for Protection?

Please contact the joint UNHCR-UNICEF Helpline to record your complaint. Your case will be reviewed, and you will receive further instructions soon.

I have enrolled with MoLSAF/UPSVR for Material Needs benefits, can I enroll with UNHCR-UNICEF for cash assistance?

- Yes, regardless of, or if you have already enrolled for Material Needs support with MoLSAF/UPSVR, you can still enroll with UNHCR for cash assistance payment with the Cash for Protection programme, as long as you fall under the [eligibility criteria](#).
- Cash for Protection is a complementary top-up amount, and doesn't duplicate any kind of financial assistance MoLSAF is providing.

I have been in Slovakia for several weeks, can I receive retroactive cash assistance for this time?

No. UNHCR will provide cash assistance payment only upon your enrolment with the Organization.

What if a husband is working and the wife is not (or vice versa)? Would the person not earning an income be eligible for Cash for Protection?

You can enroll with UNHCR for cash assistance payment with Cash for Protection, as long as you fall under the [eligibility criteria](#). In addition, eligible individuals and families need to be economically disadvantaged (e.g. not having regular employment or a regular source of income or source of income that is insufficient due to, for example, family members with disabilities or health condition).

Will I be taken off the cash assistance if I find a job?

You can enroll, as long as you fall under the [eligibility criteria](#) and be economically disadvantaged (e.g. not having regular employment or a regular source of income or source of income that is insufficient due to, for example, family members with disabilities or health condition). Please remember, every case is different from each other; hence it will be assessed according to their needs.

I have received a rejection letter from MoLSAF to Material Need but I am in need of Cash assistance. Can I enroll with UNHCR?

If any person who can receive UNHCR - UNICEF Cash Assistance makes an application to get enrolled and falls under the [eligibility criteria](#), even if that person has letter a from MoLSAF/UPSVR indicating that the person is not eligible for material need cash based on the income analysis, UNHCR will enroll the person considering that his/her financial condition might have changed. Please keep in mind that **THE REQUEST WILL BE REVIEWED BY UNHCR.**

How will you know if the application is approved or not?

After your interview for the cash assistance, if the review process shows that you meet the eligibility criteria, an SMS is sent to you to confirm that you are eligible (which might take several days). If you do not meet the required criteria, you will receive an SMS informing you of the decision.

Amounts

How much is the cash assistance for Cash for Protection?

UNHCR & UNICEF assistance amounts are aligned with the amount of the cash programme of the social assistance scheme of the Slovak Ministry of Labour, Social Affairs and Family (MoLSAF).

Refugees who have not yet been assisted by MoLSAF will receive 80 euros per adult and 60 euros per child. This amount will not be provided to those who are receiving MoLSAF social assistance.

In addition, UNHCR & UNICEF may provide a complementary amount based on vulnerabilities and specific needs of the household, including:

- Age such as individuals over 60 years old without sufficient family support; and children – especially below 3 years old;
- Disability or serious medical condition;
- Single pregnant women;
- Serious protection needs.

How much will I receive cash from UNICEF under Cash for Education?

The assistance will be provided as a one-time payment of 150 Euro per child. The amount per child was calculated based on what is paid through the Slovak Child Allowance – “Prídavok na dieťa”, delivered by the Government (60 Euro per child per month), to cover for a period of 2.5 months.

Financial support is set at € 150 per child in a household. The support is provided once in first half and once in second half of 2023.

The entitlement is based on the number of children in the household, but single child receives 150 EUR.

- i) 1 child = $1x = 150$ EUR
- ii) 2 children = $2x = 300$ EUR
- iii) 3 children = $3x = 450$ EUR, etc.

How long will the UNHCR-UNICEF assistance last? How long is the assistance for?

The current Cash for Protection assistance with UNHCR-UNICEF lasts 1 month if you are a new arrival. It lasts 3 months for cases that were already in the country and fell under the [eligibility criteria](#).

The current Cash for Education assistance is provided as two-time annual payment, covering first (January-June) and second (July-December) half of the year. This partially replaces the Slovak child allowance (not available to Ukrainian temporary protection holders) – the amount of 150 EUR is equal to 2.5 months of Slovak child allowance assistance.

How will I receive cash UNHCR-UNICEF?

- Bank transfer to your Slovak bank account if you have one; OR
- Cash provided by any Western Union at the Post Offices in Slovakia. You will receive an SMS on your mobile phone confirming how you can collect the cash.

No cash received at Western Union

Please contact the joint UNHCR-UNICEF Helpline to record your complaint. The Helpline will send your MTCN code immediately by SMS.

No cash received at IBAN

Please contact the joint UNHCR-UNICEF Helpline to record your complaint. UNHCR or UNICEF will receive your complaint and they will inform you about your case as soon as possible.

Do I need my own mobile number to receive cash from UNHCR-UNICEF?

Yes. Each household enrolling for assistance needs a unique phone number to receive information on their cash assistance to be provided by UNHCR. If you are a household of 1, you need a to register only one phone number, you may not use someone else's phone number as information on how to access your cash assistance will be sent to this phone. If you change your phone number, please get in touch with the [joint UNHCR-UNICEF Helpline](#) to declare it or visit the closest [UNHCR Registration Site](#).

When will you receive the cash?

If you are eligible, your payment will be processed in approximately 20 days after registration. Please note if you have any issues with your payment you need to report it to our Helpline immediately (maximum of 20 working days after the planned payment).

Providing Certificates of Enrollment into Cash Programme

Can I get a certificate/proof that I am enrolled into UNHCR-UNICEF Cash programme for the school/municipality?

UNHCR does not provide such certificates except proof of enrollment, please visit your nearest office of Labour to seek further support.

Legal guardians

What if I am the legal Guardian (with court documents) of an unaccompanied child?

If you are:

- Slovak citizen- you need to apply with the Ministry for unaccompanied child support/payment
- Ukrainian and resident of Slovakia- you need to apply with the Ministry for unaccompanied child support/payment
- Ukrainian, on Temporary Protection- UNHCR will enroll you and provide emergency cash assistance (in line with the Government approved transfer values above).

Specific Messages on UNICEF Cash for Development and Education

How is this programme different to the "Prídavok na dieťa" distributed by MoLSAF?

The Cash for Development and Education is a temporary grant to support vulnerable displaced Ukrainian refugee households who are Temporary Protection holders, which is being implemented to assist them with child-related costs.

The “Prídavok na dieťa” a longer-term programme by the Government which is primarily aimed at Slovak citizens and those with temporary or long-term residence in Slovakia (not at persons under Temporary Protection).

The Cash for Development and Education partially replicates “Prídavok na dieťa” to those children who are not eligible for it under Slovak legislation (not having temporary or long-term residence in Slovakia)

[UNICEF replicates the Slovak Child Allowance “Prídavok na dieťa” for Ukrainian children through a Cash for Child Development and Education programme](#)

UNICEF will support the Government of the Slovak Republic in providing cash transfers aimed at supporting Ukrainian families with children from 0 to 17 years old with the costs related to education and childcare, which are fundamental child rights. The transfers will be provided in cooperation with UNHCR, who registers eligible households.

The support is known as the monthly “Prídavok na dieťa” programme of the Ministry of Labour, Social Affairs and Family, available to Slovak nationals and paid for each child in the household, does not currently cover Ukrainians with Temporary Protection status.

[Why provide cash assistance rather than supplies and equipment?](#)

One key aspect of cash assistance is its role in restoring the sense of dignity that comes with the ability to make their own decisions, rather than have someone else make those decisions for them.

Refugees, including those who are caring for children are the best experts on their own situation: nobody else has a better understanding of what they need. There is growing recognition that cash transfers through bank accounts or vouchers provide refugees with more freedom of choice in meeting their own needs and in a way that maintains their human dignity. In contrast to the distribution of supplies that are shipped in from outside, which does not connect to (and can even undermine) local markets, cash transfers enable refugees to buy products from local suppliers and support local economy.

This benefits both the refugees – who can buy precisely what they need – and local economies. It also brings refugees into daily contact with their host communities, helping to overcome a sense of exclusion and isolation at a difficult time. The assistance helps to compensate for additional costs of caring for children that households and families with children are exposed to.

[How does this promote the rights of children?](#)

Under both Slovak and Ukrainian law, families with children are entitled to a monthly child allowance for each of their children. By providing cash assistance to children care-givers, the assistance eases the financial burden on the household to cover child-related costs.

UNICEF monitoring in 2022 confirmed that the cash assistance was mainly used for education- and child-related costs.

[What happens if I do not collect my cash in time?](#)

If you provided a wrong Slovak account, or if you do not collect Western Union payment within 15 days of the day you will receive the SMS with the MTCN code, UNHCR-UNICEF will attempt to reach you once again via Western Union.

If you do not collect cash in the second attempt to reach you (this will be through Western Union for all cases), you are at risk to lose the payment.

[If I am in need of immediate assistance and I am not registered with UNHCR to receive cash support - who/how can I report this?](#)

This programme is for households who are registered with UNHCR and who have children.

If you register by 24 April 2023, you qualify for distribution in first week of May.

If you register after this date, you will receive a payment within one month of the day of registration.

The process to register with UNHCR has been described in the section [“Enrollment”](#).

[Is the Cash for Development and Education separate to the Material Needs and Carer’s Benefits? What is the difference between the benefits.](#)

The Cash for Development and Education is provided to households with children (to all children in a household) who are Ukrainian refugees - temporary protection holders, or to asylum-seekers or stateless persons, irrespective of their employment and other status. This partially replicates the Slovak assistance “Prídavok na dieťa” which is already available to Slovak citizens and those with temporary or long-term residence in Slovakia, but not to persons under Temporary Protection.

The Material Needs Benefit is not provided by UNICEF and UNHCR anymore at this point. Those who wish to receive the benefit need to register with MoLSAF and undergo eligibility checks process. The Cash for Education and Development and Material Needs Benefit (by MoLSAF) are not anyhow conditional one to another. In other words, households can qualify for Cash for Development and Education regardless of if they receive/or do not receive Material Needs Benefit.

The Carer’s Benefit for children was provided by UNICEF in 2022 to those caring for children with severe disabilities or health conditions. This benefit is not provided by UNICEF anymore at this point. Those households which wish to receive this benefit should apply with Slovak Labour Offices, and undergo an assessment process to confirm their child is eligible. The Cash for Education and Development and Carer’s Grant for Children (by MoLSAF) are not anyhow conditional one to another. In other words, households can qualify for Cash for Development and Education regardless of if they receive/or do not receive Carer’s Grant for Children.

[I am a Slovak citizen with children, why do I not qualify for Cash for Development and Education?](#)

As a Slovak national, or a Ukrainian national with long-term or temporary-residence in Slovakia (not under Temporary Protection) who has children under 18 years of age in the household, you are likely to qualify for a similar benefit under the Slovak legislation - “Prídavok na dieťa” - distributed by Ministry of Labour, Social Affairs and Family.

In case you fall under this situation and not already receive “Prídavok na dieťa”, you are advised to approach [Slovak Labour Offices](#) to register for a benefit.

General Information

Request to cancel the cash assistance

Please contact the joint UNHCR-UNICEF Helpline to record your inquiry. No further action is needed from your side.

I want to update my phone number

Please contact the joint UNHCR-UNICEF Helpline to record your new phone number. No further action is needed from your side.

I want to update my data or IBAN

Please visit the closest UNHCR Registration Center in one of the following [locations](#). **In case you need assistance, please contact UNHCR – UNICEF Helpline:**

[0800 22 12 30](tel:0800221230) (toll-free line, call from Slovak tel. number)

[+421 2 22 11 56 50](tel:+421222115650) (call from non-Slovak tel. number)

Monday to Friday, 8:00 AM to 8:00 PM



If you have any questions, comments, suggestions or reports (positive or negative) please write to us at: SVKBRCASH@unhcr.org Please remember in case of an inquiry always to share with us your **Full name** and **Rodne Cislo**, so we may assist you immediately.

If you want to know more about why we collect your personal data for the programme and how we keep it secure, please read our [Privacy](#)

[Notice.](#)

For more information on the Frequently Asked Questions – FAQ Transition of Material Needs Assistance to Ministry of Labour Social Affairs and Family, you can find more details on this poster: [FAQ Transition of Material Needs Assistance to MoLSAF ENG](#)

For more information on the UNHCR-UNICEF 2023 Cash Assistance for vulnerable refugees in Slovakia, you can find more details on this poster: [UNHCR-UNICEF 2023 Cash Assistance for vulnerable refugees in Slovakia](#)

Related information

- [Cash Assistance](#)
- [Cash Assistance 2023](#)
- [Cash Programme Privacy Notice](#)
- [Registration Centre Locations](#)
- [UNHCR in Slovakia](#)

ALL HUMANITARIAN ASSISTANCE IS FREE!

