

Frequently Asked Questions (FAQs) on the UNICEF-UNHCR Cash for Child Development and Education (Cash for Education) programme in Slovakia

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What is Cash for Education?

What is the purpose of Cash for Education?

The purpose of the [UNICEF-UNHCR Cash for Education programme](#) is to help families (refugees – including Temporary Protection beneficiaries –, asylum-seekers and stateless persons) cover childcare and education related costs of their child/children aged 0-17 years. Through Cash for Education, UNICEF, in cooperation with UNHCR, is providing cash transfers that aim at easing the financial burden on households with children, and at facilitating access to childcare and learning.

What kind of expenses does Cash for Education aim to cover?

Cash for Education aims to cover various childcare and school-related expenses, such as basic school supplies, school meals, transportation costs, extra-curricular activities, etc.

Why provide cash assistance rather than supplies and equipment?

There is growing recognition that cash transfers provide refugee families with more freedom of choice in meeting their own needs, in a way that maintains their human dignity. Refugees are the best experts on their own situation, nobody else has a better understanding of what they need. In contrast to the distribution of supplies shipped in from outside, cash transfers enable refugee families to buy products from local suppliers and to support the local economy. It also brings refugee families into contact with their host communities, which can help overcome a sense of exclusion and isolation at a difficult time.

In what way is Cash for Education different from the Slovak “Prídavok na dieťa”?

Cash for Education is provided to refugees (including Temporary Protection beneficiaries), asylum-seekers or stateless persons, irrespective of their employment status, as long as they are parents or guardians of a child (aged 0-17 years). The Cash for Education programme partially replicates the Slovak “Prídavok na dieťa” (child allowance), which is available to Slovak citizens and those with temporary or long-term residence in Slovakia, but not to refugees, asylum-seekers and stateless persons.

Is Cash for Education linked to the Material Needs Benefit and the Carer’s Benefit for children?

No. The Cash for Education programme is a temporary grant, providing support to those children who are not eligible to receive the “Prídavok na dieťa” (child allowance) from the Slovak government.

The Material Needs Benefit is not provided by UNICEF and UNHCR anymore at this point. Families who wish to receive the benefit need to register with the Slovak Ministry of Labour, Social Affairs and Family ([MoLSAF](#)). The Cash for Education programme and the Material Needs Benefit are not conditional on

each other. Households can qualify for Cash for Education regardless of whether or not they receive the 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. Families who 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 programme and the Carer's Benefit for children are not conditional on each other. Households can qualify for Cash for Education regardless of whether or not they receive the Material Needs Benefit.

How long will the Cash for Education programme last?

The Cash for Education programme will last until the end of 2023. Cash for Education is currently provided as a one-time payment of 150€ per child, every six months: the first payment (150€ per child) covers the first half of the year (January-June), while the second payment (150€ per child) covers the second half of the year (July-December).

Who is eligible?

I have been granted Temporary Protection in Slovakia. Am I eligible for Cash for Education?

Yes. You are eligible for Cash for Education if you are a refugee (including a Temporary Protection beneficiary), an asylum-seeker or a stateless person in Slovakia, as long as you are the parent or guardian of a child (aged 0-17 years) in Slovakia.

I am a 17-year-old student, currently studying at a Slovak university. Am I eligible?

It is your parent or your guardian who is eligible, if she/he is a refugee (or Temporary protection beneficiary), an asylum-seeker or a stateless person in Slovakia, and if you are also registered as a refugee (or Temporary protection beneficiary), an asylum-seeker, or a stateless person.

I have been in Slovakia for several weeks. Can I receive Cash for Education retroactively?

Yes. If you are eligible, UNICEF will provide Cash for Education retroactively for the previous 6 months. If Temporary Protection was granted after 30 June 2023, you will qualify for only one payment.

What if I am not working, am I eligible for Cash for Education for my child?

Yes, you are eligible if you are a refugee (or Temporary Protection beneficiary), an asylum-seeker or a stateless person in Slovakia, as long as you are the parent or guardian of a child (aged 0-17 years), regardless of your work status.

I am a Slovak citizen with children. Why do I not qualify for Cash for Education?

As a Slovak national with permanent residence in Slovakia or a national of another country with permanent or temporary residence in Slovakia (not Temporary Protection) who has children aged 0-17 years, you are likely to qualify for the Slovak "Prídavok na dieťa" (child allowance), provided by the Slovak Ministry of Labour, Social Affairs and Family (MoLSAF). If you are eligible for this benefit, and have not received it, you are advised to approach Slovak Labour Offices.

What if I am caring for a child who is unaccompanied/separated (not my biological child)?

If you are a Slovak or other country citizen who was assigned legal guardianship for an unaccompanied/separated child (refugee, asylum-seeker or stateless), you can register only the child with UNHCR, for protection purposes. If you are a refugee (or Temporary Protection beneficiary), an asylum-seeker or a stateless person, UNHCR will enroll you and the child, and you may be considered for [Cash for vulnerable refugees in Slovakia](#), while UNICEF will provide [Cash for Education](#).

Applying for Cash for Education

I am already registered with UNHCR. Do I need to apply for Cash for Education?

No. If you have already registered with UNHCR, and have a child/children aged 0-17 years, you are automatically eligible for [Cash for Education](#), and do not need to apply. Nevertheless, if you have not updated your information with UNHCR in the last three months, you are invited to visit the closest [UNHCR registration site](#) in order to update your information.

I recently arrived in Slovakia and have not yet registered with UNHCR. Do I need to apply for Cash for Education?

Yes, if you have recently arrived in Slovakia and/or if you have not registered yet with UNHCR, and have a child/children aged 0-17 years, you need to apply for Cash for Education by filling out [this online form](#), through which you will request an appointment at the closest [UNHCR registration site](#). Once registered, you will receive an SMS confirming your appointment date and location.

When should I apply for the UNICEF-UNHCR Cash for Education programme?

Applications for Cash for Education need to be sent through [this online form](#) before 1 September 2023.

Do I need to provide a mobile number to be able to receive the cash assistance?

Yes, each household applying for Cash for Education needs to provide a unique mobile number to be able to receive information about the cash assistance. Please do not share the same phone number among several families. If you change your phone number, please contact the [UNHCR-UNICEF Helpline](#) or visit the closest [UNHCR registration site](#) to update your contact information.

What happens once I have filled out the online form to request an appointment?

Once you have submitted the [online form](#), your appointment request will be reviewed and you will receive an SMS specifying the date and location of your appointment. Depending on the number of requests received, it may take several days to receive the SMS.

Requesting support for enrolment in a Slovak school

Can I also request support for the enrolment of my child/children in a Slovak school?

Yes, the [online form](#) through which you can request an appointment for Cash for Education also allows you to request support from the Slovak Ministry of Education (MoE) for the enrolment of your child/children aged 3-17 years in a Slovak kindergarten, school, language course or extra-curricular activities for the academic year 2023/2024. If you request support for enrolment, you will be asked to consent with your data being shared with the MoE, in order for education authorities to be able to follow up on your request and support with the enrolment of your child/children.

I have already registered with UNHCR. Do I need to fill out the online form if I want to request support for the enrolment of my child/children?

Yes, if you want to request support from the MoE for the enrolment of your child/children aged 3-17 years in a Slovak kindergarten, school, language course or extra-curricular activities, you need to fill out the [online form](#), regardless of whether you have already registered or not with UNHCR.

Visiting a UNHCR registration site

Who needs to be present during the appointment at a UNHCR registration site?

The entire family/household needs to be present for the appointment at a [UNHCR registration site](#) as UNHCR registers information on each individual and must see them in person, all together. If a family

member has a serious mobility issue or disability preventing her/him from being present, please inform UNHCR during the appointment.

What do I need to bring to my appointment at a UNHCR registration site?

Please bring the following documents with you:

- ✓ Passport, ID, or any other document proving your identity (if available),
- ✓ Temporary Protection or Asylum Seeker's/Refugee Certificate with your Slovak identification number [rodne cislo],
- ✓ Slovak phone number (one per family),
- ✓ Slovak bank account number/IBAN, or bank contract (if available),
- ✓ Legal guardianship document, authorization letter or any documents showing that you care for a child who is not your biological child (if applicable),
- ✓ Documents provided by the Labour Office/MoLSAF (confirmation of financial assistance or rejection letter, if available),
- ✓ Disability card (if applicable),
- ✓ Medical documents (if applicable).

What if I am not able to visit the closest UNHCR registration center?

If there is a valid reason why you cannot visit the closest [UNHCR registration site](#), please indicate it when you apply through [this online form](#) (question 10), or contact the [UNHCR-UNICEF Helpline](#) to record your inquiry. Having a severe disability, living in a remote area, or having a newborn child, are among the main valid reasons.

What if I miss my appointment?

If you are unable to be present for your appointment for a valid reason (e.g. doctor's appointment) please visit the closest [UNHCR registration site](#) on any other day to be assisted on the spot, or to receive another appointment from UNHCR's registration staff if you cannot be assisted on that day. Information about the opening hours of UNHCR registration sites can be found on [UNHCR's Help site](#). It is advisable that you visit the UNHCR registration site within 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.

What happens after my appointment?

After your appointment for Cash for Education, please wait for an official SMS from UNICEF with information regarding the payment of the cash assistance.

Receiving the cash assistance

What is the amount of the cash assistance?

Cash for Education is currently provided as a one-time payment of 150€ per child, every six months (for one child = 150€; for 2 children = 300€; for 3 children = 450€). The first payment covers the first half of the year (January-June), while the second payment covers the second half of the year (July-December).

Those who were granted Temporary Protection before 30 June 2023 but have not received Cash for Education until June 2023 will receive money retroactively.

How will I receive the cash assistance?

If you have a Slovak bank account, you will receive the money through bank transfer on your bank account.

If you do not have a Slovak bank account, you will need to collect the money in cash through Western Union at a Post Office in Slovakia. You will receive instructions via SMS on your mobile phone.

What happens if I do not collect the money through Western Union?

If you do not collect the cash within the 20 days following the day on which you receive the SMS with the Money Transfer Control Number (MTCN), UNICEF will attempt to deliver the cash assistance to you one more time via Western Union. If you do not collect the cash during the second attempt, you will be at risk of losing the money. Please contact the [UNHCR-UNICEF Helpline](#) to explain your situation. The Helpline will record your inquiry and will send you your MTCN code, if available, immediately by SMS.

What happens if I provided a wrong Slovak bank account number, or if I closed my bank account after I registered for Cash for Education?

If UNICEF is not able to send the money to the indicated bank account, you will receive an SMS with instructions to collect your money through Western Union. If you do not collect the cash through Western Union, you will be at risk of losing the money. Please contact the [UNHCR-UNICEF Helpline](#) to explain your situation. The Helpline will record your inquiry and will send you your MTCN code, if available, immediately by SMS.

Who should I contact if I have any issues related to the payment of the cash assistance?

If you are facing any issues, please contact the [UNHCR-UNICEF Helpline](#) as soon as possible.

General Information

Request to cancel the cash assistance

Please contact the [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 [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 the [UNHCR – UNICEF Helpline](#):

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

+421 2 22 11 56 50 (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 and/or svkbrprot@unhcr.org Please remember in case of a cash related inquiry 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) on the 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!