

# Call Centre at the Consulate of Ukraine in Warsaw (UCALL)

 Project completed

## About the Project

The project successfully supported displaced Ukrainians through the operation of the Call Centre at the Consulate of Ukraine in Warsaw, Poland. Throughout the project implementation period, the Centre provided reliable guidance on consular services, complex legal shifts, administrative matters, and emergency situations, facilitating thousands of consultations every month. The initiative effectively monitored migration trends and strengthened institutional resilience, significantly enhancing the preparedness of EU Member States for evolving migration challenges.



### Partners

This project was implemented by ICMPD under the Technical Assistance and Support Component of MPF.



### Countries

Poland, Ukraine, EU MS



### Time frame

**January – December 2025** (12 months)



### Budget

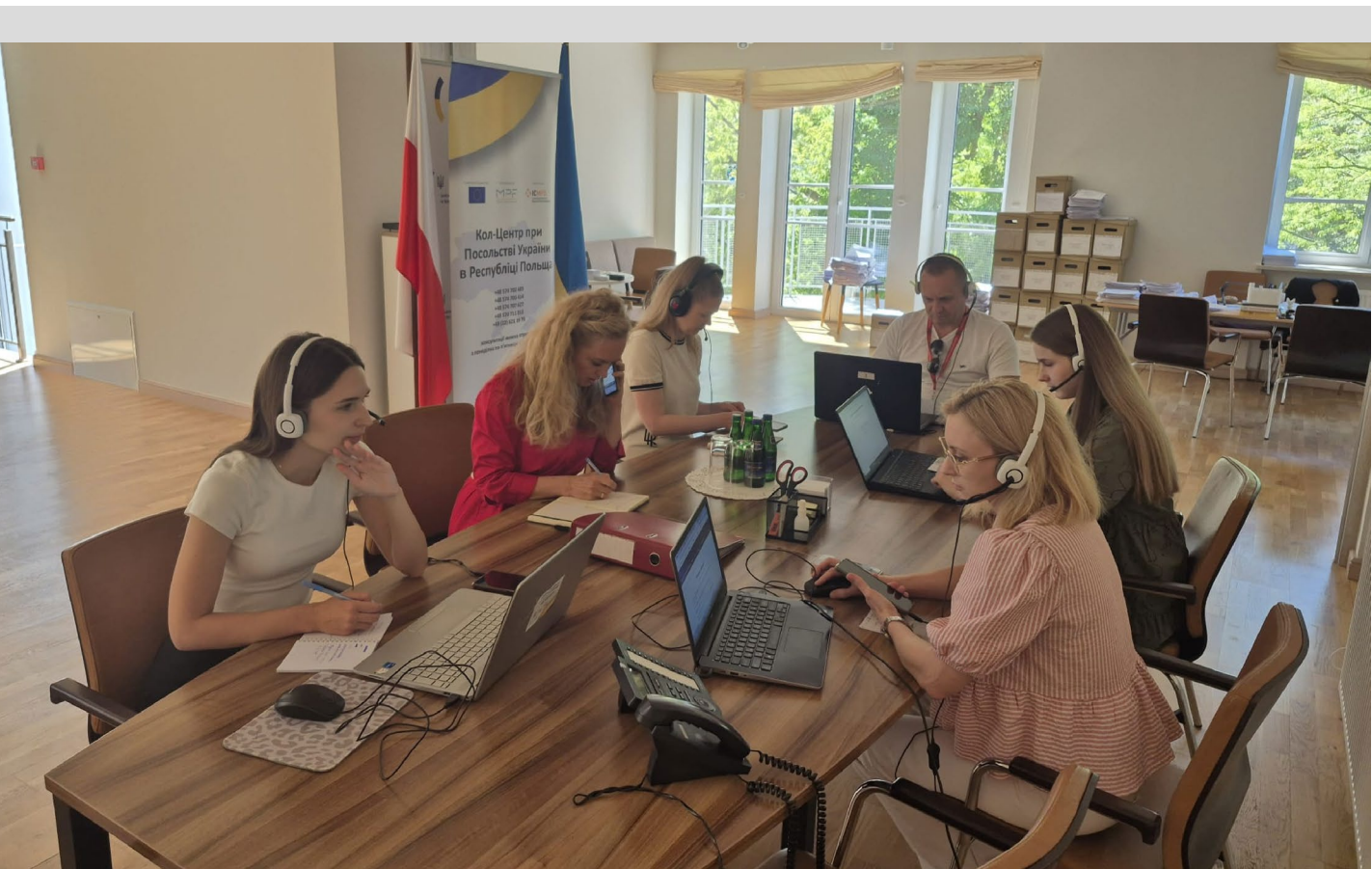
**EUR 205,728.93** (100% from AMIF)

## Activities



### Operationalisation of the Call Centre in Warsaw

Over the implementation period, the UCALL project positively contributed to access to information for displaced Ukrainians in Poland and consequently contributed to the management of their mobility. Processing approximately 49,000 inquiries throughout the year, the project maintained a high level of operational activity, underscoring the continued high demand for timely verified and clear information among displaced Ukrainian citizens in Poland and neighbouring EU Member States. Beyond mere volume, the operational scope of the Centre evolved significantly to address an increasingly complex legal landscape. Consultants navigated beneficiaries through major legislative changes, mitigating the risks related to potential lack of awareness and even disinformation during legislative changes in Ukraine and Poland. The Centre also functioned as a critical first-line responder for sensitive humanitarian cases, going beyond standard administrative guidance to manage acute crises. Continuous monitoring of client feedback confirmed the efficacy of the project's mentoring and quality assurance protocols, with beneficiaries consistently reporting high satisfaction with the services provided by the Call Centre. This was supported by targeted strengthening of UCALL staff capacities through specialised training including in psychological resilience and crisis communication.



*Daily operations at the Warsaw Call Centre facility, 2025*



## Networking and Information Sharing



Call Centre representatives provide information to attendees at a community support picnic, 14 June 2025

The project successfully positioned the Call Centre within a broader, multi-stakeholder ecosystem, moving operations beyond isolated consular advice toward a collaborative assistance model. By establishing functional referral pathways with key partners, the Centre was able to facilitate holistic support that extended beyond standard information provision. To ensure comprehensive beneficiary support, the Centre fostered durable partnerships and coordination with various stakeholders, including official authorities of EU Member States, Ukraine, local administrations, international organisations, and NGOs. These alliances facilitated seamless referrals along with individualised casework and tailored support for free legal aid, social welfare, emergency financial assistance, organisation of cross-border medical transport, restoration of pension payments, recovery of lost documents, and facilitation of family reunification. This cooperative framework was reinforced by a consistent exchange of institutional knowledge between the Call Centre and a network of Ukrainian Consultation Centres in Poland, Germany and Czech Republic, operated by ICMPD. To resolve complex cases, consultants maintained direct communication with relevant Polish authorities, including law enforcement, border guards, healthcare institutions, and local administrations. By strengthening these institutional relationships, the action not only enhanced immediate service delivery but also contributed to a more sustainable, integrated approach to managing the mobility and protection of displaced Ukrainians in Poland.

## The Migration Partnership Facility



This project was implemented by ICMPD within the framework of the Migration Partnership Facility (MPF), an EU-funded initiative that supports the external dimension of EU migration policy. Through its Grants and Technical Assistance and Support components, the MPF facilitates the implementation of projects that strengthen dialogue and cooperation on migration and mobility between EU Member States and partner countries outside the EU.

Funded by the European Union



Implemented by

