Migration Partnership Facility

ASYLUM, REFUGEES AND INTERNATIONAL PROTECTION

Ukrainian Information Support Network (U-SUPPORT)

About the Project

This project aims to facilitate the orderly mobility of displaced Ukrainians in Poland while supporting human capital and cooperation frameworks essential for Ukraine's long-term recovery. By maintaining and expanding the operations of the Ukrainian Consultation Centre in Gdańsk and the Call Centre in Warsaw, both established by ICMPD under previous initiatives, the project supports displaced Ukrainians to make informed decisions regarding their future, whether navigating changes in their legal status or preparing for a safe and sustainable return and reintegration.

Partners

This project is implemented by ICMPD under the Technical Assistance and Support component of the MPF.

Countries

Poland, Ukraine, EU Member States

Time frame

January 2026 – March 2027 (15 months)

Budget

EUR 800,000.00 (100% from AMIF)

Activities

Operationalisation of the Call Centre in Warsaw and UCCC in Gdańsk

Under U-SUPPORT, the Call Centre in Warsaw and the Ukrainian Consultation Centre in Gdańsk will continue operating to provide accurate, evidence-based information and high-quality consultation services to displaced Ukrainians. Both centres will offer in-person, telephone and online consultations and referrals, information sessions and mobile consultation fairs, addressing legal and administrative issues, offering guidance on temporary protection matters and supporting vulnerable groups with complex legal cases. In parallel, the existing centre in Gdańsk will gradually be transformed into a Ukrainian Consultation and Community Centre (UCCC). This enhanced model will fully align its functions with the European Council Recommendation on information provision, specifically aimed at empowering displaced Ukrainians to make informed decisions regarding their legal status and future mobility.

Strengthening the Role of the Ukrainian Diaspora organisations in Poland to enhance Ukraine's resilience and recovery

The project will strengthen the capacities of Ukrainian diaspora organisations in Poland to sustain and deepen ties between displaced Ukrainians and their home country, thereby contributing to recovery efforts. A mapping study will be conducted to analyse best practices and effective models of diaspora engagement in post-crisis recovery. The findings of the study will underpin a practical toolkit and targeted training, establishing a structured framework for diaspora-led initiatives that support sustainable return and community-based reintegration.

Operational information – Call Centre in Warsaw

The Call Centre operates in the premises of the Consular Section of the Embassy of Ukraine to the Republic of Poland in Warsaw. Consultations are available Monday to Friday from 08:30 to 16:30 and the **Call Centre can be reached at the following numbers:**

+48 574 702 685
+48 574 703 414
+48 574 707 627
+48 574 711 813
+48 (22) 621 39 79

Operational information – UCCC in Gdańsk

Ukrainian Consultation and Community Centre operates at the following address: Gdańsk, Mikołaja Gomółki 2, office 10, parter (building next to the Consulate of Ukraine in Gdańsk). Consultations are available Monday to Friday from 09:00 to 17:00 and the **Centre can be reached at the following number: +48-518-034-444**

or via email:
CC-Gdansk@icmpd.org

The Migration Partnership Facility

MPF
Migration Partnership Facility

This project is within the framework of the Migration Partnership Facility (MPF), an EU-funded initiative implemented by ICMPD in support of the external dimension of the EU migration policy. Through its grants and initiatives under the Technical Assistance and Support component, the MPF facilitates the execution of projects to strengthen dialogue and cooperation on migration and mobility between Member States and partner countries outside the EU.

Funded by the European Union

Implemented by ICMPD

MPF@icmpd.org
www.migrationpartnershipfacility.eu
@MPF_ICMPD

ICMPD
International Centre for Migration Policy Development