

Ukraine: Return preparedness

Overview of available support to inform on and prepare for returns to Ukraine

While needs for international protection remain, authorities in European countries hosting Ukrainian refugees may be contacted by individuals or families considering returning or with questions related to the situation in Ukraine to inform their decision. This overview of relevant informational resources and available support can be used by authorities in hosting countries for advice to Ukrainian refugees approaching them with questions and for referral purposes.

1. General information

For people seeking general information to inform their decision-making, they may consult the informational portal 'Ukraine is Home' at <https://ukraineishome.org>. The portal provides detailed information on what to consider prior, during and post return, and includes a wide range of resources and contacts of governmental and other service providers in Ukraine and abroad.

2. Individual counselling

For people asking for more tailored, individual counselling with questions related to Ukraine and returning there, they may either directly or through a referral contact the UNHCR Helpline in Ukraine operated by Donbas SOS. The UNHCR Helpline provides individual counselling on topics related to return preparedness as well as the situation upon return and helps people connect with relevant service providers for legal, social or psycho-social support.

Direct contact or a referral is possible by email or the online call-back request form.

- Email: UNHCRUkraine@DonbasSOS.org
- Call-back form: <https://help.unhcr.org/ukraine/how-to-contact-unhcr-inside-ukraine-and-from-abroad/>

3. Legal aid for complex documentation needs

For people facing gaps and other complex personal documentation challenges and are unable to legally confirm their Ukrainian nationality, legal support is available. Those concerned may either contact UNHCR Ukraine directly via email or through a referral: Email: legaldp@unhcr.org

For more common legal issues, please contact the UNHCR Helpline for individual counselling.

4. Social support for highly vulnerable individuals and families

For people with significant and complex vulnerabilities who wish to return to Ukraine but require support to do so, individualized social support for voluntary return and reintegration can be made available via UNHCR's partner Rokada based on an individual assessment. Such social support remains exceptional and available only for a limited number of people with high and significant vulnerabilities.

Direct or referral is possible via the UNHCR Helpline (email or call-back form) or by direct inquiry to UNHCR's partner Rokada via this [online form](#) (in Ukrainian).

UNHCR and partners receive referrals based on informed consent and only support voluntary return that is based on safety, dignity, and informed choice. All our services are free of charge.