



HUMANITARIAN SERVICE POINTS

Humanitarian Service Points (HSPs) are a **global initiative and flagship of the IFRC Secretariat and National Societies** in responding to the needs of migrants and displaced people. HSPs may be established by National Societies both in emergency response and in longer-term programmes. The objective of HSPs is to reduce risks and harms and contribute to the safety and dignity of migrants and displaced people by providing humanitarian assistance and protection that meets their needs.

A Humanitarian Service Point is:

1

Operated by a **Red Cross Red Crescent National Society**

2

A **neutral, safe, and welcoming physical space** which can be accessed without fear of interference by authorities

3

Accessible to **migrants and displaced people, irrespective of their status, category, nationality or any other characteristic**

4

Actively providing **information and other humanitarian services** that meets the needs of migrants and displaced people and may also provide **safe referrals to other services**

5

Run by **Red Cross/Red Crescent staff and volunteers, trained and working in line** with our approach to **Migration and Displacement**, as well as **Safeguarding** and **PSEA**

In line with the **principled humanitarian approach** of the IFRC, HSPs provide **assistance and protection for migrants and displaced people irrespective of their status**. This includes support to migrants and displaced people in irregular situations or without relevant documentation, who may be the most in need and at risk. People from the host community who may have humanitarian needs should also be able to access the services provided at HSPs.

It is important that **HSPs are separate from immigration enforcement** and that people accessing services through HSPs are not reported to authorities. **Identifiable information** about people accessing services through HSPs **must not be shared with authorities** for any reason, including based on their migration status.

Implementing a Humanitarian Service Point

There is **no one-size-fits-all model of operation**. The modality and location of a HSP and the services provided will always depend on the context, the capacity of the National Society and the needs of the migrants and displaced people. HSP may be a fixed or mobile structure, and can include strategically located local branches, gazebos, tents, kiosks, information desks or equipped buses or vans that can provide humanitarian services to migrants and displaced people along migration routes, in countries of origin, transit, destination and return, along land or at sea.



HSPs should **always provide information to migrants and displaced people** about general issues and services. Because HSPs may not be able to meet all the needs of migrants and displaced people, incorporating **safe referral mechanisms** are a valuable service if there is capacity to establish a system. Formal referral procedures should be established with relevant agencies and public services to provide a large range of assistance, including in shelter/accommodation, health and mental healthcare, Sexual and Gender-Based (SGBV) referral pathways, safe houses, education and other specialist care and support.

An indicative list of the types of **humanitarian services** that may be provided at an HSP include:



- **Food and other essential relief items**
- **Health and care** services, including first aid and emergency medical health
- **Water, Sanitation and Hygiene** support, through essential hygiene items, hygiene promotion and drinking water
- **Psychological first aid** and possibly other mental health and psychosocial support
- **Cash and vouchers** assistance and/or financial assistance registration support
- **Shelter** - in some contexts, HSPs may also provide temporary shelter
- **Child Friendly Spaces (CFS)** can be integrated directly into HSPs, and Protection, Gender and Inclusion and related services should be mainstreamed (i.e., in relation to child protection, safeguarding, provision of referrals to other services)
- **Restoring Family Links**
- **Communication and connectivity**, including mobile phone charging, WIFI, and access to a telephone or other forms of communication
- **Legal** services



Collecting feedback from migrants and displaced people supported at HSPs is necessary to continually improve our activities to meet shifting and evolving needs. It is essential to ensure that HSPs have feedback mechanisms which includes sensitive complaints; and to include child-accessible feedback and complaints mechanisms.

Use the [Humanitarian Service Points operational checklist](#)
Find more detailed information in the [Humanitarian Service Points Digital Toolkit](#)
Read more about [our work on Migration and Displacement](#)