



Working closely with the Government of Turkey, partners and communities, UNHCR's Communication with Communities (CwC) activities facilitate the participation of refugees, enhance accountability and enable effectiveness of programmes. In particular, in ensuring that refugees are equipped with information about their rights, obligations and the services available to them, these efforts help to strengthen their protection in Turkey. Additionally, UNHCR aims to foster understanding between refugee communities and host communities in Turkey through its communication efforts and activities.

UNHCR's CwC strategy comprises of three key areas:

- **Mainstreaming of effective two-way communication and information dissemination channels:** through individual counselling of refugees and asylum-seekers, outreach, information sessions and participatory assessments, printed materials, online and digital information channels and partnership with local, community-based organizations.
- **Coordination:** as part of its coordination function to support Turkey's refugee response, UNHCR works to enhance inter-agency coordination and collaboration on CwC-related activities. Building on a mapping exercise in 2017 which identified the range of CwC channels and tools used in the refugee response, UNHCR is now engaging with partners to identify gaps, provide technical advice and support, and ensure that good CwC practices are adopted throughout all sectors of the response.
- **Cooperation with relevant ministries, local government bodies and Regional Refugee and Resilience Plan (3RP) partners:** increasing cooperation on CwC with all relevant ministries, most notably the Directorate General of Migration Management (DGMM), the Disaster and Emergency Management Presidency (AFAD), and the Ministry of Family and Social Policies. UNHCR is also progressively working with relevant local government bodies (such as governors, municipalities and muhtars) and 3RP partners at the national and field levels to complement their communication with communities' efforts and to cooperate with government bodies in outreach to communities.

UNHCR-ASAM Counselling Line

Since March 2017, refugees and asylum-seekers in Turkey can call into the UNHCR-ASAM Counselling Line. This dedicated line is staffed by counsellors trained to answer queries on the full spectrum of rights, obligations, services and procedures relating to refugee and asylum-seekers in Turkey, as well as to make any necessary referrals for follow-up action. It is open during business hours on weekdays and is available in Arabic, Farsi, Turkish and English.

The full-service Counselling Line builds upon the other methods through which UNHCR has been providing one-to-one counselling for refugees and asylum-seekers, which includes in-person counselling in Ankara and helplines for specific protection or other concerns and challenges.

Sanliurfa Refugee Counselling Centre

The Refugee Counselling Centre was launched in March 2018, to support the access of refugees to the different services in Sanliurfa Governorate and strengthen UNHCR's support to the Provincial Directorate of Family and Social Policies (PDoFSP) referral system through the provision of a central call system linked to the active Social Services Centres (SSCs).

The Counselling Centre aims to benefit beneficiaries of international and temporary protection. It is composed of two components: 1) a call centre with eight operators providing services in Arabic and Turkish and 2) a Case Management team of 10 case workers in three SSCs under Sanliurfa PDoFSP to provide more tailored services.

Online platforms: Help and Services Advisor

Two complementary online communication tools were launched in 2017: The UNHCR Turkey 'Help' website (<http://help.unhcr.org/turkey>), and the 'Services Advisor' platform (<https://turkey.servicesadvisor.org/#/>). 'Help' is designed to enhance the awareness and knowledge that refugees and asylum-seekers have of their rights, obligations and the services available in Turkey. It provides easy access to narrative information across a range of key themes, from registration and refugee status determination procedures to education and livelihoods. The 'Services Advisor' enables refugees and asylum-seekers to locate available humanitarian and governmental services near them on a user-friendly map using filter options or open text search. 'Help' provides information in Arabic, Farsi, Turkish and English, and 'Services Advisor' is available in Arabic, Farsi, Pasto, Kurdish, Turkish and English.

While these mobile-friendly websites have been designed specifically for refugees in terms of content and technical functionality, 'Help' also helps to guide partner organizations and other stakeholders in accurately communicating on technical issues and 'Services Advisor' can assist service providers and other partners with referral information.

Communications in the verification of Syrians

UNHCR Turkey has been supporting DGMM to verify and update the registration data of Syrian refugees in Turkey. In addition to technical and material support on protection, logistical and supply matters, UNHCR has also assisted DGMM in conceptualizing and implementing the communication campaign for the verification.

- As of early 2018, UNHCR's CwC support to the verification exercise conducted by DGMM has included producing key messages for refugees, distributing over 50,000 leaflets, and holding over 180 information sessions across 24 of the provinces where verification had begun.
- Over 150,000 multilingual informational booklets was created and provided to recipients of UNHCR's winter assistance for 2017/8.

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The banner features the UNHCR logo and the word 'Help' in the top right corner. The main text is in Arabic: 'تعرف على حقوقك والتزاماتك والخدمات المتاحة لك. تعامى حق و حقوق، تعهدات و خدماتى كه برائى شما فراهم مى باشد را اينجا مى توانيد پيدا كنيد.' Below this is a question in Turkish: 'Haklarınız, yükümlülükleriniz ve size sunulan hizmetler hakkında daha fazla bilgi sahibi olmak ister misiniz?' and its English translation: 'Find out about your rights, obligations and the services available to you.' At the bottom, the URL <http://help.unhcr.org/turkey> is displayed.

External and Donor Relations

Thanks to UNHCR's donors for supporting our communication with communities activities in Turkey and for their unrestricted and regional funds in 2018:

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LINKS

[Regional Portal - Syria Regional Refugee Response](#) | [Regional Portal - Mediterranean](#) | [UNHCR Turkey website](#) | [Facebook](#) | [Services Advisor](#) | [UNHCR Help](#)