

August 2018

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 Labour Family and Social Services. UNHCR is also progressively working with relevant local government bodies (such as governors, municipalities and mukhtars) 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.



mar 17-jul 18

more than
175,000

refugees counselled
**UNHCR-ASAM
Counselling Line**



jul 17-jul 18

over
117,000

unique visitors
**Services
Advisor**



jul 17-jul 18

nearly
230,000

unique visitors
**Help
website**



jan 17-jul 18

over
100,000

leaflets distributed
**Verification
exercise**

[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: UNHCR Results, Help and Services Advisor

Web-results (<https://results.unhcr.org.tr/default.aspx>), first designed in 2006 and available in eight languages, is a web based application designed to allow refugees and asylum seekers in Turkey access their status details for RSD, RST and Financial support as well as update some basic information such as phone numbers, *kimlik* ID number and city of residence. Through the web-results interface, users are also directed to FAQs, information leaflets and relevant online resources. Since its creation, successful log-ins total over 10 million.

Two further 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 continues to assist DGMM in the verification to update the registration data of Syrian refugees. An essential part to the success of the verification is the communication with communities to ensure proper information and messaging regarding verification is disseminated. With the launch of zones 6 and 7 of the verification project in 2018 (January-July 2018), UNHCR conducted outreach activities in 16 provinces where 2,349 Syrian refugees were reached through direct information sessions and 48,450 leaflets on verification were distributed. Additionally, UNHCR provided DGMM with 59,500 leaflets to be distributed through government institutions.



تعرف على حقوقك والتزاماتك والخدمات المتاحة لك.
تمامی حق و حقوق، تعهدات و خدماتی را که برای شما فراهم می باشد، اینجا می توانید پیدا کنید.

Haklarınız, yükümlülükleriniz ve size sunulan hizmetler hakkında daha fazla bilgi sahibi olmak ister misiniz?
Find out about your rights, obligations and the services available to you.

<http://help.unhcr.org/turkey>

شکراً لماندي المفوضية السامية للأمم المتحدة لشؤون اللاجئين لدعمهم في هذا النشاط (حمایت اهدا کنندگان UNHCR برای این طرح سیاستگذاریم

UNHCR olarak bu faaliyetimize sağladıkları destek için donörlerimize teşekkürlerimizi sunarız / Thanks to UNHCR's donors for supporting this intervention



August 2018

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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CONTACTS

Hilary Bowman, Inter-Agency Coordination Officer, bowman@unhcr.org

LINKS

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