



Inter-Agency  
Coordination  
Türkiye

## National Protection Working Group

### Joint 3RP Protection Sector Consultation Meeting Outcome

**Time & Location:** Thursday, 30 September 2024, 09:00 – 12:30 & 14:00 – 16:00 / Zoom

**Chairs:** Lara Özügergin - 3RP National Protection Sector Coordinator (UNHCR) & Levent Ekşi - Protection Sector Information Management (UNHCR); Derya Köksal (UNHCR) & Annalisa Caparello (UNICEF) - Child Protection Sub-Sector Coordinators; Kısmet Yolalan (UNHCR) & Eda Özyurt Kılınç (UNFPA) - Gender Based Violence Sub-Sector Coordinators

**Participants:** AAR Japan, ARSA, DRC, Dünya Doktorları Derneği, Dünya Evimiz Derneği, ECPAT, Expertise France, HRDF, HelpAge, ICMC, ICMPD, IFRC, IGAM, ILO, IOM, Kadına Özgürlük ve Eşitlik Derneği, Kaos GL, MUDEM, PİKOLO, Qatar Charity, RASAS, Refugee Rights Turkey, Relief International, Save the Children, SEVKAR, Support to Life, TRC, UN Women, UNFPA, UNHCR, UNICEF, UNRCO, UOSSM, WFP, YSYD

**Meeting Presentation:** [English](#) and [Turkish](#)

### Meeting Agenda:

- I. Presentation of Inter-Agency Protection Needs Assessment Round 8 Data
- II. 3RP Joint National Protection / National Child Protection / National Gender-Based Violence Sector Consultations
- III. Monitoring & Evaluation Consultation

### Agenda Item #1: Presentation of Inter-Agency Protection Needs Assessment Round 8 Data

- The presentation of the Inter-Agency Protection Needs Assessment Round 8 data was delivered by the 3RP National Protection Sector Coordinator and the Protection Sector Information Management. The presentation covered the objectives of the Inter-Agency Protection Needs Assessment and provided an overview of the analysis. Then, general data was presented under the headings of legal status, specific needs, disability prevalence, access to information, feedback, complaint and response mechanisms, access to services, access to health services, access to education, access to employment, income and expenditures, access to basic needs, access to social assistance, protection concerns, child labour, mental health and psychosocial support, support mechanisms, legal assistance and aid, and civil documentation. (Slides 4–26)
- Feedback received from partners during the presentation under various thematic headings is summarized below.
- **Specific Needs (Slide 9):**



- In line with the data provided, it was stated that the data is consistent with the current situation.
- **Disability Prevalence (Slide 10):**
  - Within the scope of the analysis, the assessment identified a disability prevalence rate of 15%. Although new disability status have emerged due to the effects of the EQ, no significant difference in the overall ratio was observed compared to previous rounds. Partners suggested that this could be due to temporary disabilities which may not fully reflected in the data.
  - In addition, 28% of participants stated that they did not need a report and 13% indicated that they tried to get a report but could not get one. Regarding this data, partners mentioned that individuals might believe that a medical report is only necessary for accessing medication. Therefore, they may not seek a report if they do not require medication. It was also noted that they may be unaware of other rights and services they are entitled to.
  - It was reported that both local communities and refugee populations face similar challenges with regards to obtaining disability reports. It was also noted that there may be differing practices for reports regarding the recent discussions on ÖTV (private consumption tax) reductions and the reorganization of other disability status-related assistance.
  - **Action Point:** Partners inquired whether IAPNA data includes a breakdown for persons with disabilities, older persons, and their caregivers. In response, the 3RP National Protection Coordination Team mentioned that for the next round of analysis, partners working in this field will be consulted to initiate a separate thematic area addressing persons with disabilities, older persons, and their caregivers.
- **Access to Information (Slide 11):**
  - In this year's analysis, NGOs and community-based organizations ranked third as sources of information. Partners noted that the fact that community networks and refugee groups are the most common sources can perhaps indicate the success of ongoing community-based interventions. It has been highlighted that, in this context committees and solidarity groups are effectively functioning.
- **Feedback, Complaint, and Response Mechanisms (Slide 12):**
  - An additional 11% indicated they do not want to provide feedback/complaints to service providers. Partners identified several reasons for this hesitation.
  - This included fear of retaliation when providing feedback to public institutions or civil society actors, general mistrust or fear, and the perception that providing feedback might have negative consequences for the individual.
  - Furthermore, if individuals previously experienced ineffective feedback processes, they may believe that future attempts would also result in similar unsuccessful outcomes.



- Lack of information was also identified as a possible reason for reluctance to provide feedback. For example, it was noted that while many organizations have complaint boxes, most people are unaware of their existence, and efforts should be made to raise awareness. It was also suggested that the low use of suggestion boxes could be related to their location. Placing them in crowded common areas may reduce their effectiveness, as individuals may feel less comfortable using them in visible spots.
- When general feedback, complaint, and response mechanisms are inquired, it was mentioned that there is a general tendency to report more on non-sensitive issues. As a result, reporting rates may be lower for more sensitive topics, such as GBV and sexual abuse. It was also noted that individuals that experienced trauma may face difficulties while expressing themselves and going through a reporting process can cause additional stress.
- It was emphasized that sharing information with communities about the processes in place for complaints and interventions made in response to these complaints is essential for demonstrating functionality.
- Additionally, it was noted that, particularly in public institutions, some individuals believe their complaints will not be taken seriously due to their LGBTI+ identity. Consequently, they may perceive the use of complaint mechanisms as risky, fearing potential repercussions such as deportation or rejection.
- Considering social norms and practices, it was suggested that a more structured approach to feedback mechanisms should be adopted. Since cultural codes can result in the perception that providing negative feedback on services is inappropriate, it was recommended that this issue should be addressed from the perspective of social behavior change. It was stated that awareness can be raised in these regards and empowerment can be achieved through various initiatives.
- **Action Point:** It was suggested that collecting more detailed information on feedback, complaint, and response mechanisms would be beneficial in the ninth round of the IAPNA. Detailing this thematic area will also be considered in next year's questionnaire.
- **Access to Services (Slide 13):**
  - It was emphasized that strengthening community-based approaches can enhance access to services and improve cooperation with public institutions by better identifying needs and more effectively connecting community members with service providers, including statutory services.
  - It was noted that data on access to services for individuals living in urban versus rural areas should be interpreted differently based on the registration status. Since the proportion of individuals living in rural areas is lower in the sample, actual access to services may be even more limited.
  - **Action Point:** Partners asked if there is a question regarding whether individuals accessed services independently or with the support of their caregivers or relatives. The 3RP National Protection Coordination Team indicated that this area could be included in the next round of analysis.



- **Access to Education (Slides 15 - 16):**
  - It was observed that schools ask for certain additional fees for refugee children to enroll. It was reported that out-of-school children could not learn to read and write, and eventually, many of them begin working as child laborers. Additionally, partners reported that the increase of fees by school administration observed in various locations leads to family deprioritizing education over support by children for family income generation, especially in some areas linked to textile industry.
  - **Action Point:** The 3RP National Protection Coordination Team will coordinate with the Education Sector on this matter. Structured inter-sectoral collaboration will be strengthened to enhance cooperation between the Education and Protection sectors.
  - Regarding the challenges in accessing education in EQ-affected areas, it was noted that many schools have exceeded their capacity, making it difficult to enroll new students or resulting in the enrollment of students in remote locations. It was stated that families are often reluctant to send their children to school in these remote areas. Additionally, distance to schools, transportation issues and transportation fees cause serious challenges for children living in container cities. Security concerns while traveling to or around the school were also reported as a significant reason for not attending.
- **Mental Health and Psychosocial Support (Slide 23):**
  - Regarding access to mental health and psychosocial support services, it was noted that there is a reluctance to apply to these services due to concerns that they may be disrupted with the conclusion of the projects.
- **Support Mechanisms (Slide 24):**
  - It was noted that the majority of LGBTI+ individuals are concerned about potential mistreatment by the police. As a result, their motivation to seek assistance from law enforcement is quite low.
- **Access to Legal Assistance and Aid (Slide 25):**
  - It was reported that 25% of participants confirmed they required legal assistance. However, it was stated that this need was lower because most participants were persons under temporary protection. Additionally, in accordance with partners' observations, most of the international protection population continues to require legal assistance.
- **Access to Civil Documentation (Slide 26):**
  - It was noted that, especially after the EQ, there has been an increase in the revoke of Temporary Protection registration documents.
  - Additionally, it was reported that since 2022, newborn babies of persons pending registration and documentation from Syria who are married to Temporary Protection holders are also not registered.



## Agenda Item #2: 3RP Joint National Protection / National Child Protection / National Gender-Based Violence Sector Consultations

- The timeline for the 2025 update of the 3RP is summarized. (Slide 28 - 29)
- As part of the joint 3RP Protection sector consultations, the 3RP National Protection/National Child Protection/National Gender Based Violence Sectors summarized the content of the previous 3RP text under the sections “Current Situation”, “Needs, Vulnerabilities and Targeting”, “Strategic Directions and Response Plan” and “Accountability Framework”. (Slides 28 - 45)
- The outcomes of the discussions regarding what should be added or removed from the 3RP for the next year are summarized below.
- **Current Situation (Slides 30 - 32) - Suggested Changes:**
  - It was emphasized that the decrease in funding due to deteriorating economic conditions, has led to a loss of the achievements achieved so far in civil society.
  - The rejection of international protection applicants from all court processes, the failure to deliver their leave permit, and the fact that they have to live without identification during this period prevent them from accessing to health and education services. It was emphasized that this situation causes them not to be counted in the registered population, thus limiting future funding.
  - **Action Point:** Regarding ensuring proper reference for girls and women with disabilities, it was noted that there is no data disaggregated by gender and age in the IAPNA. It was stated that if organizations have this type of data, they can share, and this could be included in the 3RP text.
  - EQ-related issues will continue to be included in the text but will be shortened. It will be reviewed based on the outcomes of the protection consultations conducted in Southeast region.
  - The adoption of survival strategies due to deteriorating economic conditions, loss of livelihoods, and inability to meet basic needs has been specifically examined over the past year in relation to the EQ. It was emphasized that this situation should not be limited to the EQ, as it is affecting communities across the country.
  - It was suggested to add references of Ministry of Family and Social Services [Civil Society Vision Document II. Action Plan \(2025-27\)](#), the [IV. National Action Plan on Combating Violence Against Women \(2021-2025\)](#), the [Vision Document on Ageing, 2023 - 2028 Türkiye Child Rights Strategy Document and Action Plan](#), [National Action Plan on the Rights of Persons with Disabilities, 2030 Barrier-Free Vision Document](#) and other relevant national strategies.
  - Details regarding the impact of funding cuts on service delivery and on persons with specific and protection needs should be included.
  - More comprehensive information on social tensions and the political situation should be added.



- It was emphasized that the risks of GBV against women and girls, along with increasing hate speech towards LGBTI+ have escalated and this should be communicated within the context of increasing risks.
  - Various activities related to persons with disabilities should be highlighted. For instance, challenges faced by children with disabilities at the beginning of school year, the rise in child labor due to deteriorating financial circumstances, and instances of out of school children and child marriages were noted.
  - If arrangements need to be made for persons with disabilities and older persons in emergency preparedness, it was suggested that a plan should be developed in cooperation with public institutions and organizations of persons with disabilities. It was also proposed that this should be included in the Accountability Framework section.
  - It was recommended to add a section on legal status that elaborates on issues such as the inactivation of IDs and the rejection of IP applications.
- **Needs, Vulnerabilities and Targeting (Slides 33 – 36) – Suggested Changes:**
- It was suggested to include Dom/Roma groups in relation to persons with special needs.
  - It was emphasized that the section on EQ-related needs and vulnerabilities should be written more concisely.
  - Given the recent increase in the demand for legal support, it was recommended this part of the text to be detailed. Additionally, it was suggested that the issues concerning men and boys should be examined more clearly within the text.
  - In the context of child protection concerns and seasonal agriculture, it was noted that issues such as child labor, out-of-school children, and children who have never attended school should be addressed.
  - It was highlighted that uncertainties regarding refugee status and identity issues affect the functioning of protection mechanisms. Therefore, the importance of cooperation with the relevant authorities should be emphasized.
  - **Action Point:** Concerns were raised regarding persons needing access to legal assistance and aid in relation to GBV. For instance, the need for protective legislation was emphasized, particularly regarding the lack of action taken against individuals who reach out to the police or seek health services due to domestic violence even if they are unregistered. The need to engage in advocacy efforts regarding the access of persons pending registration and documentation, particularly those with urgent needs/under high risk, to rights and services will be communicated to UNHCR Policy Development Unit by the 3RP National Protection Sector Coordinator.
  - The lack of data on older persons and their needs was highlighted. Consequently, identifying needs specific to older persons is challenging, and the issue of aging should be integrated into protection mainstreaming. For instance, it was emphasized that detailed studies should be conducted on various groups facing different protection risks, such as older women, older persons with disabilities, older persons under international and temporary protection, and older persons who are caregivers.



- Regarding older persons, the importance of monitoring community level interventions, addressing intersectional issues, and enhancing sector capacity and availability of data (including disability prevalence and GBV) was emphasized. It was also stated that efforts to raise awareness and improve programming should be strengthened. Additionally, considering the growing population of older women, it is also essential to incorporate a GBV perspective into this matter.
- Given that the economic crisis is expected to continue, economic violence has emerged as a significant factor contributing to domestic violence and GBV. Concerns were raised regarding issues such as the seizure of women's salaries and refugees not being able to receive their wages at their workplaces. In this context, it was suggested that the need for legal assistance related to economic violence should be highlighted in the text.
- **Action Point:** Reports indicate that both Syrian and Turkish women are facing employment-related challenges. The violence experienced by women in the workplace often leads them to discontinue their employment, which negatively impacts the financial situation of households. In response to this situation, the GBV Sub-Working Group will reach out to the relevant partner for further information exchange.
- **Strategic Directions & Response Plan (Slides 37 – 41) – Suggested Changes:**
  - The section on EQ-related response should be revised for better clarity and focus.
  - There should be an increased emphasis on engaging with young people/youth mobilization and addressing the needs of the older persons.
  - To create more structured programming around peer bullying, it is necessary to work at the community level and enhance cooperation with the Education sector.
  - Innovative solutions should be prioritized over traditional methods to strengthen access to information. With the use of internet and social media, it's essential to produce accessible content and benefit from artificial intelligence. Access to information should be tailored to meet the needs of diverse individuals and groups, incorporating an Age, Gender, and Diversity (AGD) approach.
  - The importance of community-led interventions was highlighted, emphasizing the need for target groups to participate as active contributors rather than beneficiaries only.
  - Projects can be developed at the local level against social discrimination, and there should be more community-based efforts aimed at fostering social cohesion reflected in activities.
- **Accountability Framework (Slides 42 – 45) – Suggested Changes:**
  - The narrative on support to the PSEA Network Türkiye should be expanded to include details on trainings, Inter-Agency Risk Analysis, and the inter-agency allegation/referral mechanism.
  - It was suggested to broaden the narrative to include efforts related to older persons, while highlighting engagement with ADITT.



- Information and awareness-raising activities and materials should be organized using more innovative approaches, tailored to the varying disability statuses, participation levels, and educational backgrounds of individuals.
- Emphasis was placed on the need to mainstream risk-based monitoring and child safeguarding into overall protection and accountability mechanisms to better reflect the targeted interventions of the Child Protection sector.
- **Action Point:** Partners are encouraged to share with the 3RP National Protection Coordination Team any groups with specific needs that they believe should be included in the text.

### Agenda Item #3: Monitoring & Evaluation Consultation

- 3RP Protection Sector Information Management engaged in several discussions with partners regarding the Protection Sector indicators. The key outputs of these discussions are summarized below:
  - It was decided to remove Indicator 1.1.2: # of protection monitoring mechanisms established/maintained.
  - It was decided to remove Indicator 2.5.4: # of individuals reached with capacity development initiatives to promote peaceful co-existence and social cohesion.
  - It was decided to keep the indicators listed below for the time being. However, if partners indicate that they will not report on these indicators under the 3RP appeals, they will be removed from the plan:
    - Indicator 2.6.2: # of institutions supported to improve physical capacities (including related to infrastructure, material and logistic support) on service delivery/provision to persons with specific needs.
    - Indicator 3.3.2: # of institutions supported to improve physical capacities (including related to infrastructure, material and logistic support) on GBV risk mitigation, prevention and response.
    - Indicator 4.3.2: # of institutions supported to improve physical capacities (including related to infrastructure, material and logistic support) on child rights and protection.
  - It was suggested to include caregiver information under the indicators of Objective 4 on Child Protection (CP), as there is currently no specific indicator capturing the number of caregivers supported by CP services, aside from the indicator related to positive parenting programs. This suggestion was welcomed by the CP co-coordinators.
  - Child Protection co-coordinators announced that risk level-based reporting would be introduced in 2025 under indicators in Output 4.1. This approach aims to capture the number of children and caregivers receiving CP services, categorized by low, medium, high, and emergency risk levels. Further details on the CP reporting breakdown will be discussed after the update of the national 'Child Protection Specific Risk Assessment and Case Prioritization Tool.



- Child Protection co-coordinators also requested that layers of Mental Health and Psychosocial Support (MHPSS) interventions be captured under Indicator 4.2.2, based on the categorization outlined in the MHPSS pyramid layers 1 to 4.
- **Action Point:** Regarding reporting, the Information Management team will reach out to the Child Protection Sub-Working Group co-coordinators for inserting risk level-based reporting and for capturing MHPSS layers under relevant CP indicators.
- **Action Point:** The Information Management (IM) Team and the 3RP National Protection Sector coordinator will assess the feasibility of incorporating layer-based reporting under Indicator 2.1.5, which focuses on Psychosocial Support (PSS).
- Regarding reporting of GBV Information Management System Classification, specifically related to the participation of children assigned to domestic work in social life and activities, further details will be communicated with the National GBV Sub-Working Group about the observed situations.