

The Project on Supporting Afghan Refugees / Asylum Seekers'

Access to Fundamental Rights in Ankara

Annual Report

December 2020



Content

1. Introduction	
1. Introduction	2
1.1. Scope of the Project and Achievements in the name of the Refugee Community	2
1.2. Situation Analys	3
2. Overall Results	5
3. Statistics Regarding Data Obtained from Monthly Interviews	9
4. Support Mechanisms and Solutions	19
5. Difficulties Encountered in the Solution Process	23
6. Notes	25

1. Introduction

1.1. Scope of the Project and Achievements in the name of the Refugee Community

Altindag Office of Dunya Evimiz (Dunya Evimiz/DE) functions as a field office and has been **uninterruptedly** providing consultancy to refugees since October 2019, within the scope of **the Project on Supporting Afghan Refugees / Asylum Seekers' Access to Fundamental Rights in Ankara**. It has been functioning as a **counseling and guidance center for all the refugees**, primarily for Afghan refugees, yet regardless their country of origin; by actively advocating and supporting refugees' access to the rights and services. In this context, based on the needs of the refugees; referrals have been made to facilitate and encourage their integration into the existing service mechanisms related to education, health, legal support, access to livelihoods, and psychosocial support, and their access to the rights have been ensured. Dunya Evimiz has been working in close collaboration with external partners when external intervention is required, in order to ensure that refugees are able to access the currently available service mechanism and their rights; the refugees with specific needs have been identified and referrals have been made into the United Nations High Commissioner for Refugees (UNHCR), Directorate General of Migration Management (DGMM), Provincial Directorate of Migration Management (PDMM) and other relevant government authorities and NGOs.

Dunya Evimiz has been conducting field visits to the central districts of Ankara such as Altindag, Kecioren, Mamak, and Yenimahalle as well as to surrounding districts including **Sereflikochisar, Beypazari, Ayas, Gudul, and Polatli**; for the purpose of contributing to social cohesion and social acceptance, besides providing information to refugees regarding access to the existing protection and referral mechanisms, fundamental rights and services.

The services provided by Dunya Evimiz **has not been interrupted regardless the COVID-19 lack-down** and **Altindag Office has continued to provide direct field service in Ankara**, even during the first and second COVID curfews and the lockdowns, and then **has undertaken an outstanding coordinative role between the refugee communities and the local and governmental authorities**. It must be stated that **the number of refugees approached to the Altindag Office in March is 6 times higher than February**, due to being proactively existed in the field during this period. The increase in the number of applications is a statistical indicator of the economic and social destruction in the lives of

refugees, which has been created by the COVID-19 situation and its extraordinary conditions. Refugees suffering from job insecurity due to their informal employment have lost their jobs and have been suffering accessing on the existing livelihood opportunities, in a way worse than the before; because of the COVID-19 situation.

Field activities which have been carried out over a period of 15 months, have contributed ensuring refugees' access to rights, integration into the existing service mechanisms, social cohesion and eventually to the social peace. Providing on-site and accurate **legal and social consultation** for the refugees, conducting **effective case management** including referral mechanisms, interaction, and communication between the communities to achieve **social acceptance** have contributed in this process.

1.2. Situation Analysis

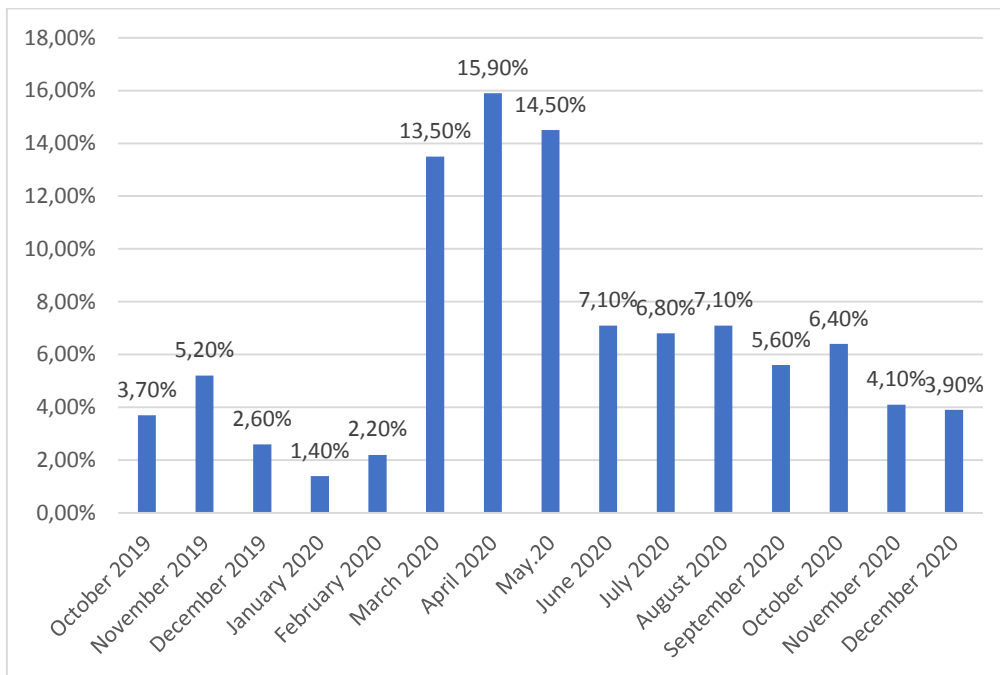
It has been observed that a significant number of Afghan refugees have been entering into Ankara in recent years. Afghan refugees in Ankara face serious difficulties in accessing fundamental rights and services including housing, education, health, and work permits due to the challenges in registration process. Although most of the Afghan refugee population reside in Altindag, a considerable number of them resides in the surrounding districts. Since refugees are mostly residing in neighborhoods fighting with poverty, the social tension between the host and refugee communities tends to be triggered with any minor issue, due to the competition over the already extremely limited sources.

In addition to the already existing problems, since the COVID situation has been continuing since March 2020, refugee community have been facing with multiple challenges due to de facto cessation of the services provided by the government authorities and NGOs. They have not been able to avail from social assistance, having difficulties in access to employment, health services for the refugees who are in need of regular medical treatment. They have even faced with poverty to the point of malnutrition.

While number of refugees consulted to the Altindag Office was **80** in February 2019, this number had **increased 6 times in March** and **501 refugees** approached to Dunya Evimiz; since the COVID-19 epidemic has peaked and the **first legal measures** has been taken during this period. The significant increase in numbers demonstrates that the measures and sanctions taken within the scope of the COVID-19 and the epidemic itself have made it more difficult for refugees who are already facing challenges in access to rights and services and being

socially accepted. COVID-19 pandemic has also led to an increase in number of the women who were subjected to **sexual and gender-based violence (SGBV)**. A distinctive **increase in deportations** is also detected, especially during the first curfew declared within the scope of the COVID-19 pandemic. Many refugees who went out to the streets as a result of the difficulty in accessing information and their necessity to access livelihoods have faced with the risk of being deported.

Figure 1: Refugees Received Services by Months



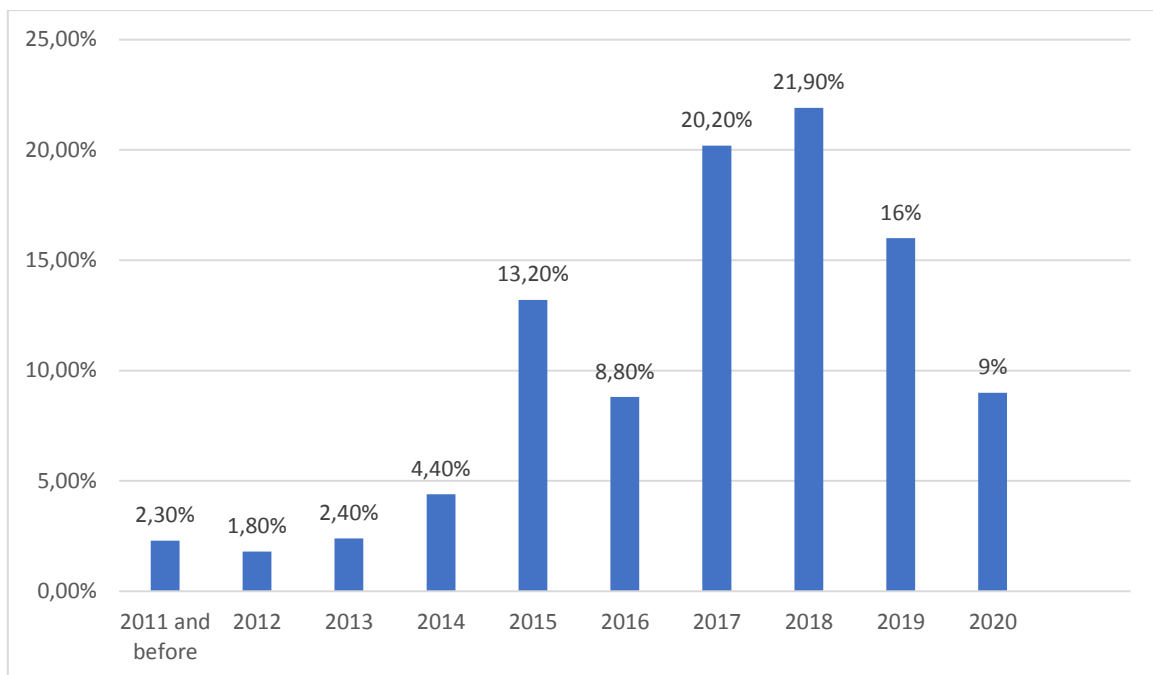
Considering the negative consequences of the first curfew declared within the scope of the **COVID-19** on refugees, immediately after the official announcement of the **second curfew** declared in November, refugee communities were given detailed information about the curfew in their own language and the aim was to prevent possible negative consequences.

Before, after and during the **pandemic**, the Afghan refugee community was subjected to a serious **socio-economic isolation** in Ankara. By considering that the services provided by Dunya Evimiz in Ankara over a period of more than 1 year has immense positive contribution to the refugee community with regard to social acceptance, social cohesion and the eventual social peace, these services should be continued to the benefit of the refugee community.

2. Overall Results

Within the context of “**The Project on Supporting Afghan Refugees / Asylum Seekers' Access to Fundamental Rights in Ankara**”, **3849** refugees in total (2021 children, 1876 women, 191 elderlies), over a period of **15 months** from October 2019 to the end of 2020, have been provided counseling. Basic needs of the refugees and vulnerabilities have been assessed and addressed; and then demographic and personal bio data have been gathered. During this process, **3690 Afghan, 64 Iranian, 57 Syrian, 33 Iraqi, one Egyptian, one Tajik, one Jordanian, one Somali and one Uzbek** have been provided services.

Figure 2: Rates of Arrival to Turkey by Year



During the reporting period, **2021 minors** and **191 elderlies** have been provided counseling, while the number of refugees between the ages of 19-49 were 1632.

For the refugees 50-year-old and over, disability is the most common specific need, and **42% of the refugees over and in 50 with specific needs are disabled**. Cancer, diabetes, and unspecified serious medical conditions are the most commonly reported specific needs for this profile.

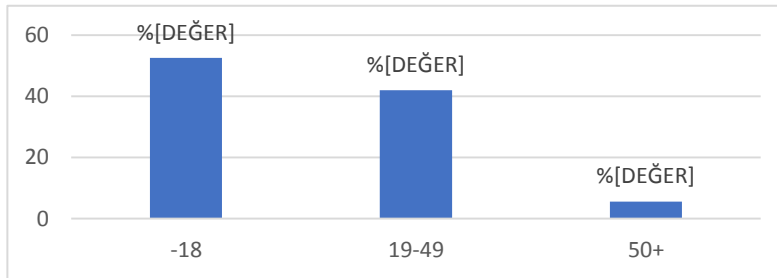
Table 1: Marital Status Based on Gender

18 Years of Age and Younger		
	Woman	Man
Married	6	2
Single	851	992
TOTAL	857	994

48,8% of the refugees provided counseling in total (**3550 refugees**) were women (**1876**). 63% of the refugees stated that they are single-person households (2319 persons), %4 of them are divorced (188 persons) and 33% of them are married (1240 persons). 95% of the refugees stated that they have been living with their families (3533), while 5% of them living alone (187).

179 refugees provided counseling stated that they have been living alone. **12.7% of the refugees living alone are women and girls (23 persons)**, 87.3% of them man and boys (156 persons). One of the female refugees living alone is a girl and 20 of them are women, 24 of the male refugees living alone are boys, 132 of them are men.

Figure 3: Age Breakdown



The figure 3 shows that **0,7% of the girls (6 girls) and 0,2% of the boys (2 boys)** who approached to the Altindag Office for counseling were

married.

Table 2 demonstrates that **the number of refugee children with specific needs is 42** which constitutes **2,3% of all the refugees with specific needs**. When it comes to the gender breakdown of the refugee children with specific needs, **59,5% of the children with specific needs are girls (25 persons), 40,5% are boys (17 persons)**. Disability is the most common vulnerability for both men and women and **disabled refugees constitute 60%** of the refugees with specific needs. **Three unaccompanied girls** who have been settled in the Child Protection Agency and Orphanage Home **who gave birth at a young age** were reported.

Table 2: Minor Vulnerability Based on Gender (including 18-year-old)

Vulnerable Cases	Women	Men
Disability	11	14
Leukemia	3	-
Diabetes	1	-
Cancer	2	1
Epilepsy	2	1
Child pregnancy	4	-
Psychological problems	1	1
Unspecified medical condition	2	-
In the Orphanage	1	-
Unaccompanied	1	-
TOTAL	25	17

With regard to the registration status, 21,5% of the refugees provided counseling stated that they had been **not registered** (775 persons) to the DGMM/PDMMs.

The number of the **unregistered minors** is **334** which constitutes to **8.6%** of the total number of the refugees provided counseling. **47%** of the minor refugees who yet to be registered are girls (157) and 53% are boys (177). The number of the refugees aged 19 and over who yet to be registered is 504, and 44,9% of them is women (212), while 55,1% of them is men (292).

Unregistered Refugees		
Age	Woman	Man
18 and under	157	177
19 and over	212	292
TOTAL	369	469

Table 4: Age Breakdown of the Unregistered Refugees

Table 3 demonstrates that **the number of the refugees who registered has increased monthly bases**, during the reporting period.

Table 3: Monthly Registration Breakdown

	Registered	%	Unregistered	%	Total	%
October 2019	53	38,1	86	61,9	139	100
November 2019	11	12,4	78	87,6	89	100
December 2019	16	26,2	45	73,8	61	100
January 2020	30	68,2	14	31,8	44	100
February 2020	15	27,3	40	72,7	55	100
March 2020	334	79	89	21	423	100
April 2020	579	96,5	21	3,5	600	100
May 2020	516	93,1	38	6,9	554	100
June 2020	166	62,7	99	37,3	265	100
July 2020	158	61,2	100	38,8	258	100
August 2020	244	92,4	20	7,6	264	100
September 2020	187	89,4	22	10,6	209	100
October 2020	178	83,2	36	16,8	214	100
November 2020	90	59,6	61	40,4	151	100
December 2020	107	72	41	28	148	100
TOTAL	2684	64,1	790	35,9	3474	100

3. Statistics Regarding Data Obtained from Monthly Interviews

2019 OCTOBER

In October 2019, 139 refugees in total have been provided counseling, one of them was a Syrian national and 138 of whom were Afghan nationals. **59%** of the refugees provided counseling were male (82 persons), and **41%** of them were female (**57 persons**). 68% of the refugees provided counseling in October were single (94 persons), 30% of them were married (42 persons), and 2% of them were widowed (3 persons). While **51.1%** of the refugees provided counseling were **minors** (71 persons), 46.8% of them were between the ages of 19-65 (65 persons). The rate of refugees over the age of 66 is 1.4% (2 persons).

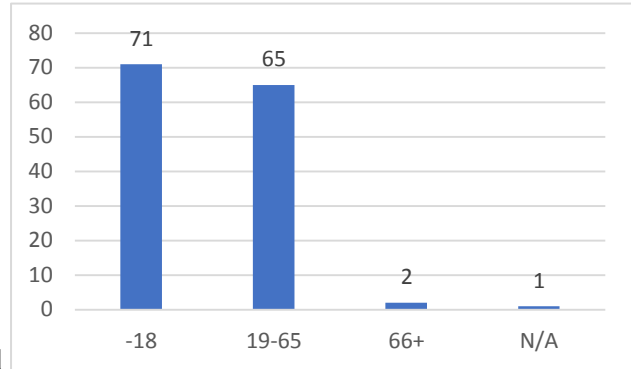
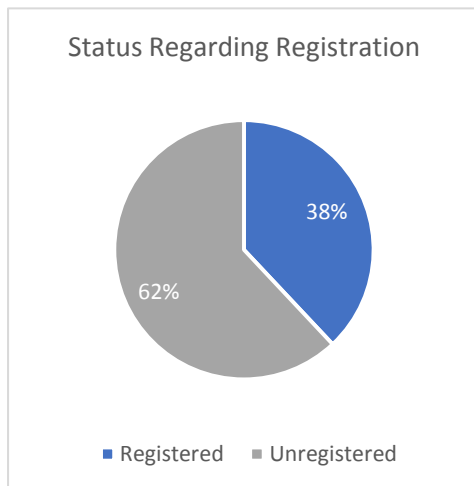


Figure 4: Age Breakdown

A total of 8 refugees with specific needs have been reported, including a disabled refugee, a pregnant woman, a refugee with psychological condition, and 5 other refugees with unspecified medical conditions. 79.1% of the refugees have been living with their families

Figure 5: Registration Status



(110 persons), while 20.1% of them living alone (28 persons), and no information has been obtained about one refugee.

38% of the refugees have been registered (53 persons), while **62%** of them **yet to be registered** or in an ongoing registration procedure (86 persons).

2019 NOVEMBER

In November 2019, services have been provided to a total of 199 refugees including 13 Syrian nationals and 186 Afghan nationals. While **47%** of the refugees were **minors** (94 persons), 53% them were aged between 19-65 (105 persons). 58% of the refugees were men (115 persons), **42%** of them were **women** (84 persons). 68% the refugees stated that they are single. 29% of the stated that they were married (57 persons) and 3% of them were widowed (7 persons). 77% of the refugees stated that they have been living with their families (154 persons) and 23% of them stated that they live alone (45 persons).

Total of **5 refugees** with **specific needs** have been reported, including a disabled refugee, a pregnant woman, a refugee with psychological condition, and 2 refugees with unspecified medical condition.

It has been reported that 6% of the refugees provided counseling in November have been registered (11 persons), and **39%** of them **yet to be registered** or in an ongoing registration procedure (**78 persons**). The number of the refugees who did not provide any information regarding their registration status is 55% (110 persons).

2019 DECEMBER

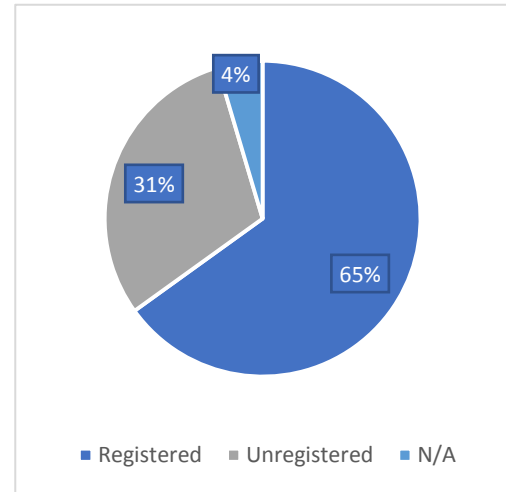
In December, a total of 98 refugees have been provided counseling, including 83 Afghan nationals, 13 Syrian nationals, and 2 Iranian national. 56% of the refugees were aged between 19-65 (55 persons), **43% of them minors** (42 persons), and 1% is over 66 years old. 53% of the refugees were men (52 persons), while **47%** of them were **women** (46 persons). 57% of the refugees provided counseling stated that they are single (56 persons), 38% of them stated that they are married (37 persons), and 5% of them were widowed (5 persons). 88% of the interviewed refugees stated that they live with their families (86 persons), 12% of them stated that they live alone (12 persons).

6 refugees with a specific need have been reported, including 2 disabled refugees, a pregnant woman and 3 refugees with unspecified medical condition.

16% of the refugees received counseling in December have been registered (16 persons), **46%** of them **yet to be registered** or in an ongoing registration procedure (45 persons). The number of the refugees who did not provide any information regarding their registration status is 37 (38%).

2020 JANUARY

46 refugees have been provided counseling, including 45 Afghan nationals and one unknown nationality. **48%** of the refugees were **minors** (22 persons), 22 of them were between the age of 19-65 (48%), and one person was over 66. **52%** of the refugees provided counseling in January were **women** (24 persons) and 48% of them were men (22 persons). 58.7% of the refugees were single (27 persons), and 34.8% are



married (16 persons). The marital status of 3 refugees is unknown. 78.3% of the refugees stated that they have been living with their families (36 persons), 19.7% of the refugees have been living alone.

Figure 6: Registration Status

6 refugees with specific needs have been provided counseling, including an unaccompanied child, a pregnant woman, a person with criminal record and 3 refugees with unspecified medical conditions.

It has been reported that 65.2% of the refugees that received counseling in January have been registered (30 persons), and **30.4% of them yet to be registered** or in an ongoing registration procedure (14 persons). 2 of the refugees did not provide any information regarding their registration status.

2020 FEBRUARY

In February 2020, a total of 80 refugees have been provided counseling, 79 of whom were Afghan nationals and one Syrian national. **47.5%** of the refugees were **minors** (22 persons), 52.5% of them were in the 19-65 age range (42 persons). 61.3% of the interviewed refugees were men (49 persons), **38.7%** of the refugees were **women** (31 persons). 62% of the refugees were single (50 persons), 31% of them were married (15 persons), 3% of them were widowed (2 persons), and 3 persons did not specify their marital status. 85% of the refugees have been living with their families (68 persons), 14% of them have been living alone, and one person did not specify any information in this regard.

6 refugees with specific needs have been provided counseling, including a cancer patient, a person with criminal record and 4 persons with unspecified medical condition.

19% of the refugees have been registered (15 persons), and **50% of them yet to be registered** or in an ongoing registration procedure (40 person). 31% of the refugees did not provide any information regarding their registration status (25 person).

2020 MARCH

In March 2020, a total of 501 refugees have been provided counseling, including 493 Afghan nationals and 8 refugees who did not specify their nationality. Total of **24 refugees with specific needs** have been reported, including 3 cancer patient, 5 leukemia patients, 8 refugees with a disability, 2 with a mental illness and one survivor of SGBV, and 5 refugees with unspecified medical condition.

52% of the refugees were **minors** (260 persons), 47% were between the ages of 19-65 (233 persons) and 10% were between the ages of 66 and over (7 persons), also the age of 1 person was not specified. 49.5% of the refugees were men (248 persons), and **50.5%** of them were **women** (253 persons). 62% of the refugees stated that they are single (310 persons), 32% are married (162 persons), 6% are widowed (29 persons). 73% of the refugees stated that they have been living with their families (366 persons), 2% of them have been living alone (8 persons), and 25% of them did not specified any information in this regard (127 persons).

67% of the refugee were registered (334 persons), **18%** of them **yet to be registered** or in an ongoing registration procedure (89 persons), and 15% of the refugees did not provide any information regarding their registration status (78 persons).

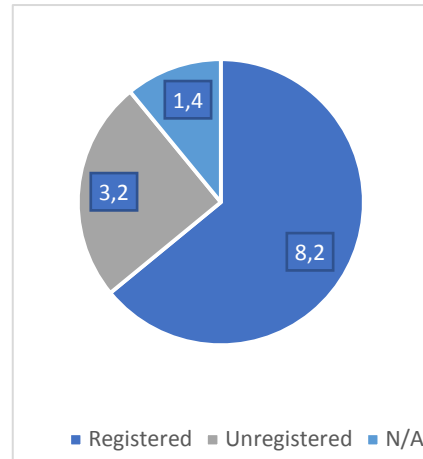
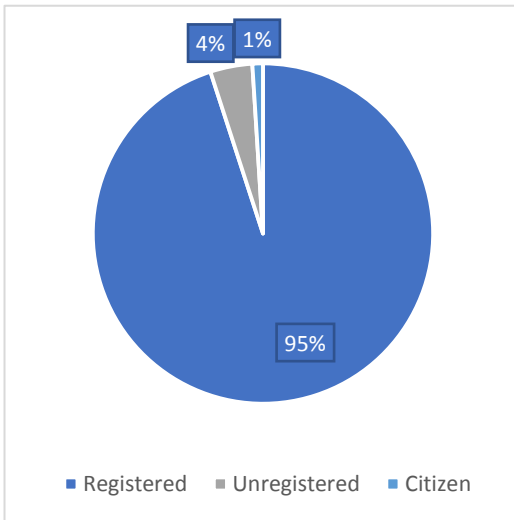


Figure 7: Registration Status

2020 APRIL

608 Afghan nationals have been provided counseling in April. **58.2%** of the refugees were **minors** (354 persons). 40.6% of the refugees were between the ages of 19-65 (247 persons), 1.2% of them were aged 66 and over (7 persons). 60.8% of the refugees were men (310 persons), **38.2%** of them were **women** (298 persons). 66% of the refugees were single (401 persons), 30% of them were married (183 persons), and 4% of them are widowed (24 persons). 3 refugees have been living alone, and 605 refugees stated that they live with their



families.

In total, **31 refugees with specific needs** have been provided counseling, including 3 pregnant women, a cancer patient, 19 disabled individuals and 8 refugees with unspecified medical condition.

95% of the refugees provided counseling in April have been registered (579 persons), while **4%** of them **yet to be registered** or in an ongoing registration procedure (21 persons).

Figure 8: Registration Status

2020 MAY

555 refugees have been provided counseling, including 530 Afghan nationals and 25 Iranian nationals. 49.2% of the refugees were men (273 person), **50.8%** were **women** (282 persons). **52.8%** of the refugees were **minors** (293 persons), 46.8% of them were between the ages of 19-65 (260 persons). 2 refugees were aged 66 and over. 61% of the refugees were single (340 persons), 33% were married (184 person) and 6% were widowed (31 persons). 6 of the refugees stated that they lived alone.

The number of refugees with a specific need was 25, including 4 pregnant women, 13 disabled refugee, one person with Down syndrome, an SGBV survivor, a woman separated from her children and 5 persons with unspecified medical conditions.

It was reported that 92.1% of the refugees provided counseling in May have been registered (516 persons), while **6.8%** of them **yet to be registered** or in an ongoing registration procedure (38 persons). One refugee did not provide any information regarding the registration status.

2020 JUNE

In June, 265 refugees have been provided counseling, including 260 Afghan nationals, 4 Iranian and 1 Egyptian nationals. 52.8% of the refugees that received counseling were men (140 persons), **47.2%** of them were **women (125 person)**. **50.6%** of the refugees were **minors** (134 persons), 49.1% are between the ages of 19-65 (130 persons). There was only one person in the age range of 66 and over. It was learned that 61% of the refugees were single (161 persons), 35% of them were married (94 persons) and 4% of them were widowed (10 persons).

13 refugees with specific needs have received counseling, including a cancer patient, 5 persons with disability, 2 epilepsy patients, 1 paralyzed individual, an individual with psychological condition, and 3 persons with unspecified medical condition.

63% (166 persons) of the refugees provided counseling have been registered, **37%** of them **yet to be registered** or in an ongoing registration procedure (99 persons).

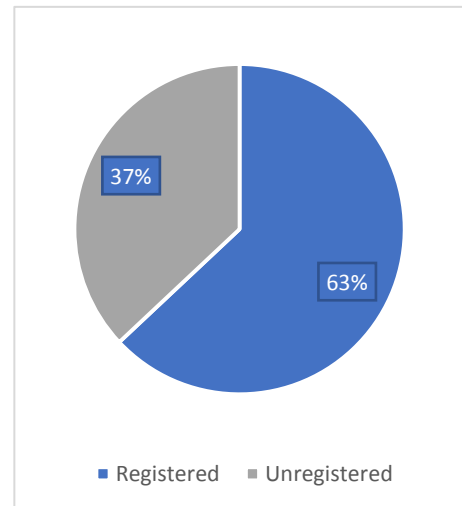


Figure 9: Registration Status

2020 JULY

A total of 258 refugees, including 252 Afghan nationals, 5 Iranian nationals, and 1 Somalia national, were provided counseling in July. 49.6% of the refugees were men (128 persons), **50.4% of them were women** (130 persons). **47.7% were minors**, 51.9% of them were between the ages of 19-65 (134 persons), and one person was 66 years old and above. 60% of the refugees were single (155 persons), 33% were married (86 persons) and 7% were widowed (17 persons). 96.1% of the refugees stated that they have been living with their families (248 persons), while 3.9% of them stated that they live alone (10 persons).

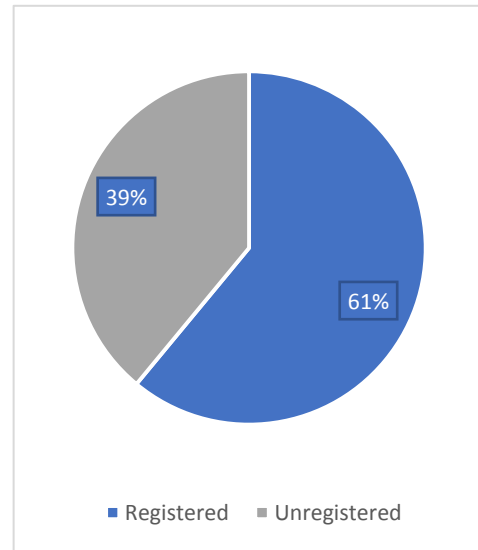


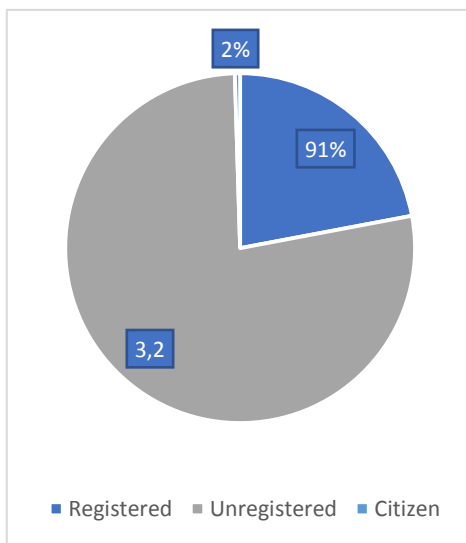
Figure 10: Registration Status

5 refugees with specific needs were provided counseling, including 2 refugees with unspecified medical condition, a pregnant woman, a refugee with disability and one person with a psychological condition. A refugee stated that a relative of him was in prison.

It has been reported that 62% of the refugees have been registered (158 persons) while **39%** of them **yet to be registered** or in an ongoing registration procedure (100 persons).

2020 AUGUST

In August, a total of 269 refugees have been provided counseling, including 248 Afghan nationals, 20 Iranian nationals, and one Uzbek national. **51.7%** of the refugees received counseling were **minors** (139 persons), 46.8% of them were between the ages of 19-65 (126 persons), and four persons were aged 66 and over. 50.5% of the refugees were men (136 persons), **49.5%** of them were **women** (133 persons). 60% of the refugees were single (162 persons), 37% were married (99 persons), and 3% were widowed (8 persons). 97.8% of the refugees stated that they have been living with their families, while 2.2% of them stated that they live alone (6 persons).



In total **5 refugees with specific needs** have been received services, including a pregnant woman, 2 refugees with disability, an epilepsy patient and a refugee with liver disease.

91% (244 persons) of the refugees have been registered with the PDMM, **7%** of them **yet to be registered** or in an ongoing registration procedure (20 persons). 5 persons have acquired Turkish citizenship (2%)¹.

Figure 11: Registration Status

2020 SEPTEMBER

In September, a total of 209 refugees, including 180 Afghan nationals, 27 Syrian nationals and 2 Iranian nationals have been provided counseling. 47.4% of the refugees received counseling in September were men (100 persons), **52.6%** of them were **women** (111 persons). **55%** of the refugees were **minors** (116 persons), 42.7% of them were aged between 19-65 years (90 persons), and 2.3% of the refugees were 66 years old and over (5 persons). 61% of the refugees were single (129 persons), 34% were married (72 persons), and 5% were

¹ Only the persons who were previously refugees and then acquired citizenship have been included into this report.

widowed (10 persons). 2.8% of the refugees stated that they have been living alone (6 persons) while 97.2% of the refugees were living with their families (205 persons).

In total, **6 refugees with specific needs** have been provided services, including a cancer patient, a divorced woman with disability, a woman separated from her children, a refugee with liver disease, a girl who was married and gave birth under 18, and a refugee with unspecified medical conditions.

89% of the refugees that received counseling in September have been registered with the PDMM (187 persons), 10% of them yet to be registered or in an ongoing registration procedure (22 persons). 2 persons have acquired Turkish citizenship (1%).

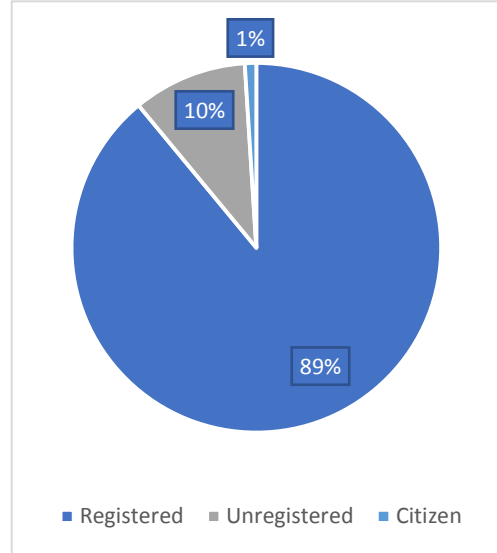


Figure 12: Registration Status

2020 OCTOBER

A total of 234 refugees, including 232 Afghan nationals and 2 Syrian nationals have been provided counseling. **51.3%** of the refugees were **women** (120 persons) and 48.7% of the refugees were men (114 persons). **57.7%** of them were **minors** (135 persons), 41.5% were between 19-65 years old (97 persons) and 2 persons were 66 years old and over. 63% of the refugees were single (148 persons), 33% were married (78 persons), and 4% were widowed (8 persons). 227 refugees stated that they have been living with their families and 7 of them stated they live alone.

In total, **12 refugees with specific needs** have been provided counseling, including a cancer patient, 4 refugees with disability, 2 pregnant women, a woman in need of family reunification, a woman abandoned by her spouse, 3 refugees with unspecified medical condition.

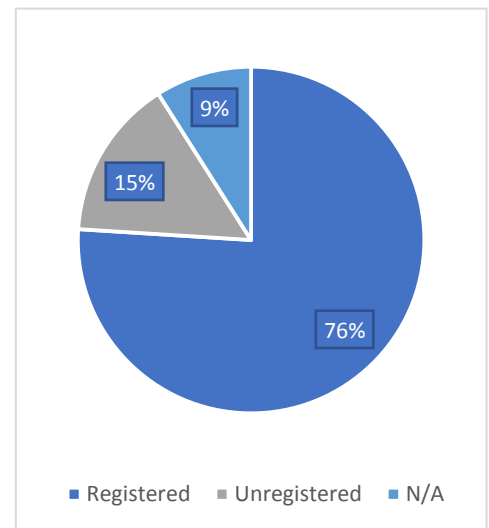
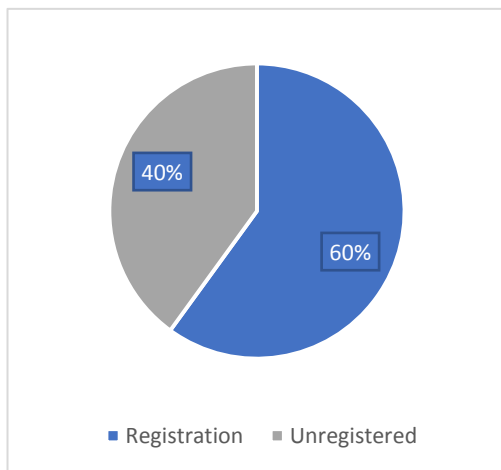


Figure 13: Registration Status

76% (178 persons) of the refugees have been registered, while **15%** of them yet to be registered or in an ongoing registration procedure (36 persons). 20 persons (9%) have acquired Turkish citizenship.

2020 NOVEMBER

A total of 151 persons have been provided counseling, including 148 Afghan national, 2 Iranian national and 1 Jordanian national. 80 men (53%) and **71 women** (47%) have been provided counseling. **51%** of the refugees were **minors** (77 persons), 48.3% of them were



between the ages of 19-65 (73), and 1 person were in the age range 66 and over. 30 of the refugees stated that they have been living alone (8.6%), while 138 of them live with their families (91.4%). 63.6% of the refugees that received counseling in November were single (96), 27.8% were married (42), 8.6% of them were widowed (13). A disabled refugee has been provided service.

Figure 14: Registration Status

60% of the refugees who received counseling in November have been registered (90 persons) while **40%** of them yet to be registered or in an ongoing registration procedure (61 persons).

2020 DECEMBER

A total of 148 refugees, 110 Afghan nationals, 31 Iraqi nationals, 4 Iranian nationals, 2 Syrian nationals and one Tajikistan nationals have been provided counseling. %50,7 of the refugees were men (75 persons) and **%49,3** of them were **women** (73 persons). Among the refugees, **54.1%** of them were **minors** (80 persons) and 47.9% of them were between

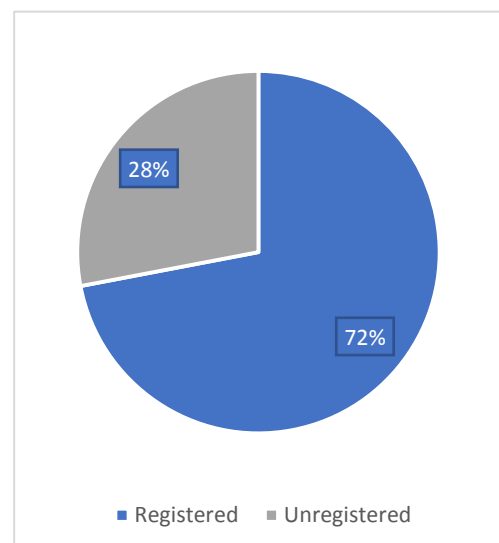


Figure 15: Registration Status

the ages of 19-65 (68 persons). A total of 4 persons, 3 men and one woman, stated that they have been living alone. A leukemia patient and a hepatitis D patient have been provided counseling.

72% of the refugees who received counseling in December have been registered (107 persons), 28% of them yet to be registered or in an ongoing registration procedure (41 persons).

4. Support Mechanisms and Solutions

In light of the above-mentioned data, it is understood that the number of refugees who had not registered with the Directorate General of Migration Management was genuinely high. In this regard, refugees who yet to be registered or had not applied to the relevant public institutions for registration, have been informed about the registration procedures. These individuals have been directed to the relevant institutions and have been informed about the rights they could obtain and the advantages on accessing the ongoing services, if they were registered.

Since October 2019, under coordination of the Altindag Office, **Neighborhood Meetings** have been organized frequently **in the Altindag district**, especially in Hacı Bayram Mahallesi where Dunya Evimiz has been active. These meetings have been aimed to contribute the social cohesion between the Afghan refugee community and local communities, reinforcing the social acceptance, and reducing the social tension. In these meetings, community representatives and members actively participated in identifying and solving the encountered problems based on **community-based protection (CBP)** approach, by considering in-community and inter-community solidarity.

Refugees and national media organizations, as well as local media organizations, have been brought together, and the problems have been reported and reflected to the public. These meetings aimed to draw attention to and raise awareness about the challenges refugees facing with to have a dignified life, and the obstacles which refugees experiencing in accessing to fundamental rights and services such as education, health, housing, and work.

In order to facilitate access to the services and assistance provided to refugees by the UNHCR's implementing partners, a joint seminar was organized along with the Turkish Red Crescent, and Afghan families have been informed about the services provided by the Turkish

Red Crescent and the procedures to be followed in order to benefit from these services. Refugees have been guided and informed about where and how to make applications in case of a missing family member, family reunification, and how to reach out to a detained family member who is out of Turkey. The related procedures have been clarified to the refugees and Dunya Evimiz has intervened on the cases, when it is needed.

Dunya Evimiz, on behalf of **22 refugee families with specific needs** (especially refugees such as disabled, orphans, widows), has applied to the Turkish Red Crescent for monetary aid, and obtained results in favor of refugees.

In order to be represented by a lawyer and to eliminate the challenges that may be experienced in accessing legal processes, Dunya Evimiz provided the relevant legal representation and took initiative

by working in close collaboration with the **Ankara Bar Association Refugee Rights Center** to facilitate access to legal processes and rights. For various legal problems of many refugees (including errors on IDs regarding the marital status, challenges on registration, family reunification, etc.), **petitions have been submitted to the Migration Administration** by Dunya Evimiz, explaining the situation and demanding solutions to these problems. Moreover, legal proceedings have been launched and followed up and results in favor of the refugees have been obtained.

In cases involving unaccompanied minors and other children in need of protection, Dunya Evimiz has worked in close collaboration with **Ankara Bar Association Refugee Rights Center** in order to ensure that children benefit from fundamental rights and access the services including education and health, which have been protected by the Convention on the Rights of the Child (CRC). Their legal representation has been facilitated and legal proceedings have been launched for the purpose of gaining **court verdicts** in favor on the refugee children. Through the court verdicts, many of the families without ID cards have been registered, and children's access to education and health services have been ensured.

Within the scope of **protection of the SGBV survivor women and children, legal support has been provided** and relevant complaint mechanisms have been applied.

Within the scope of **COVID-19 measures**, when the partial curfews declared, direct non-monetary aid have been provided to 180 families in March, April, and May, especially to the

houses where the orphans, disabled and unemployed refugees settled. In collaboration with **Ankara Provincial Immigration Administration**, 345 refugee families have been mediated to receive assistance from different institutions. Disinfectants and masks have been provided to 300 families in collaboration with the **Ankara Metropolitan Municipality**. Coordination activities have been carried out in order to meet food needs of refugee families, who caught COVID-19 and have been quarantined at home, by the Altindag Red Crescent Community Center.

Through a close collaboration with the Altindag Social Service Center, **60 refugee families with specific needs** have been ensured to access to periodic or one-off variety of social assistance. With the support of donors, 55 refugee families have been donated clothes, furniture, and domestic appliance, in one year. Wheelchair, walker, walking mold, etc. materials have been provided to 2 refugees with physical disabilities, including a child, with the support of donors and UNHCR. For refugees with chronic illnesses, civil society organizations serving in the field of medicine have been contacted and the treatment processes have been contributed.

In order to prevent refoulement, in close collaboration with the Ankara Bar Association Refugee Rights Center, measures have been taken to ensure **the principle of non-refoulement**. A large number of refugees who went out without IDs, since they were not aware of the first curfews which has taken within the scope of COVID-19 measures, have been detained and taken into a Removal Centers. In order to provide legal assistance to the refugees who have been taken to the Removal Centers, Ankara Bar Association Refugee Rights Center was contacted directly, their **legal representation ensured** and a **motion for stay of execution** was granted.

Many refugees, who were not aware of the first COVID-19 related restrictions due to the obstacles in accessing information in their own language, have been faced with the risk of deportation. Dünya Evimiz have **immediately provided direct individual consultation to all the persons of concern in their own language, after the announcement of the second COVID-19 related restrictions**. In this regard, Dünya Evimiz have provided detailed information about the restrictions, the start and end times of partial curfews and their scope **to avoid any possible undue hardship causing from not being informed**, including risk of being deported.

In order to reinforce access to and integration of the already existing service mechanisms, especially health care, Dunya Evimiz have worked in close collaboration with the **DGMM and PDMs**, served to undocumented refugees, for the purpose of assisting the refugees in having/renewing their IDs and changing their place of residence. For the purpose of facilitating undocumented women, especially undocumented pregnant to access to the healthcare, **Dunya Evimiz has been directly involved in the process by submitting a petition to some hospital administrations. The Etlik Zübeyde Hanım Kadın Hastalıkları Eğitim ve Araştırma Hastanesi administration have been contacted directly for the hospitalization of undocumented pregnant women refugees** who needed urgent medical intervention but were not able to benefit from health services because they are undocumented. Eventually, at least 10 refugee women have been ensured to give birth in hospital, and the hospital bills have been covered by the Altindag Red Crescent Community Center with the reference of Dunya Evimiz.

In addition to all these services, Dunya Evimiz has taken a direct role, upon the request of the deceased's family, in the fulfillment of all administrative and legal procedures in the process of repatriating the mortal remains of a refugee.

In order to contribute to the social cohesion and social acceptance, an event have been organized to produce **2200 face masks and 400 hand soaps**, in May, with 20 people including Afghan refugee women and persons from a local initiative named Esat Ahalisi. Face masks and soaps have been delivered to hospitals, in collaboration with the Ankara Medical Chamber and to the elderly & child nursing homes and the poor households, in collaboration with the Ankara Branch of the Social Workers Association. It was ensured that the national and local press reported this collective production in order to make the efforts of Afghan refugee women visible, who worked hard to contribute to the society with their voluntary labor during challenging times.

In the light of all these data presented, in the future, Dunya Evimiz will continue providing legal and social consultancy and its efforts will continue to case management with its all dimensions. The existing cooperation mechanism to ensure that refugees are able to access their rights and the existing services will be moved further; the collective activities contributing to the increase of inter-community dialogue and social acceptance and the development of multi-actor solution mechanisms will be continued.

5. Difficulties Encountered in the Solution Process

- The fact that the Immigration Administration does not receive new registration applications for Ankara stands as a serious deterrent before unregistered refugees. Refugees who do not want to have their place of habitual residence changed often avoid registration. Even if it is doable registering with the Ankara Provincial Immigration Administration, it is very likely for refugees' place of residence to be transferred following the first months of registration. Due to economic concerns that may be experienced, refugees may prefer to persist living without an identity card.

- On the other hand, many refugees who wanted to abide by the decision of transfer to other provinces could not reach the provinces they are supposed to go to within 15 days due to the application of the "HES Code". Thus, they are not able to avail themselves the right to obtain an identity card.

- Another common circumstance is the refusal of the registration application without a referral decision. Refugees who cannot travel from province to province due to financial difficulties and epidemic are obliged to remain unregistered and are not able to avail themselves the right to obtain an identity card.

- Since March 2020, Juvenile Courts have denied many requests of protection measures for minors without identification cards, as well as appeals by lawyers to these decisions.

Legal process has been initiated within the Ankara Bar Association to apply to the Ombudsman Institution in close collaboration with the Ankara Bar Association Child Rights Center.

- On the other hand, **the legal process which is to be carried out in the presence of the Constitutional Court on the basis of the violation of the Convention on the Rights of the Child has been initiated in close collaboration with the Ankara Bar Association Refugee Rights Center.**

The legal process on the subject is still ongoing.

- 28 families who needed to apply protection measures for their children cannot reach the legal aid unit because they were unable to obtain the "HES code". The application of "HES code" poses an obstacle for refugees who are not registered with the Immigration Administration, to access governmental institutions.
- The District Directorates of National Education, which makes school assignments for refugee children, ignores the children's residence addresses during the school selection, thus causing inconvenience before the sustainability of refugee children's education.
- With the transition to the distance education model due to the COVID-19 epidemic, the access of children to education is restricted or completely eliminated due to the lack or absence of equipment in refugees' houses (television, computer, mobile phone, tablet, etc.). The fact that governmental institutions and relevant NGOs providing support services to refugees are closed to applications or face-to-face contact, may cause refugees to be deprived of the assistance they need.
- Refugee families who meet the objective criteria in order to access monetary aid provided by Social Service Centers and Social Assistance Solidarity Foundations (SASF) experience difficulty opening a bank account at Ziraat Bank, which is mandatory in accessing such aids. Required transactions can only be carried out with the initiative of branch managers. Refugees whose applications to open an account are declined by the managers of bank branches are not able to avail of state aid.
- There are also issues with the procurement of the medicines needed by the refugees, including chronic patients who are supposed to take medication daily. Moreover, problems are encountered even in the procurement of medicines under additional monitoring. Patients can only access medicines through purchase. For this reason, many refugees' treatment is interrupted.

NOTES

- This report covers the services and assistance provided to international protection applicants, those already holding an international protection status, persons under temporary protection, and all foreigners who have registered or have not yet taken any initiative to benefit from these statuses. Mentioned services in this report have been provided at the Altındağ Office and during field visits. Thus, the term of "refugee" includes all the person of concerns with these legal statuses in this report.
- All quantitative data in the report have been gathered and reflected aligned with the statements of the refugees. Therefore, the specific needs of the refugees who did not specify their individual condition could not be reflected in the data. However, this is not to say that the refugees who have not been reflected in the data, since they did not specify, have no specific needs.
- The internationally accepted definition of “child” is taken as the basis for the reflection of data on children and the elderly in the report, and individuals over the age of 18 are considered adults, and those under the age of 18 are considered children.
- Since the date it had been founded, Dunya Evimiz has advocated **social acceptance** as a pre-condition for the expected social cohesion between the refugee community and the host community, as well as being one of the most important aspects in achieving final social peace. For this reason, in addition to "social cohesion", the expression of "social acceptance" is specifically included in the report.