Inter-Agency Coordination Türkiye

3RP National PWG Meeting

18 January, 2024

Meeting Agenda

- Announcements & Updates
- Roll-Out of National Protection Working Group Orientation Package
- PSEA Network Updates and Roll-Out of Inter-Agency PSEA Incident Reporting & Referral Mechanism
- 3RP Protection Sector Appeal Overview
- Presentation of National Protection Working Group Annual Plan for 2024
- National Protection Sector Coordinator
- AoB & Closure

Announcements & Updates

- Revision of National PWG Terms of References
- Finalization of 2023 sector M&E reporting and training for 2024 reporting
- Use of revised Inter-Agency Referral Form
- Ageing and Disability Inclusion Task Team: use of updated thematic checklists
- Summary of finalized Yeşilay trainings
- National PWG meetings in 2024 – bi-monthly frequency and in Turkish (with simultaneous translation)

Inter-Agency Coordination Türkiye

Roll-Out of National Protection Working Group Orientation Package

National Protection Sector Coordination

Roll-Out of National Protection Working Group Orientation Package

- This document offers a comprehensive compilation of sector level resources.
- It aims to provide a summary of the documents, guidance notes, and other relevant tools that have been prepared and introduced so far under the coordination of the National Protection Working Group.
- It is a living document and will be updated when there is an update or new resources are produced.
- The National Protection Working Group Orientation Package can be accessed through these links (English and Turkish).

NATIONAL PROTECTION WORKING GROUP ORIENTATION PACKAGE

JANUARY 2024

Inter-Agency Coordination Türkiye

PSEA Network Updates and Roll-Out of Inter-Agency PSEA Incident Reporting & Referral Mechanism

National Protection Sector Coordinator

PSEA Network Türkiye

- PSEA Network of Türkiye was established by the United Nations Country Team in 2019:
  - The Network was activated following an inter-agency PSEA focal point training in February 2020.
  - While Network membership was initially limited to UN agencies, with the earthquake response, membership was expanded to include NGOs.
- The PSEA Network is the primary body for technical-level coordination and oversight of PSEA activities in Türkiye.
- Coordination and technical support are provided by the small PSEA Task Team.
- Network meetings are held on a bi-weekly basis and Task Team meetings are held when necessary.
- The Network aims to implement the UNCT PSEA Work Plan including activities as related to risk mitigation, prevention and response.

PSEA Network Türkiye – Membership and Requirements

Requirements for Network membership:

1. Identification and formal appointment of focal points;
2. Provision of induction training and annual training to all staff;
3. Institutional commitment to a code of conduct that clearly includes PSEA requirements;
4. Maintaining survivor-centered SEA referral and investigation mechanisms and protective measures;
5. Compliance with UN and Network reporting obligations regarding the provision of anonymized information on alleged incidents and trends.

Each member organization should be represented within the Network by PSEA Focal Points designated in accordance with the inter-agency Focal Points Terms of Reference.

- Members will be expected to actively participate in meetings, share information about internal PSEA initiatives, active support to the coordination of Work Plan activities, and technical support and coordination on PSEA within their own organizations.

PSEA Network Türkiye – Main Achievements

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- Development of common terms of references and senior management appointment letter for PSEA focal points
- Establishment of a PSEA focal point mapping mechanism
- Establishment of an internal reporting and inter-agency referral mechanism for SEA complaints
- Development and dissemination of information and awareness raising material, including common messaging for communities (English, Turkish, Arabic and Farsi)
- Compilation of online PSEA trainings and resources
- Mapping of national legislation and relevant provisions vis a vis PSEA
- Contextualization of IASC training materials
- Delivery of general and focal point trainings in earthquake region (330 participants/55 organizations)

PSEA Network Türkiye – 2024 Priorities

- Delivery of general and focal point trainings in EQ and non-EQ regions (including Ankara, İstanbul, İzmir)
- Development of a government engagement strategy and undertaking of joint advocacy
- Establishment of a Network reporting mechanism and a more systematized approach to follow-up of initiatives
- Regular follow-up and updating of Focal Point mapping mechanism
- Mainstream use of incident report and referral mechanism
- Strengthening collaboration with the Ageing and Disability Task Team (with the aim of mainstreaming PwD in PSEA efforts)

Rationale for SEA Incident Report and Referral Form

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Absence of a dedicated SEA incident report and inter-agency referral mechanism, resulting in delays in timely and effective reports and referrals as well as provision of remedial assistance. As such, the tool aims to:

- Strengthen reporting and referral of SEA allegations, and to establish minimum standards for both processes;
- Facilitate protection-sensitive referrals (including through common consent form);
- Ensure predictability in referrals and harmonize information fields;
- Prevent breaches of confidentiality and strengthen adherence to Turkish Law on Protection of Personal Data;
- Provide timely and targeted remedial assistance, including through national systems.

The tool is being promoted for both internal reporting purposes and for inter-agency referrals of allegations.

Unpacking SEA Incident Report and Referral Package

- SEA Incident Report and Referral Form
- Sample Consent Form
- Complementary Guidance on Use of SEA Incident and Referral Form

SEA Incident Report/Referral Form Content and Information Fields

Inter-Agency Coordination Türkiye

Protection From Sexual Exploitation and Abuse (PSEA) Network Türkiye

INCIDENT REFERRAL FORM FOR SEXUAL EXPLOITATION AND ABUSE COMPLAINTS	
This form has been created to assist you in reporting and referring information you may receive about an SEA incident to: 1) the PSEA focal point within your organization; 2) the PSEA focal point within another organization, or 3) to seek assistance from GBV focal point. Before proceeding, please review the **PSEA Network Guidance on Use of Inter-Agency Referral Form for SEA Complaints**. Reporting SEA complaints is a delicate task, so please secure assistance from designated SEA or GBV focal points as needed. ***Important Note:*** *All cases must be handled confidentially and with a survivor-centered approach. Information included in this form is confidential and highly sensitive, therefore when sharing the form during reporting or referral procedures, the form should be password protected.*	
Information about the Referring Entity	**Information about the Receiving Entity**
Name of referring entity: Click here to enter text.	Name of receiving entity: Click here to enter text.
Name of referring focal point: Click here to enter text.	Name of receiving focal point: Click here to enter text.
Address: Click here to enter text.	Address: Click here to enter text.
Phone number: Click here to enter text.	Phone number: Click here to enter text.
Email address: Click here to enter text.	Email address: Click here to enter text.
Date of referral: Click here to enter a date.	
Information about the Alleged Victim/Survivor *Important Note: Consent must be obtained in accordance with the Law on Protection of Personal Data No. 6698, before collecting and sharing any identifying information about the victim/survivor.*	
Name of the victim/survivor: Click here to enter text.	
Place of residence and current address: Click here to enter text.	
Gender: Choose an item.	
Date of birth: Click here to enter a date.	
If under 18: ☐ Unaccompanied ☐ Separated ☐ With family or a caregiver ☐ Residential care ☐ Foster care	
Name(s) and address of parent/guardian, if under 18: Click here to enter text.	
Nationality: Click here to enter text.	

Last Updated: November 2023

Registration status with Presidency of Migration Management (applicable for foreigners): Choose an item.			
Spoken language(s): ☐ Arabic ☐ Turkish ☐ Farsi ☐ Kurdish ☐ English ☐ Other (please specify): Click here to enter text.			
Preferred gender of receiving focal point: Choose an item.			
Preferred gender of interpreter (if victim/survivor is a foreigner): Choose an item.			
Disability Status *Based on an individual level assessment using the Washington Group Short Set of Questions, please note if the victim/survivor has any difficulties with the below functions.* ☐ Difficulties Seeing ☐ Difficulties Hearing ☐ Difficulties Walking/Climbing Steps ☐ Difficulties Remembering/Concentrating ☐ Difficulties with Self-Care ☐ Difficulties with Communication			
Safe contact can be made by: Choose an item.	During these days: Choose an item.	During these hours: Click here to enter text.	Contact details: Click here to enter text.
Information on the Incident			
Date of incident(s): Click here to enter a date.	Time of incident(s): Click here to enter text.	Location of incident(s): Click here to enter text.	
Brief description of incident(s) in the words of the victim/survivor: Click here to enter text.			
Name of alleged perpetrator: Click here to enter text.	Address of alleged perpetrator (if known): Click here to enter text.		
Organization alleged perpetrator works for: Click here to enter text.	Job title of alleged perpetrator: Click here to enter text.		
Age of alleged perpetrator: Click here to enter text.	Gender of alleged perpetrator: Choose an item.		
Physical description of alleged perpetrator: Click here to enter text.			
Victims/Survivors Assistance			
Are there any urgent needs identified for the victim/survivor, including safety concerns? Click here to enter text.			
Please indicate if there is a need for the victim/survivor to be referred to any of the following services, or if the referral has already been made: ☐ Medical: health counseling ☐ Medical: PEP/STI counseling and prevention ☐ Medical: emergency contraceptive ☐ Medical (other, please specify) ☐ Legal ☐ Mental Health and Psychosocial Support ☐ Safe shelter/accommodation	Please indicate if the referral has been made and if so, on what date (per service category): Click here to enter text.		

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☐ Immediate material care (food, clothing etc.) ☐ Support for children born as a result of SEA ☐ Other (please specify): Click here to enter text.	
Have the police or other relevant authorities been contacted by or on behalf of the victim/survivor? Click here to enter text.	
Any other information/details: Click here to enter text.	
Referral Checklist	
☐ The individual has been **informed of the referral**.	
☐ The individual has **signed consent** to release information and for referral *Important Note: Please refer to the sample consent form prepared in line with the Law on Protection of Personal Data No 6698. Make sure to share the consent form when referring the case to another organization.*	
☐ The child has provided **informed assent** to release information	

Link to the Form

SEA Incident Report/Referral Form Content and Information Fields

- Information about referring and receiving entities
- Information about the complainant
- Information on the alleged incident
- Assistance to complainants
- Referral checklist

Link to the Focal Point Mapping (Kobo)

Link to the Focal Point Mapping (PowerBI Dashboard)

Sample Consent Form for Referrals of SEA Allegations

Inter-Agency Coordination Türkiye

Sample Consent Form for SEA Reporting and Referrals

Protection From Sexual Exploitation and Abuse (PSEA) Network Türkiye

Organization
[Name of Organization] in Türkiye supports _____ [example: communities affected by conflict and/or displacement to become self-reliant, empowered and able to fulfill basic needs and rights]. [Name of Organization] does this by _____ [example: collaborating with civil society, and Turkish authorities and by using community and gender-based approaches to create lasting change, social cohesion and sustainable solutions.

Services Requested
You were in contact with [Name of Organization] through its _____ [example: community center, hotline, outreach efforts] on __/__/20__. You reported an incident of sexual exploitation and/or abuse.

In order to provide you with the services that you may need and/or request, [Name of Organization] needs to use your personal identification information and other personal data. This information includes:

- Full name
- Age
- Legal status and ID number
- Nationality
- Phone number
- Address
- Health status
- Disability status
- Information about the incident and alleged perpetrator

You need to give your permission ("consent") to [Name of Organization] to use your personal identification information and other personal data. You give your permission by signing this Consent Form.

After you sign this Consent Form, you will be referred to the _____ [example: specialized staff/PSEA focal point within our organization or specialized staff/PSEA focal point within the organization where the alleged perpetrator is employed] of [Name of Organization] for the _____ services to be provided by them. Based on your need/request, your personal data necessary for the services provided will be processed accordingly.

Consent

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By signing this consent form, you give [Name of Organization] permission to use your personal identification information and other personal data. [Name of Organization] becomes the "data controller" or "representative of the data controller".
How will [Name of Organization] use your personal identification information and other personal data?

If you sign this consent form, [Name of Organization] can register, store, organize, update and process your personal identification information and other personal data. [Name of Organization] can also transfer some or all of your personal identification information and other personal data to _____. They can do this automatically and/or non-automatically. [Name of Organization] decides which information to send, and how to send it, based on:

- Your consent.
- The law that "data processing is mandatory for the establishment, exercise or protection of a right" in accordance with Article 5(2)-e of Law No. 6698 on the Protection of Personal Data.

Confidentiality
Your information will be kept confidential unless it falls under mandatory reporting requirements per Turkish legislation. People will use your information to:

- Better understand your needs and problems.
- Reach you to let you know the next steps in getting services.

Third Party Sharing
[Name of Organization] provides services for you and must protect you and your personal identification information and other personal data.

[Name of Organization] will not share your information and data with other organizations ("third parties") except in cases where it has to be reported within the scope of the obligation to report under Turkish legislation.

For example, [Name of Organization] must act upon any information and data you give them about:

- Child abuse (cases, suspected cases or risks of abuse).
- Risks that you may do harm to yourself or another person.
- If the incident you shared is considered a crime under Turkish law and hence requires mandatory reporting to authorities.

[Name of Organization] also must share information if its staff have to defend themselves against an official complaint.

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[Name of Organization] will contact you (when appropriate), before taking any of these actions.

Your Rights
Based on Article 11 of the Law No. 6698, you have the right to:

- Change your mind about giving [Name of Organization] permission to use your personal identification information and other personal data at any time. This is called to "withdraw consent".
- Ask [Name of Organization] and find out if your information and data personal data have been processed
- Ask [Name of Organization] and find out the purpose of the data processing
- Ask [Name of Organization] and find out if the information and data were used how they were supposed be ("intended purposes")
- Ask [Name of Organization] and find out if any or all information and data were transferred to "third parties" (other organizations)
- Ask [Name of Organization] that corrections be made to any incomplete or inaccurate information or data
- Ask [Name of Organization] to delete and destroy your information and data (under the conditions laid out in the Law)
- Ask to be alerted when a third party has used your information or data (if it was shared with a third party).

I confirm that a **[Name of Organization]** staff member has given me information about _____ services, and how my personal identification information and other personal data will be registered, stored, processed and transferred.
☐ Yes
☐ No

I confirm that I had the chance to think about this information, ask questions and have gotten clear answers.
☐ Yes
☐ No

I understand my rights listed above (supported by the Turkish Law on Protection of Personal Data No. 6698).
☐ Yes
☐ No

I understand my participation is voluntary and that I am free to withdraw consent and from my service relation with **[Name of Organization]** at any time. At the time of withdrawal, I have the right to request **[Name of Organization]** to delete and destroy my personal identification information and other personal data.

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☐ Yes
☐ No

I agree that my personal identification information and other personal data can be transferred to third parties that are providers for specific services. This includes third parties in the country and abroad. Third parties can only keep my information for the maximum period needed to provide me services.
☐ Yes
☐ No
☐ Partially (select what applies)
☐ With public institutions/local authorities
☐ With local and/or international NGOs

I give my consent to* [Name of Organization] *to use my personal identification information and other personal data.
☐ Yes
☐ No

Name of Individual:
Date:
Signature:

Name of Legal Guardian (if needed):
Date:
Signature:

Name Staff:
Date:
Signature:

Name Interpreter:
Date:
Signature:

Last Updated: November 2023

Link to the Sample Consent Form

Guidance Note on Use of Incident Report/Referral Form for SEA Allegations

Inter-Agency Coordination Türkiye

Guidance on Use of Incident Referral Form for SEA Complaints

Protection From Sexual Exploitation and Abuse (PSEA) Network Türkiye

Protection from sexual exploitation and abuse (SEA), including prevention and response, is a priority and an obligation for all actors contributing to humanitarian, development and recovery response. It is everyone's duty to ensure that assistance is provided free from any form of exploitation and/or abuse. The zero-tolerance policy applies to everyone, including all staff, consultants, volunteers, affiliated staff, vendors and sub-contracted parties.

If you become aware of a potential PSEA incident or occurrence, you are obligated to forward that information to relevant PSEA focal points for follow-up within their organizations and to seek assistance for the potential victim/survivor from those who can provide it. PSEA Network members are also obligated to comply with UN and PSEA Network reporting obligations regarding the provision of anonymized information on alleged incidents and trends.

SEA reporting is a delicate task. If you have not been trained on how to receive SEA referrals or if you are not comfortable doing so, please consult with known PSEA or Gender-Based Violence (GBV) Focal Points working in your area, or seek assistance from the organizations at the contacts listed below, and indicate that you have information related to an alleged SEA incident without sharing any identifiable or personal information about the victim/survivor. Similarly, you can advise the victim/survivor of the complaint to do the same.

UN Agencies and NGOs to Seek Assistance in Reporting:

Organization Name	Hot Line	E-mail Address
UNHCR	444 4868	inspector@unhcr.org
UNFPA	0 535 480 76 39	psea.turkiye@unfpa.org
ASAM	0 850 474 1515	psea@sgdd-asam.org
Support to Life	0 850 441 0043	fikir@hayatadestek.org

Mapping of Türkiye PSEA Focal Points

In order to ease the process of reporting and referring SEA allegations, the PSEA Network of Türkiye developed an online focal point mapping tool which can be accessed through this **link**. This tool will help you identify the focal points within your organization or another organization which you will need to contact (if you are not the designated focal point) for reporting and referral of SEA allegations for required follow-up.

Guidance on Do's and Don'ts in Reporting and Referral Processes

Please review the following Guidance for Receiving, Recording and Referring SEA incidents should you be approached by a community member or colleagues with information related to an alleged SEA incident. Thank you for your attention to this issue which is critical to our humanitarian obligation to DO NO HARM. Feel free to contact the PSEA Network or PSEA focal points/GBV focal points for assistance.

Last Updated: November 2023

- Any allegation of sexual exploitation and abuse is a highly sensitive issue. Individuals entrusted with information on alleged incidents should refrain from discussing the incident with anyone else but the trained PSEA focal point within their organization to ensure utmost confidentiality. Otherwise, the SEA victim/survivor may face potential risks and implications, including the risk of retaliation and safety concerns.
- React calmly and listen carefully to what is being said.
- Firstly, assess whether there are immediate medical needs for the victim/survivor.
- Reassure the victim/survivor that he or she has the right to report an incident.
- Seek consent and address issues of confidentiality - staff members are obliged to report complaints, while reassuring the victim/survivor that information will be kept confidential and only be shared on a "need to know" basis.
- Ask only relevant questions as indicated in the form to gain a clear understanding of the alleged incident so that it can be referred to the involved organization for further reference.
- Ensure that the safety of the victim/survivor safety is not at risk.
- Don't push for information, be reassuring and respect the self-space and do not ask 'why'. Do not be judgemental when collecting information about the alleged incident.
- Consider (prioritise) the victims/survivors need for services including medical attention and use the available GBV referral pathway if available or seek advice from a GBV specialist/focal point to ensure proper survivor centered approach is implemented as soon as possible. **Please refer to the incident report/referral form for types of services that fall under victims/survivors assistance, which you will need to consider referring the victim/survivor to, upon obtaining his/her consent for the referrals itself.**
- Recording of information, suspicions or concerns needs to be as clear as possible, as it may be used in subsequent disciplinary or legal action, i.e. Correct names of all involved, identity numbers of witnesses, survivors/victims, and if possible photo records of the subject.
- Record an accurate account of what was said by the victim/survivor in her/his own words. A description of any visible sign of abuse or other injuries including a body map, may be helpful.
- Do not try to investigate the alleged incident or try to identify if it actually took place. This is the role and responsibility of specific individuals within the organization as well as law enforcement (in cases where the victim/survivor provides consent to and is willing to submit an official complaint with authorities, or when the case falls under mandatory reporting requirements per national legislation, for which guidance is provided below).
- For more information on facilitating protection sensitive referrals and those specific to an incident of GBV (which SEA cases fall under), please refer to the 3RP Inter-Agency Referral Form package and the 3RP Inter-Agency GBV Standard Operating Procedures.

How to Ensure Protection of Confidential Information

Last Updated: November 2023

- The principles of a survivor-centered approach, do no harm, and confidentiality, which are all critical considerations in response to an SEA incident, promotes and supports safety, trust and empowerment. Confidentiality means that anyone who has access to information about a victim/survivor must not share any of that information without the explicit permission and informed consent of the victim/survivor. Considering the sensitive nature of information collected in the processing of an SEA complaint, staff have a responsibility to ensure that the information collected is handled in a confidential and protection-sensitive manner, to avoid putting the victim/survivor at risk of further harm. Not doing so may have serious and potentially life-threatening consequences for the victim/survivor, those trying to support the victim/survivor and others at risk of SEA, and may discourage other individuals from seeking the support they require.
- This section of the guidance note aims to promote practical standards around how to ensure protection of confidential information through encrypting/password protecting forms and tools that contain sensitive information about alleged SEA incidents.
- Make sure to first zip the folder containing the incident report/referral form and the consent form (as well as any other supportive documents that may be required to facilitate a succesful report/referral), then encrypt/password protect the folder when sharing with the relevant organization. Refer to additional information on considerations during the process of password encrypting, as well as the 3RP Inter-Agency Referral Form package and website on how to encrypt word documents:
- Zipped folders (containing the incident report/referral form and the signed consent form) must be encrypted/password protected as it will contain identifiable and sensitive information.
- The zipped folder should be transferred in two separate emails:
  - In the first e-mail, there should be a short description of the case and situation (without any identifiable information of the victim/survivor shared in the email body) outlining the purpose of the referral and including the attachment of the encrypted, zipped folder. Individuals copied in this email should be as limited as possible, including only the designated PSEA main and alternate FPs, and if needed a supervisor/manager of the FPs.
  - In the second e-mail, the password to unlock the zipped folder should be shared only. The password can also be sent via different communication channels such as SMS, Whatsapp, Telegram.
- If you lose or forget the password it cannot be recovered and you will lose access to the document! It is advised to keep a list of passwords and their corresponding document names in a safe place.
- Email headers should not include any personal, identifiable and sensitive information about the individual being referred.

Exceptions to Confidentiality in Fulfilling Legal Liabilities and Mandatory Reporting

- Confidentiality and informed consent should always be given priority. However, limits to these can occur under exceptional circumstances determined in Turkish Law, indicated below:

Last Updated: November 2023

  - If the child is a survivor of GBV, his or her health or safety is at risk or abuse is suspected, limits to confidentiality exist in order to protect the child when it is in the best interest of the child. Pursuant to Turkish legislation, government institutions, NGOs, and any third parties have an obligation to report any child in need of protection[1].
  - If the survivor is an adult who threatens his/her own life or who is directly threatening the safety of others, such person must be referred to the security forces and other law enforcement offices, which will ensure the safety of his/ her / other's life. In all cases, the potential harm caused by non-disclosure of the confidential information should be weighed against the potential harm caused by disclosure of the information.
  - According to Articles 278, 279, 280 of the Turkish Criminal Code; persons, including government officials and health workers, have an obligation to report crimes. If the service provider detects a crime, principle of confidentiality would not apply. In that case, the service provider must inform the victim/survivor of the mandatory reporting requirement and ask the victim/survivor if he/she wishes to provide information about the perpetrator or even continue with the case management and assistance by service providers.
- **Upon assessment of the case, should you confirm that the case at hand falls under mandatory reporting to authorities, pursuant to Turkish legislation, GBV survivors or third parties can report an incident to the below authorities:**
  - Law Enforcement: including police, provincial or district Directorates of Security, Gendarmerie and Coast Guard
  - Ministry of Family and Social Services: including Provincial Directorates of Family and Social Services and Violence Prevention and Monitoring Centers (ŞÖNİM)
  - Courts and Public Prosecutors' Offices
  - Hospitals
- **Incidents can also be reported through the below hotlines and phone applications:**
  - General Emergency Hotline 112
  - Ministry of Family and Social Services Hotline 183
  - Presidency of Migration Management / YIMER Hotline 157
  - Ministry of Family and Social Services – Vodafone Easy Rescue Applicatoin (Kırmızı Işık)
  - Ministry of Interior / Directorate General of Security – KADES application to combat violence
- **Survivors have the freedom and right to seek support after an incident. They may seek support from:**
  - UN agencies and I/NGOs

[1] As per Law No. 5395 Art. 3, children in need of protection are defined as follows: any child whose physical, mental, moral, social or emotional development and personal safety is in danger, who are neglected or abused, or who are victims of crime. Art. 6 of the same Law indicates that judicial and administrative authorities, law enforcement officers, health and education institutions and non-governmental organizations have the obligation to notify the DG of Child Services of any children that are in need of protection.

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  - Ministry of Family and Social Services / Social Service Centers and Family Support Centers
  - Health care facilities such as hospitals and migrant health centers
  - Women Counseling Centers at municipalities
  - Bar Associations
  - Provincial Directorates of Migration Management

Last Updated: November 2023

Link to the Guidance Note

Guidance on Encryption/Password Protection of Folders

- Zipped folders (containing the incident report/referral form and the signed consent form) must be encrypted/password protected as it will contain identifiable and sensitive information. Validity period of the passwords should be the same as those defined for the consent obtained from the complainant.
- The zipped folder should be transferred in two separate emails:
  - In the first e-mail, there should be a short description of the case and situation (without any identifiable information shared in the email body) outlining the purpose of the referral and including the attachment of the encrypted, zipped folder. Individuals copied in this email should be as limited as possible, including only the designated PSEA main and alternate FPs, and if needed a supervisor/manager of the FPs.
  - In the second e-mail, the password to unlock the zipped folder should be shared only. The password can also be sent via different communication channels such as SMS, Whatsapp, Telegram.
- If you lose or forget the password it cannot be recovered and you will lose access to the document! It is advised to keep a list of passwords and their corresponding document names in a safe place.
- Email headers should not include any personal, identifiable and sensitive information about the individual being referred.

COFFEE BREAK

Inter-Agency Coordination Türkiye

3RP Protection Sector Appeal Overview

Information Management Unit

3RP 2024 – 2025 3RP Protection Sector Appeal Overview

2024 Number of Appealing Partners: 41 institutions

2024 Total Appealed Sector Budget: 357.7 Million USD

Geographical Coverage	▪ 2023: National Coverage + specific implementation in 47 provinces ▪ 2024: National Coverage + specific implementation in 38 provinces
Activities targeting non-Syrian refugees	▪ 2023: 87% of the partners ▪ 2024: 63% of the partners
Cross-Sectoral Activities	▪ 2023: 90% of the partners ▪ 2024: 66% of the partners
Persons with Disabilities	▪ 2023: 15% of the partners ▪ 2024: 30% of the partners

2023

2024

Information Dissemination

Scope of activities and interventions: Information dissemination activities focusing on protection needs and services, as well as gender-based violence (GBV) and child protection (CP)

Partners
34 → 30 (-14%)

Targets
General Protection Coverage (2.2.1): 2% increase
GBV (3.2.1): 44% decrease
CP (4.2.4): 31% decrease

Geographical Coverage

Needs

- 51% do not feel informed
- Especially non-Syrian refugees and women household heads
- Access to essential services, financial assistance, social assistance, and PDMM services are priority issues

Context/Possible Reasons

- Information activities increased, but there is a decrease in the areas of GBV and CP
- Organizations may be addressing different prioritized needs, e.g. post-earthquake humanitarian assistance, access to essential services, etc.

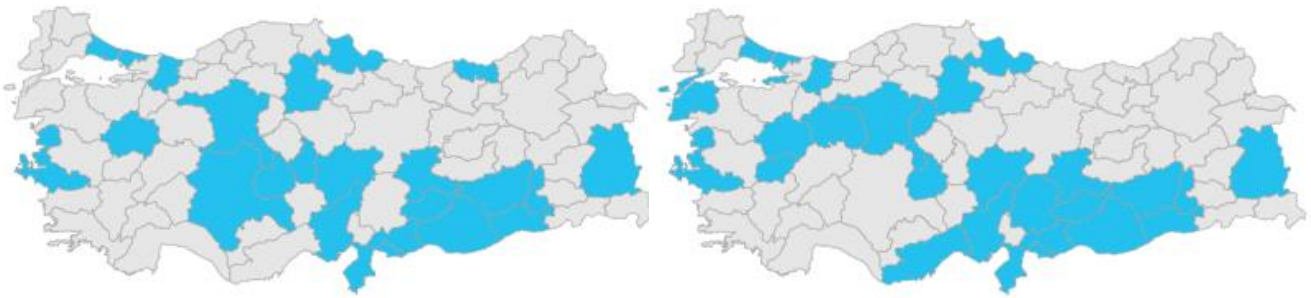
Social Cohesion

Scope of activities and interventions: Activities that are carried out for the joint participation of refugees/host community; activities carried out with organizations to ensure social cohesion

Partners
19 → 19 (-2%)

Targets
Joint activities for the participation of individuals (2.5.2): 67% decrease
Activities carried out with organizations (2.5.3): 73% decrease

Geographical Coverage



Needs

- 41% of the respondents observe increased tension and conflict between refugees and the host community – especially Republic of Türkiye citizens

Context/Possible Reasons

- There is a significant decrease in targets
- Kahramanmaraş and Mersin provinces added – more targeted programming
- 2023 and 2024 elections and changing agenda
- Political priorities

Community Mobilization

Scope of activities and interventions: Activities and empowerment programs targeting mobilization of communities

Partners
14 → 10 (-12%)

Target
Individuals participating in activities and empowerment programs (2.3.1): 57% decrease

Geographical Coverage

Context/Possible Reasons

- Changing priorities and transfer of resources to different activities after the EQ
- Progress in 2023 is around 45%

Mental Health and Psychosocial Support

Scope of activities and interventions:
Psychosocial support (PSS) for children and adults

Partners
28 → 32 (+6%)

Targets
PSS for adults (2.1.5): 62% increase
PSS for children (4.2.2): 115% increase

Geographical Coverage

Needs
- 64% of respondents observed increased levels of stress in their communities (compared to 71% for EQ zones).
- Due to possible aftershocks, possible natural disasters and traumatic stress
- Host community, Afghans, individuals residing in rural areas and women are the priority individuals in need

Context/Possible Reasons
- Targets have increased significantly
- There is also an increase in the number of partners
- Increased needs after the EQ
- 76% of targeted individuals are in the EQ zone

Legal Assistance and Counseling

Scope of activities and interventions: Legal assistance and counseling provided for individuals, legal aid trainings

Partners
23 → 22 (-6%)

Targets
Legal assistance and counseling (1.4.1): 60% decrease
Legal aid trainings (1.4.2): 24% decrease

Geographical Coverage

Needs

- There has been a decrease in the number of persons in need in access to legal assistance and aid compared to the previous round.
- Needs are greater in non-EQ affected provinces compared to the EQ affected province
- Access increased significantly, but needs remain, particularly in the area of housing, land and property.

Context/Possible Reasons

- Targets and geographic coverage appear to be significantly reduced
- Many partners significantly decreased their targets, and some of the partners that had activities in 2023 did not appeal in this field in 2024

Cash for Protection

Scope of activities and interventions: Cash assistance to meet protection needs

Partners
24 → 21 (-10%)

Target
Individuals supported with cash assistance (2.1.4): 58% decrease

Geographical Coverage

Needs

- 90% of the respondents indicated that they could not fully meet their monthly expenses and basic needs. In this case, 82% of households adopt survival strategies that pose serious protection risks.
- In this context, an increase is observed in areas such as child labor and working in high-risk and exploitative jobs.

Context/Possible Reasons

- Targets and geographic coverage appear to be significantly reduced
- Compared to previous years, progress against the target is lower than expected

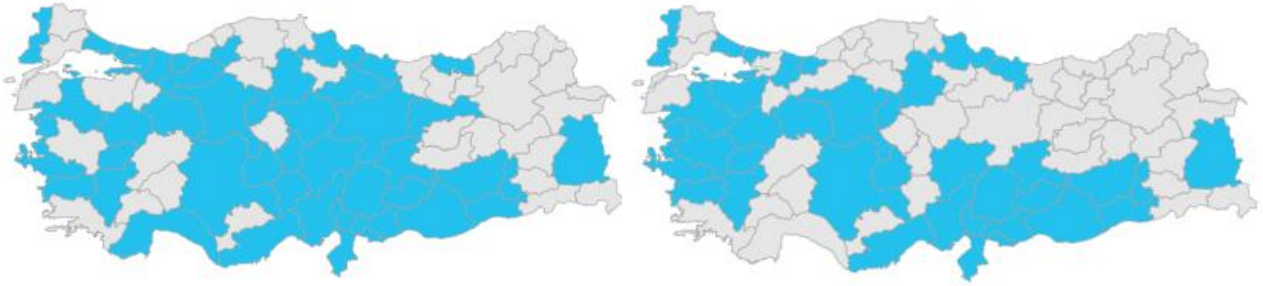
Persons with Specific Needs

Scope of activities and interventions: Identification, referral and benefitting from protection services for persons with specific protection needs

Partners
37 → 40 (+3%)

Targets
Individuals benefitting from protection activities (2.1.1): 46% decrease
Individuals with specific needs/vulnerabilities assessed (2.1.2): 9% decrease
Referrals of individuals to specialized/multisectoral services (2.1.3): 13% decrease

Geographical Coverage



Needs

- 48% of respondents indicated that there is an increase in child labor, and 43% indicated there is an increase in peer bullying.
- 38% emphasized that conflict between household members increased, and 28% underlined that there is an increase in domestic violence.
- 28% observed increase in forced child begging, and 21% reported increase in child marriages
- 15% observed an increase in GBV against women and girls

Context/Possible Reasons

- Directing resources to the provision of basic needs
- Decrease in funding and challenges in access to funds

Trainings/Technical Capacity Development

Scope of activities and interventions: Protection trainings, development of legal aid mechanisms, improvement of service delivery to persons with special needs, mitigation/prevention of GBV risks, children's rights and protection

Partners
28 → 23 (-16%)

Targets
Protection training (1.1.1): 5% increase
Legal aid mechanisms (1.4.2): 24% decrease
Persons with specific needs (2.6.1): 22% decrease
GBV (3.3.1): 37% decrease
Child Protection (4.3.1): 35% decrease

Geographical Coverage

Context/Possible Reasons

- Activities that are not prioritized anymore within the scope of emergency response after the EQ.
- Progress in 2023 is quite low
- Decrease in the number of partners

Institutional Support

Scope of activities and interventions: Physical and human resources capacity development support for Institutions

Partners
11 → 14 (+3%)

Targets
Institutions supported to improve physical capacities on service delivery/provision (2.6.2): 74% increase
Institutions supported to strengthen human resources capacities on service delivery/provision (2.6.3): 57% increase
GBV (3.3.2 & 3.3.3): 225% increase & 11% decrease
CP (4.3.2 & 4.3.3): 1000% increase & 221% increase

Geographical Coverage

Context/Possible Reasons

- Especially an increase in the improvement of physical capacity – increasing needs in the region after the EQ
- There is an increase in the number of partners working in the field

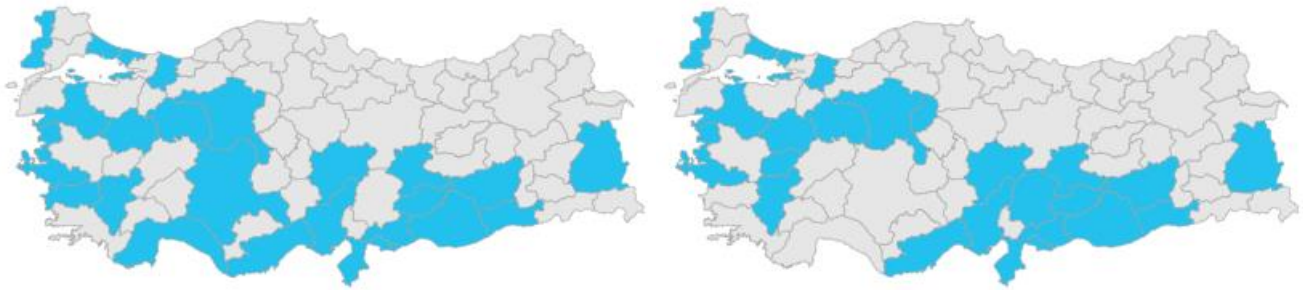
Gender Based Violence

Scope of activities and interventions: Assessment of GBV survivors and those at risk, GBV specific response services and referral to these services, information campaigns, GBV related activities to raise public awareness on access to rights and services, improvement of technical capacity (physical and HR)

Partners
26 → 28 (+1%)

Targets
Provision of GBV specific response services (3.1.2): 20% increase
Individuals referred to multi-sectoral GBV specific response services (3.1.3): 170% increase

Geographical Coverage



Needs

- 38% indicated that there is an increase in domestic violence. The percentages are higher among women respondents.
- 46% of the women respondents in the EQ region and 29% outside the region stated that there was an increase in domestic violence.
- 15% of respondents observed an increase in incidents of sexual violence against women and/or girls in their communities.

Context/Possible Reasons

- Despite there is an increase in targets, the reason for geographical narrowing can be interpreted as the concentration of activities in the EQ region and other areas of need.
- Increase in Kahramanmaraş + EQ zone compared to previous year

Child Protection

Scope of activities and interventions: Referral and assessment of children identified to be at risk, community-based CP activities, positive parenting programmes, information campaigns focusing CP, capacity sharing (physical and HR)

Partners
28 → 29 (-1%)

Target
Children referred to specialised/multi-sectoral services (4.1.3): 8% increase

Geographical Coverage

Needs

- 48% of respondents observed an increase in child labor – highest reported by Syrians in the EQ region and Afghans in the non-EQ region
- 43% reported increased peer bullying among host community and refugee children – most intensely reported among Syrians
- 21% observed an increase in child marriages – higher among Afghans in the EQ zone and Syrians in other regions.

Context/Possible Reasons

- Despite there is an increase in targets, the reason for geographical narrowing can be interpreted as the concentration of activities in the EQ region and other areas of need.
- Increase in Kahramanmaraş + EQ zone compared to the previous year

Feedback, Complaints and Response Mechanisms

Scope of activities and interventions: Establishing and maintaining accountability mechanisms

Partners
22 → 32 (+22%)

Targets
Feedback, complaints and response mechanisms established and/or maintained (2.4.1): 35% decrease
Feedback and complaints received and followed-up (2.4.2): 26% increase

Geographical Coverage

Needs

- 63% of the respondents are not aware of feedback, complaint and response mechanisms. This is higher for Syrians.
- Hotlines/helplines are the most well-known mechanisms among participants.

Context/Possible Reasons

- Response area with the most new partners
- Significant increase in post-earthquake needs and humanitarian assistance interventions
- While the increase in the target number of established/maintained mechanisms is positive, it is important to inform the communities in need about the subject.

Inter-Agency Coordination Türkiye

Presentation of National Protection Working Group Annual Plan for 2024

National Protection Sector Coordinator

AoB

Inter-Agency Coordination Türkiye

Frequency of the Meetings

- Bi-monthly, last Thursday of the month (between 10.00 – 12.00)
- The next meeting will be held in March.

Inter-Agency
Coordination
Türkiye