

MEET SHARE INSPIRE

International Conference
of Good Practices
on Refugee Protection



CONFERENCE REPORT

Issued by: Support to Life

Prepared by: Hatem Efe

Editor: Fatih Kıyman

Reporters: Dilek Kuş, Özlem Çolak, Mahmut Can İsal, Berivan Çite, Mehmet Rohat Bingöl, Semih Öztürk

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This report constitutes a summary of the presentations made at the conference titled 'Meet, Share, Inspire: International Conference of Good Practices on Refugee Protection', which was organized in collaboration with Support to Life (STL) and Directorate General of Migration Management with support of the European Union Civil Protection and Humanitarian Aid Operations (ECHO) and Diakonie Katastrophenhilfe (DKH).

We'd like to thank to our Advisory Board members and moderators Assoc. Prof. Dr. Pinar Uyan Semerci, Dr. Yasemin Kalaylıođlu, Dr. Özlem Yazlık Allcott, Assoc. Prof. Dr. Sibel Safi, Ms. Eda Çok Öztürk, Mr. Burak Yaşar and our Advisory Board Members Dr. Bülent İlik and Prof. Dr. Murat Erdoğan, who all contributed to the preparation, realization and reporting of our conference. We'd like to thank to our colleagues Aslı Arslan, Dilek Kuş, Özlem Çolak, Mahmut Can İsal, Berivan Çite, Mehmet Rohat Bingöl, Semih Öztürk, Sefik Serkan Denli, Hatem Efe, Halil Öz, Pelin Sarıgöl, Fatih Kıyman, Çiğdem Usta, Caroline Hüglin and Pınar Emine Gökgün in the conference preparation team for their efforts. We're also thankful to all panelists, speakers and attendants who took part in our conference.

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1. About the Conference

The 'Meet, Share, Inspire: International Conference of Good Practices on Refugee Protection, organized in partnership with the Directorate General of Migration Management (DGMM) and Support to Life (STL) with support of Diakonie Katastrophenhilfe and European Union Civil Protection and Humanitarian Aid Operations (ECHO) was held on 24-26 September 2019 at Ankara HiltonSA Hotel.

23 valuable panelists from 11 countries shared their experiences, accompanied by six expert moderators from institutions such as DGMM, Turkish Red Crescent, Bilgi University Dokuz Eylül University and Support to Life at the conference. The conference was organized to exchange ideas, enrich potential solutions and pave the way for new methods in the current circumstances where 200 million people around the world, 25.9 million of whom are refugees, are in need of humanitarian assistance,

It was significant that this conference, during which we exchanged good practices on refugee protection, was held in Turkey –the country that hosts the highest number of refugees worldwide. Looking back at the past 40 years, we see that Turkey and its surrounding area make a hot spot in terms of forced displacement and refugee movements. Social turmoil and unrest seen in Iran, Afghanistan, Iraq, the Balkans and most recently in Syria... The Syrian War and the overall regional instability resulted in affected a vast population and millions had to leave their homes looking for safety in Turkey or in other surrounding countries.

The conference focused on three main themes identified in accord with the protection needs of refugees living in Turkey and in the surrounding area: child protection, access to basic rights and services, and sexual & gender-based violence. In the 23 projects that were presented, we were able to hear about the practices on refugee protection from Lebanon, Australia, Jordan, Hong Kong, Germany, India, Canada, Egypt, Malaysia and the Netherlands in addition to our experiences in Turkey. These were all excellent initiatives from all over the world, working to offer protection for those who had to flee violence.

In addition, we also had the chance to hear about the good practices from refugees themselves over the course of these three days. We listened to Syrian and Pakistani refugee women who assumed social and political roles in providing protection not only for themselves, but also for the host communities and other refugees in the country they live.

There were three guest speakers hosted in three short format sessions focusing on relevant topics of each thematic day. Each thematic day began with opening speeches made by the experts, one from a non-governmental organization and the rest from the public sector. These have been effective in aligning two mutually complementary perspectives.

In addition to focusing on individual themes through panel discussions, discussions were made on three 'inter-theme' subjects at round tables, which were social cohesion, local responses and collaboration between the public, non-governmental organizations and private industry. The aim of these discussions was to build perspectives on comprehensive activities for protection.

We also introduced our Virtual Exhibition, "We Are What We Share" on the first day of the conference. The exhibition, accessible from the conference website, was an example of what is good practice in humanitarian communication from the perspective of Support to Life Association.

The 3-day conference was attended by an audience of over 200 people, which consisted of participants from academic, public, private and non-governmental institutions implementing activities focusing on refugees. Viewers, speakers, moderators and panelists seeking to contribute to the roundtable session of the conference, where experiences from across five continents were shared came together to compile their suggestions on the themes.

In the course of these productive discussions lasting 3 days, one of the key messages delivered was that we need to work 'with refugees', not 'for refugees' simply because we extend protection to them. Many of our panelists mentioned that stereotypical judgments and prejudice pose great difficulties in refugee protection efforts and we also highlighted that we need to make conscious efforts to overcome them. We emphasized that negative perceptions and obstacles to social cohesion can only change through direct contact.

In fact, this is the essence of localization - sharing power equally among all stakeholders, sharing the table with refugees, ensuring they have their voices heard loud and clear, have opportunities to mobilize themselves and their communities and make their own decisions.

Throughout the conference, we were repeatedly reminded that we should have a holistic understanding of protection. We discussed that, in order for any initiative to make a difference in the lives of refugees, we need to put aside our unconscious biases and work with individuals, families, communities and decision-makers to overcome the obstacles to protecting refugees, starting with ourselves. We stated that not only governmental organizations or non-governmental organizations, which were offering protection, but also municipalities, social initiatives, the private sector and other stakeholders play an important role in ensuring that protection is effective, holistic and sustainable.

We underlined that we rather need long-term strategies and financial resources than one-off, short-term, project-based resources so that we can sustain our activities and see their impact in the long term.

The important messages conveyed throughout the conference, in particular at the round tables were included in the final declaration that we prepared.

*All materials concerning the conference are accessible via the conference website: <http://www.good-practices.com/>

2. Conference Program

7:00 PM	>	Welcome Dinner
08:30 AM – 9:30 AM	>	Registration
9:30 AM – 11:00 AM	>	Opening Speeches <ul style="list-style-type: none">• Sn. Sema Genel Karaosmanođlu – Director of Support to Life• Mr. Michael Hansmann – Diakonie Katastrophenhilfe, Representative to the EU• Ms. Claudia Amaral – Chairman of the European Union Civil Protection and Humanitarian Aid Operations Turkey Office• Dr. Manuel Paulus – Development Councillor, Embassy of Germany• Mehmet Sinan Yıldız – Deputy Director, Directorate General of Migration Management
11:00 AM – 12:00 PM	>	Reception – Digital Exhibition Launch
12:00 PM – 1:00 PM	>	Lunch
1:00 PM – 1:30 PM	>	Child Protection – Opening Speeches <ul style="list-style-type: none">• Emre Üçkardeşler – Chief of Social Policy Section, UNICEF Turkey• Bayram İnce – Director of Child Protection Department, Ministry of Family, Labour and Social Services
1:30 PM – 3:00 PM	>	Child Protection – Panel Discussion 1 <ul style="list-style-type: none">Moderator: Prof. Dr. Pinar Uyan Semerci Istanbul Bilgi UniversityRapporteurs: Dilek Kuş, Support to Life Berivan Çite, Support to Life• Pinar Şimşek – General Coordinator – Bir İZ Association• Köksal Banođlu – General Coordinator – Maltepe District Governorship Foreign Affairs and European Union Projects Office• Zeynep Yanık Can – Clinical Psychologist – Maya Vakfı
3:00 PM – 3:30 PM	>	Coffee Break

3:30 PM – 4:00 PM > Guest Speaker: **Cem Demirayak** – Child Safeguarding Expert

4:00 PM – 5:30 PM > Child Protection – Panel Discussion 2

Moderator:

Eda Çok Öztürk
Child Protection Program
Coordinator, Turkish Red
Crescent

Rapporteurs:

Özlem Çolak, Support to Life
Semih Öztürk, Support to Life

- **David Keegan** – CEO – Host International
- **Christopher Eades** – Executive Director – St Andrew's Refugee Services
- **Umut Dilara Baycılı** – Program Manager – Mavi Kalem Association
- **Şenay Yılmaz** – Chief at Women's Counselling Centres and Women's Shelters – Ankara Metropolitan Municipality

DAY 2 – SEPTEMBER 25

08:30 AM – 9:00 AM > Registration

9:00 AM – 9:30 AM > Summary of Day One and Introduction of Day Two – **Caroline Hüglin**, Conflict & Displacement Advisor, Diakonie Katastrophenhilfe

9:30 AM – 10:00 AM > Access to Basic Rights and Services – Opening Speeches

- **Neşe Kılıçoğlu** – Senior Protection Officer – UNHCR Turkey
 - **Dr. Aydın Keskin Kadioğlu** – Directorate General of Migration Management, Head of Cohesion & Communication Department
-

10:00 AM – 10:30 AM > Coffee Break

10:30 AM – 12:00 PM > Access to Rights and Services – Panel Discussion 1

Moderator:

Burak Yasar
Migration Expert, Directorate
General of Migration
Management

Rapporteurs:

Rohat Bingöl, Support to Life
Mahmut Can İsal, Support to Life

- **Anna Hill** – Together Project Co-director – Tides Canada
 - **Esther Bernsen** – Head of Project Management – Ueber den Tellerrand
 - **Fares Al Qadi** – Project Manager – Refugee Company
 - **Ahmet Batat** – Genel Müdür Yardımcısı – IDEMA
-

12:00 PM – 1:00 PM > Lunch

1:00 PM – 1:30 PM > Guest Speaker: **Suat Seyitoğlu** – Bursa Yenişehir District Governor

1:30 PM – 3:00 PM	>	Access to Basic Rights and Services – Panel Discussion 2
<p>Moderator: Assoc. Prof. Dr. Sibel Safi 9 Eylül University Faculty of Law</p> <p>Rapporteurs: Dilek Kuş, Support to Life Berivan Çite, Support to Life</p>		<p>Panelists:</p> <ul style="list-style-type: none"> • Umut Ali Dede – Chairman/Founder – Okmeydanı Social Assistance and Solidarity Association • Rahaf Saad – Operations Manager of the Women Social Enterprise – Small • Pinar Okur – Senior Humanitarian and Development Advisor – Upinion • Erkan Can Çakıroğlu – Program Officer – MUDEM Refugee Support Center

3:00 PM – 3:30 PM > Coffee Break

3:30 PM – 5:00 PM	>	Access to Basic Rights and Services – Panel Discussion 3
<p>Moderator: Dr. Özlem Yazlık Alcott Support to Life Association Quality Advisor</p> <p>Rapporteurs: Özlem Çolak, Support to Life Semih Öztürk, Support to Life</p>		<ul style="list-style-type: none"> • Buthaina Rahal – Founder – Syrian Womens’ Committee • Nur Elçik – Community Center Manager – YUVA • Marguerite Kahrl – Co-founder – Permaculture for Refugees • Lynette Nam – Legal Officer – Justice Center Hong Kong

DAY 3 – SEPTEMBER 26

08:30 AM – 9:00 AM	>	Registration
9:00 AM – 9:30 AM	>	Summary of Day Two and Introduction of Day Three - Caroline Hüglin , Conflict & Displacement Advisor, Diakonie Katastrophenhilfe
9:30 AM – 10:00 AM	>	Sexual and Gender-Based Violence - Opening Speeches
		• Özgül Kaptan – Director – Women’s Solidarity Association (KADAV)
10:00 AM – 10:30 AM	>	Coffee Break

10:30 AM – 12:00 PM	>	Panel Discussion on Sexual and Gender-Based Violence
Moderator: Dr. Yasemin Kalaylıođlu, Researcher & Gender Expert		Panelists:
Rapporteurs: Dilek Kuş, Support to Life Rohat Bingöl, Support to Life		<ul style="list-style-type: none"> • Fatma Hacıođlu Sarıdađ – Regional Humanitarian Program Manager – UNFPA Turkey • Ghifar Anani – Protection Manager – Basmeh and Zeitooneh • Ala Arafat – Protection Advisor – ActionAid Arab Region • Deeksha Gujral – Legal Consultant – Migration & Asylum Project
12:00 PM – 1:00 PM	>	Lunch
1:00 PM – 1:30 PM	>	Guest Speaker : Anila Noor – New Women Connectors
1:30 PM – 3:00 PM	>	Round Table Discussions
		Round Table 1: Child Protection
		Moderator: Eda Çok Öztürk – Child Programs Coordinator – Red Crescent
		Rapporteur: Dilek Kuş, Refugee Protection Project Manager, Support to Life Association
		Round Table 2: Access to Rights and Services
		Moderator: Assoc. Prof. Dr. Sibel Safi – Dokuz Eylül University Faculty of Law
		Rapporteur: Semih Öztürk, Social Service Expert, Support to Life Association
		Round Table 3: Sexual and Gender-Based Violence
		Moderator: Dr. Yasemin Kalaylıođlu, Researcher & Expert
		Rapporteur: Özlem Çolak, Mental Health and Psychosocial Support Sector Manager, Support to Life Association
3:00 PM – 3:30 PM	>	Closure
		<ul style="list-style-type: none"> • Round Table Meetings Summary • Closing Speech Sema Genel Karaosmanođlu, Director of Support to Life

3. Welcoming Session

We opened the conference with a warm welcome from Sema Genel Karaosmanoğlu, Director of STL. Sema Genel Karaosmanoğlu emphasized the importance of sharing and learning from good practices; having them adopted in other parts of the world and spreading the hope that we can do better in offering protection to refugees.

“We wholeheartedly believe in the need to share and learn from these good practices. It is incredibly important to understand the examples and models from different geographies across the world that would inspire us in the context in which they appear, to adopt these practices and at the same time to spread these practices and thereby to be able to offer protection for refugees, which is their fundamental right, in much better ways.”

-Sema Genel Karaosmanoğlu, Director of STL

Michael Hansmann, representative of DKH, one of the hosting organizations of the conference, stressed the importance of reinforcing the special partnership between STL and DKH and empowering national and local non-governmental organizations, whose commitment is invaluable.

Claudia Amaral, Representative of the ECHO Turkey Office noted that this conference lays the groundwork for the exchange we need to make to save lives, ease people's suffering and preserve their dignity and integrity, which make our common goals.

Dr. Manuel Paulus from the German Embassy addressed the role that civil society plays in refugee protection, besides the pivotal roles of governments; stressing that cooperation between communities, civil society and governmental organizations is key to hosting thousands and millions of refugees.

“How important it is to look beyond what states can do. States can provide financing, they can provide the legal framework, but the huge effort of welcoming thousands and millions of refugees can only be done in the cooperation of states, civil society and the population.”

- Dr. Manuel Paulus, Development Councillor, Embassy of Germany

Mehmet Sinan Yıldız, Representative of DGMM pointed out the great difficulties experienced by the people and government of Turkey with about 4 million refugees and said a joint effort is necessary to provide a decent perspective to successfully host the community and refugees in the medium term.

4. Themes and Panel Sessions

Three main themes –Child Protection, Access to Rights & Services and Sexual & Gender-Based Violence were identified for the conference, with the goal being to share good practices with a focus on their applicability in Turkey. A total of 24 good practices were chosen to be addressed in the conference and 23 of these practices were shared at the conference, with one drop out.

A call was prepared and applications for good practices were received via multiple streams. Out of over 70+ applications, 24 good practices were chosen by an Advisory Board coordinated by STL. The Advisory Board consisted of 10 persons, including six academics who are experts in their field, one expert from DGMM and three STL employees. The Advisory Board took part in the selection of good practices according to objective criteria, moderation and preparation of panel sessions. In the selection of practices, each advisory board member completed the prepared assessment sheet for each application and assessed the practices according to six main topics: Its relation to the conference theme, its impact, methods used, applicability in Turkey, sustainability and effective use of resources. The practices with the highest scores in the evaluation were invited to the conference. While evaluating the applications, a preference was made to invite implementing organizations as opposed to the donors.

During the panels, each good practice was presented briefly to make as much time as possible for interactive discussions between the panelists and with the audience. A total of six panel discussions took place, which hosted 23 panelists from 11 countries. During the Q&A, both members of the audience in the room, and the spectators following up the online broadcast could direct their questions via the moderator.



a. Child Protection

The first day's theme was identified as protection activities focusing on children. The session, which focused on the 'well-being' of children affected by war, conflict and forced migration started with the insights shared by representatives of two important organizations. Emre Üçkardeşler, Head of the Social Policy Unit of the United Nations Children's Fund (UNICEF) stressed the importance of pursuing a holistic approach in addressing child protection and social protection. Bayram İnce, Head of Department of Research Development and Project in Ministry of Family, Labor and Social Services, General Directorate of Child Services also underlined risks associated with child protection and access to respective mechanisms.

The guest speaker of the day, Child Safeguarding Expert Cem Demirayak, addressed the matters of child safeguarding that all organizations working in the area of children should adopt in order to prevent children from being at risk and from being harmed. He noted that while 'child protection' is to a large extent based on children's rights, which governments have a responsible to uphold, 'child safeguarding' is related to all spaces in which an organization operates, or spaces that are under the control and influence of a given organization. He added that all organizations coming in direct or indirect contact with children should incorporate a child safeguarding code of conduct together with their partners and stakeholders, create minimum standards and child safeguarding policies. He said that while these policies protect the organization and its personnel, it's important to keep these policies up to date. He shared examples where Tarlabası Community Center and Sulukule Volunteers Foundation built their organizational capacity with regard to child safeguarding.

Following the opening speeches, two panel discussions were held and a total of seven good practices were introduced on the first day.

Panel Discussion 1 – Child Protection

The first panel discussion on Child Protection was moderated by Prof. Dr. Pınar Uyan Semerci from Bilgi University.

“In this conference of good practices, which will continue for three days, I'm sure we'll feed one another's thoughts, learn more and will catalyze a multiplier effect during our stay here. As mentioned by our colleagues working in the field, it is a major opportunity to hear each other and to share our experiences.”

– Prof. Dr. Pınar Uyan

Our moderator Pinar Uyan began the session by mentioning the importance of working together with all the stakeholders in the community in considering the best interests of the child. She emphasized the pivotal contribution of devising policies to turn existing rights of the child into amenities and doable actions for all children. She highlighted that it's very important to consider the uniqueness and needs of each and every child when we talk about the 25 million children population in Turkey.

She emphasized that while sharing the good practices, we also need to consider and evaluate the sustainability aspect. She underscored the importance of acting in coordination, especially when it comes to a multi-stakeholder problem such as child labor, which is among the main child protection risks in the field. In this panel, mental health and psychosocial support activities implemented by Bir İZ Foundation, Maltepe District Governorship Foreign Affairs and European Union Projects Office and Maya Foundation were presented. All projects focused on improving the well-being of children affected by war, conflict and forced migration were presented.

The basis for the project developed by **Bir İZ Foundation** was focused on the notion of 'prejudice'. Noting that anti-immigrant and anti-refugee sentiment is on the rise in both Turkey and elsewhere, and that pronouncing these sentiments outloud is increasingly perceived as being 'valid'. Bir İZ Foundation's speaker, Pinar Simsek, stressed the importance of campaigning against these sentiments to enable realization of many practices and regulations. The representative presented Bir İZ Foundation's psychosocial support project named Yan Yana (Side by Side), which aims to reduce discrimination against Syrian refugee children and support the social cohesion of refugees. For this purpose, a board game was developed. The representative introduced the activities focusing on socialization of 7-Turkish and Syrian children aged 7-11 as well as the activities implemented by teachers and psychologists throughout the project. The project was implemented in Istanbul on 2017-2018 and lasted 20 months. Simsek emphasized the importance of situating teachers as the target group of this project, as well as building tools that they can use for inclusive education. It was stated that this project has a great replicability and scalability, and it can be shared with and extended to other organizations.

Within the context of the good practice implemented by **Maltepe District Governorship Foreign Affairs and European Union Projects Office**, a project focused on the diagnosis and treatment of post-traumatic stress disorders (PTSD) suffered by 354 Syrian refugee children aged 6-17 years, residing in Maltepe district due to their exposure to war and migration experience were introduced.

Maya Foundation introduced the psychosocial support activities that it conducted with children in Balat Cultural Center in Istanbul and the art therapy model as well as an internationally recognized model called skills for psychological recovery, which are the two models they use. The good practice focused on five themes, namely building positive skills when working with children, identifying emotions and managing responses, problem-solving skills, instilling hope for the future and building healthy social relationships. In addition to individual and group therapy sessions for children, family counseling and positive parental training services were delivered as well. An example case where positive development was observed regarding a child who received all four of these services was shared.

In this session, the importance of working with public organizations for sustainability was highlighted and various limitations that may arise at this point were mentioned. A question as to what kind of grounding could be created for shared thinking practices, including NGO and public collaborations was asked. During the Q&A, protection of personal data was underscored. In addition, how to ensure child participation, importance of upholding ethical standards when working with children, and guarding child's utmost benefit were stressed. Assessing all these aspects, making use of prior experiences, and being aware of the corresponding literature was highlighted as important aspects.

Panel Discussion 2 – Child Protection

In the second panel discussion, moderated by Turkish Red Crescent Child Protection Program Manager Eda Çok Öztürk, had panelists of Host International from Malaysia, St Andrew's Refugee Services from Egypt, Mavi Kalem Association and Ankara Metropolitan Municipality from Turkey presented good practices regarding advocacy activities on gender equality and rights of the child within the child protection activities conducted in their projects.

Host International reported on their work, in the context of Project Stand Up, with girls who could not go to school in Malaysia. Mr. David Keegan of Host International stated that their goal is to identify the reasons why girls do not attend school and to combat the perceptions that lead to this situation, and that since, apart from doing housework, there is no place for girls to make their voices heard, they were conducting works in the project to obtain the support of schools to make sure girls attend schools. The project consisted of three steps. The initial focus was to identify 'gender champions' among those who were willing and influential in the community. Although this work started with just a few families, it expanded afterwards. The second focus was to develop a mobile app to facilitate access to education and thereby obtain information to facilitate access to education. The third step was providing beneficiaries' direct access to education.

It was reported that, as a result of the project, individuals worked with other young people and were empowered in terms of gender and inequality, that young males assumed more responsibility in housework thanks to this practice and it unraveled positive results for the community as well.

“Have confidence in the leadership of young people so they can be the solution.”

- David Keagan, CEO, HOST International

From the idea of ‘helping’ to the idea of ‘alliance’: “People usually want to help. That’s beautiful, but if we want to bring substantial change, we need people to stand ‘with us’, not ‘for’ us. This may not always be obvious and it’s sometimes difficult to change people’s mindset and the way they act.”

- A Young Person from Project Stand Up

St Andrew's Refugee Services reported on their project with young people in Egypt. Director Christopher Eades mentioned that they formed a board comprising of young people and talked about the project that would provide training and opportunities for young people who want to work, which would provide them with skills, where all organizational works are conducted by young people. It was stated that the main objective was to create a structure where all works regarding refugees would be carried out by the refugees themselves and that young people were the leaders of the process. It was reported that more than 30,000 people and their families were reached in 2018 through psychosocial support, legal support, training and support for unaccompanied children and young people under the scope of the works conducted. More than 70 young refugees work in the Naimo Centre of StARS, which is committed to offering services for unaccompanied refugee children. In order to ensure the implementation of the project by young people, who are the target audience, young people are the staff members of the center; are members of the refugee board of directors with the power to veto; and are also members of a child protection board. StARS is one of the few living examples of refugee-led humanitarian services.

“Our aim in establishing the Naimo Center was to ensure that children who had kids at an early age could feel and enjoy their childhood at least for a little while and be freed from the responsibilities they should have never had, at least for a short while.”

- Christopher Eades, Director, StARS

Mavi Kalem Social Assistance and Solidarity Association introduced the good practice implemented in Istanbul to improve community-based child protection mechanisms. In particular, the young girls' empowerment program within the scope of the project, which aims to ensure, by using gender language, that the target group is always free and empowered was introduced. Initiated solely for Turkish people in 2015, the program was also adapted for Syrian girls in 2018. In addition to the program aimed at empowering young girls, the pilot application for the male participation module to include males in the prevention of gender-based violence was explained.

Ankara Metropolitan Municipality presented its Asylum Seeker Women and Children Protection Project, where they conducted vocational training works with mothers to eliminate the obstacles to the schooling of children. 157 children began to go to school thanks to the project. Where children who did not go to school were identified, the reasons for not going to school were also investigated and works were conducted in this regard. In particular, works were conducted with a focus on building the professional skills of mothers so that girls could return to school.



"I wish for a world where there is not a single child who cannot go to school."

-Şenay Yılmaz, Chief of Women's Shelter Houses, Ankara Metropolitan Municipality

In this session, among other important matters, the importance of ensuring direct participation of target groups, especially of children, from planning to implementation in projects and the necessity of ensuring access to employment for asylum seeking women as we work to prevent child labor and child marriage and to ensure schooling were emphasized.

b. Access to Rights and Services

The three panel discussions held on the second day of the event focused on the problems faced by refugee communities concerning access to basic rights and services and on suggestions for solutions in the light of good practice examples. Neşe Kılınçoğlu, Senior Protection Officer of UNHCR and Dr. Aydın Keskin Kadioğlu, Head of Harmonization and Communication Department of DGMM made the opening speeches on the issue while Suat Seyitoğlu, District Governor of Bursa Yenişehir took part in the guest speaker session.

Addressing the situation of refugees worldwide and in Turkey today, UNHCR Representative Neşe Kılınçoğlu emphasized that an approach that is based on rights is necessary to provide displaced communities with basic services and that the first duty is to inform the right holders and assigned persons about their rights and their responsibilities. She presented the strategies used to ensure access to rights for refugees in Turkey and listed the organization's partners, which includes the government, civil society and affected communities. Besides the rights-based approach, she said it's very important that all actors adopt a community-based approach, that is, involve communities in the decision-making process and enable them to take active roles in these processes and to be part of the solution.

“It is especially important that legal frameworks of the countries adopt an approach that is rights-based so that they can positively construe and implement international human rights law.”

-Neşe Kılınçoğlu, Senior Protection Officer, UNHCR

At the second opening speech of the day, Dr. Aydın Keskin Kadioğlu from Directorate General of Migration Management highlighted that the presence of so many refugees in Turkey is an unprecedented challenge and said that 'hospitality' is an integral part of the local culture in Turkey.

Suat Seyitoğlu, District Governor of Bursa Yenişehir, the guest speaker for the second day, explained the importance of being aware of the special needs of incoming refugee population. He highlighted how effective it could be if non-governmental organizations and local public organizations worked together to cover existing needs. He explained with examples that schooling of children who do not attend school, ensuring access of refugees to health and vaccination services and meeting the special needs of older adults, persons with disabilities and children will only be possible if public organizations are informed of these needs and collaboration is made with other institutions.

“Keeping records of prevalent issues is the way to ensure that refugees have efficient and effective access to basic services regarding identity registration. Responsibilities of local public institutions come into play when it comes to reinforcing life skills of individuals. In addition to these, there is this process, which we call social cohesion, that starts with children and extends to adults. We need to build this process in all age groups.”

- Suat Seyitoğlu, Bursa Yenişehir District Governor

Panel Discussion 3 – Access to Rights and Services

The first session, where Tides Canada, Uber den Tellerrand from Germany, Refugee Company from the Netherlands and IDEMA from Turkey presented their good practices, was chaired by Migration Expert Burak Yaşar from DGMM. The main theme for this session was the contribution made by food and kitchen themed projects to refugees and the local community in the form of supporting both social cohesion and livelihoods. The ‘contact hypothesis’ was addressed in the context of these works, which in particular brought together the refugees who just came to the country and the local community and it was emphasized that getting to know each other is the way to break down prejudice between people.

This session began as **Tides Canada** presented the Welcoming Group Program, which is being implemented to build social connections for speeding up the adaptation process of refugees who just came to the country. Ms. Anna Hill of Tides Canada mentioned that ensuring permanent cohesion of refugees in Canada is a priority and for this purpose, refugees are encouraged to learn to speak an official language, it is ensured they work legally and pay taxes, refugee children study in Canadian schools and work is being done to provide them with services that address physical and mental health problems they may have. A network of agencies which help with the settlement of new arrivals, financed at federal level to support access to services for the incoming refugees and special programs to support resettlement of refugees are in place. In the project conducted by Tides Canada since 2016, a social support network consisting of volunteers and supporting newly arrived refugees was created, which helped refugees overcome their language barriers and facilitated their access to services and to daily life in Canada. Volunteers paired up with refugees in a program where they would simply dedicate their time without making any financial commitment or expecting anything in return, where they built communication with them and offered support. Criteria such as family size, common interests, profession and geographical location were considered while pairing the individuals. Anna Hill mentioned that in case such a project was to be replicated in Turkey, inclusion of refugee and host communities in project design would be crucial.

“We are starting a new research approach based on ‘Contact Hypothesis.’ Contact Theory suggests that under the right conditions, regular face to face contact between majority and minority groups can reduce prejudice and stereotyping and increase social cohesion. Facilitating conditions for contact theory are equal status, common goals, intergroup cooperation and support of authorities, laws or customs.”

- Anna Hill, Together Project Co-Director, Tides Canada

Representative of **Ueber den Tellerrand**, the second organization in this panel discussion mentioned that in Germany, in addition to refugee population, there is also a migrant population of 11 million people coming from Turkey, Poland and other countries and explained the gastronomy practice they are carrying out to build social relations and facilitate cohesion. Showing that it is possible to get to know each other, share cultures and break down prejudices by cooking together, this practice is now ongoing entirely through volunteers in 35 cities in five countries. It also has a cookbook named ‘Recipes for a Better Us’.

“Why do we consider cooking together as the most important activity? Because cooking is a language. By means of cooking, we can share our history and our identity.”

- Esther Bernsen, Project Manager, Ueber den Tellerrand

Refugee Company is a non-governmental organization established in the Netherlands to provide refugees with access to employment. Last year, upon realizing that more than 60 of about 100 persons quit or were fired just a few months after being recruited, Refugee Company launched the Re-Start Program. This program involves a working period of six months. Interns work either in a restaurant or in a sewing company (both are initiatives of Refugee Company called A Beautiful Mess). These may not be the jobs that refugees dream about. However, what the trainees exactly gain in this work program is this: Each trainee has a personal coach who can guide and support them to find their talents and dreams. These coaches help them build their resumes and also help them get the training they need to pave the way to their dream jobs. Besides, the participants learn about the Dutch labor market and also learn the language. Setting on the road with the belief that building a network in a new country is a key factor in starting a new life, the organization builds networks that will bring people together and organizes community meals where they get to know each other. Refugee Company currently operates a restaurant, a marketplace and a cafe-bar near a refugee shelter.

“As you know, refugees --and I’m one of them-- did not come to Netherlands to study on a scholarship or to visit. They left everything behind, they had to start from zero! Learning a new language, building a network of people, feeling safe, adapting to a new society, being accepted. We started Re-start program to achieve exactly that.”

- Fares Al Qadi, Project Manager, Refugee Company

Another example of good practice in this panel discussion is the LIFE Project carried out by **IDEMA** in Istanbul and Mersin. LIFE is a food entrepreneurship program that promotes intercultural understanding among different communities living in Turkey, encourages the integration between migrant groups and the host community and aims to offer opportunities for innovation, economic flexibility and empowerment as well as effective development. With its entrepreneurial incubation program, members are building food businesses and sustainable livelihoods in Turkey. The gastro-diplomacy events held every two months under scope of the program aim to increase intercultural socialization and sharing.

Aiming to provide for the employment of refugees and to create social networks and items of support on voluntary basis, all the good practices in the panel discussion provided good examples of improving the resilience of communities and ensuring their adaptation. We also heard about the unifying power of food and its connection to livelihoods that are also very important for welfare. We expanded our minds through collaboration with the private sector and new ways of gathering and communicating information to help solve a number of critical issues.

Panel Discussion 4 – Access to Rights and Services

Assoc. Prof. Dr. Sibel Safi from Dokuz Eylül University Faculty of Law led the second session of the day while the panelists were representatives from Okmeydanı Social Assistance and Solidarity Foundation, Small Projects Istanbul, Upinion and Refugee Support Foundation organizations. We heard about four good practices, one from the Netherlands and three from Turkey in this panel discussion, where projects facilitating access to information for refugees and livelihood activities in relation to sustainable solutions for refugees were shared. At the start of the session, our moderator Assoc. Prof. Dr. Sibel Safi, who is also a law professor, added her remarks about the refugee law and the legal legislation in force in Turkey, reminding that Turkey is a party to the Geneva Convention but has geographical reservations. According to these reservations, only those coming from Europe can be considered to be in the refugee status, conveying important information about the legal framework.

The first panelist, Umut Ali Dede from **Okmeydanı Social Assistance and Solidarity Foundation** presented the 'neighborhood-based' solidarity project, where they considered all new arrivals to the city as neighbors. Dede said, The Women's Refugee Kitchen initiative is a kitchen and much more, set up by 15 women from Syria who came together in Okmeydanı. House by house, street by street, they listened to each other's stories, collaborate on problems and produce solutions. The idea of transforming these neighborly relationships into a will to earn a living was realized through women's refugee kitchen. Therefore, instead of using discriminative terms such as refugees or hosts, they call each other 'neighbor' because then everyone becomes equal. For your information, Women's Refugee Kitchen can also take bulk orders for meetings and events and prepare meals.

"I would like to emphasize how important it is to transform our language in this entire process. We tend to use the term 'guest', for example, but it is necessary to change and transform this language. Free from discriminative language, we need to establish a new language from an equal place without marginalizing. Therefore, we prefer to say 'neighbor' instead of 'guest'."

- **Umut Ali Dede, Chairman/Founder, OKDER**

Small Projects Istanbul introduced its Muhra brand, a women's social enterprise shaped by the 'drop earrings not bombs' project. The enterprise is founded upon an inspiring message and gives participants a chance to express themselves, to earn a livelihood and serve as a safe place of solidarity. Muhra, meaning a female horse in Arabic, symbolizing women's force and resilience, markets its products online as well as participating shops.

Another good practice addressed in the panel discussion was the Workers Support Center managed by **MUDEM**. Providing free social and legal advice to refugees, asylum seekers and migrants working in the ready-made clothing industry and supporting them through its website, this practice is accessible for all refugees in Turkey. Supporting not only workers but also the employers and brands behind it, the support center has reached seven international brands, 800 workplaces and 150,000 workers in just a year.

Upinion, the last panelist in the session is a platform, was established for exchanging information through a smartphone and aims to be a hub for and highlight the voices of refugees. The aim of the project is to connect with more than 100,000 Syrian representative groups in Turkey through various messaging applications (such as Facebook Messenger & WhatsApp) to learn about their challenges and needs and to support them. It helps refugees raise their voices and communicate directly and easily when they are in need of a NGO.

While refugees can share their stories through messages, videos and pictures, the platform also allows feedback to the respective community with the information. Within six weeks, the platform has reached 7,000 participants in Turkey alone and therefore it is an opportunity for all stakeholders to really engage and highlight people's voices.

“Refugees are not passive, but they are active agents of change, providing solutions.”

- Pinar Okur, Senior Humanitarian Aid and Development Advisor, Upinion

It was highlighted that these practices, aiming to increase the resilience of refugees, should be owned and led by refugees and local community members themselves.

Panel Discussion 5 – Access to Rights and Services

The last panel discussion of the day was led by Support to Life Quality Advisor Dr. Özlem Yazlık Alcott and was attended by four panelists, who were all women. This session featured Syrian Women's Committee, Yuva, Permaculture for Refugees and Justice Center Hong Kong. The presentations focused on rights-based approaches, community-building amongst refugee and the host communities, social cohesion, community based activities, commissions mobilizing refugee communities, livelihood activities and facilitating access to information for refugees.

The **Syrian Women's Committee**, which operates in Hatay province in Turkey is a community initiative voluntarily formed by refugee women from different age groups and different professional and educational backgrounds. Currently, the committee has direct reach to 1,200 women in Reyhanlı district via social media and local meetings. The committee conducts activities based on the needs of the local refugee population. They aim to strengthen communities through awareness sessions on matters such as access to basic rights and services, child labor, prevention of child marriage and gender-based violence. They want to focus, in particular, on works that will enable schooling of children who currently do not attend school.

YUVA took part in the panel with its environmentally friendly eco-office and described in detail how this transition can be replicated. The spectators were informed that in YUVA's Community Center in Hatay, in addition to usual activities, local community members could receive trainings about cooperative frameworks, ecological transformations. In addition, it was highlighted that community members played an active role in decision-making processes of the organization.

Permaculture for Refugees (P4R) presented their project implemented in Izmir, which focused on utilizing permaculture to empower refugees. The project focused on permaculture practices that make cities, towns or camping grounds more habitable with a specific outlook that values humans and gives care. This way, the project enables participants to gain skills that they can utilize anywhere. A beneficiary that received the training emphasized that the project was inspiring, sharing her business idea focusing on mushroom-culture.

Justice Center Hong Kong introduced its legal support framework for refugees. Founded by a small group of lawyers in 2007, the center offers legal support to 12,000 refugees coming from Japan, China and Vietnam. The lawyers working in the center conduct case management works for refugees who were arrested and taken under administrative inspection. In addition, it offers legal and psychosocial services. They also provide capacity-building training for doctors and the private sector in Hong Kong. They think that cooperating with the private industry and involving it in the field is very important for developing applications. The legal information they provide to people is very important, in terms of preventive response, for preventing possible risks that beneficiaries may face.

Panels under this theme underscored the added value of utilizing local capacities, focusing on boosting resilience and explore new methods for partnerships to meet on common grounds. The conclusive Q&A involved discussions on how to replicate different projects in differing geographies.

c. Sexual and Gender Based Violence

The last day of the conference was dedicated to sexual and gender-based violence, which is a human rights violation that is combated across the world. The theme had a specific focus on SGBV interventions focusing on refugees.

In her opening speech, Özgül Kaptan, Director of Women's Solidarity Association, addressed migration and gender-based violence and emphasized that being a refugee or fighting against violence are not about aggrievement but are about the rights of individuals.

“Combating violence is not a matter of victimization. Just as being a refugee is not about victimization either. It’s a matter of rights, women’s rights.”

– Özgül Kaptan, Director, KADAV

In the guest speaker session, Sema Genel Karaosmanoğlu, Director of STL interviewed Pakistani human rights activist Anila Noor, who is a refugee herself and who did many important projects in women's studies.

“As a Pakistani woman, I know from my own experience that women are never asked what they want to be. Women are daughters and sisters and then they become wives. In case of forced migration, this becomes more evident. That’s why I founded ‘New Women Connectors’, so women could express themselves. While I know it’s very hard, I want to say this to women: Go out, find others, connect, try to create your own fine space and your own community.”

– Anila Noor, Founder, New Women Connectors

Panel Discussion 6 – Gender-Based Violence

In the last panel discussion moderated by Researcher and Gender Expert Dr. Yasemin Kalaylıoğlu, **Basmeh and Zeitooneh** from Lebanon, **ActionAid Arab Region** from Jordan, **Migration & Asylum Project** from India and **United Nations Population Fund** (UNFPA) from Turkey described their activities regarding access to rights, customized services and community-based protection for combating gender-based violence.

Moderator Dr.Yasemin Kalaylıoğlu opened the session with some important comments on the theme. She stated that women and children always constitute more than half the migration to Turkey, and these are the segments that are exposed to violence the most. She emphasized that action needs to be taken at the very beginning of the forced migration cases to combat the violence faced by these groups, whereas, currently, these discussions and responses can only be made at later stages due to reasons such as lack of awareness.

The first good practice in the panel discussion was the protection works of the **United Nations Population Fund (UNFPA)** for key refugee groups. Fatma Hacıoğlu Sarıdağ explained which groups they work with, the characteristics of these groups, what services they offer, things to consider while working with these groups and steps that can be taken in the future. She noted that key refugee groups, which consist of LGBTI or HIV+ individuals and sex workers are more vulnerable compared to other refugee groups and they face more challenges in access to services. She cited the fact that they were subject to discrimination and mistreatment in their home country. They often lack knowledge about existing mechanisms in Turkey, have security concerns and lack confidence. Plus, scarcity of services focusing on their special needs or factors limiting access maximize vulnerability. She emphasized the importance of personal, proper and comprehensive identification of the special needs of key refugee groups, addressing case management in line with this special work in close coordination, developing special services according to needs, rendering them accessible and ensuring access to accurate information.

BasmeH and Zeitooneh representative Ghifar Anani presented her research report on the methods used by Palestinian and Syrian women in coping with post-migration problems. Prior to issuing the research report, participant women were taken to a painting workshop, aiming to make changes and examination in five core areas. These are the expression of the past and the future through painting, empowerment and increased self-actualization, regulation of emotions, community awareness and building safe space, the impact of developed coping mechanisms. Project results show that artistic practices and verbal sharing between the beneficiaries contributed to positive coping skills and well-being of the individuals. Furthermore, offering a community-based support mechanism provides a point of support for participants by means of sharing their experiences.

“Painting as window to the past and as a vision of the future where women projected their longing for ‘lost over and bygone times’ onto the figures they painted as reflective of a wish for a stable life and stable circumstances.”

- Ghifar Anani, Protection Technical Director, BasmeH and Zeitooneh

An example of a community-based response approach in combating gender-based violence was provided in the presentation by Ala Arafat, representative of ActionAid Arab Region. Examples on increasing awareness among women through an approach to response that is community-based, participative and dynamic and is conducted by women, case management practices, ensuring community mobilization and increasing awareness on protection of children and young people through women and details of good practices were shared. Bringing together 20 women who will carry out protection activities in every location and build safe space, the project offered training to women and enabled them to identify protection risks, difficulties, needs and capacity. It aimed to reach women in the most vulnerable groups who cannot have access to services. The target group was also involved in all stages except for the announcement of the activities.

“Have passion and commitment, nothing will change overnight, have patience. Engage communities and give them the power of change.”

- Ala Arafat, Protection Advisor, ActionAid Arab Region

Migration & Asylum Project expert Deeksha Gujral introduced her organizations refugee law clinic project, which is the first of its kind in India. The legal clinic mostly targeted women and children in areas of legal and economic empowerment, public access and policy work. The clinic also implemented a pilot project focusing on women; the project analyzed the legal framework on SGBV from the perspective of refugees to explore what sort of legislative work can be done. Thanks to dissemination materials such as information leaflets, videos and booklets, different target groups were reached out to and feedback was received from a variety of groups. Thanks to this variety, groundwork was laid for more comprehensive studies. As Gujral reported, the contributions of feedback and specific requests was substantial.

“At this stage, it is important to raise awareness and educate law students, because thereby in a few years' time we'll have secured a generation of lawyers who are knowledgeable about refugee law and who can handle cases related to refugees.”

- Deeksha Gujral, Legal Advisor, Migration & Asylum Project

This session drew attention to prevention of gender-based violence and provision of customized services, where invaluable insight was provided to the conference with regard to awareness raising works and inclusive services focusing on individuals who are subject to GBV that need to be offered by the experts.

5. Roundtable Discussions and Final Declaration

On the last day of the conference, the audience, speakers, moderators and panelists seeking to contribute to the roundtable meetings, which followed the sessions on prevention of Gender-Based Violence came together and compiled their suggestions on the themes. Each roundtable focused on one of the main themes of the conference. During these 90-minute sessions, the added value of local response, the importance of public, non-governmental and private sector partnership, major suggestions that can be adopted in this regard and suggestions regarding social cohesion oriented activities on each thematic topic were discussed.

Roundtables were managed by an expert moderator according to the theme and were reported by the reporter. An interpreter for English interpretations was available during sessions held in Turkish. After all the roundtables were completed, our moderators shared the topics and suggestions discussed at all round tables with the attendants during the closing session, where the attendants met again. The suggestions compiled at the roundtables as well as the important messages conveyed throughout the conference were compiled in the final declaration of the conference.

CONFERENCE DECLARATION

RECOMMENDATIONS FOR CHILD PROTECTION THEME

1. A holistic approach combining child protection and social protection enables actualization of child rights and increases child welfare

Child protection aims to achieve full actualization of children's rights in relation to protection from violence, neglect and abuse under the umbrella of laws, policies, regulations and services. Social protection aims to prevent, mitigate and eradicate socioeconomic risks and vulnerabilities and targets families, individuals and children. Child protection and social protection cannot be reduced to one another but there are many areas in which they are intertwined. Thus, child protection and social protection should be identified as a single holistic approach and implemented accordingly.

2. Designing and implementing child protection policies that are non-discriminatory ensures that the child's best interest is upheld.

Policies and practices related to child protection must be designed in a manner that targets all children equally and that places "the child" at the center while upholding the best interest of the child. Irrespective of their country of origin or their ethnicity, all children must be protected against risks and their access to related mechanisms must be ensured.

3. Every child's uniqueness and special needs must be taken into account.

In order to protect the rights of all children and to leave no child behind, children's needs and their special circumstances must be taken into account, and services must be provided in accord with these needs and circumstances.

4. Child participation must be adopted in all activities involving children.

Child protection activities should not be developed and implemented on behalf of children, but with children. We should move away from a 'helping' mentality to enable refugee youth to become empowered enough to create social change, and transition to an 'ally' mentality in which we place them at the center of all activities.

5. All institutions working with children must mainstream child safeguarding, and when conducting their activities, must take all measures to eliminate risks of harm.

Developing and applying Codes of Conduct, stakeholder mapping, risk analysis, data confidentiality of children, child participation and feedback mechanisms are examples of mainstreaming child safeguarding and minimizing risk.

6. Establishing a Ministry of Children will be the guarantor of the rights of children.

It is paramount to emphasize continuously in every sphere that every right of every child is equal. Conditions should be created for every child to equally benefit from their rights. Establishing a Ministry of Children will be that guarantor.

7. Prejudices can be overcome and social cohesion can be reinforced through the design, implementation and dissemination of good practices.

Anti-immigrant and anti-refugee sentiment is on the rise in Turkey as it becomes increasingly legitimate to voice such prejudices. It is paramount to tackle these misperceptions so that activities can be implemented and policy changes can be made. Tools and methods utilized to this end, such as the 'box game' presented at the conference can be shared and used by all organizations. Funds allocated to social cohesion projects need to be articulated in a manner that is not only refugee-focused, but that includes the host community as well. Key stakeholders to social cohesion activities are municipalities, media, teachers, families and community leaders.

8. In psychosocial support activities, specialized services must be delivered by trained and specialized personnel.

While community services that include psychosocial support activities such as safe spaces for children can be delivered by trained field staff, specialized counselling support must be provided by psychologists.

9. It is crucial to work in coordination and form strategic partnerships in child protection.

Permanent solutions can be reached only if stakeholders work together when dealing with multi-stakeholder issues such as forced early marriages and child labor. Partnerships among affected and at-risk communities, public institutions, civil society and private sector are of critical importance. This will pave the way for a joint solution, conducting mutually complementary activities, sharing and disseminating successful practices developed as well as help share the lessons learned. Rather than being project-based or resource-dependent, these partnerships need to be strategic and transformative. Besides; it is crucial to create platforms via which good practices, developed tools and acquired experiences can be shared so that we can learn from one another.

10. While upholding international standards, child protection is most effective when delivered through localized responses and effective coordination at the local level.

Local coordination networks and partnerships must be formed for holistic interventions facilitating the participation of children as well as their families and the communities in which they live. Stakeholder mapping is crucial for identification of local needs, possibilities, opportunities and actors. Localized coordination structures focusing on child protection can be introduced by the relevant directorates at the provincial level, such as the Directorate of Family, Labor and Social Service and the Directorate of National Education in Turkey.

11. Civil society organizations must assume a complementary, observant and advocating role in child protection.

Civil society has many crucial roles to play in child protection. Identifying the risks that children and the whole of society is faced with, utilizing all available strategies to mitigate these risks, and bringing relevant actors in contact with society are a few examples of how this can be done.

RECOMMENDATIONS FOR ACCESS TO RIGHTS AND SERVICES THEME

1. A rights-based approach must be adopted in the area of refugee protection.

A rights-based approach prevents ad-hoc practices while also enabling protection activities that go beyond addressing immediate needs for limited periods of time, helping pave the way for sustainable responses. A rights-based approach helps overcome negative perceptions in public opinion by highlighting the fact that services provided to refugees are not only a part of the state's legal commitments but also are reflections of principles addressed in international law. With a rights-based approach, existing institutions can be strengthened in accord with international principles and existing laws can be implemented more effectively.

2. In addition to rights-based approach, adopting a community-based approach is essential.

We must adopt an approach in which refugees identify their own needs, design the processes and modalities through which these needs are addressed, be engaged in implementation, and evaluate the impact. Experiences demonstrate how positive results are achieved when refugees are included in decision-making processes.

3. The language and terminology used in refugee protection is key to principled action and advocacy.

It is crucial to use the term 'refugee' in order to adopt a rights-based approach. This way we can facilitate access to rights that hold the refugee status even though they are not officially recognized as such. Transforming the use of 'guest' or 'non-host community member' to more egalitarian, non-discriminatory choice of words reduces the risk of 'other'ing.

4. Activities on refugee protection need to be inclusive and be able to provide feedback.

Interventions are successful when they challenge the passive role attributed to refugees and turn them into active agents. While receiving feedback from refugees, it is crucial to develop a two-way communication system in which information and feedback is fed back to refugees.

5. Community level interventions have the potential to develop durable and sustainable solutions to protection and social cohesion.

Working at the neighborhood level in cities where refugees live has the potential to pull in community volunteers, municipalities, local businesses and local public institutions. Projects focusing on refugee protection on neighborhood scale can be included in 5-year strategic plans of municipalities.

6. Activities that implement the contact hypothesis prove effective.

Contact theory argues that under appropriate conditions, interpersonal contact could be one of the most effective ways to reduce prejudice between majority and minority group members, reduce stereotyping and increase social cohesion. Good practices on gastronomy, permaculture, and cultural ambassadors presented at the conference help overcome the language barrier and help establish social connections.

7. Social cohesion refers to a multilateral cohesion process that respects diversity, not a unilateral process of integration.

Cohesion policies are most effective when based on diversity and are developed multilaterally. Thus, when developing social cohesion policies that include all stakeholders, the diversity and differences of all parties need to be taken into account.

8. There is a need for more spaces in which good practices can be shared.

In order to maximize impact, more spaces must be created for refugees and community members, civil society initiatives, municipalities, local public authorities, and local businesses to come together; build solidarity networks and include diverse groups in local decision making processes.

9. Public inspection mechanisms are complementary in refugee protection interventions.

While efforts are being made to secure protection for refugees, monitoring and reporting of human rights violations is critical to making responses effective.

RECOMMENDATIONS FOR GENDER-BASED VIOLENCE (GBV) THEME

1. Humanitarian interventions must include GBV prevention and response interventions as well.

While GBV is taking place everywhere, all the time, its frequency and severity increases at times of humanitarian crises. Even before violence breaks out in a conflict setting and a humanitarian intervention is planned for GBV survivors, activities mitigating the risk of GBV must be included into local programs. GBV prevention and response should be taken equally important alongside other program priorities.

2. We must acknowledge that violence is violence in all contexts and we must develop activities accordingly.

Violence to the host community members or refugees are no different and no one should be discriminated due to their status. Bringing communities together around issues of GBV and building solidarity in the face of these issues will contribute to the healing process.

3. All interventions and services delivered must be based on a survivor-centered approach.

In this approach, the main actor is the GBV survivor and the support provided aims to empower the individual, enabling the person to lead the process based on own decisions. All support must be personalized, reflecting the survivor's wishes and choices.

4. Services need to be designed in ways that address the specific needs of LGBTI+ groups as one of the high at-risk groups in reference to GBV.

An LGBTI+ community member that survives GBV must receive specialized and personalized support based on a comprehensive and personalized assessment of special needs and circumstances.

5. All interventions that aim to prevent GBV must be participatory, community-based and appropriate for implementation.

A community-based approach must be adopted throughout all the entire cycle of project design, planning, implementation, monitoring and evaluation. Programs must focus on existing capacities and build on these while addressing acute needs.

6. Multi-stakeholder approach is crucial for an effective response to GBV.

Partnerships among the diverse group of civil society actors, including women/LGBTI+ organizations themselves, are necessary for coordinated efforts and focused impact. Achieving collaboration of all stakeholders at the local level for solutions to a common problem maximizes impact and enables effective use of resources.

7. Aid workers dealing with GBV cases need to be supported.

Professionals working with GBV survivors need training and supervision as well as psychological care in order to maintain their well-being as facilitators and care givers. Appropriate and timely services, roadmaps, reference laws and other useful information can be made accessible through an online portal.

8. Availability of around-the-clock support hotlines and urgent access to information and support is critical for GBV.

Overcoming the language barrier, having multilingual versions of information materials is effective in reaching out to and attracting GBV cases to services provided.

9. Specific to Turkey, sexual assault crisis centers must be established in accord with law no. 6284 and regulations should be updated to enable survivors applying to civil society organizations for support.

It is crucial that mechanisms are established so that survivors are provided with a safe space, are able to access the appropriate services for their needs, and are supported by experts.

10. Clinical management of rape must be managed carefully.

Emergency health services and access to PEP kits, specialized psychosocial support, GBV survivor-focused activities, sensitive case management based on gender identity are important steps in this process and must be managed appropriately according to the needs of the GBV survivor.

11. More awareness-raising is needed for overcoming prejudices in GBV.

It is important to prevent stigmatization and feelings of guilt among GBV survivors. GBV is a crime committed by and a choice made by the perpetrator. The topic of GBV and refugees need to be taught in legal faculties in order to raise awareness among students of law. The role of media and their use of language also plays a crucial role in how awareness is raised and how prejudice is overcome.



12. Men should also be included in interventions that aim to prevent GBV.

Men should be included and actively involved in GBV-specific activities.

13. Establishing a Ministry of Gender Equality will be the guarantor of the rights of women.

An executive body that deals with all aspects of gender issues, including GBV, will be effective in developing policies, delivering specialized services, conducting monitoring, and measuring impact. Achieving gender equality and preventing GBV is dependent on the development of such new structures.

14. Safe shelters need to be offered for GBV survivors and existing shelter services must be reviewed.

In Turkey, women do not want to stay in increasingly common shelters. In addition to a serious capacity problem, it is not possible to provide an environment of rehabilitation, empowerment and non-return to violence environment. On the other hand, existing shelters cannot meet the housing needs for LGBTI+ individuals. For refugees, the problem of language barrier and discrimination within the shelter is a challenge. All children under the age of 18 have the right to protection with their mother regardless of their gender. Boys over 12 years of age are not allowed into shelters with their mothers. Additional support mechanisms should be developed for this purpose. All of this needs to be assessed and improved. In order to do this, feedback should be obtained from GBV survivors, women or LGBTI + organizations specialized in their fields and humanitarian organizations.

15. Access to employment is key for GBV survivors.

Special employment programs can be introduced for GBV survivors to create incentives.

6. Live Broadcast

Throughout the conference, all panel discussions and opening speeches were broadcast and recorded live on the Facebook page of Support to Life Association. Records of sessions can be accessed via the links given below.

SEPTEMBER 24

Child Protection: Opening Speeches

www.facebook.com/HayataDestek/videos/498239900766803/

Child Protection: Panel Discussion 1

www.facebook.com/HayataDestek/videos/2482547351791187/

Child Protection: Panel Discussion 2

www.facebook.com/HayataDestek/videos/444586552824344/

SEPTEMBER 25

Opening Speeches: Access to Rights and Services

www.facebook.com/HayataDestek/videos/791174154647544/

Panel Discussion 1: Access to Rights and Services

www.facebook.com/HayataDestek/videos/522049585271613/

Panel Discussion 2: Access to Access to Rights and Services

www.facebook.com/HayataDestek/videos/2347443055305522/

Panel Discussion 3: Access to Access to Rights and Services

www.facebook.com/HayataDestek/videos/2401543556626532/

SEPTEMBER 26

Opening Speeches: Sexual and Gender Based Violence

www.facebook.com/HayataDestek/videos/462490937811431/

Panel Discussion on Sexual and Gender Based Violence

www.facebook.com/HayataDestek/videos/2423905044597799/

Guest Speaker: Anila Noor

www.facebook.com/HayataDestek/videos/244180963141773/

7. Panelists



Ala Arafat

Protection Advisor
ActionAid Arab Region

Ala Arafat is a protection specialist who has worked for several INGO's in Jordan, Lebanon, Turkey, and Syria with Syrian refugees and host communities both in urban and in camp settings. She has worked in child protection, case management and community based protection. Her experience includes leading multicultural teams, working with unaccompanied minors, projects handover, setting up women safe spaces and protection committees and cross border work with strength in staff capacity building and conflict resolution.



Anila Noor

Founder
New Women Connectors

Migrant Advisory Board, an initiative of the Partnership on Inclusion of Migrants and Refugees the Urban Agenda for the EU. Anila Noor also initiated New Women Connectors, a movement striving for mainstreaming the unheard voices of migrant and refugee women living across Europe. The movement also helps newcomer refugee women to lift their spirits and make something of it. She found herself involved in the subjects of forced migration and identity crisis when she had to go through the same experience. Since, she has been working as a refugee social entrepreneur focusing on forced Migration, Asylum, Refugee Policies and Advocacy for the Rights of Migrants.



Anna Hill

Together Project Co-director
Tides Canada

Anna Hill is Co-Director and Co-Founder of Together Project where she works to connect refugee newcomers and Canadians to build stronger, more integrated communities. Anna manages Together Project's community programs. Prior to her work promoting civil society engagement in refugee settlement and integration, Anna worked as an architect in Los Angeles.



Buthaina Rahal

Founder
Syrian Womens' Committee

Buthaina Rahal describes herself as 'an ordinary Syrian Refugee woman with five children and a dream of freedom and liberty for all Syrian people. She fled the war in Syria with her family in search for peace and safety. With her friends in Turkey, she founded Syrian Women's Committee and with this, aimed to empower women and educate them through awareness raising sessions and trainings. SWC assists many women, ranging from 14 to 100 years old.



David Keegan

CEO
Host International

Previously David managed a large community based settlement service for refugees and asylum seekers in Sydney with responsibility for settling nearly 10,000 individuals. After moving with his family to Nauru in 2016 to run settlement services, he started HOST International to create better lives for people affected by forced displacement around the world with a special focus on supporting displaced communities in developing countries. Since late 2016, David has expanded HOST's services to include activities in New Zealand, Australia, Malaysia, Thailand and Indonesia and has pioneered partnership models that focus on localization and assisting Governments to implement community based protection strategies.



Christopher Eades

Executive Director
St. Andrews Refugee Services

Chris Eades is the Executive Director of St Andrew's Refugee Services (StARS) and has held the position since 2014. Chris began his career in 1997 as a British barrister and US attorney representing people on death row and imprisoned children in the southern USA. In 2004 he returned to the UK and after a short period began working for refugees. Since then he has worked for refugees in the UK (specializing in representing unaccompanied refugee children) and with refugee organizations in Egypt (as the Director of Legal Programming of Africa and Middle East Refugee Assistance), and Thailand (as the Director of Legal Services for the Jesuit Refugee Service), and has provided training and operational support to refugee NGOs working in Morocco, Libya, Cambodia and Indonesia. StARS is an organization of more than 350 staff, 85 percent of whom are refugees.



Deeksha Gujral

Legal Consultant

Migration & Asylum Project

Deeksha Gujral works at Migration & Asylum Project (M.A.P.), India's first and only refugee law centre. M.A.P.'s mission is to use innovative methods to strengthen the protection landscape and fuel systemic change for forced migrants and refugees. At M.A.P., Deeksha works on a project which aims to make the Indian justice system more responsive for survivors and those at-risk of sexual and gender based violence within the refugee community, through awareness drives, stakeholder training and expanding the support network available to refugees. She also provides legal representation to refugees during the asylum process. She studied Law at the University of Cambridge.



Ahmet Batat

Deputy Director General

IDEMA

Ahmet Batat is a development specialist with more than 10 years of experience designing and implementing programs that focused on livelihood, regional development, private sector competitiveness, entrepreneurship and governance. Previously he served as project & program manager and development specialist various initiatives including Habitat, Local Agenda 21 Programme and Çukurova Development Agency. He has a bachelor's degree in public administration and MPA from Dokuz Eylül University. Currently Batat serves as the Assistant General Manager in IDEMA, a special entrepreneurship initiative that implementing socio-economic development projects as well as realizing innovative development solutions across Turkey and the world. He also serves as the General Coordinator in Needs Map/ihtiyaç Haritası and as Consultant in the 2nd term of EU Facility for Refugees in Turkey (FRIT) programme.



Fares Al Qadi

Project Manager

Refugee Company

Fares works as a Project Manager at Refugee Company, where he develops integration programs that move beyond the task of connecting newcomers to the Dutch labor market but also take bigger questions of care, sustainable network development and personal development into account. Fares holds a bachelor degree from the University of Aleppo in Telecommunication engineering. In Syria, He has worked over various NGOs for 7 years.



Esther Bernsen

Head of Project Management
Über den Tellerrand

Esther Bernsen is psychologist, social entrepreneur and head of Über den Tellerrand. Esther studied psychology in Würzburg, Germany and Budapest, Hungary. For more than two years Esther has been working as project manager and executive at the non-profit organization Über den Tellerrand. Über den Tellerrand believes that dialogue and getting to know each other is the key to an open and multicultural society. The organization is known for using food as a catalyst for long-lasting refugee integration in Europe using activities like refugee-led cooking classes to promote cultural exchange. By now, Über den Tellerrand has offices in Berlin and Frankfurt as well as an international network with more than 30 groups, based on the core concept of the project.



Erkan Can Çakıroğlu

Program Officer
Refugee Support Center

Erkan Can Çakıroğlu graduated from Istanbul University, Economics Department in 2009. He lived in Germany for linguistic training and for his master's degree. During this period, he took part in local initiatives for refugee integration as a volunteer. Since 2017, he's been working in projects related to problems faced by refugees and asylum seekers. He took part in various projects of local NGOs in Macedonia and Serbia as a volunteer. In 2018, He began working as a Project Officer for MUDEM's Worker Support Center.



Fatma Hacıoğlu Sarıdağ

Humanitarian Program Manager
UNFPA Turkey

Fatma Hacıoğlu Sarıdağ (1984) holds a bachelor degree on Science Education from Hacettepe University and masters on Women and Gender Studies in Middle East Technical University, Turkey. She is currently working as Regional Programme Manager in UNFPA Turkey Humanitarian Programme. She has been with UNFPA since 2007 and has experience working on sexual and reproductive health of young people and key populations, youth participation and humanitarian response. She is an alumni of Y-PEER, Youth Peer Education Network and YouAct, European Youth Network on Sexual & Reproductive Rights.



Ghifar Anani

Protection Manager
Basmeh & Zeitooneh

Ghifar starting working in the humanitarian field six years ago and participated in implementing several projects in different sectors (protection, wash & shelter, relief, livelihood). During the last three years, her main focus has been in the Protection Sector (CP, GBV, Legal), where she was managing projects in several areas in Lebanon, acting as protection advisor and providing support in proposal writing and strategic planning for protection projects.



Köksal Banoğlu

General Coordinator
Maltepe District Governorship

Köksal earned his undergraduate degree in Computer and Instructional Technologies Education from Yıldız Technical University in 2005; and then, obtained his graduate degree in Educational Administration, Planning, Economy and Supervision (EAPES) from the same university in 2009. Started his ongoing double Phd degree on EAPES in Marmara University/Turkey in 2012, and then on Educational Sciences in Ghent University/Belgium, thanks to BOF scholarship granted by Ghent University in 2014. The panelist has 15 scholarly publications, of which 6 manuscripts came out in various SSCI-index journals. As a part-time instructor, he was frequently invited to give lectures in some well-known universities on educational philosophy, leadership theories, and organizational behaviors. Apart from his academic career, the panelist was awarded with various awards for his distinguished performance in the development & leadership of a number of international and national state projects.



Marguerite Kahrl

Co-founder
Permaculture for Refugees

An artist, Permaculture designer and educator, Marguerite is cofounder of the Association Con MOI, an informal group of Italian and migrant citizens who strengthen social and human bonds through sharing food, skills, time and mutual attention. One of Con MOI's first actions was to stimulate reciprocity and reduce waste in an urban community with the recovery and redistribution of surplus food that could no longer be sold, without any exchange of money. In her work Marguerite creates models and prototypes to stimulate cultural change.



Lynette Nam

Legal Officer
Justice Center Hong Kong

Lynette is the Legal Officer at Justice Centre, where she provides support to refugees, torture survivors, victims of human trafficking and other marginalized groups (including SGBV survivors) seeking protection in Hong Kong. She trains lawyers and law graduates on international human rights law, and supervises legal teams in appeals and high court matters. She also engages in research and advocacy to promote the rights of forced migrants in Hong Kong. Lynette is an Australian qualified lawyer and holds a dual degree in Bachelor of Arts/Laws (Hon) from the University of Queensland. Before joining Justice Centre, Lynette worked at Fragomen Worldwide, an international immigration law firm, in Australia and Hong Kong. Previous to this, Lynette was a human rights trainer on the Thai-Burma border.



Nur Elçik

Community Center Manager
YUVA

Nur Elçik worked in various CSOs focusing on women, refugees, children's rights and has maintained her activist essence throughout. She conducted her studies in Istanbul University's Political Science Department, focusing on the interpretation of refugee experience, refugee experience for women and solidarity practices in daily life. She's been working with YUVA for 3.5 years and is working to be in solidarity with refugees.



Pinar Okur

Senior Humanitarian and Development Advisor
Upinion

Pinar Okur is the Senior Humanitarian and Development Advisor at Upinion. Pinar, a psychologist and criminologist from Utrecht University continued her career as a researcher at Tilburg University. She obtained her PhD in 2015 on child sexual abuse among ethnic minorities in the Netherlands; Her main field of interest are vulnerable groups, sexual violence, sexual and reproductive health and youth. Previously she has worked as the international program lead and researcher for the 'Forced Migration & Sexual and Reproductive Health and Rights (SRHR)' program at Rutgers, which she has set up with colleagues. The aim of this program was to mainstream SRHR in humanitarian services.



Pinar Şimşek

General Coordinator
Bir İZ Association

Pinar has been working with Bir İZ Association since 2017. She coordinated the project “Psychosocial Support for Syrian Children.” She is presently coordinating the EU-funded project titled “Stogner When Together.” With the project, co-implemented with HRDF and funded by T.R. Central Finance and Contracts Unit, Civil Society Support Program, the aim is to improve human resource capacities of NGOs working with Syrian refugees and strengthen their Communication and advocacy skills. Pinar Şimşek is the author of the book “Global Warming for Children” and designed a board game in the same theme.



Raed Ataya

Program Coordinator
Development Action Without Borders

Raed Ataya specializes in International Humanitarian Law and is a graduated of the Lebanese University in Beirut. Raed joined Developmental Action Without Borders (NABAA) in 2005 as an advocacy officer, to and by 2010 was reassigned as a program coordinator. Due to his strong belief in human and refugee rights, he has participated in numerous local and international conferences and contributed to a special report submitted to the International Committee on the Rights of the Child. Raed has been nominated by NABAA to play a role as a Coordinator of the Arab Network for the Rights of the Child “Manara.” Raed has trained over than 5000 activists in the domains of refugee, women and child rights; advocacy, child-led data collection, training of trainer and strategic planning.



Zeynep Yanık Can

Clinical Psychologist
Maya Vakfi

Zeynep is a graduate of Istanbul Sehir University, department of psychology and has a minor in sociology. Following her undergraduate degree, she participated in Art Psychotherapy Foundation’s (SPD) trainings “Art Therapy Interventions Applicable to Traumas and Field Operations” and “Introduction to Art Psychotherapy.” She received her M.Sc. in clinical psychology. She started as a volunteer intern at Maya, and is currently working as a Clinical Psychologist – running individual therapies for children, group sessions and family trainings.



Rahaf Saad

Operations Manager of the Women Social Enterprise
Small Projects Istanbul

Enterprise. The S.E is working with displaced women in the Fatih neighborhood, providing professional and social skills training and income generation opportunities, in order to support the beneficiaries in rebuilding their lives in Istanbul. Her professional background in banking and finance, with experience for seven years in The Real Estate Bank of Syria, where she is originally from. Rahaf believes in the necessity of effective training programs, grounded in best practice approach, in order to achieve women's empowerment for a stronger, healthier society. Through her work with the S.E, she is committed to contributing her expertise and energy for supporting the Syrian and other displaced communities overcome the obstacles they face in Turkey.



Şenay Yılmaz

Chief at Women's Counselling Centres and Women's Shelters
Ankara Metropolitan Municipality

Şenay Yılmaz holds a bachelor degree in sociology and a master's degree in Women Studies, obtained from Ankara University. Her thesis, "Gate of Obligation" was published as an academic journal article with the same name. Her articles were also published in a book of collected works and in international journals. Yılmaz is working with women in Ankara Metropolitan Municipality since 2008. She is in charge of Women Shelters and Women Solidarity Centers and is the coordinator of the Local Equality Action Plan. Since 2008, she held duties related to migration and refugees, and coordinated the project "Refugee Women and Children" between 2017-2019.



Umut Dilara Baycılı

Program Manager
Mavi Kalem Association

Dilara has been working with Mavi Kalem for two and half years as coordinator and program director. She is responsible for all protection projects implemented by Mavi Kalem. Previously, Dilara volunteered for Mavi Kalem since 2008, and also coordinated a project called Psychological Counselling for Women in Balat right after her graduation from collage. She is a graduate of Psychology and specializes in child psychology.



Umut Ali Dede

Chairman/Founder

Okmeydanı Social Assistance and Solidarity Association

Umut Ali Dede is the founding member of OKDER, which was founded in 2014. OKDER is a neighborhood association and works to address problems faced on the local level. The organization was originally founded to respond to the problems that arise from urban transformation processes. During this period, OKDER adopted a participatory method in all its activities and included the local population in all processes. As of 2015, the local community had newly arrived, refugee neighbors, and the organization began working to strengthen spaces of 'mutual living.' As a result, a solidarity kitchen, 'Women to Women Refugee Kitchen' was founded. It functions as a solidarity network and played an important role in facilitating social cohesion and overcoming negative perceptions.

8. Moderators



Eda Çok Öztürk

Child Protection Program Manager
Turkish Red Crescent

Eda Çok Öztürk is a graduate of Social Service department of Hacettepe University. Following graduation, she worked in a variety of Special Education And Rehabilitation Centers, as well as International Catholic Migration Commission (ICMC) as a Social Service Expert and as manager. Between 2005–2007, he worked at Human Resource Development Foundation’s Fener & Balat Rehabilitation program as a coordinator. Between 2007–2014, she worked for The Educational Volunteers Foundation of Turkey (TEGV) as a Volunteer Coordination Director. Since 2014, she is working for the Turkish Red Crescent as the coordinator of Child Program, coordinating child protection and psychosocial support activities focusing on children and youth.



Doç. Dr. Sibel Safi

Dokuz Eylül University Faculty of Law

Safi is an Associate Professor at the area of International Public Law and Refugee Law. She has LLB degree at University of Ankara Law School, MA degree in EU Law, LLM degree in refugee law at East London University and Ph.D in International Law. She is an associate member at the Centre for Migration, Refugees and Belonging, University of East London. She is the author of ‘Evaluation of Human Rights: Turkey case’2010 and ‘Freedom of Speech and Expression in International Law: country cases’2013 and ‘Death by Culture; Accountability in International Law’ 2013.



Burak Yaşar

Migration Expert
Director General of Migration Management

Burak Yasar is a graduate of Ankara Univesity, Department of Political Science and Public Management. He started working for DGMM on 2015 and held posts in a variety of departments. Currently, he is working as a Migration Expert for of DGMM’s Harmonization and Communication Department.



Prof. Dr. Pinar Uyan Semerci

Istanbul Bilgi University

Pinar Uyan Semerci is the director of the Centre for Migration Research and Dean of the Faculty of Social Sciences and Humanities at Istanbul Bilgi University. Her research interests lie at the crossroads between political philosophy, social policy and methodology in which she focuses on topics relating to universalism, justice, rights, human development, capability approach, participation, citizenship, poverty, migration; collective identity formation (gender, religion and nationalism), othering, populism, and well-being of children. She has coordinated numerous research projects and published on capabilities, migration, othering,



Dr. Özlem Yazlık Alcott

Quality Consultant

Support to Life

Özlem has held a range of operational and management roles with Hayata Destek since 2005 in Iran, Pakistan and Turkey. Özlem's operational experience involves disaster rehabilitation and protection programmes in Iran and Pakistan between 2005 and 2008. Özlem also worked as an enterprise and integration mentor with immigrant women in England. Since 2015, Özlem has been supporting the quality and accountability of Hayata Destek's programmes in Turkey which focus on refugee support, child protection, emergency response, and capacity building in civil society.



Dr. Yasemin Kalaylıoğlu

Researcher and Expert on the fields of International Migration & Gender

After studying Sociology at Ege University, Kalaylıoğlu completed her Master's degree in Gender and Women's Studies Department at Middle East Technical University and received her PhD from the Department of Sociology at the same university. She focused on International Migration and Gender Equality in her PhD thesis and during her studies, she was accepted as a visiting scholar at the Universities of Stockholm, Oxford and California, Berkeley to conduct her researches on migrants. Kalaylıoğlu continues to work as a researcher and expert in various projects in the fields of gender equality, international migration and refugee response.

9. About the Organizers

Support to Life (STL)

Support to Life is a humanitarian aid organization founded with the principle aim of working with disaster-affected individuals and communities to meet their basic needs and rights. Support to Life works to reduce risks and responds to disasters by building the capacities and increasing the resilience of the most vulnerable communities. Adopting the humanitarian principles, Support to Life works with a commitment to humanity, impartiality, neutrality, independence and accountability in Turkey and the surrounding region. STL currently conducts its activities under the framework of four main programs: Emergency Response, Refugee Protection, Child Protection in Seasonal Agriculture and Capacity Building & Coordination.

Directorate General of Migration Management (DGMM)

Directorate General of Migration Management carries on its activities with the aim of practicing policies and strategies regarding the migration area, facilitating the coordination between the agencies and institutes on these issues, carrying out the operations and processes regarding foreigners' entry into and stay in Turkey, their exit and being deported from Turkey, international protection, temporary protection and the protection of the victims of human trafficking. The purpose of the establishment of the Directorate General is to ensure that the studies in this field is managed by the mechanisms open to innovation and international cooperation; having expertise, following up-to-date information and developments closely; in brief, the mechanisms which can keep up with the dynamic pattern of the processes.

Diakonie Katastrophenhilfe (DKH)

“We secure survival, we build futures, we prevent suffering.”

For more than 60 years, Diakonie Katastrophenhilfe has been providing help worldwide, wherever the need is greatest. Diakonie Katastrophenhilfe supports people who have become victims of natural disasters, war or displacement and who are unable to overcome the hardship on their own. Diakonie Katastrophenhilfe provides help regardless of religion, skin colour and nationality – quickly, reliably and effectively, with minimal red tape. Diakonie Katastrophenhilfe is part of the Evangelisches Werk für Diakonie und Entwicklung e.V., the Social Service Agency of the German Protestant Church – one of the biggest welfare institutions in Germany with its headquarter in Berlin. For an effective performance Diakonie Katastrophenhilfe closely cooperates with local partners. It is also a member of ACT (Action by Churches Together), the global alliance of churches and aid agencies in the area of humanitarian aid.

10. About the Donor

European Union Civil Protection and Humanitarian Aid Operations

The European Union and its Member States are the world's leading donors of humanitarian aid. Humanitarian aid is an expression of the solidarity between Europe and all those in need worldwide and aims to save lives, ease human suffering and protect the dignity and integrity of communities affected by natural or man-made crises in the world. The European Commission ensures swift and effective implementation of EU humanitarian aids through two major instruments, which are civil protection and humanitarian aid. Through the European Community Humanitarian Aid Office, the European Commission helps 120 million people affected by conflicts and disasters each year. Headquartered in Brussels, with field offices around the world, the Humanitarian Aid Office offers support to the most vulnerable segments based on humanitarian needs. For more information, please visit the European Commission website.

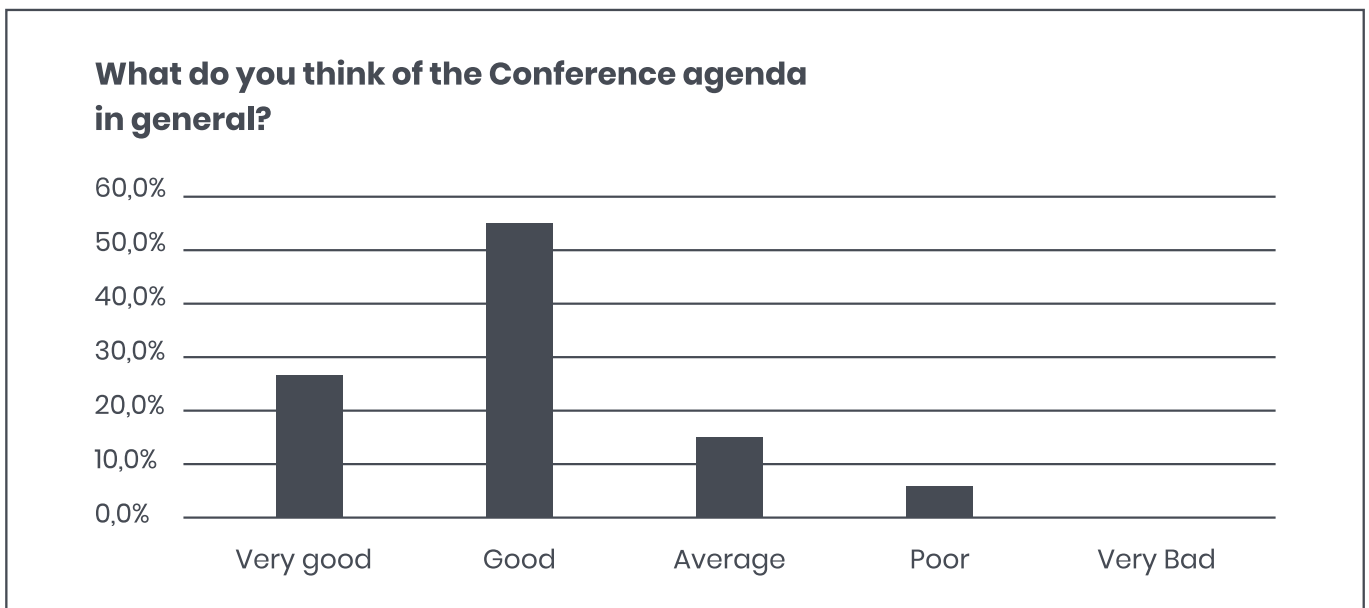
11. Evaluation Results

This section was prepared after evaluating the information received through an online evaluation form in Turkish and English from the attendants. It covers the following:

- Thematic evaluations of the conference
- Evaluations of guest speakers and moderators
- Evaluation of virtual exhibition and roundtable activities
- Logistics evaluation
- Comments from the attendants.

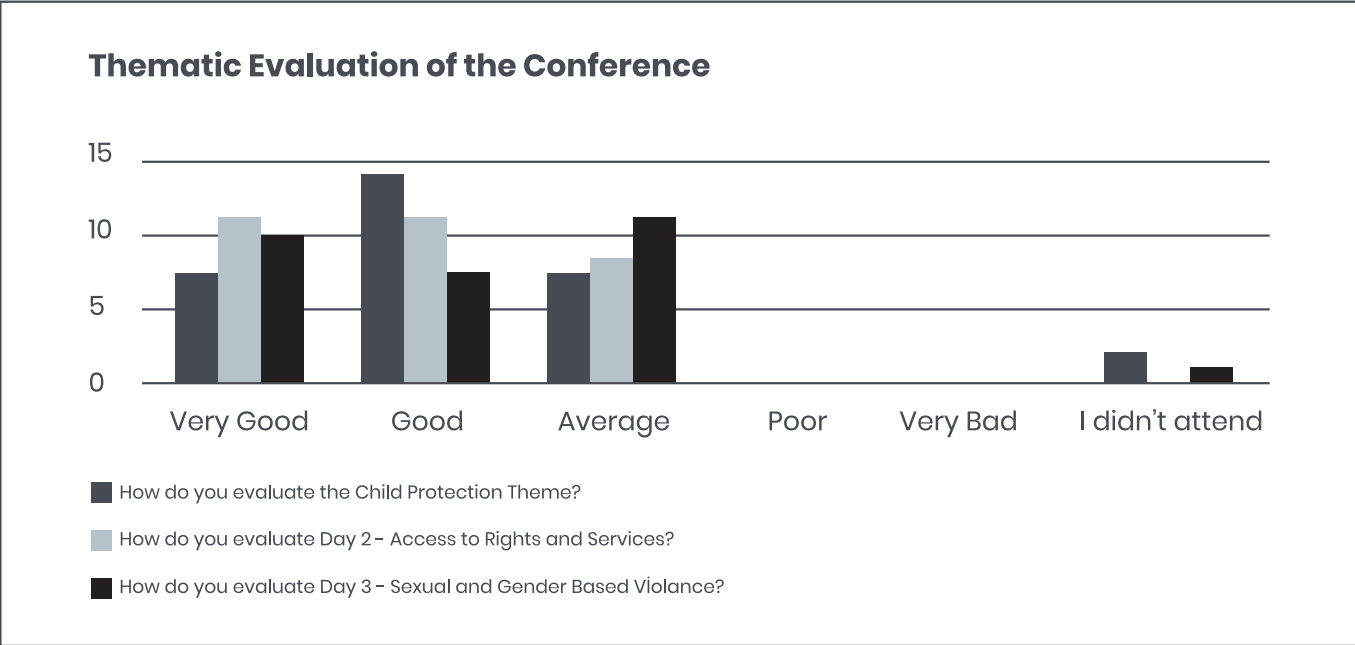
Conference Agenda General Evaluation

44.4% of the attendants who completed the evaluation form said they think the conference agenda is very good overall and 22.2% said they consider it good. There are only two attendants who think the agenda was bad. One of the two attendants who thought the agenda was bad said the good examples shared are difficult to implement in Turkey and the other said he/she thinks some panelists were not well prepared for their topics. Some of the attendants who thought the agenda was positive explained their reasons as follows: 'The conference was very well organized and offered significant learning experience', 'it was important in terms of building new networks and seeing good examples', 'it was important to get to know organizations who had similar experiences from different parts of the world.'



Thematic Evaluations of the Conference

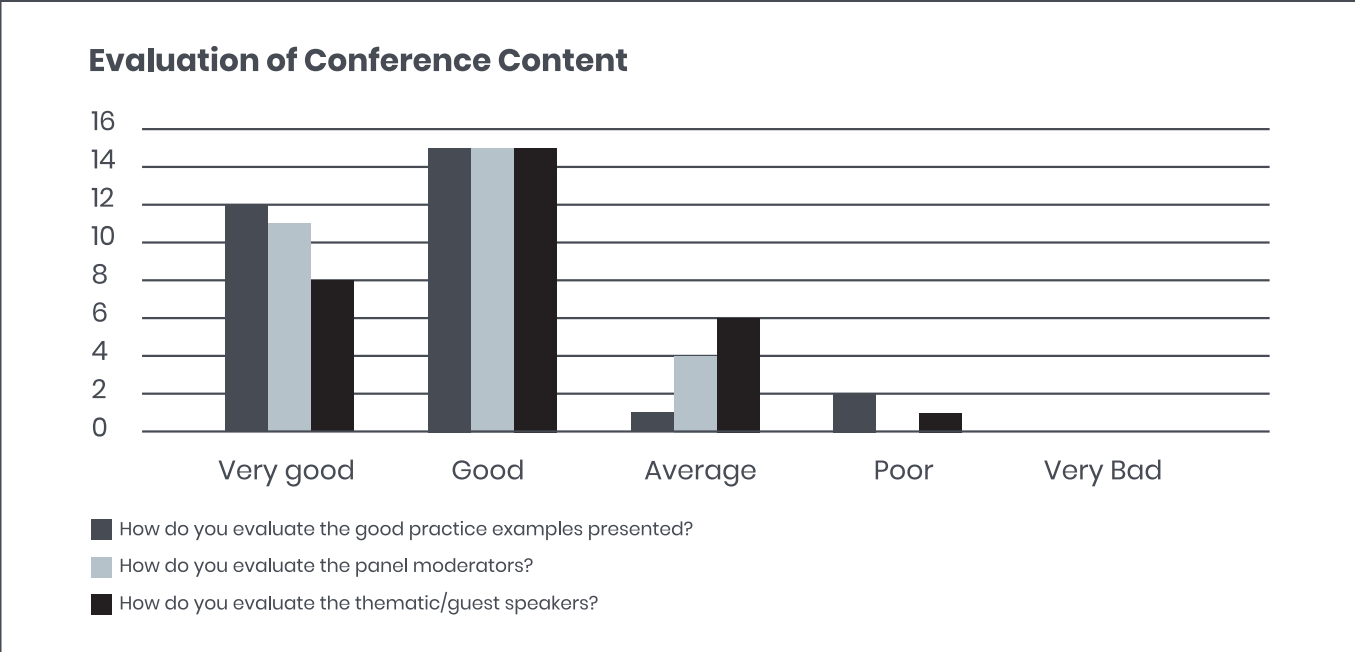
None of the attendants who evaluated the three themes of the conference, namely child protection, access to rights and services and sexual and gender-based violence expressed a negative impression for any of the three themes. Also, the most popular among the three themes was child protection, with 75% positive score. 73% of the attendants liked the theme of access to basic rights while the theme of gender-based violence was liked by 62%. The fact that only three people said they couldn't attend the sessions indicates the 3-day conference program was regularly attended.



Evaluation of conference content

The conference content was evaluated based on three main elements. These were the qualities of the good examples, moderators' role and the presentations of thematic/guest speakers. 90% of respondents were satisfied with the good examples while only 6.5% made negative comments.

It was understood that this was because they thought some good examples were difficult to localize. Moderators' role was identified as directing presentations and managing their flow and duration. 87% of respondents think it was performed successfully. No negative statement about moderators was found in the evaluation.



Every day, a guest speaker session on the theme of the day took place under scope of the conference. 77% of the attendants said the guest/thematic speaker sessions were good, while only one attendant said he/she was not satisfied with these sessions.

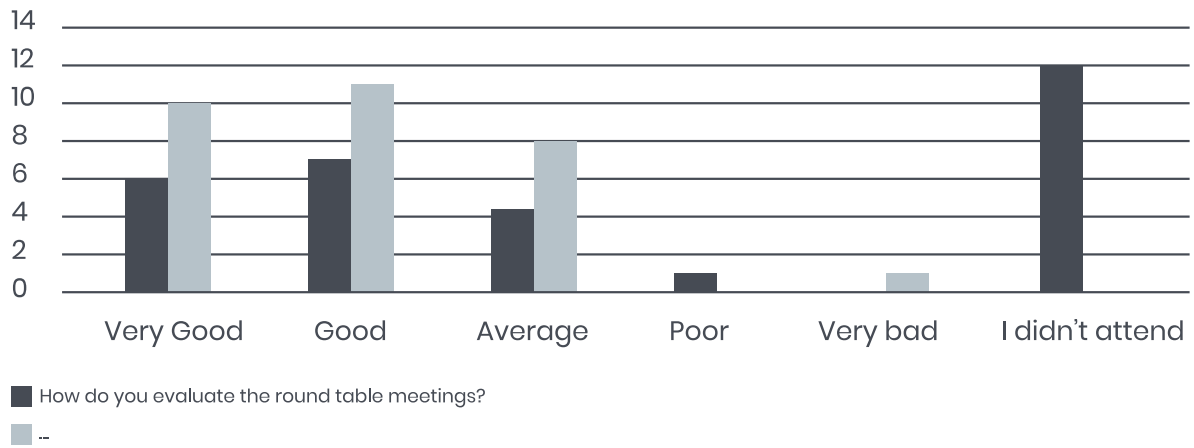
Complementary Contents

Roundtable Meetings and Virtual Exhibition

The virtual exhibition, which was presented via the kiosk located at the entry hall of the conference grounds, and which was also accessible via conference website, features stories of Syrian refugees. 73% of the respondents evaluated it positively, while only one attendant’s evaluation was negative. Since the virtual exhibition continued throughout the conference, attendants were able to visit the exhibition regularly.

The other complementary content was roundtable meetings. Only 60% of the attendants who completed the evaluation form attended the roundtable discussions which were held to open discussions on the three main themes of the conference under the supervision of the moderators with the attendants who wanted to take part following the end of the presentation part of the conference. Limiting roundtable participation, so that the discussions held at the three tables were not too crowded and could be meaningful was the preferred method for the conference team. Only one of the attendants of roundtable discussions expressed negative impression about the session. Roundtable discussions were conducted with Turkish - English interpretation in the conference room with over 65 participants, which from time to time made it difficult to interact fluently.

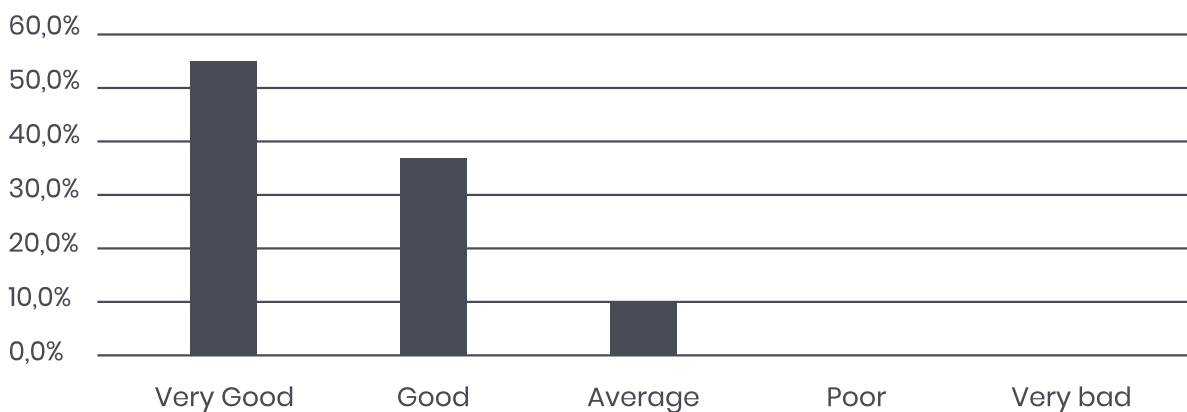
Evaluation of Complementary Content



Conference Hall and Logistics

90% of respondents said they were satisfied with the conference hall as well as the logistics arrangements conducted throughout the conference. While no negative feedback regarding the conference hall and logistics was observed on the evaluation form, a number of attendants further stated they were satisfied with all logistical arrangements.

How do you evaluate the conference hall and the logistics?



Conclusion

Over 200 people across different ages, genders, sectors and nationalities took part in the Meet, Share, Inspire: International Conference of Good Practices on Refugee Protection, which was organized in partnership with the DGMM of the Republic of Turkey Ministry of the Interior, STL and Diakonie Katastrophenhilfe and financed by the EU Civil Protection and Humanitarian Aid as a result of the invitations from various social media accounts, civil society online platforms, web sites and project partners. 66.7% of the attendants stated the conference accomplished its mission while 33.3% stated the conference partially achieved its objectives.



Attendants stated the practitioners sharing the good examples, being informed about humanitarian organizations working across different industries and countries, seeing examples regarding the practice, building new connections and sharing information and enabling the public, civil society and the academic society to communicate with each other were the most remarkable components of the conference.

In the light of all these evaluations, it is observed that the conference was beneficial and inspiring for the attendants and that it achieved its objectives as it created space for new partnerships and ideas.