

3RP Consultation with Local and National Civil Society for Turkiye Country Chapter 2023-2025

Consultation Report Prepared by the Refugee
Council of Turkey (TMK) and Localization Advocacy
Group (LAG)

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Introduction

This report is based on the consultation process with local and national civil society organizations (CSOs) for the 3RP Turkiye Country Chapter 2023-2025, which was convened by the Refugee Council of Turkey (TMK) and Localization Advocacy Group (LAG), in consultation with UNDP/UNHCR. The consultation aims to facilitate the inclusion of the views, priorities and aspirations of refugees, host communities, and the organizations representing and/or working with refugees. It is designed to ensure a meaningful participation through which the priorities of the groups are reflected, and that they can influence and determine the course of action for the 3RP and its priorities. This consultation was carried out with the understanding that such processes are important components that would increase participation and influence of local/ national and refugee-led organizations in national and regional policy-making processes.

The report presents the findings of (1) a survey designed for respondents representing local/national civil society organizations to share their priorities as it relates to the rights of refugees and host communities in Turkiye, as well as key recommendations for program focus and implementation, and (2) focus group discussions that allowed in-depth discussions of some of the survey questions, triangulation of survey findings, and thus creating a deeper understanding of issues that concern refugees and host communities.

This report reflects the views of a total 102 local/national and refugee-led organizations. 77 of these organizations were contacted through the networks TMK and LAG members have, and networks of other platforms such as Sivil Alan,¹ Sivil Sayfalar² and Civil Society Development Center (STGM).³ 25 of the organizations have participated in 6 focus group discussions that were organized around organizations working with specific population groups such as youth, women, children, LGBTQI+, and organizations working with non-Syrian refugees.

In sharing these findings, we are hoping to further contribute to the consultation process that are underway and enrich the inputs that are being provided for the development of 3RP Turkiye Country Chapter 2023-2025.

Methodology

The **online survey** was available between 06 - 31 October 2022 in four languages (Turkish, Arabic, Farsi and English). It included 13 open-ended and multiple-choice questions relating to the issues refugees face in Turkey such as: views on the challenges that are persisting for refugees; actions that can be taken to address those challenges; the potential role of civil society organizations in supporting refugees and , their most impactful interventions in the recent years; challenges they faced in implementing social cohesion activities and their strategies to overcome these challenges; ways for fostering meaningful participation of refugee and host communities in decision making processes and factors that can stimulate a more effective multistakeholder collaboration. A total of 77 local/national and refugee-led civil society organizations in Turkiye have responded to the survey.

Focus group discussions were convened between 21 and 31 October 2022 with 6 groups of civil society organizations, based on their constituencies (including women, LGBTQI+, youth, children and non-Syrian

¹ <https://sivilalan.com/2022/10/26/3rp-turkiye-ulke-bolumu-2023-2025-gelistirilmesi-icin-yerel-ulusal-sivil-toplum-kuruluslari-ile-istisare/>

² <https://www.sivilsayfalar.org/2022/10/26/3rp-turkiye-ulke-bolumu-2023-2025-gelistirilmesi-icin-yerel-ulusal-sivil-toplum-kuruluslari-ile-istisare-anketi/>

³ <https://www.stgm.org.tr/turkiye-multeci-konseyi-tmk-yerellesme-savunuculuk-grubu-ysg-anket-katilimi-cagrisi>

refugees, i.e. Afghans), and saw the participation of 25 local/national and refugee-led civil society organizations representing or working with refugee and host communities in Türkiye.

Most of these discussions were led by one of the civil society organizations in the group and all allowed in-depth discussions on the key issues and recommendations concerning specific groups, notes of which were then shared in writing with all participants for additional written feedback.

Limitations of the methodology:

- Participation in the consultation process was limited to the organizations that could be reached through the mapping exercise and professional networks of TMK and LAG members, as well as other platforms such as Sivil Alan, Sivil Sayfalar and STGM. As a result, the views and recommendations presented here are representative of a limited number of civil society organizations in Türkiye. Nevertheless, they provide a credible insight into their views of the organizations participated in the survey, based on their experiences in the field, and their interactions with a wide range of refugee and host community population.
- Completion of the survey might have been influenced by the large number of open-ended questions, which required respondents to dedicate a certain amount of time to complete the necessary information.

Key Findings

Analysis of the Most Important Issues

This section presents the main issues refugees face, derived both from the survey and focus group discussions.

Majority of the survey respondents (71%) cited xenophobia and discrimination as one of the most important issues that refugees are currently facing in Türkiye. Protection against involuntary return (53%) was the second most cited issue. The fact that discrimination and protection against involuntary return are a major concern for refugees and organizations working with them are consistent with the current political environment, the negative discourse in political platforms and media, and the increasingly hostile social attitude towards refugees. Recognition of legal status and access to documentation (42%), social cohesion and harmony (41%), ability to cross international borders for resettlement (40%), access to legal employment opportunities (40%), language barrier (38%) and child labor (37%) were other important issues quoted by the survey respondents. Access to adequate, safe, and dignified reception conditions (29%) and access to legal services and protection (28%) remain to be among the top ten issues that concern refugees in Türkiye.

Women's access to employment opportunities and gender-based violence were flagged as an important issue by one out of four respondents. Physical safety and protection (18%), access to safe and adequate shelter (16%), health services (15%) and social support (13%) were issues cited by national/local CSO representatives, to a lower extent (not shown in the table).

Unsurprisingly, protection against involuntary return (58%) and ability to cross international borders for resettlement (50%) were more often raised as key issues by the respondents that represent refugee led organizations.⁴

Most important issues refugees in Turkey are facing		%
1	Xenophobia and discrimination	71,1
2	Protection against involuntary or forced return, or refoulement	52,6
3	Recognition of legal status and access to relevant documentation	42,1
4	Social cohesion and harmony with host communities	40,8
5	Ability to cross international borders for resettling a third country	39,5
6	Access to legal employment opportunities	39,5
7	Language barrier	38,2
8	Child labour	36,8
9	Access to adequate, safe and dignified reception conditions	28,9
10	Access to legal services and protection	27,6
11	Women's access to employment opportunities	26,3
12	Gender based violence	25,0
13	Access to education	23,7
14	Safe and dignified working conditions	22,4
Number of respondents		77

Source: Consultation Survey

Question: What are the current most important three issues refugees in Turkey are facing? (Please select 6 issues)

In the focus group discussions, participant CSO representatives were asked to identify the priority issues of the specific refugee groups they are working with/for (youth, women, children, LGBTQI+ and Afghan refugees).

During the focus group discussions, almost all participating **CSOs working with children** cited that refugee children's access to education is influenced by suspension of registration in some neighborhoods / provinces, as Syrian refugees only have access to services in their places of registration. This appears to have a larger impact on refugee children whose families cannot change location due to economic reasons (due to high rents, etc.). According to majority of participants, peer bullying towards refugee children, stemming mainly from children's level of Turkish language skills and rising hate speech in the media, is one of the reasons behind refugee children's school dropout. One of the participants pointed out the difficulty refugee children with disabilities experience in accessing special education and rehabilitation centers for free of charge, which deprives their right to education. Some CSOs working with refugee children also highlighted the deepened poverty in refugee households, lack of resources and resulting increase in child labor. Another concern was about the rise in other forms of child neglect and abuses.

Unemployment and economic difficulties, working without insurance and the negative conditions this brings along (being open to abuse and harassment, receiving low wages, etc.), increased violence against

⁴ Unless it is specifically indicated in response to the question about type of organizations (as refugee-led or local/national), all respondents that completed the consultation survey in Arabic or Farsi were considered as representing refugee-led organizations. Half of respondents did not indicate the type of their organization.

women, and childcare responsibilities were mentioned by several participants of the focus group discussion conducted with **refugee and local women's organizations**.

CSOs working with LGBTQI+ refugees pointed out the problems related to housing, such as extreme increase in the rents and arbitrary and forced evictions by the landlords; rising hostility and discrimination against LGBTQI+ refugees; and suspension of the SGK (social security health insurance) of non-Syrian refugees who are under international protection following the changes in regulations in 2020. CSO representatives indicated that access to medicine, legal protection, increase in the number of deportation, and decrease in the number of resettlement as important issues faced by LGBTQI+ refugees.

Along with the key findings of the survey (i.e., access to education, employment, and decent housing), **CSOs working with youth** indicated exorbitant, unaffordable and unstable tuition fees as an important issue for young refugees. The limited economic means have an impact in the mobility of students, limiting their options for entering university due to high living costs, including rental costs. The difficulties students have in obtaining internship due to the requirements such as work permit / SGK number was also mentioned as an issue along with inability to open bank account, thus losing scholarship rights in some cases. In relation to social and political participation, the difficulty for the youth to find platforms where they can express themselves and the loss of sense of belonging, discriminatory attitudes towards refugees and lack of information about rights etc. were mentioned among key issues.

The focus group discussions with the CSOs working with Afghan populations have indicated the exhausting and lengthy work permit process as one of the important issues faced by Afghan refugees. It was emphasized that due to the difficult process, many Afghans work without a permit, for long hours and very low wages; they are unable to seek redress mechanisms for the fear of deportation. Substance abuse, child abuse, and child labor among Afghan communities were mentioned as other prominent problems. Lack of legal protection due to rejected international protection applications is stated as a barrier for Afghan children to enroll in schools. An issue specifically concerning Afghan refugees under International Protection was about accessing healthcare when they are over 18 (due to age limit set for accessing general health insurance - SGK).

Increase in repatriations in the recent period was cited as a major issue by the representatives of the Hazara CSOs. Fear of repatriations stem from a great concern about the attacks on Hazaras in Afghanistan, especially systematic attacks on women and girls. In addition, suspension of registrations and resulting lack of an identity card was stated as concerning for many unregistered Afghan refugees, who cannot access basic services and freedom of travel, and who are at a higher risk of deportation and detention. Another issue cited was about limited access of Hazaras to humanitarian assistance, and their perception of unfair and discriminatory selection processes.

Proposed solutions for addressing the issues and the role of civil society organizations

Survey respondents were asked their opinion on things that can be done to better address the issues faced by refugees in a way that can help to improve the lives of refugees and host communities alike. They were also asked to share their views on the role of civil society organizations in addressing those issues.

In line with the responses provided to the survey, further improving the legal and administrative procedures, making **legislative changes** in a way that better address main challenges refugees face and/or

implementing the existing regulations (6), for instance on protection, labor market access, working conditions, disability, child abuse and gender-based violence, etc., while monitoring and allocating sufficient resources for their implementation, and avoiding/ending arbitrary treatments, were seen as critical for refugee inclusion and protection and thus improving lives of refugee and host communities.

Respondents also cited **changing /expanding legal framework** for refugee protection, more specifically changing the temporariness of the legal status of Syrians and facilitating non-Syrian refugees' access to asylum by identifying and eliminating existing barriers in application and admission processes, as ways to address legal protection issues (6).

Representative of a refugee-led women's organization additionally stated that the definition of refugees and migrants in the Geneva Convention should be open to discussion and reviewed. It was also suggested that the asylum application cases of non-Syrian people in Turkiye should be considered while making decisions. Another solution proposed was for the government to adopt a new migration and border management policy and plan that is based on a human rights perspective. In addressing **involuntary return**, sharing international reports on safety conditions in Syria and other countries in conflict, and Turkish government's transparency in its actions, and provision of **safe and dignified conditions for a voluntary return** were considered important.

Several respondents mentioned that, to address various issues concerning refugees, it is key for civil society to conduct more **advocacy/ influencing** with decision makers (8). Establishing networks that bring refugee-led and local civil society organizations together was proposed as an effective way to carry out joint advocacy and amplify the voices of refugee and host communities both at national and international policy development processes. It was suggested that CSOs should **conduct periodic monitoring studies**. Collaborations amongst CSOs as well as between CSOs and the government were cited by some respondents. Along with advocacy and engagement with decision makers, **supporting meaningful participation of refugee and host communities in the decision- and policy- making processes was cited by respondents as one of the main roles their organizations can play.**

Importance of supporting civil society organizations to better serve the refugee and host communities, particularly through enhancing their access to sustainable and direct funding, was highlighted by some respondents. Development of protection, social cohesion and comprehensive programs to address **poverty, implementing programs in the field, etc.** were frequently cited among things that can be done by civil society organizations, and the role they can play. Building on the existing work of the civil society organizations was perceived as crucial by some of the respondents.

In relation to countering **xenophobia and discrimination** and fostering **social cohesion**, respondents suggested various strategies, including enhanced communication and stimulating local encounters between refugee and host communities; creative work to change public perception about refugees and political discourse, which may focus on shared cultural practices; **integrating peaceful coexistence of refugee and host communities into the curriculum in schools**; increasing awareness on refugee rights and ensuring consistency in respecting and promoting rights among public officers (civil servants); elimination of misinformation in the media that portrays refugees and migrants as a threat, as well as **changing the narrative by portraying positive images of refugees**; establishment of an official and easily accessible source of information; and transparent channels to report and complain about any act of xenophobia and discrimination. According to the youth CSOs attended in the focus group discussions, constant reproduction, and dissemination of false facts about refugees create a serious tension among refugees,

and this at times makes them afraid of leaving their homes. They suggested that providing both refugee and host communities with accurate information and a constructive discourse will help to reduce tension.

One suggestion was about convening a national social cohesion and peace network of civil society organizations that will work closely with the government on discrimination and social cohesion. Representative of a refugee-led women's organization stated that to be effective, social cohesion activities should be carried out by the Ministry of Culture rather than the Directorate General of Migration Management. One participant of the focus group discussion emphasized the need to try and address refugee issues at local level, involving mukhtars, teachers and neighbors in discussions on these issues, allowing the refugees and host communities come together, and interact. Two refugee-led organizations suggested that the government should pass a new regulation to eliminate discrimination, i.e. a hate speech act, to criminalize incitement of xenophobia. Transparency of the government regarding positive and negative aspects of the current refugee situation in Turkiye and keeping the refugee issue out of the political bargains were important to address discrimination according to a refugee led organization. A women's organization highlighted the critical role of refugee and host community women's leadership and organizing ability in finding solutions to the issues they face, as well as enhancing resilience of their neighborhoods. **Focus group participants** who work with children suggested that refugee children should be provided with language courses but also psychosocial support to help them cope with discrimination and bullying, They have also suggested that projects should be carried out in collaboration with schools in order to raise awareness of teachers and opportunities for refugees' and host community parents' interaction should be increased for preventing discrimination and fostering social cohesion.

Information sharing was proposed by few of the respondents to enhance refugees' **access to basic rights and services**; due to their proximity to the field and their frequent contact with their constituencies, civil society was cited as one of the major players in information sharing. Providing legal support to the refugees through launching a hotline for refugees to report emergency cases was cited by one of the respondents. Some survey respondents mentioned support programs for children and families, increasing schools' physical capacities, raising awareness of teachers, as solutions for improving refugee children's **access to education**, prevent child abuse and eliminate child labor. Some CSOs participated in the focus group discussion pointed out the need for increased CSO collaboration with Ministry of Education and Ministry of Family and Social Services to provide socio-economic support to families. Programs on empowerment of girls and boys was proposed to combat child abuse, whereas provision of legal and psychological support was to effectively support the cases of child neglect and abuse. To enhance **labor force participation** of refugees, especially women, some survey respondents underlined the need for gender quotas for women's employment, as well as more vocational and language trainings, without specifying who should provide these trainings. It is worth noting that these trainings might improve the living conditions if organized in a way that they are relevant to the job market and women's care responsibilities are taken into consideration. One view shared by a women's organization was about economic empowerment of both refugee and host communities through provision of collective employment opportunities or developing collective businesses. It was also suggested that civil society should design and implement sustainable/long-term empowerment projects that provide women with a variety of economic and knowledge-based experiences. This view was also expressed during the focus groups discussions with the organizations specifically targeting women. They have specifically emphasized the importance of collaboration between refugee-led and host community women's organizations and influencing and awareness raising for the protection of women's rights. The CSOs working with children noted that the governors, district governors and İŞKUR should jointly establish a system to provide employment opportunities for parents, especially when there is a risk of child labor. Establishing

partnership with the Ministry of Trade was considered important. It was also suggested for the CSOs to monitor job placement process following the vocational trainings.

CSO representatives participated in the focus group discussions widely agreed on the urgent need for establishing a nationwide, regional, or provincial data base on support/assistance/services CSOs provide to refugees to track these records to prevent duplication, and to ensure equal access. This suggestion was based on an observation regarding some families receiving assistance from more than one organization while others not being able to receive any assistance.

Challenges in implementing social cohesion / harmonization activities

Survey respondents were asked whether they face/faced any challenges in implementing social cohesion activities. One third of the organizations did not answer this question. However, 60% of those who gave an answer shared some insights into the challenges CSOs face in implementing these activities.

One of the major challenges pointed out by CSOs participated in the survey was the rise of xenophobia, discrimination, racism and hate speech towards refugees. Together with escalated and intensified hate speech, discrimination against refugees in the media, the anti-refugee and anti-immigration policies and political discourse used by the political parties while the upcoming elections is approaching, reflections of this discriminatory discourse in the society - especially in educational environments - were the main challenges highlighted. Representative of a women's organization cited the resulting decline in host community women's willingness of participation in the social cohesion activities.

Lack of a holistic strategic plan for social cohesion, difficulty in accessing resources, including funding, to organize sustainable social cohesion programs, the small scale of budgets allocated for social cohesion activities, language barrier, bureaucracy and restrictive government regulations, i.e. difficulty in getting official permissions, refugees' fear of being deported, lack of coordination between UN agencies and lack of communication amongst CSOs were also mentioned as challenges hindering the social cohesion and harmonization processes in Türkiye.

Strategies to overcome these challenges and foster social cohesion

Survey respondents were also asked the strategies they adapted to overcome the above-mentioned challenges.

Regarding the **hate speech, xenophobia, racism, discrimination, anti-refugee political discourse**, respondents mentioned using communication strategies and materials (social media campaigns, reports, etc.) to raise awareness, put forward good practices, success stories, stories of refugee role-models, and combat misinformation through sharing fact-based information. One CSO implemented conflict resolution and mediation trainings with refugee and host community members, the other provided psycho-social support to prevent and tackle bullying at schools. Representative of a national organization pointed out social cohesion activities with children as an effective strategy. **Whereas, according to a refugee-led organization, effort should be put to establish a specific CSO network to combat hate speech against refugees.**

To overcome the challenge of relatively **lower participation of host community members**, especially women, in social cohesion activities, a frequently used strategy cited was collaborating with the local actors (municipalities, mukhtars, CSOs who are not directly working with refugees). Other strategies

include promoting social cohesion activities among host communities, implementing “respect for diversities” trainings, awareness raising activities and providing spaces where refugee and host community women can come together and organize around the common issues they face (e.g. poverty, domestic violence, care responsibilities). On the other hand, to overcome **language barrier** in participating in social cohesion activities, two refugee-led organizations stated that they provide Turkish language courses.

Carrying out advocacy by preparing reports that underline the importance of fundings in addressing social cohesion needs, merging social cohesion activities into existing budgeted activities were two strategies shared by respondents to overcome **funding challenges**.

CSO participated in the survey appears to communicate and/or come together with the government institutions including migration directorates to overcome **bureaucratic challenges**.

Viewpoints on fostering meaningful participation of refugee and host communities in decision making processes

In the survey, respondents were asked to share their recommendations to help foster meaningful participation of refugee and host communities in decision making processes.

Many respondents mentioned an urgent need to increase awareness and knowledge of refugee and host communities on the human rights of refugees through information sessions and promoting and implementing rights-based activities. One respondent suggested working with public figures such as academics and artists to create a wider visibility and awareness on the rights of refugees.

Another recommendation was about bringing refugee and host community members around the same table, **providing spaces** for dialogue and joint advocacy, and supporting them to work together as a team for common purposes.

Respondents also highlighted importance of providing **platforms for refugees** to express themselves and their opinions, establishing refugee-centered representation mechanisms, convening regular meetings between the government and representatives of refugee communities, inviting refugee experts to the consultation meetings and decision making processes, empowering and mobilizing community leaders within these mechanisms at the local level, enabling the inputs coming from these mechanisms to impact decision making processes at national and international level. Some respondents suggested reaching out to new community leaders and involving them in the existing community-based structures or establishing new structures with them. In line with that, **supporting and promoting local and national networks and initiatives in which refugee-led groups or CSOs are represented (such as TMK, LAG) were considered as important steps**. Youth CSOs highlighted the importance of establishing youth committees, boards and assemblies that will bring together refugee and host community youth around the same table. CSOs expressed that it is not sufficient to merely ask young people’s opinions. Participation should be thought as an active process with multiple stages. Effective use of digitalization was mentioned as one of the strong tools for reaching young refugees.

It was emphasized by the survey respondents that taking decisions on behalf of refugee communities should be avoided – and the principle of “*Nothing for us, without us*” should be respected, and should determine the course of action for every organization and institution. Some respondents shared their

views on the importance of ensuring refugees' access to registration, official refugee status or permanent legal status or citizenship for their meaningful participation in the decision-making processes.

Adopting long-term strategies to ensure meaningful participation of refugee and host communities in decision making processes was an overall suggestion. There is a shared opinion among survey respondents on the necessity of providing safeguarded places for refugee and host communities and inviting them to participate in discussions with public stakeholders. **The communication between these communities and decision makers could be facilitated through a coordination mechanism established among the government, national/local organizations, refugee-led organizations and INGOs.** Increased, deliberate and consistent collaboration with refugee-led organizations, and **establishment of a representative body consisting of refugees that can deliver refugees' needs and concerns to the authorities were recommended by some of the respondents.** One respondent suggested creating a **Refugee Desk at the DGMM run by qualified refugees.** Establishing a network with the Syrian media was also considered necessary for fostering refugee participation.

In terms of the funding, some respondents recommended direct flow of the international funds to local CSOs without an obligation of having a national or international partnership consortium and increase in the financial support to local and national CSOs, especially women's organizations and local women initiatives.

Civil society organizations' views on effective multistakeholder collaborations

In response to the survey question on the key factors for effective multistakeholder collaboration the majority of the survey responses⁵ (76%) pointed out the importance of an effective communication among partners. Mutual understanding of shared objectives of the partnership (38%) as well as of individual objectives of each partner (21%) were also crucial for an effective collaboration, from the perspectives of respondents. One third of the responses were about promoting collaborative leadership (38%) and participatory learning (33%). For an effective collaboration, dealing with conflict constructively was also considered to be important.

Transforming institutions (17%), using of power constructively (12%), being non-judgmental towards each other (12%) and acknowledging different time scales and paces (10%) were cited by respondents to a lower extent (not shown in the table).

Effective communication among partners (90%) and promoting collaborative leadership (60%) were more often cited by the representatives of refugee led organizations. On the hand, the need for acknowledging different time scales and paces of partners was never mentioned by this group of respondents.

⁵ 45% of respondents did not complete the question about most important factors behind effective multistakeholder collaborations.

Most important factors behind effective multistakeholder collaboration		%
1	Effective communication among partners	76,2
2	Being clear about mutual objectives of the partnership	38,1
3	Promoting collaborative leadership	38,1
4	Promoting participatory learning	33,3
5	Being open to each partner's additional individual objectives	21,4
6	Dealing with conflict constructively	21,4
Number of respondents		42

Source: Consultation Survey

Question: In your opinion, what are the most important factors that can stimulate and encourage a more effective multi-stakeholder collaboration (a collaboration that will include international institutions/ national NGOs/ refugee led organizations/ private sector/ government etc.) (Please select up to 3 choices)

Annex 1: Civil society organizations' impactful interventions in support of refugee and host communities

In the survey, respondents were asked to share their views on the most impactful work their organizations carried out in the last couple of years.

Most impactful **advocacy / influencing** work, as well as work that foster **meaningful participation**, from the perspectives of organizations participated in the survey were about creating evidence base (reports, research, etc.), convening stakeholders, awareness raising activities, supporting networking for joint advocacy. More specific interventions shared by respondents include:

- Shedding light on the impact of COVID-19 on Syrians and Afghans in Ankara (TEPAV)
- Assessment of the conditions of refugee women (Women Now)
- Preparing reports on rising discrimination and hate speech (Syrian Center for Media)
- Convening annual conferences to discuss refugee issues with the government and civil society organizations (Watan).
- Engagement in the Localization Advocacy Group (STGM)
- Carrying out advocacy on gender equality (MOKID)
- Social media work to increase visibility of issues concerning refugee children (Artı Atölye)
- Sharing videos and performing a theatre play to raise public awareness on refugee issues in collaboration with a university (Women Support Association)
- Supporting refugee and host community women's collective work to improve physical and social conditions of their neighborhoods, and joint advocacy with municipalities, through Resilient Communities program (KEDV)
- Convening Izmir Refugee Women's Council for refugee women to take an active role and participate in policy-making processes on issues that concern them, and to find solutions to problems affecting their daily lives. Convening Children's Council and providing photography training to children in collaboration with İzmir City Council. (ISMDD)

Respondents shared that their most impactful work related to **xenophobia / discrimination and social cohesion** was about countering prejudices and misinformation through information sharing about challenges refugees face and implementing social cohesion activities. More specific examples include:

- Attending TV programs to eliminate misinformation and prejudices about Afghan refugees (ARSA)
- Implementing social cohesion and cultural activities (theatre, basketball, movie nights, etc.) in collaboration with municipalities (Syrian Forum) Implementing a program involving host community and foreign
- university students in collaboration with Gaziantep University, Faculty of Education (Women Now)
- Fostering refugee and host community women's organizing and empowerment, as well as social cohesion by including both communities in all programs (KEDV)

Impactful interventions fostering **labor force participation** according to the respondents participated in the survey include the following:

- Supporting women entrepreneurs' and women cooperatives' digitalization and access to markets during Covid-19 pandemic (I4D)
- Supporting entrepreneurs and SMEs, providing Technical and Vocational Education and Training (TVET) support (Orange NGO)
- Supporting dignified working conditions of refugees (Refugee Support Association)

- Enhancing economic empowerment of refugee and host community women through ensuring their access to resources providing trainings (entrepreneurship, financial literacy, basic skills, etc.) and employment opportunities (KEDV)

Several respondents cited their impactful work related to **access to protection, basic needs, legal, education and health services**, which includes providing counseling, psychosocial support, awareness raising trainings, and ensuring that different profiles of refugees, especially the most underrepresented groups have access to these services. The following specific examples were shared under this heading:

- Women community leaders' leadership in sharing information about Covid-19 pandemic with refugee and host community women living in their neighborhoods through phone calls, identifying the immediate needs and making referrals to the available services provided by public institutions and CSOs. This program was impactful because the phone calls were made by women community leaders.
- Providing training on robotic coding to refugee and host communities (equally to women and men) through the Next Generation Science Project. Afterwards, these adults came together with children; children and adults from refugee and host communities participated in tournaments around a shared goal. This created awareness among the disadvantaged groups who do not have access to this kind of new generation education. (Küresel Akıl Derneği)
- Trauma Informed School program, and Social Cohesion through Education Program which aimed at fostering inclusive education, increasing social cohesion, and preventing peer bullying in schools. These interventions had a positive impact on teachers, including Psychological Counseling and Guidance teachers, as well as students (Maya Foundation).

ANNEX 2: Survey questions and focus group discussion guidelines

Survey questions

1. What are the current most important issues refugees in Turkey are facing? *(Please select 6 issues)*

Ability to cross international borders for resettling a third country	
Protection against involuntary or forced return, or refoulement	
Access to adequate, safe and dignified reception conditions	
Recognition of legal status and access to relevant documentation	
Access to birth registration and relevant documentation	
Physical safety and protection	
Gender-based violence	
Xenophobia and discrimination	
Access to legal employment opportunities	
Women's access to employment opportunities	
Safe and dignified working conditions	
Child labour	
Access to education	
Quality of education	
Access to health services including psychological support	
Quality of health services	
Access to safe and adequate shelter	
Access to water and sanitation	
Access to social support	
Access to legal services and protection	
Language barrier	
Social cohesion and harmony with host communities	
Other (please specify)	

2. What can be done to ensure that these issues are better addressed in a way that to improve the lives of refugee and host communities?
3. What do you think should be your organizations' role in addressing these issues?
4. What was your organization's most impactful intervention in support of refugees and host communities in the last couple of years?
5. Have you faced any challenge in implementing social cohesion / harmonization activities? If so, what were they? How did you manage to overcome these challenges?
6. What would be your recommended actions to help to foster meaningful participation of refugee and host communities in decision making processes in Turkey?
7. In your opinion, what are the most important factors that can stimulate and encourage a more effective multi-stakeholder collaboration (a collaboration that will include international institutions/ national NGOs/ refugee led organizations/ private sector. government etc.) *(Please select up to 3 choices).*

Effective communication among partners	
Dealing with conflict constructively	

Promoting collaborative leadership	
Promoting participatory learning	
Transforming institutions	
Using of power constructively	
Acknowledging different time scales and paces	
Being clear about mutual objectives of the partnership	
Being non-judgemental	
Being open to each partner's additional individual objectives	

Respondent information

1. What is the name of the organization that you work for?
2. How would you describe the organisation that you work for? *(Please select up to 3 choices)*
 - Community-based organization
 - Neighborhood association
 - Refugee-led organization
 - Women's organization
 - Refugee-led women's organization
 - Local / national non-governmental organization
 - Youth organization
 - Diaspora organization
 - Other, please specify
3. Please tell us briefly about your organization, including its main area of work and main group that your organization work with (such as children, youth, women, disabled persons, LGBTQIs, Syrian or non-Syrian refugees etc.).
4. In which provinces in Turkey does your organization work?

Guiding questions for focus group discussions:

- Based on your experience, what are the current most important issues refugees in Turkey are facing?
- In your opinion, what can be done to ensure that these issues are better addressed in a way that improves the lives of refugee and host communities?
 - What are the challenges and opportunities?
- What should be the roles of different actors (local / national / international organizations, governmental institutions, UN agencies, donors, private sector, refugee and host communities etc.) in addressing these issues?
 - In your opinion, what are the most important factors for more effective multi-stakeholder collaboration?
- What was your organization's most impactful intervention in support of refugees and host communities in the last two years? What worked well? Or do you know any recent good practices of other organizations in supporting refugees?
- Which actions should be taken to foster meaningful participation of refugee and host communities in decision- / policy- making processes in Turkey?
- Any other important points to convey/share with the 3RP team?