

Annual Results Report

2024

Türkiye

Acknowledgements

UNHCR would like to thank all the stakeholders that contributed data and evidence to this report and reviewed their progress against the joint results of the strategy, including forcibly displaced and stateless people, host communities and host governments, United Nations agencies, and international and national non-governmental organizations, civil society and private sector. Their contributions enable us to create positive changes in the lives of the people we serve.

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Note:

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

Downloaded date: 28/05/2025

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Section 1: Context and Overview

1.1 Changes to the Operational Context

In 2024, Türkiye continued to host one of the largest refugee populations in the world for over a decade. As of the end of 2024, there were 2,901,478 Syrian nationals under temporary protection (TP) and 202,349 refugees from Afghanistan, Iraq, Iran, Ukraine and other countries of origin as international protection (IP) status holders and applicants in Türkiye. The latter include persons originating from 62 different countries, mainly from Afghanistan, Iran, Iraq, and Ukraine.

The overall socioeconomic situation in Türkiye continued to deteriorate in 2024, impacting the most vulnerable individuals in Türkiye, including forcibly displaced and stateless persons. Rising prices, challenges in securing formal employment and affordable housing opportunities, as well as obstacles to access healthcare created additional obstacles for the refugees' prospects of self-reliance in Türkiye.

The cumulative impact of various internal and external events affecting Türkiye has led to a compassion fatigue and a progressive decline in the overall support for refugees on the part of the Turkish population. Concerns emerged regarding the financial, material, and political impact of the presence of Syrian refugees in Türkiye. Also, violent incidents targeting Syrian refugees in the summer of 2024 indicated heightened tensions. Within this context, some Turkish officials and opposition party figures made several public statements regarding the importance of fighting irregular migration, without distinguishing between persons in need of protection and others, and the need to ensure the voluntary return of Syrians to their country of origin.

In early December 2024, a change of circumstances occurred in Syria with the fall of the Assad regime. This situation led to an increase in voluntary returns from Türkiye. By the end of December 2024, a total of 30,663 Syrians returned voluntarily, while many Syrians in Türkiye are nevertheless still expressing caution as regards their return to Syria.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

People in need of international protection and the host community benefit from coordinated support from a wide range of actors.

People in need of international protection have access to quality, fair and efficient procedures in line with international law and the national legal framework.

Population Type	Indicator	
	Baseline	Actual (2024)
1.1 Proportion of people seeking international protection who are able to access asylum procedures		
Refugees and Asylum-seekers	96.01%	94.79%
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	0.00%	0.00%

In 2024, UNHCR provided operational and technical support to the Presidency of Migration Management (PMM) and Provincial Directorates of Migration Management (PDMMs). This included for efficient registration procedures, including data update and address registry, enabling prompt documentation of people in need of international protection. UNHCR further supported Protection Desks for the identification and referral of people with specific needs to mitigate protection risks through tailored responses and solutions.

As a result of this support, 95 per cent of all IP applications, registered by PMM in 2024, were registered in provinces where UNHCR provided personnel support to PDMMs. Registration of Syrian nationals continued along with the data update and address registry. Over 2.8 million address registry and data update transactions were completed, enabling the reactivation of ID cards and ensuring continuous access to services. This was particularly beneficial as ID cards issued for IP and TP applicants can be a substitute for residence permit and in total 110,000 people have had access to documentation. In total, 85,136 individuals were identified by Protection Desks as having specific needs, while 312,992 referrals made to various services/ institutions for followed up. UNHCR engaged with PMM on individual cases to facilitate registration and documentation. To support the elimination of the Refugee Status Determination (RSD) backlog, UNHCR assisted PMM in conducting 10 mobile decision units composed of national RSD experts trained by UNHCR. UNHCR also participated in these missions to provide feedback and conduct joint case assessments. As a result, 2,106 individuals were interviewed, leading to 628 recognition decisions. To improve the quality of decisions, UNHCR and PMM conducted a desk review of PDMM decisions in 2024. Feedback was provided to PDMMs to address gaps and enhance the overall quality of decision-making. Decision templates on specific risk groups were prepared by UNHCR for use of PDMMs. Regarding in-country travel, the requirement to obtain a travel permit remained in place. However, the application process was eased with the introduction of an e-appointment system, allowing IP and TP beneficiaries to apply more efficiently.

UNHCR was contacted by 5,190 individuals who expressed being at risk of deportation or refoulement. UNHCR intervened in 3,000 of these cases and achieved positive result in 2,400 cases.

2. Impact Area: Realizing Rights in Safe Environments

People in need of international protection have access to essential and social services.

Population Type	Indicator	
	Baseline	Actual (2024)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities		
Refugees and Asylum-seekers	72.90%	72.90%
2.3 Proportion of people with access to health services		
Refugees and Asylum-seekers	96.37%	96.37%

The Ministry of Family and Social Services (MoFSS) is the main public institution that supports people with specific needs, providing social services and assistance in Türkiye through a nationwide set-up. Through its network of social service centres (SSCs) and other social institutions, MoFSS provides a wide range of preventive and protective measures, including outreach activities through household visits, psycho-social support (PSS) and rehabilitation services, notably for women and children. Additionally, the MoFSS delivers protective and preventive services focused at strengthening the protection capacities of families and communities through structured parenting and community awareness programmes. The MoFSS also provides cash and in-kind assistance through its social assistance mechanisms.

UNHCR's cooperation with the MoFSS ensures continuity between the registration and protection phases, overseen by the PMM, and the social inclusion phase, managed by the MoFSS. Inclusion of refugees into national services is essential for UNHCR as this complements the granting of international or temporary protection.

As of early 2024, close to 1.4 million refugees, more than 40 per cent of the total refugee population in Türkiye, were covered by the Emergency Social Safety Net (ESSN) or the Complementary ESSN cash assistance, funded by the European Union and implemented respectively by the Ministry of Family and Social Services and the Turkish Red Crescent.

In 2024, more than 110,000 people approached the MoFSS run SSCs (130,000 in 2023). Regardless of the slight decrease in the number of beneficiaries, the support of SSCs remains vital, indicating constant social needs, corroborated by various surveys and assessments. The MoFSS also provided PSS to more than 20,000 refugees. Childcare institutions served 14,000 children while 17,000 victims and survivors of violence were able to access services. Approximately 2,000 individuals with disabilities were also covered in 2024.

The deactivation of the General Health Insurance (GHI) after one year with the IP applicant status often posed a major challenge for many IP applicants. The asylum-seekers whose GHIs were deactivated could not pay for medical examinations in state hospitals. UNHCR field offices partner NGOs, and contracted hospitals provided assistance to individuals with chronic diseases.

3. Impact Area: Empowering Communities and Achieving Gender Equality

Refugees participate in social and economic life harmoniously with the host community.

Population Type	Indicator	
	Baseline	Actual (2024)
3.1 Proportion of people who have the right to decent work		
Refugees and Asylum-seekers	100.00%	100.00%
3.2a Proportion of children and young people enrolled in primary education		
Refugees and Asylum-seekers	90.84%	96.00%
3.2b Proportion of children and young people enrolled in secondary education		
Refugees and Asylum-seekers	70.66%	72.51%

3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark

Refugees and Asylum-seekers	78.72%	78.72%
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The education field in Türkiye achieved remarkable success during the 2023/24 school year. Among the more than one million Syrian school-age children in the country, over 840,000 were enrolled in Turkish public schools, bringing the overall enrolment rate to over 78 per cent. Enrolment rates exceeded 90 per cent for primary and lower secondary education, nearly reaching those of the host community. Higher education made equally notable progress with over 60,000 Syrian youth enrolled in higher education, achieving an enrolment rate of 12 per cent, significantly higher than the global refugee average of 7 per cent.

The Higher Education Council (YÖK) and the Presidency for Turks Abroad and Related Communities (YTB) played a crucial role in facilitating access to higher education. UNHCR collaborated closely with these stakeholders, as well as with the EU, World Bank (WB), UNICEF and other key organizations in providing advocacy and support, as necessary.

Since 2016, refugees have been able to obtain work permits through their employers. However, only 7.5 per cent of the fit to work refugees have secured permits, despite significant investments made by the European Commission through the Facility for Refugees in Türkiye (FRIT) and other donors like the WB, Germany, United Kingdom (UK) and Kreditanstalt für Wiederaufbau (KfW). Challenges included bureaucratic hurdles, costs as well as a lack of knowledge about work permit procedures among refugees and employers.

Evidence suggests those enrolled in the Social Safety Net (SSN) program (1,062,861 individuals) and the Complementary Social Safety Net (C-SSN) program (348,624 individuals) are among the most economically vulnerable refugees (more than 40 per cent of the registered refugee population) living under or near the poverty line. This is because they lack formal employment and Social Security Insurance (SSI) registration and have high dependency ratio. Further assessment is required to determine the overall refugee poverty rate, considering those who are not enrolled in these programs but may still face economic hardship.

Economic challenges continued to affect vulnerable populations, including refugees. Access to formal employment remained limited due to several factors including procedural delays. In 2023, approximately 108,520 work permits were issued to Syrian refugees, primarily to men (102,122), while a significant number were estimated to be working informally.

On 15 October 15, 2024, the Government of Türkiye granted the Ministry of Interior (MoI) the authority to provide work permit exemptions to TP status holder for specific durations and scopes. The change should allow the majority of Syrians refugees to benefit from this exemption and increase formal employment.

Amid these challenges, UNHCR continued to work with key development partners, including the World Bank (WB), ILO, IFC, GIZ, KfW and UNDP, to advocate for a holistic and inclusive refugee response. These efforts focused on long-term development solutions that promote economic inclusion, self-reliance, and strengthened social cohesion between refugees and host communities.

4. Impact Area: Securing Solutions

Refugees have opportunities for suitable and sustainable solutions based on their individual needs.

Population Type	Indicator	
	Baseline	Actual (2024)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin		
Refugees and Asylum-seekers	19,865	54,074
4.2a Number of people who departed on resettlement		
Refugees and Asylum-seekers	13,924	10,756
4.2b Number of people who departed through complementary pathways		
Refugees and Asylum-seekers	20	11

4.3a Number of stateless people for whom nationality is granted or confirmed		
Stateless Persons		0
4.3b Number of refugees for whom residency status is granted or confirmed		
Refugees and Asylum-seekers	238,055	110,504

While the situation changed rapidly after the fall of the former government in Syria in December 2024, for most of the year, voluntary repatriation was not a viable solution for most refugees in Türkiye. Resettlement and complementary pathway options remained a limited yet vital solution for a small number of refugees. UNHCR focused on resettlement as a solution for the most vulnerable refugees. This included many refugees affected by the earthquakes in 2023 who lost their homes or loved ones and who still suffer from the impact of the earthquakes. Resettlement was also crucial to maintain the protection space in Türkiye by resettling some of the most vulnerable refugees referred by Turkish authorities, including women at risk and vulnerable individuals with immediate legal and physical protection needs.

A total of 14,320 refugee were submitted for resettlement and 10,756 refugees departed Türkiye in 2024. While 30 per cent fewer refugees departed Türkiye in 2024 compared to 2023, these resettlement places nevertheless contributed to demonstration of international responsibility sharing with Türkiye.

UNHCR also facilitated many refugees to access complementary pathways, particularly private sponsorship. Canada and Australia have long-standing private sponsorship programs in Türkiye, but this was joined by a pilot sponsorship program by the USA after a multi-lateral negotiation between the governments of Türkiye, USA and UNHCR. Several test cases were assessed and accepted by US officials prior to the suspension of the USA resettlement program in January 2025.

Other scholarship opportunities such as the Japan International Cooperation Agency's Japan Initiative for the Future of Syrian Refugees (JISR) program was expanded to Türkiye. A scholarship scheme by the Public Scholarship, Development, Disability and Maintenance Fund of the Republic of Slovenia also took place in Türkiye.

1.3 Challenges to Achieving Impacts

The legislative set up relating to refugees and asylum-seekers in Türkiye is in line with international standards. Refugees and asylum-seekers have access to protection procedures, as well as to social services and other rights.

However, there are practical obstacles to the full enjoyment of such services, due to various factors which UNHCR seeks to address through its partners and its support to governmental entities. The registration of TP applicants continued at the temporary accommodation centres (TACs), resulting in many Syrians not approaching PDMMs to avoid stay in TAC for unknown periods. Exemption clauses from this requirement by individuals with specific needs was not consistently implemented by PDMMs. In November 2024, PMM introduced a new policy requiring Afghan single male IP applicants to be referred to a TAC, with restrictions imposed on their freedom of movement. This policy has resulted in additional hardship for this group, as non-compliance leads to implicit withdrawal decisions. The deactivation of health insurance following the initial negative RSD decision continued in accordance with the provisions of the law. UNHCR and its partners sought to mitigate the limitations on access to health services for children in need through interim measures facilitated by the courts. However, the instruction issued by the MOFSS in July, mandating the issuance of negative social investigation reports for cases without legal stay in Türkiye, has had a detrimental impact on these efforts.

The lack of information as to the services available, language barriers and capacity of services to address the needs, particularly in provinces with high density of refugees or those affected by the 2023 devastating earthquakes also explains the challenges in accessing services. Challenges to accessing work included bureaucratic hurdles and costs. The socio-economic pressures also put a strain on social cohesion between refugee and host communities.

1.4 Collaboration and Partnerships

In 2024, UNHCR further strengthened partnerships with national and local stakeholders, fostering a coordinated and inclusive response to the needs of refugee and host communities. These collaborations significantly contributed to progress towards the expected impacts outlined in UNHCR's Strategic Directions, the Global Compact on Refugees (GCR), and broader development frameworks.

UNHCR strengthened cooperation with PMM, supporting policy development, capacity building, and operational coordination. Joint initiatives enhanced asylum procedures, improved access to services, and bolstered refugee protection. The support to, and collaboration with, the MOFSS helped accessibility to social protection programs, helping vulnerable populations receive focused support.

Cooperation with the Union of Turkish Bar Associations (UTBA) enhanced legal aid and access to justice for refugees, ensuring better protection and legal assistance. Additionally, collaboration with YTB supported tertiary education and social integration efforts, promoting inclusion and opportunities for refugees in higher education and vocational training.

UNHCR worked with local municipalities to foster social cohesion and service delivery. UNHCR also provided technical assistance, training and financial support to strengthen municipal capacities in high-refugee-hosting areas. Partnerships with the Union of Municipalities of Türkiye facilitated the exchange of best practices and approaches for sustainable inclusion.

Localization remained a key priority in 2024, building on exchanges with local NGOs, community-based organizations and refugee led organizations. To enhance localized protection and assistance mechanisms. Capacity-building initiatives strengthened the role of municipalities and civil society in delivering sustainable services and integrating refugees into national systems.

Collaboration with national and international NGOs expanded community-based protection mechanisms and livelihood programs, enhancing self-reliance opportunities for refugees. Partnerships with the Turkish Red Crescent and other humanitarian actors improved emergency response, while cooperation with academia promoted research and evidence-based policy advocacy.

Private sector engagement was pivotal in 2024, driving economic inclusion initiatives, skills training and employment opportunities. UNHCR is also engaged with International Financial Institutions (IFISs) to promote sustainable funding mechanisms and refugee inclusion in development programs.

UNHCR continued its leadership role in the Regional Refugee and Resilience Plan (3RP), involving 59 partners including I/NGOs and UN agencies, ensuring a harmonized response across protection, basic needs, and resilience-building programs. Under the 3RP framework, UNHCR continued working closely with sister UN agencies, each contributing to expertise in social protection, child welfare, protection of women against different forms of violence, abuse and exploitation, food security and migration management. Furthermore, ongoing work with local NGOs through the 3RP illustrated UNHCR's commitment to the localization agenda. These partnerships facilitated a comprehensive, multi-sectoral response that addressed both immediate humanitarian needs and long-term resilience strategies.

Close collaboration with UN agencies and development actors under the United Nations Sustainable Development Cooperation Framework (UNSDCF) strengthened synergies between humanitarian and development interventions, reinforcing national ownership and long-term sustainability. These efforts ensured that refugee inclusion remained a priority in national policies and development planning.

By leveraging multi-stakeholder cooperation, UNHCR facilitated durable solutions, improved service accessibility, and promoted refugee inclusion in national systems, thereby paving the way for further progress in 2024 and beyond.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

People seeking international protection are registered and documented in an efficient, timely, and quality manner.

People seeking international protection have access to territory and asylum procedures and are not forcibly returned.

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
1.1 Proportion of refugees and asylum seekers registered on an individual basis			
Refugees and Asylum-seekers	99.98%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority			
Refugees and Asylum-seekers	99.98%	100.00%	100.00%
1.3 Proportion of people with legally recognized identity documents or credentials			
Refugees and Asylum-seekers	99.98%	100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
01.1.1 Number of people registered on an individual basis	
Refugees and Asylum-seekers	110,662
01.2.1 Number of people supported to obtain civil status, identity or legal status documentation	
Refugees and Asylum-seekers	194,979

Progress Against the Desired Outcome

In 2024, 9,009 IP applicants were registered by PDMMs, of which 95 per cent were registered in provinces where UNHCR provided support. Registration of Syrian nationals continued along with data update and address registry. Over 2.8 million address registry and data update actions were completed, enabling the reactivation of ID cards and ensuring continuous access to services. ID cards issued for IP and TP applicants substitute for residence permit and in total some 110,000 people have had access to documentation. 85,136 individuals were identified by Protection Desks as people with specific needs, with 312,992 referrals made to various services/ institutions and followed up. Population/ civil registry offices continued registration and documentation of newborn children.

Despite these positive results, access to registration procedures remained challenging for certain groups, particularly for single Afghan males, as their reasons for arrival continue to be perceived as primarily economic. As of November, PDMMs began referring single Afghan male applicants to TACs for registration without issuing them an ID card. Failure to comply with this referral results in implicit withdrawal decisions,

leading to deportation orders unless appealed within the legal deadline. This new practice has left many single Afghan male applicants unregistered, significantly increasing the risk of deportation without any opportunity for their claims to be properly assessed. On the other hand, UNHCR's interventions yielded positive results and ensured access to asylum procedures for many Eritrean applicants.

UNHCR continued conducting joint field visits to observe and provide thoughts on PDMM practices and identify challenges, which are regularly relayed to PMM to strengthen policy decisions and provide concrete support. The recommendations submitted to PMM led to the rectification of several local practices that were inconsistent with the legislation. One of the most significant positive outcomes was the cessation of PDMMs seizing or inactivating the ID cards of IP applicants following a first negative decision. UNHCR's interventions and advocacy resulted in discontinuation of this practice, ensuring applicants retained their identification documents. In addition to policy level, UNHCR engaged with PMM on individual cases to facilitate registration and documentation. As a result, 71 per cent of these cases were successfully concluded while the rest were unreachable. Through the end of 2024, UNHCR Counselling Lines received less complaints from applicants on barriers before registration.

In 2024, UNHCR facilitated focus group discussions (FGDs) with 182 applicants (94 female, 84 male) from Afghanistan, the Syrian Arab Republic, the Islamic Republic of Iran and Iraq in 11 provinces. These FGDs were conducted to receive feedback from applicants on their experiences in accessing registration and documentation. FGD findings highlighted both challenges and positive developments in access to registration and documentation for IP applicants and TP status holders. While participants reported inconsistent registration procedures, prolonged waiting periods and varying documentation requirements, many also acknowledged the efforts of PDMMs in facilitating registration for individuals with specific needs. Despite barriers such as neighbourhoods closed for registration, required notarized rental contracts and administrative delays, the FGDs noted improvements in some provinces. Participants noted appreciation for the support provided by UNHCR and its partners, particularly through Protection Desks which played a key role in addressing individual cases.

UNHCR was the sole international organization engaged in advocacy, technical and operational support to PMM in registration and access to procedures.

2. Outcome Area: Status Determination

International protection (IP) applicants receive quality refugee status determination decisions after going through fair and efficient asylum procedures with integrity.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
2.2 Proportion of people undergoing asylum procedures who have access to legal representation			
Refugees and Asylum-seekers	87.84%	95.00%	89.38%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

In 2024, PMM continued adjudicating IP applications, but the statistics were not shared with UNHCR, limiting its ability to analyse this area of cooperation despite the close technical support provided to PMM. The official figures shared by the MOI indicated a sharp reduction in the number of IP cases, with the caseload standing at 9,009 by the end of 2024. Based on field observations, a higher number of decisions were issued by PDMs, with negative decisions exceeding positive ones. Most decisions were implicit withdrawal decisions, mainly due to factors such as leaving the registration province without permission or apprehension due to irregular exit attempts.

To help reduce the RSD backlog, UNHCR assisted PMM in conducting 10 Mobile Decision Units composed of national RSD experts trained by UNHCR. As a result, based on the shared figures, a total of 2,106 individuals were interviewed, leading to 628 recognition decisions. UNHCR also played a key role in supporting the mobile decision units by providing country of origin information (COI) support on complex cases and risk profiles, and on-the-spot guidance on complex issues with accurate and up-to-date information. The Quality Assurance Board, with equal number of representatives from both UNHCR and PMM, remained active in overseeing the asylum procedures and quality of RSD stages to uphold the integrity of RSD procedures. In this regard, joint desk reviews of cases processed by Mobile Decision Units and PDMs were conducted with PMM to identify challenges, highlight good practices and inform further actions to enhance the quality and consistency of decision-making. According to the findings of this activity, although the overall quality of interviews and decisions was improved and good practices have become more prevalent, some gaps in harmonized decision making for similar profiles, identification of material elements, use of relevant and up-to-date COI, well-founded fear, internal flight alternative and subsidiary protection analyses continued to be observed.

A total of 29 COI reports were translated and 12 thematic COI compilations on six countries were prepared and shared with PMM to be used by Mobile Decision Unit caseworkers, and field partners to support decision quality and appeal procedures. Feedback from caseworkers indicated that they utilized these resources in their case assessments.

In 2024, to monitor IP status determination procedures, UNHCR conducted 20 FGDs with 168 participants from Afghanistan, The Islamic Republic of Iran and Iraq in 10 provinces with IP status holders and individuals whose applications had been rejected. The FGDs revealed several challenges relating to documents to be presented by applicants, communication problems with the interpreters and lack of knowledge on COI of caseworkers.

Throughout 2024, UNHCR established close communication with partners on the ground. Petition support was provided to applicants and NGOs, providing legal assistance to applicants, to strengthen appeal applications.

In partnership with UTBA, UNHCR supported 584 legal aid requests of international protection applicants in their appeals at the courts to object against negative RSD decisions. Through its legal clinics, UNHCR also facilitated provision of legal assistance, encompassing legal counselling and petition drafting to IP applicants.

UNHCR maintained its expert support to PMM on RSD matters while donors provided funding to ICMPD, which organized similar activities for PMM despite lacking expertise in RSD. EUAA is also implementing its Roadmap in Türkiye with efforts shown by two parties to avoid duplication in activities.

3. Outcome Area: Protection Policy and Law

The legal framework is in line with international principles and implemented consistently and in its entirety by the national authorities.

Core Outcome Indicators

Population Type	Baseline	Target(2024)	Actual(2024)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol			
None	Progressing towards alignment	Broadly aligned	Broadly aligned
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness			

None	Progressing towards alignment	Broadly aligned	Broadly aligned
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Core Output Indicators

Indicator	
Population Type	Actual (2024)
03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

In 2024, no amendments were made to the Law on Foreigners and IP or the TP Regulation, maintaining its comprehensive and protection-sensitive framework. However, inconsistencies in the implementation of the law and secondary legislation persisted across PDMMs, with increased discretion observed among local authorities, affecting access to procedures. Exemptions provided in the legislation for refugees were largely not implemented by PDMMs, leaving many, including those with specific needs, without access to essential services. UNHCR continued sharing its observations with PMM on procedural aspects, highlighting gaps and challenges and providing recommendations to support compliance with national legislation and policymaking. These recommendations shared with PMM in writing covered various topics, ranging from registration to civil matters related to voluntary return procedures, and were taken into consideration by PMM, contributing to compliance with legislation.

UNHCR has long been advocating for more favourable arrangements for applicants and refugees’ access to formal employment. Recommendations, including legislative amendments, have been shared with the relevant institutions to this end. In October 2024, significant amendments were made to the Implementing Regulation of the International Labour Force Law in favour of Syrians under temporary protection, exempting them from the work permit requirement. As a result, Syrians whose data was notified by the MOI to the Ministry of Labour (MOL) could upload their work permit exemption forms and work without needing an employer to apply for a work permit. However, these amendments did not extend to applicants of IP, who are still required to find an employer to initiate the work permit process. UNHCR and ILO work closely with PMM, private sector and IFCs to increase accessibility to employment by refugees.

In July 2024, the MOFSS issued a circular requiring foreigners to have legal stay in Türkiye to benefit from its social service models. As a result, IP and TP status holders were required to be registered by the PDMM and provide a substantiating document confirming their legal status in Türkiye. The impact of this decision has been particularly negative for children at risk. UNHCR observed that several Provincial Directorates of Family and Social Services (PDoFSS) concluded that a child did not require protective measures under the Child Protection Law without having undergone a best interest assessment (BIA) or considering the individual circumstances of the child. These conclusions were often based solely on the rejection decisions received by the parents in their asylum applications or the inactive ID status of the parents due to pending administrative procedures. As a result, many children, whose parents are still undergoing asylum proceedings, have been unable to access education or medical assistance, further exacerbating their vulnerability. UNHCR, and its partners, sought to mitigate the limitations on access to health and education services for children in need through interim measures facilitated by the courts. However, the instruction issued by MOFSS in July 2024, mandating the issuance of negative social investigation reports for cases without legal stay in Türkiye, has had a detrimental impact on these efforts. UNHCR continues its advocacy with MOFSS.

4. Outcome Area: Gender-based Violence

Refugees live in safety from gender-based violence (GBV), and those at risk and survivors have access to specialized services.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
4.1 Proportion of people who know where to access available GBV services			
Refugees and Asylum-seekers	76.96%	73.00%	85.42%
4.3 Proportion of survivors who are satisfied with GBV case management services			
Refugees and Asylum-seekers	61.16%	80.00%	61.16%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
04.1.1 Number of people who benefitted from specialized GBV programmes	
Refugees and Asylum-seekers	11,619

Progress Against the Desired Outcome

In 2024, the Government of Türkiye continued to undertake numerous measures to tackle different forms of violence affecting women and girls, such as enacting legislative reforms and implementing its ongoing fourth action plan of Combating Violence Against Women (2021-2025). In addition, in December 2024, Turkish government announced the annual activity plan on combatting violence against women for 2025, identifying five main areas: access to justice and legislation, policy and coordination, protective and preventive services, social awareness, and data/statistics. UN agencies including UNHCR, UN Women, UNFPA and UNICEF support the governmental counterparts, such as the MoI, MoFSS, Ministry of Justice, Ministry of Health and other state counterparts, in addressing different forms of violence affecting women and girls within this framework.

UNHCR also contributed to the new 2024-2028 Women's Empowerment Strategy Document and Action Plan, published by the authorities in March 2024. The Action Plan is inclusive of refugee women and their specific needs and identifies refugee women as among the groups requiring specialized policies. The Plan furthermore has specific activities targeting refugee women, including on health services and statistics and economic empowerment.

During 2024, UNHCR continued to support MoFSS's Violence Prevention and Monitoring Centres that provided services to over 16,000 refugee women and their children, as well as Women's Guesthouses that provided shelter to some 1,000 refugee women and accompanying children. UNHCR cooperated with UNICEF, UN Women, and UNFPA in support of MoFSS, and worked closely with UN agencies under the UNSDCF on the Empowerment of Women and Girls through joint actions on women empowerment and gender equality.

In 2024, UNHCR and partner NGOs provided individual support to nearly 7,000 survivors and victims of different forms of violence affecting women and girls and those at risk thereof. In addition, UNHCR and partners assessed 4,568 survivors and victims of different forms of violence affecting women and girls during 2024. Along with the previously identified refugees in need of specialized assistance, around 5,153 individuals received relevant services through UNHCR or its partners. Some 324 women and girls exposed to different forms of violence were referred for UNHCR's cash for protection program. Another 999 survivors and victims received in-kind assistance, in the form of temporary accommodation, medical, or transportation support. Physical assault followed by rape, sexual assault and forced marriage were identified as most prevalent types of violence against women and girls.

In 2024, UNHCR conducted 10 FGDs with survivors and victims of violence affecting women who received of cash-for-protection. Results clearly demonstrated the importance of cash as a key protection intervention for survivors and victims in meeting their basic needs and securing adequate housing away from perpetrators.

UNHCR organized trainings on different forms of violence affecting women and girls for 420 participants (mostly frontline staff of partner organization, including Refugee-led organizations) and held Protection from Sexual Exploitation and Abuse (PSEA) sessions for 276 individuals. UNHCR's partner NGOs also reached 4,427 individuals as part of awareness raising on different forms of violence affecting women and girls. UNHCR and its partners undertook 44 activities reaching 1,179 individuals as part of the "16 Days of Activism" campaign.

In 2024, UNHCR started the second round of implementation of activities focused on the assessment different forms of violence affecting forcibly displaced and stateless women and girls. A total of 1,077 participants were surveyed throughout 2024.

Since 2021, protection needs assessments have consistently shown that, when facing protection risks, both Syrians and non-Syrians identify law-enforcement bodies as the primary support mechanism. To this end, in 2024, UNHCR organized capacity development activities for SSCs and the Istanbul Police Department's Domestic Violence Units in collaboration with the PDoFSS, and Istanbul PDMM. However, the need for such events to be replicated with both the police and various state institutions in other regions is great. Within the scope of 3RP inter-agency Coordination platform, the GBV Sub-Working Group, co-chaired by UNHCR and UNFPA, organized four quarterly meetings throughout 2024 to ensure a multisectoral approach. UNHCR also organized three online training courses on reporting of different forms of violence affecting women and girls, risk mitigation and child early and forced marriage (CEFM) - 149 participants including specialized organizations attended these training courses.

5. Outcome Area: Child Protection

Refugee children are protected and those at risk have access to specialized and child-friendly services.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure			
Refugees and Asylum-seekers	68.67%	46.00%	46.69%
5.2 Proportion of children who participate in community-based child protection programmes			
Refugees and Asylum-seekers	6.97%	6.00%	6.97%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement			
Refugees and Asylum-seekers	52.67%	85.00%	78.94%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
05.1.1 Number of children and caregivers who received child protection services	
Refugees and Asylum-seekers	38,803

Progress Against the Desired Outcome

In 2024, UNHCR and its partner NGOs continued to take protection actions regarding children at risk including unaccompanied and separated children (UASC). UNHCR engaged with key governmental stakeholders at both provincial and central levels to advocate for the protection of forcibly displaced children at risk. UNHCR continued its role as the co-chair of the national and regional child protection sub-working groups together with UNICEF, while also working closely with other UN agencies under 3RP and Result Group 1 on Social Inclusion under the UNSDCF.

UNHCR and its child protection partners continued their efforts to strengthen child protection responses and improve access to rights and services for children forced to flee. This was also done by engaging with partners from the protection sector. These efforts were particularly needed due to increased medical and mental health and psychosocial support (MHPSS) needs, including in relation to substance abuse and other protection risks, such as family separation, violence, abuse and neglect, child labour, child marriages and marginalization from society or community. Throughout 2024, UNHCR and its partners assessed more than 148,000 refugee children for protection risks, out of which 81,000 were identified to be at risk while 38,000 were referred to specialized services. Approximately 1,100 child protection personnel were provided with trainings by UNHCR and its 3RP partners on child protection. Close to 16,000 children joined community-based child protection programmes and more than 40,000 children received targeted PSS support through individual and community level PSS activities.

In 2023, Türkiye issued its inaugural Child Rights Strategy Document and Action Plan 2023-2028 which UNHCR contributed to, along with UNICEF and other UN agencies. The plan provides the strategic direction for Türkiye in child protection, including for refugee children's protection. UNHCR attended the first Child Council Meeting and Central Coordination Sub-Commission Meeting on Child Protection both convened by MoFSS, bringing up the specific needs of refugee children, including UASC to the agenda, complementing the works of UNICEF, other UN agencies and relevant public institutions.

During the year, through its support to MoFSS, UNHCR supported a monthly average of 700 forcibly displaced children under state protection delivering more than 14,000 services in total through specialized social service models, providing care and psychosocial support. UNHCR continued to work closely with UNICEF in child protection, under 3RP and in relation to supports to MoFSS focused on strengthening national child protection system.

During 2024, over 200 Ukrainian children from residential care institutions continued to be hosted in hotels and childcare institutions in Antalya and Ankara. Most of the children in Antalya returned to Ukraine as of end of the year following a bilateral arrangement between Ukraine and Türkiye. The return measure was decided by the Ukrainian authorities following a very critical report prepared by the Ukrainian ombudsman regarding the poor living condition of the children and their protection situation. While the Turkish authorities, particularly MoFSS, were ready to accommodate the children in a different more adapted facility, the Ukrainian authorities insisted on return solution for most of the children and informed their counterparts at the highest levels. UNHCR was kept informed of the situation by MoFSS and UNICEF and aimed to support the Turkish authorities in their efforts to find alternative care arrangements, despite the high-level engagement of the Ukrainian side. Other groups of Ukrainian children remain however in Türkiye in different institutions.

UNHCR continued to convene the Inter-Agency Best Interest Determination (BID) panels with the participation of UNICEF and NGO partners, through which more than 50 BIDs for more than 100 children were concluded in 2024.

6. Outcome Area: Safety and Access to Justice

People seeking international protection are aware of and benefit from legal assistance and remedies.

Refugees with specific needs have access to specialized protection services without obstacles.

Syrian refugees seeking to return to Syria benefit from legal assistance and legal aid for removal of legal barriers preventing voluntary return.

Core Output Indicators

Indicator	
Population Type	Actual (2024)
06.1.1 Number of people who received legal assistance	
Refugees and Asylum-seekers	9,848

Progress Against the Desired Outcome

UNHCR continued its efforts to support refugees to access to legal assistance and legal aid. In 2024, a total of 734 legal aid applications against deportation orders were supported by UNHCR, ensuring legal representation of these applicants. Furthermore, UNHCR supported 15 individual applications to the Constitutional Court given the likelihood of irreparable harm upon return. Through its Legal Clinics, a total of 1,928 services (447 counselling; 445 petition support; 787 referrals to legal aid; and 249 referrals to PDMM) were provided to IP and TP status holders with deportation decisions.

In 2024, a total of 569,611 individuals benefitted from various protection services provided by UNHCR and its partners, while 94,102 individuals were referred to specialized services. Detention and deportation cases emerged as most prevalent issues for which UNHCR provided comprehensive counselling and other protection services. Challenges in accessing health services, including health insurance inactivation, were also of significant concern to refugees and asylum-seekers.

In 2024, UNHCR provided Protection cash assistance to a total of 5,960 refugees and asylum seekers. The support was distributed across four categories: survivors of gender-based violence (GBV) and individuals at risk of GBV, adolescents released from institutional care, transgender and intersex individuals, and households with specific needs. All categories received support throughout the year, except for households with specific needs, which were supported until August 2024.

As part of UNHCR’s commitment to ensuring that identified people with specific needs receive appropriate support, UNHCR supported 10,387 individuals with various capacity development activities on international protection, rights, services and available assistance.

Under UNHCR’s collaboration with MoFSS, refugees received over 130,000 protection services through the social service system supported by UNHCR (with more than 110,000 protection services provided by SSCs), including more than 45,000 individuals receiving psychosocial support services (with more than 27,000 delivered by SSCs). The majority of the refugees receiving protection services supported by UNHCR and provided by MoFSS through SSCs during the year were Syrians (93%) followed by Afghans and Iraqis. Almost 40 per cent of the services delivered were received by refugee children.

During the year, more than 2,400 refugees with disabilities were supported by UNHCR under collaboration with MoFSS, by the social service centres and by the disability day care centres and home care support teams, and more than 40,000 refugees with disabilities received social assistance by MoFSS under the SSN. UNHCR-supported national services for people with disabilities were received mainly by Syrians and Iraqis. Daycare centres mostly supported refugees within the age group of 18 to 59 (82 per cent), while home care services supported adults aged 18 to 59 (56 per cent), followed by children with disabilities (35 per cent).

7. Outcome Area: Community Engagement and Women's Empowerment

Refugees and host community collaborate to address issues of concern to both communities.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
7.1 Extent participation of displaced and stateless people across programme phases is supported.			
Refugees and Asylum-seekers			Extensive

Core Output Indicators

Indicator	
Population Type	Actual (2024)
07.1.1 Number of people consulted through Participatory Assessments	
Refugees and Asylum-seekers	862
07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback	
Refugees and Asylum-seekers	417,723
07.3.1 Number of people who received protection services	
Refugees and Asylum-seekers	439,431

Progress Against the Desired Outcome

In 2024, UNHCR cooperated with UNICEF, UN Women, and UNFPA in support of MoFSS, and worked closely with UN agencies under the UNSDCF Results Group 2 on the Empowerment of Women and Girls through joint actions on women empowerment and gender equality. Moreover, UNHCR participates in the UN Women's Working Group on Women Empowerment in Humanitarian Action (WEHA), which intends to address unique challenges women and girls encounter during crises and empower women globally.

UNHCR and its partners were also involved in community awareness raising activities and women's empowerment programs, these initiatives were on one of the Sexual Health and Women's Health/Reproductive Health Initiatives and included the Breast Self-Examination and Breast Cancer Awareness Training. The workshops focused on enhancing women's knowledge on early detection of breast cancer and how to perform self-examinations to detect potential breast cancer at home. Forty-three refugee women participated in the sessions.

The same session was repeated with Van Tuşba District Health Directorate with the participation of 15 Iranian and Afghan refugee women. In addition, regular health education sessions for women are conducted for refugee women.

Besides, under women-focused activities, a thematic storytelling workshop was held at the Zeytinburnu Istanbul Family Counselling and Education Center to sensitize local, Iranian, and women from Afghanistan to issues affecting women and girl, reaching 24 women.

In relation to the different forms of violence against women and girls, a forum for discussion of personal experience and exploration of intersecting social structures, understanding, and combating different forms of violence, early marriage, forced marriage and the available services was held in Istanbul where 15 women participated.

A women's and Refugee-led organization founded by an Afghan medical woman doctor has contributed to protection activities, highlighting refugee voice participation in leadership.

Additionally, UNHCR's cash for protection assistance programs have empowered women by enhancing their self-reliance, as evidenced by a Syrian woman who opened a small enterprise in Gaziantep.

Furthermore, UNHCR collaborates with Lider Kadın, an organization dedicated to women's empowerment, enhancing women's participation in leadership and decision-making processes. These partnerships underscore UNHCR's commitment to promoting equality and supporting women's empowerment to reach for obtaining critical roles.

UNHCR has a range of channels for receiving information on refugee needs, including feedback and complaints. The UNHCR Counselling Line is the main such source, significantly contributing to its broader feedback and response mechanism as a primary entry point for refugees and asylum-seekers in Türkiye to make inquiries, raise concerns and make complaints.

It provides immediate access to relevant information on legal rights, available national protection services, and supplementary protection services provided by UNHCR and its partners while ensuring that feedback is systematically documented and followed up on. The Counselling Line is an important channel ensuring effective feedback and response mechanism as part of larger Accountability to the Affected Populations (AAP) approach. It also allows for prompt identification and referral of queries, connecting them to the respective UNHCR functional teams, field offices, and other available service providers in the country.

Moreover, UNHCR has a dedicated section on the different forms of violence against women and girls on its Help Page, which includes key messages, psycho-social well-being, referrals mechanisms as well as available services. In 2024, the page received 46,844 views. Also, the new WhatsApp channel, receiving a total of 638 reactions.

11. Outcome Area: Education

Refugees benefit from public education and training in an unhindered way.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
11.1 Proportion of young people enrolled in tertiary and higher education			
Refugees and Asylum-seekers	14.14%	11.00%	15.26%
11.2 Proportion of children and young people enrolled in the national education system			
Refugees and Asylum-seekers	75.65%	75.00%	78.59%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
11.1.1 Number of people who benefitted from education programming	
Refugees and Asylum-seekers	6,582

Progress Against the Desired Outcome

Türkiye's education sector made significant strides during the 2023/24 school year, demonstrating strong commitment to inclusive education. Among the one million Syrian school-age children in the country, over 840,000 were enrolled in Turkish public schools from grades 1 to 12, bringing the overall enrolment rate to over 78 per cent. This achievement reflects Türkiye's sustained efforts to ensure access to education for all Syrian children. 49 per cent of enrolled students were female, maintaining the gender parity.

The most notable progress was observed in primary and lower secondary education, where enrolment rates exceeded 90% approaching those of host community students. Upper secondary enrolment also continued to rise, reaching nearly 50 per cent in 2024.

Higher education was also significantly advanced, reinforcing the effectiveness of the humanitarian-development nexus. Through strategic partnerships and targeted initiatives, over 60,000 Syrian youth were enrolled in higher education during the 2023/24 academic year, achieving an enrolment rate of

approximately 12 per cent well above the global average of 7 per cent for refugee students. Gender balance remained a priority, with 45 per cent of enrolled students being female, underscoring Türkiye's commitment to equitable access to education at all levels.

UNHCR worked closely with UNICEF to provide support for the education sector and led the Higher Education Sub-Sector, facilitating coordination among stakeholders to enhance access and opportunities for refugee students. In collaboration with UNICEF, UNHCR also developed and disseminated advocacy and information materials addressing key education challenges, including higher education access, bullying in basic education, and enrolment barriers. These documents were presented to the Ministry of National Education (MoNE) and shared with all education stakeholders to support evidence-based policy discussions and targeted interventions.

UNHCR maintains close cooperation with YTB, leveraging its sustainable and effective scholarship management system. In 2024, UNHCR, in collaboration with YTB, granted 577 Albert Einstein German Academic Refugee Initiative (DAFI scholarships) and offered semester-based Higher Education Cash Grants (HECG) to over 1,480 Syrian students. Additionally, UNHCR awarded over 138 DAFI scholarships and provided semester based HECG to more than 1,200 students of other nationalities directly. Taking into consideration the increasing number of scholarship holders and graduates, UNHCR and YTB maintained their focus on various programmes. These programmes aimed to enhance technical and life skills as well as facilitate access to the labour market. Additionally, UNHCR and YTB supported a transition-to-work model. In 2024, they further empowered over 230 refugee and host community students by providing Training of Trainers (ToT), enabling them to become agents of change within their communities. UNHCR continued to support the capacity of Public Education Centres (PECs), the biggest network of non-formal education providers in Türkiye, to meet increasing demands of youth and adults to participate in certified language and vocational courses by increasing the capacity by renovating and refurbishing the PEC classrooms. In 2024, UNHCR provided support to additional 9 PECs, bringing the total number to 38. Over 3,100 Syrians attended vocational courses in PECs supported by UNHCR. With the support of 19 Academic Advisors engaged through the UNHCR-YTB partnership, UNHCR also advocated for the implementation of a Presidential Decision allowing universities to offer tuition discounts to foreign students. As a result, four universities have confirmed that they have begun guiding more refugee students to benefit from this opportunity.

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

Refugees strengthen their self-reliance through livelihood opportunities.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider			
Refugees and Asylum-seekers	36.07%	36.00%	36.07%
13.2. Proportion of people who self-report positive changes in their income compared to previous year			
Refugees and Asylum-seekers	11.40%	11.00%	11.40%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions	
Refugees and Asylum-seekers	26,037

Progress Against the Desired Outcome

In 2024, UNHCR remained committed to advancing refugees' socio-economic inclusion and access to employment by working closely with national and local authorities, the private sector, and development partners. Efforts focused on enhancing institutional capacities, facilitating access to formal employment, and promoting social cohesion through livelihood initiatives and cooperatives. Building on previous years' progress, targeted interventions helped refugees overcome employment barriers while fostering long-term self-reliance and inclusion within the broader labour market.

To facilitate refugees' access to the labour market, UNHCR strengthened the capacity of the Turkish Employment Agency (İŞKUR), with four staff in HQ level and 19 interpreters in the field who counselled refugees on access to jobs and registration for employment on the İŞKUR database. By the end of 2024, they had reached over 22,360 refugees and facilitated over 4,540 referrals to on-the-job training programs. UNHCR's partners also reached out to 1,700 refugees and host community members with job counselling and guidance complementing İŞKUR's work.

As part of its commitment to strengthening labour market inclusion, UNHCR concluded the development of İŞKUR's job-matching software, a significant contribution to Türkiye's employment infrastructure. The software aims to enhance the efficiency of job-matching processes for both refugees and host community members by improving accessibility and streamlining employment referrals. Once fully implemented, the system will be available online, expanding İŞKUR's reach and overall capacity to connect job seekers with relevant opportunities.

At the local level, UNHCR collaborated with three municipalities to assist almost 2,000 refugees to build their vocational, business and entrepreneurship skills, and linked them with employment opportunities. To promote social cohesion, economic empowerment and facilitate women's participation in socio-economic life, UNHCR strengthened the capacity and knowledge of 15 cooperatives involving refugees, through training, equipment, and information about MADE 51, a UNHCR led innovative, market-based model that promotes economic inclusion of refugees in global value chains.

On 15 October 2024, Türkiye introduced progressive regulatory changes exempting refugees and individuals under temporary protection from the requirement to obtain work permits in certain sectors. Even though by year end the concerned sectors and details on the process were not yet clearly defined, this policy shift will simplify employment procedures, expand access to formal job opportunities, and support refugee self-reliance. By reducing bureaucratic barriers, the new regulation contributes to stronger socio-economic inclusion, fostering resilience and social cohesion among both refugees and host communities. Throughout the legislative process, UNHCR actively engaged with relevant stakeholders, advocating for a framework that maximizes positive outcomes for refugees and the labour market.

Following the fall of the Assad regime in Syria on 8 December 2024, the pace of voluntary returns of Syrian refugee has increased, potentially impacting Türkiye's labour market, particularly in sectors reliant on refugee labour including agriculture, construction and manufacturing. A shrinking refugee workforce may cause short-term labour shortages in informal sectors while shifting demand for vocational training and employment services as the market adjusts. UNHCR Türkiye will closely monitor these trends, sharing insights with stakeholders to support informed decision-making and ensure that both refugees' and host community members' needs are effectively addressed.

14. Outcome Area: Voluntary Return and Sustainable Reintegration

Refugees considering return to Syria make informed and voluntary decisions.

Syrian refugees return to Syria voluntarily in safety and dignity

Core Output Indicators

Indicator	
Population Type	Actual (2024)
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	15,344

Progress Against the Desired Outcome

UNHCR's role regarding voluntary return is enshrined in national regulation, which allows UNHCR to monitor voluntary return process through individual interviews with concerned individuals. The aim of the monitoring interview is to verify the voluntariness of the return decision. Before the fall of the previous regime in Syria on 8 December 2024, UNHCR was conducting voluntary repatriation monitoring in 12 provinces and 3 border posts. Following the change of regime in Syria, UNHCR was allowed to deploy to 3 additional border posts which were opened for voluntary returns. This situation led to an increase in voluntary returns from Türkiye, with numbers of daily departures going from 240 people on 8 December to 1,259 on 9 December, according to figures made public by the Minister of Interior. At the of December 2024, the Minister of Interior further announced that since the events of 8 December, a total of 30,663 Syrian individuals returned voluntarily to Syria.

Overall, in 2024, UNHCR monitored the voluntary return of 54,074 Syrians. UNHCR increased its monitoring capacities to match the rising number of voluntary returns by deploying additional staff to the borders, conducting informal intention survey through its counselling lines and identifying trends through its communications with communities (CwC) channels.

15. Outcome Area: Resettlement and Complementary Pathways

Refugees have access to resettlement or complementary pathways that enable durable solutions.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
15.1 Number of refugees submitted by UNHCR for resettlement			
Refugees and Asylum-seekers	16,801	30,000	14,320

Core Output Indicators

Indicator	
Population Type	Actual (2024)
15.1.1 Country issues machine-readable travel documents	
Refugees and Asylum-seekers	No

Progress Against the Desired Outcome

In 2024, UNHCR continued to focus on resettlement of vulnerable refugees, particularly those affected by the earthquakes in 2023. Resettlement also demonstrates international cooperation and responsibility sharing to Turkish authorities and contribute to expanding and maintaining protection space in Türkiye. Almost 60,000 refugees were pre-assessed for resettlement consideration and approximately 25,000 refugees were interviewed in Ankara, Gaziantep and Istanbul interview facilities. A total of 14,320 refugees' application were submitted to 15 countries for resettlement in 2024. Over 10,000 of the application are from Syrian refugees that were severely affected by the earthquakes. These refugees were living in sub-standard accommodation, have been severely injured during the earthquakes and have lost family members. In 2024, UNHCR submitted 3,247 Afghans were submitted for resettlement consideration. This was two and a

half times more Afghan submissions compared to 2023 to support expanding protection space in Türkiye. 12,262 refugees were accepted in 2024, giving an approval rate of 96%. Within the Turkish context, UNHCR has advocated prioritized processing of earthquake affected refugees with no housing, individuals with legal and physical protection needs, women at risk and cases with serious medical conditions that have positive prognosis. This led to a significant number of vulnerable refugees being able to access resettlement prior to the suspension of the US Refugee Admissions Program.

A total of 10,657 refugees departed Türkiye on resettlement in 2024 - a 23 per cent decrease when compared to 2023. The reduction of departures was a result of significant housing shortages in resettlement countries. Advocacy to help address the housing issue is critical to the long-term viability of resettlement. UNHCR also worked with the Slovenian government on a pilot to expand education pathways for refugees in Türkiye and to increase skilled workforce in Slovenia, UNHCR provided five refugee students to EMUNI university for consideration of which two were offered scholarships as part of the Slovenian government plan to increase the number of physiotherapists in the country. The scholarship program will likely expand significantly in 2025.

UNHCR also worked closely with the Japan International Cooperation Agency to initiate the Japanese Initiative for the future of Syrian Refugees (JISR) program to Türkiye. Japan had traditionally taken Syrian refugees for scholarships from Jordan and Lebanon since the beginning of the Syrian refugee crisis but recently decided to expand the scheme to Syrian students in Türkiye.

UNHCR also hosted the Global Family Reunification Network Meeting in Istanbul in conjunction with Refugepoint. The meeting brought together NGOs and government agencies working on family reunification issues to break down barriers and to increase refugees' access to family reunification.

Other Core Output Indicators

Population Type	Actual (2024)
10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services	
Refugees and Asylum-seekers	45,898

2.2. Age, Gender and Diversity

UNHCR and its partners under the UNHCR-led coordination mechanism have prioritized the Age, Gender, and Diversity (AGD) approach to ensure full alignment with global standards and commitments. This commitment is reflected in the implementation of key AGD core actions across all aspects of the response, including data collection, programming, feedback mechanisms, and participatory engagement, ensuring meaningful inclusion of diverse populations.

Ensuring data is disaggregated by age, gender, and diversity considerations is a fundamental step in AGD-inclusive programming. UNHCR and its partners have institutionalized this by incorporating AGD-disaggregated data collection into all inter-agency needs assessments and activity monitoring tools. In the most recent Inter-Agency Protection Needs Assessment (IAPNA), 52% of respondents were female, and 14% were individuals with disabilities, demonstrating a balanced representation of diverse populations. Furthermore, through intersectoral activity monitoring, partners are required to report age-, gender-, and disability-disaggregated data, which has directly influenced and improved their data collection practices, ensuring they are aligned with AGD principles.

AGD-sensitive participatory approaches have been integrated into all phases of the humanitarian response. UNHCR alone has conducted 65 Focus Group Discussions (FGDs) across 19 locations, with 512 participants, ensuring a diverse representation of perspectives. Among these participants, 58% were female, 38% male, and 4% were LGBTIQ+ individuals. These discussions were crucial in identifying refugee priorities and shaping UNHCR's programming accordingly. Additionally, in Southeast Türkiye, UNHCR coordinated 96 FGDs with 737 participants, providing a platform specifically designed to capture the voices of marginalized or overlooked groups, ensuring their experiences, challenges, and aspirations inform the

response.

Clear and accessible communication remains a priority under UNHCR-led coordination. All protection and solutions strategies at the country level detail approaches for communicating with women, men, girls, and boys of diverse backgrounds, ensuring that information is disseminated in formats that are appropriate and accessible to all. This has facilitated increased engagement, improved access to services, and greater awareness of rights and entitlements.

The Accountability to Affected Populations (AAP) framework has been a core focus for both UNHCR and its partners, ensuring that feedback and response mechanisms are in place and functioning effectively. As of 2024, 82% of 3RP appealing partners have established AAP mechanisms, while 13% are in the process of establishing one. Additionally, 89% of partners had at least one feedback and complaint mechanism in place, providing affected populations with accessible avenues to voice concerns and shape response efforts. UNHCR and partners also actively monitor 87 different protection mechanisms, ensuring close observation of beneficiary inputs. This has resulted in the receipt and follow-up of over 52,000 feedback and complaints, demonstrating a robust system of engagement and responsiveness. Furthermore, nearly 30,000 individuals participated in decision-making processes, reinforcing the principle of inclusive and participatory humanitarian response.

In line with AGD core actions, programmes and strategies have been continuously adapted based on community feedback and participatory assessments. These adaptations have been documented in Country Operations Plans and Annual Reporting, ensuring that refugee perspectives and protection risks inform decision-making. This dynamic approach allows UNHCR and partners to remain responsive to emerging needs and challenges.

Gender equality remains a cornerstone of UNHCR's AGD policy. The humanitarian response has prioritized gender-balanced leadership and decision-making, ensuring that 50% female participation in leadership and management structures is upheld. UNHCR and partners have also strengthened individual registration and documentation processes, ensuring that women and girls receive personal documentation that enhances their access to services and protection.

UNHCR has further reinforced gender-responsive assistance through targeted support for women as primary recipients of cash-based and material assistance. Economic empowerment has also been a priority, with a focus on ensuring women's access to livelihood, education, and health programs.

To address Sexual and Gender-Based Violence (SGBV), UNHCR operations have adopted and implemented SGBV standard operating procedures, ensuring access to safety, legal, medical, and psychosocial services. These efforts enhance protection mechanisms and provide survivors with comprehensive support.

A significant step in institutionalizing the AGD approach has been the establishment of the AGD marker for partner-submitted projects. This ensures that all projects under UNHCR-led coordination systematically consider the unique needs of diverse age, gender, and diversity groups, integrating AGD-sensitive mechanisms for accountability and protection risk mitigation.

92% of the projects submitted under the 3RP take into account AGD principles in their project design. Through these targeted efforts, UNHCR and its partners have successfully operationalized the AGD approach across all levels of response. The implementation of AGD core actions has reinforced inclusivity, accountability, and participation, ensuring that humanitarian programming is shaped by the voices and needs of diverse refugee and host communities.

The Ageing and Disability Inclusion Task Team (ADITT) is a coordination platform operating under the 3RP coordination mechanism. Recognizing the exclusion and vulnerabilities faced by persons with disabilities and older persons, ADITT aims to support various coordination mechanisms and stakeholders in mainstreaming their inclusion across humanitarian and development programming. The 3RP National Protection Sector and ADITT closely collaborate on various activities and under the 3RP mechanism, engagement with ADITT aims to ensure the inclusion of persons with disabilities, older persons, and their caregivers in protection service delivery.

In addition to AGD-disaggregated data collection through the Inter-Agency Protection Needs Assessment (IAPNA), key activities under this thematic area include the publication of guidelines and documents

focusing on the inclusion of older persons and persons with disabilities, and the incorporation of the Washington Group question set into the Inter-Agency Referral Form, along with supplementary guidance to improve the assessment of disability status at the individual level, ensuring effective referrals. Additionally, self-assessment checklists on accessibility and inclusiveness for service providers have been developed and disseminated, and workshops on mainstreaming the inclusion of persons with disabilities and older persons have been organized to further strengthen inclusion efforts.

The 3RP National Protection Sector has also organized several thematic sessions focused on protection mainstreaming and inclusion, aiming to integrate age, gender, and disability (AGD) considerations into 3RP programming and projects. These sessions were open not only to protection sector partners but also to non-protection sector partners, encouraging all sector partners to integrate the outcomes into their 3RP appeals. Participants included representatives from UN agencies, international and national non-governmental organizations, and refugee-led organizations (RLOs).

Section 3: Resources

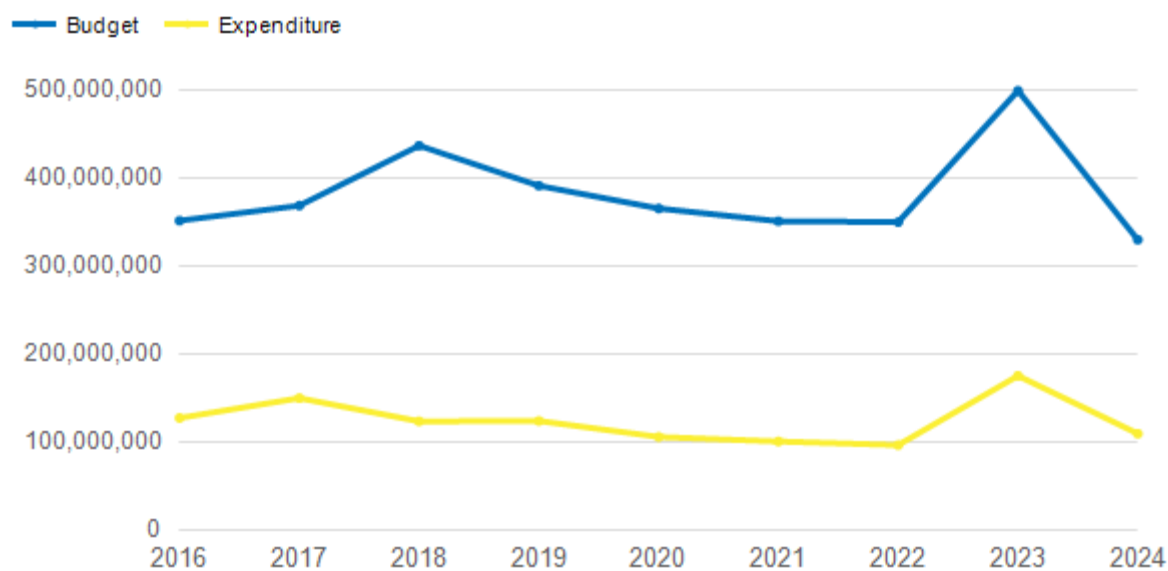
3.1 Financial Data

(Financial figures in USD)

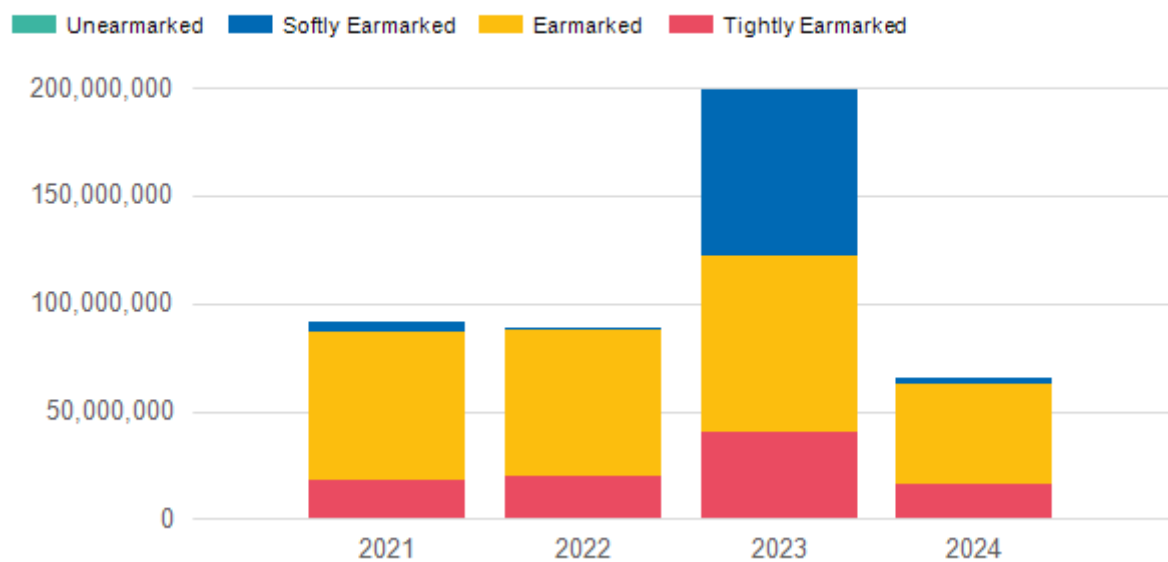
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	93,672,193	41,880,209	44.71%	40,737,514	97.27%
IA2: Assist	120,183,159	45,365,990	37.75%	45,286,743	99.83%
IA3: Empower	96,375,865	12,003,193	12.45%	12,003,193	100.00%
IA4: Solve	19,048,070	11,046,574	57.99%	11,046,574	100.00%
All Impact Areas		14,073,812			
Total	329,279,287	124,369,778	37.77%	109,074,024	87.70%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	57,364,877	25,378,344	44.24%	24,375,745	96.05%
OA2: Status	6,149,673	2,068,135	33.63%	1,967,381	95.13%
OA3: Policy/Law	3,399,771	957,484	28.16%	957,484	100.00%
OA4: GBV	5,864,251	2,202,744	37.56%	2,123,497	96.40%
OA5: Children	6,804,603	2,351,199	34.55%	2,351,199	100.00%
OA6: Justice	119,516,165	46,787,273	39.15%	46,747,930	99.92%
OA7: Community	40,783,770	4,178,530	10.25%	4,178,530	100.00%
OA11: Education	36,666,494	4,523,129	12.34%	4,523,129	100.00%
OA13: Livelihood	18,925,600	3,301,533	17.44%	3,301,533	100.00%
OA14: Return	11,149,643	3,042,821	27.29%	3,042,821	100.00%
OA15: Resettle	7,898,427	8,003,753	101.33%	8,003,753	100.00%
EA17: Systems	5,877,438	3,117,369	53.04%	3,117,369	100.00%
EA18: Support	3,422,155	1,411,723	41.25%	1,411,723	100.00%
EA20: External	5,456,420	2,971,928	54.47%	2,971,928	100.00%
All Outcome Areas		14,073,812			
Total	329,279,287	124,369,778	37.77%	109,074,024	87.70%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In 2024, UNHCR appealed for \$329.3 million under the 3RP; however, donors contributed \$119.7 million, covering approximately 36 per cent of the annual budget. This decline in funding continued despite the increasing needs, particularly considering the evolving political situation in Syria and the increasing levels of voluntary repatriation since 8 December 2024. Despite these financial constraints, UNHCR worked in close coordination with its partner organizations and through direct implementation to address the immediate needs of refugees. The available funding enabled the implementation of critical protection activities, including facilitating registration for individuals seeking international protection, providing targeted assistance to refugees with specific needs, supporting state and community efforts to enhance social

cohesion, promoting refugee access to education and self-reliance, facilitating refugee resettlement, and strengthening coordination with both traditional and non-traditional stakeholders.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

The government of Türkiye is at the heart of the refugee response, managing all procedures related to the entry, registration, and residence of foreigners through a dedicated administration. The approach of Turkish authorities toward asylum-seekers and refugees has evolved over time, shaped by both internal and external events. Public support for refugees has progressively declined, with growing concerns about the financial, material, and political impact of the large Syrian refugee population. On certain occasions, violent incidents have targeted refugees from Syria. Despite these challenges, the Turkish leadership's overall commitment to international protection has remained steadfast, particularly regarding Syrians. The reform of the employment policy is an important example of the authorities' commitment to the support of refugees from Syria in Türkiye and an improvement which extend to other categories. Over the years, PMM's role has been further strengthened, and its Strategic Plan (2024–2028) underscores the importance of a well-resourced and trained status determination apparatus.

Expansion of voluntary returns for Syrians is now a real possibility for many, while some may still have continued need of protection or opt rather for a more careful approach and eventually consider remaining in Türkiye permanently. Space must be created for this possibility. The challenges faced by Türkiye with regards to irregular migration and onward movements should not be underestimated, however the negative impact on the national protection system should be prevented. Access to social services and socio-economic inclusion for IP status holders will remain essential for certain categories to ensure effective protection and stabilisation in Türkiye. The possibility of preserving, if not expanding, resettlement and complementary pathways opportunities depends on political configurations prevailing in EU member states and the USA. The situation in Syria remains open to different scenarios following the changes of December 2024 but an increase in the number of returns has already materialized in early December. Further attention will be given to this solution and UNHCR has positioned itself strategically in this regard to mitigate undue practices and preserve the voluntary character of returns.

In line with this shifting context, the newly created Development Unit will strategically align with a closer focus on development engagement and advocacy. This will be done through continued support to higher education and an expanded focus on evidence-based policy support, in partnership with key donors and IFIs such as the EU and World Bank. Focus will be placed on access to private sector employment, work permits, skills mapping and labour market analysis. This aims to reduce parallel systems and increase the capacity of local government, municipalities and host-communities. Türkiye's progressive approach, combined with sustained support from external actors, offers a model for enhancing medium to longer-term socio-economic inclusion and self-reliance. An approach that supports socio-economic inclusion for the local economy whilst also preparing refugees for voluntary return and reintegration. The goal being to mutually benefit and reinforce both the host-country and potential rebuilding of countries of origin through expanded access on both sides to employment, private sector partnerships, business development and social insurance, decreasing dependency on aid and building resilient and cohesive communities.



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