



Türkiye

Country Fact Sheet 2025

Funded by:



Federal Office
for Migration
and Refugees



Publisher

International Organization For Migration (IOM) Germany

Charlottenstraße 68
10117 Berlin
Germany
T. +49 911 43 000
F. +49 911 43 00 260

iom-germany@iom.int
<https://germany.iom.int/>

This project is funded by the German Federal Office for Migration and Refugees (BAMF).



The information contained in this Country Fact Sheet was researched with best intentions and care. However, IOM Germany assumes no responsibility or liability for any errors or omissions. Furthermore, IOM Germany cannot be held accountable for conclusions or decisions drawn from the information provided in this Country Fact Sheet.

For further information on voluntary return and reintegration, please visit the information portal www.ReturningfromGermany.de, or contact your local return and reintegration office.

© IOM December 2025 Information may be outdated due to dynamic developments in the country.

Table of contents

- 1. Health Care**

- 2. Labour Market**

- 3. Housing**

- 4. Social Welfare**

- 5. Education**

- 6. Children**

- 7. Contacts**

- 8. At a Glance**

- 9. Virtual Counselling**

1 Health Care

General information on health care

To benefit from the Turkish health care system, people have to register with the Turkish Social Security Institution (Sosyal Guvenlik Kurumu-SGK). In general, the Turkish health care system consists of private and public practices and facilities. For those registered with the SGK, treatment in public hospitals is free of charge. Private insurances, depending on their scope and coverage, can cover expensive treatment expenses. Within the SGK, vaccination, laboratory tests for diagnosis, medical examinations, birth preparation and post pregnancy treatments, as well as emergency treatment services are free of charge. The participation fee to benefit from the general health insurance (GSS) depends on the income of the beneficiary (starting from 600,08 TL for Turkish ID holders).



Photo: IOM 2016/ Muse Mohammed

In Türkiye, individuals can access health-care services more efficiently through two key digital platforms: MHRS (Central Physician Appointment System) and e-Nabız (National Personal Health System). MHRS allows users to schedule medical appointments at public hospitals and family health centers online, via mobile application, or by calling 182. The e-Nabız platform, on the other hand, enables users to view their medical records, test results, prescriptions, vaccination history, and doctor's notes. Both platforms are free and accessible with a Turkish identity number and an e-Government account.

Both MHRS and e-Nabız can be accessed online and also are available on app store both for iOS and Android users.

In Türkiye, certain employee payments are exempt from social security (SGK) premiums under Article 80 of Law No.

1 Health Care

5510, mainly for private-sector workers (4/1-a). These include in-kind benefits (like meals), allowances for birth, marriage, or death, and some travel reimbursements. Cash-handling compensation, private health insurance, and pension contributions are also exempt within limits. For 2025, exemptions include up to 2,600 TL monthly for non-working spouses, 520 TL per child (max two), and 158 TL daily for meals via cards or in-house services. Health and pension contributions are exempt up to 30% of the gross minimum wage (approx. 7,801 TL). Employers must meet administrative requirements and properly document these payments to avoid penalties

Availability of medical facilities and doctors

If registered with SGK, beneficiaries can receive free treatment at public hospitals. Prescribed medication can be bought in pharmacies and is partially covered by SGK.

Admission to medical facilities

SGK beneficiaries can receive free treatment at the respective community health center or in public hospitals. After an examination, people can contact the pharmacy directly without any registration or admission procedure.

Availability and costs of medication

Beneficiaries can reach pharmacies easily. Every neighborhood has at least one pharmacy. Certain medicines need prescription, while others don't. The medicine price list (2023) can be found at this link: <https://www.titck.gov.tr/dinamikmodul/100>

Access for returnees

Eligibility and requirements: There are no specific procedure for returnees to get registered. After being registered to SGK, family members (children/ spouses) of the beneficiary will also be considered as registered and will benefit from the free healthcare.

Registration procedure: There are no specific procedures. Returnees can apply for healthcare through the SGK agency in their residing province.

Required documents: For non-citizens: Residence permit (for non-citizens), passport. For Turkish citizens: Turkish identity card and an application form (to be obtained from SGK offices).

2 Labour market

General information on labour market

As of 2025, the net monthly minimum wage in Türkiye is 22,104.67 TL. This figure is revised biannually by the Minimum Wage Determination Commission. While minimum wage levels help estimate income thresholds for social assistance eligibility, they also reflect the general cost of living. It is important to note that housing, food, and utility prices vary greatly between regions and cities.

According to the latest available data, Türkiye's economic and labor indicators have continued to evolve in 2025. By the end of 2024, the country's GDP per capita had risen to 15,463 US dollars, marking a significant increase from the previous year. The International Monetary Fund projects that this figure will further grow to approximately 16,709 US dollars by the end of 2025.

In terms of employment, the overall unemployment rate in Türkiye stood at 7.9 percent in March 2025, with a slight increase to 8.6 percent in April. Youth unemployment remains a pressing concern, with 15 percent of individuals aged 15 to 24 unable to find work. This figure reveals a notable gender disparity: while the youth unemployment rate for young men is 10.8 percent, it rises sharply to 22.7 percent for young women.

The employment rate for individuals aged 15 to 64 is currently 48.9 percent. This figure includes approximately 66.3 to 66.9 percent of men and 31.9 percent of women, indicating persistent gender imbalances in labor market participation. Overall labor force participation is 53.3 percent, with male participation at 71 percent and female participation at 36

percent. The gender gap is also visible in unemployment rates, with women's unemployment estimated at around 11 to 12 percent, compared to approximately 7.2 to 7.9 percent for men.

Regarding the distribution of employment by sector, the service sector continues to dominate the labor market, employing 58.2 percent of the workforce. This is followed by the industrial sector at 20.8 percent, agriculture at 14.3 percent, and construction at 6.6 percent. These figures reflect both structural characteristics of the Turkish economy and broader social and economic trends influencing labor dynamics across the country.

Finding employment

Vacancy announcements can be found through online job search websites such as <https://www.kariyer.net/> as well as through the Turkish Employment Agency (İŞKUR). This agency accepts job applications and provides search assistance to Turkish ID holders. Additionally, this agency offers vocational training/courses. For further information, see: <https://www.iskur.gov.tr/>

Unemployment assistance

Those who do not have a valid labour contract can benefit from the unemployment insurance services provided by İŞKUR. Private unemployment assistance is provided by banks and private insurance systems.

- People who have made payments for 600 days are entitled to receive unemployment benefit for 180 days
- People who have made payments for 900 days are entitled to receive unemployment benefit for 240 days

2 Labour market

- People who have made payments for 1080 days, are entitled to receive unemployment benefit for 300 days.

To apply to İŞKUR online, individuals must first create a personal account on İŞKUR's official website (www.iskur.gov.tr) through the "İnternet Şubesi" section. After selecting the "Job Seeker" option, new users are required to complete a registration process by providing their national ID number, contact details, and a secure password. Once the account is activated, the system prompts users to create a detailed profile including educational background, work experience, language skills, certifications, and preferences regarding sectors and job positions. Following the completion of the profile, users can access current job vacancies through the same portal. The system allows applicants to filter postings based on location, profession, and other criteria.

After identifying a suitable position, the user may directly submit their application via the online platform, provided that their profile information is complete and up to date.

In addition to job listings, İŞKUR also offers vocational training courses and employment support programmes, such as on-the-job training and vocational skills development.

Applications for these opportunities can similarly be submitted through the portal.

İŞKUR services are also accessible via mobile applications and through the e-Government gateway (turkiye.gov.tr), offering users flexible and secure access to their accounts and application processes. It is important for applicants to ensure that their profiles are accurately filled out and regularly updated, as incomplete information may hinder the application process.

İŞKUR can be contacted at 444 75 87. The

addresses of the İŞKUR offices can be found at <https://www.iskur.gov.tr/iletisim>

The following employment offices are available:

- Ayrancı, Uçarlı Cd. No:29, 06540 Çankaya/Ankara, Türkiye
- Hacimimi Mahallesi Lüleçiler Sokak No:4 Tophane/Beyoğlu/İSTANBUL
- Üçevler Mahallesi, Esra Sokak No:1 Nilüfer/BURSA
- Akdeniz Mahallesi Şehit Fethi Bey Caddesi No:47 Konak/İZMİR
- Seyhan Mahallesi Karataş Bulvarı No:4 Yüreğir/ADANA
- Paşabaşı Mahallesi 765. Sokak No:42/A ŞANLIURFA

Further education and training

The Turkish Employment Agency (İŞKUR) offers vocational training, seminars and courses such as

- Labour training courses (employment guaranteed)
- Job acquisition courses for those who want to be self-employed
- Job development courses
- Vocational training and rehabilitation activities for disabled persons
- Vocational training of convicts
- Trainings given to those who are covered by the unemployment insurance

Vocational Training and Small Industry Support Foundation (MEKSA) is an organization that operates as a private vocational training foundation with branches throughout Turkey. It offers a wide range of educational opportunities.

Cinnah Cad 09-10 06634, Çankaya /Ankara
Tel: 0312 468 15 25 Fax 0468 58 97, Email: meksa@meksa.org.tr, URL: www.meksa.org.tr Milli Eğitim Bakanlığı, Mesleki Eğitim Müdürlüğü - Teknikokullar-Ankara Tel: 0312 425 19 67

2 Labour Market

Access for returnees

Eligibility and requirements: Independent professionals who are not affiliated with an employer are not eligible. Beneficiaries who have worked full time and received a regular salary are eligible. The average rate of unemployment benefits will not exceed the net minimum salary.

Registration procedure: Applicants must apply at the Turkish Employment Office Directorates within 30 days after losing a job.

Required documents: ID card and a letter of termination from the employer

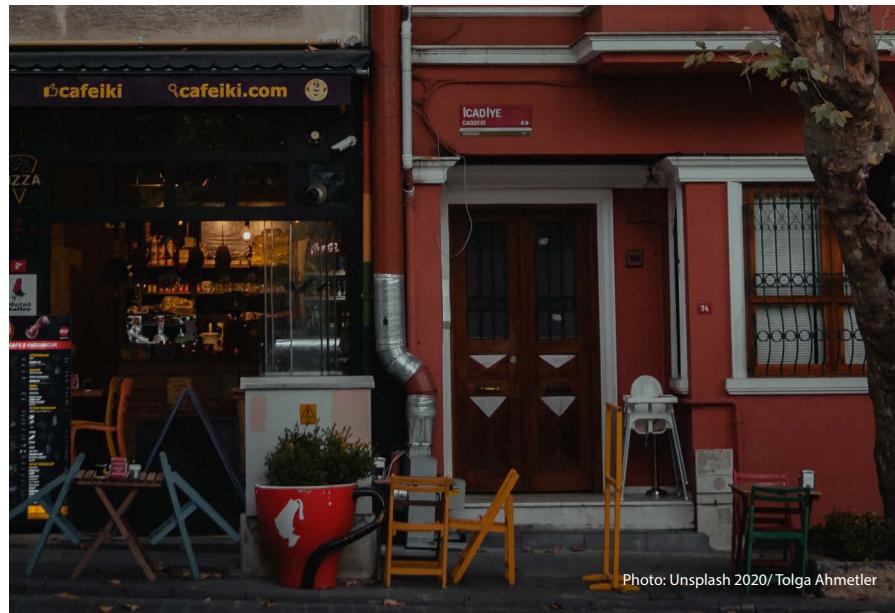


Photo: Unsplash 2020/ Tolga Ahmetler

3 Housing

General information on housing

Türkiye is located in a seismically active zone and has experienced multiple devastating earthquakes in recent decades. Returnees are advised to prioritize earthquake-resistant buildings when seeking accommodation, particularly in high-risk areas according to AFAD (Disaster and Emergency Management Presidency) reports. Public housing projects like TOKI often adhere to updated earthquake regulations. Earthquake preparedness, including emergency kits and evacuation plans, is strongly recommended for all households.

Rents and house prices are changing almost on a daily basis. Therefore, it is really difficult to find an apartment for sale or rent, with house owners charging astronomical prices. The government introduced some regulations regarding this issue at the beginning of the year; however, those regulations either fail to take effect or are hardly observed by individuals. Expenses such as electricity and water prices depend on the providers. Thus, expenses can change from city to city. In 2022, 5,135,324 people applied for the social housing project that was initiated. For further details: <https://a.toki.gov.tr/Projeler/sosyal-konut.html>. As of 2025, rental prices in Türkiye

Access for returnees

Shelter services are only available for homeless people. Temporary protection and housing facilities only provides support for people with special needs. This assistance is mostly provided by NGOs, which are available in some areas. For contact details please see the list in section VIII.

have surged due to high inflation and limited housing supply. The national average monthly rent now exceeds 21,000 TL, with major cities like Istanbul, Ankara, and Izmir seeing significantly higher rates.

Following the removal of a legal cap in July 2024, annual rent increases are once again tied to the 12-month average inflation rate, which was around 53.86% in January 2025. Despite rising costs, Türkiye still offers strong rental yields, especially in cities like Adana, Ankara, and Istanbul. Given the wide variation in rent prices by location and property type, the most reliable way to assess current rates is to research listings directly on platforms like sahibinden.com or hepsiemlak.com.

For more information, visit:
<https://www.endeksa.com/tr/analiz/turkiye/endeks/satilik/konut>
<https://www.endeksa.com/tr/analiz/turkiye/endeks/kiralik/konut>

Finding accommodation

Accommodations are advertised through newspapers, estate agents or friends. Using the services of a real estate agency is the most efficient and common way. Following are the website links to some of the most common estate agents in Türkiye:

<https://www.hepsiemlak.com/>
<https://www.sahibinden.com/>

Social grants for housing

Different housing loans are provided through banks or through TOKI (Housing Development Administration). Details on eligibility, repayment patterns or interest varies depending on different programmes or individual assessment and this should be confirmed directly.

4 Social welfare

Social welfare system

Turkish citizens who cannot afford legal representation are eligible for legal aid (adli yardım). For civil matters applications for legal aid require proof of income and documentation of the legal issue and should be done through designated legal aid office (Adli Yardım Bürosu) within the bar association building. For criminal matters individuals can request a state-appointed lawyer (CMK avukatı) through the law enforcement, prosecutor's office or at court.

The Ministry of Labor and Social Security is responsible for employment and social security affairs in Türkiye. Applicants must register with the Turkish Social Security Fund (SGK) to benefit from social security. Returnees can benefit from this system as well. The required participation fee depends on the individual income of the beneficiary. The participation rate is calculated as 30 percent of the gross income. Despite the high price increases experienced in Turkey in the last year, there has been no increase in childbirth benefits. Child allowance for civil servants is available. As of 2025, Türkiye's doğum yardımı (birth assistance payments) have been significantly updated. The Ministry of Family and Social Services now provides the following support:

- For the first child, eligible families receive a one-time payment of 5,000 TL.
- For the second child, a monthly support of 1,500 TL is granted, continuing for up to 60 months (until the child reaches five years old).
- For the third child and any subsequent children, a monthly payment of 5,000 TL for up to 60 months is made per child.

The payment schedule clarifies that first-child support remains a single lump sum, while support for the second and additional children is distributed monthly over five years, deposited directly into the mother's account via e-Devlet

In addition to these birth assistance payments, eligible mothers receive a one-time breastfeeding allowance of 1,238 TL ("süt parası") following the birth, with no additional application required; the payment is processed automatically through SGK after the birth report is submitted. More information can be obtained at Social Services hotline (144).

The Ministry of Family and Social Services runs several conditional and unconditional assistance programs across Türkiye. These include Conditional Cash Transfers for Education and Health (Şartlı Eğitim ve Sağlık Yardımı), Family Support Programmes, Food Assistance, and Newborn Benefits. Applications are usually made through the local Social Assistance and Solidarity Foundations (SYDV), and eligibility is based on income level and vulnerability criteria.

Pension system

There is a public and a private pension system available. Participation fee is paid at SGK. Other than SGK premiums, there are no additional costs or additional participation fees. On condition that the beneficiary fulfills the requirements, he/she will receive a monthly pension fee in accordance with the premium payment level.

Vulnerable groups

In Türkiye, individuals with at least 40% officially certified disability may be entitled to regular disability pensions. These benefits are provided through the Ministry of Family and Social Services and the Social Security

4 Social welfare

Access for returnees:

Eligibility and requirements: Returnees with a residence permit, who have lived in Turkey permanently (for at least one year) and have no health insurance under the legislation of their home country, have to pay a monthly compulsory fee. Beneficiaries must register the system and must pay in advance at least 180 days of insurance premium to benefit from the social security system/ healthcare. The insurance will take effect automatically and beneficiaries will continue to benefit from the system for an additional six months even after leaving work. The insurance must have been taken out at least 60 days prior to the diagnosis.

Registration procedure: Returnees can register with the system through social security offices located throughout the country.

Required documents: For non-citizens: Residence permit (for non-citizens), passport. For Turkish citizens: Turkish identity card and an application form (to be obtained from SGK offices).

Access for returnees

Eligibility and requirements: Turkish citizens above age 18, expatriates who can document their work abroad (which could include 1 year of unemployment), and spouses and citizens without any occupation above age 18 can benefit from a pension if they have paid their premiums to SGK, Bağkur or Emekli Sandığı in a foreign currency, for the whole or part of their stay abroad.

Registration procedure: Apply/register to social security SGK to which the person has paid their premium within two years of their arrival. Premiums paid from abroad can be transferred to Turkey and paid back in Turkish Liras calculated at the exchange rate at the time of the transfer. Housewives register with Bağkur.

Required documents: Certified copy of national ID card, letter of declaration and commitment, receipt confirming payment, 2 photos.

Institution (SGK). Applicants must submit a disability report issued by a state hospital's medical board, income verification, and identity documents. Additional support may be available for caregivers and legal guardians of disabled minors. People older than 65 years, disabled people over 18 years and persons who have relatives under age 18 with disabilities whose legal guardianship they assume can receive a regular monthly payment.

Required documents:

- Application form
- Health report by a board of experts
- 3 photos
- Document justifying disability to be submitted to the Provincial Finance Office
- A document proving the monthly income of widowed individuals and orphans:

Immediate families of insured individuals who died after retiring and/or who worked for at least 10 years are entitled to widow or orphan assistance. If the deceased worked for more than 5 years, his/her children under age 18, children in secondary school under the age of 20 and children enrolled in higher education under the age of 25 are entitled to orphan assistance. For more information see: <https://sgk.gov.tr/>

In Türkiye, individuals with at least 40% officially certified disability may be entitled to regular disability pensions. These benefits are provided through the Ministry of Family and Social Services and the Social Security Institution (SGK). Applicants must submit a disability report issued by a state hospital's medical board, income verification, and identity documents. Additional support may be available for caregivers and legal guardians of disabled minors.

5 Education

General information on education

Returnees with foreign educational diplomas must apply for diploma equivalence (denklik) through the Council of Higher Education (YÖK). Applications can be submitted via post or online through the official e-denklik portal. Required documents include translated and notarized diplomas, transcripts, proof of ID and residence, and entry-exit records. Processing times vary but may take several months. Applicants are encouraged to prepare documents in advance and monitor application status online.

Children returning to Türkiye with their families must be registered with the provincial directorates of the Ministry of National Education (İl MEM). School placement depends on the child's previous level of education and residence address. Parents must present documents such as previous school records, proof of residence, and the child's identity information. In some cases, children may be required to take placement tests.

In Türkiye, the education system of 12 compulsory years applies to boys and girls.

Cost, loans, and stipends

In public educational institutions, there are no tuition fees for daytime university education. For evening classes, the tuition fees can vary from university to university. The number of dormitories can vary depending on the room allocation and city. Loans for university students are as follows: Loans provided by the General Directorate of Credit and Dormitories (KYK) are as follows: 3000 TL for undergraduate, 4000 TL for degree students

and 9000 TL for PhD. These loans are granted upon a selective process. All the loans are to be paid back after the education period. In addition to public loans, many private and governmental institutions offer annual loans as well. The General Directorate of Credit and Dormitories Agency is a state agency and provides loans to students who are pursuing their education in any higher education institution in Türkiye. The General Directorate of Credit and Dormitories Agency (KYK) is the main public institution responsible for providing loans and dormitory services to students enrolled in any higher education institution in Türkiye. These loans are typically interest-free during the study period and become repayable after graduation, with a grace period of two years. In addition to KYK's national dormitory network, several metropolitan municipalities have established their own student housing services, particularly in cities with a high student population. For example, the Istanbul Metropolitan Municipality (IBB) and Ankara Metropolitan Municipality (ABB) operates dormitories across different districts of Istanbul, offering affordable accommodation primarily to students in financial need. These municipal dormitories are often praised for their improved living conditions and accessibility compared to the highly demanded KYK dormitories. Municipal housing opportunities vary by city, and students are encouraged to check their local municipality websites for application details, eligibility criteria, and deadlines. These options serve as an important supplement to national dormitory capacity, especially in large urban centers where housing shortages

5 Education

are more acute. Application deadlines and requirements can be found here: <https://kygm.gsb.gov.tr/>

Approval and verification of foreign diplomas

Applications for diploma equivalence can be submitted to the Higher Education Board in person or via mail.

Applicants for diploma equivalence need:

- Photocopy of the national ID
- Original or a certified copy of the previous school's diploma
- Original of the diploma
- Translated version of the diploma
- Official transcript and the original of the diplomas that the student has received studying abroad

Access for returnees

Registration procedure: The equivalence procedure applies to those who have completed either their total or partial secondary education abroad. The equivalence for primary school is decided by the Primary School Administrations. Requests for this equivalence can be made through the Ministry of National Education (www.meb.gov.tr) or consultates abroad.

Required documents:

- For high school: the education certificate of the last academic year or relevant diploma
- For a vocational high school education: Certificate from the vocational training school abroad, relevant diploma or attendance records of the school completed prior to vocational training

The equivalence for Bachelor's degree, postgraduate and undergraduate students are decided by YÖK (Higher Education Board) upon submitting the following documents

- High school education certificate or graduation certificate, alternatively a certified copy
- High school equivalence document requested from the consulates abroad and/or from the Ministry of National Education in Turkey
- Original of the Bachelor's degree diploma or the relevant documents pertaining to postgraduate and/ or undergraduate studies, or a certified Turkish translation of these documents by Turkish Embassies abroad or by the notary
- Originals or certified copy of diplomas obtained abroad
- Photocopy of the ID card
- Certified copy of the passport including the pages indicating the dates of entry and exit
- Letter stating the reasons for asking for an equivalence
- Envelope size 26 x 35 cm

The equivalence application forms can be obtained at the General Documents Unit, YÖK Bilkent Ankara. For further information:

- Tel 90 312 298 7142,
- Website: <https://edenklik.meb.gov.tr/>
- Address: Yükseköğretim Kurulu Başkanlığı, 06539 Bilkent, ANKARA

6 Children

General situation of children and infants

As of 2025, children aged 0 to 17 make up approximately 25.5 percent of Türkiye's total population, amounting to around 21.8 million out of an estimated 85.7 million people. This figure reflects a continuing demographic shift marked by a declining proportion of children within the overall population.

In the field of education, Türkiye maintains high enrolment rates in public schools, with gross enrolment in both primary and secondary education exceeding 90 percent nationwide. While gender parity has improved significantly over the past decade, a slight gap remains at the secondary level, where girls' enrolment rates continue to trail those of boys in some regions.

Private institutions continue to play a prominent role in the education system, particularly at the primary level. As of the latest data, nearly one-quarter of all schools in the country are privately operated, offering alternative models of instruction alongside the public system.

The healthcare system also provides free health care for children until the age of 18. Within this scope, an "Extended Immunization Program" is implemented in Türkiye. This includes vaccination services for the control and complete elimination of pertussis, diphtheria, tetanus, measles, rubella, mumps, tuberculosis, poliomyelitis, hepatitis B, and H. influenza type b. These vaccinations are free of charge for all children. Through this program, Turkish children became polio-free in 2002, and newborn tetanus, which caused a high mortality, was eliminated in

2009. According to the Turkish Statistics Institute, the number of children (15-17 years) working in an economic activity was 720.000 (22,1%) in 2023 (no data has been found). Therefore, a National Programme on "the Elimination of Child Labour (2017-2023)" was launched with the goal of eradicating child labor. In this regard, the year 2018 was declared as "The Year to Combat Child Labour."

Ministry of Family, and Social Services, Directorate General of Child Services
This Directorate was established to help vulnerable children and is the main organization for this in Türkiye. In coordination with the following organization, they provide different services.

Child Protection First Response and Evaluation Units (ÇOKİM)

These are units providing services until the appropriate service model is determined. This refers to children with certain protection needs e.g. children being dragged into crime.

Anne ve Çocuk Eğitim Vakfı (AÇEV) (Mother and Child Education Foundation)

The organization develops and implements science-based education programs for children in need, parents and young women across the country. Tel: 90 (212) 213 42 20 / 213 46 39 Website: <https://www.acev.org/>

Anne ve Bebek Sağlık Vakfı (Maternal and Child Health Foundation)

The main purpose is to reduce infant mortality in Türkiye. The organization holds seminars and fund-raising activities.

6 Children

Gender based Violence

In Türkiye, violence against women is an issue that the state takes seriously and actively works to address. If you are experiencing or at risk of domestic violence, harassment, or any form of gender-based violence, help is available. The Ministry of Interior operates various protection mechanisms in coordination with Ministry of Family and Social Services and law enforcement. Survivors can seek immediate support from police stations, Family and Social Services Directorates, or women's shelters.

The KADES (Women Emergency Support) app is a free mobile application provided by the Turkish National Police. It allows women to report threats or incidents of violence directly and immediately to emergency services. The app can be downloaded from the App Store or Google Play, and it is available in Turkish. To use the app, you must register with your Turkish ID number (T.C. kimlik numarası). Once activated, the app enables women to send an emergency alert with their location to the nearest law enforcement unit, ensuring a rapid response.

Türkiye has a broad institutional framework to provide social services to individuals and families in vulnerable situations, including women and children. The Ministry of Family and Social Services (MoFSS) is the main authority responsible for developing and implementing policies on child protection, social welfare, and family support. As part of its mandate, the Ministry conducts social assessments to determine the needs of individuals and households, including best

interest determinations for children, and coordinates protective and preventive interventions accordingly. Social Service Centers (Sosyal Hizmet Merkezleri, SHM) function as local entry points where individuals can access various services such as psychosocial support, legal counselling, family guidance, and referrals to shelters or economic assistance. Additionally, Social Assistance and Solidarity Foundations (Sosyal Yardımlaşma ve Dayanışma Vakıfları, SYDV), operating under the authority of the MoFSS in each district, provide financial aid and in-kind support to people in need, especially those facing poverty, displacement, or domestic challenges. While some services specifically target survivors of gender-based violence—such as Violence Prevention and Monitoring Centers (ŞÖNİM) and the KADES emergency mobile application—many are embedded in a broader social protection system aimed at strengthening family and community resilience.



Photo: IOM 2019/ Tolga Ahmetler

7 Contacts

International Organization for
Migration (IOM)
UN agency for migration
İlkbahar Mahallesi Konrad Adenauer
Caddesi No:61-63
Çankaya/ Ankara
+90 (0) 312 454 30 00
ankmission@iom.int
<http://www.turkey.iom.int/>

8 At a glance

Measures to be undertaken before return

- **Social Security Process:** Returnees should apply at the Labor and Social Security Consultancy and Attaché's office to start the health and social security process. More information: +90 312 444 32 01 | diyih@csgb.gov.tr www.ailevecalisma.gov.tr
- **Health Insurance:** To benefit from general health insurance, applicants must have a permanent address in Türkiye. For this reason, they should apply at the general directorate of population and citizenship affairs. More information: +90 312 591 2100 (01-02) www.nvi.gov.tr
- **Education:** If returnees would like to continue their education in Türkiye, they have to address their education attaché's office abroad or office of education counselor. If the educational institution is registered with e-okul (e-school), the organization is part of the Turkish educational institution. <http://abdigm.meb.gov.tr/www/yurt-disi-temsilciliklerimiz/icerik/27>
- **E-Devlet:** Applicants can obtain an e-devlet (e-state) account through Turkish embassies and consulates. Turkish citizens living abroad can use that website to access services easily via <https://giris.turkiye.gov.tr/Giris/>

Measures to be undertaken immediately upon arrival

- **Health Insurance:** Returnees should apply to the provincial directorate of population and citizenship affairs to benefit from general health insurance and update their addresses. <https://www.nvi.gov.tr/il-nufus-mudurlukleri>
- **Social Security:** In case the living address will change, returnees should apply to the provincial directorate of the social security institution: http://www.sgk.gov.tr/wps/portal.sgk/tr/kurumsal/il_mudurlukleri
- **Recognition of certificates:** To obtain a diploma equivalency certificate, applicants should apply to the Board of Higher Education. If needed, applicants are requested to be included in the placement and proficiency system. 0850 470 0 965 denklik@yok.gov.tr <https://denklik.yok.gov.tr/iletimis>
- **Education:** Applicants who want to continue their primary and secondary education should apply to the provincial directorates of national education. https://www.meb.gov.tr/baglantilar/mem/index_ilmem.php
- **Employment:** Applicants who want to enter the labor market should apply to the Turkish Employment Agency: <https://www.iskur.gov.tr/iletimis>

8 At a glance

Measures to be undertaken before return

- Bureaucratic Operation:** Applicants who would like to receive general information regarding procedural and bureaucratic operations, should visit the website <https://www.ytb.gov.tr/>, 0(312) 218-40-00, info@ytb.gov.tr

Measures to be undertaken immediately upon arrival

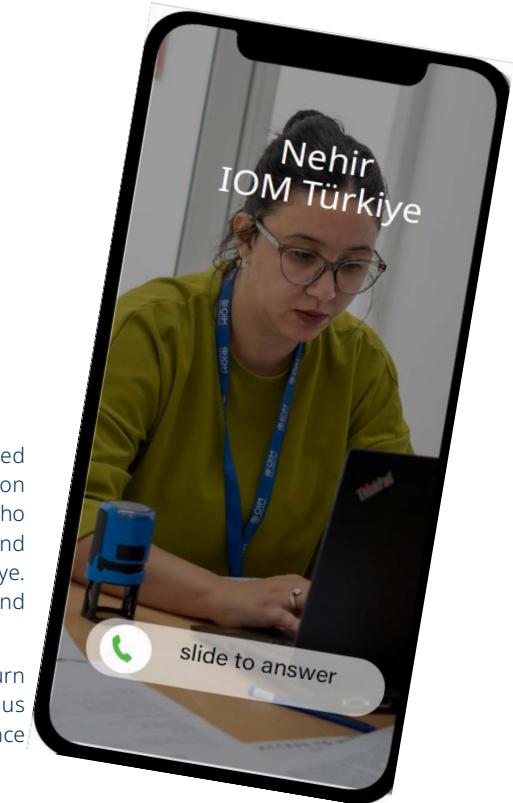
- E-Devlet:** Applicants who have no e-devlet (e-state) account, should approach a post office to get registered. <https://www.ptt.gov.tr/Sayfalar/Banka/DigerTicariIslemler.aspx>

9 Virtual Counselling

Migrant assistance in Türkiye

The Virtual Counselling project is implemented by the International Organization for Migration (IOM) in Germany. Migrants living in Germany who are considering a return are offered return and reintegration counselling by IOM staff in Türkiye. Local IOM staff can be contacted in Turkish and English through online messengers.

This service aims to empower migrants to return in dignity by informing them about various return and reintegration options and assistance programmes.



Contact Nehir at IOM Türkiye

WhatsApp: +90 538 861 38 35