



**REFUGEES
ASSOCIATION**

2024

ACTIVITY REPORT

REFUGEES AND ASYLUM SEEKERS ASISTANCE AND SOLIDARITY ASSOCIATION

OUR 10TH ANNIVERSARY MESSAGE

As the Refugees and Asylum Seekers Assistance and Solidarity Association, we embarked on our journey in 2014 with the belief that everyone has the right to a life worthy of human dignity. As of 2024, we have completed our 10th year. As we mark this meaningful milestone, we would first and foremost like to sincerely thank all our colleagues, volunteers, partners, and the institutions and organizations we collaborate with, who have accompanied us on this path with their resources, efforts, ideas, and actions towards our shared goals.

In recent years, global social, political, geographic, economic, climatic, and technological shifts have intensified human mobility. As throughout history, migration continues today as a multifaceted and enduring phenomenon that shapes both our country and the world. The era we live in is often referred to as the “age of multiple crises” due to the overlapping challenges it presents, and migration stands at the heart of these crises. At the Refugees Association, we emphasize that migration is not a crisis, but a social reality that must be managed and integrated into policy processes.

With increased mobility opportunities, the role of migration and migrants, which has long been a defining factor in development, has grown more significant in shaping social welfare and cohesion both in Türkiye and globally. This underscores the importance of a well-managed migration framework in building prosperous societies. Migration is a responsibility that must be shared by all sectors of society, requiring cooperation among all stakeholders, including government institutions. While many actors operate in the field of migration, the primary stakeholders are, of course, the migrants themselves. Therefore, any initiative must prioritize their active participation. In this context, civil society organizations and local initiatives play a vital role. As the Refugees Association, we act with this understanding, striving to amplify migrants’ voices and prioritize their inclusion in all processes.

Over the past 10 years, through our work with and for migrants, we have aimed to increase social welfare in the areas we serve. Guided by our holistic social welfare model, we have built partnerships at local, national, and international levels, and developed preventive and protective services. In our activities, we have taken care to create micro-environments of social cohesion where migrants and local communities come together. Our services have prioritized vulnerable groups, particularly children, women, people with disabilities, and the elderly. Alongside in-kind and cash support in fields

such as education, health, and livelihoods, we have also provided counseling, referrals, training, and awareness-raising programs, all while responding to current needs while taking preventive steps for the future.

By the end of 2024, developments in Syria shifted the global migration agenda toward “voluntary return” and “reconstruction of Syria.” However, as the Refugees Association, we do not believe that Syria will become a safe and livable place in the short term. Therefore, we continue working to ensure that Syrian migrants can access their rights and essential services in Türkiye. In the face of growing racism, anti-migrant sentiment, and the increasing prevalence of peer bullying among children, we remain committed to advocating for coexistence based on human rights.

Following the devastating earthquake of 2023, and with international funding diverted and global political changes affecting resources by the end of 2024, sustainability in the migration field has been seriously challenged. Despite these difficulties and our concerns around sustainability, the Refugees Association continues to provide services.

Although migration discourse since the Syrian crisis in 2011 has largely focused on Syrian migrants, this era, where the concepts of migration, asylum, and refugeehood have gained more visibility globally, requires a broader approach. We aim to reach not only Syrians, but all migrant groups and local communities through an inclusive framework.

In 2025, our core goals are to generate new resources to sustain our current activities, preserve our holistic service model, and strengthen local-level collaborations. We also aim to produce evidence-based knowledge, highlight the problems and needs of migrants, and engage in advocacy at national and international levels to gain a stronger voice in policymaking processes.

We hope that 2025 will be a year in which we continue contributing to a world where all people, regardless of where they live or their legal status, can enjoy the rights inherent in being human...

Halil İbrahim AKINCI
Chair of the Board





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MISSION

To provide effective and comprehensive support tailored to legal, socioeconomic, and psychosocial needs, in accordance with international humanitarian law, to ensure the social integration of refugees and asylum seekers.



VISION

To be a civil society organization providing services to refugees and asylum seekers worldwide in a manner befitting human dignity.

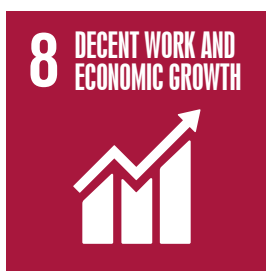


*ASPB: Ministry of Family and Social Policies. Today known as the Ministry of Family and Social Services.

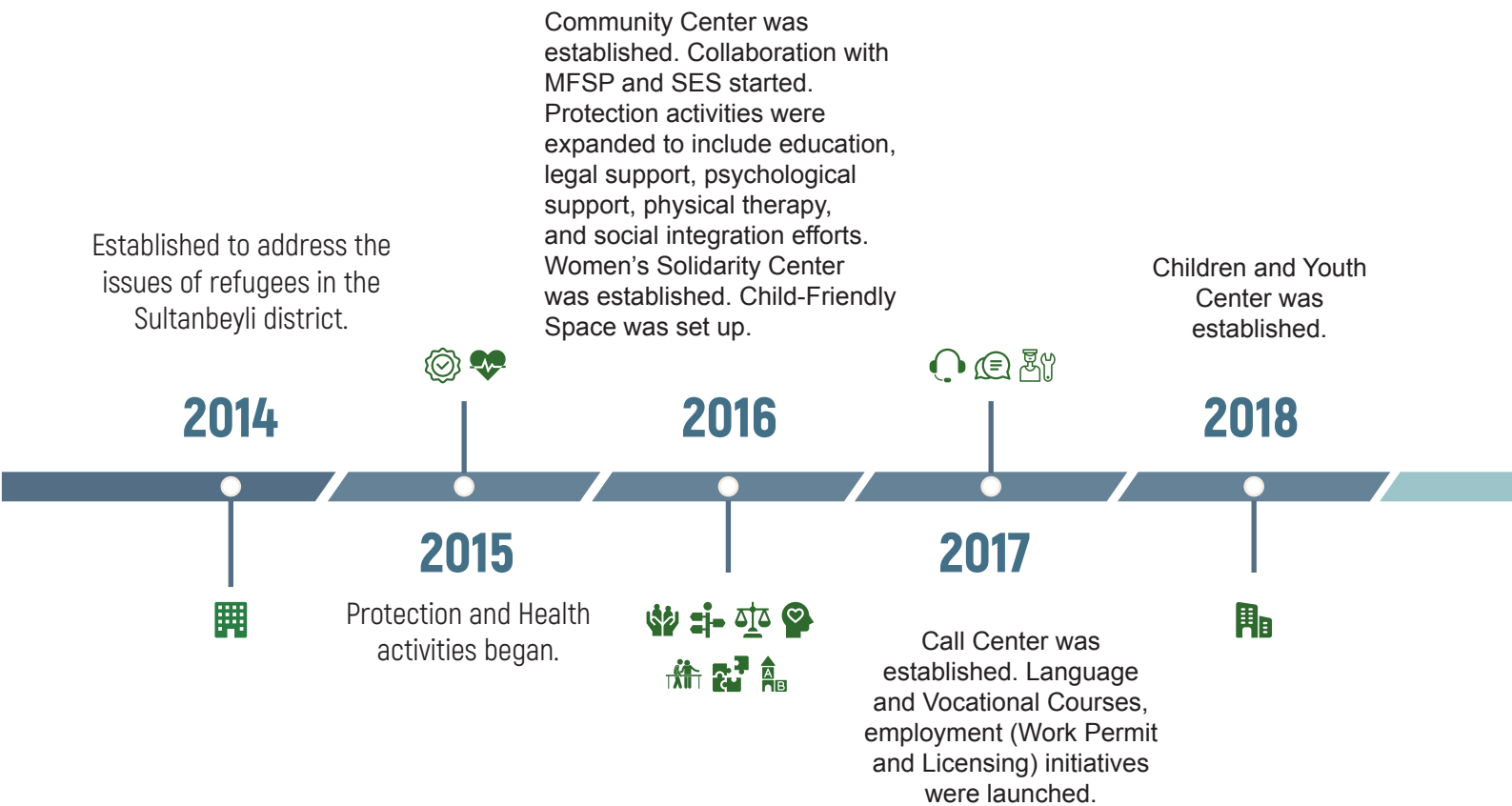
**SED: Social Economic Support

WHAT SUSTAINABLE DEVELOPMENT GOALS ARE WE WORKING TOWARDS?

The Sustainable Development Goals were established by the United Nations to call for universal action in order to improve the quality of life in communities, reduce poverty and inequality, meet basic needs such as education, health, clean water, and clean energy, protect the environment, and create a more just and sustainable future worldwide. The Refugees Association operates in line with this framework, actively working towards nine out of the total 17 goals.

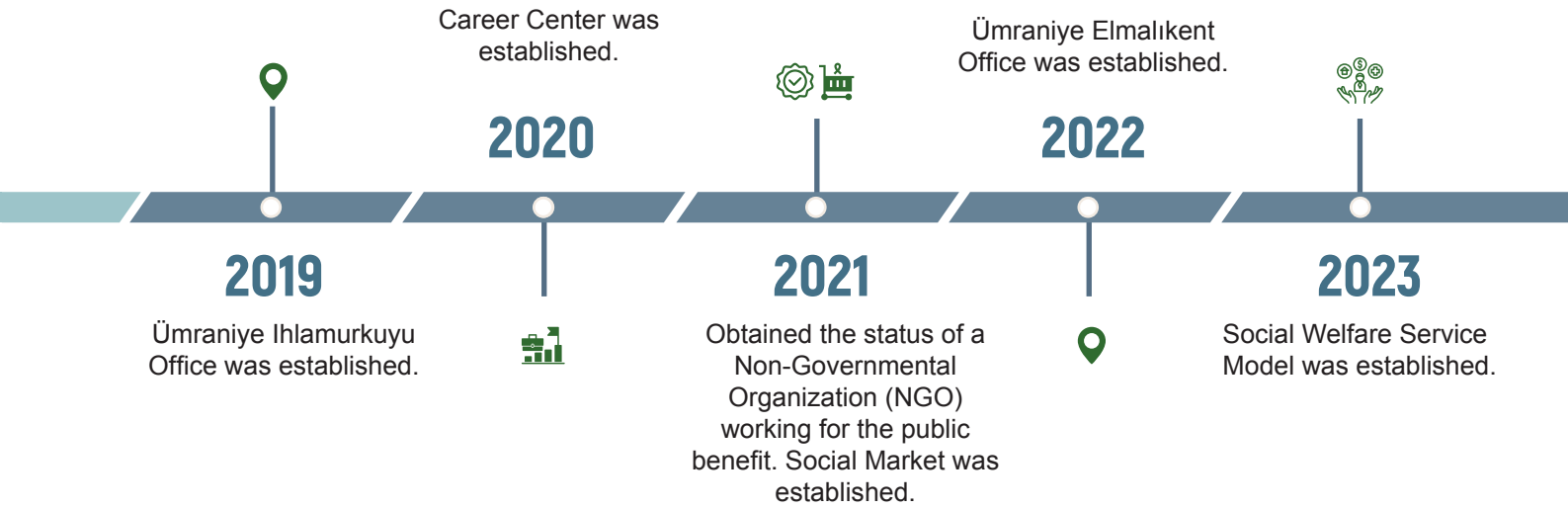


HISTORY



*MFSP: The Ministry of Family and Social Policies, currently known as the Ministry of Family and Social Services.

**SES: Social Economic Support



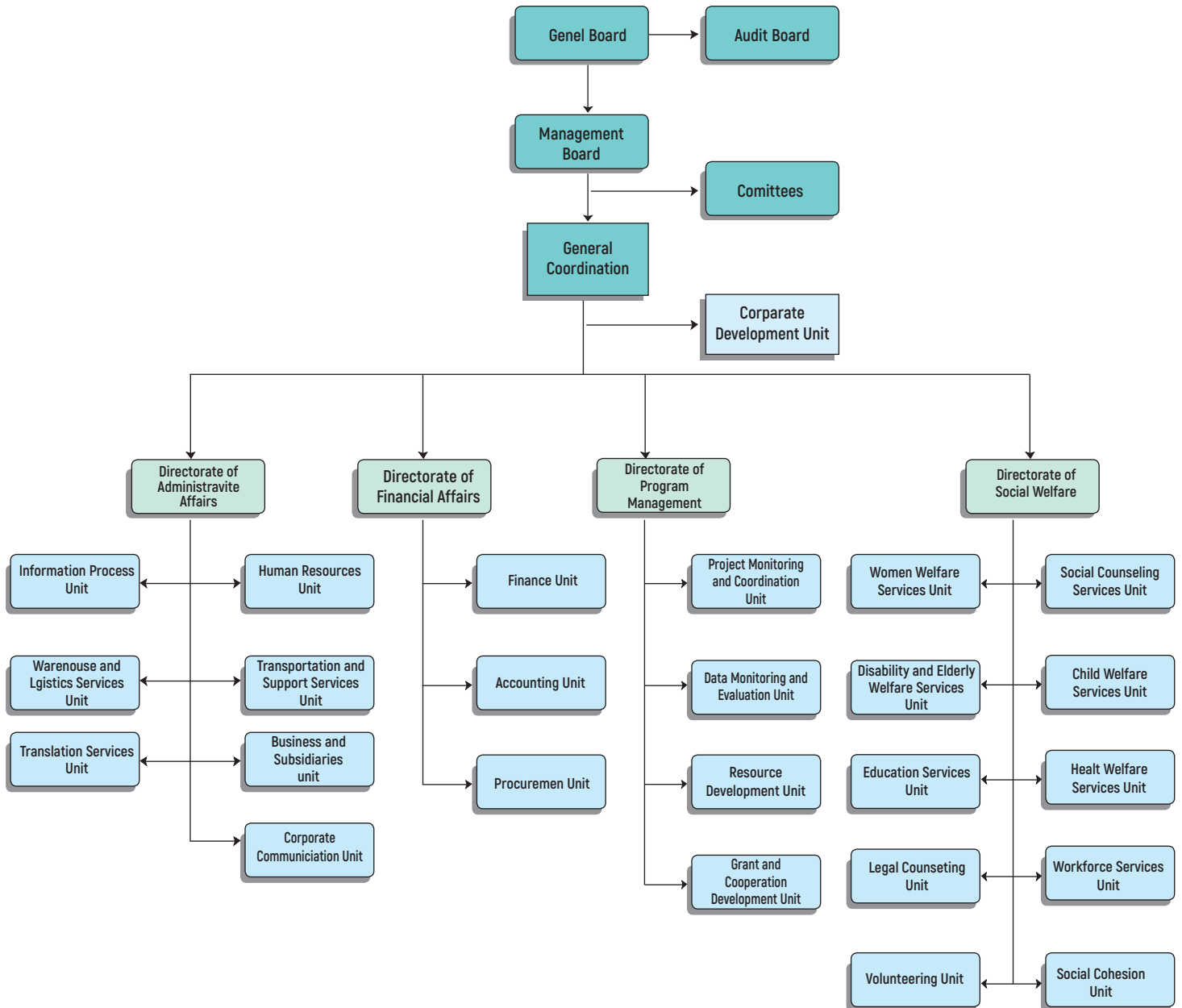
MANAGEMENT BOARD

Chair of the Board	Halil İbrahim AKINCI
Vice Chair of the Board	Mehmet ÇETİNKAYA
Secretary	Hüseyin AK
Treasurer	Hayati ANKARALI
Member	Mehmet AKTAŞ
Member	Sezgin BULĞU
Member	Halil BÜYÜKYILDIRIM
Member	Vural IŞIK
Member	Osman AKAR

AUDIT BOARD

Chair of the Audit Board	Eyüp COŞKUN
Vice Chair of the Board	Yasin DEMİRAĞ
Member	Niyazi BAŞER

ORGANIZATIONAL CHART





PHYSICAL STRUCTURE

BUILDINGS

COMMUNITY CENTER

At the Community Center, services tailored to the needs of individuals are provided to both refugees and members of the host community in the areas of protection, education, health, livelihood, and social cohesion. To ensure accessibility to these services, interpretation and transportation support are also offered for those in need. Next to the Community Center building, there is a child-friendly space where children can spend safe and enjoyable time. In addition to these, the center also carries out institutional mentorship activities aimed at sharing institutional experiences with other organizations, as well as volunteering activities to promote mutual learning, with the goal of enhancing social benefit.



5.130 m²



0 216 321 9450



28 Services



info@multeciler.org.tr



Turgut Reis Mah. Fatih Bulvarı No:306 Sultanbeyli/İstanbul



Protection



Education



Health



Livelihood



Social Cohesion



CHILDREN AND YOUTH CENTER

The Child and Youth Center is an educational center that provides services for both local and refugee children. At the Child and Youth Center, services are offered in the areas of protection, education, health, and social cohesion to support the social and emotional development of children and to enhance their adaptation to the environment while preserving their cultural identity. Volunteering activities are also carried out within the center. In addition, interpretation and transportation support are provided for individuals in need.



2.800 m²



0 553 858 39 45



10 Services



info@multeciler.org.tr



Abdurrahmangazi Mah. Petrol Yolu Cad. No:166 Sultanbeyli



Protection



Education



Health



Social Cohesion



ÜMRANIYE IHLAMURKUYU OFFICE

At the Ümraniye Ihlamurkuyu Office, services in the fields of protection and health are provided to refugees and members of the host community who apply to the office. Within the scope of protection services, social counseling and financial support are offered directly, while for other services, individuals are referred to the relevant centers and units of the association or to other relevant institutions and organizations, depending on the nature of the requested service. The referred individuals are also followed up throughout the process. Interpretation and transportation support are also provided for those in need.



150 m²



0 553 809 58 19



3 Services



info@multeciler.org.tr



Ihlamurkuyu Mah. Çanakkale Cad. Alpsoy Sok. No: 7/1 Ümraniye/İstanbul



Health



Protection

VEHICLES



6
Car



2
Minibus

INFORMATION AND TECHNOLOGY RESOURCES



158
Computer



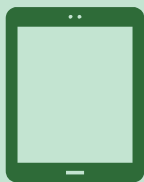
12
Mobile Phone



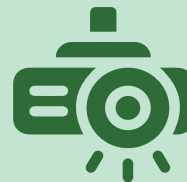
4
Camera



11
Printer



5
Tablet



9
Projector



16
Television



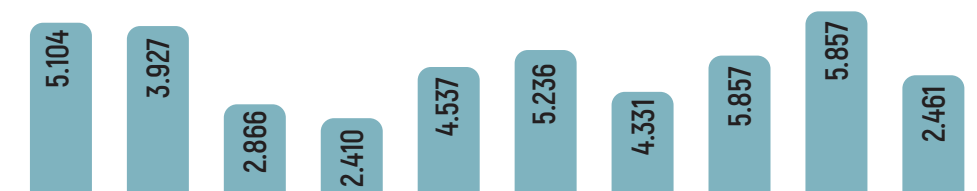
SUKOM

SUKOM is an automation system designed in 2014 to evaluate the data of individuals registered in the system and to prevent data loss. Through the records created, SUKOM plays an active role in identifying the needs of applicants and their families. Over time, with periodic updates, it has become a useful tool for case follow-up and effective needs analysis. The data collected enables regular communication with individuals and allows for the monitoring of intervention processes.

In 2016, SUKOM transitioned to a multi-modular structure to facilitate the tracking of services provided in addition to individual and family records. SUKOM is not limited to tracking individual services; it also offers practical support to service providers. With modules such as task assignment, user calendar, announcements, and training/meeting minutes, it has become integrated into internal institutional use. Thanks to these features, SUKOM reduces the time spent on planning, simplifies task management and monitoring, and strengthens internal communication by informing all service providers about events through the calendar feature.

SUKOM is also compatible with analysis and visualization tools, enabling effective practices in reporting and data analysis. Its capacity for easy data analysis helps guide the association's activities based on emerging needs. As a dynamic system, SUKOM continues to evolve through a feedback mechanism that supports continuous improvement.

Number Of New Registrations Added To SUKOM By Year



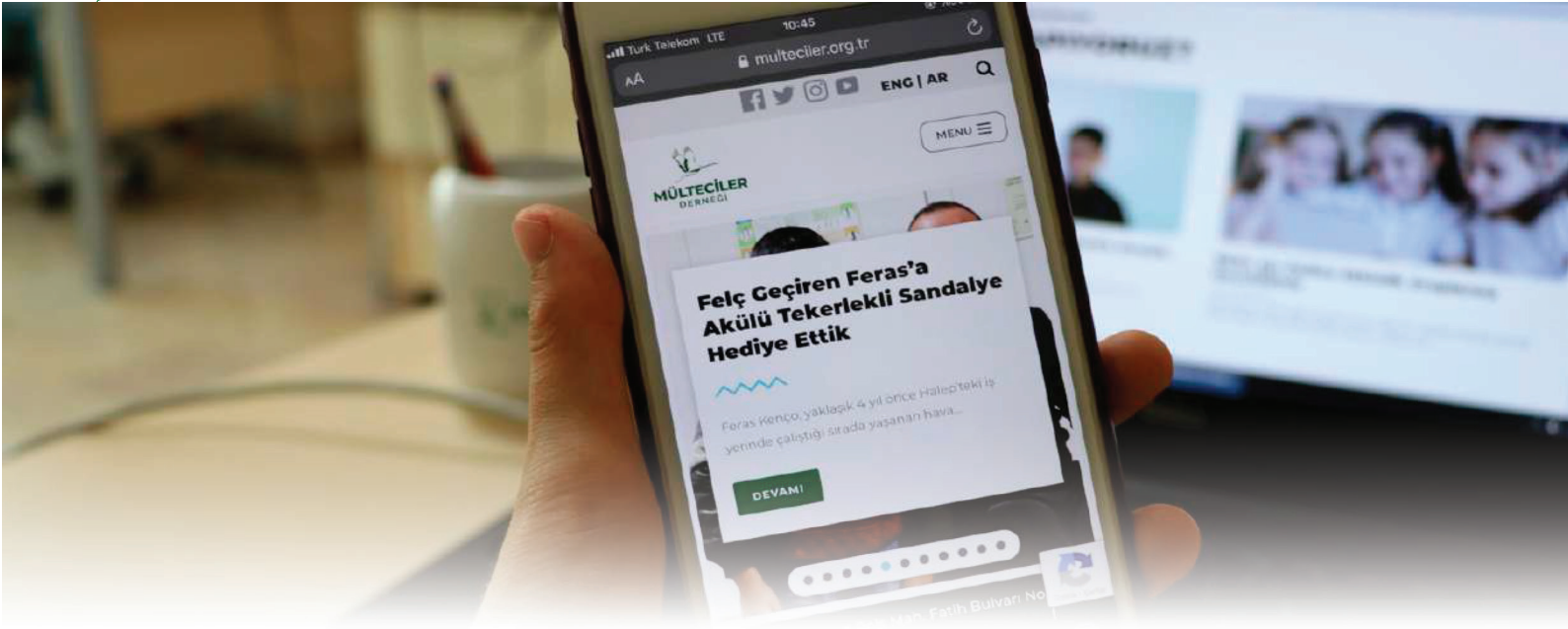
Total Records
48.327



Data Size
10.92



Data Entry
126 Different Fields

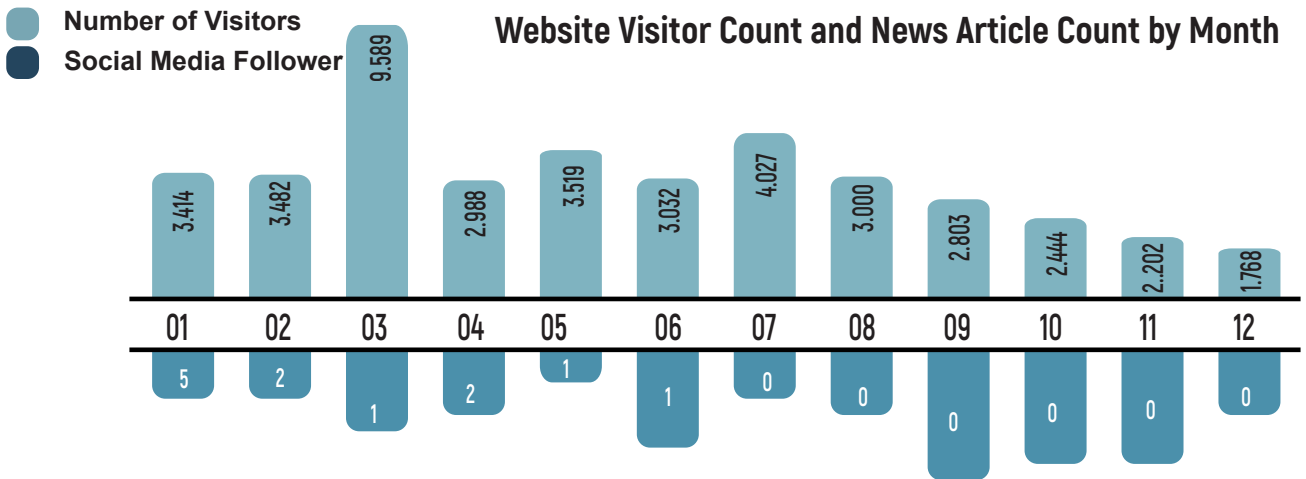


CORPORATE COMMUNICATION ACTIVITIES

Within the Corporate Communication Unit, services are provided to ensure the visibility of the activities of the Refugees Association through its official website and social media accounts, as well as to meet the association's graphic design needs. This includes visualizing the activities carried out by the units of the Refugees Association, sharing them via the website and social media platforms, and preparing the association's digital and printed publications.

Website Activities

The Refugees Association's official website, accessible at www.multeciler.org.tr, is published in three languages: Turkish, English, and Arabic. The website provides information on the services offered by the association, as well as details on events, courses, and workshops organized within the association.



Number of
Visitors
42.268



Social Media
Follower
51.435



New
Content
52



Average Session
Duration
116



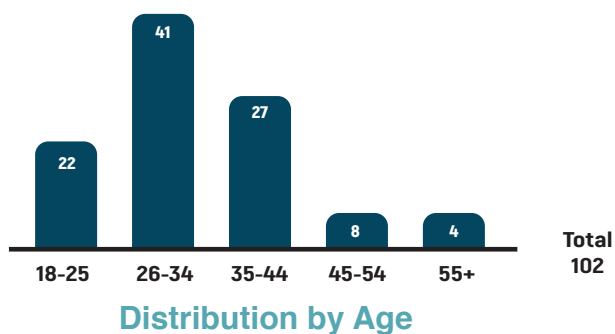
HUMAN RESOURCES

The Human Resources Unit of the Refugees Association is responsible for the organization's human resources policies, recruitment processes (such as job postings, interviews, etc.), preparing personal files, tracking and managing employee leave, handling termination procedures, conducting internal meetings, making improvements, and ensuring the implementation and sustainability of internal regulations and procedures. The proportion of foreign nationals within the total workforce is 20%.

DISTRIBUTION ACCORDING TO EDUCATIONAL STATUS															
	Nationality		Primary education		High school		Associate Degree		Licence		Degree		Doctorate		
	TR	Other	TR	Other	TR	Other	TR	Other	TR	Other	TR	Other	TR	Other	TOTAL
Number of People	81	21	5	7	6	6	9	2	56	6	4	0	1	0	102
Percentage	79%	21%	5%	7%	6%	6%	9%	2%	56%	6%	4%	0%	1%	0%	100%

DISTRIBUTION BY GENDER							
	Nationality		Woman		Male		
	TR	Other	TR	Other	TR	Other	TOTAL
Number of People	81	21	55	9	26	12	102
Percentage	79%	21%	54%	9%	25%	12%	100%

DISTRIBUTION BY NATIONALITY			
Nationality			
	TR	Other	TOTAL
Number of People	81	21	102
Percentage	79%	21%	100%





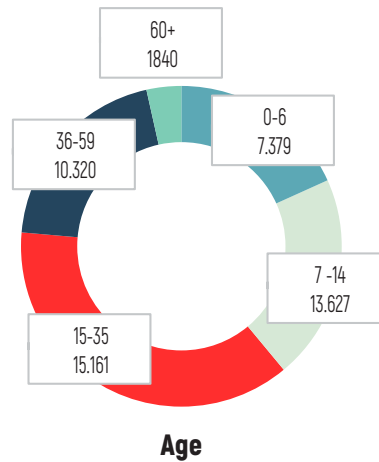
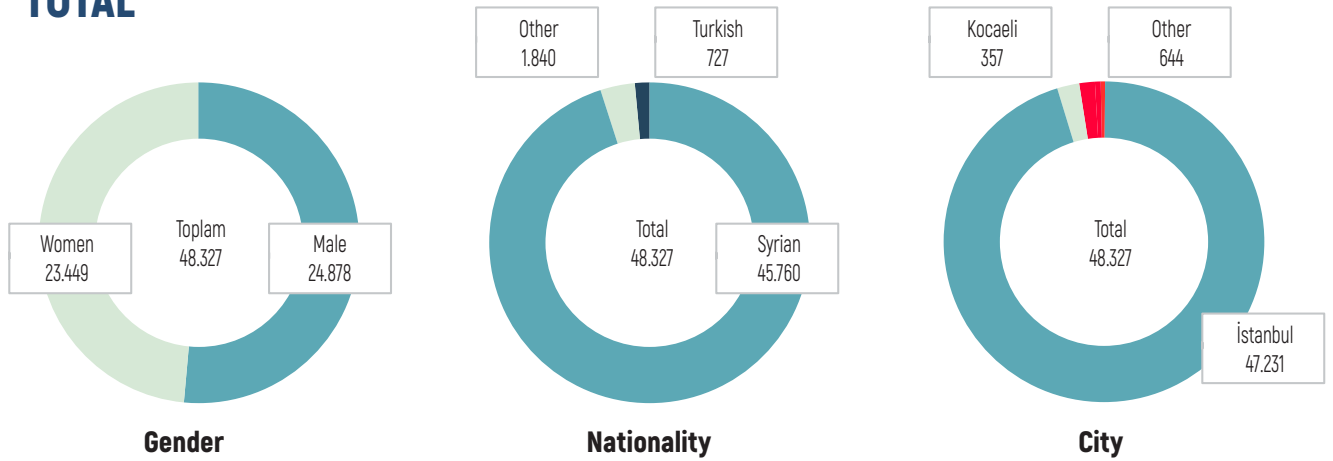
CORPORATE DEVELOPMENT

In the context of corporate development aimed at increasing growth, efficiency, professionalism, and transparency, quality documents such as policies, procedures, and instructions are produced and implemented to enhance the quality of the association's activities and strengthen the institutional memory. Additionally, improvement efforts are being made in the association's strategic planning, activity reports, auditing, archiving, and automation systems.

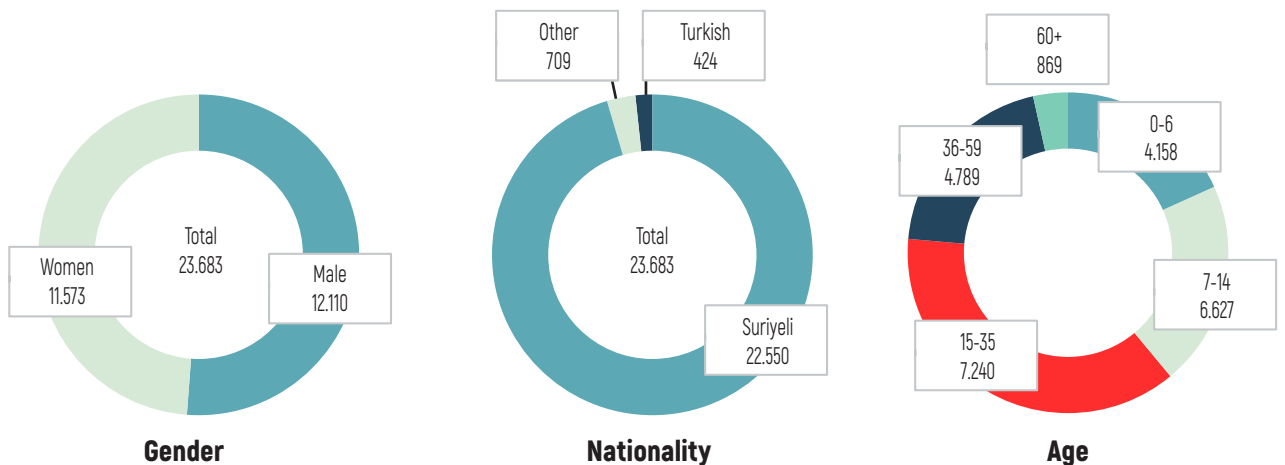
Document	Number
Policy	2
Procedure	256
Instructions	22

PROFILE OF THE PERSON RECEIVING THE SERVICE.

TOTAL



SULTANBEYLİ



EXECUTIVE SUMMARY



Social Counseling
Services

13.359



Health and Well-being
Services

12.184



Social Cohesion
Services

4.464



Educational Services

2.344



Legal Consultancy

1.809



Labor Force
Services

1.346



Child Welfare
Services

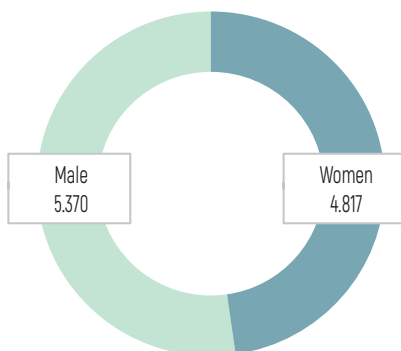
2.011



Women's Welfare

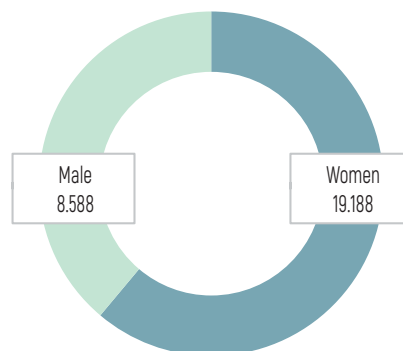
446

Total Number of Services : 37.963



Child

10.187



Adult

27.776

Total Number of People : 37.963



SOCIAL WELFARE SERVICES

SOCIAL COUNSELING SERVICES

In social counseling services, a holistic approach is applied to disadvantaged groups by providing protective, preventive, complementary, and supportive services to meet individuals' needs, analyzing the entire family's requirements through sensitivity assessments, and offering solutions to family problems through internal and external referrals.

Information and internal-external referral activities are carried out to address or minimize individuals' sensitivities without any discrimination based on language, religion, race, gender, sect, or political views, and case follow-up is conducted for sensitive cases.

After identifying cases through sensitivity and situation assessments, an intervention plan is created with the utmost consideration for the individual's best interests and in line with the principle of "do no harm." Throughout all processes, services are provided in collaboration with public institutions and non-governmental organizations, primarily in Sultanbeyli and Ümraniye, and, within available resources, extending to surrounding districts. In case management processes, cooperation with local authorities is ensured, and support is provided to all individuals who apply to the association for services. To stay updated on developments in the field and to develop solutions, participation in case meetings, coordination meetings, and protection sub-sector meetings involving NGOs has been ensured. Additionally, support has been provided in content creation during these meetings to facilitate experience sharing.



Number of
people

5.221



Number of
Interviews

13.359



Home Visit
(Family)

724



In-kind Assistance
(Family)

35



Cash Assistance
(Family)

330



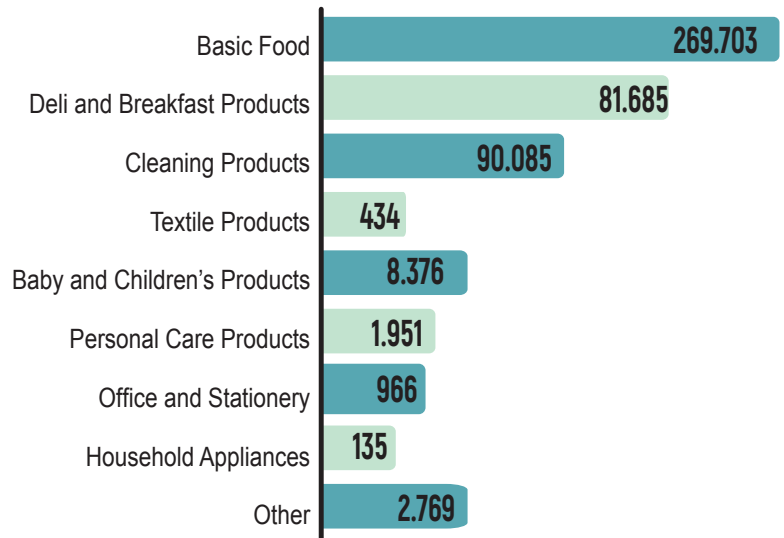
SOCIAL MARKET

Through the Social Market, instead of providing pre-packaged aid determined by the institution, individuals are given the opportunity to shop in a way that upholds human dignity and meets their specific needs. This approach aims to prevent waste by avoiding the distribution of unnecessary items and to support social cohesion by serving both Turkish citizens and refugees without discrimination. Based on a points system determined through vulnerability assessments, individuals are able to shop according to their needs from the food, hygiene, and clothing sections.

STEEP SLOPE

Sarp Yokuş is a volunteer donor group formed to support the activities of the Refugees Association. Within this framework, financial assistance is provided to individuals in need following relevant assessments. Through donations, essential needs such as rent, utility bills, and hospital expenses are covered.

Quantities of Donated Products by Category



349 To the FAMILY

3.167.620,45 TL

The donation has been delivered.



Number of
Families

3.521



Shopping
Number

7.148



Product
Diversity

18



Total Given
Products

456.104



CHILD WELFARE SERVICES

In child welfare services, the goal is to ensure children's access to their rights, improve their quality of life, and contribute to a future with a high level of social well-being through protective, preventive, supportive, and complementary holistic and multi-dimensional services. Within the scope of child protection services, the main focus is on cases of child neglect and abuse, with a particular emphasis on child labor, early marriage, children out of school, children who are victims of violence, and unaccompanied minors.

After identifying cases, social assessments are conducted within the household, and intervention plans are created and documented with the involvement of families, children, and relevant institutions and organizations. The intervention plans are then implemented, and case follow-up is carried out. All processes are carried out primarily in Sultanbeyli and Ümraniye, and, within available resources, extended to surrounding districts. During intervention processes, services are provided in cooperation with the Sultanbeyli and Ümraniye Social Service Centers, where refugee children and their families residing in the area are offered Social and Economic Support (SES) services provided by the Ministry of Family and Social Services. In collaboration with these centers, when institutional interventions under the Child Protection Law No. 5395 were insufficient for refugee children, necessary processes were initiated to take and implement precautionary measures. Advocacy activities have been carried out to prevent racist and discriminatory attitudes faced by refugee children in society and to help them lead a life compatible with the community. Work has been done with children experiencing bullying at schools to facilitate communication between the child, parents, and educational institutions. When necessary, families were supported through legal processes regarding cases of neglect and abuse. Referrals both within and outside of the institution were made based on the needs of children and families. Counseling services were provided to children and families to support the development of quality family and social lives. Participation in Child Protection Coordination meetings conducted by NGOs or public institutions at the provincial and district levels enabled the communication of the issues and needs faced by the target population, while offering and seeking new solutions.



NUMBER OF PEOPLE

1.442



NUMBER OF INTERVIEWS

2.011



NUMBER OF HOME VISITS

907



SED CHILD

186



PRECAUTIONARY MEASURES

55



CHILD-FRIENDLY SPACE

The goal of the Child-Friendly Space is to provide children with the opportunity to receive preschool education in a safe environment, primarily aiming to empower women socio-economically and increase their access to services. Additionally, the objective is to develop children's social, mental, and motor skills, enhance their creativity, ensure they have fun in a safe environment, support their learning processes, and contribute to their physical and mental health. To achieve these goals, our educational activities, which are believed to lay the foundation for their future education, are planned according to preschool education methods and principles. Through these principles, children are taught skills such as sharing, collaborating, and communicating with others. At the same time, preschool education helps to increase children's interest in learning, fosters their creativity, and strengthens their self-confidence.

Early Childhood Services

In the context of early childhood services, the Home-Based Family Guidance Program aims to raise awareness among families by providing comprehensive training and psychosocial support to mothers and expectant mothers on infant care and development. Women included in the program are monitored starting from the 7th month of pregnancy and are visited at their homes once a month before delivery and once every two weeks after birth, until the baby reaches 12 months of age.

During these visits, information is provided on nutrition before birth, birth preparation, supporting mother-baby development, and preventing postpartum depression. In the first six months, the visits focus on breastfeeding, infant hygiene, and similar topics, with support provided for establishing a secure attachment between mother and baby, and emphasizing the importance of infant development and breast milk. After the sixth month, the visits support the transition to complementary foods and provide guidance and practices to support the baby's development. In the Center-Based Family Guidance Program, parent-child group sessions are organized to support the physical, social, and emotional development of children aged 13 months and older.

Child-Friendly Space



Number of
Participating Children

139

Early Childhood



Number of
Individuals
160



Formula
Support
240



Diaper
Support
400



Number of
Home Visits
1.278



WOMEN'S WELFARE SERVICES

In women welfare services, the goal is to fight against all forms of social inequality to prevent women from being isolated from both personal and public spaces due to issues such as gender inequality, poverty, lack of education, and unemployment. The empowerment approach is prioritized to enable women to determine their own destiny and have full control over their lives. Referrals are made to provide access to protective, preventive, supportive, and complementary services in areas such as law, education, employment, and health, addressing potential problems and aiming to improve the quality of women's lives.

In collaboration with relevant units, various activities have been carried out to help women discover their own strengths, capacities, and resources. These include seminars aimed at developing knowledge about the city we live in, awareness-raising programs on combating violence against women and sexual health education, and programs to raise awareness about legal and social rights. Within the scope of socio-cultural activities, excursions, celebrations of special days (New Year, Mother's Day, Women's Day, Family Week), cinema events, picnics, and reading programs were organized. Depending on the women's skills and abilities, efforts were made to facilitate employment processes by guiding them towards vocational training, increasing their participation in social life by directing them to hobby courses, and promoting integration with the local community through women's solidarity groups. Within these women's solidarity groups, sessions on emotion regulation and stress management were organized, highlighting the importance of psychological resilience. In addressing some of the needs, joint interventions were carried out in collaboration with the Ministry of Family and Social Services, local governments, and NGOs.



NUMBER OF INDIVIDUALS

105



NUMBER OF CONSULTATIONS

446



NUMBER OF WOMEN
PROVIDED WITH HOUSING
SUPPORT

23



LEGAL COUNSELING

The goal of legal counseling is to provide legal support to asylum seekers, refugees, and individuals under temporary protection living in our country, regarding the legal problems they encounter. To this end, refugees have been provided with face-to-face or telephone-based legal support in line with their needs, and solutions have been found for their issues.

Refugees have been offered services such as writing petitions in areas like private law, identity, and residence permit applications, case follow-up, and assistance in education and procedures in public institutions. Legal aid units have facilitated communication between assigned lawyers and individuals by conducting initial meetings and, when necessary, providing interpreter support, thus ensuring cooperation in clarifying the case.

Additionally, due to recent rental disputes in our country, training on rental law has been provided, and individuals have been informed about their legal rights and obligations. Moreover, face-to-face training sessions have been organized on common or highly likely legal issues.



NUMBER OF INDIVIDUALS

1.268



NUMBER OF INTERVIEWS

1.809



NUMBER OF ACCOMPANYING PERSONS

28



NUMBER OF SEMINARS

7



NUMBER OF SEMINAR PARTICIPANTS

81



HEALTH AND WELFARE SERVICES

Health welfare services aim to help individuals lead a healthy life, improve their quality of life, and support their integration into social life. To achieve this, individuals have been provided with health counseling, physical therapy and rehabilitation, psychosocial support and therapy within the scope of mental health, as well as speech therapy services tailored to their needs.

Health Counseling

Health counseling services aim to support individuals in need of health support, facilitate their access to healthcare, and provide solutions and treatment opportunities for their health issues. In line with this objective, nurses and social workers collaborated to offer counseling services, monitor medication and treatment processes, and conduct activities for the prevention and support of acute and chronic illnesses. When necessary, individuals were accompanied throughout hospital procedures. Advocacy efforts were carried out to ensure access to healthcare by communicating with hospital social workers, chief physicians, and hospital billing departments. From the moment individuals accessed healthcare services, their conditions were monitored periodically, and in cases where a need for medical supplies was identified, their needs were analyzed, and referrals were made accordingly. Additionally, initial consultations were held for physical therapy, psychological support, child-adolescent-adult psychiatry, and speech therapy services, and individuals were referred to relevant units.

Mental Health

Mental health services aim to provide psychosocial support to individuals from both the refugee and host communities without discrimination, through an ethical approach and the use of internationally recognized, valid, and reliable treatment methods in collaboration with psychologists and psychiatrists specialized in various fields. Within this scope, services were provided in areas such as the treatment of mental health disorders, enhancing communication skills, and boosting self-esteem. These services included adult psychiatry, individual therapy for adults, child and adolescent therapy, couples and family therapy, sexual therapy, and group therapy. In addition to individual psychological counseling sessions, various trainings and conferences related to the field were organized to increase psychological literacy among the public and to help individuals gain new perspectives on the challenges they face.

Health Counseling



Number of
Individuals

1.005



Number of
Consultations

1.891

Mental Health



Number of
Individuals

1.061



Number of
Psychologist
Sessions

3.382



Number of
Psychiatry
Sessions

496



Number of Group
Therapy Sessions

4



Participants

244



Physical Therapy and Rehabilitation

The goal of physical therapy and rehabilitation services is to assess the functional capacity of individuals with physical limitations due to illness or disability and to treat them with personalized programs designed by expert physiotherapists. This aims to improve their quality of life by helping them become more independent. To this end, services were provided, without discrimination, to both refugees and members of the host community who have congenital or acquired physical limitations resulting from war, natural disasters, domestic or workplace accidents, or illnesses. When necessary, services were also delivered online. In addition to physical therapy sessions, individuals deemed suitable by physiotherapists were supported with assistive devices (such as wheelchairs, crutches, commode chairs, orthoses, and prostheses) through a comprehensive rehabilitation program to help ease their daily lives.

Speech and Language Therapy

The aim of the speech and language therapy services is to diagnose and treat individuals with speech, language, communication, voice, swallowing, and hearing disorders, thereby supporting their ability to communicate actively. For this purpose, sessions were conducted with a specialist speech and language therapist focusing on enhancing speech abilities and strengthening facial and lip muscles. Additionally, hearing aids were provided to individuals in need. Awareness sessions for families were also organized as part of this service.

Physical Therapy and Rehabilitation


Health Monitoring
(Person)
639

Psychologist
Session
5.778

Orthotics - Prosthetics
Support
141

Assistive Device
Support
299

Speech and Language Therapy


Number of People
124

Speech
Session
638

Hearing Aid
Support
53



EDUCATIONAL SERVICES

The aim of the education services is to enhance the personal and social development of disadvantaged children, youth, and adults through quality education, mentoring, and psychological counseling, all provided under the framework of protective, preventive, supportive, and complementary services. These services are designed to facilitate adaptation to new living conditions and support social cohesion.

Early Childhood Education

In the early childhood education services, which are provided to both refugee and host community members with a focus on social cohesion, the aim is to support children's physical, cognitive, social, emotional, and language development from birth until the age of compulsory education. Individual differences, developmental characteristics, and abilities are taken into account to help prepare children for the next stage of education. In this context, early childhood education was delivered through a qualified and structured program.


Psychological Counseling and Guidance

The psychological counseling and guidance services aim to reduce school dropout rates among children and address issues related to school attendance and adaptation. Within this scope, several activities have been carried out, including school attendance and academic performance monitoring, group and individual counseling for psychosocial support, parental engagement programs to support children's educational journey, school meetings and family seminars to strengthen the school-family-child relationship, and social cohesion activities to foster interaction among students in the district. In addition, based on identified vulnerabilities, referrals were made to relevant units and institutions. Child solidarity groups were also organized based on child participation principles to address and find solutions to the educational and social challenges faced by refugee children and to take action accordingly.

Education and Mentorship

The education and mentorship activities aim to develop the academic and life skills of young people. For this purpose, academic support programs have been implemented targeting refugee children and youth who are unable to access education, who are academically behind their peers, or who have dropped out of the education system due to various reasons. These programs are designed based on the physical, cognitive, and cultural needs of the target group and aim to enhance their competencies and skills. In addition, language courses, subject-specific classes, knowledge dissemination and awareness seminars, Higher Education / LGS (Exam for Transition to High School) preparation courses, open education support, and mentorship programs have been provided.

Preschool Education and Mentoring



Preschool
Participating Children
205



Mentoring
Participation
45



Training and
Participation in
Workshops
450

Psychological Counseling and Guidance



Counseling for
Teachers
138



Psychological
Support
463



Personal Interview
Person
476



Personal Consultation
Sessions
581



Group Discussion
Person
35



Group Discussion
Session
244



Turkish Language Education

The aim is to equip refugees with Turkish language skills to ensure that adults can effectively participate in social and professional life, and children can engage in their educational journey. This contributes to social cohesion across all age groups. Within this scope, certified language courses recognized by the Ministry of National Education have been provided at A1, A2, B1, and B2 levels. These courses focused on developing the four basic language skills: reading, speaking, writing, and listening. In addition to formal instruction, various activities were organized to support the development of practical life skills.

Skills Development Courses

The aim of the skill development courses is to equip housewives, who are often occupied with household responsibilities and childcare, as well as young people who have not had the opportunity to develop themselves in this area, with practical skills. Within this scope, courses such as sewing, visual arts, and creative workshops were organized to help participants acquire new skills and foster social interaction.

Education/Scholarship Support

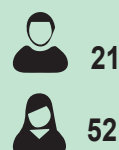
The scholarship program aims to promote equal opportunities in education and enhance the academic success of foreign students, particularly those under temporary protection, by supporting their continued access to education and eliminating financial barriers they may face.

In addition to helping students meet their economic needs, the program also seeks to support their academic, social, and personal development. In this context, various educational opportunities are offered to scholarship recipients, including personal development seminars, social skills training, and career guidance. Furthermore, the program provides opportunities for recipients to participate in volunteer activities, engage in social responsibility projects, and contribute to community welfare.

Education Scholarship Support



Gender Distribution



Educational Status Distribution

Associate Degree	9
Licence	62
Degree	1

Turkish Language Education and Skills Development Courses





LABOR SERVICES

Workforce services aim to strengthen access to the labor market and livelihoods, enhance individuals' professional capacities to increase their employability, support entrepreneurship, and promote economic independence. The services provided have been implemented under the vision of "Career for Everyone."

Employment

Employment services aim to direct the workforce needed by the labor market towards employment. Within this scope, individuals seeking jobs in the private sector were matched with employers based on their skills and qualifications, and both job seekers and companies were supported throughout the recruitment processes. Individuals received assistance with creating professional resumes, counseling, information sessions, and referral services. By facilitating collective job interviews, job seekers and employers were brought together. Additionally, support was provided in the publication of job postings by employers and the dissemination of these postings via SMS. Activities were also carried out to help young people find internships or internship candidates and to direct them to vocational training centers in line with their career goals and employability.



Number of
Individuals

1.087



Consultancy
Number

1.346



Number of
People Employed

135



Collective
Bargaining
Negotiation

2



Number of Individuals
Participating in Group
Job Interviews

43



Number of Individuals
Employed After Group
Job Interview

8



Career

Career services aim to provide guidance and support for the career development of both the local population and refugees, to encourage their participation in the workforce, and to facilitate their access to necessary skills training and services. As part of efforts to support individuals' career development, mentorship programs and career coaching/planning were offered to high school and university students. In addition, social skills trainings, vocational courses, and hobby workshops were organized. Entrepreneurship trainings were also provided to guide and support individuals in shaping their career paths.

Work Permit and Licensing

Work permit and licensing services aim to support individuals who wish to establish a business or expand their existing enterprises. Through work permit support, job-seeking refugees were brought together with businesses in need of labor, thereby both meeting the workforce demands of the businesses and contributing to the employment of refugees. In addition, workplace licensing support was provided to entrepreneurial refugees who wanted to start their own businesses, ensuring they received the necessary assistance.

Career



Number of
Individuals
54



Number of
Mentorships
28



Career Meetings
4



Number of
Trainings
9



Number of Training
Participants
39

Work Permit and Licensing



Number of
Individuals
681



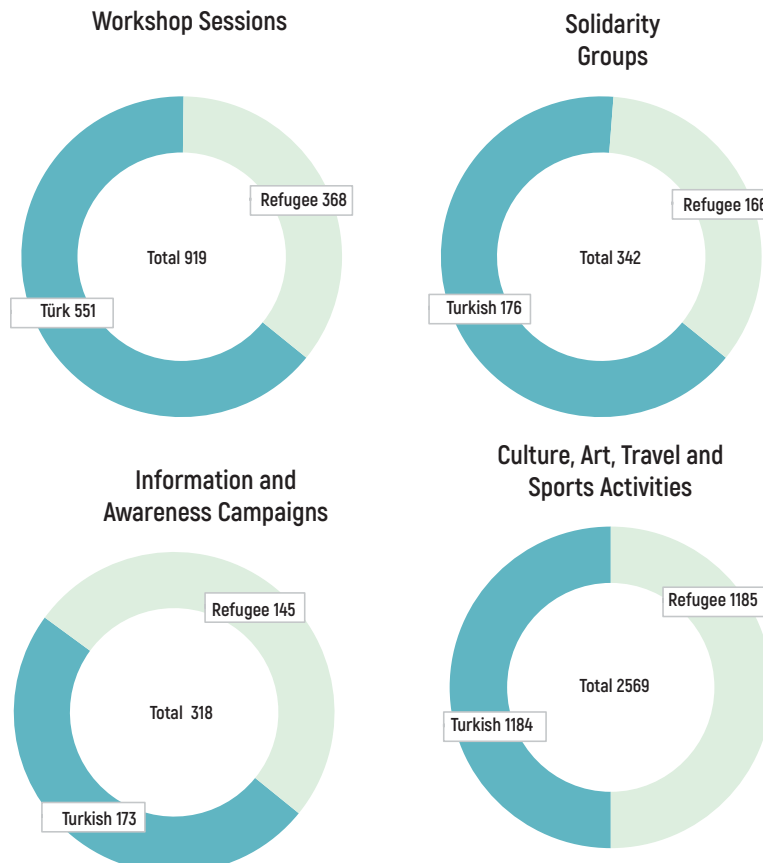
Number of
Consultations
1546



SOCIAL COHESION

Social cohesion activities aim to enable refugees and host communities to live together in harmony, free from prejudice, and to ensure the sustainability of this coexistence. To achieve this goal, various activities were carried out including informative sessions on education, health, social life, and rights; as well as excursions, workshops, cultural and artistic events, sports activities, and seminars. These efforts aimed to overcome prejudices, raise awareness about misconceptions regarding refugees, and strengthen solidarity.

The activities conducted within the scope of social cohesion are as follows:





VOLUNTEERING

Volunteering activities aim to involve volunteers in the services of the association, contribute to their personal development, benefit various segments of society, and promote and encourage volunteering across the community. In line with this purpose, many groups, especially university students and graduates, have been included in volunteering activities. Prior to participating in association services as volunteers, volunteer candidates received training on volunteering.

Number of Individuals Directed by Units	
Corporate Communication Unit	1
Education Services Unit	5
Health Welfare Services Unit	3
Social Cohesion Unit	10
Social Counseling Services Unit	2
Translation Services Unit	16
Data Monitoring and Evaluation Unit	3
Total	40



MENTORSHIP PROGRAM

The aim of the mentorship program is to bring together mentees (individuals who need support in realizing their goals and aspirations) with mentors who have gone through similar experiences and are willing to guide others by sharing their knowledge. Rather than establishing a traditional teacher-learner relationship, the program seeks to foster sibling/friend-like bonds between mentors and mentees. This approach helps to identify and address risks such as school dropout, child labor, early marriage, and exposure to violence before they escalate into serious problems by taking preventive and protective actions.

Mentors and mentees meet face-to-face twice a month, with each session lasting between 1 to 1.5 hours. After every meeting, both parties fill out an evaluation form, which is then used for monitoring and reporting the process. Mentees identified as being at risk are referred to the appropriate services based on the nature of the issue.

HASSASİYETLER	
Peer bullying	12
Children not attending school	5
Child labor	4
Chronic health problem	3
Violence against children	3
Child marriage or risk	2
Victim of gender-based violence	2
Toplam	206



Number of
Mentors

32



Number of
Mentees

42



Number of
Interviews

101



CORPORATE MENTORING

The aim of corporate mentorship is to improve the quality of services provided by enhancing the capacities of local civil society organizations working with disadvantaged groups.

The year 2024 was designated as a year in which social cohesion and protection were selected as the main themes for corporate mentorship. In this context, following a needs assessment conducted to identify institutions' requirements related to these themes, technical trainings, on-the-job support, supervision sessions, institutional visits, and self-care activities were carried out by thematic mentors.

These efforts aimed to strengthen the capacities of mentee organizations operating in different regions of Türkiye, enhancing the quality of the services they provide and enabling them to respond more effectively and comprehensively to the diverse needs of disadvantaged groups.



Number of Personal
Participants

53

kişi



Number of Institutional
Participants

2

KURUM



CAPACITY BUILDING

25

kişi



On-the-Job Support

3

FAALİYET

“Twin siblings in 7th grade, who had only attended school a few times a month throughout their middle school years due to peer bullying and violence, started attending school regularly with the guidance of their mentors after beginning a mentoring program. Currently, the children attend school at least three days a week, and their meetings with their mentors continue to help them develop reading habits, self-confidence, and social skills. One of the twins, who initially didn’t dare leave the house without an adult present, is now able to go out alone and complete small daily tasks.” (Volunteer/Mentoring Program)

(Volunteer/Mentoring Program)

* Names are for illustrative purposes only.

“Born in the city of Takhar in Afghanistan and spending the early years of his childhood in Kunduz, Rashid began a difficult journey in 2016 with the outbreak of war. He lost his parents, and his younger brother was taken captive by the Taliban. He was left alone and constantly under threat. To survive, he began working as an English translator, but soon became a target. Fearing for his safety, he fled Afghanistan and came to Türkiye alone. In Türkiye, he worked while constantly hiding, and in 2022, he was detained and deported to Afghanistan. While trying to escape again, he was ambushed by the Taliban and was injured. When he reached the Iranian border, he was attacked by Iranian police and, after staying outside for two days, had to deal with cold, hunger, and hallucinations. After being found by Turkish soldiers and taken to the hospital, he lost both of his legs due to frostbite. Following surgery, he received physical therapy as part of health welfare services. After his treatment, Rashid was fitted with prosthetic legs and learned to walk again during this process. He is now experiencing the joy of being able to rejoin the workforce and stand on his own feet again.”

Health Welfare Services

* Names are for illustrative purposes only.

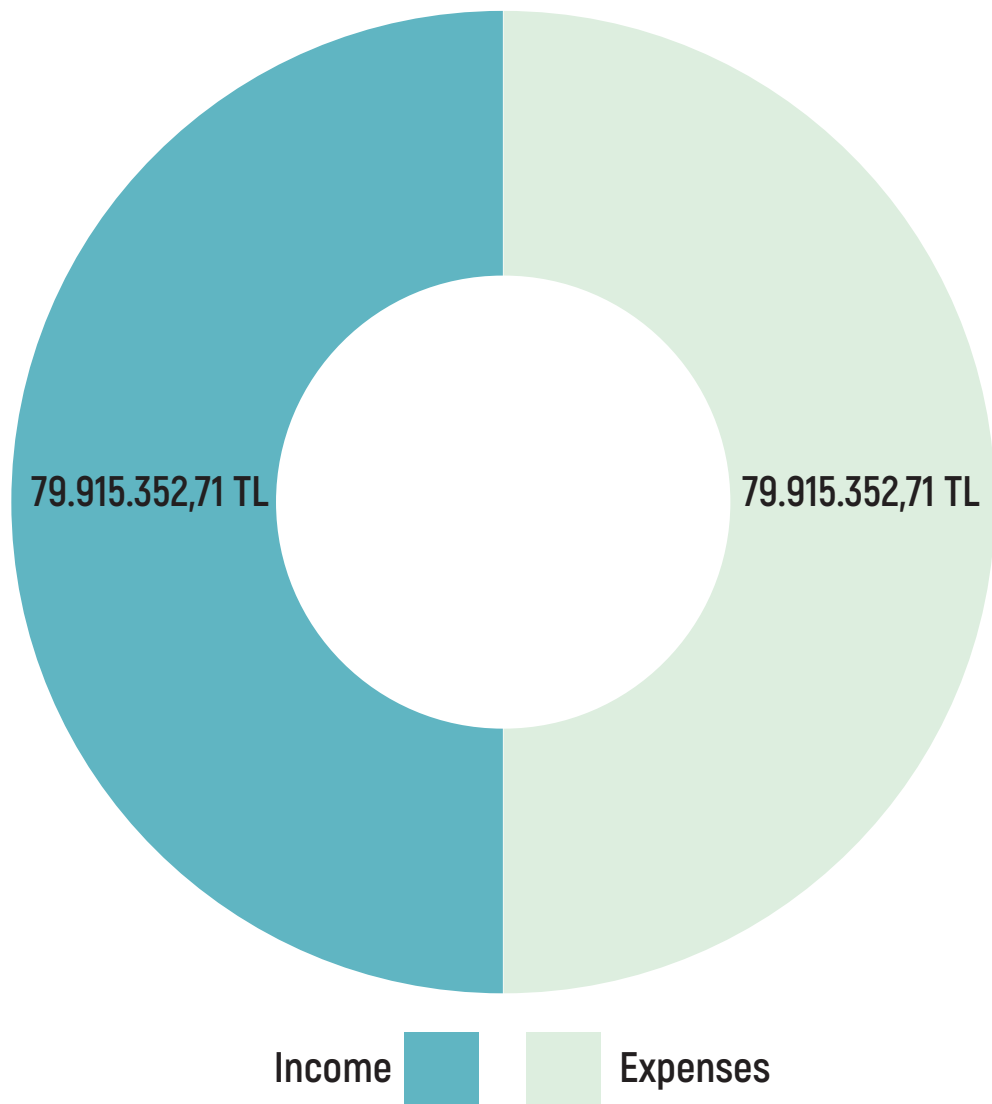
“Ms. Nour married her husband with love in Syria. They had three daughters. Before the war, they lived a peaceful, middle-class life. However, the war changed everything. Her husband was detained by the regime forces, and a year later, she learned of his death. From that moment, Ms. Nour’s priority became the safety of her children. She migrated to Türkiye with her children and started living in Istanbul. There, she built a life with her children. As an unmarried woman, Ms. Nour experienced many difficulties in establishing a life. She struggled to find a home and a job, and both landlords and employers exhibited discriminatory attitudes towards her because she was a woman, single, and of Syrian origin. Under these conditions, she had a hard time staying strong. Due to her lack of Turkish language skills, she applied to the Refugees Association and started a Turkish language course. After completing the TÖMER course, she was able to express herself comfortably. She was placed in a job as part of the employment services. Ms. Nour was the only Syrian in her workplace, and at first, she couldn’t connect with her colleagues because of this. However, after working together for about a year, when she left the job, both her employer and colleagues did not want her to leave. She describes her experience with these words: ‘At first, they did not want me, but when I left, we were all sad. We had become friends. They might not have known any Syrians before, but through me, they got to know and like Syrians.’ However, later, Ms. Nour had to deal with anger management issues due to the challenges of living as a single parent in a new country. Her anger problem led to her 14-year-old daughter being placed in institutional care for a year. During this period, she attended anger management training organized by the association. After some time, she was able to reunite with her daughter. She now lives with her daughters and continues to receive counseling support. She expresses that, through this process, she feels stronger as she developed her parenting skills.

Child Welfare Services

* Names are for illustrative purposes only.

BUDGET

REVENUES AND EXPENSES



COLLABORATIONS AND STAKEHOLDERS

COLLABORATIONS:



T.C. SAĞLIK BAKANLIĞI

SULTANBEYLİ İLÇE SAĞLIK MÜDÜRLÜĞÜ



İSTANBUL - SULTANBEYLİ
İLÇE MİLLİ EĞİTİM MÜDÜRLÜĞÜ



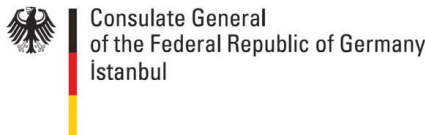
T.C. SANAYİ VE
TEKNOLOJİ BAKANLIĞI



URBAN KOOPERATİF



STAKEHOLDERS:







REFUGEES
ASSOCIATION

**REFUGEES AND ASYLUM SEEKERS
ASISTANCE AND SOLIDARITY ASSOCIATION**

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2024 **ACTIVITY
REPORT**