

# 2019

## ANNUAL REPORT



supporttolife



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## FOREWORD

In 2019 we continued our struggle to reach those affected by disaster and conflict, empower our ability as a community to respond to changing humanitarian needs, and to offer durable solutions that contribute to the sustainable development goals.

What we cared about the most in our projects was empowering local capacities for a sustainable outcome. We informed refugees about their basic rights, showed them the way to access services. At our Support to Life Houses, we supported psychological, social, and economic well-being of refugees with our specialized programs. We provided for the special needs of working children and those at risk of gender based violence. We directed thousands of refugees to employment. In 8 provinces, we overcame the obstacles to living together and created an environment for social cohesion by giving host communities the opportunity to become a part of the solution.

One of the highlights in 2019 was the creation of our new destekar brand. We worked with designers and artists to strengthen the market connection of items produced by refugee and local women. With destekar, there is now the opportunity to create social impact as we buy gifts for our loved ones. Through destekar, we support women's cooperatives such as our Kekik Cooperative in Mardin.

This year while we were deepening our own expertise, we also transferred our experiences to public institutions, municipalities, bar associations, and interested university students. We organized national and international workshops that put refugee protection on top of the agenda, where we gave all stakeholders the message that we can come up with durable solutions if we choose to work all together.

We will continue our efforts to show that solidarity and social cohesion is possible through dignified aid and protection. We would like to thank our supporters, donors, and partners who inspire us and give us the strength to do better and bigger.

**Chair of the Board of Directors**  
Emel Şensezgin Mergen



Küçük Kara Balıklar  
Okyanuslar Sizi Bekliyor





## OUR WORK

### **Refugee Support**

We provide support to refugees in Turkey based on their basic rights and needs. We provide vocational trainings that aim to support livelihoods, and implement employability projects. Aiming to empower individuals and contribute to social cohesion, we conduct psychosocial support based protection activities in our community centers. Our individual protection activities focus on facilitating access to services and increasing refugees' awareness of their basic rights.

### **Child Protection in Seasonal Agriculture**

We work to combat child labor in Turkey. While the overall focus of our activities is on children forced to work, or who are at risk, we focus especially on children of families working in seasonal agriculture. Our primary goal is to improve the living conditions of children dwelling in seasonal agriculture encampments and to sensitize families and employers regarding the harms of child labor. An indispensable component of our program is to uphold children's right to be children, and to refer children to school for an empowered future.

### **Strengthening Capacities in Civil Society**

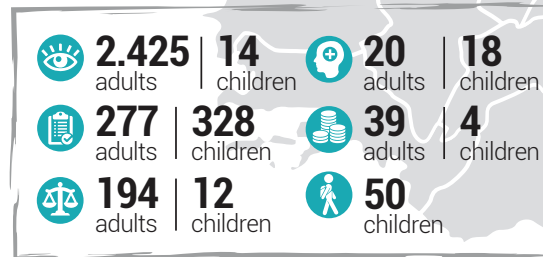
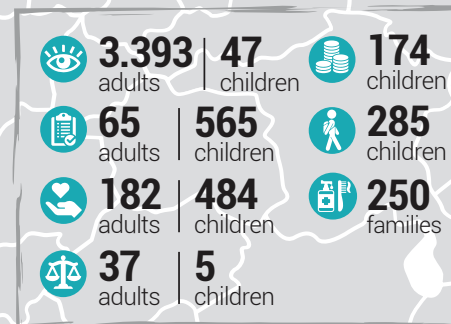
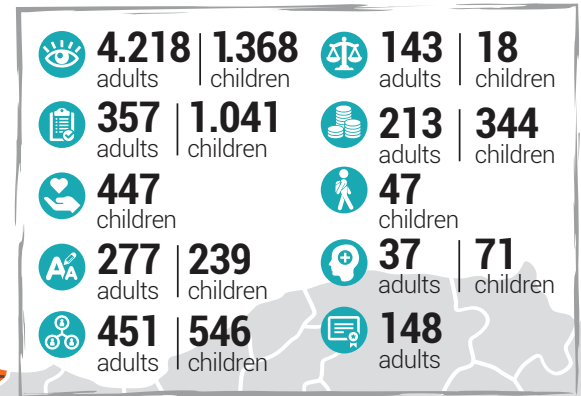
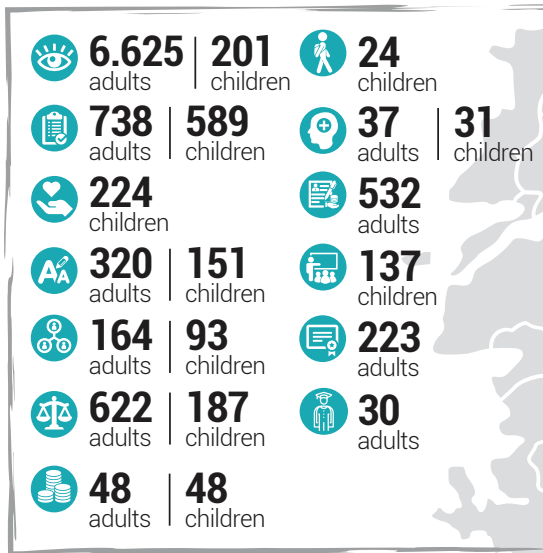
We deem a participatory, inclusive and well-coordinated civil society ecosystem as a cornerstone for successful and sustainable humanitarian aid delivery. Accordingly, we seek to strengthen civil society to enable an effective humanitarian aid and disaster response strategy. In addition to delivering trainings on topics within our expertise, we build effective coordination networks and prioritize the collective flow of information, resource and expertise sharing, as well as boosting communication and coordination capacities.

### **Emergency Response**

Following humanitarian crises, we conduct emergency response operations that seek to address the needs of disaster-affected populations. We provide food and non-food items, improve dwelling conditions; respond to needs related to water, sanitation and hygiene.



# 2019 in Numbers



## TOTAL

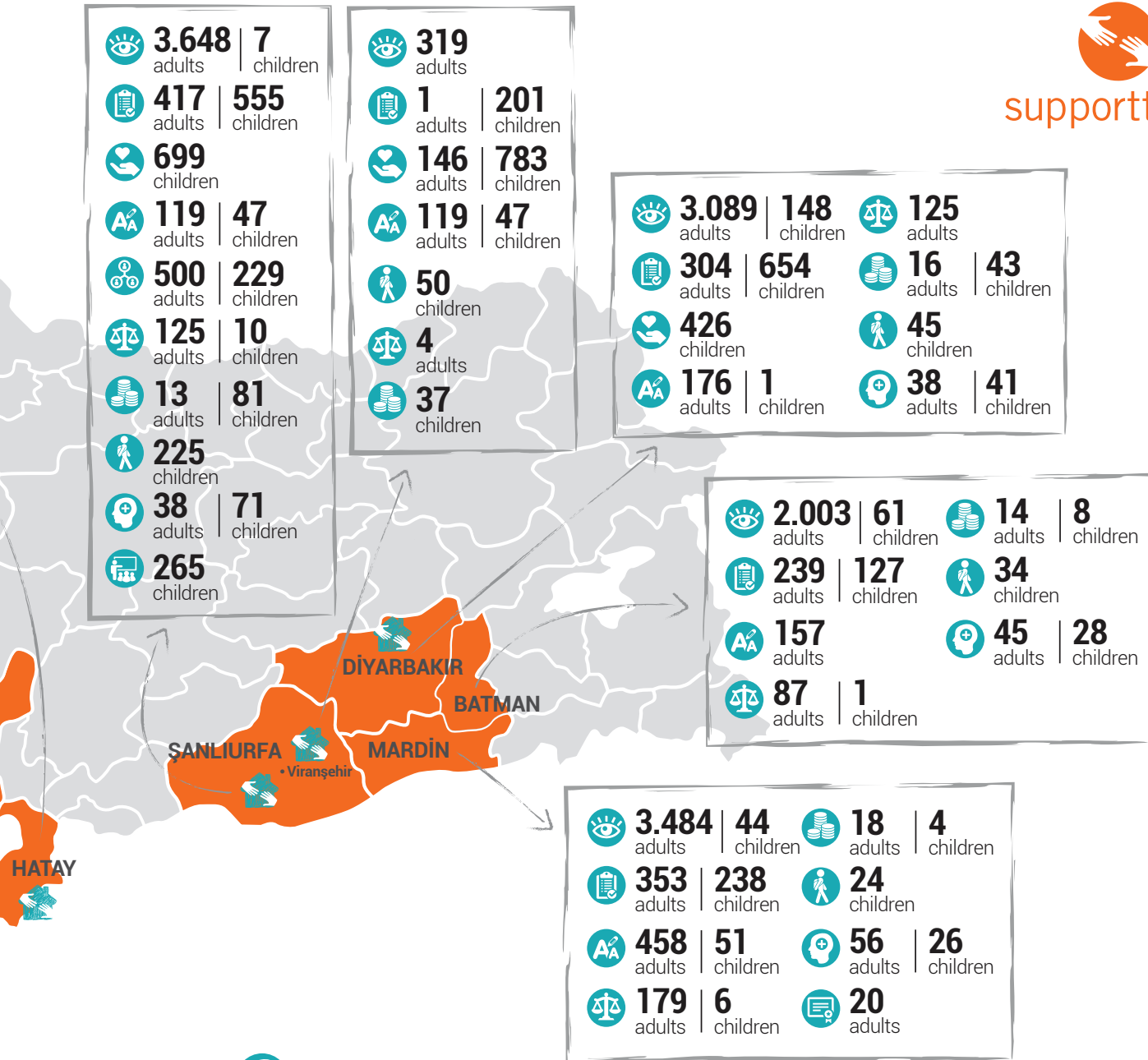
**31.094** Information and Awareness-Raising Sessions  
**7.049** Case-Based Interventions  
**3.391** Psychosocial Support  
**2.162** Turkish Language Classes

**1.983** Social Cohesion Activities  
**1.755** Legal Support  
**1.104** Special Needs Assistance  
**784** School Registration Support





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- 557 Psychological Support
- 532 Work Permit Cost Coverage
- 402 Life Skills Courses
- 391 Certified Vocational Trainings

- 250 Material Distribution (Hygiene Package Support)
- 30 Internship Program



# SUSTAINABLE DEVELOPMENT GOALS

When conducting our humanitarian aid activities, we wish to contribute to **17 identified Sustainable Development Goals** in various ways; we wish to work together for a **#FutureTogether** in a society with resilience and wellbeing.



- Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable.



- Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.
- By 2030, reduce by one-third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.



- By 2030, ensure that all girls and boys have access to quality early childhood development, care and preprimary education so that they are ready for primary education.
- By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.
- By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.



- End all forms of discrimination against all women and girls everywhere.
- Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.
- Eliminate all harmful practices, such as child, early and forced marriage and female genital mutilation
- Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family as nationally appropriate.



- Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.
- Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.



- End abuse, exploitation, trafficking and all forms of violence against and torture of children.
- Develop effective, accountable and transparent institutions at all levels.



- Enhance international support for implementing effective and targeted capacity-building in developing countries to support national plans to implement all the sustainable development goals, including through North-South, South-South and triangular cooperation.

# REFUGEE SUPPORT PROGRAM

Throughout 2019 we supported refugees in Turkey to access services, improved protection and livelihoods, and strengthened social cohesion.

As of 2019, we see that nearly 80 million people in the world are forcefully displaced while Turkey hosts more than 4 million of this population. Turkey is the country with the highest number of refugees where we see 3.6 million registered Syrian refugees under temporary protection. Almost half of this population is made up of children. 98% of these refugees live in towns, in the peripheries of large cities, and in rural areas. 1 million refugee children in Turkey are in school age but 37% of them are unable to go to school.

In 2019 in the scope of our **Refugee Support Program**, we conducted protection activities including case management, legal support, mental health and psychosocial support, information and awareness raising sessions, social cohesion activities, capacity building and protection advocacy.

Under livelihood support activities in 2019, increasing employability, trainings and skills development efforts were at the forefront. With such activities we supported 39.953 lives through our 5 Support to Life Houses and 11 Support to Life Points in 8 cities, namely **Adana, Batman, Diyarbakır, Hatay, İstanbul, Mardin, Mersin and Şanlıurfa**.



**39.953**  
people

Adana  
Batman  
Diyarbakır  
Hatay  
İstanbul  
Mardin  
Mersin  
Şanlıurfa







## PROTECTION

**In 2019 we worked to overcome the protection risks of refugees, improved their well-being, and strengthened inter-community cohesion.**

In our protection activities that we carry out in 8 cities in Turkey, we were not limited to offering services in our field offices but reached out to refugees in city centers, rural areas and border villages with our mobile teams. Throughout the year we provided protection support to 8.764 children and 29.084 adults, reaching a total of **37.848 people**.

In our community centers that we call **Support to Life Houses**, we create spaces where community members come together in neighborhoods and we aim to strengthen the culture of living together with activities that are open to all. Throughout 2019 we carried out all our activities by conforming

to standards of humanitarian aid and protection.

We organized mental health, psycho-social support, education and social cohesion activities directed towards refugees and host community members. We identified and executed our activities with the participation of community members.

In our protection offices that we call **Support to Life Points** we provided individual protection and case management support for refugees and their families. We organized information and awareness raising sessions, legal support through our lawyers, psychological support and training sessions through our psychologists.



“

I have a university degree. I was working as a librarian in Syria. The war turned everything upside down. We came here. My son got into university here and made me very happy. But because of financial difficulties he wanted to quit. I did not accept it. I took the foreign student exam myself. Now I am studying sociology. I am determined. I will find a new job, complete my divorce, and graduate from school. And then I will do a Master's. Support to Life helped me find this courage.

Habibe (47), Mardin

”

“

I am a Support to Life volunteer. In our activities we reach fellow refugees, listen to their stories, and try to find solutions to their many problems. We organize information sessions at homes, Support to Life offices, and work places. Here there are many shoe and textile workshops where refugees work. They only work, without knowing any of their rights. I visit these work places and inform them about their rights and obligations.

Hassan (22), İstanbul

”





## Case Management

Facilitated by translators in the project team, our case management activities aim to respond to protection problems or risks that refugees are faced with. We assess needs in cooperation with the relevant public institutions, municipalities, and service providers such as Social Service Centers and Social Assistance and Solidarity Foundations.

We notify refugees of their basic rights and obligations and how to access health, education, registration, legal assistance and other services. Based on one-on-one

consultations, we solve their problems either by direct follow-up or by directing them to the relevant institutions.

Through 2019 we supported **6.304 lives**, of which **3.573** were children and **2.731** were **adults**. Of those who received case management support from us, we provided financial or in kind support to 893 people to contribute to a more durable solution of their protection problems. We ensured that **464 children** who were left outside schooling were enrolled and started attending school.



Case Based  
Intervention

**2.731** adults | **3.573** children



School Enrollment  
Support

**464** children

“

During the war they banned schools in my country for being sinful. My eldest daughter went to school for only three months. Now we are here. Since we arrived in Turkey, my 14-year-old son Besim has been working day and night whenever he finds a job. Until Support to Life helped us... First, they helped us to have identity cards, then enrolled my children at schools. They provided us with regular assistance so Besim can go to school. Now it is my turn, I will work and send my children to school.

Fatima (38), Mersin

”



## Legal Support

With our team of 10 lawyers, we provided legal counselling on family law, registration, criminal law, women's rights, child protection, access to housing, access to education, social security law, and other similar topics to refugees. When necessary we accompanied individuals under risk in their visits to public or private institutions. We provided people petition support as much as it would meet their needs and ensured standardization of petitions and communication on all areas. In order to assist with access of counselees for legal assistance and attorney services, we established cooperation with Legal Assistance Offices of bar associations in provinces that we operate.

Our lawyers provided legal assistance to **1.745 persons** on various issues such as registration, disagreements under family law, assigning guardians to unaccompanied children or taking them under public oversight, disagreements under criminal and business law, family reunification, deportation and administrative detention processes.



Legal  
Support

**1.745**  
people



“

I studied to be a nurse in Syria. But when I took my son to the hospital here, although the doctor explained to me what the problem was I did not understand anything because I did not speak Turkish. I only cried in a corner. We accepted the situation and took the step to register my son as disabled. However, my son could be treated, he had a chance to walk. Thanks to Support to Life we learned the truth and started treatment.

Elvin (30), Mersin

”



## Mental Health and Psychosocial Support

In our mental health and psychosocial support activities, we aim to strengthen coping mechanisms and adaptation skills of both adults and children, remedy negative effects of challenging life conditions, and ensure people can feel safe again. While our psychologists provided psychological counseling to individuals, we also continued our enforcement focused activities with group counseling. In 2019 we continued our psychosocial group activities for children in an environment where structured activities help to strengthen their basic life skills.

We built the capacity of our psychologists and field workers with trainings and regular supervision, improving the quality and impact of our activities.

While **286 children** and **271 adults** were given individual psychological counseling in 2019 at our Support to Life Houses, **605 children** benefited from our psychosocial support services based on group activities helped to strengthen their sense of self, becoming aware of and expressing emotions, and enriching social interactions. We came together with **1.191 children** in trips, festivals, and sports activities.



Psychological  
Support

**271** | **286**  
adults | children



Psychosocial  
Support

**1.796**  
children



“

Today, with Support to Life I can touch people's lives, and be their 'familiar face' when they need. I would like to thank Support to Life teams that encouraged me to come to this point and who were always there for me. I have always felt their attentiveness, their tolerance, and most important of all, their friendship and warmth. The times I spent at Support to Life House comes back to me as a great fortune, makes me feel good and stronger to do more for myself and for others.

Rande (43), Şanlıurfa

”

## Information and Awareness Raising Sessions

During 2019 we visited many neighborhoods and villages and organized sessions to inform refugees of their rights in Turkey and how they can access services. We undertake such activities with support of outreach teams and community volunteers supported by our outreach teams. Because our volunteer trainers speak the same language and have similar experiences as refugees, we are able to better connect with those in need.

and organized **2.216 information sessions** on basic rights and services. We notified **24.200 people** on access to basic services such as education, health, housing, protection, registration, and social assistance and also on topics such as children's rights, negative effects of child labor, prevention of child marriages, women's rights, and gender equality.

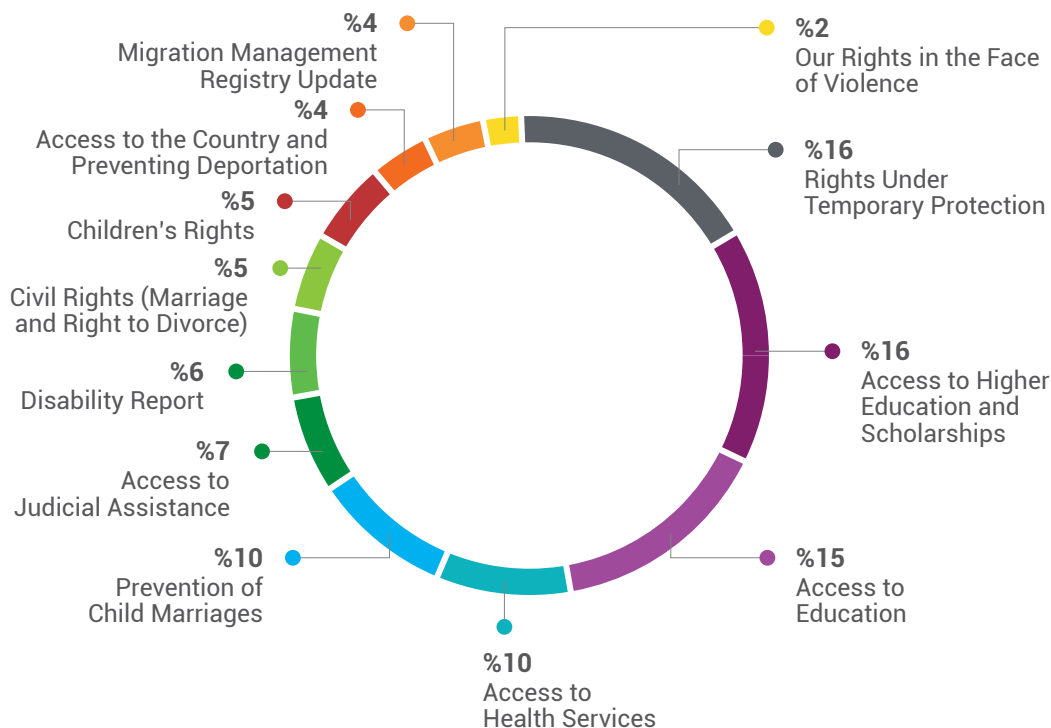
In 2019 we extended the information and awareness raising sessions we conduct with community volunteers to all our locations. We cooperated with **170 community volunteers**



Information  
and Awareness  
Raising

**24.200**  
refugees

### ISSUES





## Social Cohesion

In safe spaces where host community members and refugees relate, discuss, design and produce together, we support refugees to feel at home in their new settings and start building a new life for themselves and their families. We conduct activities that strengthen communication among community members and refugees, and support living together practices and cultural interaction.

We assessed needs of refugees and host communities together and with their direct

participation. In our social cohesion activities we took even more steps together to establish a 'future together'. We diversified our activities with social activities, community committees, and other social initiatives in which we ensured participation of the community and as a result reached a total of **1.983 people**.



**Social  
Cohesion  
Activities**

**1.983**  
people

### Hatay Altınözü Family Support Center:

Altınözü Family Support Center that was established in cooperation with Altınözü Governorate and Altınözü Municipality entered into operation in August of 2019. At our center we focus on protection and livelihood activities by creating a space where refugees and women from the neighbourhood can socialize, develop their skills and share knowledge and experience. The projects are designed and implemented by women, which is made up of team of 7 Turkish and 7 Syrian volunteer women.







“

Before I had an electric wheelchair my father used to carry me to school on his back. But because he was working it was difficult for him to take me to school and back home every day. Since Support to Life brought us the chair I go to school myself. I like drawing very much. When I graduate I want to become a fashion designer.

Manat (11), İstanbul

”



## Education Support

As a part of our protection activities we also conduct educational support activities after school, in addition to helping with school registration of refugee children, and ensuring they attend and adjust to school. In the context of our MoU with the Ministry of National Education and our cooperation with Public Education

Centers, a total of **891 children** participated in our certified Turkish and English language, computer, robotics, coding, and other classes.



Support to  
Classes

**891**  
children

## Capacity Building and Advocacy

Given close cooperation established at the field level, our expert teams extended our capacity building and advocacy activities in 2019. With trainings, seminars, conferences, and campaigns, we focused on mutually developing our refugee protection capacity and conducting rights based activities.

We gave non-governmental organizations, local authorities, public institutions, and private sector companies a series of trainings. Among the many topics were disaster recovery, basic standards of humanitarian assistance, refugee law, working with vulnerable groups,

working with gender based violence cases, child protection, basic principles and methods of child safeguarding, mental health and psychosocial support, how to deal with peer bullying, approach to neglect and abuse cases, and social cohesion.

We organized these trainings for **1.069 personnel** of **22 different institutions** including bar associations, Social Service Centers, local and national non-governmental organizations, District Directorates of Migration Management in **6 provinces**.





## Good Practices in Refugee Protection Conference:

In order to learn from each other and develop good practices, in 2019 we organized an international conference. 'Meet, Share, Inspire - Good Practices in Refugee Protection' took place in September in Ankara. The conference focused on the three themes of Child Protection, Access to Basic Rights and Services, and Sexual and Gender Based Violence, bringing together 23 esteemed panelists from 11 countries on 5 continents accompanied by 6 expert moderators to discuss solutions and strategies in refugee protection.





## LIVELIHOOD SUPPORT

One of every two working-age refugees in Turkey is unemployed, while most of those employed work illegally in precarious jobs.

The main objective of our livelihood projects is to increase the access of the refugee population to safe and stable employment opportunities. This year we continued our livelihoods activities targeting refugee and host community members in the **6 provinces** of Istanbul, Hatay, Mardin, Şanlıurfa, Diyarbakır, and Batman. Gender equality and social cohesion was a cross-cutting theme in all our livelihoods initiatives.

We supported a total of **2.326 people** to access livelihoods. In a project we run with support of Google and in cooperation with the Ministry of National Education Directorate General for Lifelong Learning, we covered a lot of ground again this year. Almost **10.000 people** benefited from **10 technology classes** opened in **9 cities** to strengthen computer skills among Syrian and Turkish students and adults.



Livelihood  
Support

**2.326**  
people



Technology  
Classes

**10.000**  
people







“

Support to Life has brought great encouragement to our lives. It gave us a job opportunity and helped us become professionals. This support helped us stand on our feet financially and morally, making it possible for us to socialize and carry on with our lives in Turkey. Now I work at KEKİK Restaurant with five of my friends from the gastronomy class. Every day we prepare special menus and present them to our customers. Their satisfaction makes us very happy. Now I have a job and I am in constant communication with people. I am very happy for this opportunity.

Selam (20), Mardin  
Cook at KEKİK Restaurant

”





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# #SignsOfTheFuture / RIGHTS AND REALITIES

3.6 million Syrians forced to flee the war in their country now live with us, and we are all trying to keep up with new circumstances. In the poster you hold now, you will find information about refugees, corrections of wide-spread misinformation and signs that deliver warnings from the future. Humanity is moving, and we are all on the road.

Do not just glance over the **#SignsOfTheFuture**; instead, match the titles to the correct signs.

[bagis.hayatadestek.org](http://bagis.hayatadestek.org)

## EMERGENCY EXIT FOR FUNDAMENTAL RIGHTS

We are currently living together with 3.6 million Syrians in Turkey on the 9th year of the war.



## WORK PERMIT

Turkey granted work permits to a total of 32 thousand Syrians until November 2018.

## MUTUAL HARMONY

Turkey is currently sheltering the biggest refugee population in the world, and we are all trying to keep up with new circumstances.

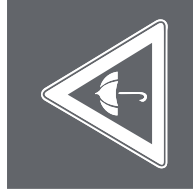


## VICIOUS CYCLE RISK

Highly vulnerable refugees becoming dependent on outside help may force us into a vicious cycle.

## UNDER TEMPORARY PROTECTION

3.6 million Syrian refugees who have migrated to Turkey since 2011 are under "temporary protection" status, and are not legally considered refugees.



## LIFE IN THE CAMPS

140 thousand Syrians currently residing in the temporary shelters known as "refugee camps" only make up 4% of the total refugee population in Turkey.

## BURNING BRIDGES

53% of the Syrian population, which used to be 22 million before the war, could not return home. The average duration of forced relocations caused by a humanitarian crisis is 17 years.



## CIVILIAN MAJORITY

70% of the 3.6 million Syrians that have migrated to our country since the beginning of the war in 2011 are women and children.

## GRAVE/SEA

Unfortunately only in the first half of 2018, 1500 people dreaming of a better life lost their lives while trying to cross the Mediterranean Sea.



## CROSSROADS

In this critical time period where our approach to refugee issue will shape the results of our efforts, we may very well be at crossroads.

## ELIXIR OF YOUTH

50% of Syrians in Turkey are between the ages of 0-18. This makes about 1.7 million children and youth that have either seen the war or were born during the war.



## ECONOMIC CONTRIBUTIONS

Research done in countries receiving immigrants have shown that the more immigrants reside in the country, the bigger the growth is.

## LOW INCOME AND LIMITED OPPORTUNITIES

12% of Syrian families in Turkey live in extreme poverty, while 59% live at the average poverty rate.



## LANGUAGE OF PEACE

95% of Syrian refugees living in Turkey state that they want to learn Turkish.

## NEWBORNS

More than 400 thousand Syrian children have been born in Turkey. Syrian children born in Turkey under temporary protection face the risk of being stateless.



## A FUTURE WITHOUT LOSS

We must put an end to discriminatory language, and show enough maturity to adopt a humane point of view when discussing this situation.

**Hayata Destek** is a humanitarian aid organization that aims to provide access for fundamental rights and needs of communities affected by disaster. We have been working to supply Immediate Aid and Refugee Aid, to prevent Child Labor in Seasonal Agriculture and to provide Capacity Development within the framework of a humane and indiscriminate approach, equality, autonomy and accountability since 2005; thus supporting life.



HayataDestek



Support2Life



HayataDestek



Support2Life

[www.supporttolife.org](http://www.supporttolife.org)

## Good Practices on Livelihood Support:

In November 2019 we organized a conference in Istanbul where we shed light on the diverse approaches and practices in livelihood support for refugee communities. Projects run countrywide in the field of livelihood support came together to share ideas. At the conference, examples of good practices carried out in different parts of Turkey were presented. The event created an environment of dialogue among refugee communities, the private sector, and public institutions that run activities directed towards employment needs of the refugee population in Turkey.



## Women's Entrepreneurship in Mardin:

In December 2019 we organized a workshop on women entrepreneurship in Mardin. Many non-governmental organizations from Mardin and different parts of Turkey, private sector representatives and public institutions participated in the workshop, sharing their models and experiences of women's engagement as entrepreneurs. Based on these good practices, sub group activities were organized in the form of roundtable discussions for creating new ideas contributing to regional development in agriculture, animal husbandry, and ecological tourism.



## Employment through Skills Development

In 2019 we continued with our certified vocational training and language classes. We continued our efforts towards increasing employability by focusing especially on the young refugee population.



We opened **Turkish language classes at A1 and A2 levels** certified by the Ministry of National Education for adult refugee participants to increase their employability.



We organized **certified vocational classes** by observing market needs in our areas of operation.

- **Istanbul:** Lock Stitch Operator in Textiles
- **Hatay:** Service Staff in Food and Drinks Sector, Wood Carving CNC Operator, Local Food Production, and Domestic Olive Processing
- **Mardin:** Carpet Weaving



We organized trainings on topics such as writing resumes, interview techniques, and communication methods to increase **employment**

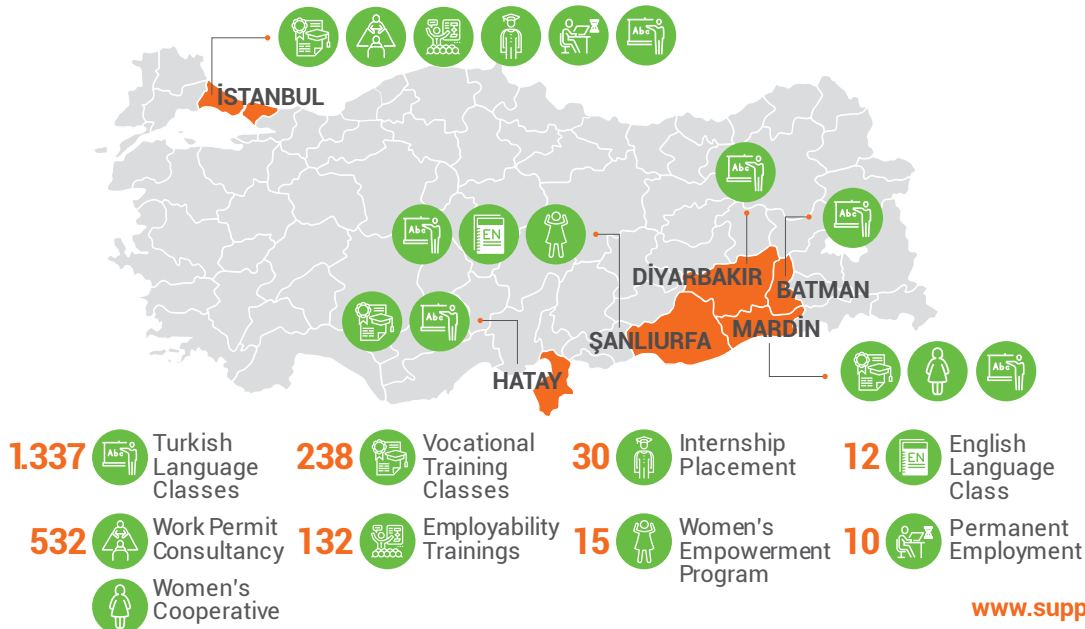


**skills** of young people in the 18-24 age group. With such trainings we reached 132 young people and included 30 of them in **internship programs**. Following the internship, we placed 10 of them to **permanent positions**.



Again to make it possible for people under temporary protection to join registered employment, we **paid work permit fees** on behalf of employers. In addition, we organized **information sessions** for refugees on employee rights and business life in Turkey.

In Yeşilli district of Mardin we supported production and sustainability of **women's cooperative KEKİK** that we established with support of Yeşilli Governorate and together with women that received gastronomy and carpet weaving classes.



“

I am going to school. I am at the 12th grade this year so I have to pay more attention to my classes. After I talked with Support to Life, I left my work as an agriculture laborer and started to study harder. I want to be a physical education teacher.

Zeynep (17) Şanlıurfa

”



# PROTECTING CHILDREN IN SEASONAL AGRICULTURE

**There are 152 million working children in the world with 70% of them employed in hazardous work. Seasonal agriculture is one of those sectors that employ the highest number of children both in Turkey and in the world.**

In Turkey it is forbidden to employ children at any job until they are 15 years old and at heavy and hazardous work until they are 18 years old. However, of the 2 million working children in Turkey, around half are employed in seasonal agriculture, which is categorized as hazardous work.

We continue to run our activities directed towards the prevention of child labor in

seasonal agriculture.

We strive to ensure that at-risk and working children have access to their basic rights and that they are spared from neglect and abuse.

Our aim is to increase children's resilience, improve their well-being, and contribute to raising awareness that child labor is a violation of their basic rights and must be eliminated.



## ADVOCACY ACTIVITIES

**Our advocacy priority is increasing public awareness about child labor and establishing effective cooperation with relevant stakeholders to take more active role in solution of the problem.**

Regarding advocacy on child protection in seasonal agriculture, we raise awareness in the public on child labor and encourage relevant authorities to claim responsibility. In roundtable discussion events, we bring together representatives of the public sector, non-governmental organizations, private sector, academia, and unions to jointly plan for actions against child labor.

On 12 June World Day against Child Labor this year again we organized a variety of events including children's fairs, a stop-motion

workshop, billboard activities at city centers, conferences, and panels.

We supported establishment of Preventing Child Labor at Seasonal Agriculture Commission under Viranşehir Governorate in Şanlıurfa in June 2019. At two roundtable events we brought together stakeholders working in the area. The priority of this commission is to ensure that children working in seasonal agriculture are re-enrolled in school and attend the upcoming academic year.



## FIELD WORK

We supported 1.205 children and 813 adults through our field activities in Adana and Viranşehir district of Şanlıurfa where most of the population is employed in seasonal agriculture.

### Support for Children

We provide case management, legal support, psychological and social support services with our specialists at our Support to Life Houses and Support to Life Points. We aim at protecting children from neglect and abuse, improve their wellbeing, and benefit from basic rights such as education, growing up in safe homes and healthy environments.

With our structured psychosocial support program, we improved the well-being and development of **1.205 children** engaged in seasonal agriculture.



**Psychosocial  
Support**

**1.205  
children**

”

#### PSYCHOSOCIAL SUPPORT ACTIVITIES For Working Children or Children Under Risk

As Support to Life we prepared a psychosocial support program in 2019 targeting specifically working children to help minimize vulnerabilities and support their development. We implemented the program in all our field offices. This psychosocial support program is based on 24 structured sessions with consecutive purposes and learning outcomes whereby we strengthened development areas that are interrupted due to working such as sense of self, becoming aware of and expressing emotions, and establishing healthy communication with peers.

“

With the case management activities that we run for working and at-risk children, we reached **725 children**. We helped **320 children** move away from the risk of working and enrolled them in school. We provided financial and in-kind support to **211 children and their family members** in the context of special needs support to contribute to solution of their problems. For protection of their children,

we provided legal support to parents through our lawyers.

In addition to structured or specialized support we came together with children, their families, and other community members and shared social, cultural, and sports activities where we reached **1.595 children and adults**.



**Case Based  
Intervention**

**725**  
children



**School Registration  
Support**

**320**  
children



**Special Needs  
Assistance**

**211**  
people



**Social  
Cohesion**

**1.595**  
people

## Information Sessions

We reached out to families and other community members to provide information on children's rights and child development. We informed them on violations children face during work and laws preventing child labor. In the **214 sessions** we organized with our outreach teams and community volunteers, we provided information to **1.601 people**.

We also visited employers, field owners, and agricultural intermediaries to inform them on the negative effects of child labor, rights and obligations of employers, legal sanctions, children's rights and child development.



**Information  
and Awareness  
Sessions**

**1.601**  
people





## STRENGTHENING CIVIL SOCIETY

For the quality of our projects we develop our internal capacity and share it with others. We believe that an effective civil society can only be built by sharing knowledge and experiences.



- We developed a community based volunteering policy and extended it to all our field offices.
- In the 6 projects we implemented in 8 provinces we mobilized 170 volunteers. Thanks to our volunteers we organized **1.266 sessions** to raise awareness and reached **11.521 people**.
- We trained our community volunteers in the topics of Refugee Law, Access to Rights and Services, Civil Law, Trauma and Grieving, Child Protection, Child Safeguarding, and Gender Sensitivity.
- All our community volunteers and staff received trainings in STL's Code of Conduct, and learned how to use and refer beneficiaries to STL's Community Feedback and Complaint Mechanism.
- In 2019 we developed external capacity by providing trainings to non-governmental organizations and public offices with whom we collaborate in 8 provinces.
- For increased internal capacity, we delivered facilitation training to 22 staff.
- Our field teams took a series of trainings in the topics of Child Protection, GBV Case Management, Child Safeguarding, Protocol and Diplomacy, Advanced Protection, Communication with Vulnerable Groups, Mental Health, and Prevention of Human Trade and Child Marriages.
- In order to better combat child labor in seasonal agriculture, we trained our field staff in agricultural intermediaries to support them in their awareness sessions with landowners.



## CHILD SAFEGUARDING

We completed the third year of our **Strengthening Child Safeguarding Capacity in Turkey** project.

Within the framework of the project, in 2019 we delivered child safeguarding trainings to a **total of 277 staff in 17 institutions**. Additionally, we provided small scale grants to **5 non-governmental organizations** to help them develop and increase their child safeguarding capacities.

By the end of 2019 we continued to assume a leading role in mainstreaming child safeguarding both in-house and in Turkey.

We developed a child-friendly version of the

Child Safeguarding Code of Conduct and the Child Safeguarding Community Feedback and Complaint Mechanism. We made sure it was easily accessible to all children who use our community centers.

- We delivered Peer Learning Training Module to our 16 Child Safeguarding Focal Persons in our 8 field offices.
- STL's 16 Child Safeguarding Focal Persons ensured that all our offices and activities are more child friendly.
- Children's Committee activities continued in our 5 community centers. 95 children participated in Children's Committees at 5 different Support to Life Houses.



## GENDER EQUALITY

This year we started to work with our Gender Specialist in order to develop our organizational capacity in gender equality and to meet program needs with a gender sensitivity approach. We published our Gender Equality Policy and revised our processes and approach.

### **Training in Managing Gender Based Violence (GBV) Cases**

In order to strengthen capacities of our case management teams, our 66 staff received **Managing GBV Cases** training. This three-stage training is organized considering participation of all case management teams on our 8 field offices.

We strengthened the capacities of our teams on gender equality, basic concepts on GBV, ethical principles in management of GBV cases, steps of case management, partner/spouse violence, sexual violence, child marriages, sensitivities of case management towards disabled individuals subject to GVB, LGBTI+ individuals, girls and boys.

### **16 Days of Activism Campaign**

In order to develop capacities of all STL staff in the struggle against GBV and to ensure visibility of the struggle against violence against women, we organized 16 days of activism campaign. During the campaign we shared STL data on women-led leadership and workforce as well as strong examples of our women focused projects. We showed our sympathy to the cause during two weeks by wearing orange that is the color of the 16 days of activism campaign.

### **Step by Step Pocket GBV Guidebook for Humanitarian Practitioners**

We translated into Turkish the Step by Step Pocket GBV Guide prepared by the InterAgency Standing Committee (IASC).

We published the Pocket Guide on our web site as open resource.







## COORDINATION FOR LOCALIZATION

We believe coordination and advocacy to be the building block of any strong civil society. With that objective, in 2019 we continued our efforts in national and international coordination.

We continued to take the lead in the Civil Society Disaster Platform (SİTAP). We demonstrated local leadership in national fora, namely the Refugee Council of Turkey, Checks and Balances Network, and the Platform to Prevent Violence against Children, of which we are members.

In the global arena, we continued to be part of NEAR (Network for Empowered Aid Response), working to empower local civil society organizations in the Global South, a network that we have been involved in since its establishment in 2016. Our Director Ms. Sema Genel Karaosmanoğlu assumed the position of Chair of the Leadership Council of NEAR in 2019 where she leads the network's strategy on localization.

We continued our membership at ICVA (International Council of Voluntary Agencies), where we also contributed to discussions on localization.

We participated in a series of innovation workshops at Dutch Humanity Hub in The Hague to create a web-based platform to bring together local humanitarians.

In December we attended the First Global Refugee Forum organized in Geneva by UNHCR in cooperation with the Swiss government. The Forum was the first meeting at ministerial level for realizing the Global Compact on Refugees that the United Nations accepted in December 2018 in New York. Senior government officers from the Presidency and relevant ministries from Turkey as well as academicians, representatives of the private sector, local and international non-governmental organizations, and different refugee groups participated in the Forum.



## EMERGENCY RESPONSE

**Because Turkey is a disaster-prone country, in 2019 we continued our efforts at disaster preparedness while responding to medium-impact crises.**

A hurricane took place in Antalya in January 2019, affecting villages, their greenhouses and their livelihoods. We conducted a rapid needs analysis on the ground with our assessment teams from Mersin and Hatay, and shared the results with AFAD (National Disaster Management Agency of Turkey) and civil society organizations.

During military operations at the Syrian border, we coordinated with the Crisis Desk and conducted needs analysis regarding conditions and needs of families in Mardin and Şanlıurfa who were forced to temporarily migrate from border cities. We shared the results with all relevant stakeholders. In response to this emergency, we carried out psychological first aid and psychosocial support activities for children and their families who were displaced from Ceylanpınar to Viranşehir in Şanlıurfa.

We conducted emergency needs analysis following the heavy rains that started in Adana in December 2019. The assessment was carried out amongst seasonal agricultural worker families in the districts of Seyhan, Yüreğir, and Karataş, in coordination with district municipalities and the results were shared with all interested parties. In response to this emergency, we distributed hygiene kits to **250 families** and continued our support to the region in early 2020.

Due to the closure of temporary protection centers during the year, we distributed non-food relief items to many refugee families in Hatay who left the refugee camps and moved to cities.



**Hygiene  
Kits**

**250  
families**













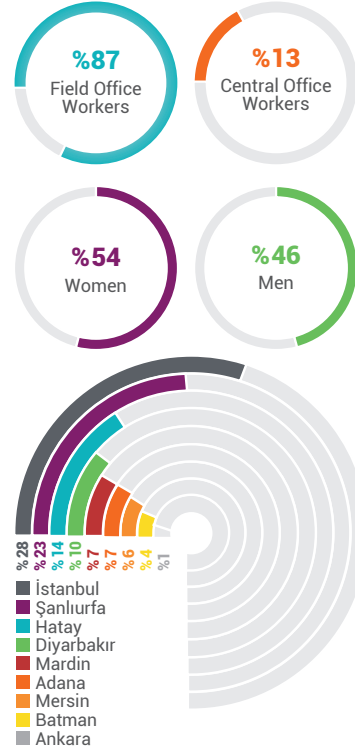
# HUMAN RESOURCES

In 2019 we continued hiring new staff by adhering to our equal opportunities principle. We cared about presenting staff development and career opportunities to 398 persons we work with.

Number of Staff per Location	
Head Office	52
Field Offices	346
<b>TOTAL</b>	<b>398</b>

Number of Staff per Gender	
Women	215
Men	183
<b>TOTAL</b>	<b>398</b>

Number of Staff per Province	
İstanbul	113
Şanlıurfa	90
Hatay	57
Diyarbakır	40
Mardin	28
Adana	28
Mersin	23
Batman	18
Ankara	1



İNSANİ YARDIM  
İNSANİ YARDIM

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hayata destek

BASKA  
SİNEMA

## Humanitarian Efforts in Cinema / Humanitarian Efforts on the Field

On 19 August World Humanitarian Day we brought humanitarian activists together with movie makers. Following the screening of 'A Perfect Day' (Spain, 2015), organized in collaboration with Another Cinema and Altyazı Cinema Magazine, we discussed humanitarianism and its representation in cinema. The movie screening took place at Istanbul Kadıköy Movie Theater and led to a lively discussion with the engagement of the audience.

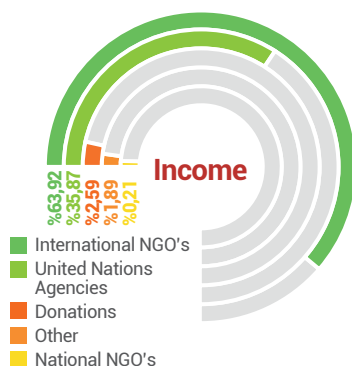


# hayata destek



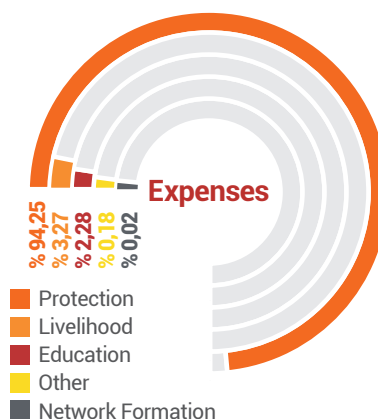
# FINANCES

In line with the principle of accountability, as we do every year, in 2019 we completed an institutional audit covering all our expenses and shared our audit report on our web site.



Corporate Grants	€ 7.817.895,61
International NGO's	€ 4.997.550,24
United Nations Agencies	€ 2.804.191,57
National NGO's	€ 16.153,81
Donations (Corporate, Individual, Activities. etc.)	€ 212.296,36
Other	€ 154.690,56
<b>TOTAL</b>	<b>€ 8.184.882,54</b>

Network Formation	€ 1.811
Education	€ 182.884
Livelihood	€ 261.823
Protection	€ 7.549.775
Other	€ 14.485
<b>TOTAL</b>	<b>€ 8.010.778</b>



Project Expenses	€ 8.010.777,95
STL General Management Expenses	€ 154.851,05
<b>TOTAL</b>	<b>€ 8.165.629,00</b>

\* For official purposes, STL accounting records must be used as base.

\* While converting TL to EUR, Central Bank of Turkey exchange rates on 31 December 2018 are used.



## YOU CAN SUPPORT LIFE TOO!

We have been working for 13 years to help disaster-affected populations meet their basic needs and rights.

Your support will ensure the continuity of our work, and help us reach out to more people.

You can also begin **supporting life!**

To support our efforts to mitigate disasters risks, provide emergency aid assistance, combat child labor and improve the living conditions of refugees, you can support us using the following methods:



You can visit [www.hayatadestek.org/bagis](http://www.hayatadestek.org/bagis) and provide one-time or monthly support using your credit card.



You can make a bank transfer using our account information below.

Bank	Branch	Account #	IBAN
Finansbank	Bebek Br. (901)	46849836	TR39 0011 1000 0000 0046 8498 36 (TL)
Finansbank	Bebek Br. (901)	46262601	TR55 0011 1000 0000 0046 2626 01 (EURO)
Finansbank	Bebek Br. (901)	46262605	TR44 0011 1000 0000 0046 2626 05 (USD)
Finansbank	Bebek Br. (901)	63851013	TR02 0011 1000 0000 0063 8510 13 (GMP)



You can become a monthly donor to support our activities by simply using the SMS service on your mobile phone.



For donations of 25 TL/month type **HAYATADESTEK**  
 For donations of 50 TL/Month type **HAYATADESTEK50**  
 For donations of 100 TL/Month type **HAYATADESTEK100**  
 and send it to **8071** via SMS



Respond to the confirmation message by typing **EVET**



This way, you too can support life with your monthly contributions.

# Ways of Supporting Life



## become a monthly donor

Our monthly donors are sources of not only financial security ensuring our independence and sustainability, but also of motivation, reassuring us that we do what we do well. With your support, we are able to turn small contributions into substantial impact. '[www.hayatadestek.org/bagis](http://www.hayatadestek.org/bagis)'



## invite your friends to become monthly donors

you can show your confidence in what we do, how we do it and what we wish to do with your friends and family by inviting them to become monthly donors. We think that in fact, everyone has a desire to contribute to the solution of social matters; help them hear that voice!



## make special days more special and spread the idea

In return for donations, Support to Life prepares tailor-made celebration cards for occasions like new year's, mother's day, father's day, weddings and delivers them to whomever they are addressed. You can make your special day more special by supporting life.



## run, perform or play: make your own campaign

You can join a charity run for a cause of your choice, deliver a music performance on your instrument at a party, deliver a yoga session for your friends, or play games. By delivering a Support to Life Thank You certificate after an activity, you can invite them to donate. You can write to us at [destekol@hayatadestek.org](mailto:destekol@hayatadestek.org) to design your own campaign. We are open to all sorts of creative ideas.



## donate with your voluntary support

If all the NGOs of the world have one problem in common, that must be the shortage of human resources and time. You may wish to offer your expertise for support, or you may introduce us to those who do. Your knowledge and experience is the best contribution we can hope for.



## introduce us to other organizations

Problems are many, resources are limited. You can introduce us to organizations you are affiliated with or you got to work with. You can be the prime mover of future collaborations, help us develop novel projects and form creative partnerships.



## support us on social media

Facebook, Instagram, Twitter, Linkedin and YouTube. Support to Life, its beneficiaries, staff and supporters do not turn a blind eye to these modern mediums of 'speech' and care to be visible and vibrant in these platforms. You too can share our accounts, help disseminate our posts and help us carry societal issues and rehabilitation projects to daily public agenda.

# destekar



**We opened our destekar store in 2019!  
Offering unique products and services,  
all revenues from destekar will be  
transferred to Support to Life activities  
and people in need.**

**[www.destekar.org](http://www.destekar.org)**

**destekar** is the online shopping platform of those who want to support life. The social design market it created invites both consumers and producers to be a 'destekar' to one another; turns your shopping experience into an opportunity to support a more just and equal world for all. All **destekar** designs and its production serve one or more of Sustainable Development Goals. **destekar** is a Support to Life brand.

**product** - all destekar products are born from the meeting of talented artists with people affected by disasters or conflict.

**art** - destekar acts as an art gallery and makes art accessible for all. It introduces a limited number of illustrations, autographed books, drawings or other products of artists that imagine a more just and equal world.

**workshops & trainings & consultancy** - destekar organizes art workshops and specialty trainings for individuals and corporations to diffuse knowledge and skills. Through its consultancy services, it cares to conceptualize projects that serve a more just world.



destekardukkan



destekardukkan



destekardukkan



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## Photos

### COVER PAGE

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