

# 2016

## ANNUAL REPORT



supporttolife

## CONTENTS

### 3 NOTE FROM THE DIRECTOR

### 5 OUR WORK

#### ■ REFUGEE SUPPORT

- Cash Assistance
- Winterization Aid
- Support To Life Houses
- Case Management
- Livelihood

#### ■ CHILD PROTECTION

- Advocacy
- Field Activities

#### ■ STRENGTHENING CIVIL SOCIETY AND COORDINATION

#### ■ EMERGENCY RESPONSE

### 27 FINANCES

### 29 HUMAN RESOURCES

### 30 SUPPORT US







## NOTE FROM THE DIRECTOR

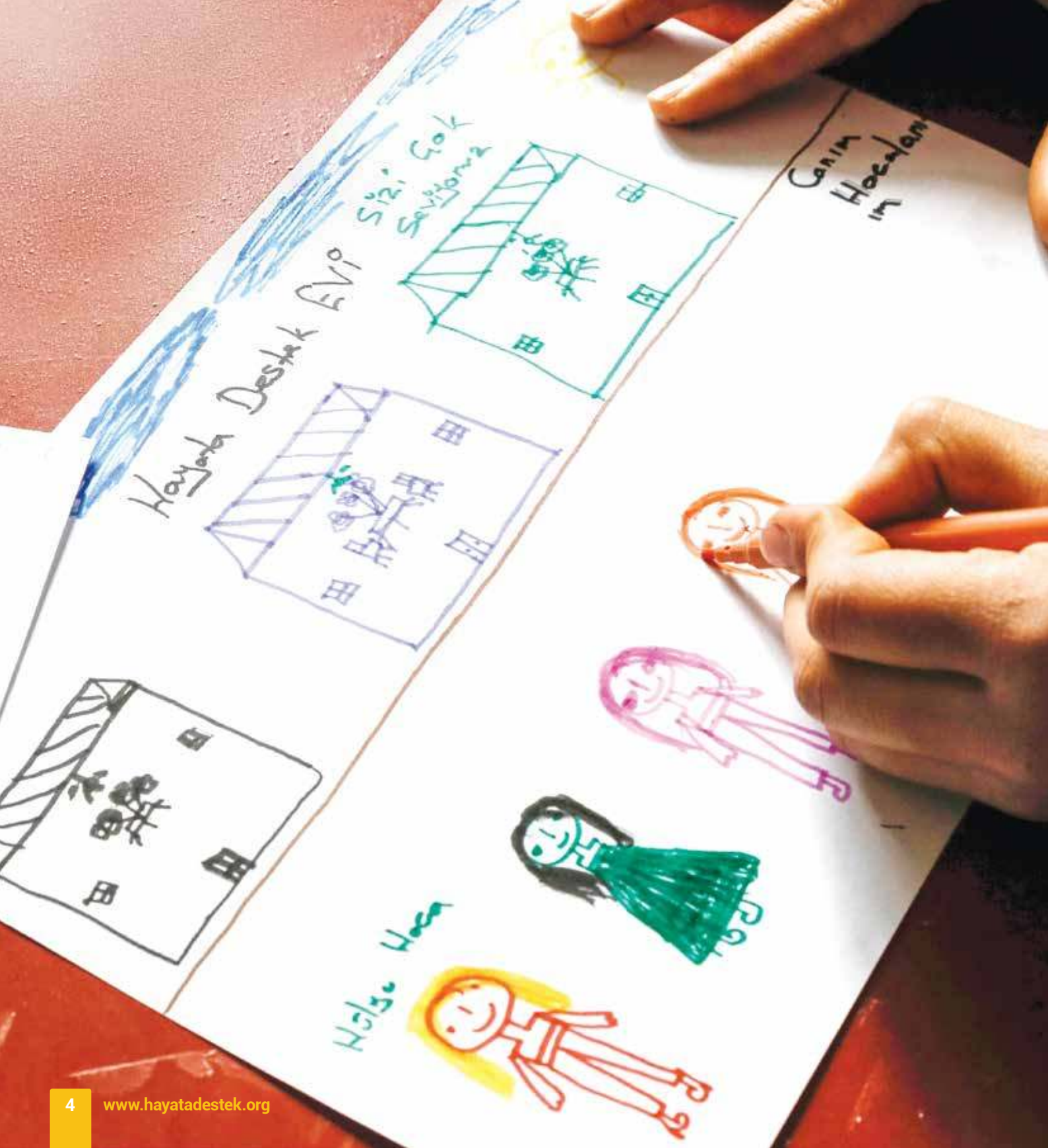


It's been a challenging year for humanitarian work. This year, we've seen Syrians finding refuge in Turkey seeking ever more decisively to start new lives here, as opposed to waiting to head back to their country. Accordingly, we readjusted our activities to fit newly emerging needs and began focusing more on supporting and diversifying livelihoods. Even though we finalised our cash-based interventions as the year came to a close, 2016 marked a sharp up-scaling of our activities on this domain and we've supported the lives of almost 100,000 refugees with the monthly cash-assistance focusing primarily on winterization and food aid. We continued offering protection through psycho-social support, non-formal education activities and referrals to public services. This way, we contributed to psychological and social wellbeing of more than 12,000 refugee children, youths and adults.

Throughout the year, we also institutionalised our child protection activities. With the child protection policy and code of conduct we developed, we created momentum in our intra-institutional dissemination. We plan to focus our capacity building activities primarily on child protection in order to encourage more individuals and institutions to uphold principles of children protection when doing their work. We built a stronger team in 2016 for strengthening civil society and coordination with a strategic vision and will continue our mission in 2017.

Like every year, I would like to thank everyone who believes in our positive impact and who support our mission. Hoping to reach out to more and more people every year...

**Support to Life Director**  
Sema Genel Karaosmanoğlu



Hayat Destek Evi

Sizi Çok  
Seviyoruz

Canım  
Hocaları'm

Hocalarımız

## OUR WORK

### *Refugee Support*

The goal of STL's work in the area of refugee support is to help Syrian refugees in the region who are either unable or unwilling to settle in refugee camps meet their basic needs and rights. STL is providing direct support through psycho-social services in its Community Centres, and enables access to services with its Case Management teams.

### *Child Protection*

STL has been working with at-risk children, sensitizing farmers and raising awareness among the public in an effort to contribute to eliminating child labour in Turkey, especially in the context of seasonal migratory agricultural work. As the inflow of Syrian refugees aggravated child labour in Turkey and child work became a prevalent negative coping strategy, STL extended its child protection activities to include refugee families.

### *Strengthening Civil Society and Coordination*

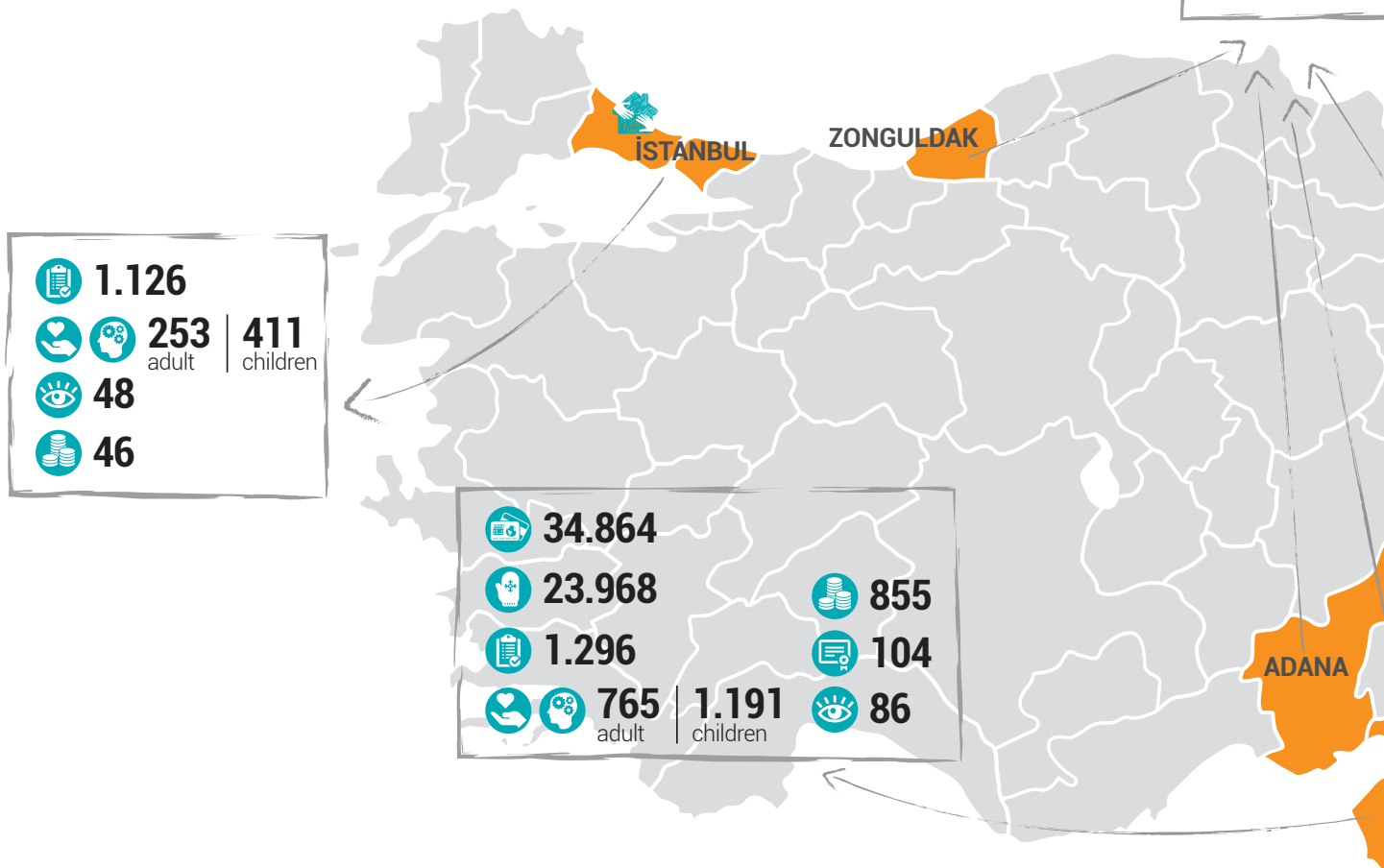
STL values a participatory, inclusive and well-coordinated civil society as the capstone of successful and sustainable humanitarian assistance. True to this vision, STL prioritizes the development of the coordination, communication, advocacy, expertise and information capacities of the civil society organizations that specialize in humanitarian aid and disaster response. It publishes and disseminates reports, engages in capacity building activities for civil society actors, as well as pursuing active coordination and advocacy campaigns with all stakeholders.

### *Emergency Response*

In disaster situations, STL provides relief aid to disaster-struck communities through in-kind and cash-based support for food and non-food items, winterization aid, as well as improving the conditions of shelter and addressing water, sanitation and hygiene needs.

# 2016 in Numbers

*Child Protection focused activities*



## TOTAL

**96.913** (Icon: Brain with gear) Cash Assistance Through E-Cards

**52.549** (Icon: Winter hat with snowflake) Winterization Aid

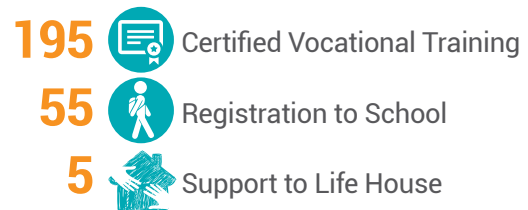
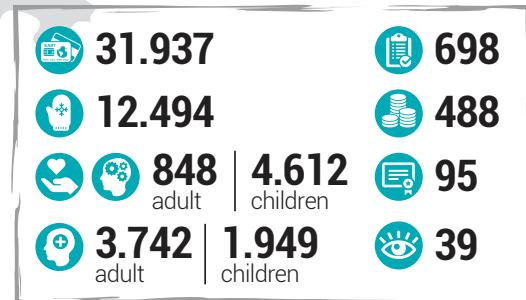
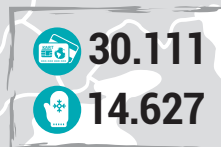
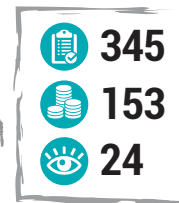
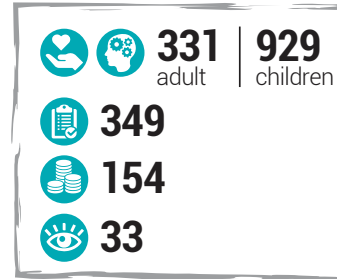
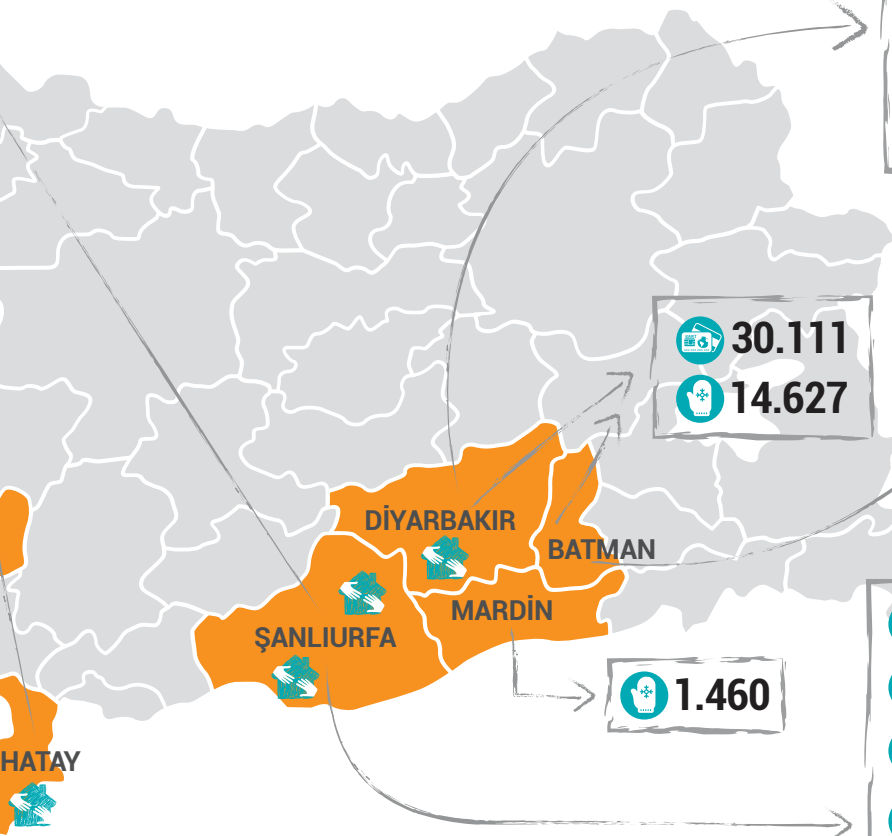
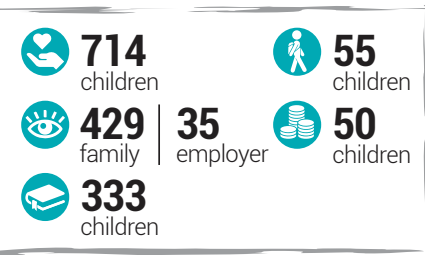
**5.691** (Icon: Head with plus) Mental Health Support

**9.340** (Icon: Heart with hand) Psycho-social Support

**3.914** (Icon: Brain with gear) Life-skills Sessions

**3.914** (Icon: Document with checkmark) Case Based Interventions





“

I work in olive business. First in the olive groves, and when that's done at the press... In exchange for my work, the bosses give me oil instead of cash and I swap it for coal. This way we can stay warm, but we don't have money to buy clothes. For two years, I hadn't been able to buy even socks for my children. *Today we went to the store for the first time. My son turned to me and asked, 'Dad, is it Bayram tomorrow?'* We are all very happy. Especially the kids, they are happy as if they are living a festival. When the war is over, we will go back home to Idlib. But it's already been four and half years here, I don't know when we will be able to return.

”





## REFUGEE SUPPORT

*According to official data, there were 2.5 million Syrian refugees in Turkey by the end of 2015 and as of January 2017, this number is up to 2.85 million. 90% of these refugees are living outside the camps; in city centres, towns or villages.*

As Support to Life, we've continued our activities in 2016 focusing on assisting the refugees in meeting their basic needs and accessing essential services, which are shared

human rights. We provided cash support, winterization aid, case-based support and community-based protection services to those in need.



## Cash Assistance

*We helped refugee families meet their basic food needs and periodic winter needs by means of distributing electronic cards, which were topped-up monthly according to family size.*

By means of the Support to Life with E-Cards Project, thousands of refugee families had the chance to choose freely in purchasing their own basic needs. The aim of the E-card project has been to help refugees cover their basic needs and by doing so, give them an opportunity to focus on mid-term solutions for their household

economies and rebuild their livelihoods. At the same time, the shopping they did from local contracted shops supported local economies and contributed to the strengthening of the social cohesion between refugees and their host communities.



### Cash Assistance

Batman  
Diyarbakır  
Hatay  
Şanlıurfa

**96.913**  
individuals





## Winterization Aid

*Through our E-card system, we provided one-time winterization assistance to refugees in Diyarbakır, Batman, Hatay, Mardin and Şanlıurfa so that they could cover their seasonal needs such as blankets, mattresses and warm clothing items.*

The E-card system we put in place for improving food security was also used in order to provide support for periodic winter needs.

With the E-cards we distributed to those in need of support in 5 cities, our beneficiaries could choose freely when shopping from contracted

shops and prioritize their purchases according to their needs.

Dedicated sections assembled in contracted shops included winter goods such as blankets, mattresses, warm clothes and heating appliances.



### Winterization Aid

Batman  
Diyarbakır  
Hatay  
Mardin  
Şanlıurfa

**52.549**  
individuals



“

We got here from far away, all the way from Dara, and spent three long winters. The only thing we had to protect us from the cold were our blankets. But thanks to the winter aid, my kids can wear jumpers and coats this winter. *I bought winter clothes for myself, my wife and my kids with the e-cards they gave us.* I don't know how many winters we will have to spend here still. I do want to go back but I don't know how it will be possible.

”



## Support To Life Houses – Community Centres

*We have continued our activities in our Support to Life Houses with the aim of improving the living standards of local refugee populations, assisting them in adapting to their local environments and strengthening their relationship with host communities.*

Our Support to Life Houses continued their activities in Hatay, Şanlıurfa and İstanbul. While the main focus of the protection component of our refugee support activities was refugee children, we insure active participation of youths and adults as well. In this vein, we contributed to the inclusion of refugees in social life in the areas they are living in through information sessions, psycho-social support activities, life-skills sessions and language courses. In addition to these activities, we organized

cultural and artistic activities to contribute to social cohesion at the local level.

In 2016, we began offering formal 'certified' Turkish-language courses in our Support to Life Houses for the first time, in collaboration with Halk Eğitim, a public education institution. The language-barrier is one of the challenges in Syrian refugees' participation to the job market and thanks to these courses, we will be able to improve their chances of employment.

“

The baby on my back, a six-year old girl in my arms, and my elderly aunt; we desperately took to the road. The war is on our back, and we are trying to overcome the road to make it to Turkey. I cannot bring myself to explain how terrified, how exhausted we were. Thank God we made it, and we made it to Fidanlık Camp. My daughter's tongue was tied on the road. How wouldn't it be? Things she went through, things she faced; it was all too much for her. She was following my every step in the camp, as if she was my shadow. She would cry her heart out if she woke up at night and couldn't see me. She was afraid of everyone, she was avoiding them. *These teachers here, they took care of her. They played with her, drew pictures, and sang songs. She began talking little by little, started smiling, and became a child again.*

”



## Case Management

*Among refugees living in Istanbul, Diyarbakır, Batman, Şanlıurfa and Hatay, those having difficulty accessing basic needs and services were identified by our Case Management Teams and received assistance.*

With our case management activities, we took action in order to inform individuals about their rights and responsibilities, about health, education, legal services and similar. Additionally, we provided solutions in situations where individuals were having difficulty accessing services and provided cash-support in particular cases of urgency. Depending on the needs in question, we referred our beneficiaries to relevant institutions.

Our Case Management Teams provided assistance to refugees having difficulty completing bureaucratic processes such as registration, marriage, school enrolment, declaration of birth; refugees in need of in-kind assistance or healthcare services through provision of information and consultancy services. In cases where our teams have identified an urgent need, access to services or materials was provided through our Special Needs Fund.



### Case Management

Batman  
Diyarbakır  
Hatay  
İstanbul  
Şanlıurfa

**3.914**  
cases



“

My son was only 10 years old. Since we were having financial troubles, my son was also working in daily jobs like his dad, uncle and brothers. He did a lot of things; as a carpenter, or a carrier. He had become very introverted lately. One day he left the house and never came back. We searched and asked around, no one saw him. It's been almost a year and I am still hoping that he will come back. *Support to Life helped a lot, also gave many trainings to the women of the neighbourhood.* I found out when the trainers told me, working does tremendous harm to children. We have an E-card, this is how we buy our kitchen supplies. That's how I make ends meet with our budget. I don't want my other kids to be obliged to work for our household budget. I miss my son.

”

## Livelihood

*With the livelihood projects we initiated in 2016, we widened the scope of our activities. In addition to the short-term services we provide for the refugees, our livelihood projects mark the beginning of our activities focused on mid to long-term solutions. By doing this, we aim to provide opportunities for refugees to take vocational and language trainings, which will help them lead independent lives in the long run.*

The primary focus of our Livelihood Projects is to help Syrian refugees gain vocational and linguistic skills to improve their chances of employment. With the development-oriented pilot project that was initiated in Şanlıurfa and Hatay, which was planned for 100 people in each city, the priority was to achieve regular attendance of beneficiaries. In order to encourage participants to attend regularly, a monthly stipend of 650 TL per month was provided. We analysed the job opportunities and skills needed in the local job market, the skills and experiences of the target beneficiaries and identified how they can acquire the skills needed in the job market. Following this, we designed

training modules in 9 different identified areas of work. With vocational training modules delivered at Vocational and Technical School of Urfa, the participants received trainings on airconditioning installation, plumbing, repair and maintenance of gas-powered appliances and household gas piping. In Hatay, the vocational training modules were on wickerwork, jewelry design, silk weaving, mosaic and cooking.

Another goal of this new component is to reach out to refugees willing to acquire new job skills as well as disadvantaged members of the host community and in doing so, contribute to the social cohesion in the region.

### Certified Vocational Training

Hatay, Şanlıurfa



**195**

individuals















## CHILD PROTECTION

*We're combatting the deep-rooted problem of child labour in Turkey. We seek to achieve direct impact by means of redirecting children to education, providing psycho-social support to affected children, informing families and employers about negative impacts of child labour as well as carrying the issue to the public attention through campaigning.*

### Advocacy

Under the framework of our Child Protection activities, we continued our awareness raising and advocacy work with a specific focus on child labour in seasonal agricultural work, while carrying our advocacy campaign 'This is not Kid's Toy!' to its 3rd year. In this vein, we organized our 8th Round-Table Meeting on Child Labour in Seasonal Agriculture.

During the 'Child Labour in Turkey: Situation of Syrian Refugees and the Search for Solutions' conference in March, we discussed the problem of child labour in seasonal migratory agriculture with participant stakeholders. The conference we co-organized with UNICEF and BİLGİ-GÖÇ brought together participants from universities, (I)NGOs and government institutions. The

presentations were compiled and published in a book afterwards and the conference has been a significant benchmark for coordination and knowledge-transfer between stakeholders.

Acknowledging that it is not only the state's, but also CSO's role and responsibility to enable and protect children's access to their basic rights, we initiated our efforts to update our policies and procedures with a specific focus on child protection. We developed a 'Child Protection Policy and Code of Conduct' document, designed a training module in order to enable crosscutting integration of the standards prescribed in the document to all our program and operations and began implementing it by the end of the year.

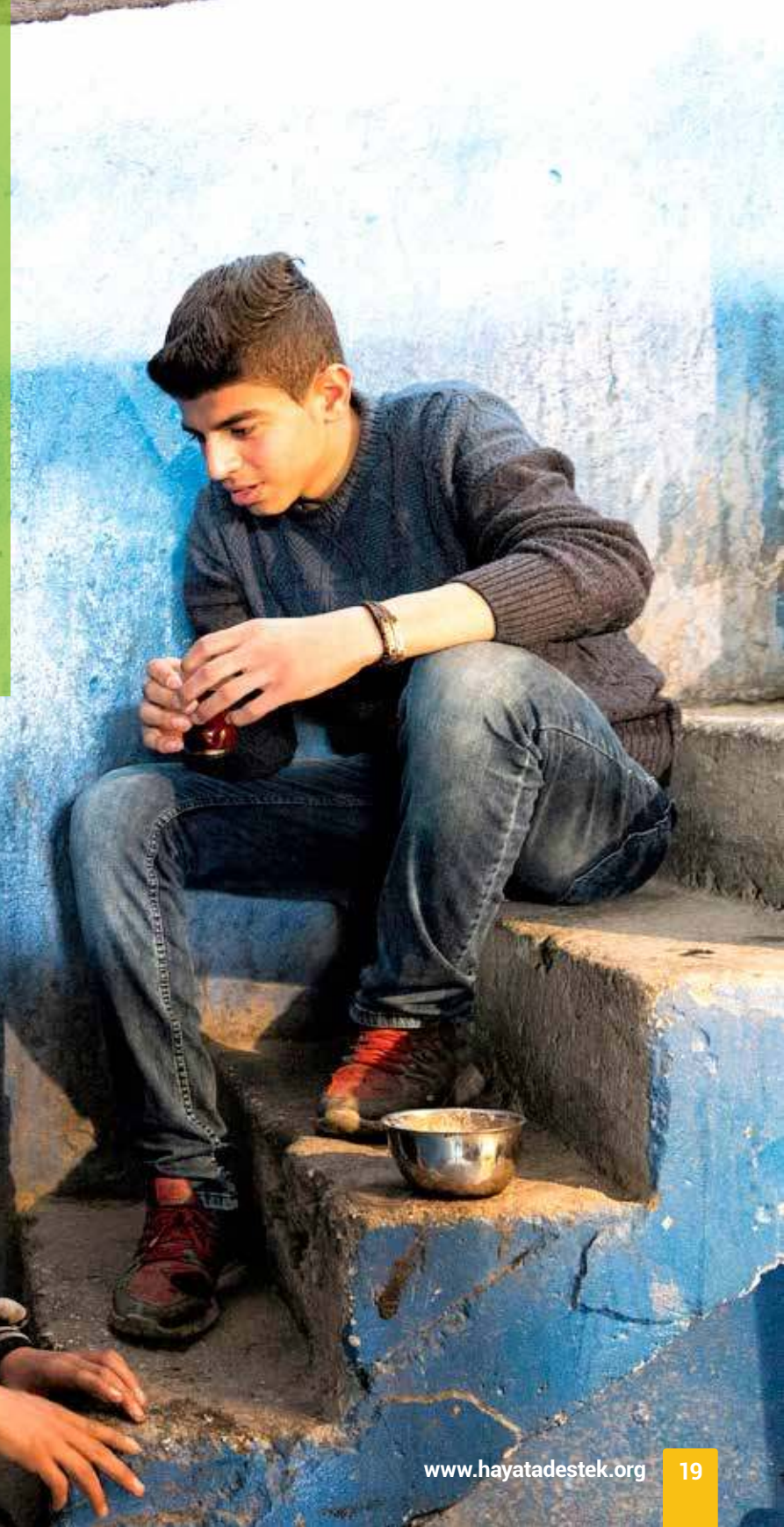




“

We got here from Syria 2 years ago. There is a huge difference between how we are here and how we were there. We were very comfortable in Syria; I didn't have to work, I was just going to school. I started working a year and a half ago. First I did daily jobs, then found a regular job. I've been working at the glass workshop for a year. *In the weekends I join the activities in the Community Centre. My teachers talked to me a lot of times for me to return to school and I convinced my boss at the workshop.* Now I work 4 times a week and go to school on the other 2 days. I know my job is dangerous but I have to work. I want to go back to Syria when the war is over. School will be my only responsibility there. Here I must work to survive.

”





## Field Activities

*We broadened the scope of our activities with the newly-founded Support to Life House in Viranşehir, Şanlıurfa. As a result, the activities we've been conducting through our mobile units in Viranşehir were transferred to the Support to Life house that became operational in February.*

The majority of Viranşehir's population participates in migratory seasonal agricultural work. Before families began their journey, our teams organized house visitations aimed at raising awareness on the issue of child labour. This activity focused mainly on women working in seasonal agriculture, and training sessions on labour rights and child labour were provided. For pre-school and school children, educational activities and tutoring sessions were held in our Support to Life House.

Additionally, while we referred children to formal education and provided tutoring support for those attending school with our mobile teams in Adana and Zonguldak during the harvest season, the same services were provided by our staff specifically for Syrian refugee children in Hatay and Şanlıurfa at our Community Centres. Regular psycho-social support activities were also held in order to positively contribute to the psychological development of children.

### Psycho-Social Support



**714**  
children

### Information and Awareness Raising Sessions



**429** **35**  
families | employers

### Tutoring Support



**333**  
children

### Registration to School



**55**  
children

### Special Needs Fund



**50**  
children





"My boss says, 'Hey Syrian, bring that, take this away.'"

## DISCRIMINATION IN THE WORKPLACE



"I wash the dishes at 8 in the morning. All by myself."



## DOMESTIC LABOUR

"I really like the sound of the shift-ending."

## WORKING HOURS



"The sewing machine is not my life."

## THE RISK OF PERMANENTLY LEAVING EDUCATION



"I am sad about the harassment of the girls after three o'clock."



## VIOLENCE, ABUSE

"I am afraid of being sick."



## UNHYGIENIC CONDITIONS

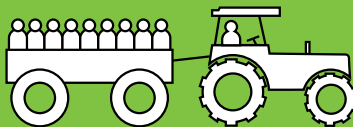
"We get to the tent in the evening, and I sleep."

## MIGRATION



"I hate seeing accidents at work."

## TRANSPORTATION RISKS



"The electricity, the air, the ground, the smells... it's all bad at work."



## HEALTH PROBLEMS

As part of the international 'It's Time to Talk' campaign, which was launched in 25 countries, we came together with children in İstanbul, Hatay, Şanlıurfa and Viranşehir. Children between ages 12-18 being exploited in seasonal agriculture, service, textile and industry sectors spoke in detail about a typical day at work.

## STRENGTHENING CIVIL SOCIETY and COORDINATION

*We came together with different stakeholders through various meetings and trainings in order to strengthen dialogue within civil society and enable transfer of knowledge and experience between actors.*

We conducted a needs assessment research in 6 different areas of Istanbul, which hosts the highest number of Syrian refugees, and published our results in a report. The final section of the report was in cooperation with 25 different civil society organizations following a 'proposed solutions' workshop. The report, 'Vulnerability Assessment of Syrian Refugees in Istanbul' can be accessed through our website.

During the World Humanitarian Summit held in Istanbul, we launched the campaign 'All Together For All' in cooperation with Idema

Development News and helped more than 200 institutions working with refugees in Turkey gain visibility through the online platform.

Syrian and Turkish NGOs came together for the first time through the 'Syrian and Turkish NGO's Consultation Meeting' we organized in cooperation with Syrian Associations Platform. During the meeting, which took place with the participation of 94 people from 75 different organizations, challenges faced by Syrian NGOs, as well as proposed solutions, were discussed.





## Civil Society Development Platform (CSDP) Capacity Building and Coordination Activities

*For increased disaster preparedness in high-risk areas, we continued our coordination and capacity building activities through CSDP, to which we are a founding member.*

'VI. Working Groups and Strategy Meeting' took place with the participation of 20 representatives from 16 member institutions of the Civil Society Disaster Platform (CSDP). 'Disaster and Emergency Preparedness Compliance Report' was presented to the stakeholders as a good practice and strategies and priorities were discussed for the term 2016-2018.

3W (Who, Where, What) matrix was developed

and launched to streamline the process of tracking the activities of CSOs working with Syrian and Iraqi refugees.

Prior to the World Humanitarian Summit, 'Non-Governmental Organizations Consultation Meeting' was organised in cooperation with Non-Western NGOs Network (NEAR). 41 representatives from 29 different institutions attended the meeting, discussing timely challenges and prospective solutions.



## EMERGENCY RESPONSE

*Having been established originally as an emergency response organization, we remained structurally and logistically prepared for disaster scenarios and emergency response needs that could potentially arise.*

Our emergency response operations in Diyarbakır were successful thanks to our teams' ability to respond quickly. With the intensification of violence in the region in March 2016, Syrian families facing difficult circumstances were provided emergency relief aid. During our activities that lasted a week in Bağlar district, approximately 200 refugees received shelter, food and winterization aid. In addition, we assisted families trying to access

health services, provided cash-support for families who wished to change cities and helped them navigate registration processes.

Through our regional field teams, we have been closely following regional developments continuously and kept an eye on potential relief aid needs that could arise in mass border-crossing situations.











“

Actually both my parents are educated people. My dad worked as a petrol engineer when we were in Syria. But he couldn't find a job here and had to sell corn on the street for us to get by. My brother and I were also helping dad. I was happy to contribute something to the household but I would get sad when I saw kids going to school.

*One day my mom joined a training. When she came back she sat me down and told me that she was very sad that I wasn't able to go to school. Then Support to Life visited our house; they asked us what we needed.*

Dad told them that he could do electric repairs and they gave him a toolkit that had to necessary tools in it. Our financial situation got comparatively better.

They also did the necessary application process for us to go to school. We took the exam and got enough points for the vocational school. Our Turkish wasn't good but we made good progress with Support to Life's Turkish language courses. Now I am going to school. I am especially good in science classes. I want to become an engineer like my dad in the future.

”



# FINANCES

*As Support to Life, we kept transparent accounts of our finances by means of independent audits, as well as publishing their details on our website. We upheld accountability in doing our work.*



Cash Assistance	€ 9.453.495
Community Based Psycho-Social Support	€ 2.844.029
Case Management / Referral	€ 1.110.830
Child Protection (child labour, early marriages, etc.)	€ 553.801
Capacity Building on Teaching	€ 484.263
Strengthening Civil Society and Coordination	€ 429.654
Community Based Activities / Intercultural Activities	€ 328.582
Other	€ 154.022
Winterization Aid	€ 91.871
<b>Genel Toplam</b>	<b>€ 15.450.548</b>



Institutional Donors	€ 15.289.218,58
International NGOs	€ 13.864.080,46
United Nations and UN-Institutions	€ 1.425.138,12
Public Fundraising (Institutions, Individuals, Events, etc.)	€ 226.943,61
<b>Grand Total</b>	<b>€ 15.516.162,20</b>



Direct Project Expenses	€ 14.366.559,74
Overhead Expenses	€ 95.016,94
Organizational Expenses	€ 484.263,22
Project Operations Expenses	€ 570.322,30
<b>Grand Total</b>	<b>€ 15.516.162,20</b>

\* The figures provided here are for informational purposes only. For STL's official financial records, its accounting archives should be consulted.

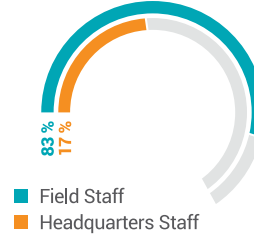




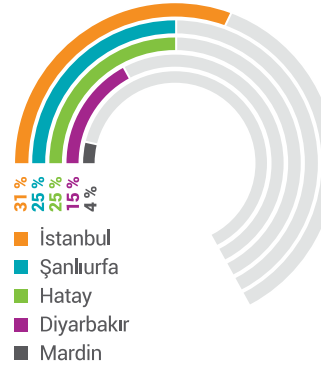
# HUMAN RESOURCES

Throughout 2016, we made sure our employment processes present equal opportunities for all candidates. In our HR policy, it is our priority to provide best career and training opportunities for every member of our 285-people team.

Distribution of Staff - HQ / Field	
Headquarters Staff	49
Field Staff	236
<b>Total Life Support Employee</b>	<b>285</b>



Distribution of Staff - City	
İstanbul	89
Diyarbakır	44
Hatay	71
Mardin	10
Şanlıurfa	71



## YOU CAN SUPPORT LIFE TOO!

We have been working for 12 years to help disaster affected populations meet their basic needs and rights.

Your support will insure 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 labour and improve the living conditions of refugees, you can support us using the following methods:



You can visit **[bagis.hayatadestek.org](https://bagis.hayatadestek.org)** 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 Nr.	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 send an SMS using your mobile phone and become a regular supporter, pledging a support of 10 TL/month.



All you need to do is type **HAYATADESTEK** and send to **8071**.



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



By doing so, support life by contributing **10 TL**/month.





hayata destek

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



## You Joined Our Sea Cemetary Campaign, And Supported Our Call For 'An Honourable Life For Refugees'!



*"If you want to protect us from the sea, make sure our dignity is protected on land."*  
- A young refugee

Last year, the Mediterranean and Aegean Seas took the lives of many refugees who risked their lives in pursuit of a dignified life. In order not to allow these deaths to be normalised, we are aiming to strengthen our Refugee Support program and be able to support the lives of more refugees. We invite every sensitive individual to share the Sea Cemetery film in their social network, and support the refugees who are simply imagining a dignified life: [mezardeniz.com](http://mezardeniz.com)

## FOLLOW US

You can help us make our work heard by more people by following our social media accounts. By doing so, you can raise awareness both on child labour, and on refugee needs and rights.



/HayataDestek



/Support2Life



/HayataDestek



/Support2Life





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## PHOTO CREDITS

### COVER PHOTO

Kerem Yücel

page 2-3, 4, 8, 9, 11, 12, 13,  
14, 16-17, 18, 19, 20,  
24, 25, 28, 34

Kerem Yücel

page 10, 15, 22, 23, 26, 29, 31

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