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# PROVIDING MULTI-SERVICES IN COMMUNITY CENTRES

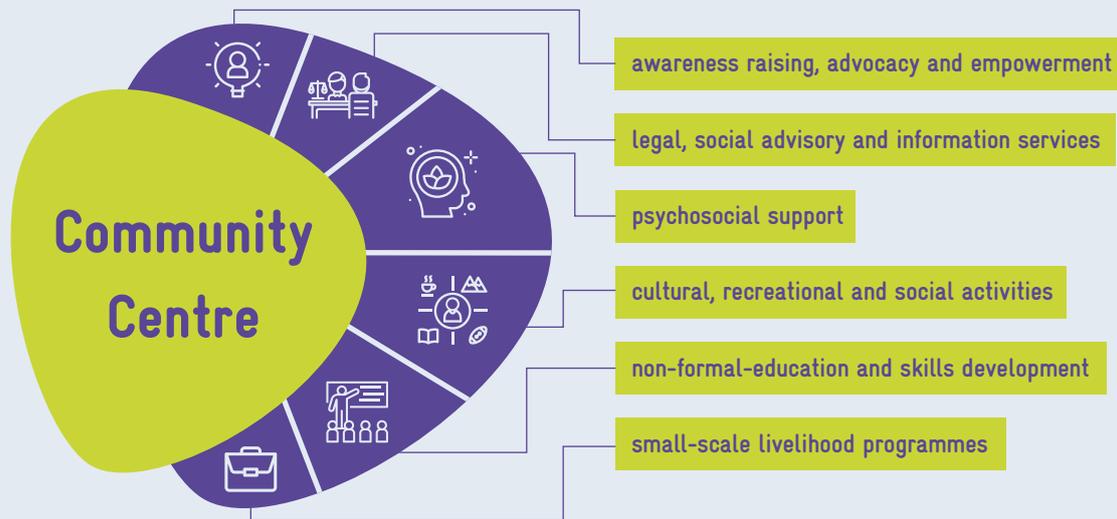
## COMMUNITY CENTRES AND LOCAL INITIATIVES PROJECT

# LIST OF ABBREVIATIONS

AKDENİZ MÜL-DER	Mediterranean Association of Solidarity and Assistance for Refugees and Asylum Seekers
ASAM	Association for Solidarity with Asylum Seekers and Migrants
BMZ	German Federal Ministry for Economic Cooperation and Development
CC	Community Centre
CCP	Community Centres Project (GIZ)
CLIP	Community Centres and Local Initiatives Project (GIZ)
ECHO	European Civil Protection and Humanitarian Aid Operations
EU	European Union
GBV	Gender-Based Violence
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
HDP	Humanitarian-Development-Peace
HRDF	Human Resource Development Foundation
IBC	International Blue Crescent Relief and Development Foundation
INGO	International Non-Governmental Organisation
LIFT	Local Initiative Fund in Turkey
LWA	Leader Woman Association
MHPSS	Mental Health and Psychosocial Support
MoFLSS	Ministry of Family, Labour and Social Services
MSC	Multi-Service Centres Project (GIZ)
NGO	Non-Governmental Organisation
OECD DAC	Development Assistance Committee of the Organisation for Economic Co-operation and Development
OECD	Organisation for Economic Co-operation and Development
PSS	Psychosocial Support
RASAS	Refugees and Asylum Seekers Assistance and Solidarity Association
SDGs	Sustainable Development Goals
SGBV	Sexual and Gender-Based Violence
SRHC	Support to Refugees and Host Communities Cluster (GIZ)
SSC	Social Service Centre
SSG	Syrian Social Gathering
STL	Support to Life
TÖMER	Turkish and Foreign Languages Research and Application Centre
UN	United Nations
WHH	Deutsche Welthungerhilfe e. V.
WHS	World Humanitarian Summit
WSG	Women Solidarity Group

# What is a Community Centre?

**C**ommunity centres (CCs) are public and safe spaces where women, men, boys and girls of all backgrounds can receive access to multiple community-based services such as:



**T**he community centres are often run by civil society organisations, such as NGOs or associations, and sometimes by municipalities themselves. They are open to refugees and the population of the host communities, especially the vulnerable groups and individuals among them. They have been established with the objective of empowering refugees and residents of the host communities and providing them with a forum to participate in decisions that affect their lives. In addition to this, they foster social and cultural exchange, serving to reduce tensions among different groups in society.

Community centres have a long history in Turkey dating back to the first half of the 20th century. As an initiative of civil society, they emerged in times of difficult socio-economic conditions and strong migration movements – initially in the period of industrialisation and urbanisation. They were intended to complement the efforts of the state-run social service centres in providing basic social support to socially disadvantaged individuals and population groups.

After the rise in refugee movements since 2011 as a result of the Syrian crisis and particularly following the mass influx of refugees in 2014 and 2015, community centres were once again

established to fill a gap in the existing service provision by the state. This new wave of community centres in Turkey, funded initially by international development actors and now also increasingly supported by metropolitan municipalities, has emerged with the goal of reaching out to and addressing the needs of the vast urban refugee populations.

In recent years, capacity development measures have enabled community centres to steadily professionalise their services and standardise them to a certain extent. The centres have also increasingly made their services accessible to residents of the host communities. **Furthermore, the centres have coordinated with local authorities to harmonise their activities. Through close cooperation with municipalities, social service centres and other local actors, the community centres foster social interactions between refugees and host communities, serving to strengthen social cohesion.**

The centres are open to everyone – regardless of age, origin or gender. They pay particular attention to persons or groups that are hard to reach and might be at risk of being left behind – this includes persons with disabilities, refugees without a legal status, single parents or caregivers, seasonal migrants, victims of gender-based violence and child labourers.

# Background to

# Community Centre Support

# in Turkey

**A**s a result of the ongoing crisis in Syria, millions of Syrians have been forced to flee to Turkey. The country is currently home to more than 3.5 million Syrian refugees, in addition to more than 400,000 refugees from other countries such as Iraq and Afghanistan. Only 1.7 per cent of all refugees live in temporary accommodation centres. Almost 98% of the Syrian refugee population live outside of the refugee camps, with the vast majority of this population being concentrated in cities located in close proximity to the Syrian border as well as the major metropolitan centres of Turkey to the west of the country.

The Turkish Government has faced the challenge of providing basic services to people in need and has made tremendous efforts to grant them with access to public services.

In the initial years following the mass influx of Syrian refugees into Turkey, international organisations and bilateral development ministries and agencies focussed on supporting the newly established community centres in order to relieve the burden on public social service centres and education centres. The humanitarian requirements to ensure the survival and human rights of persons in need were of the highest priority. In the meantime, the refugee response is increasingly shifting towards supporting the national social service system and a more development-oriented approach. However, the transition from humanitarian to more development-oriented approaches is not a

linear process. Humanitarian needs persist or new humanitarian demands emerge. In light of these transition processes, the need to clarify the roles of civil society organisations and public institutions and their complementary potential has become more prominent and coordination among state and non-state actors has become very significant.

**GIZ has been supporting efforts as part of the refugee response in Turkey on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) and the European Union (EU) since 2015. To support Turkish authorities, local partners and host communities, GIZ established the Support to Refugees and Host Communities (SRHC) Cluster. The Cluster coordinates the activities of different projects in the areas of employment and skills development, education, protection, social cohesion and capacity development, addressing the needs of both the Turkish host communities and refugees.**

With its involvement in the refugee response GIZ also began to support community centres. One of the first projects that was active in this field was the **Multi-Service Centres (MSC) Project (10/2015 – 09/2017)** followed by the **Community Centres Project (CCP)**, which was extended to the **Community Centres and Local Initiatives Project (CLIP)** in February 2019. In the context of harmonising the work of NGOs and state institutions in the refugee response in Turkey, CLIP has also supported social services centres.

# THE COMMUNITY CENTRES AND LOCAL INITIATIVES PROJECT (CLIP)

## Project approach

**T**he Community Centres and Local Initiatives Project (CLIP) is one of the projects under GIZ's Support to Refugees and Host Communities (SRHC) Cluster.

The main objective of the project is to improve the social services, including intercultural exchange, provided by community centres and local initiatives to refugees and the population of the host communities. CLIP implements activities in 4 action fields:

- 1** **Support for the work of community and social service centres:** up to 12 partner organisations are financially and technically strengthened as multi-service centres. They provide activities in the areas of protection, non-formal education and skills development as well as social and cultural interaction to refugees and members of the host communities.
- 2** **Implementation of the "Local Initiative Fund in Turkey (LIFT)":** over 20 local initiatives receive financial and technical support for community-based projects for the most vulnerable and at-risk persons.
- 3** **Harmonisation of services with governmental standards:** supporting smooth cooperation and coordination between non-governmental and governmental actors.
- 4** **Capacity development:** enhancing the management and technical capacities of the implementing partners through training courses and on-the-job-support.

**Project Name:** Improving social services of community centres and local initiatives for refugees and host communities in Turkey – Community Centres and Local Initiatives Project (CLIP)

**Co-Funded by:** The German Federal Ministry for Economic Cooperation and Development (BMZ) since October 2017 and European Union Civil Protection and Humanitarian Aid Operations (ECHO) since February 2019

**Implemented by:** Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

**Location:** Turkey



Visit CLIP's site

# COMMUNITY CENTRES

## A Living Example for the Humanitarian-Development-Peace-Nexus

**W**ith its community centre support, the CLIP implements a holistic approach. It combines humanitarian-oriented assistance aimed at meeting the immediate short-term protection needs of vulnerable persons with a longer-term development-oriented and structure-building support. The community centres respond to urgent humanitarian needs by providing psychological support, legal and social counselling, core relief items or any kind of service that ensures the survival, dignity and human rights of affected persons. In addition, they contribute to the improvement of the personal well-being and socioeconomic conditions of their beneficiaries in the medium to longer term through vocational and language courses, entrepreneurship programs and the empowerment of vulnerable individuals. Furthermore, they foster social cohesion among different population groups within their environment through social, cultural and recreational activities that enhance exchange,

sensitivity and mutual understanding. All services are based on needs assessments and use a participatory approach. To develop more effective, efficient and sustainable support mechanisms, the community centres, with the support of GIZ, coordinate their activities with other state and non-state actors, establish referral mechanisms and further develop their technical and organisational capacities. Thus, the community centres operationalise a **Humanitarian-Development-Peace (HDP) Nexus** by combining humanitarian, development and peace efforts according to the outcomes of the 2016 Humanitarian Summit (WHS) and the recommendations of the Development Assistance Committee of the Organisation for Economic Co-operation and Development (OECD DAC, 2019). By simultaneously applying an individual-oriented and community-based approach, the centres contribute to the enhanced resilience of communities and their individual members.



Where do the  
CLIP partners  
work?

Community Centres  
Local Initiatives

*In Adana, Ankara, Istanbul, Kilis and Şanlıurfa, CLIP supports both community centres and local initiatives.*

**G**IZ supports the community centres to improve the quality of their services by providing trainings on topics such as project and human resource management, organisational development, conflict transformation, case management and gender-based violence. Support to the community centres ensures a “safe space” for refugees and facilitate their integration into the system. Furthermore, GIZ promotes peer-learning, information exchange and experience-sharing between the various Community Centres as well as between Community Centres and state institutions, e.g. through coordination meetings and webinars.

The support of the community centres is framed by the United Nations Agenda 2030 for Sustainable Development and, in particular, its underlying principle of “leaving no one behind”. Through their work the community centres contribute to the following Sustainable Development Goals (SDGs):



End poverty and hunger, promote sustained, inclusive economic growth, full and productive employment and decent work for all (SDGs 1, 2 & 8) e.g. through income-generating activities, support of access to social services as well as through language and vocational trainings.



Ensure healthy lives and promote well-being for all (SDG 3) through psychosocial support, referrals to health services, counselling services and awareness-raising activities.



Ensure quality education and promote lifelong learning (SDG 4) through the provision of non-formal educational courses (e.g. language courses), education counselling, support for school registration, case management, support for teachers on the topic of peer bullying, and cooperating with or making referrals to related state institutions such as schools, Public Education Centres and municipalities.



Achieve gender equality (SDG 5) through applying a gender sensitive approach in every step of the service implementation process. The centres provide a safe space for women, ensure equal participation opportunities and provide activities aimed at raising awareness on gender equality among women and men, strengthening the participation of disadvantaged women, protecting them against gender-specific violence and transforming gender roles.



Reduce inequalities, promote peaceful and inclusive societies (SDGs 10 & 16) by understanding social cohesion as an overall goal. All implementing partners strongly empower vulnerable members of the host communities and refugees and facilitate their access to social services, e.g. through transportation and translation services and by fostering intercultural exchange and cooperation.



Ensure responsible consumption and production (SDG 12) through awareness-raising campaigns on nature protection and sustainable consumption.



Strengthen partnerships for sustainable development (SDG 17) by increasing human and organisational capacities; diversification of partnerships between state and non-state actors to extend and improve services; facilitating harmonisation and cooperation between national and international organisations and empowering organisations implementing community-based work.

# OVERVIEW OF ALL SUPPORTED COMMUNITY CENTRES

PARTNER	START DATE	FINAL DATE	PROVINCE	CITY/TOWN
RASAS	01.05.2019	ONGOING	ISTANBUL	SULTANBEYLI
LWA	01.04.2019	ONGOING	MARDIN	MARDIN
SEYHAN MUNICIPALITY	01.12.2018	ONGOING	ADANA	SEYHAN
AKDENİZ MÜL-DER	01.11.2018	ONGOING	HATAY	HATAY
STL	01.05.2018	ONGOING	ŞANLIURFA	ŞANLIURFA
HRDF	01.02.2018	ONGOING	ISTANBUL	ESENLER
ASAM	01.02.2016	ONGOING	ANKARA	MAMAK
IBC	01.10.2015	ONGOING	KILIS	KILIS
SSG	01.10.2015	ONGOING	MERSIN	MERSIN
INTERNATIONAL RESCUE COMMITTEE	01.11.2015	31.12.2015	HATAY	REYHANLI
YUVA	01.02.2016	31.07.2019	HATAY	KIRIKHAN
ASAM	01.02.2016	31.01.2018	GAZIANTEP	GAZIANTEP
YUVA	01.10.2015	31.01.2018	GAZIANTEP	NIZIP
IMPR	01.10.2015	12.06.2017	ŞANLIURFA	ŞANLIURFA

# WHAT HAS

# CLIP ACHIEVED SO FAR?

**S**ince the start of the first Multi-Service Centre project in 2015, more than 660,000 persons have participated in the various services and activities provided.

Since October 2017, the start of the current Community Centres and Local Initiatives project, the community centres have reached over 180,000 individuals, including about 19,000 persons who were particularly vulnerable or at risk of being left behind. About 36,000 individuals participated in protection activities, 50,000 in social cohesion activities and about 20,000 beneficiaries were enrolled in non-formal education and skills development measures. About 370,000 persons participated in different activities provided by the community centres. Eight out of nine community centres currently supported under the CLIP have a written agreement with the Turkish Ministry of National Education, the Ministry of Family, Labour and Social Services or the respective provincial directorates to conduct non-formal education or protection activities. Furthermore, over 30 exchange formats or harmonisation meetings with state and non-state actors have been supported under CLIP so far. These meetings enable the exchange of information and experiences on different topics in the context of flight and migration in Turkey as well as the discussion of possibilities for cooperation between state institutions and civil society organisations. Over 20 capacity development courses for staff of non-governmental organisations and public institutions have been conducted with over 450 participants (data from December 2019).

In terms of the quality of services provided by the Community Centres, in January 2020 a survey was conducted with more than 500 beneficiaries to assess the extent to which they are satisfied with the services provided. As a result, over 90% of the beneficiaries stated that

the Community Centres deliver quality services, in terms of relevance and benefit. In addition, over 95% of the surveyed beneficiaries stated that the staff of the Community Centres (trainers, teachers, social workers) is knowledgeable, friendly and skilled and that they have benefited from the trainings.

The Community Centres also serve as a place for the enhancement of social interaction among different groups, especially among Turkish and refugee communities. As such, social cohesion activities conducted in the Community Centres had a significant impact on the beneficiaries' interaction with others, according to the 2019/2020 "Social Cohesion Survey". 782 beneficiaries from host community members and refugees participated in the Survey across seven cities. Participants stated an almost 11% increase in interaction with other nationalities after participation to Community Centre activities.

About 92% of the surveyed beneficiaries stated that they have interacted with people from a different nationality after visiting activities in Community Centres, whereas only 86% of these beneficiaries had interacted with people of different nationalities before participating in the Community Centre activities. The level of increase in interaction is much higher among female beneficiaries, where 78% of the female participants stated that they had interacted with people of other nationalities before Community Centre activities and 93% after the Community Centre activities. In addition, 77% of male beneficiaries and 71% of female beneficiaries indicated that their willingness to interact with people of other nationalities increased significantly after participating in Community Centre activities. About 60% of all surveyed beneficiaries stated that they made new friends after participating in Community Centre activities.

SINCE THE START OF THE  
MULTI-SERVICE CENTRE  
PROJECT IN 2015

**660,000 PERSONS**

have participated in various services and activities



2016

SINCE  
OCTOBER  
2017

**180,000 INDIVIDUALS**

have been reached by the community centres



**19,000 PERSONS**

with various vulnerabilities or at risk of being left behind



**36,000 PERSONS**

have participated in protection activities



**50,000 PERSONS**

have participated in social cohesion activities



**20,000 BENEFICIARIES**

were enrolled in non-formal education and skills development measures



**370,000 PARTICIPANTS**

in total were enrolled in various activities



**8 OF 9 COMMUNITY CENTRES**

have written agreements with public authorities



**30+ EXCHANGE FORMATS**

or harmonisation meetings have been supported



**450+ STAFF FROM NGOS  
AND PUBLIC INSTITUTIONS**

have participated in 20+ capacity development courses



20  
15

20  
17

**RESULTS OF THE SURVEY ON  
“QUALITY OF SERVICES”**

Conducted with 500+ beneficiaries

**> 90%**

Community centres deliver quality services in terms of relevance and benefit

**> 95%**

The staff in the centres is knowledgeable, friendly and skilled

**RESULTS OF THE 2019/2020  
“SOCIAL COHESION SURVEY”**

Conducted with 782 beneficiaries

**11% INCREASE**

in level of interaction with other nationalities after participation in Community Centre activities

**15% INCREASE**

in level of interaction with other nationalities among female beneficiaries after participation in Community Centre activities

**71%**

OF THE FEMALE BENEFICIARIES  
AND

**77%**

OF THE MALE BENEFICIARIES

are more willing to interact with other nationalities

**60%**

OF THE BENEFICIARIES

made new friends



**OUR**  
**PARTNERS**



## ASSOCIATION FOR SOLIDARITY WITH ASYLUM SEEKERS AND MIGRANTS (ASAM), ANKARA



<b>Name of Organisation:</b>	Association for Solidarity with Asylum Seekers and Migrants (ASAM)
<b>Name of Community Centre:</b>	Ankara Multi-Service Support Centre (Community Centre)
<b>Contact:</b>	Cansu Oba – Project Coordinator
<b>Location:</b>	Mamak / Ankara
<b>Opening Date of Community Centre:</b>	June 2016
<b>Start of GIZ partnership:</b>	February 2016
<b>No. of participants reached annually (estimate):</b>	<b>22,000</b>
<b>No. of individuals reached annually (estimate):</b>	<b>11,000</b>
<b>Website:</b>	<a href="http://en.sgdd.org.tr">en.sgdd.org.tr</a>

**T**he ASAM Ankara Multi-Service Support Centre was established in June 2016 as a result of the urgent need for regular support for the refugees in Ankara. Through a rights-based approach, the community centre (CC) provides its services to Syrian refugees as well as non-Syrians.

The CC aims to improve the protection conditions of especially vulnerable refugees including increasing access to services, to strengthen their own capacity for self-reliance together with community empowerment and to promote social cohesion between refugees and host communities. In order to support the protection and empowerment of the refugees in Ankara, the CC provides MHPSS, counselling and informative-advisory services on social, legal and health issues with its individual and community-based protection teams. Solidarity groups and committees support the self-reliance and participation of refugees.

Based on the protocol between ASAM and the Ministry of National Education General Directorate of Lifelong Learning, Turkish courses are offered to the refugees in order to eliminate language barriers in their access to services. Moreover, since establishing meaningful social interaction between the refugees and the host community is the first step towards fostering social cohesion in the long-term, the CC organises joint activities with the participation of

both communities. Focussing mainly on the themes of food culture and fellow-townsmanship, the CC implements cooking workshops and city tours to important historical and natural sites. Within the scope of the cooking workshops; Turkish and refugee women introduce themselves and their national cuisines and cook together. These introduction, implementation and forum sessions are held in cooperation with Hacettepe University's Faculty of Communication.

With the support of supervisors from the Faculty, digital story telling videos and a recipe book will be produced as outputs from the workshops.



### Advisory and Information / PSS

Case management, MHPSS counselling, internal and external referrals, emergency assistance (incl. transportation, medical equipment, rent, accommodation, translation support) social counselling, health counselling and legal support.

### Awareness Raising, Advocacy and Empowerment

Informative group sessions on legal, health and social issues. MHPSS group counselling, awareness-raising seminars on SGBV and early marriages, women's health, men's health. Solidarity groups, Afghan women and Somali women. Women and children committees.

### Cultural and Social Cohesion Activities

Cooking and food culture activities, city culture and orientation activities and tours, various other leisure-time activities, choir, rhythm and guitar workshops.

### Education and Skills Development

Turkish language course

## Achievements

The ASAM Multi-Service Support Centre has established an effective referral mechanism between NGOs, INGOs and local authorities. Since the beginning of the cooperation with GIZ, approximately 4,500 individuals have been referred to local authorities and public service providers. In addition to Syrian beneficiaries, 33% of the centre's beneficiaries are from other countries such as Iraq, Somalia and Sudan, thus creating an inclusive and diverse environment.

Cooperating with the mukhtars, municipalities and various local schools, universities, community health centers, the organisation has taken huge strides in ensuring social cooperation.

The CC places its focus on enhancing social interaction between refugees and host communities through joint activities, since social interaction is seen as a first step towards creating long-term social cohesion. So far, the CC has already reached more than 9,000 individual beneficiaries from both the refugee and the host community population with its social cohesion activities.



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## LEADER WOMAN ASSOCIATION (LWA), MARDIN



<b>Name of Organisation:</b>	Leader Woman Association (LWA)
<b>Registered since:</b>	April 2010
<b>Name of CC:</b>	Social Community Centre
<b>Contact</b>	Leyla Onur Yanar – Project Manager
<b>Location:</b>	Mardin
<b>Opening Date of Community Centre:</b>	April 2010
<b>Start of GIZ partnership:</b>	October 2015
<b>No. of participants reached annually (estimate):</b>	<b>6,500</b>
<b>No. of individuals reached annually (estimate):</b>	<b>2,500</b>
<b>Website:</b>	<a href="http://www.liderkadinderneji.org">www.liderkadinderneji.org</a>

In 2015, with a partnership with GIZ through Welthungerhilfe (WHH), Leader Women Association began supporting refugees in need and contributing to their resilience and integration through the Social Community Centre in Mardin. Currently, more than 89,000 refugees reside in Mardin. This centre in Kızıltepe offers a wide range of services intended to help women, men, and children to adjust, adapt and personally advance their lives in Turkey.

LWA provides a safe space for women and children to learn more about their rights, gender equality, accessing services, and social cohesion. The organisation pursues this goal by providing seminars and awareness-raising sessions together with a wide array of social and cultural activities. All the activities are available to both refugees and host communities in order to promote social interaction and cultural exchange. With CLIP, LWA provides a holistic and quality service in terms of social adaptation and protection for local people and Syrian refugees.



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### Advisory and Information / PSS

Psychological counselling, PSS and GBV counselling, legal consultancy support, family counselling, PSS-adult trauma seminar, PSS trauma seminar for children, PSS family communication seminar, focus group discussions, mobile team support, social fund support, translation support

### Awareness Raising, Advocacy and Empowerment

Health seminar, PSS-psychological first aid seminar, legal information activities, cervical cancer seminars, seminars about gender roles, health screening-dental screening

### Cultural and Social Cohesion Activities

Kite festival, workshops for children's play, sports, hobby, painting, music, culture and art, book reading, swimming, circus, creative drama, and cinema activities, breakfast, picnic, cultural travel programmes, amusement park activity, special day celebrations

### Education and Skills Development

Effective communication workshops, handicrafts and life skills development workshops

## Achievements

Prior to its partnership with GIZ, Leader Women Association had a very limited and local service area. In 2017, LWA relocated and started to provide services directly from a community centre in Kızıltepe, where more than 9,000 individuals from refugee and local communities could benefit from its services. The Centre continues to reach out to the most vulnerable members of society, such as women, elderly people, refugees or survivors of gender-based violence. Furthermore, LWA has also been active in the field of social interaction and has implemented more than 100 different activities that promote contact between refugees and members of Turkish host communities. LWA seeks to enhance communication, solidarity and social cohesion between the participants through these activities.



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## MEDITERRANEAN ASSOCIATION OF SOLIDARITY AND ASSISTANCE FOR REFUGEES AND ASYLUM SEEKERS (AKDENİZ MÜL-DER), HATAY



<b>Official Name of Organisation:</b>	Mediterranean Association of Solidarity and Assistance for Refugees and Asylum Seekers (Akdeniz Mül-Der)
<b>Registered since:</b>	2016
<b>Contact:</b>	Sait Süleyman Takar – Project Manager
<b>Location:</b>	Hatay, Altınözü, Iskenderun, Dörtüol, Reyhanlı and Kırıkhan
<b>Start of GIZ partnership:</b>	November 2018
<b>Website:</b>	<a href="http://www.akdenizmulder.org">www.akdenizmulder.org</a>

In Hatay, considering the sheer number of the refugee population, public institutions have been stretched beyond their capacities in providing services. Despite the support provided by governmental institutions and international organizations, Syrians are still facing some difficulties to improve their daily living conditions.

Akdeniz Mül-der provides support for refugees through institutionalized and sustainable social

services to refugees that are provided in its social service centres (SSCs) operated by the Provincial Directorate of Ministry of Family, Labor and Social Services in the districts of Reyhanlı, İskenderun, Dörtüol, Kırıkhan and Altınözü within Hatay. The project aims at increasing the capacities of the social service centers with the support of infrastructure as well as capacity building activities. The social service centers target those vulnerable groups that have not been reached yet.



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Advisory and Information / PSS	Awareness Raising, Advocacy and Empowerment	Cultural and Social Cohesion Activities	Education and Skills Development	Other
House visits (outreach) and needs assessments, social counselling, Referral services MHPSS and PSS activities	Informative meetings on right and entitlements	Cultural and sportive activities (such as joint dinners, cultural trips, etc.)	Language and vocational courses	Capacity Development Trainings designed for local NGOs and relevant partners Coordination meetings with local NGOs, MoFLSS and authorities

## Achievements

Since November 2018, more than 56,000 individuals have been reached through house visits (outreach). SSCs conducted house visits, referrals, awareness raising seminars on protection issues such as health seminars and law seminars on rights and entitlements, accompaniment, interpretation, transportation, psychological/social support activities and case management. More than 78,000 individuals have benefited from the activities of the project in the above mentioned fields.



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## HUMAN RESOURCE DEVELOPMENT FOUNDATION (HRDF), ISTANBUL



Official Name of Organisation:	Human Resource Development Foundation (HRDF)
Name of Community Centre:	Esenler Multi-Service Support Centre
Contact:	Merve İş – Project Coordinator
Location:	Esenler / Istanbul
Opening Date of Community Centre:	December 2014
Start of GIZ partnership:	June 2016
No. of participants reached annually (estimate):	<b>22,000</b>
No. of individuals reached annually (estimate):	<b>11,000</b>
Website:	<a href="http://www.ikgv.org">www.ikgv.org</a>

**H** RDF is one of the first NGOs that started providing psychological counselling services for refugees in Istanbul in 2002. Since the establishment of the community centre in 2014, HRDF has been filling an important gap in the field of refugee protection through support programmes and qualified social services in Istanbul's Esenler district, which hosts a large population of refugees. Difficulty in accessing services, struggles with language barriers, feelings of isolation, issues stemming from the failure to integrate successfully as well as child labour, early marriage, and registration problems are among the realities of the Syrian community in Esenler. To respond to this situation, HRDF in Istanbul aims to fill the gaps in several of the above-mentioned areas in order to improve the wellbeing of Syrians and the host population, especially the most vulnerable of these groups.

For instance, the community centre's Women Solidarity Group (WSG) organises events, raises awareness for gender-related issues and connects women of different backgrounds. The goal is to create a safe space for intercultural exchange between refugees. To encourage different organisations to establish their own WSG, HRDF published a WSG manual that shares the experiences and recommendations of HRDF in

working with Syrian refugee women's empowerment. Furthermore, HRDF's community centre in Istanbul also focuses on strengthening the organisational capacity of the centre and improving its relations with public authorities to enable sustainable service provision.



### Advisory and Information / PSS

Psychological counselling, referral to psychiatric support, art group therapy for women, support group for men, group therapy for children, counselling on health, social services and education, referral to state services, emergency assistance

### Awareness Raising, Advocacy and Empowerment

Law seminars, health seminars, informative module for women's protection, mother support programme

### Cultural and Social Cohesion Activities

Intercultural exchange workshop, women's solidarity group, social excursions, film screening, children workshop, workshop on being neighbours, stories book, rhythm workshops, International Women's Day event, World Refugee Day event, informative meetings to familiarise beneficiaries with İstanbul

### Education and Skills Development

Hobby hour, library

## Achievements

Since the beginning of its partnership with GIZ, which aims to support refugees in accessing quality social services and creating a safe space of retreat, HRDF has reached more than 40,000 individual beneficiaries in Esenler and about 100,000 participants through its various activities. In addition, as part of the organisation's objective, the Esenler Multi-Service Support Centre provides services for more than 5,000 vulnerable persons who are most at risk.



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## INTERNATIONAL BLUE CRESCENT (IBC), KILIS



<b>Official Name of Organisation:</b>	International Blue Crescent Relief and Development Foundation (IBC)
<b>Name of Community Centre:</b>	IBC Community Centre
<b>Contact:</b>	Tolga Baca - Programmes Director
<b>Location:</b>	Kilis
<b>Opening Date of Community Centre:</b>	November 2013
<b>Start of GIZ partnership:</b>	October 2015
<b>No. of participants reached annually (estimate):</b>	<b>30,000</b>
<b>No. of individuals reached annually (estimate):</b>	<b>7,000</b>
<b>Website:</b>	<a href="http://www.ibc.org.tr">www.ibc.org.tr</a>

**W**ith Aleppo province only 5 kms away, Kilis is one of the cities in Turkey that are most affected by the conflict in Syria. Since 2013, IBC has been running its Community Centre in this border city. For refugees and migrants in Kilis, the most important unmet needs are financial support, assistance in finding suitable accommodation and paying rent, and access to medical treatment. The centre is designed to improve the lives of Syrian refugees and host communities in Kilis as well as to enhance social cohesion with the host community.

IBC provides trainings, life-skills courses and a great variety of psychosocial recreation and support to beneficiaries. IBC reaches the most vulnerable members of both the host community members and

Syrian communities through outreach activities in addition to information dissemination and awareness-raising activities. The centre fosters the empowerment and integration of female beneficiaries with its Women Solidarity Area. The centre also provides various trainings such as English, Turkish and Arabic language courses, life skills trainings and vocational courses. Moreover IBC provides a Mobile Caravan aiming at raising awareness on multiculturalism. The Mobile Caravan holds daily activities on empathy, self-care, environmental awareness and traffic rules. In addition, art, psychosocial support and game-based learning activities are also carried out during week days. The demand for IBC Community Centre's services constantly remains high.



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### Psychosocial support

Individual psychosocial support, case management, family psychosocial support / providing family support, group support, information and counseling services on rights and obligations, child protection, rehabilitation and muscle relaxation/ physical fitness activities

### Awareness Raising, Advocacy and Empowerment

Legal sessions, house visits, refugee committees, informative meetings, and workshops for human development

### Cultural and Social Cohesion Activities

Sharing economy, cultural day, concerts and dinners, cinema, festivals, theatres, city tours, excursions, exhibitions, Thank You Campaign, tournaments, Clean Up Campaign, recreational activities, children's entertainment activities, hobby gardening and library

### Language, Life skills, Vocational and Educational courses

English, Turkish, Arabic language courses, step & aerobics/dance for women, cooking course, first aid/health education, 3D design/robotic coding, tourism guidance, IT equipment maintenance, hairdressing course, music, recycling, handicrafts, sketch drawing, sign language, embroidery, computer course, ceramic course, home decoration course, beauty education, courses for children/catch-up classes, children's entertainment area

## Achievements

Since its opening, the IBC Community Centre has reached more than 40,000 individuals who have benefitted from the services provided by the community centre. In total, the centre has reached almost 80,000 participants for CC services. A particularly impressive result arising from the IBC Community Centre has been the great achievement of Muhammed Halil who took Turkish classes in the community centre. When Muhammad arrived in Turkey, he could not speak even a word of Turkish. However, in the 2019 Transition to High School exam (LGS) he answered all the questions correctly and scored the highest in the exam.



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<b>Name of Organisation:</b>	Refugees and Asylum Seekers Assistance and Solidarity Association (RASAS)
<b>Registered since:</b>	2014
<b>Name of Community Centre:</b>	RASAS Community Centre
<b>Contact:</b>	Hülya Rana Şahin – Project Officer
<b>Location:</b>	Sultanbeyli / Istanbul
<b>Opening Date of Community Centre:</b>	August 2016
<b>Start of GIZ partnership:</b>	September 2016
<b>No. of participants reached annually (estimate):</b>	<b>20,000</b>
<b>No. of individuals reached annually (estimate):</b>	<b>12,000</b>
<b>Website:</b>	<a href="http://www.multeciler.org.tr">www.multeciler.org.tr</a>

Istanbul's Sultanbeyli district has the highest number of Syrian refugees on the Anatolian side of the city with Syrian refugees totalling more than 7% of the district population. RASAS has been providing services for refugees and the host community in Sultanbeyli in order to ensure that both groups are supported through this process. Within this context, the centre provides free community-based multi-services to refugees and asylum seekers in areas such as health, education, culture, law, interpretation, employment and shelter. Since its establishment in 2014, the centre has been providing access to legal rights, pedagogical support, psychosocial counselling and social assistance services. Additionally, in the protection services context, it carries out studies that focus on eliminating the various vulnerabilities of beneficiaries. Vocational training programmes and

social and cultural activities encourage the participation of both refugees and host communities. Refugees participate in Turkish language courses, life skills courses (adaptation to life in Turkey) and receive case management support from social workers.

Cooperation with GIZ has enabled RASAS to develop a holistic service approach, reaching more beneficiaries and providing more qualified services through which the organisation aims to make realistic interventions to vulnerable people using quick and accurate methods. The Community Centre in Sultanbeyli is managed by RASAS in cooperation with the Sultanbeyli District Governorship and Sultanbeyli Municipality.



### Advisory and Information / PSS

Case management, referrals and individual protection assistance, outreach services, legal counselling, early childhood support for parents, women's guest house, psychological counselling and guidance for children in schools

### Awareness Raising, Advocacy and Empowerment

Refuge assemblies, women solidarity centre, seminars on health problems, first aid awareness, hygiene practices, family planning, identity issues, refugee rights, labour rights, children's rights, gender equality, women's rights and marriage law, rights advocacy and information activities on social media, employment and licensing

### Cultural and Social Cohesion Activities

Social/recreational events, trips, special day activities for beneficiaries, child-friendly area, field studies, social cohesion talks and meetings

### Education and Skills Development

Turkish courses, child and youth education centre, hobby courses

## Achievements

Since its establishment in 2014, the Centre has reached approximately 50,000 individuals with several activities, such as Turkish courses, social and cultural activities and various other activities that are listed in the table above. 90% of the participants receiving legal advice and psychosocial support have voiced their satisfaction with these services. In order to increase their outreach to vulnerable individuals from both the Turkish and Syrian communities, RASAS is effectively using social media tools and has received a great amount of positive feedback. The availability of Sultanbeyli Municipality's resources, specifically the Ministry of Family, Labour and Social Policy Services, strengthens the quality of the services provided by RASAS.



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## SEYHAN MUNICIPALITY, ADANA



<b>Official Name of Organisation:</b>	Seyhan Municipality Women's Solidarity Centre
<b>Name of Community Centre:</b>	Women's Solidarity Centre
<b>Contact:</b>	Emine Fulsen Şen - CC Coordinator
<b>Location:</b>	Seyhan / Adana
<b>Opening Date of Community Centre:</b>	September 2018
<b>Start of GIZ partnership:</b>	September 2018
<b>No. of participants reached annually (estimate):</b>	<b>20,000</b>
<b>No. of individuals reached annually (estimate):</b>	<b>5,000</b>
<b>Website:</b>	<a href="http://www.seyhan.bel.tr">www.seyhan.bel.tr</a>

In the Seyhan district of Adana, there are insufficient safe spaces for children and women. Due to the lack of social service provision, the situation is not improving for the refugees and host communities in the neighbourhood. Therefore, the Women's Solidarity Centre was established in 2018.

The Women's Solidarity Centre implements protective, preventive and strengthening practices to improve the women's social, economic and psychological processes living in Adana. The priorities are inclusive, protective and strengthening solutions to the problems of the women. The services in the centre pave the way for the women both from local and refugee communities to access quality services such as education, social services, health, psychological support and guidance.



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Advisory and Information / PSS	Awareness Raising, Advocacy and Empowerment	Cultural and Social Cohesion Activities	Education and Skills Development	Other
Legal counselling, psycho-social counselling, emergency assistance	Workshops on Gender-Based Violence (GBV), workshop on peer-to-peer education for women's rights	Sport workshops, tours and cultural visits, women's solidarity choir, gendered and child-friendly spaces	Language skills development education, vocational trainings, handicrafts training for the production of souvenirs and textiles	Job matching, entrepreneurship trainings, employment advisory services

## Achievements

The number of individuals benefiting from all kinds of protection services is 1,454 from the beginning of the project until December 2019. These activities include legal and psycho-social counselling. Non-formal education activities are very much appreciated by the beneficiaries. The number of individuals enrolled into education activities is 1,920. The number of individuals reached through social cohesion activities is 1,718.



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## SYRIAN SOCIAL GATHERING (SSG), MERSIN



<b>Name of Organisation:</b>	Syrian Social Gathering (SSG)
<b>Registered since</b>	2015
<b>Name of Community Centre:</b>	Family Social Centre
<b>Contact:</b>	Yasmin Holoubi – Project Coordinator
<b>Location:</b>	Mersin
<b>Opening Date of Community Centre:</b>	November 2015
<b>Start of GIZ partnership:</b>	October 2015
<b>No. of participants reached annually (estimate):</b>	<b>27,000</b>
<b>No. of individuals reached annually (estimate):</b>	<b>10,000</b>
<b>Website:</b>	<a href="http://www.ssg.org.tr">www.ssg.org.tr</a>

**S**SG has been working in Turkey since 2013 and is running several projects in various provinces in Turkey such as Antakya, Reyhanlı, Kilis, Mardin, Şanlıurfa, Adana, and Mersin. SSG provides assistance in a range of ways aimed at helping new arrivals feel settled, adjust and acquire the skills to become self-sufficient.

Through legal advice, assistance and various social activities, the SSG community centre increases access to available services, promotes social cohesion and enables interaction between refugees and host communities. SSG attributes high importance to the protection of refugees' legal rights. Therefore, it works to introduce Turkish laws to refugees in order to raise awareness of their rights and their duties.



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### Advisory and Information / PSS

Individual protection assistance, and case management, child-friendly spaces, special activities for disabled participants, women protection office, legal consultation and referrals, PSS support office

### Awareness Raising, Advocacy and Empowerment

Advisory and information services, health, social and human resources workshops

### Cultural and Social Cohesion Activities

Video games activities, fine art gallery and exhibitions, chess and intelligence games

### Education and Skills Development

Health/social/human resources workshops, hairdressing and make-up workshops, sport activities, entertainment movie shows, educational and vocational courses

## Achievements

SSG Family Social Centre is committed to helping to ease the effects of the crisis by creating valuable opportunities for vulnerable refugees in the region. The team provides a number of recreational activities, which are very popular among beneficiaries. Since the beginning of GIZ cooperation, more than 23,000 beneficiaries have participated in social cohesion activities.

Another success of the Family Social Centre is its special social service for people with autism and Down syndrome, which has supported more than 300 beneficiaries in their daily lives and facilitated their social inclusion.



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Name of Organisation:	Support to Life (STL)
Registered since:	2009
Name of Community Centre:	Support to Life House
Contact:	Oya Kutlu – Community Centre Manager
Location:	Şanlıurfa
Opening Date of Community Centre:	February 2014
Start of GIZ partnership:	May 2018
No. of participants reached annually (estimate):	<b>4,300</b>
No. of individuals reached annually (estimate):	<b>3,300</b>
Website:	<a href="http://www.hayatadestek.org">www.hayatadestek.org</a>

**A**t 22%\*, Şanlıurfa hosts the third highest rate of Syrians in proportion to the host population. The scattered nature of the non-camp refugee population poses a significant challenge to ensuring quality protection and assistance for refugees. The main purpose of the STL Community Centre in Haliliye is to increase the resilience of refugees and host community members – primarily those who are at risk of exposure to gender-based violence or child labour – by providing a safe space, social environment and opportunity to develop their skills.

STL Community Centre has been providing access to information about refugee rights and existing local services as well as protection (by service mapping and referral). It offers non-formal education (Turkish, English and computer skills); social cohesion activities; monitoring of access to services, in addition to advocacy and training to stakeholders. The neighbourhood committees formed at the STL Community Centre embrace a community-based approach to support those who are served with an inclusive exchange format.



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\*Report on Syrians in Turkey, Prof. Dr. Fethi Açıkel, August 2019

### Advisory and Information / PSS

Psychosocial support, individual counselling, education about mental health

### Cultural and Social Cohesion Activities

Intercultural and social cohesion workshops, improvement of existing committees of women, children and young people, intercultural games, festivals, activities aiming to prevent prejudice

### Education and Skills Development

Food workshops, handicraft activities, Turkish and English language courses, computer and internet courses, skills-building courses, literacy courses, trainings on jewellery-making and digital marketing

## Achievements

Since May 2018, STL Şanlıurfa teams have supported more than 5,500 individuals. By doing so, they have provided some hope to many refugees and members of host communities. Furthermore, more than 3,500 individual refugees and host community members have benefitted from sociocultural activities. In addition to this, the STL Community Centre has introduced innovative coding and game lab computer courses for children and skills development courses to foster social cohesion and resilience. Moreover, the Centre established a children's library that regularly hosts special reading hours and storytelling sessions.



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For a world without hunger

## WELTHUNGERHILFE (WHH) ILHAM COMMUNITY CENTRE, MARDIN



Official name of organisation (as registered in Turkey):	Deutsche Welthungerhilfe e. V. Türkiye Temsilciliği (WHH)
Registered since:	2013
Name of Community Centre:	Ilham Community Centre
Location:	Mardin
Opening Date of Community Centre:	June 2015
Start of GIZ partnership:	October 2015 – June 2019
No. of participants reached annually (estimate):	<b>7,500</b>
No. of individuals reached annually (estimate):	<b>4,300</b>
Website:	<a href="http://www.welthungerhilfe.org.tr">www.welthungerhilfe.org.tr</a>

**W**HH Mardin is working to create a culture of acceptance towards refugees. Welthungerhilfe registered with the Turkish authorities in 2013 and has been implementing projects in Turkey and Northern Syria since 2014. The joint goal of the community centres in Mardin is to support vulnerable refugees and local Turkish communities to access existing social services and to provide them with needs-based protection programmes that improve individuals' living conditions whilst promoting social cohesion. In the realm of staff care, WHH staff members and psychologists are provided with specialist supervision to improve the quality of services and to protect staff from secondary trauma and burnout.



### Advisory and Information / PSS

Individual and group psychosocial counselling, facilitating access to national social welfare systems, pedagogical support for parents, legal counselling, referral services

### Awareness Raising, Advocacy and Empowerment

Awareness-raising/information seminars on women's health, refugee rights, access to education, child marriage, healthy diet, first aid, renting property, opening bank accounts

### Cultural and Social Cohesion Activities

children, women and men from both communities, sports activities, celebration of international day, cultural trips, positive story campaigns

### Education and Skills Development

Inclusive music courses, life skills workshops in English and Turkish, homework support for children, photography courses, skills-building workshops for integration

## Achievements

In Turkey, where WHH works in Istanbul, Hatay, Kilis, Kahramanmaraş, Gaziantep, Mardin & Batman, support is provided to vulnerable families through Cash for Work (CfW) activities. This includes, for example, sewing, childcare, translation work, for which monthly salaries are given to participants. The aim is to eventually turn these activities into long-term income-generating jobs. For basic needs support, WHH implements projects with unrestricted e-vouchers to support vulnerable families to cover their heightened needs, particularly during winter.

In Mardin, WHH has implemented numerous projects, including an e-voucher programme, winterisation, protection and social cohesion activities. In the areas of protection & social integration, WHH provides individual support through case management and facilitates access to existing social and protection services such as registration for ID documents. However, holding a

valid Temporary Protection ID document is crucial for accessing healthcare, education, and other services. Likewise, while the Turkish government and other social welfare organisations offer a wide range of support services, Syrians and other refugees often cannot access them due to language barriers or lack of understanding of administrative procedures. WHH also supports Turkish partner organisations, including the Turkish Red Crescent, in the process of adding psychosocial counselling and seminars to their available services.

Furthermore, the WHH Community Center strengthens the partnership with the local municipality by having an official protocol, through which joint activities are conducted. Literacy courses are also conducted through the Public Education Center (PEC). The CC has also been instrumental in founding and initially chairing the Mardin "Case Management Coordination" working group.



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Official name of organisation:	YUVA Association
Name of Community Centre:	Yuva Kırıkhan Community Centre
Location:	Hatay
Opening Date of Community Centre:	2013
Start of GIZ partnership:	February 2017 – July 2019
No. of participants reached annually (estimate):	<b>14,000</b>
No. of individuals reached annually (estimate):	<b>3,100</b>
Website:	<a href="http://www.yuva.org.tr">www.yuva.org.tr</a>

In Kırıkhan, where protection services for refugees are not yet sufficient, YUVA Community Centre works to ensure that people in need become self-sufficient. The programme focusses on creating and reinforcing employment opportunities through language and life skills courses as well as vocational competence trainings in order to improve the quality of life of beneficiaries. Awareness-raising seminars on rights, risks and protection mechanisms are another important part of the community centre's work. YUVA works in collaboration with local authorities in order to ensure the sustainability of activities and to strengthen the resilience of refugees and host communities.



### Advisory and Information / PSS

Non-violent communication training, father-daughter bonding workshops, disaster awareness training, disaster and psychological aid training, chemical cleaning awareness, planting activities, drama activities about children's rights, visits and trips, early marriage seminars, gender-based violence seminars

### Awareness Raising, Advocacy and Empowerment

Protection services (outreach, case management, awareness-raising sessions)

### Cultural and Social Cohesion Activities

Handicrafts, women matinees, workshops and ceremonies for children, painting, pantomime shows, cookie-baking, picnics, neighbour visits, flower planting

### Education and Skills Development

Child safeguarding and capacity development training for centre staff, gender-/social-based and sexual violence workshops, Turkish language support, TOMER exam fee support, vocational training courses

## Achievements

The community centre offers protection, education and livelihood support to refugees with an inclusive, participatory and sustainable approach. So far, YUVA in Kırıkkhan has reached more than 4,800 vulnerable refugees. At the same time, the organisation has taken decisive steps in creating an effective staff care mechanism by providing its staff with regular trainings on gender mainstreaming, discrimination, team-building or child protection as well as establishing a regular reporting and evaluation structure. YUVA also holds regular meetings with local authorities and other organisations in order to strengthen harmonisation and networking between institutions. In order to strengthen participation, the women and youth committees and house visits coordinated by YUVA enable refugees to organise, prepare and

implement their own activities. The organisation also implements workshops in different neighbourhoods where there are small opportunities to socialise for refugees.



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Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

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### Programme description

CLIP – Improving Social Services for Refugees and Host Communities in Turkey by Supporting Community Centres and Local Initiatives

### Implemented by

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

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### Design

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The project "Improving Social Services for Refugees and Host Communities in Turkey by Supporting Community Centres and Local Initiatives" is co-financed by the German Federal Ministry for Economic Cooperation and Development (BMZ) and the European Union through its Civil Protection and Humanitarian Aid Operations (ECHO) and implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ). This booklet covers humanitarian aid activities implemented with the financial assistance of the European Union. The views expressed herein should not be taken, in any way, to reflect the official opinion of the European Union and the German Federal Ministry for Economic Cooperation and Development (BMZ), and the commissioning parties are not responsible for any use that may be made of the information it contains.

### Printing

Ankara, Turkey, 2020