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1- WHAT IS PROTECTION PROGRAMME?

Protection Programme aims to prevent, mitigate or eliminate the risks, threats and consequences which are associated with violence, exploitation or abuse faced by vulnerable individuals, groups and communities including Turkish Nationals and people who seek asylum in Turkey -particularly Syrians- after having been displaced due to conflict or humanitarian crises. Activities to this end are carried out within the framework of Red Cross and Red Crescent Movement principles, international humanitarian law, human rights and national legislation, and inclusive works are conducted in order to address people's needs and to raise awareness. The Protection Programme is implemented by 16 teams in 15 provinces reaching about 90 percent of the population living under temporary and international protection.

Number of personnel (in the field):
- 14 protection programme officers,
- 31 social workers,
- 80 case workers,
- 58 interpreters

A total of 183 protection personnel
2-WORKING AREAS/WHAT DO WE DO?

ACCESS TO BASIC RIGHTS AND SERVICES

It is essential for the foreign population living in Turkey - a large share of which is currently under temporary protection - to have access to fundamental rights and services to make sure that they are able to meet their needs and live a life with dignity. The primary goal of the protection programme is to ensure the access of displaced people to fundamental rights and responsibilities as well as the services such as education, health, registration, marriage/divorce, and legal aid that should be made accessible in the framework of the fundamental rights, especially in the context of migration. Although the protection status of the individuals allows such an access in legislative terms, many difficulties may be encountered in accessing services due to various reasons including language barrier, complex and strict bureaucratic processes, social introversion, and lack of information of service beneficiaries and providers.

CHILD PROTECTION AND ACCESS TO EDUCATION

In general terms, child protection refers to protection of children from any form of violence, neglect and abuse. Children who were displaced and had to seek asylum in Turkey are at a higher risk of separating from the other family members, getting unaccompanied, and being exposed to neglect, exploitation and abuse. The poverty caused by migration has also brought about negative coping methods and so many children had no other options than joining the workforce or getting married. Moreover, the intense mass migration has put a heavy load on the national child protection mechanisms, which in turn has also affected the capacities of public institutions and non-governmental organizations in terms of responding to child protection risks. Most child protection risks are the causes or results of children's inability to access to education. Schools which can be considered as safe areas for children are not only important for their contribution to the prevention of the child protection risks but also for the wellbeing of a child who was previously exposed to risk. For this reason, access to education and child protection efforts are believed to go hand in hand.
PREVENTION OF HUMAN TRAFFICKING AND RESPONSE FOR THE VICTIMS OF HUMAN TRAFFICKING

Human trafficking refers to “recruitment, transportation, transfer, harboring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation” (Directorate General of Migration Management). There are various types of human trafficking, including forcing women and girls to be engaged in prostitution, forced labor, forced crime, forced begging of children, removal of people’s organs without their consent and marriage for money, which can also be referred to as ‘modern slavery’ and are among the worst forms of exploitation of humans. The risk of being a victim of human trafficking is higher for those who had to leave their countries; therefore, they have become more vulnerable. It is possible to argue that this situation has become more evident since 2011, when the internal conflicts started in Syria have resulted in massive migrant flow directing towards our country, causing an increase in the number of Syrian victims of human trafficking for the last 4 years.

PREVENTION OF VIOLENCE AND SUPPORT FOR THE SURVIVORS OF VIOLENCE

Violence is defined by the Ministry of Family, Labor and Social Services as “the acts which results or will probably result in person’s having physical, sexual, psychological and financial sufferings or pain and any physical, sexual, psychological, verbal or economical attitude and behavior -taking place at social, public or private areas- which include threat, pressure and arbitrary violation of person’s freedom as well”. Although violence is a global problem regardless of culture, educational level and economic status etc., it is encountered more often in certain situations. Several situations such as economic deprivation and insecurity, the change in the family structures and roles of the family members and the stress caused by a person’s going away from the places/people he/she is accustomed to increase violence. Moreover, a number of situations such as lack of information regarding the available mechanisms in case of violence and the legal processes applicable in the country that has started to live and fear of losing the protection status also prevent some people from receiving help in case of violence.
3- HOW DO WE WORK?

In accordance with the above mentioned working areas, different interventions are developed to address identified needs and people’s request.

A) INDIVIDUAL SUPPORTS

Individual supports involve assessing the stories of each person to identify their needs and developing individualized responses for each person in order to address their protection needs or risks, either completely or partially. The aim of this process is to make sure people are empowered and live in dignity by providing them with emotional and physical security. During this process, various resources are used to address the needs of a person, coordination is established between different institutions and services, and internal resources are mobilized.
As part of the individual supports, people are referred to relevant public institutions and non-governmental organizations according to their demands and needs. Moreover, in some cases, people may be in need of support with their visit to institutions/organizations.
In such cases, protection team accompanies the person and supports him/her by providing transportation or interpretation assistance. Examples to this can be; providing interpretation support by accompanying a mother who is unable to enroll her child to the school due to language barrier or accompanying a person at safety risk due to violence that he/she is exposed to and ensuring his/her arrival at the police station by the vehicle of the institution etc.

**LEGAL COUNSELING**

Number of people reached through legal counseling

4,714

**Nationality distribution**

- Syrian: 4,456 (90%)
- Other: 303 (6%)
- Host community: 176 (4%)

**Distribution of beneficiaries by gender**

- Male: 2,124 (43%)
- Female: 2,811 (57%)

**Distribution of beneficiaries by age**

- 0-4: 205 (4%)
- 5-11: 23,94 (49%)
- 12-17: 15 (0%)
- 18-59: 16 (3%)
- 60+: 94 (2%)

**Procedures required for starting a business**

- Legal status: 2,374 (52%)
- Legal aid: 1,136 (24%)
- Divorce procedures: 613 (13%)
- Registration procedures: 527 (11%)
- Custody/Guardianship processes: 287 (6%)
- Work permit: 218 (5%)
- Right to work: 218 (5%)
- Execution procedures: 217 (5%)
- Indemnity: 61 (1%)
- Occupational accident: 50 (1%)
- Procedures required for starting a business: 24 (0%)

Danışmanlık konusu/danışmanlık verilen konulara göre yararanlı yüzdesi
Depending on the people’s needs, legal counseling and in-kind assistance can be also provided. When needed, legal counseling is provided by the contractual lawyers so that the necessary information on various legal issues can be provided, referrals are made regarding the available legal remedies and any obstacles preventing people’s access to legal mechanisms are eliminated. Counseling is offered in many issues, including asylum legislation and issues concerning foreigners such as rights and liabilities arising from their legal status.

IN-KIND ASSISTANCE

Number of people reached through in-kind assistances
12,336

Distribution of beneficiaries by nationality

Distribution of beneficiaries by age

Subjects of provided services/supports

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>26%</td>
</tr>
<tr>
<td>Food Assistance</td>
<td>4%</td>
</tr>
<tr>
<td>Eyeglasses</td>
<td>3%</td>
</tr>
<tr>
<td>Other medical equipment</td>
<td>3%</td>
</tr>
<tr>
<td>Hearing aid</td>
<td>2%</td>
</tr>
<tr>
<td>Rental assistance</td>
<td>2%</td>
</tr>
<tr>
<td>Accommodation</td>
<td></td>
</tr>
<tr>
<td>Other (Household support, public notary expenses etc.)</td>
<td>1%</td>
</tr>
<tr>
<td>Medicine</td>
<td>1%</td>
</tr>
<tr>
<td>Medical examination</td>
<td>1%</td>
</tr>
<tr>
<td>Wheel chair</td>
<td>1%</td>
</tr>
</tbody>
</table>
In some case responses, in-kind assistances are also offered by the protection teams as a means of assistance needed to mitigate or eliminate risks, to offer life-saving or life-enabling solutions, to reduce the dependency of people as well as empower them. In certain cases, where the needs are unable to be met with the available public resources, a number of cost items is provided through in-kind assistances within the scope of the protection programme. Such cost items are medical equipment, immediate accommodation support, transportation support, paid medicines and documentation expenses etc.

**SCHOOLING SUPPORT**

Number of people reached through schooling support

8,931

**Distribution of beneficiaries by gender**

Male
%51
4,539

Female
%49
4,392

**Distribution of beneficiaries by age**

- 0-4: 2,910 (33%)
- 5-11: 5,871 (66%)
- 12-17: 2,910 (33%)
- 18+: 3,722 (42%)

**Distribution of beneficiaries by nationality**

- Other: 184 (2%)
- Syrian: 5,025 (56%)
- Host community: 3,722 (42%)

**Support provided**

- Uniform and stationary: 16%
- Boot/shoe: 17%
- Coat: 67%
The Protection Programme attaches great importance to access to education. Therefore, access to education is one of the fields where the intense efforts are being made. Individual supports have been provided for various needs to allow students' access and continuous attendance to education. In-kind assistance is also provided to school-age children in order to support those who are unable to access education due to lack of materials such as stationery equipment, uniform and clothes.

FIELD VISITS/ OUTREACH

Field visits are conducted on a regular basis by the protection team in order to identify those without access to the community center so that all of the above mentioned individual supports are provided to anyone who is in need of them. Outreach activities are carried out as part of the protection programme in order to reach and identify the needs of the people living in the remote parts of the district far from the community center, those staying in tents in agricultural fields and living in rural areas far from the city center as well as to provide the necessary assistance. The areas to be visited are identified depending on the interviews with the service providers such as public institutions, non-governmental organizations and local authorities as well as through the community center beneficiaries.
B) INFORMATION AND AWARENESS-RAISING ACTIVITIES

Seminars, informative meetings and group information sessions are held in order to prevent possible protection risks and reduce the dependency of people on others/institutions by increasing their knowledge and awareness. People are provided with necessary information on various subjects, including children’s rights, rights to claim and mechanisms to apply for in cases of violence against women, human trafficking, importance of education, problems caused by child marriage and violations of rights, rights and responsibilities of those under temporary and international protection status and right to access to health, etc. Contents to be covered under the informative sessions are chosen depending on the needs identified in the field and demands of the beneficiaries. These services are either provided by contractual lawyers or by the protection team. Those who are under temporary or international protection can also act as role models and contribute awareness raising efforts by sharing their experiences.
**LEGAL SEMINARS**

Number of people reached through legal seminars: **33,676**

- **Other**: 1,573 (5%)
- **Syrian**: 14,992 (44%)
- **Host community**: 17,111 (51%)

Distribution of beneficiaries by nationality:

- **Male**: 15,340 (46%)
- **Female**: 18,336 (54%)

Distribution of beneficiaries by gender:

- **5-11**: 645 (2%)
- **12-17**: 10,626 (31%)
- **18-59**: 20,069 (60%)
- **60+**: 2,336 (7%)

Distribution of beneficiaries by age:

- **Children’s rights**: 27%
- **Rights of refugees and asylum-seekers - Fundamental rights and freedoms, liabilities**: 24%
- **Family law (Marriage, divorce, succession, custody etc.)**: 11%
- **General law training**: 10%
- **Means to claim and protect rights – legal remedies**: 6%
- **Labor law – foreigners’ right to work and permit procedures**: 5%
- **Women’s rights**: 5%
- **Citizenship right**: 3%
- **Right to education**: 2%
- **Personal rights**: 2%
- **Right to health**: 2%
- **Law of obligations**: 1%
- **Labor law – Employee rights**: 1%
- **Criminal law**: 1%

Distributions of legal seminars by subject:

- **Children’s rights**: 27%
- **Rights of refugees and asylum-seekers - Fundamental rights and freedoms, liabilities**: 24%
- **Family law (Marriage, divorce, succession, custody etc.)**: 11%
- **General law training**: 10%
- **Means to claim and protect rights – legal remedies**: 6%
- **Labor law – foreigners’ right to work and permit procedures**: 5%
- **Women’s rights**: 5%
- **Citizenship right**: 3%
- **Right to education**: 2%
- **Personal rights**: 2%
- **Right to health**: 2%
- **Law of obligations**: 1%
- **Labor law – Employee rights**: 1%
- **Criminal law**: 1%
**PROTECTION SEMINARS**

**Total number of people reached through Protection Seminars**

21,138

**Distribution of beneficiaries by nationality**

- **Host community**: 10,178 (48%)
- **Syrian**: 9,786 (46%)
- **Other**: 1,174 (6%)

**Distribution of beneficiaries by gender**

- **Male**: 6,737 (%32)
- **Female**: 14,406 (%68)

**Distribution of beneficiaries by age**

- **5-11**: 21,138 (%79)
- **12-17**: 1,228 (%6)
- **18-59**: 264 (%1)

**Distribution of protection seminars by subject**

- **Rights of Refugees and Asylum-Seekers**: 73%
  - Right to Education: 13%
  - Children's Rights: 12%
  - Human Rights: 3%
  - Right to Health: 2%
  - Means to enjoy and protect rights: 2%
  - Women's Rights: 1%
  - Labor Law – Foreigners’ Right to Work and Permit Procedures: 1%
  - Citizenship Right: 1%
  - Family Law – Marriage and Divorce Procedures: 1%

**Rights of Refugees and Asylum-Seekers**

- **Citizenship Right**: 6%
- **Human Rights**: 46%
- **Labor Law – Foreigners’ Right to Work and Permit Procedures**: 73%
 ROLE MODEL ACTIVITIES

Number of people reached

**90**

**Distribution of beneficiaries by gender**

- Male: 54% (49)
- Female: 46% (41)

**Distribution of beneficiaries by nationality**

- Syrian: 99% (89)
- Other: 1% (1)

**Distribution of beneficiaries by age**

- 5-11: 10% (9)
- 12-17: 34% (31)
- 18-59: 56% (50)
C) CAPACITY BUILDING

As part of capacity building efforts, internal and external capacity building works are carried out. Internal works aim to improve the participation and capacity of the protection personnel in response and identification processes as well as to widen the perspectives of non-protection Turkish Red Crescent personnel and volunteers, especially the perspectives of those in close contact with the beneficiaries on an individual basis. It is important to make sure that the personnel always acts in line with the principle of “do no harm”. As part of the external efforts, capacity building seminars and trainings are held on protection related issues targeting institutions and organizations including international/national/local non-governmental organizations, mukhtars, teachers, imams, school administrations, and law enforcement officers that are working for protection and/or engaged in protection referral mechanisms. These trainings aim to improve the identification process of protection risks and increase the functionality of institutions across protection mechanisms.

### EXTERNAL CAPACITY BUILDING ACTIVITIES/INTERNAL CAPACITY BUILDING ACTIVITIES

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital personnel</td>
<td>154</td>
</tr>
<tr>
<td>Municipality personnel</td>
<td>20</td>
</tr>
<tr>
<td>Other personnel in public institutions (police, gendarmerie, RAM (Guidance and Research Center) personnel,)</td>
<td>473</td>
</tr>
<tr>
<td>Mukhtar</td>
<td>159</td>
</tr>
<tr>
<td>Office of Mufti</td>
<td>456</td>
</tr>
<tr>
<td>School administration and teachers</td>
<td>3,766</td>
</tr>
<tr>
<td>PIKTES teachers</td>
<td>2,691</td>
</tr>
<tr>
<td>NGO personnel</td>
<td>376</td>
</tr>
<tr>
<td>University students</td>
<td>288</td>
</tr>
<tr>
<td>SSC personnel</td>
<td>323</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>8,383 PEOPLE</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection personnel</td>
<td>154</td>
</tr>
<tr>
<td>Volunteers</td>
<td>20</td>
</tr>
<tr>
<td>Other Turkish Red Crescent personnel</td>
<td>473</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>886 PEOPLE</strong></td>
</tr>
</tbody>
</table>

**CAPACITY BUILDING BUDGET**

₺ 857.745,77
D) ADVOCACY

Advocacy works are carried out with relevant institutions and organizations. In this scope, documents are prepared based on the data addressing the challenges individuals, groups and communities are facing and recommended solutions are proposed accordingly. As part of the advocacy works, meetings are held with government agencies, non-governmental organizations, funders and local administrations to propose recommended solutions addressing the identified problems. In this regard, it is also intended to eliminate the obstacles preventing the implementation of the current legislations and provide policy proposals on new practices, where necessary.
ISTANBUL OPERATION

The Directorate General of Migration Management aims to ensure that foreigners residing in İstanbul but registered in other provinces return to their provinces of registration and unregistered foreigners are referred to other provinces for registration purposes. Within this scope, the Turkish Red Crescent Protection Programme has established cooperation with the Directorate General of Migration Management and Provincial Directorate of Migration Management in Istanbul in order to support those at risk. Throughout this period started on 9 October 2019 and ended on 28 February 2020, 4,999 people were reached and 4,075 people were provided with transportation assistance through the Turkish Red Crescent protection desks established within Sultanbeyli Coordination Center as well as support desks serving at community centers in İstanbul. Response plans were drawn up to mitigate possible protection risks and support people in their destination provinces as well as to refer them to the service providers working in these destination provinces. Also, all of these people were given necessary information, and the follow-up of the cases that are considered to be in need of protection was carried out by the community center in the relevant destination provinces.
EDIRNE BORDER OPERATION

An irregular migration movement started on 28 February 2020 as the borders to Europe were opened. This movement ended on 27 March 2020 following the evacuation of the irregular migrants out of the area. Between these dates, people of different nationalities presented at Pazarkule and Ipsala border gates in Edirne were provided with various services by Turkish Red Crescent teams. As part of the Protection Programme, individual and focus group interviews were conducted with the people in the area, and tents were visited to conduct needs assessment for the people living in these tents. Necessary assistance was provided in line with the identified needs, and information about the recent developments was regularly shared. Referrals to relevant institutions/organizations working in the area were also made, where necessary. In this scope, 762 tents were visited and needs assessments of 3,520 people staying in these tents were conducted. A total of 5,260 people was identified in the area and needs assessments were conducted for them. They were then referred to public institutions and organizations operating within and outside the area.
INDIVIDUAL SUPPORT AND ADVOCACY FOR ACCESS TO EDUCATION

As part of the Protection Programme, intense schooling efforts are undertaken on an annual basis in September for out-of-school children, who are identified through various ways. In this scope, 1,981 children were schoolized in 2018-2019 academic year. One of the reasons for not attending school was identified to be the lack of uniforms and other school supplies such as stationery equipment. In response, more than 8,000 children were provided with support for uniforms, stationery equipment and clothing while 334 schools were supported with consumable materials and furnishing. The report was prepared containing the needs assessment conducted for out-of-school children and those who had never been enrolled to school, and presented to more than 35 national/international non-governmental organizations during a workshop held on 26 November 2019 in Ankara. In the mentioned workshop, recommended solutions were proposed.

CAPACITY BUILDING – EMERGENCY SOCIAL SAFETY NET (ESSN) PROTECTION TRAININGS

Under the “Emergency Social Safety Net (ESSN)”, which is the largest cash programme in the world and implemented by Turkish Red Crescent. Basic protection trainings were provided to its personnel working under different responsibilities in order to enhance understanding on protection and make sure that the personnel working under the programme are able to identify protection risks and make referrals to TRC Protection Programme. The trainings and workshops were attended by more than 160 personnel. Following the trainings that covered contents on basic protection, national asylum and protection legislations; standard referral pathways were also developed.
ONCUPINAR OPERATION

In July 2019, following the launch of Istanbul Operation, unregistered foreign nationals identified to be residing in various provinces, those registered in another province and the irregular migrants were detained caught by law enforcement units during their attempt to cross the border started to be brought to Öncüpınar Temporary Accommodation Center for registration purposes. The people who were brought to the mentioned center were provided with food assistance as part of in-kind assistance given by Kilis Community Center, information sessions were held, those in need were provided with transportation assistance and case follow-ups were conducted for the individuals with protection risk. As part of the process finalized on 28 February 2020, 494 people benefited from transportation assistance, 1,865 people from the in-kind assistance and 2,838 people from the information sessions held.

ROLE MODEL ACTIVITIES

The aim of the role model activities is to support schooling efforts in İstanbul, Hatay, Gaziantep, Mersin and Şanlıurfa, where school-age children are high in number. To this end, out-of-school children in these provinces were brought together with positive role models for experience-sharing to increase children’s motivation in accessing education. In the provinces specified, children and young people who could maintain their studies despite the difficulties as well as parents supporting their children to continue their education were identified and encouraged to be role models for children and their parents. Within this scope, an environment was created to ensure the meeting of role models with out-of-school children and their families to exchange experiences. Currently studying foreign languages in a high school and a volunteer at Sultanbeyli Community Center, a Syrian adolescent told the out-of-school children identified by the protection team of Sultanbeyli Community Center about how he was able to cope with hardships in his life. He also mentioned his dreams about studying at a university, and this way he gave hope to these children and supported them.
CASE EXAMPLES

Any detail that may reveal the identity of the people mentioned in the stories is hidden or changed.

CASE EXAMPLE – 1

Fatemeh, who is a single mother with two children applied to Turkish Red Crescent community center, and requested rental assistance on 20.12.2019, upon her request a household visit was conducted for her and she was interviewed. The interviews with her revealed that Fatemeh came from Afghanistan to Turkey with one of her children in 2016 since her husband engaged in violent actions against her. It was also learned from her that, in the province she arrived, she was forced to prostitution by a woman of Afghan origin that she met in that province, she was exposed to sexual assault during that time and that she gave birth to the second child as a result of the assaults she went through. A while ago, Fatemeh managed to get away from these people and escaped to the province where she is currently living. In this province she turned to prosecution office for help. Fatemeh is facing economic hardships and cannot take care of her children. For this reason, she left her children to the protection of the government. Moreover, she is unable to build social relationships with anyone since she is still anxious about what she has gone through. She has been given rental assistance as a financial support and legal counseling by a lawyer to make sure that she is provided with the detailed information regarding the lawsuit process. Interviews with Fatemeh, who is also provided with psychological support by another organization, still continue in order to empower her socially. She is also encouraged to go to organizations and training courses offered in the vicinity of her house. The ultimate goal for Fatemeh, who is still followed up by the Protection Programme and has an ongoing lawsuit, is to make sure that she learns Turkish and is referred to a job, as well as to empower her socially so that she can eventually take her children back and stand on her own feet.
CASE EXAMPLE – 2

Zainab applied to Turkish Red Crescent community center and stated that she was a single mother living with two daughters and was in need of support. Upon her application, a household visit was conducted by the protection team in order to have a detailed interview with her. It was learned through the interview that Alya, who was 11 years old and one of the two daughters of Zainab, was working in a tailor shop to contribute to their living. Another household visit was also conducted to follow up the situation of Alya and get more information and it was learned through this second visit that she was sexually abused by her employer, who also offered Alya to be his girlfriend in return for money. Immediately after the visit, the mother was persuaded to go to Provincial Directorate of Security Child Branch, where she was also assisted in making a complaint. Moreover, the family was provided with accommodation at a hotel until an action was taken by public institutions, since their residential address was known by the employer, which can be unsafe for the family. Following the threats coming from the offender and his relatives upon her complaint, the family was assisted to apply to Provincial Directorate of Migration Management to make sure that she was able to move to another province. Interviews were also conducted with the Provincial Directorate of Migration Management to accelerate the process, as a result of which they were referred to another province. Follow-up of the case of the family -that was accompanied until they moved to another province- continued following their arrival at the other province. According to the follow-up, they are satisfied with the conditions. The legal process still continues and the family has been referred to another organization located in the province they are currently living in for psychosocial support.
CASE EXAMPLE – 3

During outreach activities, an Iraqi household of 11 residents, living in Turkey for 3 years ago, was visited. There was a mother, father, 7 children, three of them older than 18 years old, as well as a grandfather and grandmother. The family residing in Turkey with a residence permit, became unable to benefit from any services since a while ago their permit expired and the appointment for the issuance of new IDs was given to a further date, which means they went unregistered. The children attending school regularly were not able to go to school anymore and the elderly members of the family and the father with kidney conditions were not able to access healthcare services. Moreover, social assistances provided to the family were halted upon the expiry of their IDs. Receiving the necessary information during their visit, the protection team contacted the Provincial Directorate of Migration Management and informed them of the family’s situation. The protection personnel then referred the family to the said directorate for the issuance of their IDs. After the family members received their IDs, the schools which the children attended were contacted to re-enroll the children. Follow-up of the children was also made to ensure their regular attendance to school. The family was provided with access to healthcare services, and the social assistances the family used to benefit from were activated.

CASE EXAMPLE – 4

Zehra, who was visited by protection teams during the outreach visits, came from Syria 7 years ago and got divorced from her husband due to his violent behaviors and started to live with her four children aged 7, 8, 11 and 12. She works informally in a small restaurant and she can only work part-time as she has to take care of her children. The family lives in an apartment with a low rent due to financial difficulties, located in a neighborhood they call unsafe. Although the other three children go to school, Hamid, who is 12 years old, works at the small restaurant where his mother also works in order to contribute to his family’s budget. Identifying Hamid as a child worker during their household visit, the protection team shared the necessary information with the Ministry of Family, Labor and Social Services and requested support for the family to ensure Hamid goes to school. As a result, the family was put on a monthly payment called “Socio-economic Support (SED)” by the Social Service Center. Receiving this assistance, the family was able to move to another neighborhood with lower social risks and Hamid enrolled in his new school there. Hamid has been followed up to see whether he attends school regularly and found to be going to school regularly. The mother is still a part-time worker, and she takes care of her children in the rest of the day.