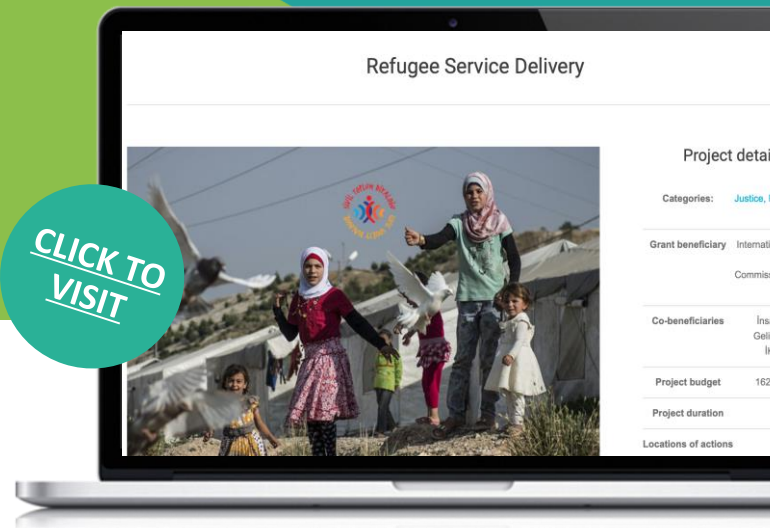


Refugee Service Delivery

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ORGANIZATION*

Implemented within the Civil Society Dialogue programme co-funded by the European Union and the Republic of Turkey

COUNTRY AND CITY/IES

Turkey and Italy

THE ACTION IS ADDRESSED TO (BENEFICIARIES)

Refugee networks in the field of volunteering and refugees

DESCRIPTION OF THE ACTIVITY

The project developed different actions, for instance, a good practice exchange and expert inputs (e.g., the European Exchange visits (in Turkey and Italy)), jointly definition of a volunteer strategy, the creation of a Turkish e-learning module to train volunteers online, as well as numerous presentations and reports on volunteering and refugee service provision in Turkey and the EU. The project brought together civil society actors from both Europe and Turkey. Activities included: awareness-raising events at universities and roundtable conferences. Online training portal was developed for volunteers in Turkish language.

MAIN GOALS

The project aims to strengthen capacity of Turkish civil society actors that are working with refugees by helping to set up volunteering programmes for refugee groups (Syrians under temporary protection status and other refugees); promoting the exchange of best practices to strengthen refugee protection and integration in Turkey; and providing a platform for participants to network, exchange ideas and build relationships to support durable solutions for refugees in Turkey and the European Union.

IMPACTS OF THE ACTIVITY

- Inspiring and supporting Turkish civil society to engage volunteers and mediators in their work for refugees.
- Structuring the partners' existing volunteering mediation programmes through tools and exchange.
- Recruiting 40 mediators at Esenler Syrian Refugees Support Unit within the project.

COOPERATION WITH STAKEHOLDERS

Civil society, university, national, local and regional authorities, international Organisations

SUSTAINABILITY (ECONOMIC, SOCIAL AND INSTITUTIONAL SUSTAINABILITY)

The initiative ensures its sustainability on Civil Society Dialogue programme co-funded by the European Union and the Republic of Turkey in terms of financial support.

TRANSFERABILITY

The project activities and programme can be applicable in other places. Management of mediators should be taken into consideration.

WEBSITES

- <http://resettlement.eu/page/%E2%80%9Cvolunteering-refugee-protection-strengthening-refugee-assistance-services-turkey%E2%80%9D>
- <https://www.icmc.net/wp-content/uploads/2018/06/180401-icmc-europe-hrdf-refugees-turkey-reception-durable-solutions.pdf>