



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

UNHCR Services and Assistance Document on gender-based violence (GBV) and mental health and psychosocial support (MHPSS)
2021

UNHCR TURKEY

PROVINCIAL SERVICES AND ASSISTANCE DOCUMENT ON GENDER-BASED VIOLENCE & PSYCHO-SOCIAL SUPPORT

Given the increased levels of violence and stress due to future uncertainty, loss of livelihoods and disruption of normal life caused by Covid-19, there is an increased reporting of violence incidents and deterioration of psychosocial wellbeing in Turkey and across the world, including for refugee communities.

In addition to the countrywide GBV/MHPSS services information, please consult the below provided localized information which provides additional referral points where you can approach in case you are or someone you know is exposed to or at risk of violence and/or in need of mental health and/or psychosocial support.

If you or someone you know are exposed to gender-based violence (including rape, domestic violence, sexual harassment, child marriage) OR show signs of mental distress and changes in behavior such as physical or verbal expressions of hopelessness, sadness, extreme boredom, depressions and/or anxiety and need psychosocial support, remember that you are not alone. Help is available.

You can seek help **confidentially** through the below provided information.

Remember that all listed support and assistance are **free**.

For further information about available services, please consult the [UNHCR Turkey Services Advisor](#). This is a simple, intuitive online platform that provides up-to-date information about availability of humanitarian services. It is available in five languages (English, Turkish, Arabic, Farsi, Kurdish).

For more information, please feel free to call the **UNHCR counseling line** from:
444 48 68

Alternatively, you can email UNHCR at turan@unhcr.org

AEGEAN REGION

İZMİR

Safety and shelter

Alo Gelincik Hattı

Hotline: 444 43 06

Violence Prevention and Monitoring Centre (ŞÖNİM)

Address: Soğukkuyu Mahallesi 1847/15 Sok. No:11 Bayraklı/İZMİR
Phone: 0 (232) 363 33 41

Association for Solidarity with Asylum-Seekers and Migrants (ASAM)

Phone: 02324211505 / 02642776156

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	Izmir Mülteci-Der – İzmir Refugee Support Centre (Mülteci Destek Merkezi (MUDEM) Izmir	Phone: 0232 483 54 21/ 0549 483 54 21/ 0549 483 54 22 Phone (Arabic): 05496352138 (Farsi): 05496352139
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Women's Counselling and Solidarity Centres under Local Administrations	Izmir Metropolitan Municipality Women Counselling Centre	Phone: 0 232 293 42 93
Mental Health and Psycho-social Support	Dünya Doktorları Derneği Sağlıkta Genç Yaklaşımlar Turkish Red Crescent (Kızılay) Community Centre	Phone: 0 232 483 00 43 & 0 538 393 78 88 Phone: 02324650646 Address: 1416 Sk. No:20/C Kahramanlar/İZMİR Phone: 0232 482 08 30
Legal assistance	Bar Association Women's Rights Centre	Address: 1456 Sokak, No: 14, Alsancak / İZMİR Phone: 0 (232) 463 00 14 / 0 (232) 400 00 00 Phone: 0 232 400 00 04
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
ANTALYA		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Kızılsaray Mahallesi Yener Ulusoy Bulvarı 68. Sokak No:4 Muratpaşa/ANTALYA Phone: 0 (242) 227 20 62/ 0 (242) 244 17 26/ 0 (242) 227 68 68
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Meltem Mahallesi 3822. Sokak Barohan Kat: 2 Muratpaşa/Antalya Phone: 0 242 238 61 55 – 56 – 57 – 58 – 59
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim

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<u>BURDUR</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Bahçelievler Mahallesi Stadyum Caddesi No:29 Merkez/BURDUR Phone: 0 (248) 233 19 99
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Çeşmedami Mahallesi Hükümet Caddesi No:22 (Avukat Evi) Merkez / Burdur Phone: 0 248 233 49 55
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
<u>DENİZLİ</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM) Association for Solidarity with Asylum-Seekers and Migrants (ASAM) Denizli Positive Living Association	Hotline: 444 43 06 Address: Kervansaray Mahallesi Barbaros Caddesi No:145 Pamukkale/DENİZLİ Phone: 0 (258) 266 41 66/ 0 (258) 266 41 55 Phone: 0258 261 67 66 Phone: 0850 888 0 539
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Adalet Mahallesi Fatih Sultan Mehmet Caddesi No:3/A Merkezefendi/ Denizli Phone: 0 258 261 29 48 -242 55 35
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	ASAM Denizli Positive Living Association	Phone: 0258 261 67 66 Phone: 0850 888 0 539

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<u>MANİSA</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Tevfikiye Mahallesi 3316. Sokak No: 15 Yunusemre/MANİSA Phone: 0 (236) 232 46 84
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Associations	Address: Uncubozköy Mah. Mimar Sinan Bulvarı No:179/1 Yunusemre / MANİSA Phone: 444 45 25/ 0 236 233 22 23
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
<u>UŞAK</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Atatürk Mahallesi Muhsin Yazıcıoğlu Caddesi No:48 Merkez/UŞAK Phone: 0 (276) 223 98 27
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Adalet Sarayı UŞAK Phone: 0 276 215 91 67
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
<u>AYDIN</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM)	Hotline: 444 43 06 Address: Zafer Mahallesi 109. Sokak No:10 Efeler/AYDIN Phone: 0 (256) 214 64 00/ 0 (256) 214 55 07
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Germencik Adliye Binası Germencik, Aydın Phone: 0256 5632025

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<u>ISPARTA</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM) Association for Solidarity with Asylum-Seekers and Migrants (ASAM) Isparta	Hotline: 444 43 06 Address: Piri Mehmet Mahallesi 107. Cadde No:21/A ISPARTA Phone: 0 (246) 223 49 00 Address: Kutlubey Mah. 1009. Sok. No: 5 Kat: 4 Stilhan İş Hanı Daire: 13 Merkez / Isparta Phone: 0246 202 20 12
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Modern Evler Mah. 102.Cad. No:102 ISPARTA Phone: 0 246 210 22 76 – 228 54 10
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	ASAM Isparta	Address: Kutlubey Mah. 1009. Sok. No: 5 Kat: 4 Stilhan İş Hanı Daire: 13 Merkez / Isparta Phone: 0246 202 20 12
<u>MUĞLA</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM) Association for Solidarity with Asylum-Seekers and Migrants (ASAM) Muğla	Hotline: 444 43 06 Address: Emirbeyazıt Mahallesi Dr. Baki Ünlü Caddesi No:7/1 2.kat Menteşe/MUĞLA Phone: 0 (252) 212 11 50 ASAM Muğla Address: Emirbeyazıt Mah. Öğretmenler Sok. Özkaya Apt. No: 2 / 5 Merkez / Muğla Phone: 0252 214 02 04 ASAM Muğla Bodrum Address: Eski Çeşme Mah. Şapel Sok. No: 7 / 2 Merkez / Bodrum Phone: 0252 316 10 80
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Muslihittin Mah. 12. Sokak No:2/A MENTEŞE/MUĞLA Phone: 444 90 48

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Mental Health and Psycho-social Support	ASAM Mugla	Phone: 0252 214 02 04
<u>KÜTAHYA</u>		
Safety and shelter	Alo Gelincik Hattı Violence Prevention and Monitoring Centre (ŞÖNİM) Human Resources Development Foundation HRDF-İKGV Kütahya	Hotline: 444 43 06 Address: Fatih Mahallesi Fevzi Çakmak Caddesi. No:1/A Merkez/KÜTAHYA Phone: 0 (274) 333 24 57 Phone: 04322160534
Public health services	For Provincial Directorates of Health, District Directorates of Health, Family Health Clinics, public hospitals and university hospitals close to your residence, please refer to UNHCR Turkey Services Advisor: https://turkey.servicesadvisor.org/tr	
Legal assistance	Bar Association	Address: Fuatpaşa Caddesi Adliye Sarayı Ek bina Merkez / Kütahya Phone: 0 274 216 15 49
Livelihoods Support	Turkey Employment Agency (İŞKUR)	For vocational training and employment opportunities, please visit directorates or service centres (if any) of İŞKUR in your province. You may reach contact information here: https://www.iskur.gov.tr/iletisim
Mental Health and Psycho-social Support	Human Resources Development Foundation (HRDF-İKGV) Kütahya	Phone: 04322160534