



<b>Country</b>	Türkiye
<b>Disability Type</b>	
<ul style="list-style-type: none"> <li>• Physical Disability</li> <li>• Sensory Disability (such as deafness and visual impairment)</li> <li>• Mental Disability</li> <li>• Other Types of Disability (such as multiple disabilities)</li> </ul>	
<b>NATIOANAL LEGAL REGULATIONS ON DISABILITY</b>	
<ul style="list-style-type: none"> <li>• <b>National Legislation on Disability</b>                      Law on disability                      The purpose of this law                     <ol style="list-style-type: none"> <li>1. To encourage people with disabilities to exercise their fundamental rights and freedoms</li> <li>2. To guarantee their full and effective participation on an equal basis with other individuals</li> <li>3. Taking measures to prevent disability</li> </ol>                     This law is about people with disabilities, their families, institutions and organizations that provide services to people with disabilities.                      Learn more about disability rights and services  <a href="https://www.mevzuat.gov.tr/mevzuatmetin/1.5.5378.pdf">https://www.mevzuat.gov.tr/mevzuatmetin/1.5.5378.pdf</a> </li> <li>• <b>The Role of the Ministry of Family and Social Services</b>                      The General Directorate of Disability and Elderly Services aims to:                     <ol style="list-style-type: none"> <li>1. To ensure cooperation and coordination between national and international institutions and organizations</li> <li>2. To assist in the formation of a national policy on persons with disabilities</li> <li>3. To identify the problems of people with disabilities and to search for ways to solve them</li> </ol>                     Learn more about the General Directorate of Disability and Elderly Services  <a href="https://www.aile.gov.tr/eyhgm">https://www.aile.gov.tr/eyhgm</a> </li> <li>• <b>Guide for Persons with Disabilities (Prepared by the Ministry of Family and Social Services)</b>                      This guide contains the following information on services and legal rights in Turkey:                     <ol style="list-style-type: none"> <li>1. Disability assessment</li> <li>2. Health</li> <li>3. Education</li> <li>4. Accessibility</li> <li>5. Personal mobility</li> <li>6. Employment</li> <li>7. Incentives and supports</li> <li>8. Social support</li> <li>9. Social work</li> </ol>                     Learn more about the guide for people with disabilities.  <a href="https://www.aile.gov.tr/media/96166/engelliler_icin_bilgilendirme_reh_2021.pdf">https://www.aile.gov.tr/media/96166/engelliler_icin_bilgilendirme_reh_2021.pdf</a> </li> <li>• <b>The Importance of Official Recognition of Disability</b>                      Disability ID card is used to benefit from the following opportunities                     <ol style="list-style-type: none"> <li>1. Disability pension</li> <li>2. Home support assistance</li> <li>3. Maintenance services</li> <li>4. Special education</li> <li>5. Employment</li> <li>6. Health</li> </ol> </li> </ul>	





7. Tax regulations for people with disabilities

8. Tax exemption

9. Discounts in various areas

- **Steps to be taken for official recognition of disability**

**Health board report for people with disabilities**

1. In this report, disability status, disability group, disability type and disability degree are evaluated.

2. Representatives authorized by the Ministry of Health can benefit the rights set forth in this report.

3. This report can be obtained from hospitals authorized by the Ministry of Health.

4. Authorized hospitals are published on the website of the Ministry of Health.

Get detailed information about getting a Health Board Report for people with disabilities

[https://www.aile.gov.tr/media/96166/engelliler\\_icin\\_bilgilendirme\\_reh\\_2021.pdf](https://www.aile.gov.tr/media/96166/engelliler_icin_bilgilendirme_reh_2021.pdf)

- **Disability ID Card**

1. The disabled person must document that he/she is 40% disabled with a health board report in order to obtain a Disability ID Card

2. Persons with disabilities must apply to the Provincial Directorates of Family and Social Services with 2 photographs, their identity card and the original or approved sample of the disability health board report.

Learn more about getting a ID card for persons with disabilities

[https://www.aile.gov.tr/media/96166/engelliler\\_icin\\_bilgilendirme\\_reh\\_2021.pdf](https://www.aile.gov.tr/media/96166/engelliler_icin_bilgilendirme_reh_2021.pdf)

- **Number to Call / Contact**

Alo 183 is the Social Support call center of the Ministry of Family and Social Services.

- **Resources of Interest**

**Related constitutional articles**

The Constitution of the Republic of Turkey includes some relevant articles about disability such as equality, working conditions, right to rest and leisure.

Learn more about the relevant articles of the constitution

<https://www.aile.gov.tr/eyhgm/mevzuat/ulusal-mevzuat/anayasa/>

- **Convention on the rights of people with disabilities**

1. Redefines the disability issue for persons with disabilities who are subjects of human rights law

2. Established with respect for individual independence and human dignity, equality and non-discrimination, participation, respect for differences, equal opportunities and accessibility

Learn more about disability rights

[https://inhak.adalet.gov.tr/Resimler/Dokuman/2312020100834bm\\_48.pdf](https://inhak.adalet.gov.tr/Resimler/Dokuman/2312020100834bm_48.pdf)

- **Disability assessment regulation for adults**

1. The Authorized Disability Health Board evaluates the disability applications in adults. Informs secondary or tertiary health institutions and organizations according to terrorism, accident or disability.

2. Health institutions and organizations and hospitals acting as referees were determined by the Ministry of Health and announced on their websites.

3. Person or persons who take care of them can make this application.

Learn more about the regulation

<https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=31275&MevzuatTur=7&MevzuatTertip=5>

## INCLUSIVE TECHNOLOGIES

### Apps

- **Barrier-Free World**

With the “Accessible World” mobile application, prepared with the support of Vodafone Turkey Foundation and the Ministry of Family and Social Policies, physically accessible places in the user's immediate surroundings can be displayed on the map. With the application, the general condition, main entrance, interior and toilets can be shared with other users by evaluating whether they are suitable for disability use or not.

Learn more about the Barrier-Free World app <https://apkpure.com/tr/engelsiz-d%C3%BCnya/com.gbj.engelsizdunya>

- **ESİM**

Accessible Health Communication Center (ESİM), it was established by the Ministry of Health for [helping the](#) hearing impaired individuals to [connect](#) life in emergency situations. With [this](#) application, people with disabilities can instantly notify the 112 Emergency Service, initiate video calls or perform instant messaging via the mobile application that they can download free of charge to their phones.

For more [information](#) about app link for Android

<https://play.google.com/store/apps/details?id=com.saglikbakanligi.esim&hl=tr&gl=US>

For more [information](#) about app link for Apple

<https://apps.apple.com/tr/app/esim/id1071217253?l=tr>

- **NeuroRHB**

“NeuroRHB” is an application that provides advice and action guidelines for those who take care of person with acquired brain damage. It is free.

Learn more about the app link for Android

<https://play.google.com/store/apps/details?id=com.neurorhb.neurorhb&gl=TR>

Learn more about the app link for Apple <https://apps.apple.com/es/app/neurorhb/id844078907?l=tr>

- **Assistive Technologies**

Assistive technologies are products, equipment or systems that facilitate daily life activities for people with disabilities. People with disabilities can find various products and tools that can help in their daily lives by browsing in the internet about assistive technologies. For example;

- **Computer access aids**

- Users with disabilities can interact with their computers using only their eyes via the eye control software program.

- There are various software programs that will make people's lives easier with visually impaired screen magnification, visual improvements and reading. For example, with the screen reading program to be installed on the computer, the computer can be made easily usable for visually

impaired individuals. By such programs, printed materials such as PDFs, invoices, assignments can be instantly converted to speech or large print output on the computer.

- There are also embossed and talking computers designed to keep hearing and visually impaired individuals constantly connected to the internet. This computer combines a Braille keyboard with a Braille display as well as audio.

- There are hardware and software systems such as computer mouse and keyboard designed to facilitate the lives of the physically disabled. This system replaces the standard keyboard and mouse, making the computer usable.

- **Portable tools**

-There are portable cameras specially designed for the visually impaired. Reading material is photographed via this camera and can be read aloud. The camera detects motion and starts reading again every time you turn a page.

-There are also portable systems that can be used as glasses that allow people with low vision to read, write and see in any environment.

-There is an apparatus developed for people with disabilities who cannot use their hands actively. Smartphones and tablets can be used with the help of this apparatus, which is created in the form of a pen for oral use. It also provides keyboard assistance for activities such as page turning, drawing.

## TRANSPORTATION

- **The rights of people with disabilities**

Within the scope of free or discounted travel cards regulation in Turkey; persons with a disability of at least 40% or more and their one companion can benefit from free travel or a discount by using a travel card.

- **Free Transportation**

- **Free Inner-City Transportation**

Buses and metro services are free in the city for people with disabilities. Those who have a "severely disability" report can benefit from free transportation with a companion.

In addition, persons with disabilities and severe disabilities, and the person who takes care of them can benefit from railways and seaways in the city free of charge with their travel cards. However, this right is not valid for vehicles used for touristic and service purposes.

- **Conditions for applying for a travel card**

Municipalities provide free travel cards to the persons with disabilities living within their borders, if they apply with the necessary documents.

- **The Istanbul Metropolitan Municipality**

Turkish citizens with disabilities who have a disability report of at least 40% or more can obtain a Disability Card (Istanbulkart). An accompanying person of a disabled person who has a health report providing that 50% disability and writes "Yes" in the severely disability section can travel free of charge with the Accompanying Card. They can receive their cards by completing the following documents and present them to the nearest Istanbulkart Application Centers

( <https://www.istanbulkart.istanbul/basvuru-merkezleri> ).

- 40% or more disability rate provided with a health board report which is original or approved, stamped and signed (Disability reports submitted to BELBİM must be registered in the Ministry of



Health e-Report and National Disability Data Bank systems)

- The original of the identity card with the TR Identity number on it, or the original of one of the documents that replaces the identity card (driver's license, marriage certificate, lawyer/judge/prosecutor/notary identity card, passport and identity documents clearly stated as official identity in law)

- 1 recent photo (taken within the last 6 months)

For more detailed information about free travel cards

[https://www.istanbulkart.istanbul/kartlarimiz#ucretsiz-kart&\[name=tab\\_53](https://www.istanbulkart.istanbul/kartlarimiz#ucretsiz-kart&[name=tab_53)

Detailed information can be obtained from <https://www.istanbulkart.istanbul/istanbulkart-sss> or ALO 153.

- **Ankara Metropolitan Municipality**

Persons with disabilities who document that they are 40% or more disabled with a health board report can travel in Ankara free of charge with a personalized smart transportation card.

**Documents required for card application**

- Identity Card

- Disability health board report or disability identity card issued by the ministry

- One passport size photo

- Card fee

Find out more about free travel cards <https://www.ego.gov.tr/engelli/ssscevap/4>

- **Tekirdag Metropolitan Municipality**

In order to get a disability card in Tekirdağ, it is necessary to apply to TEKULAŞ.

**Documents required for card application**

-Copy of identity card

-Photo (taken in the last 6 months)

- Copy of disability (showing 40% and above) report

-Card fee

Detailed information and address: <https://www.tekulas.com/sayfa/12>

- **Transportation service to public institutions and organizations in the city**

In Ankara Metropolitan Municipality, if the people with disabilities who use power or manual wheelchairs call the disability center of the municipality and request an appointment, service is provided for them with vehicle wheelchair lift to take them to public institutions within the provincial area. Those who would like to benefit from this service are picked up from their homes at the time they specify, dropped off at their destination, and taken to their home at the time of their return.

Phone numbers for appointments: (0312) 273 38 37, (0312) 507 23 08

For more detailed information <https://www.ankara.bel.tr/sosyal-hizmetler/engelli-hizmetleri/engelliler-hizmet-ve-rehabilitasyon-merkezi>

In addition, transportation services are provided for people with orthopedic disabilities who have difficulty in walking or cannot use public transportation and who live in Ankara with their accompanying person. In order to benefit from this service, you can make a request by calling the call center of BELPA (0312) 985 00 65, (0312) 507 10 01. For more detailed information <https://www.bel->



[pa.com.tr/engelliler-hizmet-merkezi/](http://pa.com.tr/engelliler-hizmet-merkezi/)

In **Istanbul**, persons with disabilities and elderly people who are unable to use public transportation can call ALO 153 and benefit from free transportation to public institutions (school, hospital, bank, district governorship, EKPSS and AÖF exams), shopping, parks and gardens. In order to benefit from the service, it is necessary to call and make a reservation in advance. For more detailed information <https://sosyalhizmetler.ibb.gov.tr/mudurlukdetay.aspx?ID=4>

In **Tekirdağ**, persons with disabilities and elderly people who cannot use public transportation can benefit from the service with the "Disability and Elderly Service Vehicle" of Tekirdağ Metropolitan Municipality by calling 153 to make an appointment for a place they want to go, such as a hospital, bank, social event. For more detailed information <https://www.tekirdag.bel.tr/haber/7804>

- **Parking card for persons with disability**

Persons with disability can benefit from all of the parking spaces reserved for them with a parking card.

If the person with disability applies himself/herself to obtain a parking card:

- 2 headshots
- Copy of identity card

If the person who is the caregiver with a trust deed:

- Must apply to the District Traffic Inspection Offices
- When submitting the documents the officers in these offices should be informed that they apply to get a parking card and the application form should be filled and signed
- After these procedures, vehicle parking cards are delivered to persons with disability

For detailed information <https://www.engelli.com/engelli-arac-park-karti-nasil-alinir>

- **Free or Discounted Intercity Public Transportation**

#### **Railway**

An individual with at least 40% disability, and in case of 50% or more disability, the person with disability and a companion can travel on intercity trains free of charge, provided that they have disability cards.

Persons with disabilities can travel free of charge with a companion, by presenting their disability card and identity card at the box office when buying a ticket.

For information, TCDD's barrier-free transportation page can be examined.

[https://ebilet.tcddtasimacilik.gov.tr/view/eybis/gislade/int\\_contact\\_002.jsf?faces-redirect=true](https://ebilet.tcddtasimacilik.gov.tr/view/eybis/gislade/int_contact_002.jsf?faces-redirect=true)

To buy train tickets online

<https://ebilet.tcddtasimacilik.gov.tr/view/eybis/tnmGenel/tcddWebContent.jsf>

#### **Highway**

In accordance with the Road Transport Regulation, a discount up to 40% is applied to people who certify that they are at least 40% disabled regardless of age. For vehicles with up to 20 seats, a discount rate of 40% is applied to 1 person, and for vehicles with more than 20 seats, this rate is applied to a maximum of 2 people. A discount of 30% is compulsory for other people with disabilities. For more detailed information about the relevant article of the Road Transport Regulation [Engelli ve](#)

[Yaşlı Hizmetleri Genel Müdürlüğü | Karayolu Taşıma Yönetmeliği \(aile.gov.tr\)](#)

### **Airway**

Since the methods determined for persons with disabilities differ according to airline companies, it is better to check the information about travel companies before flying.

Find out more about assistance and other arrangements for people with disabilities or reduced mobility who will travel by airway.

<https://web.shgm.gov.tr/documents/sivilhavacilik/files/mevzuat/sektorel/talimatlar/SHT-ENGELSIZ.pdf>

### **Travel card application (Intercity)**

To get the free travel card; people with disabilities can apply directly to the following Provincial Directorates of Family and Social Policies under the Ministry of Family and Social Services.

Ankara Provincial Directorate Contact Information: <https://www.aile.gov.tr/ankara/iletisim/>

Tekirdag Provincial Directorate Contact Information: <https://www.aile.gov.tr/tekirdag/iletisim/>

İstanbul Provincial Directorate Contact Information <https://www.aile.gov.tr/istanbul/iletisim/>

Find out more about free or discounted travel cards

<https://www.aile.gov.tr/eyhgm/mevzuat/ulusal-mevzuat/yonetmelikler/ucretsiz-veya-indirimli-seyahat-kartlari-yonetmeligi/>

### **• Disabled Driver's License**

With the latest regulations, citizens with disabilities have started to get **A or B class driver's license** (Disabled driver's license) instead of H class driver's license.

Required documents for application:

- "Driver Health Report" from a full-fledged state hospital,
- "Disability Health Board Report" from a full-fledged state hospital that states "the person can be a B class driver ",

With these two reports, they can apply to a driving school.

The driver with disability candidate first takes the written driver's license exam. Then, he/she receives driving training with a vehicle equipped with the equipment specified in the "Disability Health Board Report" and takes a practice exam with a vehicle equipped with the apparatus specified in the report.

Hearing-impaired and speech-impaired driver candidates take the exam in the presence of an expert.

- If the person with a disability is currently holding a class H driver's license, he must convert his driver's license to class A or B in accordance with the conditions. Requirements for issuing licenses:

1. Obtaining a medical report again
2. Applying for a driver's license change with the report

- Individuals who previously had a Class B Driver's License, but became disabled due to an accident or illness, do not take the written exam and can take the driving test with specially equipped vehicles and get their Class B Disabled Driver's License.



For more information <https://istanbulism.saglik.gov.tr/TR-157201/engelli-raporu.html>  
<https://www.ehliyetinavsorulari.org/engelli-ehliyet-nasil-alinir/>  
[https://www.aile.gov.tr/media/94446/engelliler\\_icin\\_bilgilendirme\\_rehberi\\_2021.pdf](https://www.aile.gov.tr/media/94446/engelliler_icin_bilgilendirme_rehberi_2021.pdf)

- **Number to Call / Contact**

Through the call centers of the Ministry of Family and Social Services, Alo 183 Social Support Line, calls regarding services for family, women, children, disability, elderly, martyrs, veterans and relatives of veterans are evaluated and guidance and consultancy services are provided.

-Ankara Municipality, Disability Service and Rehabilitation Center: (0312) 273 38 37

-Istanbul Municipality Alo: 153-3-4 Transportation Service for persons with disabilities.

-Tekirdağ Municipality Disability and Elderly Services Branch Office: 0850 459 3407

- **Resources of Interest**

For free transportation and other rights of people with disabilities, you can check the following booklet published by Istanbul Metropolitan Municipality.

<https://saglik.ibb.istanbul/wp-content/uploads/2018/10/Engelli-Haklari-ve-Engellilere-Yonelik-Hizmetler-Kitapcigi.pdf>

For more detailed information about accessible transportation services

<https://www.uab.gov.tr/uploads/pages/bakanlik-yayinlari/erisilebilir-ulasim-ve-iletisim.pdf>

## HEALTH SERVICES

- **The Rights of people with disabilities to benefit from health services**

- The people with disabilities have priority when receiving health services. People with disabilities who have a “priority” position in the records of the Ministry of Health can make an appointment by taking advantage of the quota reserved for them. This right also applies to procedures such as x-ray, blood donation, ECO, EKG, EMG.

- Payments for materials such as asisstive equipment, medical supplies, consumables, orthoses-prosthesis are made by SGK (Social Security Institution).

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- Payments for materials such as auxiliary equipment, medical supplies, consumables, orthoses-prosthesis are made by SGK.

- Those whose income per person in the household is less than one third of the minimum wage can request the amount of the medical equipment/medicine/treatment expenses they receive excluding the SGK payment by applying to the Provincial/District Social Assistance and Solidarity Foundation:

Istanbul Governorship Social Assistance Foundation (0212) 512 05 26

Ankara Social Assistance and Solidarity Foundation (0312) 306 66 84

Tekirdag Social Assistance and Solidarity Foundation (0282) 261 58 64



-The disability health board report for adults is obtained from public hospitals that the Ministry of Health deems authorized to issue disability reports. The process begins when the person or their guardian applies to the hospital that is authorized and responsible for issuing this report. For more detailed information about the list of hospitals authorized to issue disability health board reports.

<https://khgmcalisanhaklaridb.saglik.gov.tr/Eklenti/31405/0/ckys-engelli-saglik-kurulu-raporu-vermeye-yetkili-hakem-hastane-listesi-19072019pdf.pdf>

- **Health Services**

**Health services provided in the hospital**

- When a report documenting the disability is received, physical therapy can be taken in state hospitals according to the needs of the person with disability. The cost of physical therapy and rehabilitation applications to be paid by the institution, health report should be prepared by a physical medicine and rehabilitation specialist and/or health board.

-All kinds of treatment services are provided for patients who are able to undergo examination and treatment in oral and dental health centers/hospitals. For patients with physical or mental disabilities, necessary services can be provided in the operating room environment under general anesthesia or sedation, accompanied by an anesthesiologist, anesthesia technician and dentist.

For more detailed information about health services <https://www.aile.gov.tr/ss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/saglik-hizmetleri/>

**Healthcare services at home-** Home health services include providing examination, analysis, treatment, medical care and rehabilitation at home for bedridden or mobility-impaired people during the diagnosis and post-treatment care process, and providing social and psychological support services to patients and family members.

- It is offered by the Ministry of Health and is free of charge.

- The area where home health care is provided is limited to the municipality's environmental area of the province or district where the health institution or organization is located.

**Steps to be followed to benefit from health services at home**

1. People with disabilities or their family members who want to receive health services at home can apply by calling the National Call Center at 444 38 33 (444-EV DE) serving under the Ministry of Health.

2. Personnel in the call center initiates the necessary actions. Following the first meeting, the person requesting the service is interviewed by the health personnel in the Coordination Center and the patient is directed to the teams of the relevant hospital.

3. The person who will receive health care at home is visited at home by a team of physicians and allied health personnel. The status of the person who will receive the service and the service to be provided are determined. A health service treatment plan is created by the physician after consultation with other physicians who plan the treatment of people who will receive health services at home.

4. The health team performs the procedures that need to be done at home (simple tooth extraction, removable prosthesis, etc.) and directs them to the hospital for procedures that cannot be done at



home (root canal treatment, complicated extraction, fixed prosthesis, etc.).

For more detailed information about health services at home <https://ankaraism.saglik.gov.tr/TR-151268/evde-saglik-hizmetleri.html>

- **Care Services**

It covers personal care and psycho-social support services offered to people with disabilities who need care in their daily life.

- **Official Boarding Care and Rehabilitation Centers/Unhindered Living Centers**

The people with disability who cannot maintain their daily lives due to their physical, intellectual and mental disabilities can receive care from these centers free of charge, regardless of whether they have any income or not.

Applications can be made to the Provincial Directorates of Family, Labor and Social Services, Social Service Centers or directly to the Boarding Care and Rehabilitation Centers, with the health board report documenting the disability.

**Houses of hope**

It is a service that can be perceived within the scope of Home Type Social Services, which aims to enable people with disabilities who receive care services in the official care centers of the Ministry of Family and Social Services to promote their participation actively in community life in order to ensure their participation in social life by living in detached houses or apartments. For this purpose, they are additional units that are put into service in detached houses or apartments in official care centers with a maximum capacity of up to 6.

For detailed information on the legal regulations regarding Hope Houses

<https://www.aile.gov.tr/uploads/eyhgm/uploads/pages/yonergeler/engelli-bireylere-yonelik-umut-evleri-yonergesi.pdf>

**Day care centers**

In these centers, full or part-time care services are provided for people with disabilities to ensure that family members caring for their disabilities have time for themselves and participate in social life. For this purpose, while the self-care needs of the people with disabilities are met in the day care centers, educational, social, cultural and sports activities are also carried out to ensure their participation in social life. In order to benefit from this service, an application can be made to the Provincial Directorates of Family and Social Services, Social Service Centers or directly to the Day Care Centers with the disability health board report of the people with disabilities who will receive service.

**Temporary guest care service**

It is a care service temporarily offered in the boarding institutions of the Ministry of Family and Social Services in case the persons with disabilities will be temporarily separated from their relatives for various reasons such as pilgrimage, umrah, and health during the year. Those who want to benefit from this service can apply to the Provincial Directorates of Family and Social Services, Social Service Centers or directly to the Official Care and Rehabilitation Centers in that province.

- **Private Care Centers**

In order to receive services from these centers, applications can be made to the Provincial Directorates of Family and Social Services and Social Service Centers.



To receive services from private care centers with this status of "Disabled, whose fee is paid by the Ministry";

1. The phrase of 'person with severely disability' or 'fully dependent disabled individual' should be stated in the disability health board report of the person with disability who will receive service,
2. The average monthly income per person in the household, based on the sum of all incomes, should be less than 2/3 of the monthly net amount of the minimum wage.

All expenses (maintenance fee payment, allowance, clothing assistance) of persons with disabilities placed in the center with this status are covered by the Ministry.

For more detailed information about care centers and services offered

<https://www.aile.gov.tr/ss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/engelli-bakim-hizmeti/>

#### **-Number to Call/Contact**

For your questions, you can reach the call center, which provides service every day and every hour, by calling 183 and 184 free of charge.

-Istanbul Provincial Directorate of Family, Labor and Social Services Tel No: (0212) 511 42 75

-Istanbul/ Istanbul Vocational Education and Rehabilitation Center for Disability (Family Counseling Center)

Tel No: 0 212 661 89 00

-Ankara/ Ankara Şereflikoçhisar Rehabilitation Centers Tel No: 0312 687 94 64

-Tekirdag Provincial Directorate of Family, Labor and Social Services Tel No: 0 (282) 261 12 88

#### **• Resources of Interest**

#### **Adult Disability Assessment Regulations**

This regulation serves the purpose of obtaining the "Health Board Report for Adults with Disabilities" and the "Health Board Report for Adults Notifying the Situation Due to Terror, Accident and Injury". To determine the procedures and principles regarding the determination of authorized health institutions and organizations that can report; is to develop a common practice for people with disabilities in areas where grading, classification and definitions are required.

For more detailed information on the disability assessment regulation for adults, <https://kms.kaysis.gov.tr/Home/Goster/149331>

#### **TOOLS4BRAIN (Tools Project Brain)**



It is a project carried out within the scope of the Erasmus + Program of the European Union. Within the scope of the project, a guide has been prepared for the caregivers of individuals with traumatic brain injury.

For more detailed information about the guide developed within the scope of the project, <http://bosev.org/wp-content/uploads/2020/07/T%C3%BCrk%C3%A7e-TOOLS4BRAIN-Kitap%C3%A7%C4%B1k.pdf>

For more detailed information on policy recommendations and good practice examples developed within the scope of the project <http://bosev.org/wp-content/uploads/2020/09/T%C3%BCrk%C3%A7e-Politika-%C3%96nerileri.pdf>

## EDUCATION

- **The right of persons with disabilities to benefit from services in education**

### Constitution

The right to education of the people with disabilities guaranteed by the Constitution in Turkey. As a matter of fact, in Article 42 of the Constitution, “No person shall be denied from right to education and training.” and phrases such as “...for persons who need special education because of their situation, the state undertakes measures in order to make them useful for the society” prove this attitude.

For detailed information

<https://www.anayasa.gen.tr/1982ay.htm>

- **Law on Disabled People**

(Art.15) “the right of education of the disabled people cannot be prevented by any reason. The disabled children, youngsters and adults are provided with equal education with the non-disabled people and in inclusive environments by taking the special conditions and differences into consideration.” This task has been given to the Ministry of National Education.

For detailed information

<https://www.mevzuat.gov.tr/MevzuatMetin/1.5.5378.pdf>

- **Regulation on Lifelong Learning Institutions**

Professional and personal development courses provided free of charge in public education centers in order to improve the knowledge, skills and competencies of the individual are within the scope of lifelong learning (all kinds of learning activities that he/she attends throughout his/her life apart from formal education). For detailed information

<https://www.mevzuat.gov.tr/File/GeneratePdf?mevzuatNo=24507&mevzuatTur=KurumVeKurulusYonetmeligi&mevzuatTertip=5>

- **Exams for Persons with Disabilities**

### **Regulation on Health Conditions to be Required in Exam Applications and Disabled Quota for Disabled Individuals (8 March 2022)**

Such as reader and/or marker or large print question booklet, additional time assistance, taking the exam in the hall reserved are offered for the people with disabilities, those with temporary



disabilities, etc.

For detailed information <https://www.resmigazete.gov.tr/eskiler/2022/03/20220308-13.htm>

### **Open High School exams held by the Ministry of National Education**

People with disabilities whose education life is interrupted can complete their education by applying to the Open High School offices located in Public Education Centers. According to this

#### **Visually impaired students**

Those who have completely lost their sight or are visually impaired from birth take the exam in single-person classrooms accompanied by a reader and coder.

- Textbooks (notes) are sent to their addresses in audio form (CD) upon request.

Contact Information to request CD

e-mail : cogaltim@meb.gov.tr

Phone : 0 312 296 9424

- **Students with hearing and mentally disability**

Students with 40% or more hearing loss and intellectual disability are exempt from foreign language courses if they wish (they must apply with their reports).

- **Inpatients / bedridden**

Those who have the phrase "he is receiving inpatient treatment" or "it is appropriate to receive examination service at home" in the committee report can receive examination service at home or in the hospital.

For more detailed information about MEB Open Education High School and other additional examination services.

<https://aol.meb.gov.tr/index.php?q=node/222>

- **YÖK (Council of Higher Education) exams**

Candidates with disabilities/health problems to take the exam in the "Halls for students with disabilities" should receive the documents mentioned below from a university or state hospital;

1) Disability Health Board Report / A certified copy of the health reports

2) Health/Disability Information Form

3) Their petitions stating their health/disability status

4) A copy of the Candidate Application Registration Information

must be submitted to ÖSYM (Student Selection and Placement Center) within the application period.

Reports not received from a university or public hospital are not accepted.

For detailed information

[https://engelsiz.yok.gov.tr/Documents/SinavUygulamalari/sinav\\_uygulamalari.pdf](https://engelsiz.yok.gov.tr/Documents/SinavUygulamalari/sinav_uygulamalari.pdf)

- **Educational Opportunities**

#### **-Higher education**

Every student who has completed 12 years of compulsory education can take the ÖSYM exam and get university education.

In addition, the quota of each program published in the ÖSYM exam guide, which is valid only for the programs that admit students with a special talent exam, is:

-10% to be reserved for students with disabilities

-In case of applications for programs with a quota of less than 10, 1 quota for students with



disabilities is allocated in addition to the quota published in the guide.

-Candidates who passed the special talent exam but could not sit in the quota reserved for students with disabilities are determined as substitute students for the disability quota,

- In the case that the quota of disabled students applying to the relevant program is more than the allocated quota, it has been decided that the candidates who have passed the special talent exam but cannot be placed in the reserved quota will be evaluated by including the ÖSYS scoring together with the other students participating in the evaluation.

For more information about other rights of students with disabilities: <https://engelsiz.yok.gov.tr/>

- **Other Public Institutions**

**MEB (Ministry of National Education) General Directorate of Lifelong Learning**

The Lifelong Learning Portal offers up-to-date learning and work opportunities, as well as guidance for individuals' professional and personal development needs. Training and job opportunities offered by other public and private institutions as well as MEB and İŞKUR (Turkish Employment Agency) can be accessed through this portal. For more detailed information about the Lifelong Learning Portal, which provides information on all learning opportunities from basic education to higher education, from non-formal education to distance learning. For more information about Lifelong Learning Portal [Hayat Boyu Öğrenme Portalı \(meb.gov.tr\)](http://Hayat Boyu Öğrenme Portalı (meb.gov.tr))

For example, in public education centers, there are courses for people with visually, hearing, mentally and physically disabilities. If individuals who are out of formal education age can apply to public education centers with a disability report, courses for these individuals can be opened regardless of a number limit.

You can access the course list and the list of the nearest Public Education Center Directorate by logging into this link with your e-government password. <https://e-yaygin.meb.gov.tr/>

- **Municipalities**

For educational services of **Istanbul** Metropolitan Municipality

<https://sosyalhizmetler.ibb.gov.tr/mudurlukdetay.aspx?ID=4>

**Ankara** Metropolitan Municipality has a training and technology center for the visually impaired. For detailed information:

Vocational courses are given in the Lifelong Learning Branch Directorate of **Tekirdağ** Metropolitan Municipality. <https://temek.tekirdag.bel.tr/branslar>

- **Resources of Interest**

**Accessible University Awards**

"**Accessible University Flag Awards**" are given by YÖK as a result of the studies carried out to ensure the full, effective and equal participation of persons with disabilities in the activities on the university campus. These awards also aim to raise public awareness. Orange flag is given for accessibility in space, green flag is given for accessibility in education, and blue flag is given for accessibility to socio-cultural activities. In addition, the relevant programs of universities that make their programs accessible to different groups of people with disabilities are awarded the "Accessible Program Medal".

For more detailed information <https://engelsiz.yok.gov.tr/DuyuruBelgeleri/2021/engelsiz-universite->



[odulleri-2021-2022-yk-karari.pdf](#)

For applications

<https://engelsiz.yok.gov.tr/Sayfalar/duyurular/engelsiz-universite-odulleri-ve-program-nisani-basvurulari.aspx>

#### **Istanbul University Disability Research and Application Center**

Istanbul University Research and Application Center (ENUYGAR) was established in 2003 under the Istanbul University Rectorate. The Center aims to facilitate the academic and social lives of students with special needs by addressing the disability in a rights-based way.

For information: <https://enuygar.istanbul.edu.tr/tr/>

#### **Ege University Accessible Information and Guidance Assistant Application**

With this application infrastructure, it is aimed that Ege University' students can easily access the contents of ege.edu.tr with human voice recognition technology.

To use the program

[https://engelsizege.ege.edu.tr/tr-10401/eba\\_\(engelsiz\\_bilgilendirme\\_asistani\\_projesi\).html](https://engelsizege.ege.edu.tr/tr-10401/eba_(engelsiz_bilgilendirme_asistani_projesi).html)

### **EMPLOYMENT**

#### **• Rights of Persons with Disabilities in Working Life**

##### **Quota at Workplaces for people with disabilities**

According to the Turkish Labor Law No. 4857, at least 40% of all body functions must be lost and this must be documented with a health board report.

Workplaces employing fifty or more people have to employ people with disabilities at the rate of 3% for private workplaces and 4% for public institutions.

Learn more about the disability quota

<https://www.mevzuat.gov.tr/MevzuatMetin/1.5.4857-20140910.pdf>

People with disabilities cannot be employed in the business areas specified in the health board report that they cannot be employed. Learn more about regulation on national job placement services

<https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=13013&MevzuatTur=7&MevzuatTertip=5>

##### **Compassionate leave**

Civil servants may take up to ten days of compassionate leave in whole or in parts within a year based on the sickness report in the event that their child, who is at least 70% disabled or chronically ill, becomes ill.

Learn more about compassionate leave

<https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=657&MevzuatTur=1&MevzuatTertip=5>

##### **Vocational rehabilitation**

Vocational rehabilitation is the process of overcoming the difficulties of returning to work after an illness or disability. Physiotherapy, occupational therapy, social rehabilitation, vocational training and vocational guidance are offered as a service in private vocational rehabilitation centers.

To apply, you must have a disability of at least 40%, be over 15 years old and registered with İŞKUR .

Learn more about centers

<https://www.mevzuat.gov.tr/anasayfa/MevzuatFihristDetayIframe?MevzuatTur=7&MevzuatNo=10243&MevzuatTertip=5>



(Turkish Employment Agency)

### **Rights arising due to an occupational accident or occupational disease**

Within the scope of work accident insurance, an individual can receive temporary incapacity allowance, permanent incapacity allowance, death income, marriage allowance and funeral allowance.

Learn more about these rights

<https://www.sgk.gov.tr/Content/Post/7b0b48c6-ceba-472b-8011-c4a9b3125133/Is-Kazasi-2022-07-21-09-56-51>

### **Early retirement**

If a person with disability has a disability exceeding 40%, can apply to the social security institution in order to retire early. The working mother of a child with disability may be entitled to early retirement under certain conditions.

Learn more about early retirement

<https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/calisan-engellilerin-erken-emekliligi-ve-malulen-emekliligi/>

### **Other rights of persons with disabilities**

Civil servants with disabilities cannot be given night shifts if they do not want to. Moreover, Civil servants with a child with disability can also benefit from the same right.

Learn more about these rights

<https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/engelli-calisanlara-ve-engelli-yakini-bulunan-calisanlara-taninan-diger-haklar/>

- **Employment and Entrepreneurship Opportunities**

### **İŞKUR (Turkish Employment Agency)**

Job and vocational counseling services are provided for people with disabilities who are looking for a job by registering with İŞKUR. In order to increase their professional qualifications, they are directed to courses or on-the-job training programs, and they are tried to be placed in jobs suitable for their situation. They are also encouraged to set up their own business.

Learn more about İŞKUR

<https://www.iskur.gov.tr/isveren/engelli-istihdami/>

### **Grant support projects of İŞKUR for people with disabilities**

People with disabilities can apply to these projects first to earn their living and then to create additional employment. Applications can be made through the e-government system.

Learn more about grant support projects

<https://www.iskur.gov.tr/is-arayan/aktif-iscucu-programlari/engelli-ve-eski-hukum-lu-projeleri/>

### **Vocational education and rehabilitation projects for people with disabilities**

Legal entities can offer projects that ensure the integration of people with disabilities into the labor market through vocational training and vocational rehabilitation courses.

Learn more about projects

<https://www.iskur.gov.tr/is-arayan/aktif-iscucu-programlari/engelli-ve-eski-hukum-lu-projeleri/>

### **Job coaching for people with disabilities**

Job counseling services include: Training in job search skills and interview techniques, career





guidance, referral to active workforce programs, information on job vacancies, job placement in private and public organisations.

Learn more about business consulting

<https://www.iskur.gov.tr/is-arayan/is-ve-meslek-danismanligi/engelli-is-koclugu/>

#### **Protected workplaces (Sheltered workshops)**

These workplaces are technically and financially supported by the state. The working environment has been specially arranged by the state to provide vocational rehabilitation for people with mental disabilities and mental health problems.

Learn more about protected workplaces

<https://www.aile.gov.tr/eyhgm/mevzuat/ulusal-mevzuat/yonetmelikler/korumali-isyerleri-hakkinda-yonetmelik/>

#### **Istanbul Metropolitan Municipality Directorate of People With Disabilities**

An individual with a disability of 40% or more who wants to participate in business life and has a disability health board report must be registered with İSEM disability automation in order to benefit from the employment service. In this center, suitable job opportunities are searched by considering the physical and psychosocial characteristics of the persons with disabilities, and the parties are brought together for interviews by contacting the employers. To learn more about municipal services

<https://saglik.ibb.istanbul/wp-content/uploads/2018/10/Engelli-Haklari-ve-Engellilere-Yonelik-Hizmetler-Kitapcigi.pdf>

#### **• Number to Call / Contact**

You can call Alo 170 for your problems related to business life.

#### **• Resources of Interest**

#### **Regulation for public personnel with disabilities selection exam and the recruitment of people with disabilities to public service**

This regulation is related to some procedures such as public personnel with disabilities selection exam, lottery and placement procedures. Candidates are employed according to EKPS and lottery results.

Learn more about the regulation

<https://www.aile.gov.tr/eyhgm/mevzuat/ulusal-mevzuat/yonetmelikler/engelli-kamu-personel-secmesi-sinavi-ve-engellilerin-devlet-memurluguna-alinmalari-hakkinda-yonetmelik/>

#### **Vocational rehabilitation**

Returning to work is a goal for many people who subsequently become disabled. In this study, vocational rehabilitation services offered in Turkey for people with disabilities to overcome individual, institutional and social difficulties are evaluated. You can read the article via

<https://dergipark.org.tr/tr/download/article-file/667776>

#### **Employment activities for the people with disabilities**

You can reach the study, which evaluates the vocational training and employment activities carried out by the relevant institutions/organizations within the scope of inclusion of the people with disabilities to the labor market in Turkey, at [https://dergipark.org.tr/tr/download/article-](https://dergipark.org.tr/tr/download/article-file/1129276)

[file/1129276](https://dergipark.org.tr/tr/download/article-file/1129276)

**The Ready Women project** is an EU funded project. This project provides new opportunities and

innovative tools through training activities for women with physical and sensory disabilities to improve their qualifications, employability and participation in the labor market. Learn more about the project

<https://www.readywomentraining.eu/tr/start-tr>

## FINANCIAL AID

### • Financial Rights of People with Disabilities

For more detailed information on the law on granting pensions to the people with disabilities within the scope of the law numbered 2022.

<https://www.mevzuat.gov.tr/MevzuatMetin/1.5.2022.pdf>

### • Financial Aids for the Disabled

Financial opportunities provided to the people with disabilities can be classified under three headings: Disability Pension (2022), Needy Pension, Home Care Support

#### - Disability Pension

It is for people whose disability is documented with a health report, who are not subject to any of the social security institutions (SSK, Bağ-Kur, Emekli Sandığı) and whose neediness is documented by the relevant Social Assistance and Solidarity Foundation (SYDV). It is given to people with disabilities over the age of 18 or Turkish citizens who have a disabled relative who is under the age of 18. Those who meet these conditions can apply to the Social Assistance and Solidarity Foundation in their local proximity and request a pension. Disabilities pensions paid accordingly

- Disability pension between 40-69%
- 70% and above disability pension
- Pension for disabled relatives under the age of 18

### Conditions for applying for disability pension

1. Disability health board report (Since the health board reports after 20.02.2020 are provided electronically, reports issued after this date are not requested)
2. Having a disability of at least 40%
3. Person with a disability is older than 18 and younger than 65
4. In applications for pension for disabled relatives under the age of 18, along with the disability health board report, a guardianship certificate is asked if the applicant is not the mother or father of the person with disability.
5. If over 65, the disability rate must be at least 70%
6. The disabled person is not working or retired, is not tied to alimony or is not in a position to be tied
7. The total income of the household (movable-immovable), divided by the number of people residing in the household, does not exceed one third of the net minimum wage.

For more detailed information on disability and elderly pensions within the scope of Law No. 2022

<https://www.aile.gov.tr/sss/sosyal-yardimlar-genel-mudurlugu/2022-kanun-kapsaminda-yurutulen-ayliklar/>

#### -Needy Pension

In accordance with the provisions of the "Regulation on Foundations", disability pension can be

granted to individuals with disabilities. The needy pension is paid by Directorate General of Foundations.

**Conditions for applying for needy pension**

1. Having a disability of 40% or more
2. Lack of social security
3. Absence of any income or pension
4. Absence of movable and immovable property generating income
5. Not being taken care of by court order or law

Those who fulfill the above conditions can apply by filling in and signing the application form, attaching the medical board report stating the disability status, and sending it to the Regional Directorate of Foundations in their province of residence, in person or by mail.

For more detailed information about the needy pension <https://www.vgm.gov.tr/faaliyetler/hayir-hizmetleri/muhtac-ayligi>

For the needy pension application form

[https://cdn.vgm.gov.tr/genelicerik/genelicerik\\_225\\_260519/maebf122021.pdf](https://cdn.vgm.gov.tr/genelicerik/genelicerik_225_260519/maebf122021.pdf)

**-Support for home care**

It is the payment made by the Provincial Directorate of Family, Labor and Social Services to people who take care of people who have the phrase "Severely Disability" in their disability health board report and who cannot take care of themselves without another individual. This support is not given to the persons with disabilities themselves, but to third parties who take care of them, such as their relatives or guardians.

**Conditions required to receive home care support**

1. Determining by means of an income test report that the income per person is less than 2/3 of the net minimum wage amount of one month in the division of the monthly income amount to the individuals living in the household regardless of the name
2. The disability health board report that the disabled person will receive from the hospitals that give the delegation report must have a sign that says "Yes" in the severely disabled part
3. Determining with the report of the care board that the disabled person must need care in such a way that he/she cannot continue his/her life without the help of another person,

In order to receive home care support, it is necessary to apply to the Provincial Directorate of Family and Social Services or the Social Services Center Directorates at the residence of the disabled person. In places where there is no directorate, applications can be made to the Governorships.

For more detailed information about home care support

<https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/sosyal-yardimlar/>

- **Tax deductions for people with disabilities**

- **Income Tax Deduction**

As stated in Article 31 of the Income Tax Law No. 193, the people with disabilities can benefit from



tax advantages. Disability discount is made according to the wages and/or earnings of those who have lost their working power and the degree of their disability.

Accordingly, the work force of;

- those who have lost at least 80% of them with a first degree disability,
- those who have lost at least 60% of them are second-degree disability,
- those who have lost at least 40% of them are considered as the third degree disability.

The said disability tax deduction amounts are the amounts to be deducted from the employee's taxable gross wage.

For example; monthly tax deduction amounts for 2022;

- 2.000 TL per month for the first degree disabled
- 1,170 TL per month for the second degree disabled
- 500 TL per month for the third degree disabled is implemented.

For more information

<https://www.isvesosyalguvenlik.com/engelli-vergi-indirimi-nasil-uygulanir-calisana-faydasi-nedir/>

#### **Those who are entitled to apply for income tax deduction**

According to the Income Tax Law;

- Disabled employees and government official
- Employees and government official who take care of a disabled person
- Disabled self-employed
- Self-employed who take care of a disabled person
- Persons with disabilities, who are taxed in a simple way, who are in manufacturing, repair and small works of art (tailor, repairman, carpenter, etc., operating as the first material and assistive materials belong to the customer) without being in the status of merchants and wage earners.

For more information

<https://ivdb.gib.gov.tr/engelli-vergi-indirimi>

#### **Documents and centers for income tax deduction**

With a copy of the identity card, a document will be received from the workplace showing that the person is the employee and a petition

- To the relevant Group Directorate in provinces with Tax Office
- To the Financial Office (Revenue Directorate) in provinces that do not have a Tax Office.
- To the Tax Office Directorate in districts with an Independent Tax Office
- In the districts where there is no Tax Office, they can apply to the Fiscal Directorates.

#### **-Discount for Customs**

Exempt from customs duty motorized or non-motorized bicycles and other things specially manufactured for the personal use of the people with disabilities. These vehicles and things can also be provided by associations and foundations. For more detailed information

<https://www.engellilerkonfederasyonu.org.tr/wp-content/uploads/2020/04/Engelliler-%C4%B0%C3%A7in-Vergi-Rehberi.pdf>

For more detailed information on the conditions and requirements for importing automobiles by



getting benefit of the tax exemption granted to persons with disabilities.

<https://gumrukrehberi.gov.tr/kategori/bireysel-slemler/engelli-kisiler-cin-arac-rehberi>

<https://ticaret.gov.tr/gumruk-islemleri/sikca-sorulan-sorular/bireysel/engelli-kisilere-taninan-muafiyetler>

#### **-Special Consumption Tax Exemption for Vehicles Purchased Domestically**

The people with disabilities who certify that their disability rate is 90% or more with a "disability health board report" obtained from authorized health institutions (hospitals) are exempt from SCT. For more detailed information

<https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/engelliler-icin-motorlu-tasit-aliminda-sunulan-hizmet-ve-muafiyetler>

#### **-Tax Exemption for Motor Vehicle Purchase**

Vehicles registered in the names of the disabled with a disability degree of 90% or more and vehicles with special equipment of other disabled persons are exempt from motor vehicle tax.

For more detailed information about the tax advantages regulated in Income Tax, Customs Tax, Special Consumption Tax, Motor Vehicles Tax, Value Added Tax and Property Tax Laws for our citizens with disabilities.

<https://www.engellilerkonfederasyonu.org.tr/wp-content/uploads/2020/04/Engelliler-%C4%B0%C3%A7in-Vergi-Rehberi.pdf>

#### **• Other Discounts and Exemptions Provided for the Disabled**

Individuals who document that they have a disability of 40% or more with a health board report

1. The people with a disability and a companion traveling with them can benefit from the right to **travel free of charge in public transportation** with their disability identity cards.

For more detailed information about free and discounted travel cards

<https://www.aile.gov.tr/eyhgm/mevzuat/ulusal-mevzuat/yonetmelikler/ucretsiz-veya-indirimli-seyahat-kartlari-yonetmeligi/>

2. They can benefit from discounts on domestic and international flights.

For more information on airline discount

<https://www.turkishairlines.com/tr-sa/bilgi-edin/ucuslarda-engelliler-icin-herhangi-bir-indirim-vari-mi/>

3. The people with disabilities (citizens of the Republic of Turkey and foreigners) and a companion can enter museums and archaeological sites free of charge (with a visible disability and/or document submission). For more information about free admission to museums and sites. <https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/engellilere-saglanan-diger-indirim-ve-muafiyetler/>

4. TOKİ (Housing Development Administration of the Republic of Türkiye) allocates 5% of the planned residences within the scope of the projects for the people with disabilities. The application is made with a copy of the identity card and the disability health board report,

and the beneficiaries are determined by lot. For more information

<https://www.toki.gov.tr/Ba%C5%9Fvuru%20Bilgilendirme%20Formu.pdf>

5. Entrance to national parks, nature protection areas and nature parks is free.
6. They benefit from **state theaters** free of charge.
7. **GSM operators** apply special tariffs for the people with disabilities.
8. The people with disabilities with a single dwelling smaller than 200 square meters are exempt from real estate tax.

9. The supply of all kinds of tools and equipment and special computer programs specially produced for their education, profession and daily life is exempt from VAT for the people with disabilities. For more detailed information on discounts and exemptions offered to the disabled [https://aile.gov.tr/media/94446/engelliler\\_icin\\_bilgilendirme\\_rehberi\\_2021.pdf](https://aile.gov.tr/media/94446/engelliler_icin_bilgilendirme_rehberi_2021.pdf)

10. The people with disabilities and their families who do not receive home care support and have to continue their lives dependent on the device due to their chronic illness can benefit from electricity consumption, uninterrupted power supply and accumulated electricity debt support. The representative or guardian of the person with disability can apply on behalf of the person with disability or in the absence of these people the application can also be made by the Social Assistance and Solidarity Foundation personnel in the patient's household.

<https://www.aile.gov.tr/sss/sosyal-yardimlar-genel-mudurlugu/kronik-hastalara-yonelik-elektrik-destegi-programi/>

#### • Number to Call/Contact

Ministry of Family and Social Services 144 social help lines can be called for food aid, coal aid, health aid, education aid, shelter aid, maternity aid, etc. Domestic calls are free and provide service 24 hours a day, 7 days a week.

Hearing and speech-impaired individuals can call 0 549 441 2 144 and talk to staff who know sign language.

#### • Resources of Interest

- For more detailed information about financial aid and aid in kind that the people with disabilities can benefit from:

[https://math.klu.edu.tr/dosyalar/birimler/math/dosyalar/dosya\\_ve\\_belgeler/Engelli-Haklari.pdf](https://math.klu.edu.tr/dosyalar/birimler/math/dosyalar/dosya_ve_belgeler/Engelli-Haklari.pdf)

-For the article on social support for the people with disabilities in Turkey

<https://dergipark.org.tr/tr/download/article-file/452833>

-For the article on the Law No. 2022 on the granting of pensions to needy Turkish citizens over the age of 65

<https://dergipark.org.tr/en/download/article-file/980669>

### SOCIAL, CULTURAL AND SPORTS ACTIVITIES

#### • Social/Cultural Activities

##### Houses of hope

This unit provides services to individuals with disabilities in the form of detached houses or apartments for a maximum of 6 people. The unit ensures the participation of people with disabilities

who receive care in official care centers in social life.

Learn more about Hope homes

<https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/engelli-bakim-hizmeti/>

- **Day care centers**

1. A day-to-day service model is offered to disabled individuals on a full or part-time basis
2. This centers enables family members caring for their disabilities to have time for themselves during the day and participate in social life.
3. Educational, social, cultural and sports activities are carried out to enable them to participate in social life.

Learn more about centers

<https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/engelli-bakim-hizmeti/>

- **Social services provided by Istanbul Metropolitan Municipality**

Throughout the year, Istanbul Metropolitan Municipality organizes various cultural, artistic, entertainment and sightseeing programs for visually, hearing, speech, orthopedically and mentally disabled individuals, as well as those with mental-emotional or chronic diseases and their relatives.

Conditions to get benefit from these services

1. Having lost 40 percent of all bodily functions
2. Having a disability health board report for adults or a special needs report for children
3. Being residing in Istanbul

Learn more about services

<https://sosyalhizmetler.ibb.gov.tr/mudurlukdetay.aspx?ID=4>

- **Holiday camps**

Free holiday opportunities are offered in Şile and Florya Camps all year round.

Learn more about camps

<https://sosyalhizmetler.ibb.gov.tr/mudurlukdetay.aspx?ID=4>

<https://saglik.ibb.istanbul/ibb-florya-engelliler-yaz-kampini-hizmete-acti/>

<https://saglik.ibb.istanbul/sile-engelliler-yaz-kampi-360-gun-hizmet-verecek/>

Telephone (Istanbul Health Department): 0212 449 75 91

### **ISEM Music Group For People With Disabilities**

The music group brings together individuals with various types of disabilities (autism, visual impairment, physical and mental disorders) from Istanbul.

Learn more about the band

<https://sosyalhizmetler.ibb.gov.tr/sayfadetay.aspx?ID=19>

### **-Services provided by Ankara Metropolitan Municipality**

#### **Holiday camps**

Ankara Metropolitan Municipality offers free holiday opportunities in Altınoluk (Akçay), Akçakoca and Kesikköprü during the summer.

Learn more about the activities

<https://www.ankara.bel.tr/sosyal-hizmetler/altinoluk-akcay-kampi>

Phone (Ankara Health Department): (312) 507 10 00

### **National Library, Audio Library**

The books are voiced by volunteers of the visual impairment center.

Learn more about the library <https://konusankitaplik.mkutup.gov.tr/>

### **Accessible museums**

1. Beşiktaş JK Museum / Istanbul
2. Sakip Sabancı Museum / Istanbul
3. Panorama 1453 Museum / Istanbul
4. Museum of Turkish and Islamic Arts / Istanbul
5. Pera Museum / Istanbul
6. Topkapi Palace Museum / Istanbul
7. Museum of Anatolian Civilizations / Ankara

People with disabilities (Turkish citizens or foreigners) and a companion (with a visible disability and/or document submission) can visit the museums free of charge.

Learn more about museums

[https://muze.gov.tr/document/bakanlik\\_yonergesi\\_tr.pdf](https://muze.gov.tr/document/bakanlik_yonergesi_tr.pdf)

### **Friendly cafes for the people with disability**

PinGOin is a platform created with the idea that it will increase the desire and opportunities of people with disabilities to participate in social life. Through this platform, people with disabilities are informed in advance of the physical conditions of the places they will go. In addition, in this platform, the accessibility percentages of the spaces are calculated according to the availability of various features required for each disability group and are shared at <https://pingoin.net/Kesfet> Thus, disability-friendly places in the desired city can be determined. For example, Çengel Cafe (Çankaya/ Ankara) <https://www.cankaya.bel.tr/pages/197/Cengel-Kafe/> Accessible Cafe (Çorlu) <https://www.corlu.bel.tr/proje-d/3/70/engelsiz-kafe>

- **Sport activities**

#### **Turkish Sports Federation for the Physically Disabled**

The aims of the federation is to provide social inclusion and rehabilitation for people with disabilities by providing various activities such as sitting volleyball, swimming and archery, and sports services.

Learn more about the Federation

<http://www.tbesf.org.tr/kurumsal/tarihce/?id=20>

#### **Turkish Blind Sports Federation**

Sports such as athletics, goalball, futsal, chess, weightlifting, judo, swimming and cycling, etc. are organized by the federation.

Learn more about the Federation

<http://www.gesf.org.tr/kurulus>

#### **Turkish Deaf Sport Federation**

The aims of organisation is to ensure reintegration and rehabilitation of persons with disabilities by providing various activities and sports services such as football, basketball, volleyball, handball, wrestling, taekwondo, badminton, athletics, cycling, tennis, beach volleyball, karate, judo, table tennis, skiing, swimming, bowling, futsal, shooting and orienteering.

Learn more about the Federation

<https://tiesf.gov.tr/tarihce/>





### **Sports services offered by Istanbul Metropolitan Municipality for the people with disabilities**

29 sports branches such as swimming, basketball, volleyball, football, tennis, fitness, goalball, pilates, ice skating, gymnastics are offered by the municipality.

Learn more about sports services provided by IBB (Istanbul Metropolitan Municipality)

<https://www.ibb.istanbul/icerik/Engellilere%20Y%C3%B6nelik%20Spor%20Hizmetleri>

#### **• Resources of Interest**

##### **Law on the ratification of the convention on the rights of persons with disabilities**

States parties recognize the right of persons with disabilities to participate in cultural life on an equal basis with other individuals.

Necessary measures are taken for people with disabilities to develop and use their creative, artistic and intellectual capacities.

Learn more about the contract

<https://www.aile.gov.tr/eyhgm/mevzuat/ulusal-mevzuat/kanunlar/engellilerin-haklarina-iliskin-sozlesmenin-onaylanmasinin-uygun-bulunduguna-dair-kanun-ve-engellilerin-haklarina-iliskin-sozlesme/>

### **FAMILY - CAREGIVER**

#### **• The rights of caregivers/families of the people with disability**

##### **Home care support for third parties such as relatives and guardians who take care of disabled**

One of the legal rights of families with children with disability is the state-paid home care service wage. Those with a "disability report" can benefit from this wage, which is paid to meet the personal needs of persons with disabilities who need special care at home.

In order to benefit from the home care service wage, an application must be made to the Provincial Directorates of Family and Social Policies. After the necessary examinations, payments are made together with the identification of the people with disabilities in need of care. For detailed information <https://www.aile.gov.tr/eyhgm/mevzuat/ulusal-mevzuat/yonetmelikler/bakima-muhtac-engellilerin-tespiti-ve-bakim-hizmeti-esaslarinin-belirlenmesine-iliskin-yonetmelik/>

In the application of the person with disability in need of care, the following documents are requested from the person in need of care, his family or his legal representative, in accordance with Article 6 of the regulation.

1. TR Identity Card Number
2. Disability health board report
3. To be placed in an official or private care center for boarding and continuous care; for the disabled person in need of care who has not completed the age of 18, the decision to be taken from the relevant courts, to be taken under protection and placed in a care center and if not under custody, to be placed under guardianship and to appoint a guardian. For a disabled person who has completed the age of 18 and is in need of care, who is unable to perform his duties due to mental illness, who needs constant assistance for his protection and care or who endangers the safety of others, he will be taken from the relevant courts, if not under custody, to be placed under guardianship and guardian appointment decision
4. Written declaration and commitment regarding the income and property status of the dependents and documents regarding the content of the declaration
5. Two headshots

6. Document or copy showing the educational status, if any
7. If the person with disability has a guardian, the court decision regarding the guardianship and the appointment of a guardian
8. If the parents are divorced, the court decision regarding the divorce
9. A copy of the identity card, family identity record sample and residence address document to be obtained from the declared TR Identity Number by the provincial directorates

Applications are made directly to the following Provincial Directorates of Family and Social Policies under the Ministry of Family and Social Services.

For Ankara Provincial Directorate contact information <https://www.aile.gov.tr/ankara/iletisim/>

For Tekirdag Provincial Directorate contact information, <https://www.aile.gov.tr/tekirdag/iletisim/>

For Istanbul Provincial Directorate contact information <https://www.aile.gov.tr/istanbul/iletisim/>

### **Early retirement right**

Rights for early retirement has been granted by SGK (Social Security Institution) for working mothers with children with severely disabled. The child with disability should be in need of care, that is, the phrase "severely disabled" should be in the report. A quarter of the time worked shall be added to the time worked and this time shall be deducted from the time remaining to retirement. This right is exercised as long as the child's need for care continues.

For detailed information

<https://www.aile.gov.tr/ssg/engelli-ve-yasli-hizmetleri-genel-mudurlugu/calisan-engellilerin-erken-emekliligi-ve-malulen-emekliligi/>

In order to benefit from this right, applications are made to the Provincial Directorates of SGK. For the nearest SSK Provincial Directorate

[Sosyal Güvenlik Kurumu \(sgk.gov.tr\)](http://www.sgk.gov.tr)

For SGK contact information

<https://www.sgk.gov.tr/iletisim>

<https://www.sgk.gov.tr/iletisim/MerkezBirimleri>

### **Accompaniment leave**

As stated in the State Civil Servant's Law No. 657, "In cases where a Civil Servant's mother, father, spouse, children, and one of his siblings has a serious accident or has a long-term illness, they can take leave up to three months, provided that it is documented. It has been stated that this period will be extended up to one fold when needed. The leave starts the day the health board decision is made". Civil servants can apply to their own institutions to benefit from this right.

For detailed information

<https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=657&MevzuatTur=1&MevzuatTertip=5>

### **Right of designation**

As stated in the Civil Servants' Law No. 657, "In the event that it is documented by the special education evaluation centre that the spouse, children and siblings of the civil servants who are determined by a health board report as disabled such that they cannot continue their lives without the assistance and care of others will take training and education in the official or private training

and education organizations out of the location of their employment, upon the request of the concerned civil servant, he/she is appointed to a suitable vacancy in his/her organization within the province or town borders where the training and education organizations are located.”

In order to benefit from this right, civil servants may request appointment by applying to their own institution. For detailed information

<https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=657&MevzuatTur=1&MevzuatTertip=5>

#### • Services Provided by the State and Other Organizations for Caregivers

##### **Break Houses (Mola Evleri)**

In Istanbul, children with disabilities can be dropped off by their families once a week for three hours at the municipality's break houses. Thus, families both spare time for themselves and find time for their daily work. For detailed information <https://sosyalhizmetler.ibb.gov.tr/haberdetay.aspx?ID=29>

##### **Services Offered at Home**

###### **-House cleaning, catering, bathroom, hairdressing and personal care services**

Istanbul, Ankara and Tekirdağ Metropolitan Municipalities provide cleaning services, hairdressing, personal care, bathroom and catering services in the homes of persons with disabilities in line with their needs.

For more detailed information about the services offered in Istanbul <https://saglik.ibb.istanbul/wp-content/uploads/2018/10/Engelli-Haklari-ve-Engellilere-Yonelik-Hizmetler-Kitapcigi.pdf>

<https://sosyalhizmetler.ibb.gov.tr/mudurlukdetay.aspx?ID=4>

For more detailed information about the services offered in Ankara <https://www.bel-pa.com.tr/engelliler-hizmet-merkezi/>

For more detailed information about the services offered in Tekirdağ [https://www.tekirdag.bel.tr/birim\\_haber\\_detay/17945](https://www.tekirdag.bel.tr/birim_haber_detay/17945)

#### • Numbers to Call/Contact

- Through the Alo 183 Social Support line of the Ministry of Family and Social Services, calls regarding services for family, women, children, disability, elderly, martyrs, veterans and their relatives are evaluated and guidance and counseling services are provided.

-Istanbul Municipality Alo153-3-4 Disability Transportation Service

-Ankara Municipality, Disability Service and Rehabilitation Center: (0312) 273 38 37

-Tekirdağ Municipality Disability and Elderly Services Branch Office: 0850 459 3407

#### • Resources of Interest

-**Be Happy in Life** is an Erasmus+ project funded by the Turkish National Agency under the coordination of Istanbul Provincial Directorate of Health. Within the scope of identifying the difficulties faced by disabled individuals and their family members and increasing the level of participation in social life, it provides documents and videos on the development of support mechanisms that will make families feel more comfortable psychologically. For more detailed information about the project [Be Happy in Life Project - MOOC \(saglikarge.istanbul\)](http://BeHappyinLifeProject-MOOC(saglikarge.istanbul))

**SUCCESS STORIES**

Artist Yusuf Akgün lost both his arms when he was six years old in the village where they lived in İğdır, while he was caught in the transmission tower he went out to play.

The life-and-death battle for Akgün started that day. When the family could not take care of him, it was decided he was given to state protection. "I was assigned to the Child Protection Agency," he says. Living conditions have always been harsh for Akgün, who remained under state protection until he became an adult.

"I had to believe in myself and I got into a race. I need to work harder. I need to show myself more. First, I held the pen with my mouth. I have improved myself in areas such as swimming, athletics, kickboxing, theater in visual arts and painting. When I intend something, I do whatever I want to do. Nothing is hopeless for me."

Having opened numerous exhibitions and received awards so far, Akgün completed his bachelor's degree in fashion and textiles and completed his master's degree in the field of community studies. Akgün continues:

"I created my own route. It is necessary not to depend on anyone, to stand upright and to stand firm. Trust ourselves. Trust myself. I'm not Yusuf with disability. Just Yusuf. I am Yusuf Akgün, trying to achieve a position with his sports, human relations, social life, education, the way everyone lives, in line with his age." <https://www.trthaber.com/haber/yasam/engelleri-asan-3-gencin-ilham-veren-basari-hikayesi-535696.html>

-ŞERİFE TÜRÜDÜ: While she was a successful insurer, he was confined to a wheelchair as a result of a traffic accident in 2001.

After many years of treatment, she founded an association to support people like her and gathered people with disabilities like her around her.

On the one hand, while his son was growing up, on the other hand, she provided financial and moral support to people with disabilities. She became a role model to many people. She was the inspiration of this project. After the project was approved, she passed away in 2021, unable to resist the relentless illness she caught.

In a speech she gave before her death, she addressed the audience as follows: "I don't know what you see, but I am a woman, I am a mother, I am a human being, only a human..."

<https://vimeo.com/manage/videos/779239670>