



HUMAN RIGHTS AND
EQUALITY INSTITUTION
OF TÜRKİYE

RIGHTS-BASED GUIDE FOR OLDER PERSONS

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INTRODUCTION

Ageing is a natural and inevitable stage of life. This stage which is experienced by everyone in due time is an inseparable part of human life. In other words, ageing is a biological and universal process which can be seen in all humans. Therefore, ageing is neither a disease, disability, nor a pathological situation. Ageing is not merely a condition which can be measured with chronological age but also a stage of life with cultural, societal, and historical meanings. Therefore, concepts such as “old age” and “being old” can vary across locations, time, and social perceptions. But it should not be forgotten that old age is an expression of experience, wisdom, and accumulation of life.¹

According to the statistics, by the mid-2030s, the number of people aged 80 and older worldwide is expected to reach 265 million, surpassing the number of infants under the age of 1. It is foreseen that a radical change will occur to world’s demographic structure after the 2050s. It is predicted that number of people over 65 will be greater than those under 18 by the end of 2070s.²

According data published by the Turkish Statistical Institute, the older population, which was 7,550,727 in 2019, increased by 20.7% in five years, reaching 9,112,298 in 2024. The increase during this period also affected the proportion of the older population within the total population and the elderly population rate, which was 9.1% in 2019, rose to 10.6% in 2024. According to the main scenario, which assumes the

1 European Union Agency for Fundamental Rights (FRA), Fundamental Rights of Older Persons: Ensuring Access to Public Services in Digital Societies, Vienna, 2023, page 11.

2 United Nations, World Population Prospects 2024: Summary of Results, UN DESA/POP/2024/TR/NO. 9, New York, 2024, page X (10).

continuation of current trends in demographic indicators based on population projections, the proportion of the older population is projected to reach 13.5% in 2030, 17.9% in 2040, 27% in 2060, 33.4% in 2080, and 33.6% in 2100. The data in question show that older population in Türkiye is increasing rapidly and has the potential to grow further.³

The global increase in the older population necessitates significant changes in health and care services, as well as in social structures and policy areas. The rapid growth of older population at the global scale makes it imperative to develop comprehensive and holistic policies to improve the quality of life for older persons, safeguard their rights, and ensure their active participation in society. At the same time, digitalization of daily life has different impacts on the rights of older persons. Therefore, digital transformation is not only a technological development but also represents a process of building a fair, equal, and inclusive society for everyone.⁴

Older persons are one of the most important pillars of society with their experiences, accumulated knowledge, and social contributions. Thus, considering older persons not only as “individuals in need of care” but also as “participating subjects” is a prerequisite for fully and effectively guaranteeing the rights of older persons. Age-friendly policies will make it possible for older persons to lead lives with equality, security, and dignity in every area, from the physical environment to social life, and from digital inclusion to decision-making processes. Moreover,

3 Turkish Statistical Institute, Older Persons in Statistics 2024, <https://data.tuik.gov.tr/Bulten/Index?p=%C4%B0statistiklerle-Ya%C5%9F%C4%B1lar-202454079&dil=1>, (Access Date: 24/9/2025)

4 European Union Agency for Fundamental Rights (FRA), Fundamental Rights of Older Persons: Ensuring Access to Public Services in Digital Societies, page 11.



such policies will also encourage intergenerational justice and inclusivity in social life.

To draw attention to the needs of the rapidly growing older population worldwide, to protect the rights of older persons, and to raise global awareness about improving their quality of life, the United Nations General Assembly decided on December 14, 1990, that October 1 would be celebrated annually as **“International Day of Older Persons.”** It also declared 1999 as the “International Year of Older Persons.”⁵ Since the inception of International Day of Older Persons, different dimensions of ageing have been addressed each year through designated themes. These themes address important issues such as equality against age discrimination, impact of pandemics on older persons, and promoting digital equality. The 2025 theme, *“Older Persons Driving Local and Global Action: Our Aspirations, Our Well-Being, Our Rights,”*⁶ places older persons at the center of public dialogue and policy work. The theme aims to ensure older persons have a bigger place in shaping the future of the society, increase their visibility, and support their active participation. This way, it is expected that the role of older persons in building resilient and sustainable societies will be enhanced.⁷

“RIGHTS-BASED GUIDE FOR OLDER PERSONS” was prepared to help older persons to overcome the difficulties they may face in their daily lives and present their rights and services they can benefit from in a clear and understandable

5 United Nations, “Ageing”, <https://www.un.org/en/global-issues/ageing>, (Access Date: 1/9/2025).

6 United Nations Department of Economic and Social Affairs, “2025 UNIDOP On ‘Older Persons Driving Local and Global Action: Our Aspirations, Our Well-Being, Our Rights’”, <https://social.desa.un.org/issues/ageing/events/2025-unidop>, (Access Date: 3/9/2025).

7 RELX SDG Resource Centre, “International Day of Older Persons 2025”, <https://sdgresources.relx.com/events/international-day-older-persons2025>, (Access Date: 3/9/2025).

way. Furthermore, the Guide aims to help older persons better understand their rights, make it easier for them to claim these rights when necessary, and to serve as a guiding resource for public institutions, civil society organizations, and families.



WHAT IS OLD AGE?

Ageing is a natural process which can be observed in all living organisms and is characterized by a gradual slowing down in bodily functions over time. It is not merely biological; it is also shaped by social and environmental factors. This process can vary depending on genetic composition of the person, the physical and social environment they are in, cultural and societal conditions, and their life experiences.⁸

The concept of *old age* is defined as the emergence of physiological and psychological changes that follow development and maturation in the lifespan, where the interaction between genetic structure and environment is at its highest level.⁹ While United Nations considers people aged 60 or over as older persons, World Health Organization sets this threshold at 65 years and above. In our country, although the age limit designated for different fields and practices vary, generally, people over 65 are considered to be older persons.¹⁰

While ageing refers to a process, the concept of old age is used to refer to a period in life.

⁸ Ministry of Family and Social Services, General Directorate of Services for Persons with Disabilities and the Elderly, Vision Document on Aging. Ankara, 2023, page 8.

⁹ Ministry of Family and Social Services, General Directorate of Services for Persons with Disabilities and the Elderly, Vision Document on Aging, page 6.

¹⁰ Ministry of Family and Social Services, General Directorate of Services for Persons with Disabilities and the Elderly, Vision Document on Aging, page 8.

WHAT ARE THE RIGHTS OF OLDER PERSONS?

The first Article of the Universal Declaration of Human Rights states that *“All human beings are born free and equal in dignity and rights.”* Therefore, older persons have the same rights as people who are younger than them. While the rights of older persons are included in international human rights conventions on economic, social, civil, cultural and political rights, these rights are not defined as specific and exclusive to the older persons.¹¹

A core part of human rights, rights of older persons aim to fulfill fundamental needs of older persons such as dignity, equality, access to healthcare, access to justice, and housing. In line with this goal, national legal systems and international conventions realize various regulations for protection of these rights. With rights of older persons protected by legislation, rights such as access to healthcare, social security, housing, participation in social life, and freedom from discrimination are guaranteed.

WHY ARE THE RIGHTS OF OLDER PERSONS IMPORTANT?

Protection of the rights of older persons will enable them to lead lives with equality, security, and dignity, as members of society. As populations age rapidly, age-based discrimination (ageism) is becoming increasingly visible. Thus, it is important to understand and devise solutions for underlying reasons of ageism. Older persons should be treated with respect and on an equal footing with younger generations. It should not be forgotten that the youth of today are the older persons of tomorrow.¹²

11 Coalition to Strengthen the Rights of Older People, Strengthening Older People's Rights: Towards a UN Convention, Geneva/New York, 2023, page 4.

12 Coalition to Strengthen the Rights of Older People, Strengthening Older People's Rights: Towards a UN Convention, page 4.



WHAT ARE THE FUNDAMENTAL RIGHTS OF OLDER PERSONS?

There are certain human rights that are especially important for older persons. These rights can be listed as follows:

1. Right to protection against discrimination,
2. Right to the highest attainable standard of physical and mental health,
3. Right to live free from physical and mental abuse, in dignity and security,
4. Right to live independently with the support they need,
5. Right to access to educational and training programs,
6. Right to privacy,¹³
7. Right to equal access to digital services.

1. Right to Protection Against Discrimination

Equality at all ages, justice for all!

Age discrimination/ageism is the unfair or adverse treatment of a person on the basis of their age. Ageism manifests through stereotypes, prejudices, and behaviors based on people's ages. This impedes on everyone's right to have equal rights and be protected from discrimination.¹⁴ For example, denying older

¹³ United Nations Department of Economic and Social Affairs (UNDESA). United Nations Principles for Older Persons. <https://social.desa.un.org/issues/ageing/resources/iyoup-1999/conceptual-framework/principles-for-olderpersons>, (Access Date: 9/9/2025)

¹⁴ Help Age International, Human Rights Learning Pack (Human Rights Training Toolkit), London, 2024, page 4.

persons access to services such as education, healthcare, transportation, communication, social support, sports, accommodation, culture, and tourism solely on the basis of their age constitutes a violation of the prohibition of discrimination.

According to the World Health Organization, one in every two people worldwide have ageist attitudes toward older persons. Ageism negatively impacts many areas of older persons' lives. World Health Organization data shows that ageism shortens lifespan by approximately 7.5 years. Obstacles in accessing health and care services, solitude, and social isolations are among the fundamental reasons of the lifespan decrease.¹⁵

If you think you are being discriminated against based your age, you can apply to Human Rights and Equality Institution of Türkiye (HREIT).

www.tihek.gov.tr

2. Right to the Highest Attainable Standard of Physical and Mental Health

Physical and mental health are a priority in old age as well.

The right to health of older persons also encompasses the requirement that health services and facilities must be appropriate and acceptable. It is important that healthcare

¹⁵ Help Age International, Human Rights Learning Pack (Human Rights Training Toolkit), London, 2024, page 4.



services are tailored to the needs of older persons and are age-friendly. Because older persons may have different health issues and conditions. Therefore, healthcare services should be provided in a manner responsive to the individual situation of each older person. For example, older persons who have difficulty walking may find it hard to stand up for long periods of time. For these reasons, it is important to allocate specific hours exclusively for older persons to receive healthcare, taking their needs into account. It would also be appropriate to provide chairs for older persons waiting in line to receive health services, and to make special arrangements to ensure that those who need to use the restroom do not lose their place in line. Thus, older persons could access healthcare services more easily and comfortably.¹⁶

3. Right to Live Free from Physical and Mental Abuse, In Dignity and Security

A life free from violence, with safety and dignity at all ages!

Elder abuse refers to one-off or repeated acts by individuals, whom the older person trusts, that cause them harm or distress. These acts include physical, sexual, psychological and emotional harm; material and moral ill-treatment; neglect and abandonment; as well as the violation of the dignity and respect of older persons.¹⁷

¹⁶ World Health Organization, "World report on ageing and health", https://iris.who.int/bitstream/handle/10665/186463/9789240694811_eng.pdf?sequence=1, (Access Date: 18/9/2025).

¹⁷ World Health Organization, "Abuse of older people", <https://www.who.int/news-room/fact-sheets/detail/abuse-of-older-people>, (Access Date: 4/9/2025).

Elder abuse is a serious societal problem which often goes unnoticed and underreported. World Health Organization defines elder abuse as “a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.” Elder abuse can manifest in various forms ranging from criminal acts to attitudes which may not be criminal but still harm older persons. These abuses can happen both in official institutions and in unofficial settings such as family or the environment.¹⁸

Not fulfilling the needs of older persons such as food, medicine, hygiene, or care; preventing them from meeting family or friends; using abusive language toward them, shouting at them, or looking down on them are the most common manifestations of elder abuse.

4. Right to Live Independently with the Support They Need

Independence at all ages, support at all ages!

Active ageing means older persons controlling their own lives and remaining independent. It is important for older persons to work as long as they want, to participate in social life, and to live their lives independently and confidently. Moreover, various opportunities should be provided to them to enable them to continue to contribute to society. Meaning, everyone should be able to lead a healthy and independent life in old age.¹⁹

¹⁸ UNECE Policy Brief No.14 on Abuse of Older Persons, WHO Fact Sheet on Elder Abuse.

¹⁹ Presidency of Strategy and Budget, Special Expert Commission Report on Ageing, Ankara, 2018, page 32, <https://www.sbb.gov.tr/wp-content/uploads/2020/04/YaslanmaOzellhtisasKomisyonuRaporu.pdf>, (Access Date: 18/9/2025).

For example, older persons who need home care services should still be able to live independently and comfortably in their own homes, regardless of their illnesses or health conditions. Necessary support should be provided to allow them to stay at their homes as long as they want.²⁰

5. Right to Access to Educational and Training Programs

Lifelong learning, lifelong growth!

Education is important for an active and fulfilling life. Lifelong education is essential to ensure the productivity of individuals. Many older persons still being illiterate makes it harder for them to improve their lives, affecting their health and happiness. For this reason, it is important worldwide to ensure the continuation of the learning process for older persons. Thereby, older persons can enter the labor market and have more say in their own lives. Lifelong education is an opportunity that makes life easier for older persons and empowers them.²¹

For example, opening various educational programs in public education centers for older persons enables them to acquire new skills and socialize. Moreover, classes such as music, art,

²⁰ Presidency of Strategy and Budget, Special Expert Commission Report on Ageing, page 32,

²¹ United Nations, Madrid international plan of action on ageing, Spain 2002, page 26. <https://social.un.org/ageing-working-group/documents/mipaa-en.pdf>, (Access Date: 18/9/2025).

and handcrafts help older people participate in social life and stay mentally active.

6. Right to Privacy

Right to privacy is indispensable for living with dignity.

In its “Principles for Older Persons,” adopted in 1991, the United Nations General Assembly defined the older persons’ right to privacy as follows:

“Older persons should be able to enjoy human rights and fundamental freedoms when residing in any shelter, care or treatment facility, including full respect for their dignity, beliefs, needs and privacy and for the right to make decisions about their care and the quality of their lives.”²²

This principle affirms that older persons have the right to full control over and respect for their personal information and bodily integrity in care processes.

The protection of older persons’ privacy includes:

- No unauthorized entry into their living spaces and no touching their personal belongings
- Sharing health information with others only with the consent of older persons

²² Office of the United Nations High Commissioner for Human Rights (OHCHR), “United Nations Principles for Older Persons”, <https://www.ohchr.org/en/instruments-mechanisms/instruments/united-nations-principles-older-persons>, (Access Date: 3/9/2025).



- Ensuring respect for their privacy during personal care.

7. Right to Equal Access to Digital Services

Right to equal access to the digital world at all ages!

Today, many services ranging from banking transactions to healthcare appointments, from official applications to communication, are provided in the digital environment. In order for them to be not excluded from these developments, older persons' equal and barrier-free access to digital services should be ensured.

The rapid advancement of technology makes it important to ensure that older persons are supported in adapting to the digital world more comfortably. Sometimes, older people may experience difficulties when using smart phones and digital devices. For this reason, providing them with adequate training and support allows them to stay active and connected in the digital world. Otherwise, the risk of isolation in the digital environment and alienation from social life may emerge.

CORE LEGAL FRAMEWORKS AND POLICY DOCUMENTS ON THE HUMAN RIGHTS OF OLDER PERSONS

1. National Regulations

a. The Constitution

Pursuant to Article 10 of the Constitution titled “Equality Before the Law,” *“measures to be taken for children, **the elderly**, disabled people, widows and orphans of martyrs as well as for the invalid and veterans shall not be considered as violation of the principle of equality.”* With this provision, it is stated that different measures can be taken for those requiring special protection, including older persons. It is expressed that such measures do not violate the principle of equality enshrined in the Constitution.

Another regulation in the Constitution directly emphasizing older persons is in the 3rd paragraph of Article 61 titled “Persons Requiring Special Protection in The Field of Social Security.” According to this provision, *“the aged shall be protected by the State. State assistance to, and other rights and benefits of the aged shall be regulated by law.”*

b. Law no. 2828 on Social Services

The Social Services Law regulates social services for older persons in need of protection, care, and assistance, as well as the establishment, duties, powers, and responsibilities of the organization established to carry out these services. One of the important traits of the Social Services Law, which was prepared in compliance with the principles set forth with Article 61 of the Constitution, is that it defines an older person who is socially or economically disadvantaged and in need of protection, care,

and assistance as “older person in need” in its Article 3 titled “Definitions.”²³ The aforementioned Law, also includes provisions regarding the social service institutions from which older persons may benefit and the financial assistance to be provided to older persons who meet the necessary criteria.

c. Law no. 5393 on Municipalities

The provision in the Article 14 of the Law no. 5393 on Municipalities titled “Duties and responsibilities of the municipality,” stating “[t]he municipal services shall be rendered in the most appropriate manner at the places nearest to the citizens. In the delivery of these services, methods suitable for the circumstances of persons with disabilities, older persons, the destitute, and low-income groups shall be applied.” aims to make easier older persons’ participation to social life and ensure the protection of their rights and needs.

On the other hand, The provision of Article 77, entitled “Voluntary participation in municipal services,” of Law No. 5393-which stipulates that “The municipality implements programs aimed at the participation of volunteers in order to ensure solidarity and participation in the municipality, and to increase efficiency, cost-effectiveness, and productivity in the provision of health, sports, environment, social services and assistance, library, park, traffic, and cultural services, as well as services directed toward older persons, women and children, persons with disabilities, the poor, and the destitute”-emphasizes the role of municipalities in ensuring the more

²³ Human Rights and Equality Institution of Türkiye, Report on The Rights of Older Persons in Türkiye, Ankara, 2022, page 43.

active participation of older persons to social life and bestows responsibilities to municipalities pertaining thereto.²⁴

d. Ageing Vision Document

The Aging Vision Document aims to ensure effective coordination and multilateral cooperation in realizing the rights of older persons. In line with these goals, six policy areas, namely “Rights of Older Persons, Active and Healthy Aging, Social Participation, Age-Friendly and Accessible Environments for All, Disaster and Humanitarian Emergencies, Implementation and Monitoring,” comprising 16 targets and 51 action areas, have been identified. The principles of Ageing Vision Document, which is based on United Nations Principles for Older Persons are as follows:²⁵

- Independence
- Participation
- Care
- Self-fulfilment
- Dignity

2. International Regulations

a. United Nations Principles for Older Persons

In 1991, with its Resolution 46/91, the United Nations General Assembly established principles regarding quality-of-life standards that will guide and encourage the development of government programs that will protect the rights of older

24 Human Rights and Equality Institution of Türkiye, Report on The Rights of Older Persons in Türkiye, Ankara, 2022, page 42.

25 Ministry of Family and Social Services, Directorate General of Services for Persons with Disabilities and the Elderly, Vision Document on Aging, sayfa 15.

persons by ensuring their independence, participation, care, self-fulfillment, and dignity.²⁶

These Principles, which are also the basis of the ageing vision in Türkiye, hold great importance because they adopt a human-rights based approach to protecting the rights of older persons. The United Nations Principles for Older Persons consists of five main principles aiming to support older persons in leading socially and economically independent lives and guarantee their right to participate in decision-making processes concerning their own lives.

The principles are as follows:

- **Independence**
- **Participation**
- **Care**
- **Self-fulfilment**
- **Dignity²⁷**

In fact, these five fundamental principles are also the basis of Türkiye's Ageing Vision Document.

b. The European Social Charter

The European Social Charter, signed in Turin on 18 October 1961, by representatives of sixteen member states of the Council of Europe, is a significant point of reference in Europe regarding

26 Human Rights and Equality Institution of Türkiye, Report on The Rights of Older Persons in Türkiye, Ankara, 2022, page 27

27 United Nations Department of Economic and Social Affairs (UNDESA). United Nations Principles for Older Persons. <https://social.desa.un.org/issues/ageing/resources/iyop-1999/conceptual-framework/principlesfor-older-persons>, (Access Date: 9/9/2025).

social rights and is, in particular, the first international convention concerning the care of older persons. European Social Charter, signed by Türkiye on 18 October 1961, provides that states should ensure older people remain as an active part of the society as long as possible. This approach includes ensuring that the homes of older persons are made comfortable and functional to suit their health conditions and that they receive the health and care services they need. Thus, older people can continue living independently in a familiar environment for as long as they wish and are able to do so.²⁸

c. Madrid International Plan of Action on Ageing

The Madrid International Plan of Action on Ageing and the accompanying Political Declaration adopted at the Second World Assembly on Ageing in April 2002 put forth a new policy agenda regarding the concept of ageing in the 21st century. The action plan is question is structured around three priority areas. These are as follows:

- Older persons and development,
- Advancing health and well-being into old age,
- Ensuring enabling and supportive environments for older persons.

The Madrid International Plan of Action on Ageing, which Türkiye has also ratified, calls on governments and policymakers to ensure that especially new technologies are made accessible to all segments of society. The Plan calls upon states and institutions to develop and disseminate user-friendly informational materials to enable older persons to effectively

28 Human Rights and Equality Institution of Türkiye, Report on The Rights of Older Persons in Türkiye, sayfa 63.



adapt to the technological requirements of daily life. This approach shows that digital inclusion policies are not merely technical competence but must also encompass multi-layered factors such as accessibility, education, gender equality, and cultural appropriateness.²⁹

d. The Green Paper on Ageing

In 2021, “The Green Paper on Ageing” which aims to start a comprehensive policy discussion on difficulties and opportunities of the aging European society was published by the Council of Europe. The Green Paper encourages the strengthening of intergenerational solidarity. At the same time, it aims to provide sustainable solutions for welfare systems across the European Union. Moreover, in a period of great changes, it provides new approaches to ensuring European policies remain aligned with their aims by respecting green and digital transformations. Additionally, the Green Paper highlights the disparities in access to digital services in rural areas and the high proportion of older persons in these areas.³⁰

29 European Union Agency for Fundamental Rights (FRA), Fundamental Rights of Older Persons: Ensuring Access to Public Services in Digital Societies, page 11.

30 European Union Agency for Fundamental Rights (FRA), Fundamental Rights of Older Persons: Ensuring Access to Public Services in Digital Societies, page 28.

WHY AGE-FRIENDLY POLICIES?

The growing population of older persons across the world makes it more important than ever to ensure the protection of their human rights and fundamental freedoms, and to enable their full and effective participation in social life and the digital world. Recognizing old age as a valuable stage of life which should be spent with respect, dignity, and security places the protection of the rights of older persons firmly on the global agenda. In line with this understanding, building age-friendly societies is essential for supporting active and healthy ageing. Age-friendly societies create a space for people of different ages and pasts to come together and communicate. Thus, both older persons and young people will be able to engage in social life and foster a sense of belonging to society.³¹

Age-friendly policies have the potential to:

- Strengthen the concept of equality and ensure justice in society,
- Strengthen intergenerational bonds,
- Prevent discrimination and exclusion,
- Create sustainable societies,
- Support a dignified and decent ageing process.

Healthy older persons are a resource for their families, societies, and economies.

³¹ World Health Organization (WHO), *Connecting Generations: Planning and Implementing Interventions for Intergenerational Contact*, Geneva, 2023, page 3.



WHAT ARE THE FUNDAMENTAL PRINCIPLES OF AN AGE-FRIENDLY SOCIETY?

The United Nations has adopted five fundamental principles to ensure that older people are supported with a rights-based approach. The principles, identified as **“independence, participation, care, self-fulfillment, and dignity,”** indicate that older people should not only be protected but also empowered on the bases of active citizenship, social participation, and personal autonomy. Although ageing is a natural process, older persons may face various economic, social, physical, and psychological difficulties. Moreover, they may sometimes be subjected to social exclusion and discrimination.³²

Within this scope, we can list the fundamental principles of age-friendly policies as: “Accessibility; Participation, Education and Lifelong Learning and Security.”

Fundamental Principles of Age-Friendly Society

1. Accessibility
2. Security
3. Education and Lifelong Learning
4. Participation

1. Accessibility

Ensuring the independent accessibility of older persons to physical, digital, and social environments is the foundation of

³² European Union Agency for Fundamental Rights (FRA), Fundamental Rights of Older Persons: Ensuring Access to Public Services in Digital Societies, page 11.

an age-friendly society. Therefore, it is necessary to;

- Design and arrange sidewalks, roads, pedestrian crossings, open and green spaces, sports facilities, and similar social and cultural spaces, as well as all buildings and facilities providing services to the public in a way that ensures easy access for older persons,
- Implement age-friendly measures to transportation services, such as designating priority seats and developing audio announcement systems,
- Develop simple and accessible interfaces for digital systems such as e-Government and healthcare services.

2. Participation

Older persons should be included in processes not only as listeners but also as decision-makers and implementors. Within this scope, it is important to;

- Give older persons an active role in social and cultural activities
- Ensure their participation in volunteer work, such as mentoring and social assistance.

3. Education and Lifelong Learning

Older persons, too, have the right to continue learning, improve themselves, and adapt to technology. Therefore, in order to enact age-friendly policies which can contribute to



social development of older persons, the following initiatives can be established:

- Specialized courses for older persons in public education centers,
- Digital literacy workshops,
- Book clubs and hobby groups.

4. Security

It is necessary to ensure financial security of older persons as well and protect them against the risk of fraud. Within this scope;

- Organizing financial literacy trainings
- Offering free legal counselling
- Ensuring safe use of technological devices are important.

WHAT CAN YOU DO IF YOUR RIGHTS ARE VIOLATED?

If you think your rights are not being respected, you can follow the steps below:

1. Recording What You Have Experienced

- Keep a record of the events you experience, including date, time, and location information.
- If possible, note down witnesses with their names and contact information.

2. Getting Help and Support

- If you experience any form of abuse, you can get support from your family, a close friend, or a social worker.
- You can apply to civil society organizations working in the fields of social services or the rights of older persons.

3. Applying to Official Institutions and Organizations

- You can report any instances where you believe your rights have been violated to the relevant authorities. For example:
 - **Human Rights and Equality Institution of Türkiye (HREIT)**
 - **Directorate of Communications (CİMER):** You can access the application link from this address: <https://www.cimer.gov.tr/>
 - **Police or Gendarmerie:** You can call 112 in case of an emergency or if you are subjected to violence.



- **Ministry of Family and Social Services:** You can receive guidance and counselling services 24/7 through the “Alo 183” Violence Prevention Line operated by the Call Centers of the Ministry of Family and Social Services.³³
- **You can apply to healthcare institutions.**
- **Bar Associations and Law Firms:** You can consult to lawyers for legal counselling and help.

³³ Ministry of Family and Social Services, “Alo 183 Social Support Line”, <https://www.aile.gov.tr/sss/engelli-ve-yasli-hizmetleri-genel-mudurlugu/alo183-sosyal-destek/>, (Access Date: 4/9/2025).

WHEN CAN YOU APPLY TO THE HUMAN RIGHTS AND EQUALITY INSTITUTION OF TÜRKİYE?

- If you have experienced discrimination on the basis of your age,
- If you have been subjected to ill-treatment,
- If your access to services was prevented,
- If you have been discriminated on the grounds of sex, race, colour, language, religion, belief, sect, philosophical or political opinion, ethnical origin, wealth, birth, marital status, health status, disability and age, as set out in the Law no. 6701 on Human Rights and Equality Institution of Türkiye.

WHO CAN APPLY TO THE HUMAN RIGHTS AND EQUALITY INSTITUTION OF TÜRKİYE?

All natural and legal persons who claim to have been victims of discrimination can apply to the Institution.

Persons deprived of their liberty or placed under protection may apply within the scope of the national preventive mechanism mandate.

- There is no application fee for applying to HREIT.



HOW TO APPLY TO THE HUMAN RIGHTS AND EQUALITY INSTITUTION OF TÜRKİYE?

1) By visiting our Institution and submitting the application petition and its annexes in person,

2) By mailing to the Institution,

Address: Kocatepe Mah. Mithatpaşa Caddesi No: 52
06420, Kızılay, Çankaya/ANKARA

3) Through the e-Government system, via the Human Rights and Equality Institution of Türkiye's e-Application Page

4) Via e-mail*

oninceleme@tihek.gov.tr

baskanlik@tihek.gov.tr

5) Via fax,

1. 0 312 422 78 99

* The original application form for applications submitted via email or fax must be sent to the Institution within 15 days at the latest. If not sent, the application will not be valid.



HUMAN RIGHTS AND EQUALITY
INSTITUTION OF TÜRKİYE