



**IOM FAMILY ASSISTANCE PROGRAMME**

The IOM Family Assistance Programme (FAP) is funded by the German Federal Foreign Office to facilitate the family reunification of vulnerable migrants who are compelled to leave their country, with a person with protection status in Germany. The programme started in 2016 with the operation of five service centres in Turkey, Lebanon and Iraq, where Syrian and Iraqi nationals could apply for family reunification visas. After successfully enhancing and managing this regular migration pathway to Germany from 2016 to 2018, the programme has been expanded in 2018 to support beneficiaries from various nationalities through a network of service centres across nine countries, namely Germany, Turkey, Lebanon, Iraq, Jordan, Sudan, Kenya, Ethiopia, and Afghanistan.

The Family Assistance Programme offers a regular migration pathway for migrants in vulnerable situations.

**PROTECT**

Dissuading families in vulnerable situations from seeking unsafe, irregular and life-threatening journeys to reach Germany.

Protecting beneficiaries from misinformation and exploitation by unscrupulous visa brokers and smugglers.

**REUNITE**

Upholding the basic right of family unity and processing visa requests within reasonable timeframes, thereby reuniting families sooner.

**PREPARE**

Empowering families with information and visa-related services in their native language including Arabic, Kurdish, Tigrinya, Amharic, Somali, Dari and Pashto, as well as in German, English and French.

**347,000+** **730,000+**

Beneficiaries received by centres

E-mails exchanged with beneficiaries

**168,000+** **57,000+**

Beneficiaries assisted remotely

Followers on Facebook updated with programme information and answers to their questions

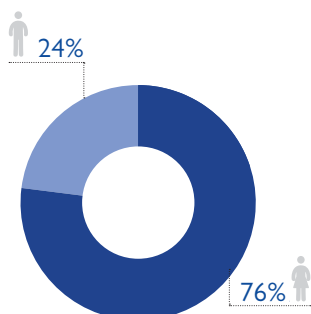
**SDG - GOAL 10.7**

*“Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies.”*



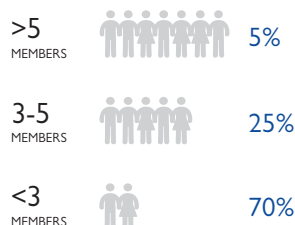
**BENEFICIARIES PROFILE**

**GENDER**



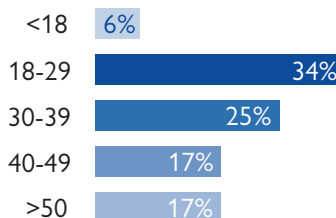
Principal Applicant

**FAMILY SIZE**



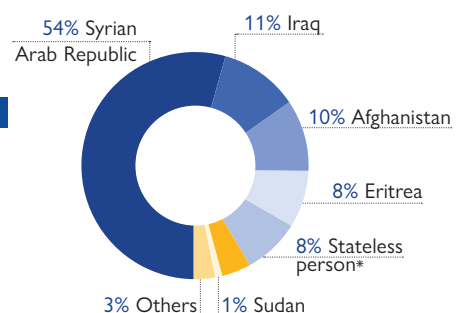
In addition to the sponsor in Germany

**AGE**



Principal Applicant

**MAIN NATIONALITIES**



\* acc. to 1954 convention

## HOW FAP ASSISTS VULNERABLE MIGRANTS

FAP provides both in-person and remote assistance to a high volume of vulnerable families in a safe, empowering and migrant-friendly environment by informing them about the visa requirements, checking their documents for completeness and collecting their visa applications on behalf of the German visa sections.

### FAP CENTRES

- Conduct completeness checks, provide information, assist in preparing visa applications and facilitate visa appointment scheduling.
- Conveniently located and accessible for beneficiaries with physical disabilities, as well as offering child-friendly facilities.
- Staffed with native speakers trained to attend to the specific needs of beneficiaries, whether they are elderly, women or girls at risk, unaccompanied or separated children, LGBTIQ+.
- Collect visa applications on behalf of German Consulates including biometrics capture, visa fees collection, and visa decisions return.
- Conduct vulnerability screening and referrals to protection actors for the most vulnerable cases, fast-tracking of urgent cases.
- Remote support for cases located where there is no FAP centre, including remote videoconference with beneficiaries for interviews and online document completeness checks.
- Empowering families by providing them with information and visa-related services in their native specific language including Arabic, Kurdish, Tigrinya, Amharic, Somali, Dari and Pashto.

**516,000+** Beneficiaries assisted since June 2016

### WHERE WE OPERATE



#### Germany

Tel. +49 302902245500  
Email: info.fap.de@iom.int

#### Turkey

Tel: +90 (212) 4010250  
Email: info.fap.tr@iom.int

#### Jordan

Tel: +962 791024777  
+962 791024888  
Email: info.fap.jd@iom.int

#### Lebanon

Tel: +961 4929 111  
Email: info.fap.lb@iom.int

#### Iraq

Tel: +964 66 211 1500  
Email: info.fap.iq@iom.int

#### Afghanistan

Tel: +93 701104000  
Email: info.fap.af@iom.int

#### Kenya

Tel: +254 709 575000  
Email: info.fap.ke@iom.int

#### Ethiopia

Tel: +251 11 518 1310  
Email: info.fap.et@iom.int

#### Sudan

Tel: +2494187156100  
Email: info.fap.sd@iom.int

<https://www.facebook.com/IOM.Family.Assistance.Programme>

