



# I Have a Right to Ask for Support

## A Report on Sexual Violence Survivors'

Experiences and Human Rights

Compliance of Support Units







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## Terms in the Report

**Perpetrator:** The person who committed the act of sexual violence. It's also used as a legal term.

**Victim:** It signifies a person who has been wronged, an aggrieved party. It is used for the person who has been subjected to sexual violence. It's also a legal term.

**Survivor:** A person who has been subjected to any form of sexual violence at some point in their life. In English, it's the word "survivor". For individuals who have been subjected to sexual violence, it may be preferable to use the more empowering word "survivor" rather than 'victim'. The person makes the best decision on which definition to use.

**Rape Crisis Centers (RCC):** Basically, they are community-based civil institutions that provide support services to people who have been subjected to rape, sexual abuse, and sexual violence. There are no Rape Crisis Centers in Turkey yet. There are different RCC models in many different countries. Rape Crisis Centers services can be categorized as providing support to the survivor and their relatives in the legal-judicial process; receiving and following up the complaints made by survivors to the emergency crisis hotline services; protective-preventive social support programs; and awareness-raising training programs for the

society. RCCs are not always available as a unit within a hospital. They may operate nationwide as part of a national network or provide local service. They may operate as independent organizations by having strategic partnerships. They may work as a unit within a shelter or a women's counseling center. They may work as a center affiliated to a ministry or a municipality.

**Child Monitoring Center (CMC):** They are public institutions in Turkey, specially designed to provide support services for child neglect and abuse. The only one door service model in Turkey, which is not yet available for adults, is provided to children through CMC. These are centers where children exposed to sexual abuse are taken under protection, their statements are taken in one time and in a way that wouldn't harm, and the forensic examination, health, psychological and legal services are provided in one place.

**Emergency Support Hotline:** Emergency support hotlines are phone lines that provide crisis management and guidance in cases of rape and sexual assault. It is a standard for this service to be able to provide guidance by providing 7-24 services since they do not only provide counseling services, and to have experienced psychologists who have received special training on this subject work at these

hotlines. Since sexual assault and rape cases are traumatic and shocking situations, these lines have the following functions: to approach the survivor in the right way; to meet the information and security needs by providing the necessary guidance; in case of demand, without wasting time at the hospital and the police, to provide the survivor the access to lawyers, psychologists and social workers. In our country, there is no national or local emergency hotline that can exclusively provide this service specifically for sexual violence.

**Support Units:** Support units belong to civil, local or public institutions and provide support services to people exposed to sexual violence. For example, units that offer solidarity and support such as a municipality's "violence against women hotline", a social service center affiliated to the Ministry of Family and Labor, a hotline run by a non-governmental organization, and a women's shelter are support units. Legal aid offices affiliated to bar associations, police units such as prosecution units on domestic violence, public order units for combating domestic violence and violence against women,

CMC, Child Protection Centers, school guidance units, counseling centers or hotlines are also support units.

**Rape Kit:** It is a disposable tool set designed to facilitate collecting evidence from the body and keeping them for a long time without disappearing, at forensic medicine examinations after rape or sexual assault on body integrity. The rape kit contains the tools and materials used to collect and store the evidence obtained during the physical examination. It can be in the form of a box or a large paper envelope. Rape kits can be sealed and stored for many years after evidence such as the perpetrator's DNA is collected. The purpose of this is to preserve the evidence to prove the crime until the survivors of the attack who, for various reasons, do not want to make an official report or complaint yet, report the crime when they feel safe and ready. Unfortunately, there is no practice in Turkey, such as conducting a forensic examination without making an official complaint, and keeping the rape kits anonymously without mentioning the survivor's name in the records.

## Executive Summary

Since 2014, the Association for Struggle Against Sexual Violence (CŞMD) has aimed to raise awareness about rape culture and sexual and sexualized violence, to carry out awareness-raising activities for the staff of institutions that provide support services, and to replace rape culture with consent culture. The provision of counseling services, the involvement of a social worker and lawyer in the team, and the establishment of the case tracking system have all taken place in the last few years.

The first part of this study consists of the current situation regarding the functioning of support services and units on sexual violence<sup>1</sup> in Turkey and the research method. The second part consists of the findings of the monitoring study; survivors<sup>2</sup> access to support units, the limitations and challenges of the research, the information request process, the answers to the information request. In the last part, conclusions and recommendations are provided.

Our monitoring focuses on the evaluation of the services provided to survivors of sexual violence in Turkey. We made this evaluation on a two-phased basis. The first phase consists of the experiences of survivors of sexual violence in accessing support systems. These experiences were compiled by directly asking questions with a semi-structured form and a survey to our 29 applicants who had requested support from us before. The second phase of the monitoring consists of the information obtained from the institutions to which the sur-

vivors were directed to reach their rights within the judicial system. In this context, information requests were made to 11 state institutions, that are according to the relevant national and international legislation responsible for protecting the rights of survivors of sexual violence. These institutions are the Ministry of Health, ŞÖNİM (Centers for the Prevention and Monitoring of Violence Against Women), Istanbul Chief Public Prosecutor's Office, Provincial Directorate of Probation, Istanbul Provincial Police Department, Istanbul Bar Association, Istanbul Metropolitan Municipality, Istanbul Regiment Command, Ministry of Family and Social Services, Department of Legal Support and Victim Rights and Istanbul Governor's Office. Although the purpose of this monitoring study primarily includes survivors' access to and experience in support systems, considering that the support system cannot be one-sided and by using a holistic approach, an information request was made to the Probation Institution, where the perpetrators were directed within the judicial system, in order to monitor the attitudes towards the perpetrators who entered the judicial system. Only 4 of the institutions that we applied to answered some of our questions.

The obligations of the above-mentioned institutions point to a very wide area, especially in the context of survivors of sexual violence. Efforts were made to determine which of the relevant institutions fulfilled their obligations in the context of both national and international legislation. The source of this determination was the survivors of sexual violence.

<sup>1</sup> Support units belong to civil, local or public institutions and provide support services to people exposed to sexual violence.

<sup>2</sup> Survivor means someone who has been subjected to any form of sexual violence at some point in their life. In English, it's the word "survivor". For individuals who have been subjected to sexual violence, it may be preferable to use the more empowering word 'survivor' rather than 'victim'. (<https://cinselsiddetlemucadele.org/kavramlar-sozlugu/>)

The monitoring findings were listed as follows: the survivors' access to the rights they can request from the relevant state institutions and to the support units, the information request process and the answers we received as a result of the information requests.

During the monitoring process, revealing whether the services provided in the support mechanisms were organized in accordance with international standards and contributing to the development of practical suggestions were prioritized. To do this, a desktop screening was performed and international conventions, national legislation, recommendations, reports, action plans, protocols and nearly 60 related documents were browsed. The book "Combating Violence Against Women: Minimum Standards of Support Services" published by the Council of Europe in 2008 has been translated into Turkish. In the light of the information in this book, the number of institutions that are obliged to provide support services according to their population ratios has been calculated. As a guiding and main resource on Support Services, the book was sent to 50 women's and LGBTI+ organizations and official institutions, including Istanbul Metropolitan Municipality and Istanbul ŞÖNİM. All these information and documents were used while creating information requests.

As a result of the desktop research, rights-based indicators were determined to be used at information requests made to the institutions. These indicators aimed to measure: Whether there is a service sensitive to sexual violence, multiple discrimination and special

needs; whether the necessary training has been received; whether enough experts are employed; whether the capacities of the institutions are sufficient; whether the services are provided by inclusive service models and whether a disaggregated data collection, monitoring and information sharing system has been established. These indicators were consulted by meeting with 7 NGOs which provide counseling and support services. In the study, 36% of the institutions that the information requests are made gave detailed answers, but in all these replies, no substantial and direct answers were received in response to the questions asked.

In accordance with freedom of information act, responses, received from public authorities through information requests, were categorized as "National Plans, Legislation and Policies", "Shelters<sup>3</sup> and Rape Crisis Centers", "Emergency Hotlines", "Municipal Practices" and "Support Services". Accordingly, although legislation, policies and national plans are publicly available, we asked about whether the regulations and policies were implemented. These questions were left unanswered. For example, KSGM (the General Directorate of Women's Status) shared information about how many people, experts and professional groups were provided training, but the detailed contents of these training events and by whom they were given were not shared. The Ministry of Justice, Department of Legal Support and Victim Services (ADMHDB) gave the most detailed answer among these institutions. In their answers, they stated that the department provides services

<sup>3</sup> It is preferred to use the word "shelter"[sığınak] instead of "refuge for women"[sığınma evi]



for survivors within the framework of a rights-based and supportive policy, and that they have psycho-social support programs. Yet, the data such as how many people were given psycho-social support was not answered. The inadequacy of state institutions in sharing data and statistics once again manifested itself in our study. For the questions we asked about the Shelters and Rape Crisis Centers, the inadequacy of the shelters and the absence of Rape Crisis Centers were revealed. While there should be 312<sup>4</sup> subject-specific centers combating sexual violence in Turkey according to the population rates of 2020, these centers have not been opened despite the long-term campaigns and advocacy efforts by the feminist movement. While the number of shelters affiliated to the ministry in Turkey is 112, the number of these shelters should be 5314 according to the 2020 population rate<sup>5</sup>. The number of shelters required for Istanbul alone is 771. KSGM did not share disaggregated data about Istanbul and Istanbul Metropolitan Municipality, on the other hand, shared the information that it provides services with 1 shelter. Accordingly, the number of support centers that central and local governments are obliged to open is insufficient. The title related to emergency hotlines is on telephone line services specialized about violence. The obtained information shows that Istanbul Metropolitan Municipality has 1 telephone line, and although it does not work specifically for violence, when the "183" line is called, the relevant support personnel can be reached by dialing "0". Detailed data

on calls to these lines have not been shared with our organization. The title on municipal applications covered the complaints made by survivors to Istanbul Metropolitan Municipality (IMM). Accordingly, it has been learned that IMM has created a program in accordance with the legislation and plannings, and that the implementation of these programs will take some time. Also for the questions we asked about IMM, we could not reach the disaggregated data. In the Support Services section, we were able to obtain the most information from ADM-HDB, IMM and Istanbul Bar Association about what has been done. We could not get enough data from other government institutions.

In our monitoring study, we concluded that most of our adult applicants who reached state institutions did not receive enough support. The obligation of the states to provide easily accessible services for our applicants who cannot benefit from government services has been violated and our applicants couldn't exercise their rights. Those who reach support mechanisms are more likely to experience secondary traumas due to being judged, blamed, and exposed to victim-blaming. During the counseling services we have provided so far, it has been seen that those who have been exposed to sexual violence can receive support from feminist organizations, NGOs, municipalities and bar associations, and that those who encounter trained staff in these institutions are more likely to access their rights.

<sup>4</sup> Kelly, L., Dubois, L. Combating Violence Against Women: Minimum Standards of Support Services, Council of Europe Publications, Translation: Özge Gökpinar, Association for Struggle Against Sexual Violence, Calculating the Minimum Number of Centers Required According to the Minimum Numbers in the 2021 "Minimum Standards of Support Services" p.28 <https://cinselsiddetlemucadele.org/kadina-yonelik-siddetle-mucadele-etmek/>

<sup>5</sup> Age, p.28



## Introduction

Undoubtedly, as an independent feminist organization, it is our most fundamental right to monitor the services that the state is obliged to provide and to receive information about these services, in our country where there are no rape crisis centers, sexual violence counseling and solidarity centers with trained staff and experts about sexual violence. In this study, which we aimed to monitor the services provided by the state by exercising our right to monitor, mainly the survivors' access to their rights and the nature of the services provided by the state to the survivors were covered.

Purple Roof Women's Shelter Foundation conducted a monitoring study on the implementation of Law No. 6284 between April 15, 2013 and April 15, 2014. In this study, changing mechanisms and practices in combating violence against women were evaluated based on the experiences of 1377 women and children who received support from Mor Çatı Women's Shelter and 45 women and children who stayed in Mor Çatı Women's Shelter during the monitoring period. During the monitoring, within the scope of the Law on Access to Information, the questions were asked to the Ministry of Family and Social Policies, Istanbul Violence Prevention and Monitoring Center (ŞÖNİM), Istanbul Governorship, Ministry of National Education, Ministry of Health and Ministry of Labor and Social Security about their responsibilities determined in the Law no.6284. We benefited

also from that relevant report in this monitoring study.

We aimed to find out what our 29 applicants who applied to our association and whom we provided referrals, experienced in their access to institutional support mechanisms. Also, we aimed to identify the deficiencies and to report violations of rights in the application processes, by reaching them as the primary source and learning what they experienced when they were referred to those institutions. Simultaneously, we sent information requests to 11 government institutions, which are obliged to provide services or contain relevant institutions, and asked about their current services and qualifications, and wanted to obtain information about the profile and the number of beneficiaries. While creating the information requests, we paid particular attention to making the requests inclusive and intersectional. We have prepared questions specific to different forms of gender-based and sexualized violence, and different aspects of sexual violence. Based on the fact that a person may face multiple discriminations based on their age, disability, sexual orientation, gender identity, health status, refugee status or their profession, in the monitoring study, about the services that survivors can receive, we evaluated these services by examining the state's approach to such multiple disadvantageous situations.

## 1 - Current Situation

Although the known number of sexual violence cases in Turkey is quite high, it is also known that there are many cases rendered invisible by the state and not reflected in the statistics or the public opinion. In order to reduce these cases and prevent violence, lawmakers make commitments to comply with laws and international global norms. In order to protect the survivors of violence, to prevent violence against women, children and LGBTI+'s, the contracting party states make legal arrangements in their domestic laws as well. Turkey has officially withdrawn from the Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Istanbul Convention) by a Presidential decree on 1 July 2021. Regarding the convention, which was portrayed as destroying the family structure, state officials cited in their decision to withdraw that by this convention, homosexuality is legally guaranteed and this situation disrupts the structure of society. The situation was presented on the same grounds in state media and in newspapers close to the government, and manipulative publications were also made in the media in order to change the opinions<sup>6</sup>. Especially with the decision to withdraw from the Istanbul Convention, the absence of the state's determination to fight violence has become almost official. However, organizations working on women's and LGBTI+ rights state that the decision is unlawful and emphasize that Law No. 6251, which ratified the Istanbul Convention, is still in effect.

Pursuant to Article 25 of the Istanbul Conven-

tion, no steps have yet been taken to "establish appropriate, sufficient and easily accessible (...) crisis centers or sexual violence referral centers". There are only "Child Monitoring Centers" within the scope of sexual abuse against children. In the Coordination Plan for Combating Violence Against Women, creation of a model is envisaged; however, it is unclear how the study will be carried out. Likewise, the establishment of these centers within the Provincial Health Directorates has been added to the Provincial Action Plans for Combating Violence Against Women. In addition, during the election process, it has been observed that local governments have promised to establish a sexual violence crisis center in addition to the shelters they will open on violence against women in accordance with the Istanbul Convention.

In the context of the "General Recommendation No. 35 on Gender-Based Violence Against Women", which was created by updating the Recommendation No. 19 of the United Nations Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), it was foreseen that gender-based violence would be considered a violation of the provisions of the convention. States parties have an obligation to prevent not only violence perpetrated by or on behalf of their governments, but also discrimination in their private lives, to which women are most exposed. Types of violence such as gender-based violence, domestic violence, sexual violence, human trafficking, slavery, forced marriage and female genital mutilation are defined in the European Union No 2012/29/EU "Directive(s) for Establishing Minimum Stan-

<sup>6</sup> "Istanbul Convention terminated", <https://www.trthaber.com/haber/gundem/istanbul-sozlesmesi-feshedildi-566024.html>

dards on the Rights, Support and Protection of Victims<sup>7</sup> and survivors should be given access to all information about these forms of violence and their rights. In addition to these, it is stated that "Everyone's right to life shall be protected by law<sup>8</sup>" under the heading "Right to life" in article 2/1 of the European Convention on Human Rights.

The state is obliged to protect children, women and individuals who are exposed to gender-based violence. The goal of ensuring gender equality, which constitutes the 5th article of the 2030 UN Sustainable Development Goals, which was accepted with the signature of 193 countries, is very important in terms of preventing sexual violence. However, in order to achieve gender equality, the state should first be determined to combat violence. Yet, in recent years, violence in Turkey has been systematically supported by the state's power. Especially since 2016, there are ongoing attempts to provide amnesty for the sexual abuse of

children within the scope of Article 103 of the Turkish Penal Code (TCK). The attempted amendment in the law is in contradiction with the UN Recommendation Article 31/b and the currently implemented (TCK 103/104/105) laws. The issue of amnesty, which will make it possible for a 13-year-old girl to marry a man who is 15 years older than her, is on the agenda.

Although disaggregated data collection specified in international conventions is the responsibility of the state, there is no disaggregated data on gender-based violence, sexualized violence and sexual violence. The data collected by non-state organizations at the national level and in Istanbul is limited to studies on "combating violence against women". Apart from these, the data shared by the state do not reflect the facts.

Again, the lack of full access to justice causes the survivors to seek justice themselves, to form public opinion, and to call out to the Ministry of Justice on social media.



After the incident in Mardin in which a sergeant drove a woman to commit suicide after rape, the perpetrator's detention was discontinued and the release of the perpetrator became a highlight on social media; It became into an action that made a huge impact. Apart from this, by the statements of a mafia leader, the politics-state-mafia relations and various crimes in which the Minister of Interior was pointed as the perpetrator or as being involved in the crime have been on the agenda recently. In this atmosphere, about accusations against himself, the Minister of Interior commented as, "I don't mind if everyone is watching those videos. Everyone watches child pornography, too" he said<sup>9</sup>.

It was seen that one of the officials at the highest level of the state normalized violence and sexual abuse against children in this way.

<sup>7</sup> The term "victim" has been used without changing the title of the contract.

<sup>8</sup> European Convention on Human Rights Council of Europe, p.6 [https://www.echr.coe.int/documents/convention\\_tur.pdf](https://www.echr.coe.int/documents/convention_tur.pdf)

<sup>9</sup> Soyulu compared those images to child pornography: The situation is terrifying. <https://www.cumhuriyet.com.tr/haber/soyulu-o-goruntuleri-cocuk-pornosuyla-kiyasladi-isin-boyutu-korkunc-1839129>



It has also been on the agenda recently that Yeldana Kaharman, who was allegedly raped and killed by Tolga Ađar, the son of former Minister of Interior Mehmet Ađar, that she went to the police for a complaint, but her statement was not taken thus a suspicious death was not investigated<sup>10</sup>.

As these aforementioned incidents show, the use of rape, the survivors of rape, the murdered by the people who have official duties and representation in Turkey as a tool to taunt each other, to justify their actions has become something that rights defenders can no longer ignore.

It is a fact that femicides, gender-based violence and sexual violence are political.

Violence, which is experienced as if it is an isolated case, actually exists in our lives in a systematic way. While doing this monitoring study, the news about femicide, which was reflected in the press and created an outrage in the society, is unfortunately an indicator of the fact that the institutions aren't doing their job, as we frequently witness.



When Azra's family, who lives in Antalya and was killed by a man, went to the Police Station to find their daughter, the response they've received from the authorities was that they could not check the phone signal as it was the weekend. Speaking before the murder, the family said: "The police said that they can check the phone signal on Monday, it's too late. We want to find our daughter alive and well before even a piece of her hair is damaged, please help us"<sup>11</sup>. Also, an 18-year-old woman in Ankara committed suicide after being sexually assaulted.

Eda Nur Kaplan (age 18), has informed the police after the incident, however the police released the perpetrators. The perpetrators were arrested after it created an outrage on social media<sup>12</sup>.

<sup>10</sup> Allegations of 'rape' in the death of female journalist: Mehmet Agar and his son are in focus!

<https://ilerihaber.org/icerik/kadin-gazetecinin-olumunde-tecavuz-iddiasi-odakta-mehmet-agar-ve-oglu-var-109096.html>

<sup>11</sup> Journalism student Azra went missing for 3 days

<https://www.birgun.net/haber/gazetecilik-ogrencisi-azra-dan-3-gundur-haber-alinamiyor-353605>

<sup>12</sup> Yusuf G., who was detained for "sexual assault" to Eda Nur, is released

<https://bianet.org/1/20/248545-eda-nur-a-cinsel-saldirida-bulundugu-belirtilen-yusuf-g-yakalandi>

As these real events show, the Law No. 6284 on the Protection of the Family and the Prevention of Violence Against Women (Law No. 6284) is not implemented when women go to police stations or inform the police. When perpetrators are released in a situation such as sexual assault, this puts the life of the survivor at risk. Yet, waiting for the office hours to reach the mobile phone signals of a woman who disappeared is an indication that the law enforcement officers did not take urgent action and did not do their duties, again in violation of the requirements of Law No. 6284.

In addition, the discussions about seeking concrete evidence in sexual abuse cases was approved in the General Assembly of the Grand

National Assembly of Turkey in July, within the 4th Judicial Package, within the Bill of Law on Amending the Code of Criminal Procedure and Some Laws. In the first part of the bill, the provision of "concrete evidence requirement" was introduced for the arrest of index crimes such as sexual abuse, harassment, willful killing and torture. While the child's statement is concrete evidence, the rights defenders stated that the application of this provision would narrow the definition of concrete evidence in courts and affect the court results, and thus they protested this decision.

Subsequently, rights defenders also expressed that this may lead to preventing detention.

## 2 - Method

This study, which evaluates the current situation and monitoring findings in order to monitor the access of survivors of sexual violence to support units for the period February 2021-August 2021, covers Istanbul province. The Association for Struggle Against Sexual Violence started its case tracking program at sexual violence complaints in 2021 and recruited a social worker. In its strategic plan covering the years 2020-2023, this monitoring study is implemented.

Although the up-to-date population information is not obtained, it can be said that Istanbul is constantly receiving immigration and its population is increasing day by day, the accessibility of support systems is not equal in all parts of Istanbul, and accordingly, the distribution of information in places where survivors can get support is not equal.

Since it is not possible to form a framework for the regions of Istanbul at the moment, we made a generic monitoring and information requests were sent to the Istanbul provincial directorates of various institutions. Since our monitoring study was carried out from a general framework, questions regarding the coordination established by the support systems among themselves within Istanbul were added to the information requests.

A total of 29 applicants were reached; 11 applicants answered the survey questions, 15 applicants were contacted by phone and were asked semi-structured interview questions. 3

applicants shared their comments with us via e-mail. The information obtained from 29 applicants that we reached in total guided the monitoring study. Apart from this, due to the small sample size, the observations of the experts working in the field and the stories they collected from the applicants we primarily serve were also required to be used in this study. In addition, while identifying the indicators, the following were determined: the indicators that can be used in the identification of possible problem areas while giving the services provided by the institutions, the determination of the legal standards to be complied with, and the indicators to be used while monitoring the right holders and obligation holders. The expressions in the indicators of the information requests were used by being converted into a question format<sup>13</sup>. A structured and semi-structured survey was conducted with the survivors via telephone and e-mail. Afterwards, information requests were made to institutions operating in Istanbul, which provide support services and are on the map at our website [csdestek.org](https://csdestek.org). In addition, online meetings were held with other NGOs<sup>14</sup>, that included examining the indicators and the evaluation of surveys and semi-structured interview forms prepared for survivors, and feedback was received. Also, the observations of the experts who carried out the study are the methods used in the study.

We encountered some challenges while collecting data from 15 applicants we reached via

<sup>13</sup> See: Annex-1 Indicators

<sup>14</sup> Meetings were held with KADAV, Mor Çatı Women's Shelter, Pembe Hayat, Kaos GL, 17 Mayıs Association, Disabled Women's Association, HEVİ LGBTI+.



phone. Since our case tracking system has just started to be created, it was difficult to select the sample group. Due to the difficulty of obtaining information about the applicants' processes from two years ago and their inability to remember the institutions, it was decided not to call the applicants who applied in 2019. This situation narrowed down the sample group.

In this process, international conventions, recommendations, general comments, international mechanisms, relevant laws, regulations, memorandums and strategies, publications published by selected national and international non-governmental organizations and universities were screened. In the meetings held with NGOs that provide counseling services and make referrals to similar institutions, their feedback was obtained regarding the monitoring indicators we determined as CŞMD. Due to the unexpected narrowing down of our sample group, we thought of expanding the sample group by developing cooperation with these NGOs, but as a result, due to the common ethical concerns we and the NGOs we cooperate with had, we abandoned this idea<sup>15</sup>.

During the desktop screening, we determined the national legislation and international conventions on which we base our monitoring work and selected the relevant articles. The scope of national legislation consisted of the following: Constitution, TPC No. 5237, Law No. 6284, Child Protection Law No. 5395, Law No. 5378 on the Disabled, Municipal Law No. 5393,

Labor Law, Implementation Regulation on Law No. 6284, Regulation on ŞÖNİMs, Regulation on the Opening and Operation of Women's Guest-houses , Regulation on Principles and Procedures Regarding Witness Protection Measures, Regulation on Judicial Law Enforcement, Ministry of Interior Circular No. 2010/10 on the Protection and Promotion of the Human Rights of Women and Girls, Directive on Duties, Powers and Responsibilities of the Gendarme on Combating Domestic Violence, Violence Against Women and Juvenile Crimes , Regulation on Treatment and Other Obligations to be Applied to Those Convicted of Crimes Against Sexual Immunity, Alo 183, Family, Women, Children and Disabled Social Service Hotline 183 Hotline, Law Enforcement Ethical Principles, National Action Plan on Combating Violence Against Women 2016-2020, Coordination Plan on Combating Violence Against Women (2020-2021), Istanbul Provincial Action Plan for Combating Violence Against Women. Among the action plans, especially Istanbul Provincial Action Plan could not be found/accessed in any digital environment belonging to state institutions, thus the indicators and questions regarding the content of this plan could not be included in our monitoring study.

Our base in terms of international legislation was the following resources within the scope of the United Nations and the Council of Europe: United Nations Universal Declaration of Human Rights; Sustainable Development

<sup>15</sup> Among these common concerns, the safety of the applicants and the concern of making them feel that they are used as research objects were the primary ones.

Goals (SDGs); International Covenant on Economic, Social and Cultural Rights; Declaration on the Elimination of Discrimination Against Women; CEDAW; Committee on the Elimination of Discrimination against Women (especially General Recommendations 35, 28 and 15 of the CEDAW Committee General Recommendations); Vienna Declaration and Program of Action; Beijing Declaration and Action Plan; United Nations Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment; Declaration on the Elimination of Violence Against Women; Convention on the Rights of the Child (CRC); Convention on the Rights of Persons with Disabilities; Rome Statute of the International Criminal Court; Convention on Consent to Marriage, Minimum Age for Marriage and Registration of Marriages; International Convention for the Protection of the Rights of All Migrant Workers and Their Families; Optional Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography; WHO - Putting Women First: Research and Recommendations on Ethics and Safety for Domestic Violence Against Women and from the Council of Europe, the European Convention on Human Rights; Revised European Social Charter; Convention for the Protection of Human Rights and Fundamental Freedoms; Council of Europe Con-

vention against Trafficking in Human Beings; International Convention on the Elimination of All Forms of Racial Discrimination; International Convention for the Protection of the Rights of All Migrant Workers and Their Families; United Nations Convention on the Prevention of Torture; Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse; Council of Europe Strategy for Gender Equality; Istanbul Convention; the European Charter of Gender Equality (In Local Life) was taken into the monitoring framework and information requests were made.

During the information requests phase, the list of institutions in Istanbul province, which are obliged to serve the survivors, which they can reach at the first moment and which we have directed as an association, were made and information about monitoring indicators was requested. Accordingly, the requests are sent to the Ministry of Health, ŞÖNİM, Istanbul Chief Public Prosecutor's Office, Provincial Directorate of Probation, Istanbul Provincial Police Department, Istanbul Bar Association, Istanbul Metropolitan Municipality, Istanbul Regiment Command, Ministry of Family and Social Services, Department of Legal Support and Victim Rights and Istanbul Governor's Office.



### 3 - Survivors' Access to Support Units

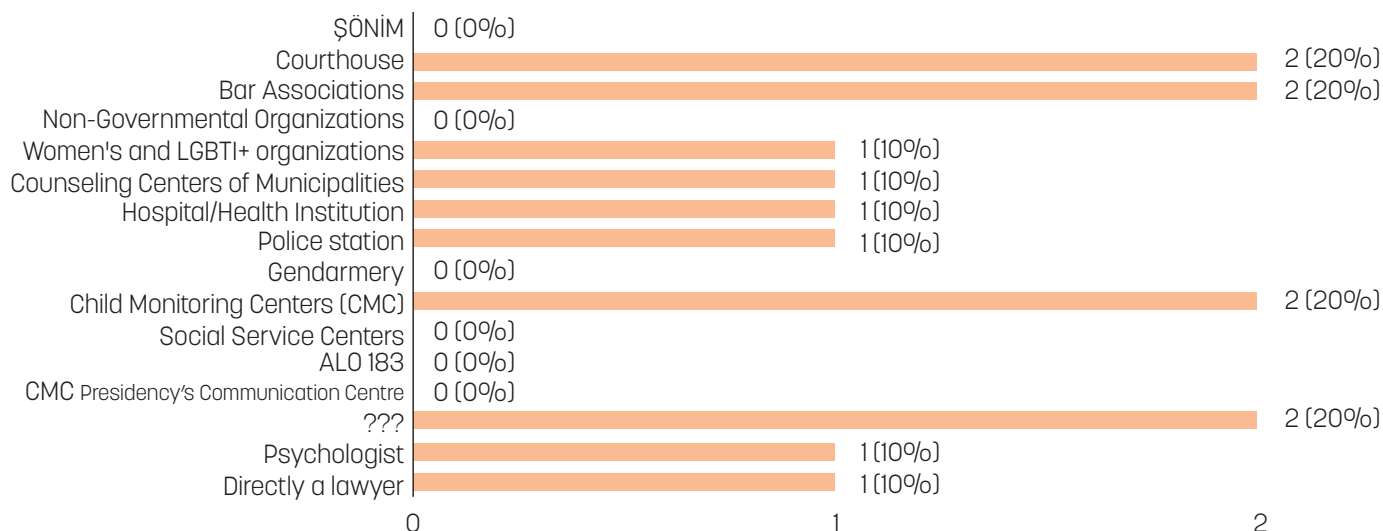
As CŞMD, we have provided counselling services to 176 survivors in the last three years. In 2021, 54 people were given support and among the support requests received, most of them were in the categories of sexual abuse and sexual violence. In 2020, 76 people were given support in the categories of sexual abuse, sexual assault and sexual violence. In 2019, 46 people received counselling. However, since there was no data tracking system, all of them were categorized as sexual violence.

In the follow-up study conducted by our association, 11 applicants who requested support from us answered the survey questions we sent via e-mail, three applicants sent their comments to us via e-mail, and interviews were conducted with 15 applicants on a semi-structured form. As a method, by taking into consideration the privacy and security of the applicants, an anonymous survey was prepared

and we requested them to fill those surveys. It was observed that some e-mail addresses were disposable due to privacy, so only 11 of the 40 originally selected applicants answered the survey, while three applicants sent us their comments via e-mail.

29 applicants were also asked about the institutions they were referred to and whether they had reached these institutions. Of the 11 people who answered the survey question about the institutions they were referred to; two of them said courthouses, two said Bar Associations, one said women's and LGBTI+ organizations, one said the municipality's counseling center, one said a hospital/health institution, one said a police station, two said CMC, and one said a psychologist. Two people contacted us not as the survivors themselves, but as their lawyer or psychologist, and one person reached our association's lawyer directly.

1- Which of the following institutions were you directed to after your application to CŞMD?

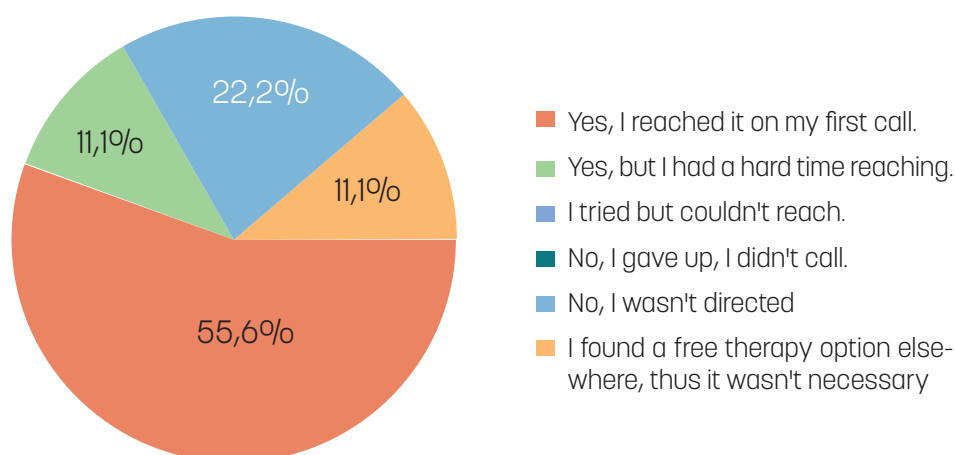


In addition, 15 of our applicants were called by telephone using semi-structured forms. Our applicants were asked which institutions they were referred to, whether they could reach the institution, the physical conditions of the institution, how the people in the institution treated them, and how it felt for them to call the association. One of the applicants we were able to interview stated that they could not get support from the private psychologist we initially referred to and that they needed legal and psychological support again. Afterwards, necessary guidance was provided to the applicant.

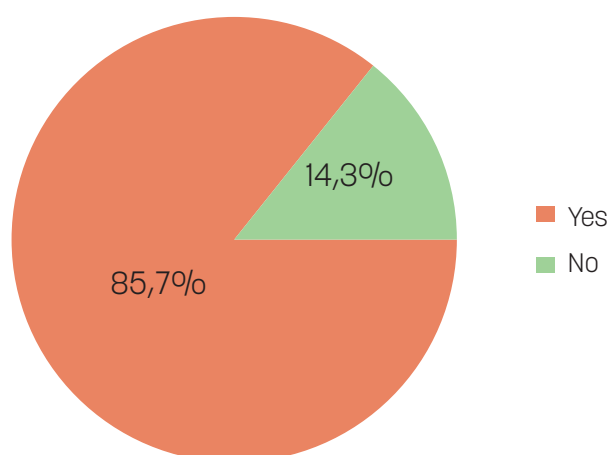
### Reaching the referred institution

29 people were asked whether they reached the unit they were referred to. 9 people out of 11 answered this survey question; five people reached the referred institution, one person had difficulty in reaching, two people were not referred to anywhere, and one person did not try because they found a free therapy option elsewhere. Two people who did not answer this question chose not to answer it because they reached on behalf of someone else.

2- Have you reached the place (unit, institution) you were directed to?



3- Did you get the support you needed from the institution you were referred to?



6 out of 11 people said that they had reached the support they wanted in the institution they were referred to. While one person said no for this question, four people did not answer it. The 6 applicants who answered the question in the form did not evaluate the state units that they received support from; it was seen that they evaluated the other NGOs, the bar association and our association's referral support. Therefore, no reliable data could be obtained. This conclusion was reached from the answers given by the two applicants who answered the question at the end of the form:

"I made an application for requesting legal advice, but now I realize that I need psychological support. Perhaps, it can be asked whether the person needs support about it or not. And the people can be referred to the relevant places. In some cases it is difficult to define or express what we need."

"Glad to have you."

No answer was received from 6 of the 15 people who were called by phone. Three people did not remember the institutions they were referred to. Two applicants, on the other hand, did not respond to our survey, saying that they had called on behalf of someone else. One applicant said that they could not reach support and asked for a referral again. One applicant stated that they could not get the support they wanted. Two applicants stated that they only received support from the NGOs we referred to. In other words, 13% of our applicants said that they had received support, and it turned out that these institutions were the NGOs.

It has been understood that most of our applicants, who are reached through these two different methods, have access to the support system through the services provided by NGOs. The person who answered no stated that they

had difficulty in reaching the police station and could not reach the support they wanted. They pointed out that their needs were not met sufficiently in the institution. Our applicant, who reported that they could not reach the police station and could not receive any support, could not benefit from the obligation of the states to provide the easily accessible services specified in international conventions and clearly stated in Articles 25 and 36 of the Istanbul Convention, and could not gain access to the police station.

Two people reached the Bar Association on their first call. They received the support they needed from the institution. Their demand was met clearly and they could easily reach the institution.

One person reached women's and LGBTI+ organizations with a request for psychologist support. They answered "yes" to the question of whether they had received the support they needed. This person evaluated that they could easily reach the institution and that the support was sufficient.

One person was directed to the courthouse, the bar association, the municipality's information center and CMC and stated that they had reached the support, but that it was not fully sufficient, and that the institution was closed for COVID 19 measures. This person has reached more than one institution. At the end of the survey, they said, "Everyone whom I contacted listened to me patiently, did not criticize, did not judge, and sincerely focused on what should be done, thank you." From their answer, we see that they misunderstood our question and evaluated the services of our institution and that they were satisfied with these services. We understand that they could not reach the state institutions they were directed to, and the

institutions they wanted to get support from were closed due to the COVID-19 measures.

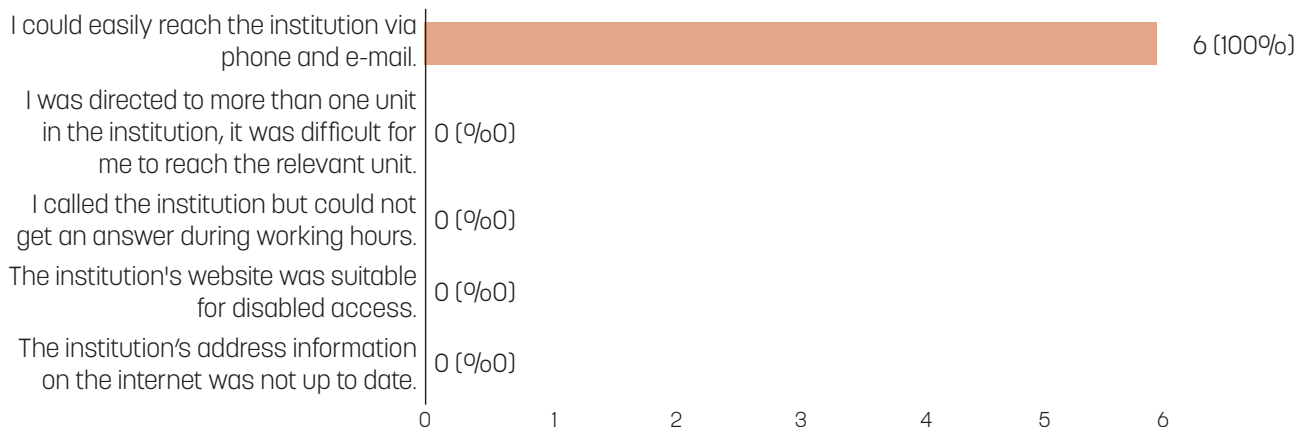
One person talked to our institution's lawyer and said that they reached the support they were referred to through our lawyer. To the question of how they find the physical conditions of the institution they are referred to: "I explained my situation on a social platform and asked for support. There, I had the chance to contact a lawyer from the institution directly, and as soon as I gave my contact information, they immediately called, and took great care of my case." From the answer of this person, we understood that they evaluated the service of the association.

One person left the option of the institution they were referred to blank; but made the fol-

lowing comment: "Even demanding for my application to be reviewed was a process and an experience for me. Thank you for your work." From this comment, it's understood that they received information from our association about the application processes and that it was a good experience for them.

The question about the accessibility of institutions was answered by 6 of the applicants. They said that they could reach the institution via e-mail and phone. In other words, the question about physical accessibility of institutions could not be answered for this reason. Again, it was understood from this question that institutions other than government institutions were reached.

How would you describe the accessibility of the institution you are referred to? (You can tick more than one option.)



There were 3 applicants who did not answer our questions via this survey and phone, but reached us via e-mail. Evaluating with their answers the support they received from the institutions, the applicants stated that they could not reach any support they needed and that they had difficulties during the process. Although it was one applicant's area of expertise and that they were well-educated, they

said that many people do not believe them and they experienced victim-blaming; The other applicant said that they could not get the support they wanted from the state and non-governmental organizations. One of our applicants, who contacted us via e-mail, stated that they could not reach institutional support mechanisms during the process.

## Challenges during the application process

One of the applicants stated that the prosecutor attempted to sexually assault them and even commit violence that almost could amount to rape; however, they stated that no one stood by them because he was a prosecutor and an official working for the state. According to the right to an effective remedy in Article 13 of the European Convention on Human Rights, everyone whose recognized rights and freedoms have been violated has the right to resort to an effective remedy before a national authority even if the perpetrator is a state official<sup>16</sup>. In addition, in Article 25 of the Istanbul Convention, establishing rape crisis centers and sexual violence referral centers are among the obligations of the state. The absence of these centers creates obstacles to survivors' access to medical support and impartial forensic services, trauma support and counselling. In addition, Law No. 6284 is intended to take survivors under temporary protection and to protect victims from perpetrators of violence. Based on this law, it is seen that in practice, people are not sufficiently informed about their rights which are in accordance with national and international legislation. However, certain services provided by appropriate experts could not be reached by conducting risk and need analyzes, and urgent measures were not taken. International standards have not been met and an application has not been carried out in accordance with the legislation. Based on our applicant's experience, isolation and lack of access to support services indicate that service recipients are left vulnerable, the services they need are insufficient in quality and numbers, and/or there are no centers working specifically on sexual violence. The importance of individual and institutional support mechanisms is also observed in this part.

An applicant we reached over the phone stated that the problem was in the system, that they had applied to many institutions but could not remember how they were treated in which institution because it was a while ago, and that the case took a long time, saying "I've been through a lot". We did not find it appropriate to ask detailed questions in order not to cause secondary trauma to the applicant.

Our observations, which we compiled based on the stories of our applicants who requested support from our association in 2020 and 2021, formed another source of information for our research. According to this; Legal consultancy was given to 38% of 130 applicants who called our association, and 92% of the individuals stated that they were worried about impunity during this consultancy process. Some of the applicants stated that they were worried about their lives after declaring that "the perpetrator has not been arrested yet". An applicant who is a sexual violence survivor was exposed to the question "Why didn't you shout?" at the court, and another applicant was faced with a comment from the court that "She consented to sexual assault" because there was no trace of beating on her body.

These stories show that although in Law No. 6284 and the Istanbul Convention it is considered sufficient for the person subjected to violence to make a statement, for a protective injunction to be taken, the practice is not working accordingly. The principle that the testimony is fundamental means that the survivor is protected within and outside the judicial process and not exposed to secondary trauma by taking the statement of violence as the starting point, rather than accepting the statement as true. In the broad interpretation of this principle, it is essential that the survivor is protect-

<sup>16</sup> European Convention on Human Rights, p.12 [https://www.echr.coe.int/documents/convention\\_tur.pdfpdf](https://www.echr.coe.int/documents/convention_tur.pdfpdf)



ed throughout the judicial process and not exposed to secondary trauma. However, although we see that "protective measures" are interpreted narrowly in practice, we also see that survivors are forced to present evidence for sexual violence.

Another applicant stated that the legal information they received from the association were not accessible in the state institutions they was referred to and that no staff member helped them in this regard. With all these experiences and the sum of them, it was possible to understand why survivors did not reach support systems or were worried when they did. It was understood that the institutions' definitions of sexual violence included only physical violence. It was observed that they did not take into account the possible traumatic effects of sexual violence. It was possible to assess that survivors who could not physically "provide" evidence were not found "convincing" enough by government agencies. One of the main reasons is the attitudes in places where they can get support that lead survivors to experience discrimination and the inadequate training of the staff that works in the institution they apply for. However, it is stated in both national and international legislation that the staff of the institution shall be trained periodically. We asked how often these trainings were held and information about their content in the information

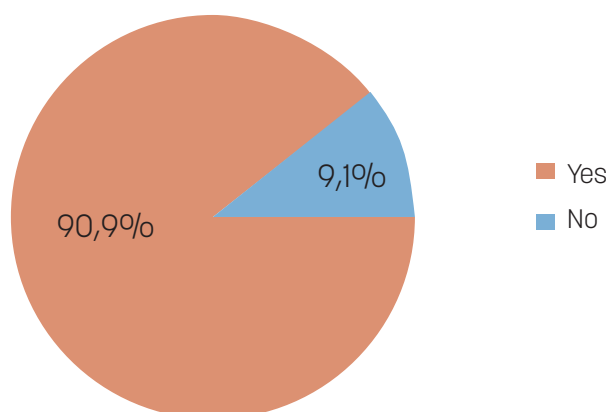
requests. Only Istanbul Bar Association, the Department of Legal Support and Victim Services, and the General Directorate of Women's Status of the Ministry of Family shared information on vocational retraining among 11 institutions. Reliable information on which experts or NGOs provided these trainings could not be reached from the General Directorate of Women's Status of the Ministry of Family. The survivors tried to prove that they had been subjected to sexual violence in front of the institutions they sought support from. Because of this struggle, many applicants were prevented from being empowered while seeking their rights.

### Post-application empowerment

The question "Do you think that your support request from CŞMD empowered you?" was answered with "Yes" by 90.9%. One person answered "No".

An applicant we reached via phone commented on the support they received during this process as follows: "I did not experience any problems or communication gap with both the association and the expert, and I can say that I was well received. I am sure that your communication with the people who apply to your association and how you closely follow their processes will be of great benefit to many people like me. Thank you again for your institution's support."

8- Do you think that your application to CŞMD empowered you?



We have been informed that the applicants we referred to NGOs and Bar Associations reached the services without being judged, even though the practices of empowerment were hindered by the untrained staff's acts of discrimination and victim-blaming experienced

by the applicants while reaching state institutions. In other words, the applicants who could not reach the support they wanted from the state institutions, felt empowered by the services they received from the NGOs.

### 3.1. - Information Requests

Our information requests were sent to 11 institutions by registered mail in May 2021, within 15 days that institutions had to respond to the requests, only the National Police Department responded due to missing documents. The requests were sent again in June, both on CIMER and in hard copy. The reason why we could not send the requests via CIMER in May was that the word limit of the requests was determined as 3,000 words at that time and this restriction was lifted in June.

Since the National Police Department provided a response to our first request due to the lack of documents, our request was repeated by completing the missing documents. No response was received from them until June. Even though it was said that the our request over CIMER was sent to the Public Security Branch Office, Office of Combating Domestic Violence and Violence Against Women and that the result would be notified to us by the relevant unit, we have not received a response from the relevant unit to date.

The Istanbul Provincial Gendarmerie Command, Combating Domestic Violence and Children's Branch Directorate informed us about the protocol they have already signed with the General Directorate of Women's Status and the Ministry of Interior and recommended that we direct our petition to the Gendarmerie General Command or to the Istanbul Governor's Office.

Since we are waiting for the response to the request that we have already made to the Istanbul Governor's Office, no re-application has been made, and our petition has been sent to the Gendarmerie General Command again in June, via CIMER. The Gendarmerie General Command, on the other hand, states that in the second paragraph of Article 7 of the Law No. 4982 in the Right to Information Act, "Institutions and organizations may give a negative response to the applications made for a kind of information or document that can be created as a result of a separate or special study, research, examination or analysis.", that in accordance with the provision, no reply could be sent to us.

In its reply, Istanbul Chief Public Prosecutor's Office said that they would not respond in accordance with Articles 20 and 21 of the Right to Information Act. However, they stated that according to the limits of their authority, the information requested was not found in the courthouse records and that the information could be requested from Istanbul Anatolian Chief Public Prosecutor's Office within the borders of Kadıköy as the address of our association belongs to that district. We could not understand that our questions covering all districts in Istanbul were limited to only the data of Kadıköy district, and since we decided that monitoring only one district did not fit our framework, the

answer we received from the Istanbul Chief Public Prosecutor's Office is thus categorized as unanswered.

The mail we sent to the Probation Directorate was accepted by the institution, but it was mailed back to us without being opened and without any justification.

Only four of the 11 institutions to which information requests were sent, namely the Ministry of Justice Legal Support and Victim Services Department (ADMHDB), Ministry of Family and

Social Services General Directorate of Women's Status (KSGM), Istanbul Bar Association Legal Aid Office and Istanbul Metropolitan Municipality responded in detail to our information request. Besides this, Istanbul ŞÖNİM gave a general response. Accordingly, 36% of the institutions we reached gave us detailed answers. The rate of getting full answers from these institutions to the questions we asked is only 1%.

### 3.1.1. - Replies to the Information Requests

In its reply, Istanbul ŞÖNİM shared general information that they have been working actively 24/7 since 2012 and that they have been serving with relevant staff in compliance with regulations and laws since this date. With this reply, the detailed data we requested from ŞÖNİM could not be obtained. We have been told to request our information from the General Directorate of Women's Status. There was no response from the relevant Ministry of Family to our petitions, which we sent as hardcopy and also via CIMER. Instead, the questions we asked to the Istanbul Governor's Office were answered by the Ministry of Family and Social Services, General Directorate of Women's Sta-

tus (KSGM) on 10.08.2021, approximately one month after our second application. Only part of the 6th<sup>17</sup> question was answered from the questions we asked.

#### Legislation, Policies and National Plans

In its response, KSGM stated that the Internal Circular "On the Implementation of Law No. 6284" entered into force on 16.06.2021. It is said that the five main targets determined for the roadmap in the 4th National Action Plan for Combating Violence Against Women, covering the period 2021-2025, which includes the targeted measures in the context of the subject, are: Access to Justice and Legislation, Policy and Coordination, Protective Preventive Ser-

<sup>17</sup> Question 6: In the memorandum of the Ministry of Interior, entitled Human Rights of Women and Girls, dated 19/02/2010, local Equality Action Plans aim to achieve equality between men and women at the local level, to integrate the gender approach into the understanding of local government and to ensure the sustainability of the practices. Local Equality Action Plans are also embedded in the Provincial Special Administration's and Municipal Strategic Plans. It is stated that the views of women's organizations were sought in the preparation of strategic plans in the pilot provinces, and studies for women and girls were added among the strategic targets. During the implementation of the Local Equality Action Plans, the institutional framework of local equality policies was also formed. In this context; Provincial Women's Rights Coordination Boards were established to coordinate and monitor the work on equality between women and men in pilot provinces, and equality units were established in Governorates and Municipalities to carry out the secretariat of this Board and to receive applications and complaints of women and girls. According to this;

a) Is there an Equality Unit established in your governorship?

b) How many applications regarding sexual violence were received at the established Equality Unit in the last 12 months?

c) Could you briefly summarize the work of the established Equality Unit in the last 12 months?

d) Can you describe the role of the Equality Unit in the Provincial Women's Rights Coordination Boards?

e) Based on the Equality Unit's commitment to receive the applications and complaints of women and girls, can you share the data you retained in a disaggregated form - such as age, gender, type of application?



vices, Social Awareness, and Data and Statistics. It has been stated that the "Coordination Plan for Combating Violence Against Women" covering the years 2020-2021 was put into effect in 2019. It has been said that 75 activity efforts were put into action in 81 provinces. Here, questions were asked in line with the Circular on Combating Violence Against Women published by the Istanbul Governor's Office on September 11, 2020, and it was requested to share the provincial action plan with us. Because it is not known through which channels the provincial action plans are shared. In other words, supposedly created Provincial Action plans are not open to the public. This question remained unanswered and KSGM did not share their action plans with us. Instead, it was said that the "Provincial Coordination, Monitoring and Evaluation Commission for Combating Violence Against Women" convenes every 6 months under the presidency of the Governor. The question about how many Provincial Coordination Meetings for Combating Violence Against Women held in the last 12 months remained unanswered.

In the response given by the Directorate, the following data were sent to us:

Through the trainings initiated since 2007 within the scope of combating violence against women; training and seminars were given to a total of 2,021,729 people, including 1,353,943 private soldiers and non-commissioned officers, 75,000 public officials, 106,389 religious officials, 158,693 health officials, and 327,704 law enforcement officers. 5,113 students were trained in Police Vocational Training Centers. It has been said that distance education continues during the pandemics. The information about the content of these trainings and by

whom they were given were not provided. Regarding ŞÖNİMs, it is said that 31,000 citizens and 11,600 public officials were reached in order to increase their knowledge and awareness. It is not specified by whom these awareness efforts were carried out.

ADMHDB also stated that they work with a survivor-oriented restorative justice understanding, that they aim not only to punish the accused, but also to inform the victim about the process, to support them psycho-socially, and to compensate for the harms of the act of violence suffered by the survivors who seek support from the society and the state. This information indicates that there are policies for supporting the survivor. While ADMHDB informs the survivor of violence, it's stated that they not only direct them to the public institutions but they also inform the survivor about NGOs working in the field. To which NGOs they are directed is not included in the reply we received. The question about whether there are psycho-social support programs for survivors by the Victim Support Services Bureau, established by ADMHDB, was answered in the affirmative. Quantitative data such as how many people they provided psycho-social support were not shared.

ADMHDB's declaration that they approached the issue using concepts such as reparation or restorative justice sets an example for state institutions. The institution stated that the victims, who are included in the vulnerable group, are informed about their rights by the institution, they refer them to the relevant units in line with their needs, and that they work to strengthen access to justice. They did not provide information about which units they are referred to, which needs were met, and in which

respects access to justice was strengthened. In addition, it is not known whether LGBTI+ who have been exposed to gender-based violence or people living with HIV+ are included in the definitions of vulnerable groups.

In clause e of Article 3 of the Child Protection Law numbered 5395, titled "Definitions", it is indicated as "social workers, professionals graduated from institutions providing education in the fields of psychological counseling and guidance, psychology, sociology, child development, teaching, family and consumer sciences, and social work". In response to our question in this context, it was stated that, with reference to the Law No. 7188 dated 17/10/2019 on Amending the CrPC and Some Laws, the psychologists, pedagogues and social workers who previously served in family, juvenile and juvenile heavy penal courts were dismissed from the said courts and that they started to work in the legal support and victim services directorates. In addition, it was stated that necessary experts are employed in ADMHDB presidencies and directorates, and that these experts called "legal support officers" are in the relevant units. There is no pedagogy department providing undergraduate education in universities in Turkey. There is also no university that one can graduate with the title of pedagogue. We do not have any information on the qualifications of the people appointed to these positions.

The Legal Aid Center and the CrPC Center responded separately to the requests made to the Istanbul Bar Association.

The legal aid center is a unit that anyone who wants to carry out the litigation process -divorce, removal of custody, appointment of guardian, etc.- with a lawyer, but whose finan-

cial situation does not allow, can apply. In the reply given to us, the Legal Aid Center stated that among the lawyers registered with the bar association, those who want to work in the relevant center are given in-service training, and this training is given by the Istanbul Bar Association Women's Rights Center. The training topics are; "the functioning of the legal aid bureau, forensic medicine system - forensic examination - legal regulations and problems in genital examination, gender within the framework of international conventions, TCK crimes against family order, TCK sexual crimes, reasons for divorce alimony and compensation provisions, commodity regimes, evaluation of interdisciplinary cooperation in domestic violence, Law No. 6284 on the protection of the family and the prevention of violence against women", and that these trainings are given by lawyers, experts, academics, judges and psychologists. It was stated that lawyers practiced law with the certificates they received after completing their training.

The training given by the Istanbul Bar Association Legal Aid Center is for one time only. Lawyers are not obliged to take any further training after receiving this training. We think that this situation constitutes a violation of the national and international legislation referred to throughout the report, because the trainings to be given to people affiliated with professional organizations should be periodic. Nevertheless, the institution that gave us the most detailed answer among the institutions we applied to was the Istanbul Bar Association.

Among the questions we asked the Istanbul Metropolitan Municipality was whether they created special service models for victims of sexual violence, as they promised under the ti-

tle of "Regulation and Implementation of Health Services Activity 4.2" within the National Action Plan for Combating Violence Against Women, covering the years 2016-2020. The purpose of this question was to find out whether institutions have established their own policies on sexual violence, but this question was also left unanswered.

### Shelters and Rape Crisis Centers

KSGM stated that 149 women's guesthouses throughout the country provide services with a capacity of 3,624 people. It has been shared that 112 women's guesthouses in 81 provinces of the Ministry serve with a capacity of 2,779, 33 women's shelters affiliated to local governments serve with 735 capacity, 3 women's guest houses affiliated to the General Directorate of Migration Management serve with 90 capacity, 1 women's guest house affiliated with a non-governmental organization serve with 20 capacity. It has been said that at the district level; a contact point for combating violence has been established in 365 Social Service Centers; within the scope of Law No. 6284, follow-up and monitoring of measures for victims of violence, and guidance, counseling and referral services, especially psycho-social support, have been started. When these figures are summed up, it is shared that there are 477 support service centers affiliated to the ministry throughout the country. No specific data about Istanbul has been shared.

Thus, it is observed that while the number of women's guest houses affiliated to the ministry was 109 in 2017, this number increased to

112 in 2021, that is, only 3 shelters were opened during these years. According to TÜİK data, the female population in Turkey is 41,698,377 in 2020<sup>18</sup>. According to the Minimum Standards of the Council of Europe, the minimum number of centers required to be in Turkey according to the population in 2020 is 5314<sup>19</sup>. Only shelters should be 4169 throughout the country according to the 2020 population, while the number of shelters affiliated to the ministry is 112. The number of rape crisis centers in the country should be 208, and the center for combating sexual assault should be 104. In total, there should be 312 centers combating sexual violence. There should be 833 legal counseling centers. It is seen that these numbers are insufficient when the increase in violence against women is calculated based on the population growth that the country has experienced since 2017, the incoming of refugees, the policies towards population growth and the information obtained from the news reflected in the media. Also the ministry didn't share data on violence. Although there are action plans and legislation against violence, the data collection, in-service training, policy documents and transparency conditions specified in the sub-sections were not complied with and the data was not shared with the public.

Also, Istanbul Metropolitan Municipality sent an annotation and said that based on the article "Municipal Law 5393 Duties and Responsibilities of the Municipality Article 14 (a) Metropolitan municipalities and municipalities with a population of over 100,000 are obliged to open guesthouses for women and children"

<sup>18</sup> Women according to the Statistics, 2020 <https://data.tuik.gov.tr/Bulten/Index?p=Istatistiklerle-Kadin-2020-37221>

<sup>19</sup> Kelly, L., Dubois, L. Combating Violence Against Women: Minimum Standards of Support Services, Council of Europe Publications, Translation: Özge Gökpinar, Association for Struggle Against Sexual Violence, Calculating the Minimum Number of Centers Required According to the Minimum Numbers in the 2021 "Minimum Standards of Support Services" p.28 <https://cinselsiddetlemucadele.org/kadina-yonelik-siddetle-mucadele-etmek/>

they quickly implemented the action plan they had created for combating violence against women. In addition, it has been stated that the municipality has been providing the one shelter service since 13.04.2020 and that the applicant women were provided psychosocial and socioeconomic empowerment-oriented services. However, based on the norm of 1 shelter per 10,000 population in Istanbul, the number of shelters that the state is obliged to open according to the female population ratio is 771<sup>20</sup>. It was stated that the women who were observed to be in need of one-on-one care in terms of mental health were referred to the Ministry of Family and Social Services for accommodating them in the appropriate social service institution. We could not get answers to the questions we asked the municipality about the conditions for applying to the shelters, whether there are people who are not admitted to the shelters due to age, disability, refugee status, hereditary diseases, etc. and whether the obligation to retain disaggregated data in the shelters were fulfilled. Data on whether the reporting system includes gender identity, refugee status, disability, construction of consent of children and forced early marriage could not be obtained.

Istanbul Municipality was asked how many rape crisis centers and/or sexual violence referral centers are in Istanbul. Although this question was not answered in the response, it was stated that the municipality has a plan to establish a Violence, Abuse and Rape Crisis Center in 2022-2024 within the scope of the Local Equality Action Plan, and that it is planned to open women's shelters in 2020-2024. Ac-

cording to the minimum standards of the Council of Europe on this subject<sup>21</sup>, there must be 57 rape crisis centers and/or sexual assault counseling centers in Istanbul in proportion to its population in 2020. The response of the municipality to our petition does not include information such as the names of the programs, the campaigns and events organized by the municipality within 5 years to raise awareness about sexual violence, and the number of participants.

According to this, while there should be 312 rape crisis centers and/or sexual assault counseling centers countrywide according to the population of 2020, there are no such centers in Turkey. Although rape crisis centers were brought to the agenda with the Istanbul Convention, no efforts have been made about the centers since 2014, when the convention entered into force.

### Emergency Hotlines

For the question of whether there was a special hotline to serve women who were subjected to violence, Istanbul Municipality answered with the information that a hotline number 4448086 was opened on 25 November 2020, providing 24/7 service. However, our request for detailed information about the content and classification of applications made to this line, and even our questions about the nature of the services provided, were left unanswered.

It is said that ASHB "Alo-183 Social Support Hotline" works as a psychological, legal and economic advice line for women and children who have been exposed to or are at risk of violence and need support and assistance; victims of

<sup>20</sup> Kelly, L., Dubois, L. Combating Violence Against Women: Minimum Standards of Support Services, Council of Europe Publications, Translation: Özge Gökpınar, Association for Struggle Against Sexual Violence, Calculating the Minimum Number of Centers Required According to the Minimum Numbers in the 2021 "Minimum Standards of Support Services" p.28

<sup>21</sup> Ibid. p. 28.





It was found out that there are 112 legal support and victim services directorates countrywide. It has been said that it is planned to expand the directorates in the relevant unit; however, the information about the number of units and directorates, and the date have not been directly reported. In addition, it has been reported that with the change of the structure, it is planned to expand the psycho-social support services, which were previously provided only by experts working in juvenile and family courts, to the Offices of Chief Public Prosecutor and all courts. It was also stated in the same reply that it was aimed to establish an effective system where standards for service delivery were developed, case management was implemented, and Judicial Interview Rooms were used.

It was answered that 102 Judicial Interview Rooms (AGO), which were put into practice in 2017, are located in 97 courthouses in 75 provinces and that there are rooms in 6 courthouses in Istanbul. The number of these rooms in Istanbul is not clearly stated. It is stated in the article of the law that these practices are obligatory in sexual abuse and sexual assault crimes, pursuant to the article related to the title of "hearing the victim's complaint", and in accordance with the 4th paragraph added to the 236th article of the CrPC numbered 5271, it was pointed out that the AGOs would be expanded. However, the answer as to whether these separate evaluations are made in practice and whether secondary traumas are experienced is unclear. Also, no information was given about when the AGOs will be disseminated.

In addition, it has been declared that ADM-HDB has case management systems and that

these cases are managed by a single coordinated legal support staff. It has been stated that case management is applied only to survivors who have experienced severe trauma, who have been subjected to severe sexual assault or abuse, who are more affected by the crime due to their age and gender, and who lack the support of their family and social circles. It was said that legal support plans were prepared and social investigation reports were written and submitted to the Chief Public Prosecutor's Offices and courts. It was stated that these reports were written for people who were found to be in the vulnerable group. As the definition of the vulnerable group is not comprehensive, it is not clear who is included in the vulnerable group, and how support is provided to these people.

In the last five years, about the construction of consent of children and the prevention of early forced marriages; It has been stated that the workshops and trainings for judges, prosecutors, professional staff and clerks working in family courts are carried out by the Turkish Justice Academy Presidency and the Education Department of the Ministry. Accordingly, in accordance with CEDAW recommendations, subparagraph 23, paragraph 29 (a), it is envisaged to implement awareness and capacity-building measures to transform the stereotypes. Also, in the National Action Plan for Combating Violence Against Women, which was put into effect in 2020 it was stated that awareness-raising activities were carried out for the prosecutor's office. Although it is stated in the reply we received that in-service trainings are provided, no information has been provided about what the capacity-building ac-

tivities are, the workshops and trainings held for judges, prosecutors, professional staff and clerks working in family courts, or whether there is cooperation with NGOs working in the field.

In the responses given by the Istanbul Bar Association CrPC Center, it was stated that lawyers could only get CrPC assignments after receiving the training. This assignment includes compulsory defense for children (representation by a lawyer due to being a minor), while for adults, it's the appointment of a lawyer to anyone who requests it, especially in criminal proceedings. Unlike the Legal Aid Center, the training content of the CrPC center is focused on current legislation, and topics such as gender are not included in the training content. We think that this is a major shortcoming, considering the current judicial practices. Considering that women are mostly exposed to victim-blaming during the criminal proceedings, their privacy is violated, their right to be forgotten is not recognized and their right to privacy is violated, and children are more exposed to secondary trauma in the judicial process, we think that the appointed lawyers should at least have educational content such as gender equality, possible psychological effects of

sexual violence and secondary trauma, restorative justice, child safety and child protection, survivor-oriented conduct of the judicial process, and carry out their professional activities with this awareness. Thus, we believe that we will have the opportunity to transform the judicial practices.

They stated that they have disaggregated data according to age, disability, gender identity, and refugee status within the scope of CrPC and Legal Aid, and that they collect this data through application forms. The CrPC center shared with us only the number, age and gender information of the "defendants" within the judicial process. According to this, the perpetrators at all stages of the sexual assault crime and the judicial process are mostly men between the ages of 25-60. Although in the reply given by the Bar Association there is no data on the victims, we think that this would be lower compared to the number of defendants, and that this is due to the lack of information provided by the victims. In addition, it was seen from the tables of the sexual abuse data that both the accused and the victims are contained, but detailed data were not provided. Therefore, it wasn't possible to draw an analysis from these data.

## Conclusion and Recommendations

Sexual violence is not included as a special field within the state's definition of gender-based violence. Survivors of sexual violence do not get enough information about their rights and have difficulty in reaching institutional support mechanisms post sexual violence. International conventions (Istanbul Convention Article 25) oblige the state to open rape crisis centers, but they do not exist in Turkey. Since there are no sexual violence crisis centers and there are not enough public staff trained on sexual violence, right holders are exposed to interrogations by law enforcement and public officials, that create secondary traumas. In the current situation, it is seen that the right to life of women is not effectively protected and the judicial processes regarding the attacks on this right are not implemented effectively.

Only four institutions responded to the information requests, three institutions asked us to send petitions to other institutions, and the institutions to which we sent the petitions did not reply to us. The information that should be available at the state institutions could not be reached. It has been observed that our institution, which carries out rights-based studies, was held up by being directed to another institution, due to the inadequacy of data retention, hiding information from civil society and the public, and the institution's unwillingness to respond.

During the research process, all the consequences of not fulfilling the relevant obligations and the problems experienced were observed as follows; survivors have difficulties in reaching their rights; for survivors' context, distrust especially regarding the judicial system is in-

tense; this distrust is formed by impunity for the perpetrator of the crime and that government agencies will not provide the survivors with the support they need; therefore the motivation of survivors to seek their rights is reduced; they are exposed to discrimination in the relevant institutions (prosecutor's office, police station, etc.); therefore the survivors by having to create their own support systems, try to meet the obligations of state institutions; survivors are isolated due to discrimination-based actions of institution; by the absence of any positive results from the search for justice in institutions, survivors continued their search for their rights by creating public pressure through online platforms.

Especially for a country like Turkey that accepts refugees and has committed to securing their right to life with the funds received from the European Union, it is critical that the information about under which conditions the resettlement of people without identity cards and domiciles who apply to ŞÖNİMs occurs is critical.

Information on public institutions, local administrations and support units in the field of civil society working on sexual violence in Turkey should be easily accessible<sup>23</sup>. In fact, in order to make up for this deficiency in the field, we launched the map of units at [csdestek.org](https://csdestek.org) in 2019, to make the information about the support units serving only in Istanbul easily accessible. Services offered in the field of combating sexual violence in Turkey do not meet international standards. Although there are regulations such as Law No. 6284, relevant legislation, internal directives and action plans,

<sup>23</sup> CŞMD 2019 Sexual Violence Application Report, p.3. <https://cinselsiddetlemucadele.org/yayinlar/csmd-2019-cinsel-siddet-basvuru-raporu/>



survivors of sexual violence cannot reach the support they need.

In the answers given by ADMHDB, it was stated that case management was applied to certain groups. However, traumas are unique and case management should be applied to each sexual violence and violence survivor.

There is an institutional support mechanism, a 24/7 violence hotline of the Municipality, ALO 183 line of the Ministry of Family and Social Services, a ŞÖNİM in Istanbul and a shelter of the Municipality. In our study, detailed violence data at ALO 183 could not be reached, and we did not receive any feedback. In addition, it was not possible to reach detailed data through ŞÖNİM, and Istanbul ŞÖNİM directed our institution to the Ministry of Family and Social Services.

The number of people who applied to the 183 and 112 lines due to sexual violence in the last 12 months; the disaggregated data according to age, disability, gender identity, and refugee status could not be reached proportionally and numerically.

The Research on Domestic Violence in Turkey (2016) published by Hacettepe University Center for Population Studies shows that only 11% of women exposed to violence apply to institutions for support. All the experiences we have gathered within the scope of this study and what we have learned from applicants over the years clearly reveal why survivors hesitate to seek support or why they don't exercise their legal rights. Survivors encounter the services provided by untrained personnel who do not take their applications seriously, blame the victim, acquit the perpetrator, do not act quickly, do not sufficiently inform themselves, do not see the psychological traces of the violence,

do not rely on the statements, do not implement protection measures, and make things difficult by asking for evidence. For this reason, they do not apply to public institutions for support. Moreover, they may be exposed to discrimination for various reasons in these institutions. As there are no precautions taken to prevent them from experiencing secondary trauma, untrained staff and an ineffective mechanism make secondary trauma inevitable.

Shelters and violence hotlines should work according to certain standards, be accessible 24/7, have trained personnel, and organize seminars and trainings, especially in the field of sexual violence. The trained staff should have expertise on how to approach a person who has been exposed to sexual violence. Our applicants, who answered the questions we asked to the survivors, stated that non-governmental organizations directed them to take specific actions without judging or blaming them. They expect services that they cannot receive from state institutions from non-governmental institutions with insufficient capacity.

As stated in the book **Combating Violence Against Women: Minimum Standards of Support Services**, which we translated within the scope of this study, the states should provide specialized support services of vital importance for the survivors of violence.

- The reporting system of institutions providing support services to survivors of sexual violence should be arranged to collect data on gender identity, sexual orientation, refugee status, disability, construction of consent of children and early forced marriages.
- Transformative programs for perpetrators should be implemented with a restorative justice perspective.

- The disaggregated data of the applicants due to being exposed to sexual violence, according to age, disability, gender identity, refugee status of those who applied for institutional support should be retained.
- In the Istanbul Convention, Beijing Declaration, CEDAW and recommendations, it was stated that the parties - institutions should establish policies on the issues specified in the conventions - such as awareness of sexual violence, protection of children's rights, women's shelters and standards, anti-discrimination policy - and that policies created to solve existing problems should be implemented.
- Institutions should employ trained personnel as determined by international conventions and national legislation. For example, in shelters there must be a manager, professional staff, social worker, psychologist, counselor, sociologist, nurse-health officer, data preparation and control operator, computer operator, officer, call support staff, police liaison officer, profession and vocational counselor, security personnel, driver.
- Staff working in institutions should be given awareness trainings about rights-based approach, how to approach to survivors, human rights and sexual violence on a regular basis.
- Regular supervision support should be provided to the members of the profession regarding the secondary victimization they may experience due to the cases they encounter while performing their profession.
- Psycho-social support programs for survivors should be developed and implemented.
- Service centers should be accessible and provide 24/7 service.
- Rape Crisis Centers should be opened urgently in Turkey.
- Institutions should work in coordination and, when necessary, they should develop collaborations and sign protocols with rights-based women and LGBTI+ organizations.
- In accordance with the cooperation with NGOs specified in Article 7/3, 18/2 of the Istanbul Convention, to which Turkey is a party, institutions should cooperate and work in coordination with NGOs. Rights-based criteria should be applied when choosing the Non-Governmental Organizations they will cooperate with, and these criteria should be established within the framework of the principle of transparency.
- Institutions that provide support services on sexual violence should introduce special arrangements for advanced adults, sex workers, refugees and asylum seekers, LGBTI+s and those who cannot speak Turkish.
- Special practices should be available for the disabled, transportation to institutions should be suitable for disabled access, especially for those who need sign language translation this service should be provided.
- Attorney and defense counselor services should be provided to survivors at accessing the support services.
- Municipalities should allocate a budget to put works about sexual violence in their strategy plans. In-service training programs should be developed and implemented specifically for sexual violence. As a result of reported sexual violence cases, in the context of measures and practices to be taken within the scope of prevention of violence against women, such as arranging street lighting, bus route stops and rings to cover not only main streets but also side streets, and unloading passengers in between the stops, especially in the evening hours should be implemented.



<https://ailevecalisma.gov.tr/media/31489/koordinasyon-plani-v13-1.pdf>

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[https://www.tbmm.gov.tr/komisyon/kefe/belge/uluslararasi\\_belgeler/ayrimcilik/CEDAW/tavsiye\\_kararlari/CEDAW%20Komitesi%20Tavsiye%20Kararlar%20C4%20B1\\_1-29\).pdf](https://www.tbmm.gov.tr/komisyon/kefe/belge/uluslararasi_belgeler/ayrimcilik/CEDAW/tavsiye_kararlari/CEDAW%20Komitesi%20Tavsiye%20Kararlar%20C4%20B1_1-29).pdf)

**Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Istanbul Convention)**

<https://rm.coe.int/1680462545>

Kaptanoğlu, İ.Y. (2018), Violence Against Women and Gender Equality Mapping and Monitoring Study, in Liz Kelly., Calculating the Minimum Number of Centers Required in Turkey according to the minimum numbers in the "Minimum Standards of Support Services"

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**Mor Çatı Women's Shelter, Monitoring Report on Law No. 6284 Practices**

[https://www.morcati.org.tr/attachments/article/255/6284\\_Kanun\\_Uygulamalari\\_Raporu.pdf](https://www.morcati.org.tr/attachments/article/255/6284_Kanun_Uygulamalari_Raporu.pdf)

**Soylu compared those images to child pornography: The situation is terrifying**

<https://www.cumhuriyet.com.tr/haber/soylu-o-goruntuleri-cocuk-pornosuyla-kiyasladi-isin-boyutu-korkunc-1839129>

## Appendix

### Appendix 1- Indicators

For these indicators, the book **Kadına Yönelik Şiddetle, Mücadele Etmek: Destek Hizmetlerinin Minimum Standartları** (Combating Violence Against Women: Minimum Standards of Support Services) was used.

Subject	Indicator
SV Support - Survivor's experiences	<ul style="list-style-type: none"> <li>- Percentage of those who were given a referral via phone and e-mail, who said they had access to the support unit (%)</li> <li>- The access of the institution is it accessible and inclusive for all (physical facilities, approach, whether they're discriminated)</li> <li>- The association's applicants', via phone and e-mail, feedbacks regarding their empowerment and the shortcomings of the institutions (qualitative data)</li> <li>- Prevalence of telling violence to close circles (%)</li> </ul>
<b>Ministry of Family, Labor and Social Services</b> (Istanbul Provincial Directorate of Family, Labor and Social Services-AÇSHM) Institutions to be inquire about in petition questions: Violence Prevention and Monitoring Centers (ŞÖNİM) Initial Admission Unit Shelters Social Service Centers ALO 183	<ul style="list-style-type: none"> <li>- Proportion of those who applied for institutional support due to exposure to sexual violence in the last 12 months-by age, disability, gender identity, refugee status- (%)</li> <li>- (All units) from which occupations, how many staff (number)</li> <li>- Capacity building activities, special trainings/workshops/group studies for AÇSHM employees, especially in ŞÖNİM/shelters regarding to sexual violence (Y/N, content)</li> <li>- Programs directed to perpetrators (Y/N, content, sub-information on by which institutions and/or organizations these programs are given)</li> <li>- Social work model for applicants (Y / N)</li> <li>- The reporting system (risk assessment forms, etc.) is disaggregated according to the types of violence (Y/N)</li> </ul>

<p><b>Ministry of Family, Labor and Social Services</b> (Istanbul Provincial Directorate of Family, Labor and Social Services-AÇSHM)</p> <p>Institutions to be inquire about in petition questions:</p> <p>Violence Prevention and Monitoring Centers (ŞÖNİM)</p> <p>Initial Admission Unit</p> <p>Shelters</p> <p>Social Service Centers</p> <p>ALO 183</p>	<ul style="list-style-type: none"> <li>- Whether the reporting system contains information on gender identity, refugee status, disability, construction of consent of children and forced early marriage etc. (Y/N)</li> <li>- Existence of policies on dating violence, digital violence, construction of consent of children, early forced marriages, and workplace violence? (Y/N)</li> <li>- Refuge / shelter policy sensitive to combating sexual violence?(Y/N)</li> <li>- Whether there is a follow-up process for psycho-social counseling referrals (Y/N)</li> <li>- Accessibility of ŞÖNİM (accessibility from anywhere in the city, 24/7 service, free transportation, disability access certificate, elderly adult-sex worker-refugee-LGBTI+-special arrangements for non-Turkish speakers) (Y/N)</li> <li>- Whether or not the addresses of survivors are kept confidential in the context of applications made to ŞÖNİM by survivors (Y/N)</li> <li>- (AÇSHM and its affiliated units) Anti-discrimination policy (Y/N)</li> <li>- (AÇSHM and affiliated units) Translation support in other languages/sign language (Y/N)</li> <li>- Minimum shelter (Y/N)</li> <li>- Number of First Step Units (number)</li> <li>- Number of employees who received training on combating sexual violence in the last five years</li> <li>- Sexual violence national hotline (Y/N)</li> <li>- Accessibility of KADES application (Y/N)</li> <li>- Alo 183 accessibility (24/7 accessibility, consultancy in different languages spoken locally, accessibility for hearing and visually impaired people) (Y/N)</li> <li>- Whether AÇSHM, the institutions affiliated to the municipalities and the relevant NGOs work in coordination (Y/N)</li> </ul>
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<p><b>Ministry of Interior</b></p> <p>Istanbul Governorship</p> <ul style="list-style-type: none"> <li>- Provincial Police Department (Department of Combating Domestic Violence)</li> <li>- Provincial Gendarmerie Regiment Command</li> </ul>	<ul style="list-style-type: none"> <li>- Whether Bar Associations and NGOs participate in the structuring of the Child Protection Provincial Coordination Board (Y/N, who participates)</li> <li>- Which institutions are affiliated to the Provincial Coordination, Monitoring and Evaluation Commission for Combating Violence Against Women - representation of Bar Association and NGO (Y/N)</li> <li>- Whether it has developed recommendations in the field of combating sexual violence in the Provincial Coordination, Monitoring and Evaluation Commission for Combating Violence Against Women (Y/N)</li> <li>- Accessibility of the decisions of the boards and commissions (whether the meetings are announced or not, the meeting outputs are shared or not). (Y/N)</li> <li>- KYŞM Provincial Action Plan includes activities related to combating sexual violence based on gender analysis (Y/N)</li> <li>- Whether a Gender Equality Unit has been established within the Governor's Office (Y/N)</li> <li>- (Law enforcement) units for combating sexual violence that employ trained personnel who are equipped to intervene in cases of sexual violence (Y/N)</li> <li>- (Law enforcement) Evidence kit to be used in cases of sexual violence (Y/N)</li> <li>- (Law enforcement) Support request rate of victims of sexual violence in the last 12 months - by age, disability status, gender identity, refugee status (%)</li> <li>- Whether a disaggregated data collection, monitoring and information sharing system has been established at the law enforcement body within the scope of the Istanbul Convention (Y/N)</li> <li>- Whether the employees (especially law enforcement officers) in institutions and organizations affiliated with the Ministry of Interior receive training on combating sexual violence (Y/N)</li> <li>- Whether training materials about working with traumatized children have been developed for the personnel who directly serve in the field of combating violence in the Provincial Police Department, Domestic Violence Branch Directorate and Provincial Gendarmerie Command Women and Children Division (Y/N)</li> <li>- Accessibility of lines 155-156 and 157 (Y/N)</li> <li>- (Provincial Immigration Administration) Specialized support programs for combating sexual violence against refugees (Y/N)</li> </ul>
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<p><b>Ministry of Justice</b></p> <p>Chief Public Prosecutor's Office</p> <p>Domestic Violence Crimes Investigation Offices</p> <p>Family Courts</p> <p>Forensic Medicine Institute</p> <p>Probation Departments/ Directorates</p>	<ul style="list-style-type: none"> <li>- Prosecution units dealing only with sexual crimes (Y/N)</li> <li>- Whether a thorough investigation of cases of sexual violence includes psychological examination by independent medical professionals (Y/N)</li> <li>- What is the number of adolescent pregnancies reported to the Public Prosecutor's Office in the last 5 years?</li> <li>- (Probation Directorate) Number and content of trainings conducted for perpetrators (number &amp; qualitative data)</li> <li>- Number of Domestic Violence Crimes Bureau and status of effective activities (number &amp; qualitative data)</li> <li>- Processes of obtaining forensic medicine report (qualitative data)</li> <li>Psycho-social support programs for survivors by the "Victim Support Services Bureau" established by the Legal Support and Victim Services Department (Y/N)</li> <li>- Trainings-workshops for judges, prosecutors, professionals and clerks working in family courts in order to prevent construction of consent for children and early forced marriages (Y/N)</li> <li>- Within the scope of the execution law, whether a study has been carried out on people who have been subjected to violence, emergency action plan (Y/N)</li> <li>- Regarding the perpetrators, did the courts request a social investigation report from the relevant institutions? (Y/N)</li> </ul>
<p><b>Ministry of Health</b></p> <p>Provincial Health Directorate</p> <p>Provincial Directorate of Public Health</p> <p>Family Health Centers (ASM), Community Health Centers (TSM), Mental Health Programs Branch</p> <p>Hospitals affiliated to the General Secretariat of the Public Hospitals Association</p> <p>Child Monitoring Center (CMC)</p>	<ul style="list-style-type: none"> <li>- Sexual violence crisis center ( exists or not )</li> <li>- Minimum rape crisis center (Y/N)</li> <li>- Special unit study, in which the health personnel who work 24/7 and receive special training on the subject, serving the victims of sexual violence in public hospitals (Y/N)</li> <li>- Regular training of Ministry of Health personnel on gender equality and sexual violence, methods of interviewing survivors and perpetrators (Y/N, training content)</li> <li>- Evidence protection and reporting sets in 112 emergency health services and related hospitals (public, private, university) (Y/N)</li> </ul>

<b>Istanbul Metropolitan Municipality (IMM)</b>	<ul style="list-style-type: none"> <li>- Minimum women's counseling center (Y/N)</li> <li>- Minimum number of shelters and inclusiveness (Y/N)</li> <li>- Number of municipalities that have information on post-sexual violence support on their websites and provide that information?</li> <li>- Number of municipalities that include activities on combating sexual violence in their strategy plans (number, content of the activity)</li> <li>- Number of municipalities that provide services/open units for sexual violence (number)</li> <li>- Programs on sexual violence at in-service trainings (exist or not )</li> <li>- Whether a budget is allocated for this issue in the strategy plans (Y/N)</li> <li>- Campaign - organization specific to sexual violence (Y/N)</li> <li>- Whether street lighting is provided in the context of combating sexual harassment (Y/N)</li> </ul>
<b>Istanbul Bar Association</b>	<ul style="list-style-type: none"> <li>- Policy on combating sexual violence (yes/no)</li> <li>- Trainings/workshops specific to sexual violence within the trainings given to lawyers (Y/N, content)</li> <li>- The rate of support requests to legal aid offices in the last 12 months regarding sexual violence (%)</li> <li>- Whether information is provided on the Bar KHM hotlines, the accessibility of this line, language support, etc. (Y/N)</li> </ul>

## Appendix 2 - Semi-Structured Phone Interview Form

Hello, I am calling you from Association for Struggle Against Sexual Violence. We talked to you about your support request before. Our association makes an assessment of the institutions to which survivors of sexual violence are referred. I won't take much of your time for this, so if you are available, is it possible for you to answer a few questions? If you're not available, when can we call again?

- After calling the association, which institution were you referred to? For example, it can be the bar association, ŞÖNİM, or it can be the legal aid office.
- Were you able to reach the institution easily after this referral? If you weren't able to reach, could you briefly explain the reasons?
- What do you think about the physical conditions of the institution? So, could a disabled person easily reach there?
- How did the people in the institution treat you after you reached there?
- How did you feel when you called the association? Would you like to share?

Thank you very much for your time. We try to identify the shortcomings of institutions by this study. Again, we would like to remind you that we are here for any kind of support requests about sexual violence and wish you a good day.

### Appendix 3- Survey Form: Survey for Monitoring Support Units/CŞMD

Hello,

As a result of your previous support request to our association, we would like to ask you to participate in our survey to measure whether you have received the support you requested from us and the quality of the service you have received.

In this survey, your identity details will not be asked and your answers will be kept confidential; will not be shared with third parties. The answers will be analyzed and reported within the framework of the purpose of the study.

The follow-up study "Struggle Against Sexual Violence: Survivors' Experiences and Support Units" aims to evaluate the institutions to which applicants of the Association for Struggle Against Sexual Violence (CŞMD) are referred to based on their experiences.

Our goal is to enable applicants to have more access to support units and to benefit more from their rights. The more information you provide, the more useful our work will be. Therefore, it is important for us that you fill out the survey completely; However, you can skip the questions you want to leave blank.

In this form, you will encounter questions about the support you have requested after the violence you have experienced. The questions can have various effects on you or remind you of the violence you have experienced. If you encounter such a situation, please listen to yourself. You know best what is good for you. You can take a break from answering questions; You can stop answering some or all of them and end the survey. Thank you for participating in this study.

Our survey takes an average of 8 minutes.



1- Which of the following institutions were you directed to after your support request to CŞMD?  
(You can tick more than one option.)

- ŞÖNİM
- Courthouse
- Bar Associations
- Non-Governmental Organizations
- Women's and LGBTI+ organizations
- Counseling Centers of Municipalities
- Hospital/Health Institution
- Police station
- Gendarmerie
- Child Monitoring Centers (CMC)
- Social Service Centers
- ALO 183
- CIMER (Presidency's Communication Centre)
- Other:

2. Have you reached the place (unit, institution) you were directed to?

- Yes, I reached it on my first call
- Yes, but I had a hard time reaching.
- I tried but couldn't reach.
- No, I gave up, I didn't call.
- No, I wasn't directed
- Other:

3. Did you get the support you needed from the institution you were referred to?

- Yes.
- No



4. Do you think your needs are adequately met in the institution you applied to?

- Yes, it was enough.
- I wouldn't say that it was enough.
- No, it wasn't enough.
- Other:

5. How would you describe the accessibility of the institution you are referred to? (You can tick more than one option.)

- I could easily reach the institution via phone and e-mail.
- I was directed to more than one unit in the institution, it was difficult for me to reach the relevant unit.
- I called the institution but could not get an answer during working hours.
- The institution's website was suitable for disabled access.
- The institution's address information on the internet was not up to date.

6. How would you describe the physical conditions of the institution you are referred to? (You can tick more than one option.)

- The institution was in an easily accessible location.
- It was difficult for me to reach the institution. (It was not in a central location, it was far from public transportation)
- The physical conditions of the consultation room were suitable, I felt comfortable.
- The physical conditions of the consultation room were not suitable. (There was not enough seating, it was noisy, etc.)
- A special area was not designated for the consultation.
- There was no elevator in the building of the institution.
- The institution was accessible for disabled. (There were qualified personnel, I got support to meet my needs, etc.)
- The physical conditions of the institution were suitable for disabled access. (There was a sign, a ramp, the signs were suitable for the visually impaired)
- The physical conditions of the institution were not suitable for disabled access.
- There was no sign language translator in the institution to help me communicate.
- There was no staff in the institution to guide me and provide me with assistance support.
- I could easily find the unit I was directed to in the institution building.
- I couldn't easily find the unit I was directed to in the institution building.
- The institution was closed due to Covid-19 measures
- Other:

7. How would you describe the accessibility of the institution you are referred to? You can tick more than one option.

- I got the support I needed without being judged. (I felt like I wasn't being judged at the institution I applied to.)
- The institution could not meet my request.
- It was aimed at solving my problem.
- The institution staff did not know how to communicate with people with disabilities. (Lack of staff who know sign language, insufficient visual description for the visually impaired, etc.)
- The institution staff was caring.
- When I reached the institution, the referring process, which is the duty of the institution, was not carried out.
- My request was clearly met.
- The knowledge of the institution staff was insufficient.
- The knowledge of the institution staff was sufficient.
- The institution staff wasn't caring.
- The attitude of the institution staff was judgmental
- I was referred to too many places, the process took too long.

I was discriminated in the institution.

- Yes.
- No

Which of the following forms of discrimination do you think you are exposed to in the institution? If other, please specify.

- Gender identity
- Sexual orientation
- Disability
- Ethnicity
- Belief
- Life style
- Profession
- Other:

Thank you for evaluating the institutions you have been referred to.

This section is created to evaluate your feedback about the Association for Struggle Against Sexual Violence (CŞMD).

8. Do you think that your support request from C\$MD empowered you?

- Yes.
- No

If not, can you share the reason with us?

Why didn't it empower? .....

If yes, in what ways do you think it empowers?

You can tick more than one option. (We ask you to rate this question on a scale of 1-5. 1 means the lowest score, 5 means the highest.)

- I feel stronger/I think I am getting stronger. (1 means the lowest score, 5 means the highest.)
- I learned about my rights. (1 means the lowest score, 5 means the highest.)
- I did not feel alone. (1 means the lowest score, 5 means the highest.) \* You can rate 1 point if you felt alone and between 5 points if you did not.
- I learned about the support mechanisms. (1 means the lowest score, 5 means the highest.)
- I was able to reach the support I needed (legal, psychological, etc.). (1 means the lowest score, 5 means the highest.)
- I was able to express myself without being judged. (1 means the lowest score, 5 means the highest.)
- I realized that the violence was not my fault. (1 means the lowest score, 5 means the highest.)

This section aims to evaluate your own support system.

Did you share about the violence you experienced with your close circle? Have you told a person close to you?

- Yes, I did.
- It was shared without my consent.
- I was compelled to tell.
- No, I thought about telling, but gave up.
- No, I didn't think about telling it.
- No, there was no one I could tell.
- No, there was no one I could communicate with (for example, who knew sign language).
- Other:

Thank you for participating in our survey and this study. Is there anything else you want to add? .....

## Appendix 4 - Information Requests

### TO ISTANBUL BAR ASSOCIATION

Both the responsibilities of the state and the necessity of cooperation with existing institutions in the country while fulfilling their responsibilities has been emphasized in the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention)<sup>24</sup> and in The Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) which were prepared for the prevention of violence against women and domestic violence and the protection of the victim. Both the data retained by the institutions themselves and the training of the professional organization of the institution are included within the cooperation. One side of this cooperation, in addition to detecting the violations of women's human rights, in Article 28 of the General Recommendation No. 28 of the above-mentioned convention CEDAW Committee it is stated that "It should provide for mechanisms that collect relevant sex-disaggregated data, enable effective monitoring, facilitate continuing evaluation and allow for the revision or supplementation of existing measures and the identification of any new measures that may be appropriate." Subsequently, in subparagraph a of paragraph 1 of Article 11 of the Istanbul Convention, by stating that "Parties shall undertake to collect disaggregated relevant statistical data at regular intervals on cases of all forms of violence covered by the scope of this Convention", it is emphasized that disaggregated data should be collected. Based on this;

- 1) Do you have data disaggregated by age, disability, gender identity, refugee status within the scope of CrPC and Legal Aid?
- 2) Could you share with us the referrals made by your CrPC system for cases of sexual violence in the last 12 months, disaggregating them as the police station, prosecutor's office, etc.?
- 3) As mentioned above, is there an obligation to take any vocational retrainings in the field of sexual violence before the CrPC and Legal Aid referrals made within your Bar Association?
  - a) If yes; are the vocational retrainings organized within your Bar Association specialized for sexual violence?
  - b) If yes; What is the content of these trainings in the last 12 months?  
The trainings given by which institutions and by whom?
  - c) We request information from your Bar Association in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,  
Association for Struggle Against Sexual Violence

<sup>24</sup> Istanbul Convention is in effect until December 2, 2021.

5393 Municipal Law Duties and Responsibilities of the Municipality Article 14 (a) Metropolitan municipalities and municipalities with a population of over 100,000 are obliged to open guesthouses for women and children. Other municipalities can also open guesthouses for women and children by evaluating their financial situation and service priorities. According to the study of Combating Violence Against Women: Minimum Standards for Support Services (2008) prepared by the General Directorate of Human Rights and Legal Affairs of the Council of Europe, the minimum number of counseling centers was determined as one counseling center for every 50,000 female population.

Accordingly, in Istanbul Province:

- a) How many women's counseling centers are there affiliated to municipalities in Istanbul?
- b) How many shelters are there affiliated to municipalities in Istanbul?
- c) What are the conditions for application and admission to the shelters? Are there any people who are not admitted to shelters due to age, disability, hereditary disease, etc.? Where do these people are directed to?
- d) How many rape crisis centers and/or sexual violence referral centers are there in Istanbul?
- e) Within the scope of the National Action Plan for Combating Violence Against Women, covering the years 2016-2020, under the title of "Regulation and Implementation of Health Services Activity 4.2", it is stated "Special service models will be created and implemented for victims of sexual violence in accordance with the Istanbul Convention."<sup>25</sup> Accordingly, what kind of special service models have been created in your institution and which practices have been implemented?

According to the Istanbul Convention Article 11, CEDAW 28. General Recommendation Article 28, with reference to the obligation to retain and record disaggregated data in shelters and counseling centers:

- 2) In the last 12 months, due to being exposed to sexual violence, how many people applied according to age, disability, gender identity, refugee status of those who applied for institutional support in Istanbul, and what is the disaggregated data of the applicants?  
Is the reporting system (risk assessment forms, etc.) disaggregated according to the types of violence?

Does the reporting system cover gender identity, refugee status, disability, construction of consent of children and forced early marriage?

- 3) How many municipalities have information on post-sexual violence support on their websites and provide that information?
- 4) What is the number of municipalities that include activities on combating sexual violence in their strategy plans and what are the activities?

<sup>25</sup> Istanbul Convention is in effect until December 2, 2021.

5) In the Minimum Standards prepared by the Council of Europe, it was recommended that the hotlines providing services on domestic violence and sexual violence be determined according to the population size of the countries, and the lines that can be reached 24/7 and receiving **complaints made by survivors** about violence were to be mandatory. Accordingly, it is said that; "One hotline for all forms of violence against women or one for domestic violence and a hotline for sexual violence should be opened. The number of hotlines should be proportional to population density. In smaller countries, one hotline may be sufficient. In more densely populated countries there should be at least one hotline in each region."<sup>26</sup> To the "Women Support Line" opened by your municipality on 25 November, the International Day for the Elimination of Violence Against Women, via the number 444 80 86 and committed to providing 24/7 service:

a) Can you share the number of reports and complaints regarding sexual violence in the last 12 months?

b) Is it possible to access it 24/7?

c) In which languages does it serve?

d) Is there translation support in other languages/sign language?

e) Is this hotline accessible to people with disabilities?

6) What is the number of municipalities that provide services/open units for sexual violence?

7) What are the programs on sexual violence at in-service trainings?

8) What is the budget allocated for the works in the field of sexual violence in the strategy plan of Istanbul Metropolitan Municipality?

9) What are the names and numbers of the programs, campaigns and events organized in your municipality in 5 years to raise awareness in the field of sexual violence?

10) If relevant campaigns, events or programs have been made, have impact analyzes been conducted for these campaigns and programs? How many people were reached with these programs?

11) As a result of reported sexual violence cases you received in the last 12 months, have you had any practices, in the context of measures and practices to be taken within the scope of prevention of violence against women, such as arranging street lighting, bus route stops and rings to cover not only main streets but also side streets, and unloading passengers in between the stops, especially in the evening hours?

If yes, can you share the relevant data?

We request information from your municipality in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,  
Association for Struggle Against Sexual Violence

<sup>26</sup> Kelly, Liz. (2008) Combating Violence Against Women: Minimum Standards for Support Services. General Directorate of Human Rights and Legal Affairs of the Council of Europe. p.37



## Istanbul Chief Prosecutor's Office

ISTANBUL

1) The National Action Plan for Combating Violence Against Women was prepared by the General Directorate of Women's Status, Ministry of Family, Labor and Social Policies in 2016-2020.

According to this;

"People exposed to violence can apply directly to the Public Prosecutor's Office within the scope of the Law No. 6284 on the Protection of the Family and the Prevention of Violence Against Women. In addition, "Domestic Violence Crimes Investigation Offices" are being established within the body of prosecutors' offices, especially in metropolitan cities. Among the duties of these offices are; to follow-up and conclude investigations of crimes of violence, to carry out works and legal actions within the scope of Law No. 6284, to supervise and follow up the effective implementation of protective-preventive measures" is stated.

a) Are there prosecution units in Istanbul that only deal with sexual crimes?

b) As mentioned above, what is the current number of Domestic Violence Crimes Investigation Offices that were stipulated to be established?

c) Can you describe the activities of Domestic Violence Crimes Investigation Offices?

d) What is the number of investigations carried out only on sexual violence in the last 12 months at the Domestic Violence Crimes Investigation Offices?

e) What are the processes for obtaining a forensic report in the Sexual Violence investigation files?

f) Does a thorough investigation of cases of sexual violence include a psychological examination of the survivor by independent medical professionals?

2) In the 23rd paragraph of the CEDAW recommendation no. 33; Judges, magistrates and adjudicators are not the only actors in the justice system who apply, reinforce and perpetuate stereotypes. Prosecutors, law enforcement officials and other actors often allow stereotypes to influence investigations and trials, especially in cases of gender-based violence, with stereotypes undermining the claims of the victim/survivor and simultaneously supporting the defense advanced by the alleged perpetrator. Stereotyping can, therefore, permeate both the investigation and trial phases and shape the final judgement. 29 (a): Measures should be taken, including awareness-raising and capacity-building programmes for all justice system personnel and law students, to eliminate gender stereotyping and incorporate a gender perspective into all aspects of the justice system. In Article 5 of the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (Lanzarote Convention), it

is envisaged to work on hiring, training and raising awareness of individuals working in contact with children. In addition, in the National Action Plan for Combating Violence Against Women, which was put into effect in 2016-2020 it was stated that awareness-raising activities were carried out for your prosecutor's office.

a) Have you carried out a training program on gender equality and sexual violence in the last 12 months in order to prevent the aforementioned "stereotypes"?

b) What is the content of this training done in the last 12 months? Could you please share it?

c) From whom (person or organization) did you receive this training?

3) In order to identify people who have been subjected to sexual violence and the perpetrators of violence, and to prevent survivors from being exposed to this violence again, so that the survivors are protected, the state shall monitor the support systems and offer solutions to develop the support system accordingly; with reference to the Article 15 (a) of the Law No. 6284 on the Protection of the Family and the Prevention of Violence Against Women includes the provision "To create a data bank by collecting data on the protective and preventive injunctions and the enforcement and implementation of imprisonment, to keep the record of the injunctions" and the disaggregated data retention obligation stated in International Conventions<sup>27</sup>;

a) What is the number of pregnancies under the age of 18 (adolescent) reported to the Public Prosecutor's Office in the last 5 years?

b) What is the number of sexual violence investigation files conducted in the last 12 months in the prosecution offices established about sexual violence in Istanbul?

c) Do you retain disaggregated data - age, gender, etc. - in these sexual violence investigation files?

Could you share the data mentioned in the above articles?

We request information from your Office of the Chief Public Prosecutor in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,  
Association for Struggle Against Sexual Violence

<sup>27</sup> Istanbul \*Convention Article 11, CEDAW General Recommendation Article 28  
Istanbul Convention is in effect until December 2, 2021.

## Ministry of Family and Social Policies, Violence Prevention and Monitoring Center

ISTANBUL

1) The vocational retraining of the professionals providing services to the survivors of gender-based violence is regulated as of key importance in terms of preventing and detecting violence, as well as identifying the needs of the survivors and preventing secondary victimization in both the international agreements<sup>28</sup> that Turkey is a party to, and the Protection of the Family No. 6284, and the Law on the Prevention of Violence Against Women (Law No. 6284), Article 16, paragraph 5, as well as Article 32, subparagraph (a) of the Regulation on Violence Prevention and Monitoring Centers enacted based on this law. In this context, in your Center:

a) Are there any capacity building activities, special trainings/workshops/group studies for MFP employees, especially in ŞÖNİM/shelters<sup>29</sup> regarding to sexual violence?

b) If yes, what are the training topics? Could you share the program of one of the most recent trainings?

c) Are there any employees currently working in your center who have received training on combating sexual violence in the last five years?

d) If yes; who provided these trainings? How many of the people who received these trainings still work in the same unit?

2) How many people work in your center?

3) All professionals such as manager, professional staff, social worker, psychologist, school counselor, sociologist, nurse-health officer, data preparation and control operator, computer operator, civil servant, call support personnel, police liaison officer, job and vocational counselor, security personnel, driver defined under the title of "Duties, Authorities and Responsibilities of Employees" in the 2nd part of the Regulation on Violence Prevention and Monitoring Centers are they working?

If no, which professional staff do you employ and how many are they?

4) Which of the first actions to be taken (filling the first interview form, opening a file, recording the information of the applicants, medical intervention, providing companions, orientation for children), and which services such as social workers, psychologists, nurse health officers, on-call support personnel specified in Articles 14, 35, 36, 39, 41 of the Regulation on Violence Prevention and Monitoring Centers are provided? Could you give information about the cooperation protocols between institutions that will ensure the provision of these services in the absence of the relevant professional expert?

Do you follow up the psycho-social counseling referrals?

<sup>28</sup> See. Subparagraphs (b), (j) and (k) of Article 24 of General Recommendation 19 of the Committee on the Elimination of All Forms of Discrimination against Women (CEDAW Committee), Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Article 15 of the Istanbul Convention\*), Article 5 of the Council of Europe Convention on the Protection of Children Against Sexual Exploitation and Sexual Abuse (Lanzarote Convention)

<sup>29</sup> Shelter: By the term Shelter, the units such as guest house etc. in domestic legislation documents are meant.

\* Istanbul Convention is in effect until December 2, 2021.

5) Could you tell us about the social work model you developed for applicants?

6) CEDAW Recommendation No. 19, Article 24 (r) (iv), 6384 Article 15/3, Article 26 of the Regulation on Support Service, Violence Prevention and Monitoring Centers, within the scope of preventive measures:

a) Are there any programs implemented in your institution that are oriented to perpetrators?

b) What is the number of perpetrators who have benefited from these programs so far?

c) What are the content of the programs and if any, the program module oriented to perpetrators, and which are the other participating institutions and/or organizations?

7) According to the Istanbul Convention<sup>30</sup> Article 11, CEDAW 28. General Recommendation Article 28, Regulation on Violence Prevention and Monitoring Centers Article 18 with reference to the obligation to retain and record disaggregated data:

a) In the last 12 months, due to being exposed to sexual violence, could you provide the disaggregated data of the applicants according to age, disability, gender identity, refugee status of those who applied for institutional support?

b) How many people have applied with the specifications mentioned in clause a so far?

c) Is the reporting system (risk assessment forms, etc.) disaggregated according to the types of violence?

d) Is the reporting system designed to collect data on gender identity, sexual orientation, refugee status, disability status, construction of consent of children, and early forced marriages?

8) In the Istanbul Convention, Beijing Declaration, CEDAW and recommendations, it was stated that the parties should establish policies on the issues specified in the conventions - such as awareness of sexual violence, protection of children's rights, women's shelters and standards - and that policies created to solve existing problems should be implemented. Based on this:

a) Are there policies on dating violence, digital violence, construction of consent of children, early forced marriages, and workplace violence?

b) Is there a special refuge unit/shelter for survivors of sexual violence? (Y/N)

c) Is there a refuge / shelter policy sensitive to combating sexual violence?

d) Do you have an anti-discrimination policy?

9) Istanbul Convention, CEDAW and recommendations, as well as the Beijing Declaration emphasized that shelters should be financially supported and accessible, as well as supporting them. It has been committed by the states parties to determine the support that people who have been subjected to sexual violence need, free from all kinds of discrimination, and to ensure that the institutions providing support for this support are "accessible" to the survivors of violence. Based on this:

a) Accessibility of ŞÖNİM;

1) Is your center accessible from all parts of the city and in a place where survivors of violence can reach by public transport?

<sup>30</sup> Istanbul Convention is in effect until December 2, 2021.

2) Does your center offer 24/7 service? What are the working hours?

3) Does your center have a disability accessibility certificate? Can a disabled person easily reach your center?

4) Does your center have special regulations for elderly adults, sex workers, refugees and asylum seekers, LGBTI+s and non-Turkish speakers?

5) For people without identity cards and those who do not have a residence permit who apply to your center, what are the conditions for staying in?

6) What are your center's admission conditions, can you share with us the documents to be signed and filled in line with these conditions?

b) In which languages the translator support is provided? Is there translation support in sign language?

10) As emphasized in Beijing Declaration Article 103, Strategic Target D.1/1, CEDAW, Istanbul Convention and Lanzarote Convention, as well as within the scope of Law No. 6284, Article 8/6 and Regulation on ŞÖNİM, Article 4, subparagraph j, Article 31, paragraph 4, item e of Article 33, item b of Article 44 and paragraphs 1 and 2 of Article 47, collaborations with non-governmental organizations (NGOs) are mentioned. Based on these;

a) In the context of applications made to ŞÖNİM, are the addresses of the survivors of violence kept confidential? (Y/N)

11) In accordance with the cooperation with NGOs specified in Article 7/3, 18/2 of the Istanbul Convention to which Turkey is a party.

a) Which criteria are used in the selection of NGOs with which ŞÖNİMs cooperate? Where can these criteria be accessed in accordance with the principle of transparency?

b) Which NGOs are working in cooperation with ŞÖNİM in Istanbul?

c) In accordance with the convention article mentioned above, the countries that are party to the convention have committed that ŞÖNİMs will work in coordination with the non-governmental organizations (NGOs) working in their own countries, that ŞÖNİM will do the coordination and that they will report the work done. According to this;

d) What kind of a system has ŞÖNİM developed to secure the coordinated work with NGOs?

e) What are the number of NGOs with which ŞÖNİM has signed a cooperation protocol and what are the names of these NGOs?

We request information from your center in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,

Association for Struggle Against Sexual Violence

## Ministry of Family and Social Services Istanbul Provincial Directorate of Family, Labor and Social Services

1) In Article 25 of the Council of Europe Convention on the Prevention and Combating of Violence Against Women and Domestic Violence (Istanbul Convention\*), it was stated that rape crisis centers and/or sexual violence referral centers to provide forensic and medical examinations, trauma support and counseling services for victims of sexual violence should be established. In addition, according to the minimum standards of the Council of Europe on this subject<sup>31</sup>, there must be 55 rape crisis centers and/or sexual assault counseling centers in Istanbul in proportion to its population. Based on these standards;

a) How many rape crisis centers and/or sexual violence referral centers are there in Istanbul?  
b) Within the scope of the National Action Plan for Combating Violence Against Women covering the years 2016-2020, it is stated under the title of "Regulation and Implementation of Health Services Activity 4.2", "Special service models will be created and implemented for victims of sexual violence in accordance with the Istanbul Convention." Accordingly, what kind of special service models have been created in your institution and which practices have been implemented?

2) According to international conventions<sup>32</sup> and the Regulation on the Opening and Operation of Women's Shelters, in Article 5 and Article 7, the representatives to be available for the opening of the guesthouses, the documents to be requested, meeting the application conditions and applying to your institution for the opening permit;

a) What is the number of ŞÖNİM, Social Service Centers, Shelters, First Step Units in Istanbul?  
b) What kind of specialized services and support are provided in the relevant units for people exposed to sexual violence? (Support for survivors of sexual violence, such as a hotline, attorney/defense counselor, workshops for support, counseling and self-help, or a one-door service for sexual assault survivors such as forensic examination, medical services and crisis response, also advocacy, accompaniment and brief such as providing periodic consultancy services.<sup>33</sup>)

3) In order to identify people who have been subjected to sexual violence and the perpetrators of violence, and to prevent survivors from being exposed to this violence again, so that the survivors are protected, the state shall monitor the support systems and offer solutions to develop the support system accordingly; with reference to the Article 15 (a) of the Law No. 6284 on the Protection of the Family and the Prevention of Violence Against Women includes the provision "To create a data bank by collecting data on the protective and preventive in-

<sup>31</sup> Kaptanoğlu, İ.Y. (2018), Violence Against Women and Gender Equality Mapping and Monitoring Study, in Liz Kelly., Calculating the Minimum Number of Centers Required in Turkey according to the minimum numbers in the "Minimum Standards of Support Services"; [http://www.ceidizleme.org/medya/dosya/I05.pdf\\_s142](http://www.ceidizleme.org/medya/dosya/I05.pdf_s142)

<sup>32</sup> See. Recommendation No. 28 of the Committee on the Elimination of All Forms of Discrimination Against Women (CEDAW), article 34.

\* Istanbul Convention is in effect until December 2, 2021.

<sup>33</sup> Kelly, Liz. (2008) Combating Violence Against Women: Minimum Standards for Support Services. Council of Europe General Directorate of Human Rights and Legal Affairs of the. p.13



junctions and the enforcement and implementation of imprisonment, to keep the record of the injunctions" is stated. In addition, based on the disaggregated data retention obligation underlined in the international conventions<sup>34</sup> to which Turkey is a party;

a) Does the reporting system cover information such as gender identity, refugee status, disability, construction of consent of children and forced early marriage?

b) What are your data and rates, disaggregated by age, disability, gender identity, sexual orientation, and refugee status, of those who applied for institutional support due to exposure to sexual violence in the last 12 months?

c) Is your provincial directorate's internal reporting system (risk assessment forms, etc.) differentiated according to types of violence?

d) If yes, what is the number of sexual violence applications from ŞÖNİM, Social Service Centers, Shelter, First Step Unit in the last 12 months?

e) According to the 3rd paragraph of the 6th article of the ŞÖNİM Regulation, ŞÖNİMs must be physically accessible to everyone. What are the measures taken and standards applied to make ŞÖNİMs physically accessible to everyone?

f) Is psycho-social counseling referrals provided in the relevant units? If yes, are there any follow-ups for these referrals?

g) What kind of system has been established to ensure the confidentiality of the obtained data? Is the privacy of the addresses, identity information, etc of the applicants provided?

4) In the Minimum Standards prepared by the Council of Europe, it was recommended that the hotlines providing services on domestic violence and sexual violence be determined according to the population size of the countries, and the lines that can be reached 24/7 and receiving **complaints made by survivors** about violence were to be mandatory. Accordingly, it is said that; "One hotline for all forms of violence against women or one for domestic violence and a hotline for sexual violence should be opened. The number of hotlines should be proportional to population density. In smaller countries, one hotline may be sufficient. In more densely populated countries there should be at least one hotline in each region."<sup>35//</sup> In addition, in accordance with the clause (f) of article 7 of the regulation on violence prevention and monitoring centers, the ALO 183 Call Center Services, Circular No. 2014/05 and the minimum standards stipulated<sup>36</sup> in international conventions and<sup>37</sup> support services;

a) Is there a specialized national hotline for people exposed to sexual violence?

b) How many of those who reached Alo 183 in the last 12 months were people exposed to sexual violence?

c) Is it possible to reach Alo 183 24/7?

<sup>34</sup> Istanbul Convention Article 11, CEDAW General Recommendation Article 28

<sup>35</sup> Kelly, Liz. (2008) Combating Violence Against Women: Minimum Standards for Support Services. General Directorate of Human Rights and Legal Affairs of the Council of Europe. p.37

<sup>36</sup> See. Article 34 of the General Recommendation No. 28 of the Committee on the Elimination of All Forms of Discrimination against Women (CEDAW Committee), Article 24 of the Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Istanbul Convention) and Child Sexual Discrimination Article 13 of the Council of Europe Convention on the Protection against Exploitation and Sexual Abuse (Lanzarote Convention)

<sup>37</sup> Kelly, Liz. a.g.e.

d) In which languages does Alo 183 serve?

e) Is there translation support in other languages/sign language?

f) Is this hotline accessible to people with disabilities?

6) As stated in Article 10 of the Constitution and in the international conventions<sup>38</sup> to which Turkey is a party, everyone is equal before the law without any discrimination based on language, race, color, gender, political thought, philosophical belief, religion, sect and similar reasons. Because of this reason, the services provided should be supported by policies based on anti-discrimination and equal opportunity<sup>39</sup> for both beneficiaries and employees. According to this;

a) Do you have any policies on dating violence, digital violence, construction of consent of children, early forced marriages, and workplace violence?

b) Do you have specific and sensitive housing / shelter policy documents for combating sexual violence?

c) Is there a social service model for applicants who apply due to violence to your institutions serving under your provincial directorate?

d) Do you have an anti-discrimination policy?

e) Do you have a child protection policy?

7) The vocational retraining of the professionals providing services to the survivors of gender-based violence is regulated as of key importance in terms of preventing and detecting violence, as well as identifying the needs of the survivors and preventing secondary victimization in both the international agreements<sup>40</sup> that Turkey is a party to, and the Law No. 6284, Article 16, paragraph 5, as well as Article 32, clause (a) of the Regulation on Violence Prevention and Monitoring Centers enacted based on this law. In this context,

a) What is the number and occupational groups of your personnel working in ŞÖNİM, Social Service Centers, Shelters and First Step Units affiliated to your provincial directorate?

b) Are there any employees working in your department who have received training on combating sexual violence in the last five years?

c) If yes; What is the content of these trainings? Can you share a sample training program and background information of the trainers?

d) Who provided these trainings? How many of the people who received these trainings still work in the same unit?

We request information from your Directorate in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,

Association for Struggle Against Sexual Violence

<sup>38</sup> Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Istanbul Convention), United Nations Convention on the Rights of the Child Article 34, Beijing Declaration, Committee on the Elimination of All Forms of Discrimination Against Women (CEDAW Committee) and the Committee's recommendations

<sup>39</sup> Kelly, Liz. a.g.e.

<sup>40</sup> See. Subparagraphs (b), (j) and (k) of Article 24 of General Recommendation 19 of the Committee on the Elimination of All Forms of Discrimination against Women (CEDAW Committee), Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence [Article 15 of the Istanbul Convention, Article 5 of the Council of Europe Convention on the Protection of Children Against Sexual Exploitation and Sexual Abuse (Lanzarote Convention)]

**Department of Legal Support and Victim Rights  
ANKARA**

Throughout the province of Istanbul:

1) Turkey, through the international conventions it is a party to and the harmonization laws it has enacted in the country within the framework of these conventions, has committed especially by the elements in the judicial system to be sensitive towards children, and has put these regulations into effect. In these regulations, especially about the children, it is aimed to develop capacities of the institutions or persons that will come into contact with children within the judicial system, by trainings such as communication with children, perspective of children, etc. Namely, in the 23rd paragraph of the CEDAW recommendation no. 23; Judges, magistrates and adjudicators are not the only actors in the justice system who apply, reinforce and perpetuate stereotypes. Prosecutors, law enforcement officials and other actors often allow stereotypes to influence investigations and trials, especially in cases of gender-based violence, with stereotypes undermining the claims of the victim/survivor and simultaneously supporting the defense advanced by the alleged perpetrator. Stereotyping can, therefore, permeate both the investigation and trial phases and shape the final judgement. 29 (a) : Measures should be taken, including awareness-raising and capacity-building programmes for all justice system personnel and law students, to eliminate gender stereotyping and incorporate a gender perspective into all aspects of the justice system. In Article 5 of the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (Lanzarote Convention), it is envisaged to work on hiring, training and raising awareness of individuals working in contact with children. In addition, in the National Action Plan for Combating Violence Against Women, which was put into effect in 2016-2020 it was stated that awareness-raising activities were carried out for your prosecutor's office. Based on this:

a) In the last five years, on issues of consent building of children and prevention of forced early marriages; What are the workshops and trainings held for judges, prosecutors, professionals and clerks working in family courts?

2) According to the directive published on AGO Practices / Awareness on 21.01.2020 by the Ministry of Justice, General Directorate of Criminal Affairs, Victim Rights Department; with the application of Judicial Interview Room (AGO), which was started to be established in 2017 and the efforts continue to expand them throughout our country; are to provide special environments in the company of experts while receiving the statements of the victims belonging to the vulnerable group, for whom it would be considered inconvenient to come face-to-face with the perpetrator; it is primarily aimed to protect victims, witnesses and children driven to crime,

victims of sexual crimes and domestic violence crimes, and victims belonging to other vulnerable groups, and to strengthen their access to justice. According to this;

a) How many judicial Interview Rooms are affiliated to your department?

b) In which courthouses are these meeting rooms in Istanbul?

c) Are there any psycho-social support programs for survivors provided by the "Victim Support Services Office" established by the Legal Support and Victim Services Department?

3) In clause (e) of Article 3 of the Child Protection Law No. 5395, titled "Definitions", it is indicated as "Social worker: professionals graduated from institutions providing education in the fields of psychological counseling and guidance, psychology, sociology, child development, teaching, family and consumer sciences, and social work" According to this;

a) Which or which of the professions mentioned above are in the Judicial Interview Rooms (AGO) and Victim Rights Department?

b) Can you share the distribution of the members of the profession by gender?

c) Is there any awareness-raising training specific to sexual violence received by the professionals in the last 12 months?

d) What is the content of this training?

e) Are members of the profession regularly receive human rights trainings?

f) Is regular supervision support provided to the members of the profession regarding the secondary victimization they may experience due to the cases they encounter while performing their profession?

We request information from your Presidency in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,

Association for Struggle Against Sexual Violence

**Ministry of Interior**  
**Istanbul Provincial Gendarmerie Regiment Command, Child and Women Section Chief**

The Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Istanbul Convention<sup>41</sup>) states that a holistic approach which will not cause secondary victimization and that will respect the human rights of those subjected to violence and focus on their empowerment should be adopted in the intervention against acts of violence within the scope of the Convention. In this framework, it is stated in Article 15 that the personnel working with the survivors of violence should be trained on issues such as preventing violence, preventing secondary victimization, determining the violence and the needs the survivors. According to the 2nd paragraph of Article 16 of the 3rd Section of the Law No. 6284; inter-institutional coordination should be ensured, public institutions and organizations and other real and legal persons are obliged to cooperate and assist in matters within their field of duty regarding the implementation of this law and to promptly implement the measures taken.

According to this;

1) For inter-institutional cooperation for the prevention of violence; The Protocol on Improving Institutional Capacity, Cooperation and Coordination in Services Provided within the Scope of Combating Violence Against Women was signed between the Ministry of Family, Labor and Social Services General Directorate on the Status of Women and the Ministry of Interior Gendarmerie General Command on 12 April 2012.

a) In this protocol, it is stated that, "Combating Violence Against Women and Children" is given to the officers and non-commissioned officers trainees and students who receive training and education at the Gendarmerie and Coast Guard Academy Command, within the scope of the "Human Rights" course. What is the content of this training program?

b) How many trainings have been organized on this subject in the last 12 months?

c) Again in the protocol, it is stated that "Within the scope of vocational training, the "Prevention of Juvenile Crimes and Violence Against Women Course" is given at the Gendarmerie and Coast Guard Academy Command for 1 week, twice a year, in coordination with the Ministry of Family, Labor and Social Services General Directorate on the Status of Women. Are the trainings held according to the periods specified here?

d) What is the content of the training organized? Could you please share it?

e) Again, in the protocol, it is stated that "The personnel who receive the training, are given training for 3 days after the assignment period every year, within the scope of in-service training, to the personnel assigned as the "Child and Women's Crime Prevention Petty Officer" at the District Gendarmerie and Gendarmerie Station Commands. Is the mentioned training provided?

f) What is the content of this 3-day training?

<sup>41</sup> Istanbul Convention is in effect until December 2, 2021.

g) How many personnel have received 3-day training in the last 12 months?

h) Again in the protocol, it was stated that "The issues of "Gender Equality" and "Combating Violence Against Women" were included in the vocational retrainings, courses and programs organized at the Gendarmerie and Coast Guard Academy Command. What is the content of the training program?

i) It is stated in the Circular on Combating Violence Against Women that, within the scope of the Law No. 6284, the works and procedures for the victims who come to the law enforcement units will be carried out by female personnel, preferably women, who have received training in this field in an environment where people can feel comfortable and have suitable physical conditions. What is the number of female personnel employed in our institution who make the first contact with the victims of violence?

2) With reference to Law 6284 Article 15 (a) Establishing a data bank by collecting data on protective and preventive injunctions and the sentencing and implementation of coercive imprisonment, keeping the record of injunctions and as specified in Istanbul Convention Article 11, CEDAW general 28. Recommendation, Article 28 obligation to disaggregated data retention and registration:

a) Do you have data disaggregated by age, disability, gender identity, refugee status of applicants due to exposure to sexual violence in the last 12 months?

b) If yes, what are the percentages?

c) Is the reporting system disaggregated according to the types of violence?

d) Does the reporting system cover gender identity, refugee status, disability, construction of consent of children and forced early marriage?

e) In the context of applications made pursuant to Article 8/6 of Law No. 6284, are the addresses of the survivors/who were exposed to violence kept confidential?

f) Can you share the number of reports and complaints regarding sexual violence that you received on your ALO 156 line in the last 12 months?

g) Is it possible to access ALO 156 24/7?

h) In which languages does ALO 156 serve?

i) Is there translation support in other languages/sign language?

j) Is this hotline accessible to people with disabilities?

3) When a survivor/someone exposed to violence applies to your institution, where do you refer them?

We request information from your Directorate in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,  
Association for Struggle Against Sexual Violence



## To Probation Directorate

ISTANBUL

According to Article 16 of the Istanbul Convention<sup>42</sup>, to which Turkey is still a party, it states that "Parties shall take the necessary legislative or other measures to enable the establishment of or support for training programs aimed specifically at preventing sexual offenders from re-committing the crime". Pursuant to the Law No. 5402 on Probation Services, which regulates the execution and recovery processes, and also with reference to Law No. 6284, Section 3 Annex - 81 3 (a), (b), (c) and (c)1/2/3, in accordance with support services such as anger control, coping with stress, participation in training and rehabilitation programs aiming to change attitudes and behaviors by raising awareness to prevent violence, Examination or treatment in a health institution in case of alcohol, drug, volatile or stimulant substance addiction or mental disorder;

- a) What is the number of trainings and rehabilitation activities organized by your directorate for perpetrators?
  - b) Can you share the titles and frequency of implementation and repetition of the implemented trainings and other activities?
  - c) Can you give information about the content and duration of these trainings? Can you share a sample training program?
  - d) After these trainings, what kind of monitoring and evaluation activity is carried out regarding the current situation of the perpetrators?
  - e) What are the standards regarding the background of the personnel carrying out the mentioned studies?
  - f) Do you offer supports such as psychological support, etc. for victims of crime within the Protection Boards and Victim Support Services Branch Office? Can you give information about its content?
  - g) Do the courts request a social investigation report about the perpetrators of crimes who are directed to your directorate?
  - h) What are the data you have about whether the perpetrators have received the training mentioned in the ANNEX - 81 article 3 of the Law No. 6284 regarding the required rehabilitation or whether they have participated in the rehabilitation programs?
- 2) In order to identify people who have been subjected to sexual violence and the perpetrators of violence, and to prevent survivors from being exposed to violence again, so that the survivors are protected, the state shall monitor the support systems and thus to identify and correct the deficiencies; with reference to the Article 15 (a) of the Law No. 6284 on the Protec-

<sup>42</sup> Istanbul Convention is in effect until December 2, 2021.

tion of the Family and the Prevention of Violence Against Women includes the provision "To create a data bank by collecting data on the protective and preventive injunctions and the enforcement and implementation of imprisonment, to keep the record of the injunctions" and the disaggregated data retention obligation stated in International Conventions<sup>43</sup>;

a) What is the number of sexual violence files directed to your directorate in the last 12 months in Istanbul?

b) In these sexual violence investigation files, can you share the data disaggregated according to the criteria such as age, gender, disability, refugee status, etc.?

We request information from your Directorate in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,

Association for Struggle Against Sexual Violence

<sup>43</sup> Istanbul Convention Article 11, CEDAW General Recommendation Article 28

**Ministry of Interior**  
**Istanbul Provincial Police Department of Combating Domestic Violence**

ISTANBUL

Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Istanbul Convention<sup>44</sup>) reveals to the parties that a holistic approach should be adopted, which will not cause secondary victimization in the intervention against acts of violence within the scope of the Convention, respect the human rights of those exposed to violence and focus on their empowerment. In this framework, it is stated in Article 15 that the personnel working with the survivors of violence should be trained on issues such as preventing violence, preventing secondary victimization, determining the violence and the needs the survivors.

1) In the Circular of Combating Violence Against Women, dated 11.09.2020 of the Governorship of Istanbul, it is regulated that the procedures of those who apply to the law enforcement due to violence should be carried out in physical conditions where they can feel comfortable and preferably by female personnel. According to this;

a) How many female personnel who received awareness training on violence against women are employed in your directorate?

b) In the last 12 months, how many personnel in total have been trained on the above-mentioned subjects?

c) Are there any employees working in your department who have received training on combating sexual violence in the last five years?

d) If yes; who provided these trainings? How many of the people who received these trainings still work in the same unit?

e) Apart from the aforementioned issues, what kind of trainings have been organized in your institution, especially on the human rights of women and girls, in the last 12 months? Can you share its content?

2) Law no. 6284, Article 15 (a) Establishing a data bank by collecting data on protective and preventive injunctions and the giving and implementation of forced confinement, keeping the record of injunctions, and disaggregated as specified in Istanbul Convention Article 11, CEDAW General Recommendation 28, Article 28. with reference to the obligation to keep and record data:

a) What are your data and rates, disaggregated by age, disability, gender identity, sexual orientation, and refugee status of those who applied due to exposure to sexual violence in the last 12 months?

<sup>44</sup> Istanbul Convention is in effect until December 2, 2021.

b) Is your branch office's internal reporting system (risk assessment forms, etc.) differentiated according to types of violence?

c) If yes, what is the number of sexual violence applications in the last 12 months?

d) How many people and to where have you referred to in the last 12 months? What mechanism is used for the follow-up of these referrals?

e) How many protective injunction were imposed?

f) In the context of applications made pursuant to Article 8/6 of Law No. 6284, are the addresses of the survivors/who were exposed to violence kept confidential?

3) It was stated that 51,361 people used the Women's Emergency Support Reporting System (KADES) application, which was developed in order to prevent the increasing violence against women in recent years and to help women. In this context;

a) Can you share the number of reports and complaints received on your KADES application in the last 12 months?

b) Is it possible to access the KADES application 24/7?

c) How can those who do not have a smartphone access the KADES application?

d) Does this application serve only for women? What kind of services are provided for other individuals exposed to sexual violence?

e) In which languages does the KADES application serve?

f) Is this application accessible to people with disabilities?

g) How many of those who applied to KADES were exposed to sexual violence?

h) What are your data and rates, disaggregated by age, disability, gender identity, sexual orientation, and refugee status, of those who applied for sexual violence using the KADES application in the last 12 months?

We request information from your Directorate in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,

Association for Struggle Against Sexual Violence

On September 11, 2020, a Circular on Combating Violence Against Women was published by the Istanbul Governorship. In this circular, it was emphasized that the fight against violence against women requires a multi-faceted, holistic approach and a joint and determined struggle of all parts of the society, and that the studies should be carried out with an interdisciplinary approach and that all relevant parties should be involved in the process with the dimensions of prevention, protection, punishment and policy. As it is known, the standards for combating violence in our domestic law are determined by the Law No. 6284 on the Protection of the Family and the Prevention of Violence Against Women, the Regulation on the Implementation of the Law No. 6284 and the Regulation on Violence Prevention and Monitoring Centers. These regulations with many of their articles refer to inter-institutional coordination and a holistic approach in preventing violence and protecting the victim/survivor. Regarding the institutions included in the scope of the circular, whose coordination and monitoring will be carried out;

1) In the sub-paragraph (f) of the Circular titled Administrative Chiefs: "Consciousness-raising and awareness activities will in focus in order to ensure social awareness and struggle together in the prevention of violence against women at the provincial level." is said, based on this, what kind of information and awareness activities have been carried out for the public in the last 12 months?

a) In the headings of the circular; By law enforcement officers (a), (b), (n); By the Provincial Directorate of Family, Labor and Social Services (a), (j); By the Provincial Directorate of National Education (c) by the Provincial Directorate of Labor and Employment (c), by the Provincial Directorate of Migration Management (c), by the Provincial Directorate of Population and Citizenship (d), by the Provincial Mufti (c), by Istanbul Bar Association (c); the paragraphs refer to the personnel of the institutions who have received "training" and it is stated that the said institutions will regularly carry out training activities on violence against women for their personnel. How many in-service trainings have been conducted in the last 12 months?

b) In which institutions did these trainings take place?

c) What is the training program that shows the contents of these in-service trainings?

d) What criteria are applied in the selection of trainers?

e) Are the contents of these in-service trainings carried out with the participation of academics, as stated in the same circular and as specified in clause (c) under the title of Universities and Research and Application Centers on Women's Studies?

2) In reference to the sentence "Our Provincial Action Plan for Combating Violence Against Women has been implemented for three years, our 112, 155 and 156 Emergency Call Centers and Alo 183 Social Support Line provide 24/7 service" which is included in the press release of Mr. Ali Yerlikaya, the Governor of Istanbul;

a) Through which channel was the provincial action plan shared with the public? Can you add the provincial action plan to your response?

b) The emergency hotline numbers of 7 institutions used for different emergency calls in our country (Fire Department: 110, Gendarmerie: 156, Polis: 155, Health: 112, Forest: 177, Coast Guard: 158, AFAD (disaster and emergency management presidency): 122) is gathered under the single number (112). Can you share the number of sexual violence reports and complaints received on the 112 emergency line in the last 12 months?

c) What is the proportional and numerical data disaggregated by age, disability, gender identity, and refugee status of applicants due to sexual violence in the last 12 months?

d) Is the reporting system disaggregated according to the types of violence?

e) Does the reporting system cover gender identity, refugee status, disability, construction of consent of children and forced early marriage?

f) In the context of applications made pursuant to Article 8/6 of Law No. 6284, are the addresses of the survivors/who were exposed to violence kept confidential?

g) Is it possible to reach 112 Emergency Line 24/7?

h) In which languages does 112 Emergency Line serve?

i) Is there translation support in other languages/sign language?

j) Is this hotline accessible to people with disabilities?

4) As stated above, in the relevant Circular, both interdisciplinary work was encouraged and that the activities to be carried out by the mentioned institutions to be done in coordination with each other and with the actors playing an active role in the fight against violence against women would be an important step in preventing violence against women. As stated in the Article 16 named inter-institutional coordination and training under the title of establishing centers in the 3rd part of the law numbered 6284, which constitutes one of the legal bases of the circular;

a) How many Provincial Coordination meetings on Combating Violence against Women were held in the last 12 months?

b) Who are the managers who participate as stated in Administrative Chiefs subparagraph (c) of the circular, and what are the positions of these managers?

c) In subparagraph (d) of the civil authorities, it is stated that "regular monitoring and evaluation will be ensured" and a commitment is made to carry out monitoring and evaluation studies. How is this monitoring and evaluation done? Can you share the outputs of the monitoring - evaluation study with us?

d) In order to ensure the effectiveness of the "Provincial Coordination, Monitoring and Evaluation Commissions for Combating Violence Against Women" specified in sub-paragraph (e) of the civil authorities at the district level, a commitment has been made to the participation of the relevant institution chiefs under the presidency of the district governors. Which of the relevant institution chiefs attended the meeting?



e) What kind of decisions were taken on the subject of "sexual violence" at the meetings listed above which were stipulated to be held?

5) In accordance with the principle of "best interests of the child", which is dominant in our law and underlined in the relevant Circular, the importance of coordination and cooperation in monitoring and evaluating the work of institutions and interdisciplinary work in matters related to children has been emphasized. According to this;

a) What are the establishment purposes of the Child Protection Provincial Coordination Board?

b) What are the meeting principles of the established Child Protection Provincial Coordination Boards - held how often, where, with the participation of whom?

c) How many meetings were held in the last 12 months?

d) Who attended the meetings?

e) Can you share with us the outputs of the meetings?

6) In the memorandum of the Ministry of Interior, entitled Human Rights of Women and Girls, dated 19/02/2010, Local Equality Action Plans aim to achieve equality between men and women at the local level, to integrate the gender approach into the understanding of local government and to ensure the sustainability of the practices. Local Equality Action Plans are also embedded in the Provincial Special Administration's and Municipal Strategic Plans. It is stated that the views of women's organizations were sought in the preparation of strategic plans in the pilot provinces, and studies for women and girls were added among the strategic targets. During the implementation of the Local Equality Action Plans, the institutional framework of local equality policies was also formed. In this context; **Provincial Women's Rights Coordination Boards** were established to coordinate and monitor the work on equality between women and men in pilot provinces, and **equality units** were established in Governorates and Municipalities to carry out the secretariat of this Board and to receive applications and complaints of women and girls. According to this;

a) Is there an Equality Unit established in your governorship?

b) How many applications regarding sexual violence were received at the established Equality Unit in the last 12 months?

c) Could you briefly summarize the work of the established Equality Unit in the last 12 months?

d) Can you describe the role of the Equality Unit in the Provincial Women's Rights Coordination Boards?

e) Based on the Equality Unit's commitment to receive the applications and complaints of women and girls, can you share the data you retained in a disaggregated form - such as age, gender, type of application?

We request information from your Governorship in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,  
Association for Struggle Against Sexual Violence

**Ministry of Health**  
**Istanbul Provincial Health Directorate**

1) In Article 25 of the Council of Europe Convention on the Prevention and Combating of Violence Against Women and Domestic Violence (Istanbul Convention<sup>45</sup>), it was stated that rape crisis centers and/or sexual violence referral centers to provide forensic and medical examinations, trauma support and counseling services for victims of sexual violence should be established. In addition, according to the minimum standards of the Council of Europe on this subject, there must be 55 rape crisis centers and sexual assault counseling centers in Istanbul in proportion to its population<sup>46</sup>. Based on this regulation;

a) How many rape crisis centers and/or sexual violence referral centers are there in Istanbul?  
b) Within the scope of the National Action Plan for Combating Violence Against Women, covering the years 2016-2020, under the title of "Regulation and Implementation of Health Services Activity 4.2", it is stated "Special service models will be created and implemented for victims of sexual violence in accordance with the Istanbul Convention." Accordingly, what kind of special service models have been created in your institution and which practices have been implemented?

2) Provincial Directorate of Public Health, Family Health Centers (ASM), Child Adolescent, Women's and Reproductive Health Unit, Monitoring, Evaluation and Statistics Unit, Community Health Centers (TSM), Mental Health Unit, General Secretariat of the Public Hospitals Union in the Family Medicine Unit. in affiliated hospitals;

a) What types of services are available regarding sexual violence?  
b) What are the data retained and monitored by the units listed above, especially by the Monitoring, Evaluation and Statistics Unit?  
c) What are the standards on which the retained data is based?  
d) Are these data retained disaggregated - age, gender, etc.?  
e) What are the cases and numbers of sexual violence encountered and reported by the personnel working in the above-mentioned units in the last 12 months?

3) The vocational retraining of the professionals providing services to the survivors of gender-based violence is regulated as of key importance in terms of preventing and detecting violence, as well as identifying the needs of the survivors and preventing secondary victimization in both the international agreements<sup>47</sup> that Turkey is a party to, and the Protection of the Family

<sup>45</sup> Istanbul Convention is in effect until December 2, 2021.

<sup>46</sup> Kaptanoğlu, İ.Y. (2018), Violence Against Women and Gender Equality Mapping and Monitoring Study, in Liz Kelly., Calculating the Minimum Number of Centers Required in Turkey according to the minimum numbers in the "Minimum Standards of Support Services"; <http://www.ceidizleme.org/medya/dosya/I05.pdf> , p.142

<sup>47</sup> See. Subparagraphs (b), (j) and (k) of Article 24 of General Recommendation 19 of the Committee on the Elimination of All Forms of Discrimination against Women (CEDAW Committee), Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Article 15 of the Istanbul Convention), Article 5 of the Council of Europe Convention on the Protection of Children Against Sexual Exploitation and Sexual Abuse (Lanzarote Convention)

No. 6284, and the Law on the Prevention of Violence Against Women (Law No. 6284), Article 16, paragraph 5. In this context, in the centers affiliated to your directorate:

a) Which trainings have the personnel working in the above-mentioned units received in the last five years on combating sexual violence?

b) What is the content of these trainings?

c) What are the criteria applied in the selection of trainers? Where can these criteria be reached in accordance with the principle of transparency of the administration?

d) How many of the people who received these trainings still work in the same unit?

4) In order to identify those who have been subjected to sexual violence and perpetrators of violence, and to prevent the survivors from being exposed to this violence again, so that the survivors are protected, the state can monitor their support systems and offer solutions to develop the support system accordingly; Article 15 (a) of the Law No. 6284 on the Protection of the Family and the Prevention of Violence Against Women states that "To create a data bank by collecting data on protective and preventive injunctions and the enforcement and implementation of imprisonment, to keep a record of the injunctions" and in International Conventions<sup>48</sup>. With reference to the disaggregated data retention obligation set out in

a) What are your data and rates, disaggregated by age, disability, gender identity, sexual orientation, and refugee status, of those who applied for institutional support due to exposure to sexual violence in the last 12 months?

b) Is your provincial directorate's internal reporting system (risk assessment forms, etc.) differentiated according to types of violence?

c) Is psycho-social counseling referrals provided in the relevant units? If yes, are there any follow-ups for these referrals?

d) Does the reporting system cover gender identity, refugee status, disability, construction of consent of children and forced early marriage?

e) What kind of system has been established to ensure the confidentiality of the retained data? What are the measure to ensure the privacy of the addresses and identity information of the applicants ?

Child Monitoring Centers Memorandum was published on 4.10.2012. In this circular, in order to prevent child abuse and to intervene in a conscious and effective manner, in order to minimize the secondary traumatization of children who have been exposed to sexual abuse, and to ensure that legal and medical procedures are carried out at a single time in a center consisting of trained people; It was deemed necessary to establish Child Monitoring Centers (CMC) within the hospitals/institutions affiliated to the Ministry of Health and to coordinate the functioning of these centers by the Ministry of Health. According to this;

<sup>48</sup> Istanbul Convention Article 11, CEDAW General Recommendation Article 28

a) How many Child Monitoring Centers are there in Istanbul?

b) It is regulated in the aforementioned circular as "the training of the personnel who will work in CMC to be carried out in centers approved by the Ministry of Health, informing public officials such as teachers, social workers, health personnel, religious officials and law enforcement officials, especially working in the fields related to children, about the purpose and functioning of CMC by providing training by their institutions, or ensuring their participation in the trainings to be given at intervals to be determined by the Ministry of Health" How many trainings have been conducted for this purpose in the last 12 months?

c) What are the centers where these trainings are held?

d) What kind of qualified personnel are employed within the Child Monitoring Centers?

e) What are the data retained in Child Monitoring Centers on sexual abuse in the last 12 months? Can you share the numbers?

We request information from your Directorate in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,  
Association for Struggle Against Sexual Violence

**Ministry of Family, Labor and Social Services**  
**General Directorate of Women's Status**

ANKARA

1) The vocational retraining of the professionals providing services to the survivors of gender-based violence is regulated as of key importance in terms of preventing and detecting violence, as well as identifying the needs of the survivors and preventing secondary victimization in both the international agreements<sup>49</sup> that Turkey is a party to, and the Protection of the Family No. 6284, and the Law on the Prevention of Violence Against Women (Law No. 6284), Article 16, paragraph 5, as well as Article 32, subparagraph (a) of the Regulation on Violence Prevention and Monitoring Centers enacted based on this law. In this context, regarding the Istanbul Violence Prevention and Monitoring Center Directorate:

a) Are there any capacity building activities, special trainings/workshops/group studies for MFP employees, especially in ŞÖNİM/shelters<sup>50</sup> regarding to sexual violence?

b) If yes, what are the training topics? Could you share the program of one of the most recent trainings?

c) Are there any employees currently working in your center who have received training on combating sexual violence in the last five years?

d) If yes; who provided these trainings? How many of the people who received these trainings still work in the same unit?

2) How many people work in your center?

3) All professionals such as manager, professional staff, social worker, psychologist, school counselor, sociologist, nurse-health officer, data preparation and control operator, computer operator, civil servant, call support personnel, police liaison officer, job and vocational counselor, security personnel, driver defined under the title of "Duties, Authorities and Responsibilities of Employees" in the 2nd part of the Regulation on Violence Prevention and Monitoring Centers are they working?

a) If no, which professional staff do you employ and how many are they?

4) Which of the first actions to be taken (filling the first interview form, opening a file, recording the information of the applicants, medical intervention, providing companions, orientation for children), and which services such as social workers, psychologists, nurse health officers, on-call support personnel specified in articles 14, 35, 36, 39, 41 of the Regulation on Violence Prevention and Monitoring Centers are provided? Could you give information about the cooperation protocols between institutions that will ensure the provision of these services in the absence of the relevant professional expert?

<sup>49</sup> See. Subparagraphs (b), (j) and (k) of Article 24 of General Recommendation 19 of the Committee on the Elimination of All Forms of Discrimination against Women (CEDAW Committee), Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Article 15 of the Istanbul Convention\*), Article 5 of the Council of Europe Convention on the Protection of Children Against Sexual Exploitation and Sexual Abuse (Lanzarote Convention)

<sup>50</sup> Shelter: By the term Shelter, the units such as guest house etc. in domestic legislation documents are meant.

\* Istanbul Convention is in effect until December 2, 2021.

a) Do you follow up the psycho-social counseling referrals?

5) Could you tell us about the social work model you developed for applicants?

6) CEDAW Recommendation No. 19, Article 24 [r] (iv), 6384 Article 15/3, Article 26 of the Regulation on Support Service, Violence Prevention and Monitoring Centers, within the scope of preventive measures:

a) Are there any programs implemented in your institution that are oriented to perpetrators?

b) What is the number of perpetrators who have benefited from these programs so far?

c) What are the content of the programs and if any, the program module oriented to perpetrators, and which are the other participating institutions and/or organizations?

7) Istanbul Convention<sup>51</sup> Article 11, CEDAW 28. According to General Recommendation Article 28, Regulation on Violence Prevention and Monitoring Centers Article 18 with reference to the obligation to keep and record disaggregated data:

a) In the last 12 months, due to being exposed to sexual violence, could you provide the disaggregated data of the applicants according to age, disability, gender identity, refugee status of those who applied for institutional support?

b) How many people have applied with the specifications mentioned in clause a so far?

c) Is the reporting system (risk assessment forms, etc.) disaggregated according to the types of violence?

d) Is the reporting system designed to collect data on gender identity, sexual orientation, refugee status, disability status, construction of consent of children, and early forced marriages?

8) In the Istanbul Convention, Beijing Declaration, CEDAW and recommendations, it was stated that the parties should establish policies on the issues specified in the conventions - such as awareness of sexual violence, protection of children's rights, women's shelters and standards - and that policies created to solve existing problems should be implemented. Based on this:

a) Are there policies on dating violence, digital violence, construction of consent of children, early forced marriages, and workplace violence?

b) Is there a special refuge unit/shelter for survivors of sexual violence? (Y/N)

c) Is there a refuge / shelter policy sensitive to combating sexual violence?

d) Do you have an anti-discrimination policy?

9) Istanbul Convention, CEDAW and recommendations, as well as the Beijing Declaration emphasized that shelters should be financially supported and accessible, as well as supporting them. It has been committed by the states parties to determine the support that people who have been subjected to sexual violence need, free from all kinds of discrimination, and to ensure that the institutions providing support for this support are "accessible" to the survivors of violence. Based on this:

a) Accessibility of ŞÖNİM;

1) Is your center accessible from all parts of the city and in a place where survivors of violence can reach by public transport?

<sup>51</sup> Istanbul Convention is in effect until December 2, 2021.



- 2) Does your center offer 24/7 service? What are the working hours?
- 3) Does your center have a disability accessibility certificate? Can a disabled person easily reach your center?
- 4) Does your center have special regulations for elderly adults, sex workers, refugees and asylum seekers, LGBTI+s and non-Turkish speakers?
- 5) For people without identity cards and those who do not have a residence permit who apply to your center, what are the conditions for staying in?
- 6) What are your center's admission conditions, can you share with us the documents to be signed and filled in line with these conditions?
- b) In which languages the translator support is provided? Is there translation support in sign language?
- 10) As emphasized in Beijing Declaration Article 103, Strategic Target D.1/1, CEDAW, Istanbul Convention and Lanzarote Convention, as well as within the scope of Law No. 6284, Article 8/6 and Regulation on ŞÖNİM, Article 4, subparagraph j, Article 31, paragraph 4, item e of Article 33, item b of Article 44 and paragraphs 1 and 2 of Article 47, collaborations with non-governmental organizations (NGOs) are mentioned. Based on these;
- a) In the context of applications made to ŞÖNİM, are the addresses of the survivors of violence kept confidential? (Y/N)
- 11) In accordance with the cooperation with NGOs specified in Article 7/3, 18/2 of the Istanbul Convention to which Turkey is a party.
- a) Which criteria are used in the selection of NGOs with which ŞÖNİMs cooperate? Where can these criteria be accessed in accordance with the principle of transparency?
- b) Which NGOs are working in cooperation with ŞÖNİM in Istanbul?
- c) In accordance with the convention article mentioned above, the countries that are party to the convention have committed that ŞÖNİMs will work in coordination with the non-governmental organizations (NGOs) working in their own countries, that ŞÖNİM will do the coordination and that they will report the work done. According to this;
- d) What kind of a system has ŞÖNİM developed to secure the coordinated work with NGOs?
- e) What are the number of NGOs with which ŞÖNİM has signed a cooperation protocol and what are the names of these NGOs?
- We request information from your Directorate in accordance with the relevant national legislation and international conventions to which Turkey is a party.

Best regards,  
Association for Struggle Against Sexual Violence

## Appendix 5 - Information Request Answers

T.C.  
İSTANBUL VALİLİĞİ  
İstanbul Şiddet Önleme ve İzleme Merkezi Müdürlüğü

Sayı : E-60567375-400-128550

17.05.2021

Konu : Bilgi Talebi hk.

CİNSEL ŞİDDETLE MÜCADELE DERNEĞİNE  
(Koşuyolu Mah. Koşuyolu Cad. Aşçamlık Sitesi C2 Blok No:75/6 Kadıköy/İstanbul)

İstanbul Şiddet Önleme ve İzleme Merkezi Türkiye'de ilk açılan Şönimler içerisinde yer almakta olup; aktif olarak 7/24 çalışma esasıyla 06.12.2012 tarihinden itibaren yönetmelik ve yasaya uygun personel ile hizmet vermektedir. Ayrıntılı bilgi talebinizi Bakanlığımız Kadının Statüsü Genel Müdürlüğünden talep edebileceğiniz hususunu;

Bilgilerinize arz ederim.

Nermin Fügen ÖZER  
Kuruluş Müdür V.

Bu belge, güvenli elektronik imza ile imzalanmıştır.

Doğrulama Kodu: 85931103-8867-4F21-B938-63E213725078

Doğrulama Adresi: <https://www.turkiye.gov.tr/>

Yeşilköy Mah. Halkalı Cad. No:30 Bakırköy?

(212)465 21 96

(212)465 21 20

Bilgi için: Nursel KADER  
Psikolog



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Bu hizmet içi eğitimlerin içeriklerini gösterir eğitim programı nedir?

Eğiticilerin seçiminde hangi kriterler uygulanmaktadır?

Bu hizmet içi eğitimlerin içerikleri yine aynı genelgede belirtilen ve Üniversiteler ile Kadın Çalışmalarına ilişkin Araştırma ve Uygulama Merkezlerince başlığı altındaki c bendinde belirtildiği üzere akademisyenlerin katılımıyla gerçekleştiriliyor mu?

**SORU 2) Sayın İstanbul Valisi Ali Yerlikaya'nın basın bülteninde yer alan "Kadına Yönelik Şiddetle Mücadele İl Eylem Planımız üç yıldır uygulanıyor. 112, 155 ve 156 Acil Çağrı Merkezlerimiz ile Alo 183 Sosyal Destek Hattı, 7/24 hizmet veriyor." cümlesinde istinaden;**

İl eylem planı kamu ile hangi kanal aracılığıyla paylaşılmıştır? Yanıtınıza il eylem planını ekler misiniz?

Ülkemizde farklı acil yardım çağrıları için kullanılan 7 kuruma ait acil çağrı numaraları (İtfaiye: 110, Jandarma: 156, Polis: 155, Sağlık: 112, Orman: 177, Sahil Güvenlik: 158, AFAD: 122) tek numara (112) altında toplanmıştır.

Son 12 ayda 112 acil hattına gelen cinsel şiddet ihbarlarının ve şikayetlerinin sayısını paylaşır mısınız?

**SORU 3) Son 12 ay içinde, cinsel şiddete maruz bırakılması nedeni ile başvuruda bulunanların yaş, engellilik, cinsiyet kimliği, mültecilik durumuna göre ayrıştırılmış verileri oransal ve sayısal olarak nedir?**

Raporlama sistemi şiddet türlerine göre ayrıştırılıyor mu?

Raporlama sistemi cinsiyet kimliği, mültecilik, engellilik, çocukların onay inşası ve zorla erken yaşta evlendirilmeleri içeriyor mu?

6284 sayılı kanun madde 8/6 ya istinaden yapılan başvurular bağlamında hayatta kalanların/şiddete maruz bırakılanların adresleri gizli tutuluyor mu?

112 Acil Hattına 7/24 erişmek mümkün müdür?

112 Acil Hattı hangi dillerde hizmet vermektedir? Farklı dillerde-işaret dilinde çevirmen desteği var mı? Bu hat engelli bireyler için erişilebilir midir?

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**SORU 4) İlgili Genelge’de yukarıda belirtildiği gibi hem disiplinler arası bir çalışma teşvik edilmiş hem de yapılacak çalışmaların belirtilen kurumların birbirleriyle ve kadına yönelik şiddetle mücadelede aktif rol oynayan aktörlerle - örneğin sivil toplum kuruluşları- koordineli çalışılmasının kadına yönelik şiddeti önlemekte önemli bir adım olacağına vurgu yapılmıştır. Genelgenin kanuni dayanaklarından birini oluşturan 6284 sayılı kanunun 3. bölümünde merkezlerin kurulması başlığı altında yer alan kurumlar arası koordinasyon ve eğitim adlı 16. maddede belirtildiği üzere;**

Son 12 ay içerisinde kaç adet Kadına Yönelik Şiddetle Mücadele İl Koordinasyon toplantısı yapıldı?

Genelgenin mülki amirlerce (c) bendinde belirtildiği gibi katılan üst yöneticiler kimlerdir ve bu yöneticilerin pozisyonları nedir?

Mülki amirler (d) bendinde “düzenli izlenmesi ve değerlendirilmesi sağlanacaktır” denilerek izleme ve değerlendirme çalışması yapılacağı taahhüdünde bulunulmuştur. Bu izleme ve değerlendirme ne şekilde yapılmaktadır? İzleme - değerlendirme çalışması çıktıların tarafımızla paylaşılabilir misiniz?

Mülki amirler (e) bendinde belirtilen "Kadına Yönelik Şiddetle Mücadele İl Koordinasyon, İzleme, Değerlendirme Komisyonlarının" etkinliğinin ilçe düzeyinde sağlanması için kaymakamlar başkanlığında ilgili kurum amirlerinin katılımının gerçekleşeceği taahhüdünde bulunulmuştur. İlgili kurum amirlerinden hangi kurum amirleri toplantıya katılmıştır? Yukarıda sayılan ve yapılacağı taahhüt edilen toplantılarda “cinsel şiddet” konusuna ilişkin ne gibi kararlar alınmıştır?

**SORU 5) Hukukumuzda hakim ve ilgili Genelge’de de altı çizilen “çocuğun üstün yararı” ilkesi gereğince, çocuklarla ilgili konularda da disiplinlerarası çalışmanın ve kurumların çalışmalarının izlenmesi ve değerlendirilmesine dair koordinasyon ve işbirliklerinin önemine vurgu yapılmıştır. Buna göre;**

Çocuk Koruma İl Koordinasyon Kurulu kuruluş esasları nelerdir? Kurulan Çocuk Koruma İl Koordinasyon Kurullarının toplanma esasları-hangi sıklıkla, nerede, kimlerin katılımı ile yapıldığı- nelerdir?

Son 12 ay içerisinde kaç toplantı yapıldı?

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Yapılan toplantılara kimler katılmıştır? Yapılan toplantıların çıktılarını bizimle paylaşabilir misiniz?

**SORU 6) İçişleri Bakanlığı'nın Kadımların ve Kız Çocuklarının İnsan Hakları adlı 19/02/2010 tarihli genelgesinde, yerel Eşitlik Eylem Planları, yerel seviyede kadın erkek eşitliğini gerçekleştirmeyi, bunun için de toplumsal cinsiyet yaklaşımını yerel yönetim anlayışına yerleştirmeyi ve uygulamaların sürdürülebilirliğini amaçlamaktadır. Yerel Eşitlik Eylem Planları, İl Özel İdaresi ve Belediye Stratejik Planlarına da yerleştirilmiştir. Pilot illerde stratejik planların hazırlanmasında kadın kuruluşlarının görüşlerine başvurulmuş, kadın ve kız çocuklarına yönelik çalışmalar stratejik hedefler arasına yerleştirilmiş denilmektedir. Yerel Eşitlik Eylem Planlarının uygulanması sürecinde yerel eşitlik politikalarının kurumsal çerçevesi de oluşmuştur. Bu bağlamda; pilot illerde kadın erkek eşitliğine yönelik çalışmalarının eşgüdüm ve izlenmesini sağlamak üzere İl Kadın Hakları Koordinasyon Kurulları kurulmuş ve bu Kurulun sekretaryasını yürütmek ve kadın ve kız çocuklarının başvuru ve şikâyetlerini almak üzere Valilik ve Belediyelerde eşitlik birimleri oluşturulmuştur. Buna göre;**

Valiliğiniz bünyesinde Eşitlik Birimi kuruldu mu?

Kurulan Eşitlik Birimi'ne son 12 ayda cinsel şiddet özelinde kaç adet başvuru geldi?

Kurulan Eşitlik Birimi'nin son 12 aydaki çalışmalarını kısaca özetler misiniz?

Eşitlik Birimi'nin İl Kadın Hakları Koordinasyon Kurulları'ndaki görevini tanımlar mısınız?

Eşitlik Birimi'nin kadın ve kız çocuklarının başvuru ve şikâyetlerini alacağı taahhüdüne istinaden, ayrıştırılmış şekilde - yaş, cinsiyet, başvurunun türü gibi- tuttuğunuz verileri paylaşır mısınız?

Hususlarında Valiliğinizden ilgili ulusal mevzuat ve Türkiye'nin taraf olduğu uluslararası sözleşmeler uyarınca bilgi talep etmekteyiz.

**CEVAP) Bakanlığımız; kadına yönelik şiddetin kabul edilemez olduğuna dair inançla çalışmalarını kararlılıkla sürdürmektedir. Çalışmalar çok geniş bir yelpazede, tüm tarafların kapsamlı işbirliği ile "Sıfır Tolerans" ilkesi çerçevesinde; mevzuat çalışmaları, eğitim ve farkındalık artırma çalışmaları, kurumlar arası işbirliği ve koordinasyonu artırma,**

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şiddet mağduru kadınların korunması ve desteklenmesine yönelik kurumsal mekanizmaların güçlendirilmesi, verilerin toplanması ve istatistiklerin geliştirilmesi başlıklarıyla devam etmektedir.

*6284 sayılı Ailenin Korunması ve Kadına Karşı Şiddetin Önlenmesine Dair Kanun*'un yürürlüğe girmesi, yasal altyapının güçlendirildiğinin ve kadına yönelik şiddetle mücadelenin bir üst seviyeye taşındığının en önemli göstergesidir. Diğer taraftan kadına yönelik şiddetle mücadele konusunda Bakanlığımız birimlerinin kurumsal sorumluluklarının vurgulanması adına “6284 sayılı Kanunun Uygulanması Hakkında” iç Genelgesi 16.06.2021 tarihinde imzalanmıştır. Genelge kapsamında;

- ✓ Şiddet mağdurlarına etkin hizmet sunumu ve korumanın sağlanmasında kurumsal kapasitenin geliştirilmesini,
- ✓ 6284 Sayılı Ailenin Korunması ve Kadına Karşı Şiddetin Önlenmesine Dair Kanun kapsamında Bakanlığımız görev ve sorumluluklarının etkin biçimde yerine getirilmesini,
- ✓ Şiddetle mücadelede kurumlar arası koordinasyon ve işbirliğinin etkinleştirilmesini,
- ✓ Şiddetin önlenmesinde toplumsal farkındalığın artırılmasını

Hedefleyen tedbirler yer almaktadır.

2021-2025 döneminde uygulanmak üzere tüm tarafların katkılarıyla hazırlanan Kadına Yönelik Şiddetle Mücadele 4. Ulusal Eylem Planı 01.07.2021 tarihinde gerçekleşen tanıtım toplantısıyla kamuoyu ile paylaşılmış ve yürürlüğe konulmuştur.

Bu kapsamda 2021-2025 dönemini kapsayan Kadına Yönelik Şiddetle Mücadele IV. Ulusal Eylem Planı'nda yeni dönemin şiddetle mücadele yol haritası için 5 ana hedef belirlenmiştir:

- ✓ Adalet Erişim ve Mevzuat
- ✓ Politika ve Koordinasyon
- ✓ Koruyucu Önleyici Hizmetler
- ✓ Toplumsal Farkındalık
- ✓ Veri ve İstatistik

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Diğer yandan Bakanlığımız öncülüğünde Adalet Bakanlığı, İçişleri Bakanlığı, Milli Eğitim Bakanlığı, Sağlık Bakanlığı ve Diyanet İşleri Başkanlığı işbirliğinde uygulamada öne çıkan sorunlar ve çözüm önerileri konusunda gerçekleştirilen ortak çalışma sonucunda 2020-2021 yıllarını kapsayan “Kadına Yönelik Şiddetle Mücadele Koordinasyon Planı” 2019 yılında yürürlüğe konulmuştur. Söz konusu Koordinasyon Planı ile *Mevzuatın Etkin Uygulanması, Kurumsal Kapasitenin Geliştirilmesi, Farkındalık Artırma ve Bilinç Yükseltme ile Veri Toplama ve Araştırma* hedefleri kapsamında ilgili kurumlar tarafından 75 faaliyet çalışmaları devam etmektedir.

Ayrıca; Kadına Yönelik Şiddetle Mücadele İl Eylem Planları hazırlanarak, 2019 Ağustos ayı itibarıyla 81 ilimizde yürürlüğe konulmuştur.

**İzleme ve Değerlendirme**

Kamu kurum ve kuruluşları, üniversiteler ve sivil toplum kuruluşlarının temsilcilerinin katılımı ile kadına yönelik şiddetle mücadeleyle yönelik yürütülen çalışmalar ve yaşanan sorunlar kapsamında bilgi ve deneyim paylaşımında bulunmak amacıyla Aile ve Sosyal Hizmetler Bakanlığı Kadının Statüsü Genel Müdürlüğü koordinasyonunda 2006 yılından itibaren düzenli olarak “Kadına Yönelik Şiddet İzleme Komitesi” toplanmaktadır. Komitenin 14. Toplantısı, Aile ve Sosyal Hizmetler Bakanımız başkanlığında Adalet ve İçişleri Bakanlarımızın teşrifleriyle 24 Aralık 2020 tarihinde Ankara’da gerçekleştirilmiştir. 81 İl düzeyinde ise, “Kadına Yönelik Şiddetle Mücadele İl Koordinasyon, İzleme ve Değerlendirme Komisyonu” Vali başkanlığında, 6 aylık periyodlarla, ilgili kurumların katılımı ile en üst düzeyde katılım sağlanarak toplanmaktadır.

**Eğitim ve Farkındalık Çalışmaları**

Farkındalık yaratma ve zihniyet dönüşümünün sağlanması amacıyla; Türkiye’de kadınların güçlendirilmesi ve kadına yönelik şiddetin önlenmesi amacıyla ülke genelinde kamu kurum ve kuruluşlarında görevli personele yönelik eğitim ve seminerler gerçekleştirilmekte olup, eğitimlerinin devamlılığının sağlanması için *Adalet, İçişleri, Sağlık ve Milli Savunma Bakanlıkları, Jandarma Genel Komutanlığı, Diyanet İşleri Başkanlığı ile Aile ve Sosyal Hizmetler Bakanlığı arasında protokoller imzalanmıştır.*

- Kadına yönelik şiddetle mücadele kapsamında 2007 yılından itibaren başlatılan eğitimlerle bugüne kadar; **1.353.943 er ve erbaşa, 75.000 kamu görevlisine, 106.389 Din**

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Görevlisine, 158.693 Sağlık Görevlisine, 327.704 Kolluk Görevlisi olmak üzere toplam 2.021.729 kişiye eğitim ve seminerler verilmiştir.

- ŞÖNİM’lerde 2020 yılı boyunca ŞÖNİM Yönetmeliği 7/2-(g) maddesi kapsamında kadına yönelik şiddetle mücadele konusunda bilgi ve farkındalığının artırılması amacıyla Bakanlığımız koordinasyonunda 81 ilde gerçekleştirilen seminerler kapsamında 31.000 vatandaşa ve 11.600 kamu görevlisine ulaşılmıştır.
- Diğer taraftan Polis Akademisi Başkanlığı 26. Dönem öğrencileri mezun olmadan önce öğrencilere yönelik 24 ilde bulunan Polis Meslek Eğitim Merkezlerinde 1-15 Haziran 2021 tarihleri arasında kadına yönelik şiddetle mücadele konusunda 5.113 öğrenciye eğitim verilmiştir.
- Salgın sürecinde kadına yönelik şiddetle mücadele kapsamında kamu görevlileri başta olmak üzere ilgili personele eğitim çalışmalarının aksamaması amacıyla ilgili kurumlar tarafından eğitim çalışmaları uzaktan eğitim olarak devam ettirilmektedir.

#### Kurumsal Hizmet Birimleri

##### Kadın Konukevleri

Kadın konukevleri; fiziksel, duygusal, cinsel, ekonomik ve sözlü istismara veya şiddete uğrayan kadınların ve beraberindeki çocuklarının şiddetten korunması, psiko-sosyal ve ekonomik sorunlarının çözülmesi, güçlendirilmesi ve bu dönemde kadınların varsa çocukları ile birlikte ihtiyaçlarının da karşılanması suretiyle geçici süreyle kalabilecekleri yatılı sosyal hizmet kuruluşlarıdır. Türkiye genelinde 81 ilde Bakanlığımıza bağlı 81 ilde 112 kadın konukevi 2.779 kapasite, yerel yönetimlere bağlı 33 kadın konukevi 735 kapasite, Göç İdaresi Genel Müdürlüğüne bağlı 3 kadın konukevi 90 kapasite, sivil toplum kuruluşuna bağlı 1 kadın konukevi 20 kapasite olmak üzere, ülke genelinde 149 kadın konukevi 3.624 kapasite ile hizmet vermektedir.

##### Şiddet Önleme ve İzleme Merkezleri (ŞÖNİM)

Şiddet Önleme ve İzleme Merkezleri “*şiddetin önlenmesi ile koruyucu ve önleyici tedbirlerin etkin bir biçimde uygulanmasına yönelik güçlendirici ve destekleyici danışmanlık, rehberlik, yönlendirme ve izleme hizmetlerinin verildiği, yeterli ve gerekli personelin görev yaptığı ve çalışmaların yedi gün yirmi dört saat esasına göre*” hizmetlerini sürdüren sosyal hizmet kuruluşlarıdır. 81 ilimizde bulunan bu merkezlerde 6284 Sayılı Kanun kapsamında, şiddet

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mağduruna yönelik tedbirlerin takibi ve izlenmesi ile psikososyal destek, hukuki destek, eğitim ve mesleki destek, sağlık desteği, ekonomik destek ve rehberlik danışmanlık ve yönlendirme hizmetleri sunulmaktadır.

**Sosyal Hizmet Merkezleri**

İlçe düzeyinde sosyal hizmet müdahalesi ve takibini sağlamak üzere, kamu kurum ve kuruluşları ile işbirliği içinde hizmet sunmak amacıyla oluşturulan Sosyal Hizmet Merkezleri bünyesinde; 365 Sosyal Hizmet Merkezinde, şiddetle mücadele irtibat noktası oluşturularak; 6284 sayılı Kanun kapsamında şiddet mağdurlarına yönelik tedbirlerin takip ve izlenmesi, psiko-sosyal destek başta olmak üzere rehberlik, danışmanlık ve yönlendirme hizmetleri sunulmaya başlanmıştır.

**Alo 183 Sosyal Destek Hattı**

ASHB bünyesinde çalışan “Alo-183 Sosyal Destek Hattı” şiddete uğrayan ya da uğrama riski taşıyan, destek ve yardıma ihtiyacı olan kadın ve çocuklar için psikolojik, hukuki ve ekonomik danışma hattı olarak çalışmakta; bu kişilere hakları konusunda ve başvuracakları yerler hakkında bilgi vermektedir. Mart 2020 itibariyle Salgın nedeniyle gelen çağrılarının artışı göz önünde bulundurularak 183 Sosyal Destek Hattında önceliklendirme süreci başlatılmıştır. Sosyal Destek Hattını arayan **şiddet mağdurları “0” tuşuna basarak herhangi bir sıra beklemeden** ilgili destek personeline ulaşabilmektedir. 'ALO 183 Sosyal Destek Hattı' üzerinden 2020 Mayıs ayı itibariyle WhatsApp uygulaması, 2021 yılı başından itibaren ise BİP uygulaması aracılığıyla vatandaşlara hizmet sunulmaya başlanmıştır. Böylelikle, **“0 501 183 0 183” iletişim numarasından 7 gün 24 saat** ilgili destek personeline ulaşılmaktadır.



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ADALET BAKANLIĞI  
Adli Destek ve Mağdur Hizmetleri Dairesi Başkanlığı

Sayı : E-44633215-659-0001-2021-31/646

21.05.2021

Konu : Bilgi Talebi

**CİNSEL ŞİDDETLE MÜCADELE DERNEĞİNE**

İlgi : Bila tarihli dilekçeniz

Ülkemizin taraf olduğu CEDAW, Lanzarote Sözleşmesi ve 2016-2020 Kadına Yönelik Şiddetle Mücadele Ulusal Eylem Planı kapsamında yapılan çalışmalara bağlı olarak çocukların onay inşası ve zorla erken yaşta evlilikler konusunda, hakim, savcı, meslek elemanları ve katiplere verilen eğitimler ve çalıştaylara, adli görüşme odalarının işleyişine ilişkin istatistiki bilgilere ve 5395 sayılı Çocuk Koruma Kanunu kapsamında görev yapan sosyal çalışma görevlilerine ilişkin bilgi talebini içeren ilgi yazınız incelendi.

Mağdurlara, suç sonrası destek olmak, rehberlik hizmeti sunmak, suç sonrası tekrarlanan mağduriyetler yaşanmasının önüne geçmek amacıyla 2013 yılında Ceza İşleri Genel Müdürlüğü bünyesinde kurulan Başkanlığımız, 10/06/2020 tarihli Resmî Gazete'de yayımlanan 63 sayılı Suç Mağdurlarının Desteklenmesine Dair Cumhurbaşkanlığı Kararnamesi ile Bakanlığımız ana hizmet birimi olarak teşkilatlandırılmıştır.

Başkanlığımızın hedefleri arasında; başta çocuklar, kadınlar, yaşlılar ve engelli bireyler olmak üzere tüm suç mağdurlarının ve tanıkların sahip oldukları haklar ile kendilerine sunulabilecek yardım ve destek hizmetleri konusunda bilgilendirilmeleri, kırılgan gruba dâhil mağdurların adli süreçte etkin şekilde desteklenerek adalete erişimlerinin kolaylaştırılması yer almakta olup bu yönde çalışmalarımız devam etmektedir.

Nitekim, günümüzde sadece sanık odaklı cezalandırıcı adalet anlayışı değil mağduru da dikkate alan onarıcı adalet anlayışı benimsenmeye başlamıştır. Zira, yargılama sonucunda sanığın mahkum edilmiş olması tek başına mağduru tatmin etmemektedir. Adli süreç içinde mağdur, süreçle ilgili bilgilendirilmeyi ve psiko-sosyal yönden desteklenmeyi de beklemektedir.

Suç sonrası fiziksel ve ruhsal yönden en zayıf dönemini geçiren, çevresinden, toplumdan ve Devletten destek bekleyen mağdurlar, bu hassas dönemde adli süreç hakkında bilgilendirilmeyi, psikolojik anlamda uzmanlar tarafından desteklenmeyi, kendisine yöneltilen eylemin sonuçlarının mümkün olduğunca ortadan kaldırılmasını ve uğradığı zararın telafi edilmesini beklemektedir.

Bakanlığımızca adliyelerde kurulan ve tüm Ülke çapına yaygınlaştırılması planlanan adli destek ve mağdur hizmetleri müdürlükleri bünyesinde yer alan bürolar aracılığıyla bireysel özellikleri nedeniyle suçtan daha fazla etkilendiği tespit edilen kırılgan gruba dâhil mağdurların adalete erişimlerinin güçlendirilmesine yönelik çeşitli hizmetler sunulmaktadır. Bu kapsamda, anılan müdürlükler tarafından mağdurlar, haklarına ilişkin olarak bilgilendirilmekte, ihtiyaçları doğrultusunda ilgili birimlere yönlendirilmekte ve özellikle kırılgan gruba dâhil mağdurlara psiko-sosyal destek hizmeti sunulmaktadır. Hâlihazırda Ülke genelinde toplam 112 adliyede adli destek ve mağdur hizmetleri müdürlüğü faaliyete geçirilmiş olup, müdürlüklerin yaygınlaştırılması yönünde çalışmalar devam etmektedir.





Müdürlüklerin kurulmasıyla birlikte; suç mağdurlarının tamamına yönelik etkin bir bilgilendirme ve yönlendirme sistemi kurulması, daha önce sadece çocuk ve aile mahkemelerinde görev yapan uzmanlar aracılığıyla sağlanan psiko-sosyal destek faaliyetlerinin Cumhuriyet başsavcılıkları ile tüm mahkemelere yönelik genişletilmesi, hizmet sunumuna ilişkin standartların geliştirilerek, vaka yönetiminin uygulandığı, adli görüşme odalarının kullanıldığı etkin bir sistemin kurulması hedeflenmiştir.

Bu kapsamda, 17/10/2019 tarihli ve 7188 sayılı Ceza Muhakemesi Kanunu ve Bazı Kanunlarda Değişiklik Yapılmasına Dair Kanunun ilgili hükümleri ile daha önce aile, çocuk ve çocuk ağır ceza mahkemelerinde görev yapan psikolog, pedagog ve sosyal çalışmacıların söz konusu mahkemeler ile bağları kesilerek adli destek ve mağdur hizmetleri müdürlüklerinde görevlendirilmeleri sağlanmıştır.

Adli destek ve mağdur hizmetleri müdürlükleri bünyesinde yer alan bilgilendirme ve yönlendirme bürolarında mağdurlar adli süreç ile hakları, yükümlülükleri, kendilerine hizmet sunan kamu kurumları ve sivil toplum kuruluşları konusunda bilgilendirilmektedirler. Gerek adli süreç içerisinde hizmet sunulduktan sonra gerekse adli sürecin bitiminde destek ihtiyaçlarının devam ettiği anlaşılan mağdurlar kendilerine diğer kurum ve kuruluşlar tarafından sunulan hizmetlere yönlendirilmektedirler. Böylelikle mağdura değişik kurumlar tarafından sunulan hizmetlerin kesintiye uğramadan bütüncül şekilde yerine getirilmesinin sağlanması amaçlanmaktadır.

Kırılğan grup destek bürosu, hizmet sunumunda uzmanın inisiyatif aldığı, bireysel değerlendirme, adli destek planı, vaka yönetimi ve takip programı gibi mevcut uygulamada yer almayan yeni hizmet ve kavramları adli sürece katan bürodur. Bireysel değerlendirme, adli sisteme dahil olan çocuklar, cinsel dokunulmazlığa karşı işlenen suçların mağdurları, aile içi şiddet mağdurları, terör suçları mağdurları, insan ticareti suçu mağdurları ile uzmanlar tarafından yapılacak değerlendirme sonrasında kadın, yaşlı ve engelli mağdurlar ile etkin bir desteğe ihtiyaç duyduğu tespit edilen mağdurlar hakkında yapılmaktadır.

Bireysel değerlendirme sonucunda kırılğan gruba girdiği tespit edilen mağdurlara yönelik hizmetlerin sistematik bir şekilde ve zamanında sunulabilmesi için gerekli planlama, uygulama, izleme ve koordinasyon işlemlerinin tek bir adli destek görevlisi tarafından etkin şekilde yürütülebilmesi amacıyla vaka yönetimi uygulanmaktadır. Vaka yönetimi suçun etkileri sebebiyle ağır travma yaşayan, ağır bir cinsel saldırıya veya istismara maruz kalan, yaşı veya cinsiyeti nedeniyle suçtan daha fazla etkilenen, aile veya diğer sosyal çevre desteğinden yoksun olan mağdurlar hakkında uygulanmaktadır.

Bireysel değerlendirme sürecinden sonra kırılğan gruba girdiği tespit edilen mağdurlar hakkında, alınması gereken tedbirler ve sunulması gereken hizmetlere ilişkin önerilerin yer aldığı adli destek planı adli destek görevlileri tarafından hazırlanarak ilgili Cumhuriyet başsavcılığı ya da mahkemelere sunulmaktadır. Ayrıca, bu büroda görevli adli destek görevlileri, Cumhuriyet başsavcılığı ya da mahkemeler tarafından talep edilmesi halinde kırılğan gruba dâhil mağdur hakkında, kendisi, ailesi, yakın çevresi gibi gerekli görülen kişilerle görüşerek ve gerek duyulması halinde mağdurun sosyal çevresinde de inceleme yaparak sosyal inceleme raporu düzenlemektedir.

Cumhuriyet başsavcılıkları ile ceza mahkemeleri tarafından talep edilmesi halinde ceza yargılaması destek bürosunda çalışan adli destek görevlilerince 5271 sayılı Ceza Muhakemesi Kanunu ile 5395 sayılı Çocuk Koruma Kanunu uyarınca gerekli destek hizmeti sunulmaktadır.

Hukuk yargılaması destek bürosu ile daha önce sadece aile mahkemelerine yönelik sağlanan uzman desteği ihtiyaç duyulan tüm hukuk mahkemelerini kapsayacak şekilde genişletilmiştir.

Yine, Bakanlığımız tarafından, fail ile yüz yüze gelmesinde sakınca bulunduğu değerlendirilen öncelikli olarak mağdur, tanık, suça sürüklenen çocukların, cinsel suç ve aile içi şiddet suçu mağdurları, engelli bireyler ile kırılğan gruba dâhil diğer mağdurların ifade ve beyanlarının uzman eşliğinde özel ortamda alınması için 2017 yılında Adli Görüşme Odaları (AGO) uygulamasına geçilmiştir. Hâli hazırda 75 ilde 97 adliyede 102 Adli Görüşme Odası bulunmakta olup İstanbul ilinde, İstanbul, Bakırköy,





Gaziosmanpaşa, Küçükçekmece, Büyükçekmece ve İstanbul Anadolu adliyelerinde adli görüşme odası bulunmaktadır.

İşlenen suç nedeni ile kaygılı görülen kişilerin psiko-sosyal destek alabilecekleri, sanıkla yüz yüze gelmeden uzman desteği altında duruşma salonu dışında ifade ve beyanlarını verebilecekleri özel ortamlar olan adli görüşme odalarında mağdur çocukların da soruşturma ve kovuşturma aşamalarında uzman aracılığıyla dinlenebilmeleri mümkündür.

Özellikle cinsel saldırı ve cinsel istismar gibi hassas soruşturma ve kovuşturmalarda mağdurun sanıkla yüz yüze getirilmemesi ve ikincil örselenmesinin önüne geçilebilmesi kadar, kolluk kuvvetleri, sağlık kurumları ve adli merciler tarafından ayrı ayrı değerlendirilerek bu süreçte yaşadıklarını defalarca dile getirmek zorunda bırakılmaması da önem arz etmektedir.

Bu yönde yapılan çalışmalar neticesinde, 17/10/2019 tarihli ve 7188 sayılı Ceza Muhakemesi Kanunu ve Bazı Kanunlarda Değişiklik Yapılmasına Dair Kanun ile 5271 sayılı Ceza Muhakemesi Kanununun "Mağdur ile şikâyetçinin dinlenmesi" kenar başlıklı 236 ncı maddesine eklenen yeni fıkralar ile adli görüşme odaları ve çocuk izlem merkezleri düzenlenerek cinsel istismar ve cinsel saldırı suçlarının nitelikli hallerinde bu uygulamalara gidilmesi zorunlu kılınmıştır.

Bakanlığımızca da 5271 sayılı Ceza Muhakemesi Kanununun 236 ncı maddesine eklenen dördüncü fıkra uyarınca işaret edilen adli görüşme odalarının yaygınlaştırılması yönündeki çalışmalar devam etmektedir.

Öte yandan, Başkanlığımızda psikolog, pedagog, sosyal hizmet uzmanı ve sosyolog unvanına sahip meslek elemanları çalışmakta olup, adli destek ve mağdur hizmetleri müdürlüklerinde ise psikolog, pedagog ve sosyal çalışmacılar (adli destek görevlileri) görev yapmaktadır. Adli destek ve mağdur hizmetleri müdürlüklerinde görev yapmakta olan ve yeni başlayan adli destek görevlilerinin eğitim ihtiyacını karşılamak amacıyla Bakanlığımızca belli aralıklarda hizmet içi eğitim programları düzenlenmekte olup ilgili eğitimlerde Adli Görüşme Odalarının kullanımının ve hizmet kalitesinin artırılması yönünde hizmet içi eğitim programlarına da yer verilmektedir.

İlgi yazıda yer alan çocukların onay inşası ve erken yaşta evliliklerin engellenmesi konularında, aile mahkemelerinde görev yapan hâkim, savcı ve meslek elemanları ve katiplere yönelik gerçekleştirilen eğitim faaliyetleri Türkiye Adalet Akademisi Başkanlığı ve Bakanlığımız Eğitim Dairesi Başkanlığı tarafından yürütülmektedir.

Bilgilerine rica ederim.

Ramazan GÜRKAN  
Hâkim  
Bakan a.  
Başkan V.

Bu belge, güvenli elektronik imza ile imzalanmıştır.

Belge Doğrulama Adresi : <https://vatandas.uyap.gov.tr>

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Unvan : Şube Müdürü

Telefon No : 0 (312) 414 70 48







**İSTANBUL BAROSU  
ADLİ YARDIM BÜROSU**

Tarih : 28.06.2021  
Sayı : 2021/42301 Y.

**CİNSEL ŞİDDETLE  
MÜCADELE DERNEĞİ**  
Koşuyolu Mah. Koşuyolu Cad.  
Aşçamlık Sitesi C2 Blok No:75 D:6  
KADIKÖY / İSTANBUL

**İLGİ:** 18.06.2021 tarihli tekid yazınız.

İlgi tarihli yazınızda, İstanbul Barosu Başkanlığı'ndan 10.05.2021 tarihli 4982 sayılı Bilgi Edinme Hakkı Kanunu uyarınca bilgi edinme başvuru formu gönderildiği, ancak yasal cevap verme süresi içinde yanıt alınmadığı belirtilmektedir.

İlgi yazınız ekindeki başvuruda maddeler halinde istenilen bilgiler aşağıdaki gibidir.

- 1- İstanbul Barosu Adli Yardım sisteminde adli yardıma başvuran bireylerle ilgili yaş, engellilik, cinsiyet kimliği, mültecilik durumları başvurular esnasında dikkate alınarak, ilgili bu hususlar başvuru formlarında yer almaktadır. Cinsiyet, başvuru konuları, mülteci alanında ayrıştırılmış veriler bulunmaktadır.
- 2- Yazınızın bu maddesinde istenilen bilgiler İstanbul Barosu CMK Servisi'nce yanıtlanacaktır.
- 3- İstanbul Barosu Adli Yardım sisteminde kadın hakları, çocuk hakları ve mülteci hakları konularında görev almak isteyen adli yardım avukatları, ilgili merkezlerin gerçekleştirdiği meslek içi eğitim seminerlerinden geçip sertifika olmaları zorunludur.

İstanbul Barosu Kadın Hakları Merkezi tarafından düzenli aralıklarla iki günlük meslek içi eğitim verilerek özellikle kadına karşı şiddet ve aile hukuku davalarında sertifikalı avukatlara atama yapılmaktadır. Seminerlerdeki eğitim başlıklarımız şu şekildedir.

- Adli Yardım Bürosu'nun İşleyişi – İşleyiş Hakkında Soru ve Önerilerin Değerlendirilmesi.
- Adli Tıp Sistemi-Adli Muayene-Genital Muayenede Yasal Düzenlemeler ve Sorunlar.
- Uluslararası Sözleşmeler Çerçevesinde Toplumsal Cinsiyet.
- TCK Aile Düzenine Karşı Suçlar-TCK Cinsel Suçlar-Boşanma Sebepleri-Nafaka ve Tazminat Hükümleri.
- M.K. Mal Rejimleri
- Aile İçi Şiddette Disiplinler Arası İşbirliğinin Değerlendirilmesi.
- Ailenin Korunması ve Kadına Karşı Şiddetin Önlenmesi İle İlgili 6284 Sayılı Yasa.

Meslek içi eğitim seminerleri İstanbul Barosu Kadın Hakları Merkezi avukatları, uzmanlar, akademisyenler, hakimler ve psikologlar tarafından verilmektedir.

Bilgilerinizi rica ederiz.

Saygılarımızla.

  
**Av. Mehmet DURAKOĞLU**  
İstanbul Barosu Başkanı

Yazan: V.Perçin  
Onay : A.Moralioğlu

İl.08. F12-00/24.05.2006





**CİNSEL ŞİDDETLE  
MÜCADELE DERNEĞİ**  
**Koşuyolu Mah. Koşuyolu Cad.**  
**Aşamalık Sitesi C2 Blok No:75 D:6**  
**KADIKÖY / İSTANBUL**

**İLGİ:** 18.06.2021 tarihli tekid yazınız.

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İlgi yazınız ekindeki başvuruda maddeler halinde istenilen bilgiler aşağıdaki gibidir.

- 1- İstanbul Barosu CMK sisteminde görevlendirme yapılan bireylerle ilgili yaş, cinsiyet, başvuru konuları alanında ayrıştırılmış veriler bulunmaktadır.
- 2- Son 12 ay içerisinde CMK Servisince cinsel şiddet vakalarına yapılan avukat görevlendirmeleri yazımız ekinde sunulmaktadır.
- 3- İstanbul Barosu CMK sisteminde görev almak isteyen avukatların, İstanbul Barosu CMK Servisince düzenlenen "Sanık Müdafiliği, Mağdur/Şikayetçi/Katılan Vekilliği" konulu meslek içi eğitim seminerlerinden geçerek sertifika almaları zorunludur.

İstanbul Barosu CMK Servisince her hafta olmak üzere, beş günlük (eğitim süresi toplamda 40 saat olup pandemi dönemi nedeniyle uzaktan eğitim şeklinde yapılmaya başlanmış ve süresi 20 saate düşürülmüştür) meslek içi eğitim verilmektedir. CMK meslek içi eğitim seminerlerinde cinsel şiddete özelleştirilmiş başlıklar bulunmamaktadır. Seminerlerdeki eğitim başlıklarımız şu şekildedir.

- CMK Servisi Hakkında Bilgilendirme
- CMK Uygulamasında Avukatın Rolü (Avukatın Belge İnceleme-Örnek Edinme Yetkileri, Avukatın Görüşme-Yazışma Yetkileri, Avukatın İşleme Katılma Yetkisi, Avukatın Soru Sorma Yetkisi, Avukatın Temsil ve Yasa Yoluna Başvurma Yetkileri)
- Soruşturma Evresi-İddianame ve İadesi, İddianamenin Kabulü - Kovuşturma Evresi Duruşma Hazırlığı – Duruşma, Hüküm- Hükümün Açıklanması
- Adli Tıp (Bilirkişi İncelemesi, Uzman Mütalaası Kurumun Yapısı – Organları, Çalışma Kuralları)
- Müdafinin Şüpheli/Sanık Ve Mağdur İle İlişki Kurma Yöntemleri-Delil Türleri(Belirti-Beyan-Belge)-Delil Yasakları -Tasadüf Deliller-Hukuka Aykırı Delillerle Mücadele, Kanun Yolları
- Çocuk Adaleti-Çocuğun Temsili: Vekil ve Müdafinin Yetkileri Mağdur Çocuk; Hakları ve Yargılama Usulündeki Özellikler Suç Şüphesi Altındaki Çocuk; Hakları ve Yargılama Usulündeki Özellikler I -Yargılama Usulündeki Özellikler II
- Yakalama, Gözaltı, Muhafaza Altına Alma, Gözlem Altına Alma Kolluğun resen yapabileceği işlemler - Durdurma-Kimlik Sorma- Zor ve Silah Kullanma –Parmak İzi ve Fotoğraf

• İletişimin Denetlenmesi-Gizli Soruşturmacı-Teknik İzleme

İL01 FO1-00/24.05.2006

CMK Meslek içi eğitim seminerleri İstanbul Barosu CMK sicilinde kayıtlı avukatlar, uzmanlar ve akademisyenler, tarafından verilmektedir.

Bilgilerinizi rica ederiz.

Saygılarımızla.



**Av. Mehmet DURAKOĞLU**  
**İstanbul Barosu Başkanı**

**Ek:** Son 12 ay içerisinde İstanbul Barosu Başkanlığı CMK Servisince cinsel şiddet vakalarına yapılan avukat görevlendirmeleri.



**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

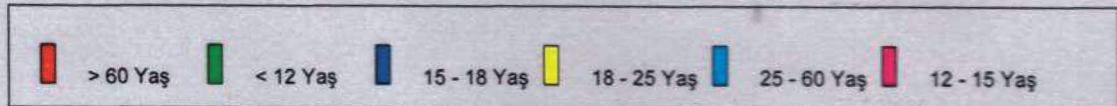
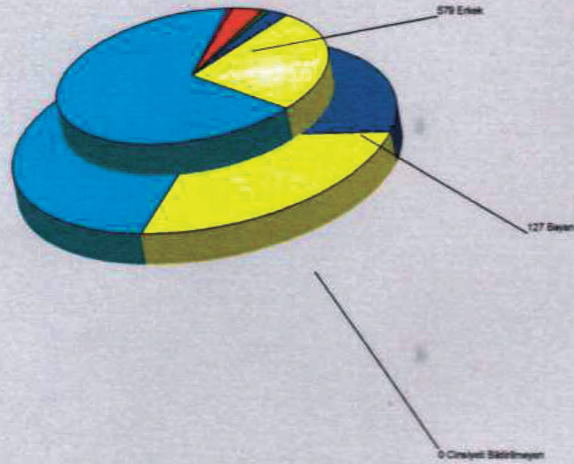
**KARAKOL**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 706 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL SALDIRI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	23	1		24
12 Yaşından Küçük	4	3		7
15 - 18 Yaş Arası	16	27		43
18 - 25 Yaş Arası	148	33		181
25 - 60 Yaş Arası	384	49		433
12 - 15 Yaş Arası	4	14		18
<b>Toplam</b>	<b>579</b>	<b>127</b>		<b>706</b>



**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

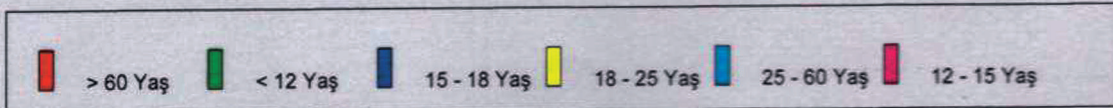
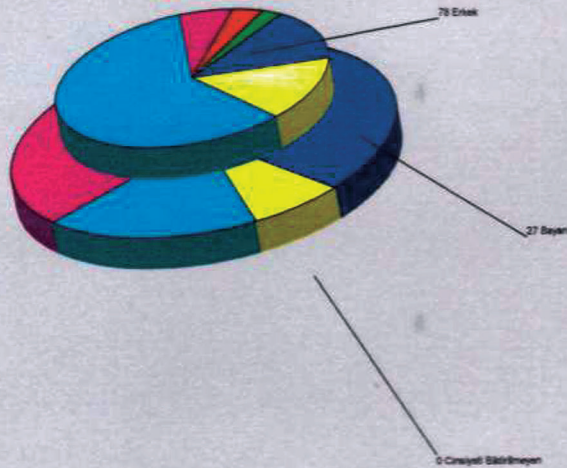
**SAVCILIK**

**SUÇ - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 105 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL SALDIRI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	3			3
12 Yaşından Küçük	2	1		3
15 - 18 Yaş Arası	11	8		19
18 - 25 Yaş Arası	11	2		13
25 - 60 Yaş Arası	46	5		51
12 - 15 Yaş Arası	5	11		16
<b>Toplam</b>	<b>78</b>	<b>27</b>		<b>105</b>





**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

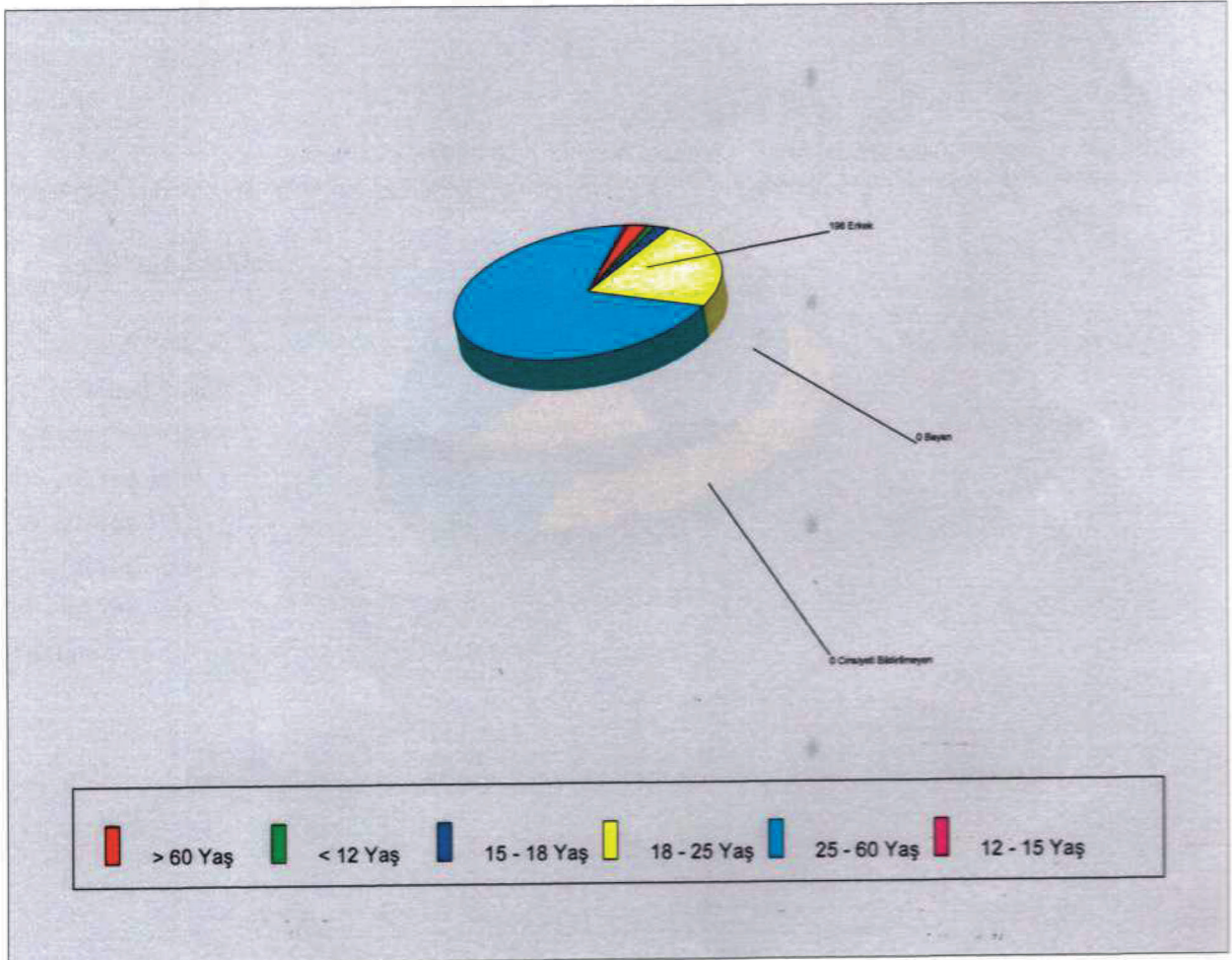
**SORGU HAKİMLİĞİ**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 198 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL SALDIRI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	5			5
12 Yaşından Küçük	2			2
15 - 18 Yaş Arası	4			4
18 - 25 Yaş Arası	46			46
25 - 60 Yaş Arası	140			140
12 - 15 Yaş Arası	1			1
<b>Toplam</b>	<b>198</b>			<b>198</b>



**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

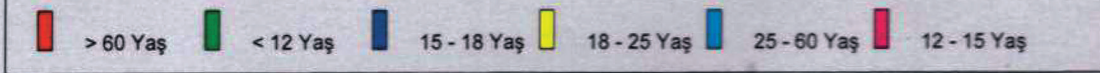
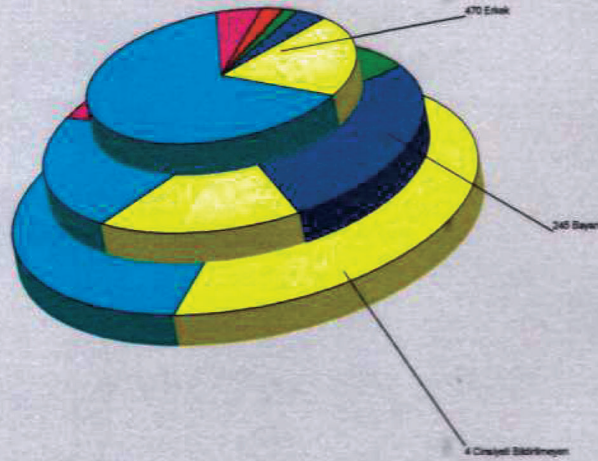
**MAHKEME**

**SUÇ - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 719 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL SALDIRI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	13	3		16
12 Yaşından Küçük	9	27		36
15 - 18 Yaş Arası	20	67		87
18 - 25 Yaş Arası	98	43	2	143
25 - 60 Yaş Arası	304	51	2	357
12 - 15 Yaş Arası	26	54		80
<b>Toplam</b>	<b>470</b>	<b>245</b>	<b>4</b>	<b>719</b>





**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

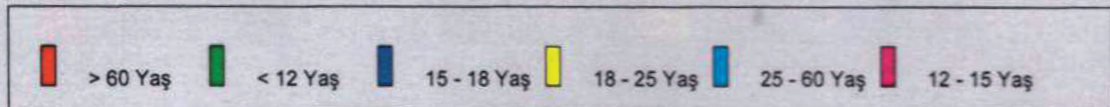
**KARAKOL**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 630 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL TACİZ**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	12	2		14
12 Yaşından Küçük	11	45		56
15 - 18 Yaş Arası	32	136		168
18 - 25 Yaş Arası	30	7		37
25 - 60 Yaş Arası	153	8		161
12 - 15 Yaş Arası	37	157		194
<b>Toplam</b>	<b>275</b>	<b>355</b>		<b>630</b>





**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

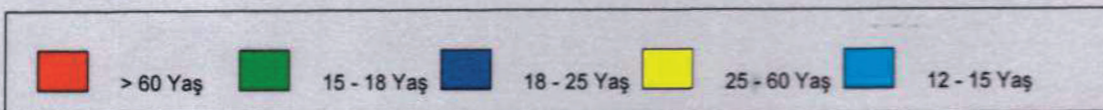
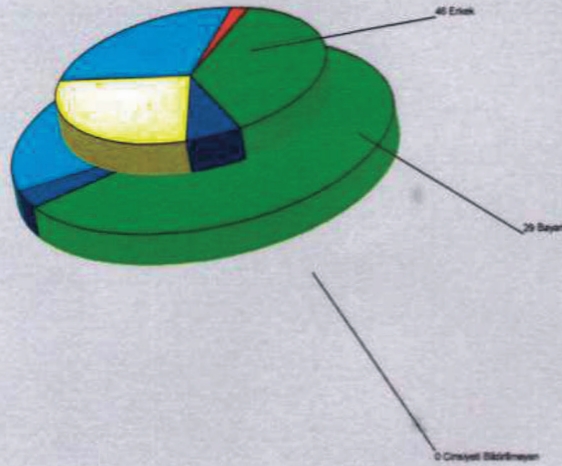
**SAVCILIK**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 75 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL TACİZ**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	1			1
15 - 18 Yaş Arası	17	18		35
18 - 25 Yaş Arası	3	1		4
25 - 60 Yaş Arası	13			13
12 - 15 Yaş Arası	12	10		22
<b>Toplam</b>	<b>46</b>	<b>29</b>		<b>75</b>



**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

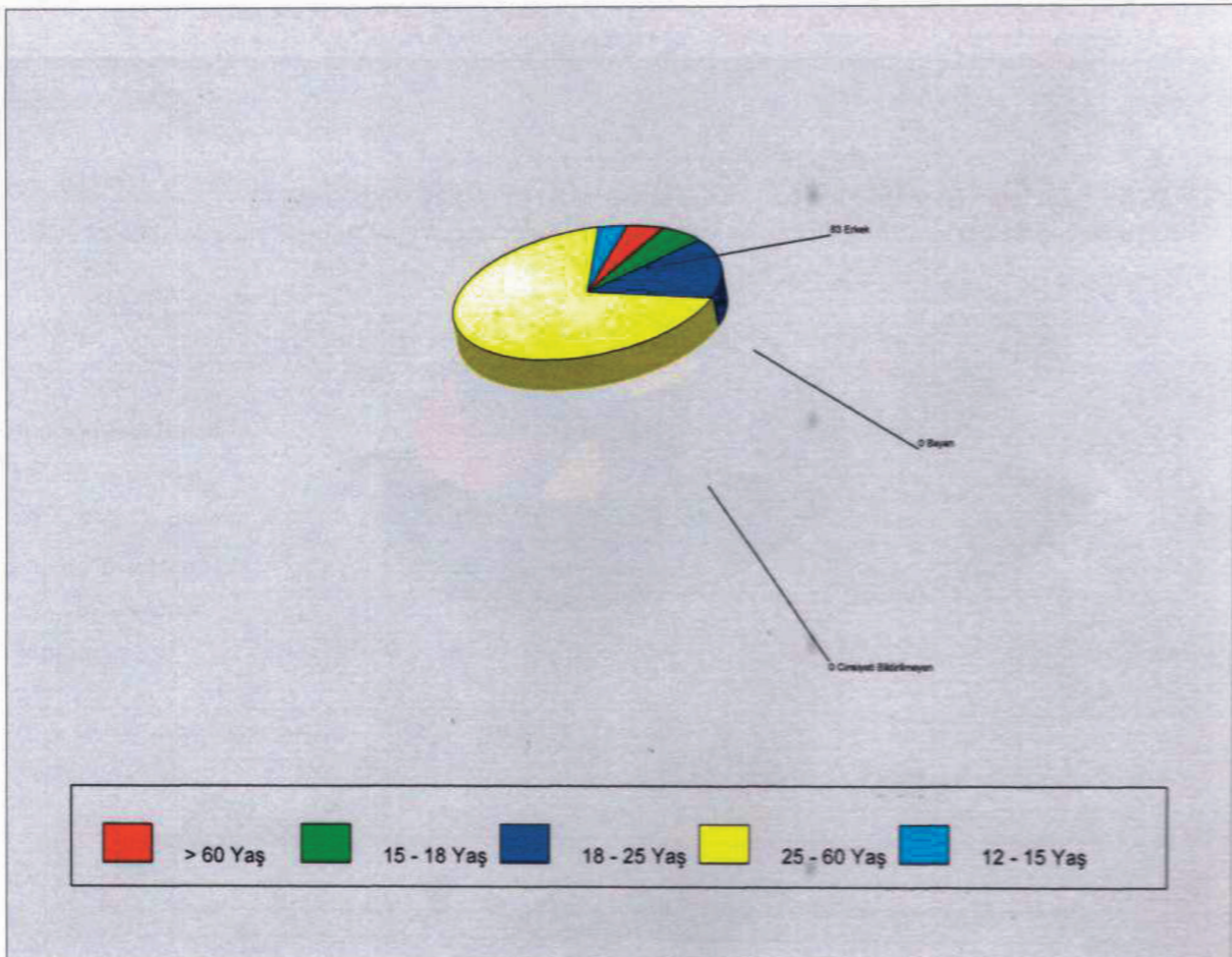
**SORGU HAKİMLİĞİ**

**SUÇ - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 83 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL TACİZ**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	4			4
15 - 18 Yaş Arası	5			5
18 - 25 Yaş Arası	13			13
25 - 60 Yaş Arası	58			58
12 - 15 Yaş Arası	3			3
<b>Toplam</b>	<b>83</b>			<b>83</b>





**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

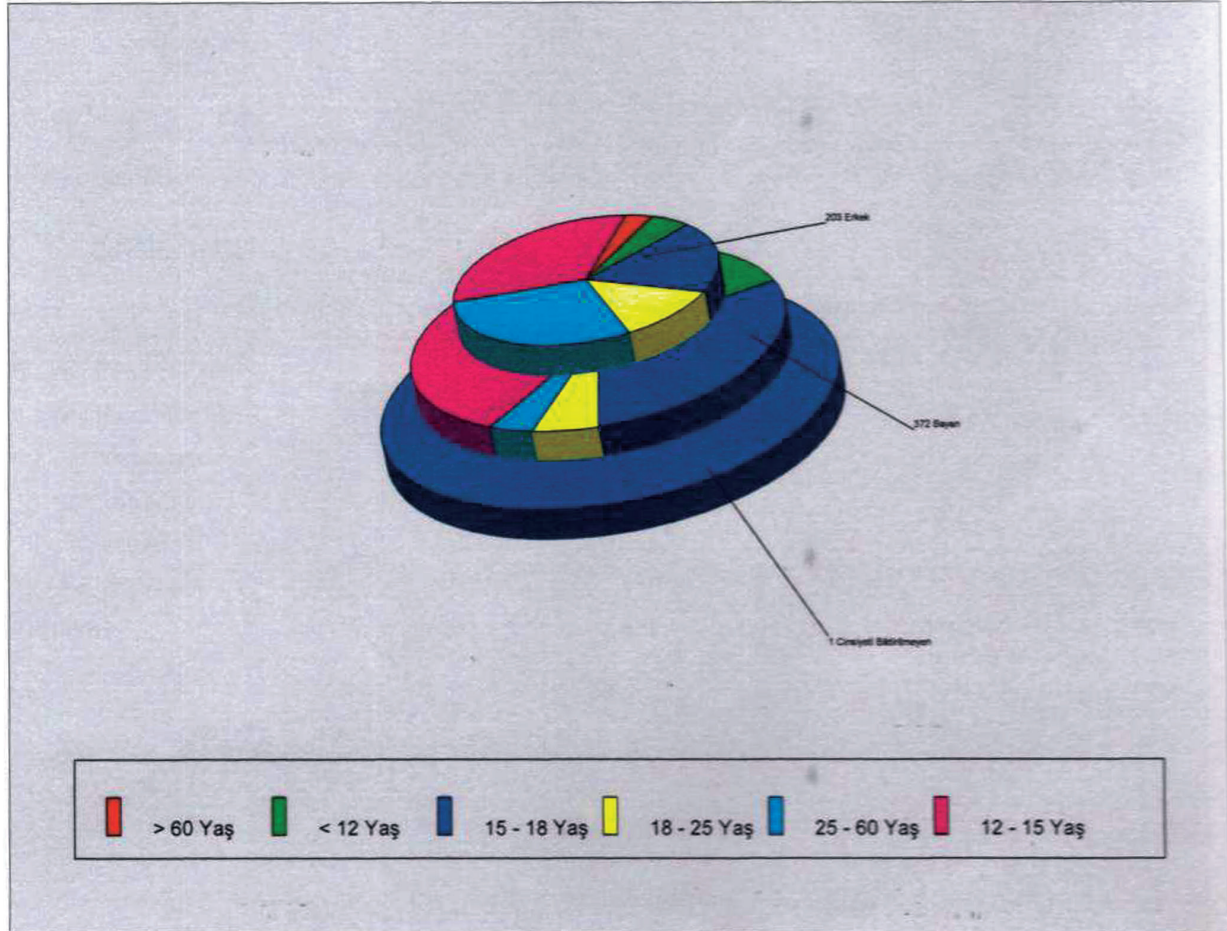
**MAHKEME**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 576 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : CİNSEL TACİZ**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	7			7
12 Yaşından Küçük	11	54		65
15 - 18 Yaş Arası	39	114	1	154
18 - 25 Yaş Arası	24	21		45
25 - 60 Yaş Arası	60	15		75
12 - 15 Yaş Arası	62	168		230
<b>Toplam</b>	<b>203</b>	<b>372</b>	<b>1</b>	<b>576</b>



**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

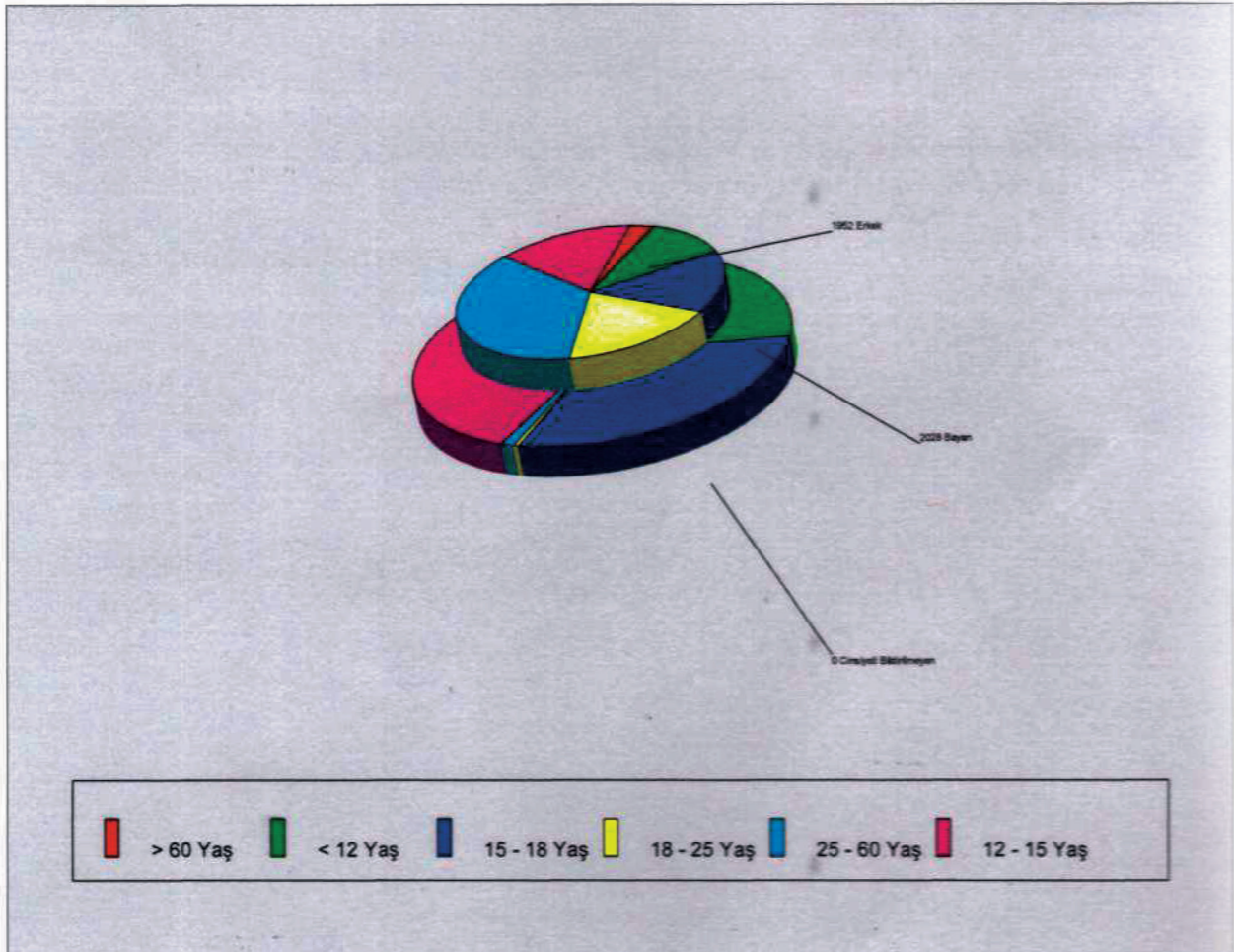
**KARAKOL**

**SUÇ - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 3.980 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : ÇOCUĞUN CİNSEL İSTİSMARI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	60			60
12 Yaşından Küçük	223	457		680
15 - 18 Yaş Arası	299	604		903
18 - 25 Yaş Arası	346	9		355
25 - 60 Yaş Arası	711	25		736
12 - 15 Yaş Arası	313	933		1246
<b>Toplam</b>	<b>1.952</b>	<b>2.028</b>		<b>3.980</b>





**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

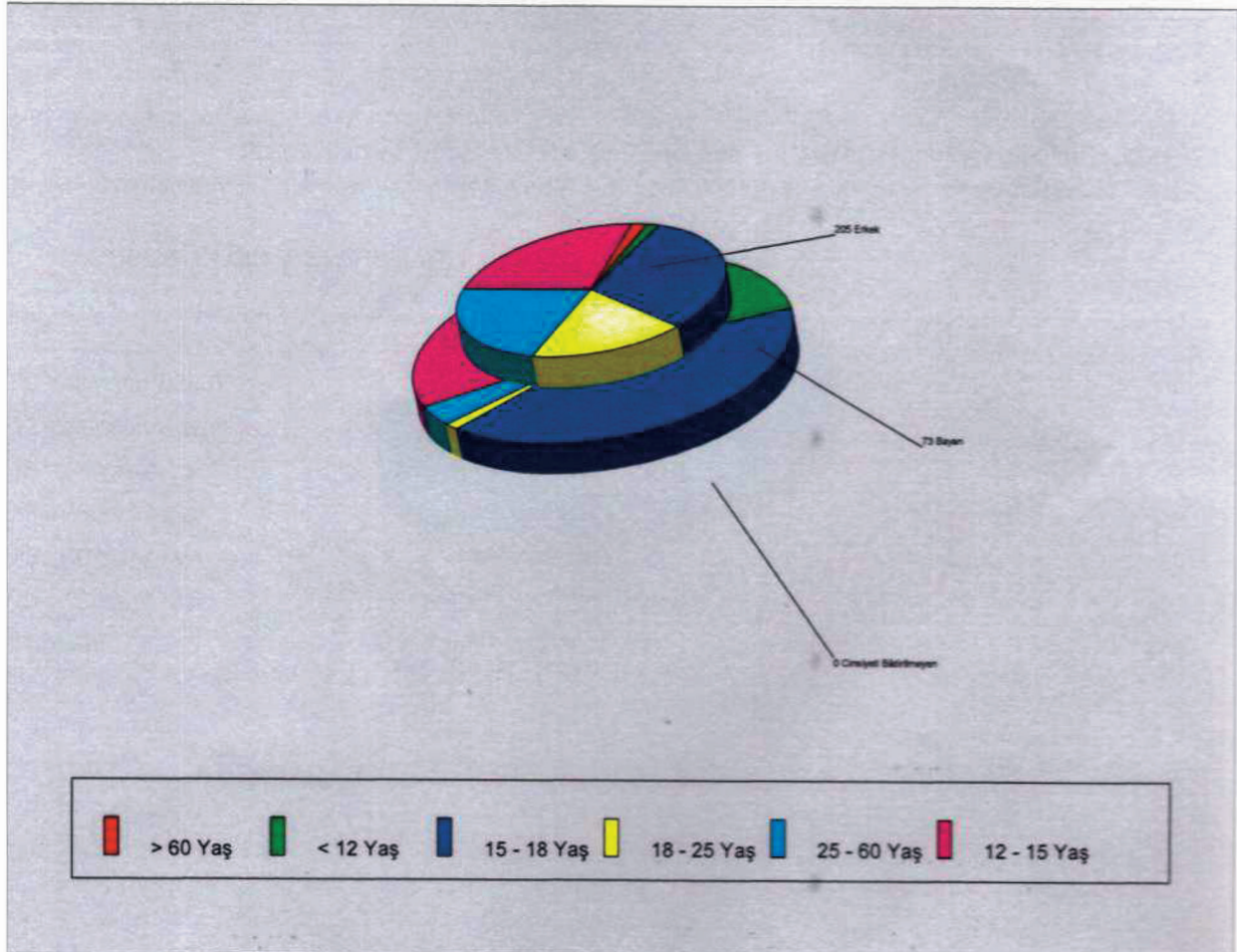
**SAVCILIK**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 278 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : ÇOCUĞUN CİNSEL İSTISMARI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	4			4
12 Yaşından Küçük	3	13		16
15 - 18 Yaş Arası	63	30		93
18 - 25 Yaş Arası	37	1		38
25 - 60 Yaş Arası	47	3		50
12 - 15 Yaş Arası	51	26		77
<b>Toplam</b>	<b>205</b>	<b>73</b>		<b>278</b>



**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

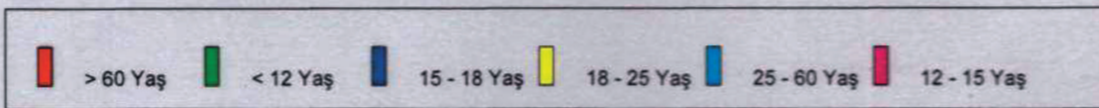
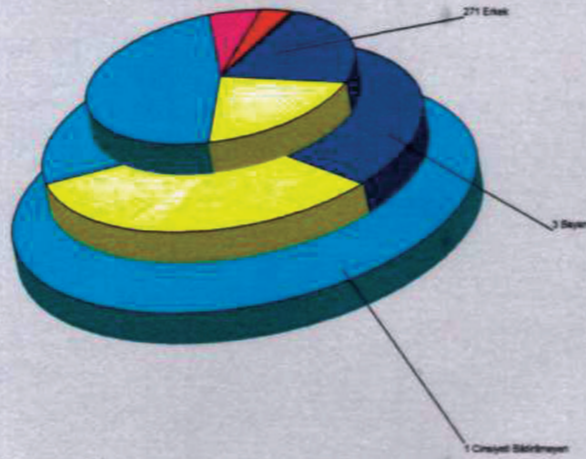
**SORGU HAKİMLİĞİ**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 275 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : ÇOCUĞUN CİNSEL İSTİSMARI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	11			11
12 Yaşından Küçük	1			1
15 - 18 Yaş Arası	60	1		61
18 - 25 Yaş Arası	54	1		55
25 - 60 Yaş Arası	128	1	1	130
12 - 15 Yaş Arası	17			17
<b>Toplam</b>	<b>271</b>	<b>3</b>	<b>1</b>	<b>275</b>





**29/06/2020 - 29/06/2021 TARİHLERİ ARASINDA SANIKLARIN  
SUC-YAŞ-CİNSİYET GRUPLARI**

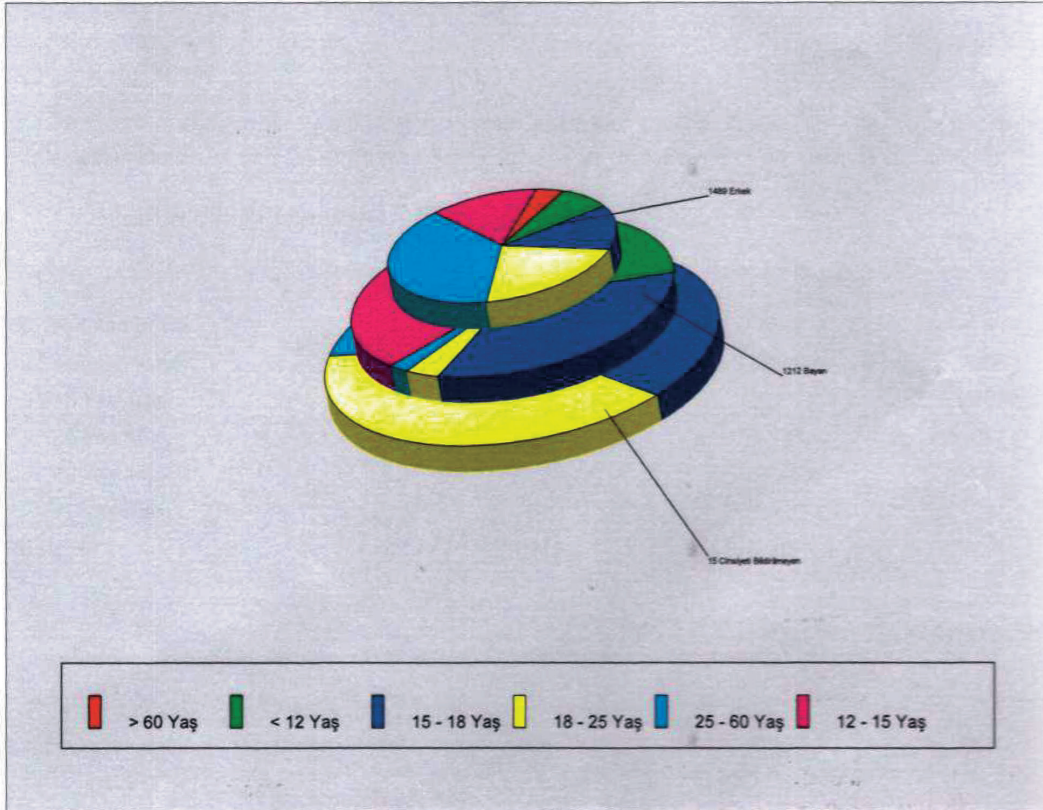
**MAHKEME**

**SUC - YAŞ - CİNSİYET GRUPLARI**

29/06/2020 ve 29/06/2021 tarihleri arasında Barosu Başkanlığı tarafından toplam 2.716 Kişiler için müdafî/vekil ataması yapılmıştır. Kişiler suç, yaş ve cinsiyetleri grupları aşağıda sunulmuştur.

**Suç : ÇOCUĞUN CİNSEL İSTİSMARI**

Yaş Grubu	Erkek Sayısı	Kadın Sayısı	Cinsiyeti Bildirilmeyen Sayısı	Toplam
60 Yaşından Büyük	62	4		66
12 Yaşından Küçük	124	242		366
15 - 18 Yaş Arası	203	392	5	600
18 - 25 Yaş Arası	314	44	6	364
25 - 60 Yaş Arası	562	27	4	593
12 - 15 Yaş Arası	224	503		727
<b>Toplam</b>	<b>1.489</b>	<b>1.212</b>	<b>15</b>	<b>2.716</b>







T.C.  
İSTANBUL BÜYÜKŞEHİR BELEDİYE BAŞKANLIĞI  
Sosyal Hizmetler Daire Başkanlığı  
Kadın ve Aile Hizmetleri Müdürlüğü

Sayı : E-27663507-804.99-2021.812049  
Konu : Bilgi-Belge Talebi

15.07.2021

CİNSEL ŞİDDETLE MÜCADELE DERNEĞİNE

İlgi : Bila tarihli dilekçeniz.

İlgi dilekçede bahsi geçen sorulara istinaden Müdürlüğümüz tarafından hazırlanan bilgi notu ekte sunulmuştur.

Bilgilerinizi rica ederim.

Şenay GÜL  
Kadın ve Aile Hizmetleri Müdürü

Ek : Bilgi Notu (2 Sayfa)

Bu belge, güvenli elektronik imza ile imzalanmıştır.

Belge Doğrulama Adresi : <http://application2.ibb.gov.tr/et/ImzaDogrula.aspx?prm=mQ7i8h2PhjVKSJyGpwk7Q%3d%3d>

Ataköy 7-8-9-10. Kısım Mahallesi Mimar Basri Mete Sokak Airport AVM Arkası

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Telefon No: 2124499316 Faks No: 2124495024

e-Posta: [saliha.sozen@ibb.gov.tr](mailto:saliha.sozen@ibb.gov.tr) İnternet Adresi: <https://www.ibb.istanbul>

Kep Adresi: [ibb@hs01.kep.tr](mailto:ibb@hs01.kep.tr)

Bilgi için: Saliha SÖZEN

Telefon No: 2124499319





## BİLGİ NOTU

5393 Belediye Kanunu Belediyenin görev ve sorumlulukları Madde 14 (a) bendine göre İstanbul Büyükşehir Belediyesi Kanunu'nun büyükşehir belediyelerine vermiş olduğu sorumluluktan yola çıkarak kadına yönelik şiddetle mücadelede oluşturmuş olduğu eylem planını hızlı bir şekilde hayata geçirmiş, şiddetle mücadelede etkin olan hizmet birimlerini kurmuştur. İlgili yazınız kapsamında kadına yönelik şiddetle mücadelede İstanbul genelinde hizmet veren kurumlar hakkında bilgi istenmiş olup yazımız kapsamında İstanbul Büyükşehir Belediyesi bünyesinde hizmet veren birimler hakkında bilgi veriyor olacağız.

İstanbul Büyükşehir Belediyesi bünyesinde 13.04.2020 tarihinden itibaren hizmet vermekte olan bir Kadın Danışma Birimi bulunmaktadır. Birimde fiziksel, sözel, cinsel, psikolojik şiddete maruz bırakılan veya şiddete maruz bırakılma tehlikesi altında olan, ısrarlı takibe maruz kalan kadınlara yüz yüze ve/veya telefonla psikososyal ve hukuksal danışmanlık hizmeti verilmektedir.

Yine 15.04.2020 tarihinden itibaren hizmet vermeye başlayan bir Kadın Dayanışma Evi (sığınak) bulunmaktadır. Kadın Dayanışma Evi şiddete maruz bırakılarak Kadın Danışma Birimi'ne başvuru yapan ve kadın sığınma evinde kalmaya yönelik talebi olan kadınların varsa çocukları ile birlikte psikososyal ve sosyoekonomik bağlamda güçlendirme odaklı hizmet aldıkları yatılı bir sosyal hizmet kuruluşudur. Kadın Dayanışma Evi'ne başvurularda kadınların beyanları esas alınır. Altmış yaşından büyük şiddete maruz bırakılan kadınlar ile akıl ve ruh sağlığı yönünden birebir bakıma ihtiyacı olduğu gözlemlenen kadınların uygun sosyal hizmet kuruluşuna yerleştirilmesi için Aile ve Sosyal Hizmetler Bakanlığı'na bildirimleri yapılır.

Kadına yönelik şiddetle mücadele etmeye yönelik hizmet veren bir diğer birimimiz 25 Kasım 2020 tarihinde 7/24 ve çok dilli olarak hizmet vermeye başlayan 444 80 86 numaralı Kadın Destek Hattı'dır. Kadın Destek Hattı ile şiddete maruz bırakılan veya şiddet görme tehlikesi altında olan, ısrarlı takibe maruz kalan kadınlara yönelik psikososyal ve hukuksal danışmanlık hizmeti verilmekte, acil şiddet bildirimlerinde kolluk kuvvetleri ile iletişime geçilerek şiddete maruz bırakılan kadının uygun hizmet mekanizmalarına yönlendirilmesi sağlanmaktadır. İstanbul Büyükşehir Belediyesi bünyesinde Yerel Eşitlik Eylem Planı çerçevesinde 2022-2024 yılı içerisinde Şiddet Taciz ve Tecavüz Kriz Merkezleri'nin kurulması planlanmaktadır. Yine 2020-2024 yılları içerisinde yeni Kadın Sığınma Evlerinin açılması planlanmaktadır.

Kadınların şiddet karşısında yasal hakları konusunda bilgilendirilmesi, tüm hizmet birimlerinde toplumsal cinsiyet eşitliği perspektifini yaygınlaştıracak içeriklerin oluşturulması, Kadın Danışma Birimi, Kadın Dayanışma Evi ve Kadın Destek Hattı hizmetlerinin sürdürülmesi, sığınak personellerine kadın örgütleri işbirliği ile eğitim ve süpervizyon desteğinin sağlanması, çocuk yaşta ve zorla evlilik karşıtı kamuoyu oluşturacak faaliyetlerin yapılması yönünde aktif çalışmalarımız devam etmektedir. İstanbul Aile Danışmanlık Eğitim Merkezleri( İSADEM) ile bireylerin haklarının farkında, özgüvenli, kendilerine ve çevrelerine karşı sorumlu, eleştirel düşünebilen bireyler olma yolunda destekleyici, kadına yönelik şiddetin önlenmesi, kadınların ve çocukların güçlendirilmesi, toplumsal cinsiyet eşitliğinin sağlanması yönünde çalışmalar gerçekleştirilmektedir. Şiddet tehdidi altında olan kadınların bulundukları yerde güvenliklerini artıracak hizmetlerin sağlanması, mahallelerde gezici kadın danışma birimlerinin kurulması, istasyon kadın sığınma evlerinin kurulması yönünde çalışmalar hızla sürdürülmektedir.



## Appendix 6 - Applications through CIMER

İstanbul Valiliği: "28.07.2021 11:18 tarihinde AİLE VE SOSYAL HİZMETLER BAKANLIĞI tarafından yazışma/değerlendirme süreci nedeniyle beklemeye alındı."

İBB: "30.06.2021 18:57 tarihinde CIMER tarafından İSTANBUL VALİLİĞİ tarafına sevk edildi."

Aile Bakanlığı Kadın Statüsü Genel Müdürlüğü: 14.07.2021 17:57 tarihinde AİLE VE SOSYAL HİZMETLER BAKANLIĞI tarafından yazışma/değerlendirme süreci nedeniyle beklemeye alındı.

Sağlık Bakanlığı Ruh Sağlığı Birimi: 30/06/2021 tarihinde 142912468 barkod numarası ile cevap oluşturulmuş olup; yazı posta yolu ile gönderilmiştir.

Cumhuriyet Başsavcılığı: 23.06.2021 19:23 tarihinde CIMER tarafından ADALET BAKANLIĞI tarafına sevk edildi.

Jandarma Genel Komutanlığı: 14.07.2021 16:54 tarihinde JANDARMA GENEL KOMUTANLIĞI > GENEL SEKRETERLİK tarafından cevap yazıldı.

Cumhurbaşkanlığı İletişim Merkezi (CIMER)'ne yapmış olduğunuz 22 Haziran 2021 tarihli başvurunuz Jandarma Genel Komutanlığına alınmıştır.

Başvurunuzla ilgili olarak; 4982 sayılı Bilgi Edinme Hakkı Kanunu'nun 7'nci maddesinin ikinci paragrafında "Kurum ve kuruluşlar, ayrı veya özel bir çalışma, araştırma, inceleme ya da analiz neticesinde oluşturulabilecek türden bir bilgi veya belge için yapılacak başvurulara olumsuz cevap verebilirler." hükmü gereğince şahsınıza gönderilemeyeceğini bildirir, bilgilerinize rica ederiz.

4982 sayılı Bilgi Edinme Hakkı Kanunu ve Bilgi Edinme Hakkı Kanunu'nun Uygulanmasına İlişkin Esas ve Usuller Hakkında Yönetmelik gereğince bilgi edinme talebinize verilen yukarıda yazılı cevabın; Kanun'un 29'ncü maddesinde yer alan "bu Kanun'la erişilen bilgi ve belgeler ticari amaçla çoğaltılamaz ve kullanılamaz." hükmü ile Yönetmeliğin 42'nci maddesinde yer alan "Kanun'da ve bu Yönetmelik'te belirtilen usul ve esaslar çerçevesinde erişilen bilgi ve belgeler ticari amaçla çoğaltılamaz, kullanılamaz, erişimi sağlayan kurum ve kuruluşlardan izin alınmaksızın yayımlanamaz. Bu madde hükmüne aykırı olarak erişilen bilgi ve belgeleri ticari amaçla çoğaltanlar, kullananlar veya yayımlayanlar hakkında kanunların cezai ve hukuki sorumluluğa ilişkin hükümleri uygulanır." hükmü doğrultusunda değerlendirilmesi gerektiğini bilgilerinize sunarız.

Emniyet Genel Müdürlüğü: 23.06.2021 17:46 tarihinde EMNİYET GENEL MÜDÜRLÜĞÜ > ASAYİŞ ŞUBE MÜDÜRLÜĞÜ tarafından cevap yazıldı.

Dilekçeniz hakkındaki gerekli araştırma ve çalışmaları yapmak üzere bilgiler Asayiş Şube Müdürlüğü Aile İçi ve Kadına Karşı Şiddetle Mücadele Büro Amirliğine gönderilmiş olup, çalışmalar sonucu tarafınıza Aile İçi ve Kadına Karşı Şiddetle Mücadele Büro Amirliğimizce bilgi verilecektir. Bilgilerinize sunarız.

İstanbul Emniyet Müdürlüğü

Asayiş Şube Müdürlüğü

Denetimli Serbestlik: 19.06.2021 13:26 tarihinde CIMER tarafından ADALET BAKANLIĞI tarafına sevk edildi.

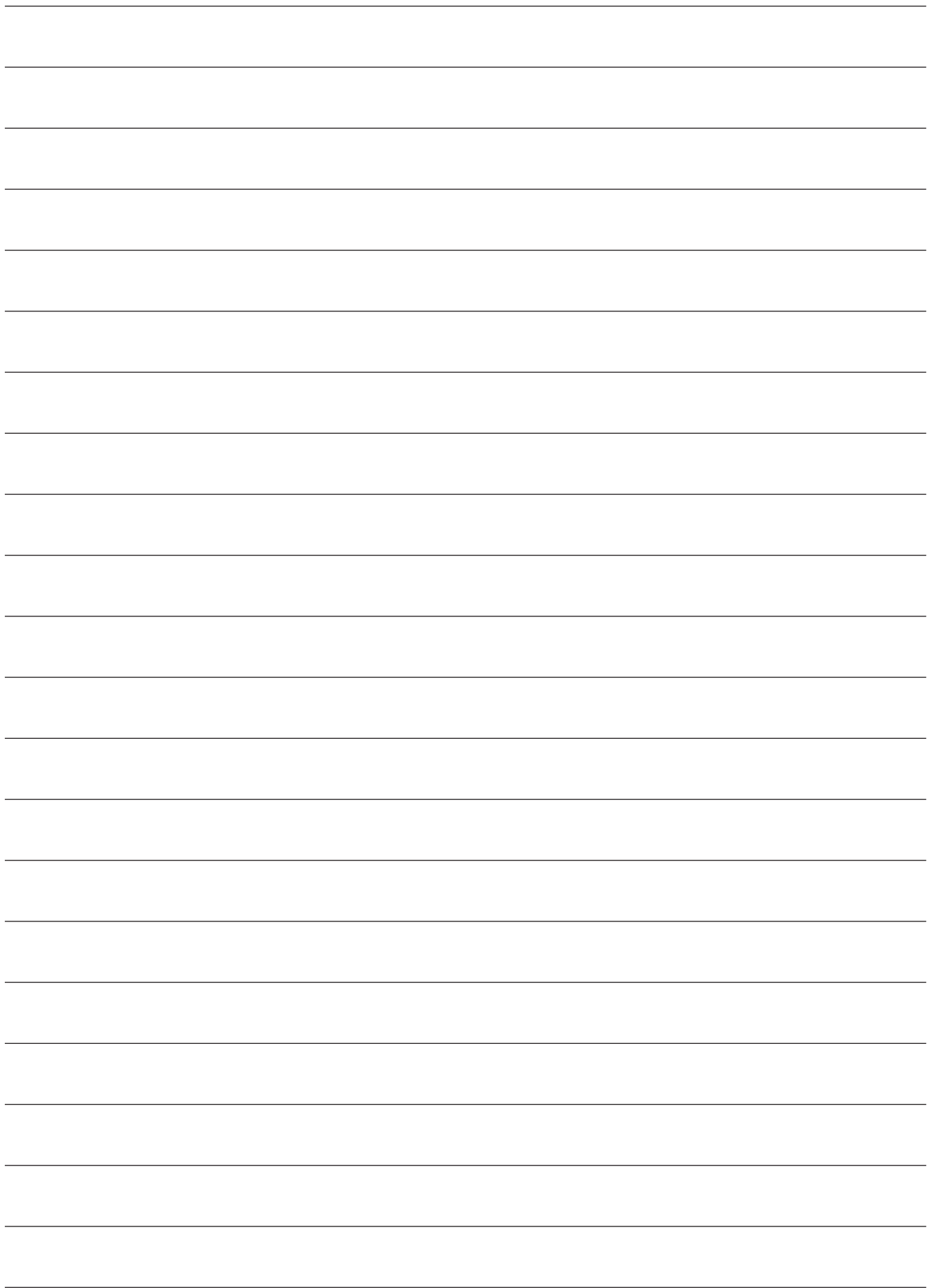
Aile ve Sosyal Hizmetler Bakanlığı İstanbul Aile, Çalışma ve Sosyal Hizmetler İstanbul İl Müdürlüğü:

18.06.2021 17:54 tarihinde CIMER tarafından AİLE VE SOSYAL HİZMETLER BAKANLIĞI tarafına sevk edildi.

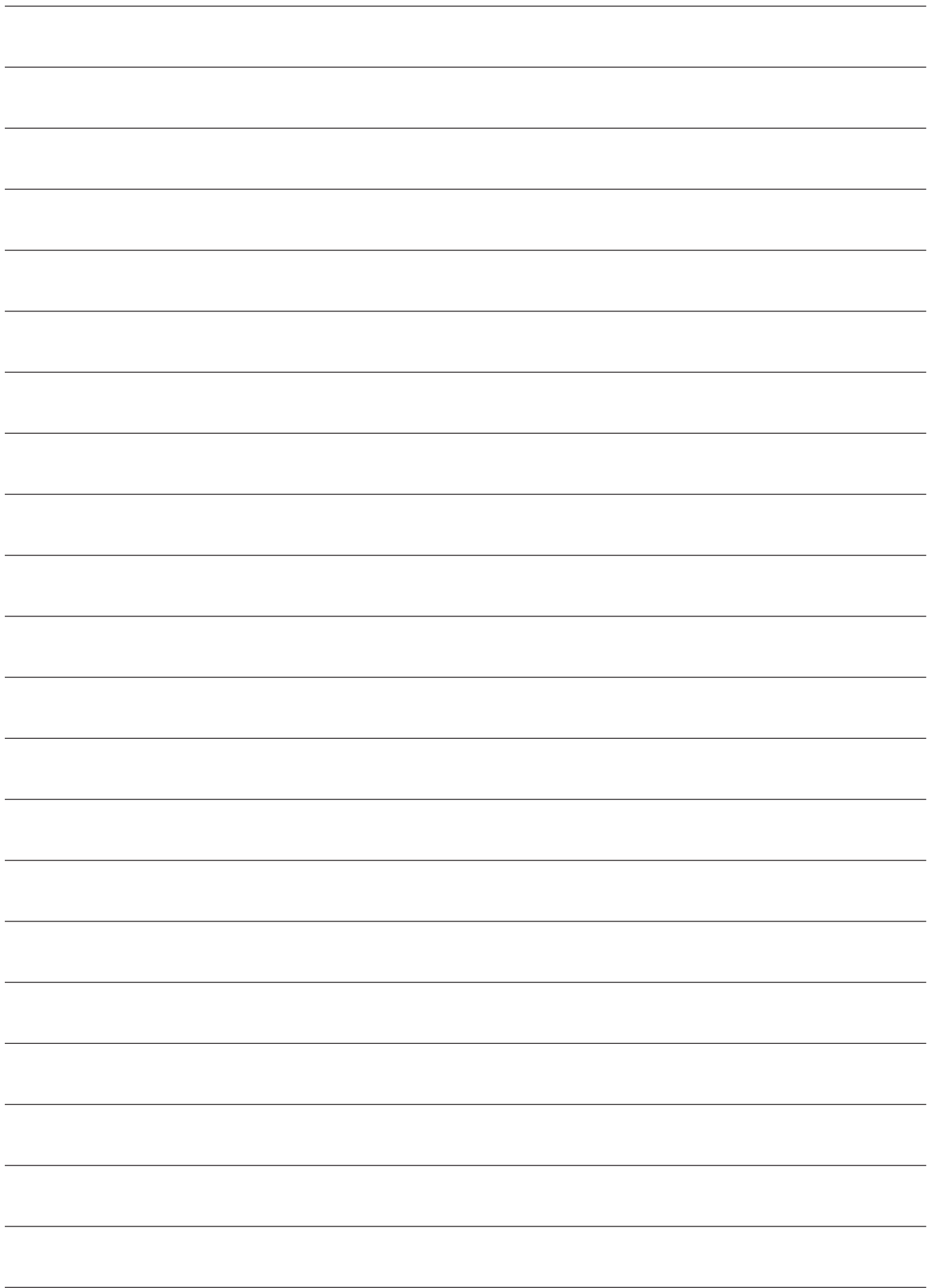
05.07.2021 14:01 tarihinde AİLE VE SOSYAL HİZMETLER BAKANLIĞI tarafından İSTANBUL VALİLİĞİ tarafına sevk edildi.

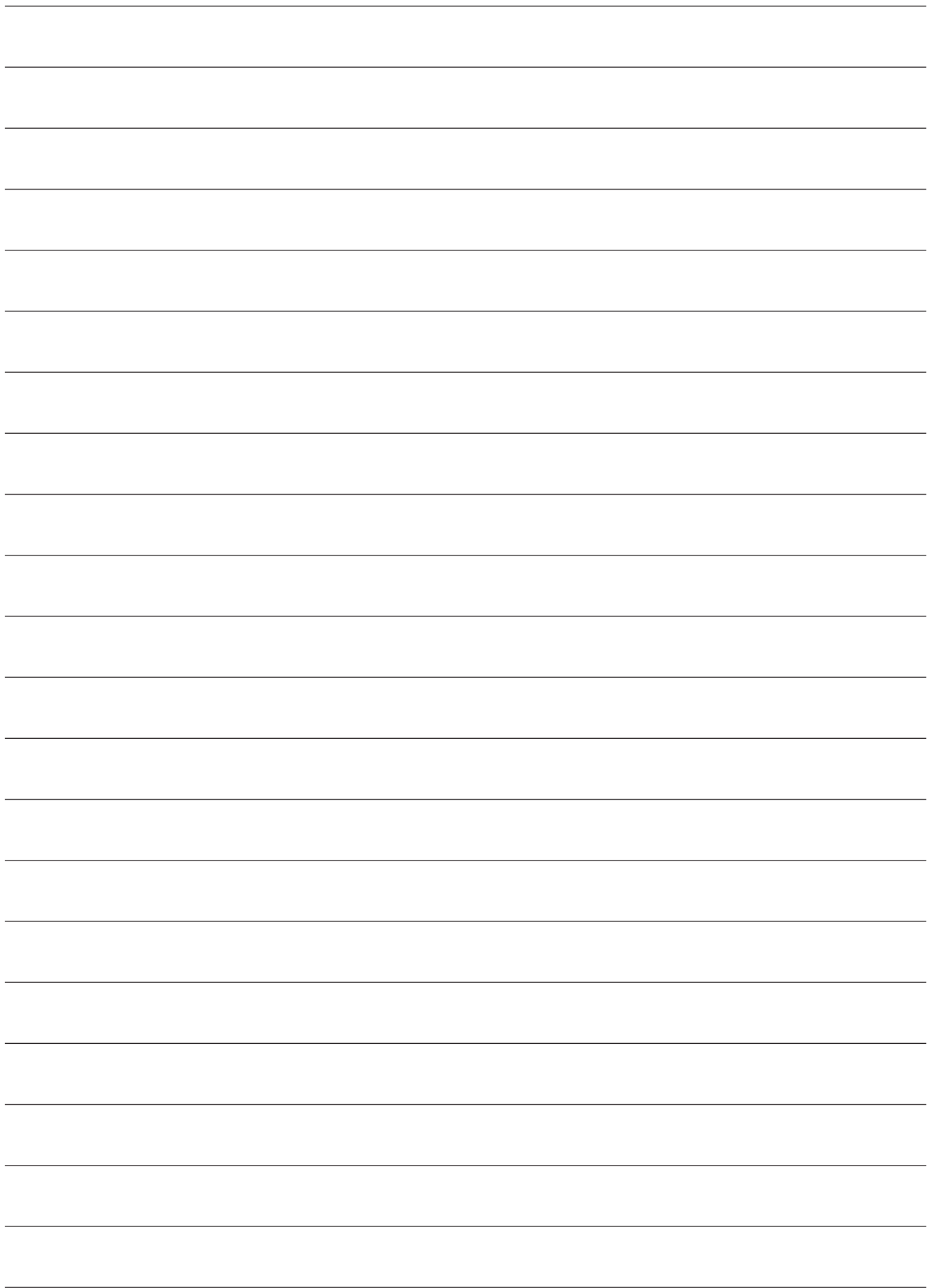
## Notlar

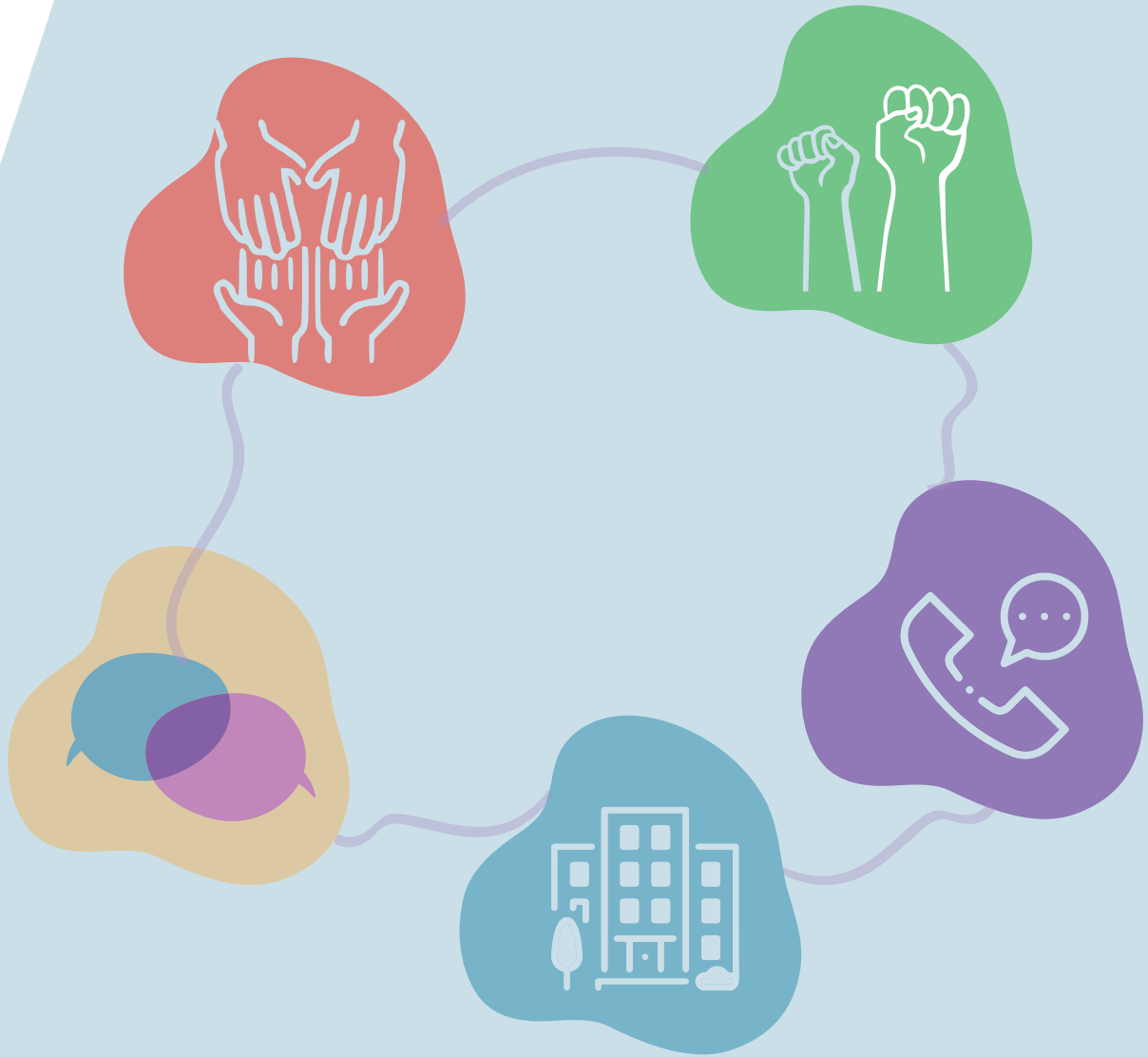
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