



WHERE IS THE
SUPPORT SYSTEM
AFTER SEXUAL VIOLENCE?

POST-SEXUAL
VIOLENCE
**SUPPORT
WORKS**

2021 Impact Assessment Report



Association for
Struggle against
Sexual Violence



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Preface

At the time this report is shared with its readers, it will be more than a year since the unlawful withdrawal from the Istanbul Convention by the Presidential decree numbered 3718, published in the Official Gazette on March 20, 2021, on the pretext that LGBTI+ and the women's struggle disrupt the Turkish family structure. With the withdrawal from the Istanbul Convention, discriminatory, sexist, transphobic, homophobic hate speech and "opinions" that reproduce discrimination based on the binary gender system against women and LGBTI+ continued to strengthen, while murders of women and LGBTI+, impunity, and lack of prosecution against perpetrators continued to increase.^[1]

The Istanbul Convention obliges signatory countries to eliminate inequality by developing, implementing, and monitoring comprehensive protective and preventive programs aimed at eliminating gender inequality. Instead of the

central authority in Turkey, local governments currently develop more effective policies to prevent violence, open violence prevention centers and try to provide services to survivors. Although the central authority makes national plans, these are left mostly on paper. Conflicts between local and central governments often create barriers based on bureaucracy and prevent the right holder from accessing their rights. In fact, there is not even one Sexual Violence Crisis Center in Turkey as of 2022, while its importance is unquestionable for survivors of sexual violence - the first was established in Ireland 40 years ago (1985), and the number reached 16. There isn't any center in Turkey where the single door system^[2] is effective and professional staff specialized in sexual violence work. In addition, the absence of support groups, which are very common in Europe and America, especially for survivors of sexual violence, draws attention as another shortcoming in our country.

[1] Kadın Cinayetlerini Durduracağız Platformu 2021 Annual Data Report (<https://kadincinayetlerini-durduracagiz.net/veriler/3003/kadin-cinayetlerini-durduracagiz-platformu-2021-yillik-veri-raporu>)

[2] Single door system: A system that aims to carry out all operations for the survivors under a single roof so that the intervention is carried out effectively and quickly.

On the other hand, pressure is increasing on non-governmental organizations that try to close the deficiencies of public institutions in combating sexual violence by creating their resources in the field in Turkey. The process, which started with the detention of Roza Women's Association employees and the closure of the Association, continued with filing a lawsuit against Tarlabası Community Center and targeting the organization with hate speech by media and individuals close to the government. While this process was going on, a lawsuit for termination of activities was filed against Kadın Cinayetlerini Durduracağız Platformu [We Will Stop Femicide Platform] due to written complaints and petitions claiming that "under the guise of defending women's rights, it disintegrated the family structure by ignoring the concept of family". These examples show us the extent of the threat to support systems in the process that started with the unlawful withdrawal from the Convention.

As the Association for Struggle Against Sexual Violence, we rolled our sleeves up in this political atmosphere to create our support system. In order not to leave the demands received by the Association unanswered, we received impact assessment consultancy in 2020 and

2021, aiming to ensure that our application system, which we started in 2015, is rights-based, systematic, monitorable, and accountable. At the same time, we devoted this process to the systematization of our support services. As of May 2021, both the social worker and legal counsel responsible for receiving applications, as well as the other members of the Empowerment and Support Program attended the training with an expert supervisor, and we received Post Traumatic Psychological First Aid Training.

With the understanding of rights-based civil society, we studied for a long time how to establish the most accurate and equal communication which will protect both survivor and professional receiving the application from trauma, how to listen to the applicant, how to identify and prioritize the applicant's needs, and how to make accurate referrals to provide the most accurate support. To eliminate privacy concerns, we strengthened our KVKK (the Law on the Protection of Personal Data) texts and mechanisms for obtaining consent from survivors. We applied a similar process in legal guidance, another area of support that benefited the applicants. In addition, we also integrated case tracking into the system, which is one of the most important parts of receiving applications. The

report you are reading, as seen in the experiences of the survivors, reveals how significant the supervision support is for both the survivors, the institutions that receive applications, and the professional staff.

The primary source for developing an attitude in favor of survivors in measures aimed at preventing violence and enabling individuals to enjoy their rights is the survivor's experience, who applied to institutions and units working on this issue. Collecting these experiences and producing information for the public benefit while respecting the safety and confidentiality of survivors is one of the most significant pillars of combating violence.^[3] Istanbul Convention obliges the signatory states to keep data on survivors of sexual violence and the support given to them. However, in the current station, public administration does not fulfill its duty of regularly keeping and sharing the data. The public and people working in the field can access

the data they need most from the reports and shadow reports produced by non-governmental organizations. As a non-governmental organization, Association for Struggle Against Sexual Violence is aware of its responsibility to keep and share data with the public. This report aims to reflect the importance of this responsibility.

We hope this research will contribute to the relevant institutions, units, non-governmental organizations, activists, and service providers, which are the components of the post-sexual violence support system. We thank Tuba Emiroğlu, who conducted and reported on the research, Ekin Yıldırım, an independent social worker who conducted the interviews, and the applicants who agreed to talk with us and shared their experiences and comments for their contributions.

CŞMD Empowerment and
Support Program Team

[3] Kadına Yönelik Şiddeti Önlemede Önemli Bir Başlangıç (An Important Start in Preventing Violence Against Women): Veri Toplama ve Yönetim Modellerine Karşılaştırmalı Bakış (Comparative Overview of Data Collection and Management Models), STGM January 2017 Report (<https://www.stgm.org.tr/sites/default/files/2020-09/kadina-yonelik-siddeti-onlemede-onemli-bir-baslangic-veri-toplama-ve-yonetim-modellerine-karsilastirmali-bakis.pdf>)

Introduction

Association for Struggle Against Sexual Violence (CŞMD), since its official establishment in 2014, carries out works aiming to increase the visibility of gender inequality, sexual/sexualized and gender-based violence, and to prevent gender-based violence with protective/preventive studies before it occurs. In addition to minimizing the damage caused by sexual violence, it also aims to contribute to the survivors' access and enjoyment of their rights. In line with this objective, CŞMD develops and implements interventions to ensure survivors and their relatives after sexual violence have access to the needed legal and social services through a rights-based approach.

CŞMD continues its support work for survivors within the Empowerment and Support Program and provides referral support to survivors and their relatives

who reach out to the Association via phone/email. It also publishes content on guidance, information, and empowerment for survivors on the csdestek.org website.

CŞMD has been receiving requests from survivors and their relatives for post-sexual-violence referral and support since 2015. However, it has incorporated this application process, which did not have a specific system before, into the Association's strategy studies as of 2019, and has begun to systemize it. As a first step in receiving applications within a given system, as of 2019, CŞMD has started work to follow the applications of survivors and relatives regularly. At the same time, studies to establish a data tracking system required for regular follow-up began in 2019.

By 2020, studies giving the current state of the system have started. Applications

of survivors and their relatives began to be followed more regularly. The data required for follow-up began to be collected more regularly with a specific system, with the approval of the applicants. A team of professionals started to receive applications from survivors and their relatives; applications were referred to the legal advisor or the relevant institution and organization. In addition, CŞMD continued to support survivors and their relatives with the csdestek.org website, launched in 2020, and is a part of the support system. In 2020, research was conducted to understand the impact of the regulations implemented for the development of the Empowerment and Support Program on the work of CŞMD and the finalization of applications. The results of the research were reported and shared with the public. This report aims to provide the necessary feedback to bring the program into a more systematic structure in 2021 and to be a roadmap for the years ahead.

CŞMD Empowerment and Support Program team spent 2021 focusing on strengthening the support system, defining its steps, and standardizing and structuring the system with a rights-based social work approach.

At the same time, 2021 is the year in which the process of withdrawal from The Council of Europe Convention on preventing and combating violence against women and domestic violence, known as the Istanbul Convention, was initiated with the Presidential Decree No. 3718 promulgated in the Official Gazette on March 20, 2021. This unacceptable decision to weaken the legal ground for combating violence against women has once again demonstrated the viability of the struggles and interventions carried out in the civilian sphere. In this regard, it would not be wrong to say that the Empowerment and Support Program is a significant referral unit for survivors of sexual violence and their relatives. The referral support provided by the Empowerment and Support Program to survivors and their relatives empowers them and reminds them that they have rights and are not alone. The positive impact of the Empowerment and Support Program, which will be seen throughout the report, contributes to minimizing the damage caused by withdrawal from the Istanbul Convention.

This report, which focuses on evaluating the impact of 2021 and the standardization process, analyzes the demographic

data of survivors and their relatives who reached the support system in 2021 and the database created within the program first. Then it focuses on how the steps of the standardized Empowerment and Support Program shaped the resulting impact. In the continuation of this section, the report explains how the

support system impacted survivors and their relatives, based on interview data conducted within the scope of the research. Finally, it concludes with the results achieved during the research process and recommendations developed based on these results.

Executive Summary

The database, which is a registration system for the follow-up of the applications of the applicants supported by the Association, is one of the data sources in this research report that measures the effect of the support system in 2021. The interviews with survivors and relatives were provided within the framework of the interview form prepared by the independent researcher conducting the impact research. Before these interviews, survivors and relatives were called and informed by the support team. In addition, data from the online interview form sent to applicants who reached the support system via email was collected. On the other hand, the research data for 2020 also provided the possibility of making a comparison when conducting this research. To understand the impact of the website, csdestek.org, Google statistics, and user questionnaires on the website were used.

According to the results obtained from the database used within the scope of the support system, 76 people in 2021 applied to the support system after sexual violence. This number covers the survivors themselves and the individuals on behalf of the survivors. Also, these 76 applicants consist of children and adults. In 2021, 77.6% of the applications are submitted to the Association via email and 22.4% by phone. 67.1% of the applicants reached the Association as unknown, and the rate of those who applied through acquaintances is 18.4%. Survivors calling the support line and their relatives were not asked about their gender. Applicants' statements, if any, regarding gender identity have been taken into account.

It was observed that the one third of the applications recorded in the support system database in 2021 consisted of children. These applications of child sur-

vivors to the support system were made through their relatives.

In the interviews with survivors and their relatives, the points revealing the impact were identified. Accordingly, the needs of survivors and their relatives applying to the support system for information and referral were largely met. The survivors, who were referred to a different NGO and institution by support system specialists to receive legal and psychological support, had the opportunity to meet and contact other institutions working in this field. The survivors, who learned about their rights and met with other institutions working in this field, felt stronger.

On the other hand, the adverse conditions of the survivors and their relatives after sexual violence decreased relatively after contacting the support line. At this point, the approach of the support line specialist to the applicant is critical. Ensuring the determination of the needed support without judgment is related to the professional attitude of the specialist in this field. Therefore, the first contact with the support line specialist minimizes the survivors' and their

relatives' concerns and the inability to know what to do.

Another factor that helps to reduce the feelings of loneliness and helplessness, which are common after sexual violence, is the process of receiving information and guidance from the support line specialist. The support line specialist makes follow-up calls by identifying the necessary situations with a regular tracking system. After the first call with the support line, follow-up calls made by the expert about how the process went seem to have a positive effect on the survivors. This effect on survivors and relatives may be negative on applicants who were not reached by follow-up calls. It was observed that the survivors and their relatives, whose process was followed by the support line specialist, felt less alone and found the strength to continue the process (legal and psychological).

Another positive effect of the support line is that the information and referral support provided to survivors and relatives is free of charge. For the applicants who think that they will be deprived of legal and psychological processes due

to economic conditions, thanks to the support provided free of charge, one more obstacle to the healing of the applicants and their ability to carry out their legal processes is removed.

Finally, about the impact on csdestek.org's users, 12,712 people visited the site in 2021. Most visitors to csdestek.org come from the primary source of Facebook (mostly Facebook ads) (60%). The visit rate of the site with direct traffic is 14%, while the rate of those who reach it

by organic search is 21%. Organic search has shown a significant increase compared to 2020. Visitors of the site are largely women in the 18-44 age group, while the highest number of visitors came from major cities such as Istanbul, Ankara, and Izmir. Finally, regarding the visits to csdestek.org using different language options (Arabic, Kurdish, English, Turkish), Arabic (9.4%) and English (4.7%) were the most preferred options after Turkish.

1. What is the Support System?

Since its establishment in 2014, Association for Struggle Against Sexual Violence has been providing guidance and information support with a rights-based approach in line with the needs of survivors and their relatives. The basis of the support it offers to its applicants is based on empowerment. The Association, which needed to systematize the support and empowerment works carried out during and after the aforementioned applications in line with the demands and needs of the survivors and their relatives, went into a new operation in 2019. Applications and support calls received as of 2019 were registered with the consent of applicants and archived and reported in 2020.^[4]

In 2020, Association for Struggle Against Sexual Violence began working with an independent expert and measuring the impact of the system as part of its support and empowerment work. Within the scope of the data obtained, the impact of 2020 has been reported and recommendations for the following year were prepared. Thus, it was possible to

develop the support and empowerment system.

Empowerment and Support Program

By 2021, the support activities carried out by the Association by phone and email were included in the existing strategic plans under the name of the Empowerment and Support Program. In this context, a rights-based social work approach was adopted by employing an experienced social worker in the field. The current legal adviser of the Association continued to work as part of the support and empowerment system. The main objective of the empowerment system is to create a roof that anyone exposed to, or around sexual violence can apply. The application system under this roof operates by the Association team taking the sensitivity of all legal and personal data into account. The Association team primarily provides counseling and guidance with a rights-based social service understanding, and within this process, the confidentiality of the data collected is ensured based on the

[4] Tuba Emirođlu, "Impact Assessment Report on Support Work Post Sexual Violence", Istanbul, April 2021.

Law on the Protection of Personal Data. Another sensitive issue of the Association is secondary trauma suffered by counselors in the support and empowerment system. In this direction, everyone working within the support program receives supervision support with the cooperation of an experienced professional in the field. However, all employees of the Association have completed post-traumatic psychological first aid training.

The general flow of support and empowerment work, which became more systematic in 2021, has been framed by creating a written directive. In this context, applications received via phone and email have become more systematic. Survivors who reach the support system via phone are provided call-in interviews with the social worker and legal counselor. Coordination and communication between the social worker and legal counselor about the cases are provided through monthly meetings.

To mention the point where the counseling, referral, and monitoring process systematized by the Association for Struggle Against Sexual Violence has arrived as of today; incoming applications are categorized as indirect and direct. Indirect applications — more like before 2019 — are received from the Associa-

tion's info email address, social media accounts, and phone line. Direct applications — systematized as of 2020 — are received via an email address named "application", a phone line met by a social worker specialist, and the csdestek.org site. Applications received in both ways are evaluated by the Social Worker according to the priority support order.

● **CSDESTEK.ORG**

Association for Struggle Against Sexual Violence started the csdestek.org's infrastructure work in 2018 and launched the website in February 2020. Along with direct references to the support system, csdestek.org is designed as a digital platform to help survivors of sexual violence and those exposed to child sexual abuse. It contains a variety of information that will contribute to the processes of finding support, referral, and healing for adults in accessing their rights. This information on the website consists of sources such as reporting violence, benefiting from legal and health services, self-help, and especially basic information about sexual violence. The content of csdestek.org contains the Istanbul Support Units Map updated twice a year and the address and contact information of institutions providing services to survivors and their relatives.

Based on the information and impact results obtained at the end of 2020, Association for Struggle Against Sexual Violence felt the need to expand the content on the site in 2021. Thus, in 2021, it enriched the post-sexual violence self-help section with new publications. Therefore, website visits of survivors have been made to better support their

recovery after trauma and sexual violence. In addition, in 2021, the csdestek.org website also became available in English, Arabic, and Kurdish to have a wide access network and support survivors who speak languages other than Turkish.



2. Method

This study, which investigates the impact of the support system conducted by the Association for Struggle Against Sexual Violence, used the data collected through multiple research methods and techniques. One-to-one in-depth interviews, interview forms, and desk research methods were applied throughout the research.

In the impact research to reveal the impact of the support system, 8 participants were identified among survivors who reached the Association by phone via the support line, and again by phone in-depth interviews are provided. Survivors and their relatives were informed about the content and confidentiality of the research via phone in advance by the Association team. Also, the research team was prepared for interviews with supervision support from the Associa-

tion. The interviews were completed by the research team within the framework of the interviewer list prepared after the preliminary calls.

Impact assessment questions for survivors and relatives who reached the support system via email have been converted into an online interview form and shared with survivors and relatives. 2 people filled out the form. Via the data obtained this way, the impact assessment research was supported through the qualitative method.

In addition, the accessible Google analytics data, and statistics of csdestek.org and the results of user surveys in csdestek.org have been reviewed and the visibility/public recognition of the website and types of usage have been analyzed.

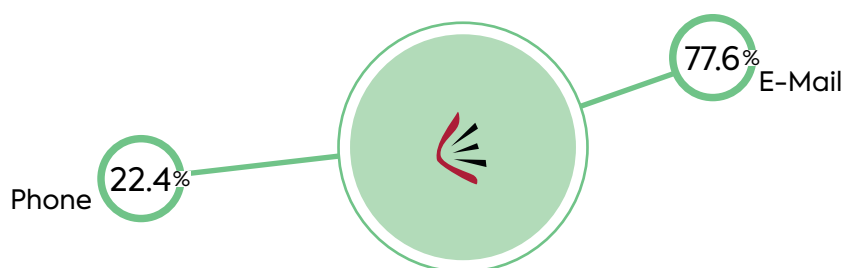
3. Demographic Information Of Survivors

This study of the Association for Struggle Against Sexual Violence which researched the impact of the support system on survivors and their relatives addressing database information for 2021 is significant to understanding the prevalence and proportion of sexual violence experienced by children and adults as well as the referral support after sexual violence.

In 2021, a total of 76 children and adults applied to the Association, consisting of survivors and relatives. On the other hand, only part of the data contained in

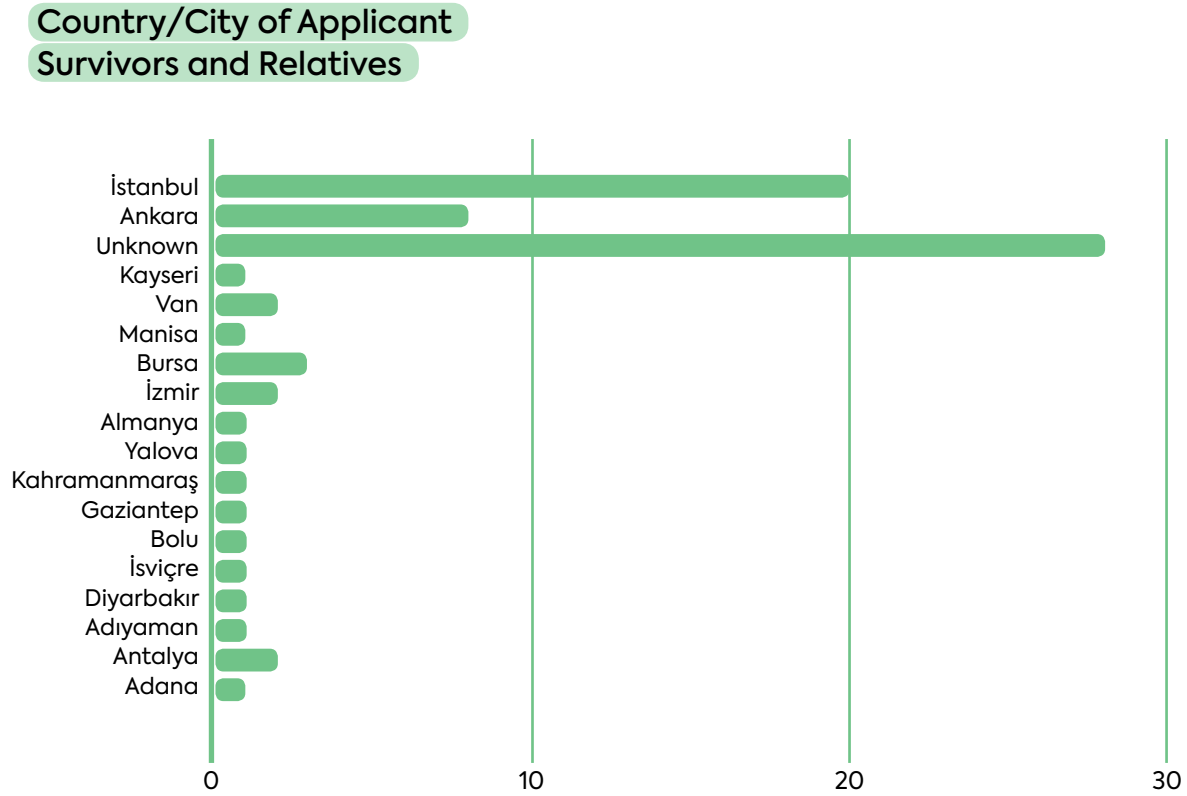
this section can be handled separately according to the categories of children and adults. As will be seen in the following sections, data from which adults and children are treated jointly, are application channel, country/city, mode of access of applicants, and declared gender. (Graph 1-2-3-4). In addition, in part of the data obtained from the database, it was not possible to distinguish between the survivors and the survivors' relatives, and hence the title "applicant" has been used to cover both groups.

Application Channel



Graph 1: Application Channel

In order to understand the impact that Association for Struggle Against Sexual Violence has had with its support system, it is important to distinguish through which channel the applications to the system are made. In 2021, 77.6% of applications were submitted by e-mail and 22.4% by phone.

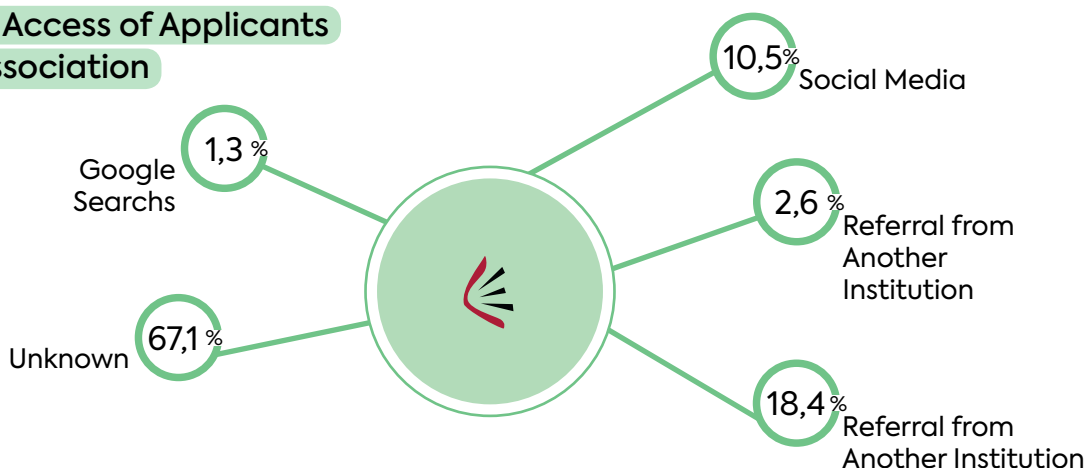


Graph 2: Country/City of Applicant Survivors and Relatives

As seen in Graph 2 which shows the countries and cities of applicant survivors and their relatives, a large proportion of applicants' location was stated as "unknown" in the database. Following this proportion, the data show that applications are most often made in Istanbul and Ankara. In terms of percentages, it is not known where 36.8% of applications were made, but 26.3% were from Istanbul and 10.5% from Ankara. Other cities following Istanbul and Ankara can be respectively ranked as Bursa, Izmir, Antalya, and Van. On the other hand, applications were also made to the association in 2021 from countries such as Switzerland and Germany. However, whether the applications from various countries and cities seen in Graph 2 belong to survivors or relatives cannot be determined in the database.

On the other hand, geographical distributions of applications to the association show that sexual violence occurs in different cities of Turkey and even in countries other than Turkey. Although it is not known where 36.8% of the applicants applied from, the information showing that Istanbul is the most applied province is important at this point.

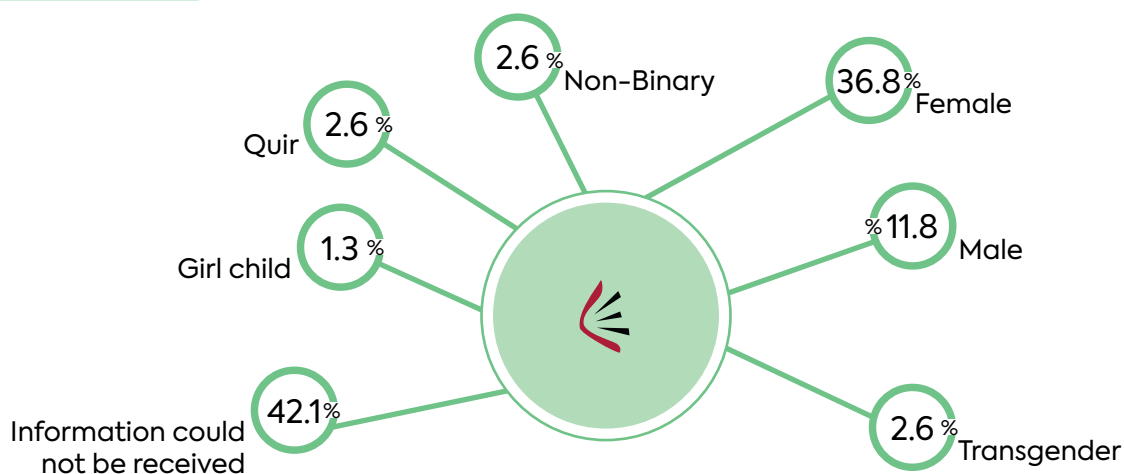
Mode of Access of Applicants to the Association



Graph 3: Mode of Access of Applicants to the Association

It is critical to determine how the survivors and their relatives reached the Association to reveal the impact of the support activities carried out by the Association for Struggle Against Sexual Violence. In Graph 3, it is seen that 67.1% of the applicants who reached the Association are listed as “unknown” in the database. 18.4% of the applicants reached out to the Association through an acquaintance and 10.5% via social media. The applicants who reached the Association by referral from other institutions and Google searches are also available with rates of under 3%.

Gender Declared by Applicants

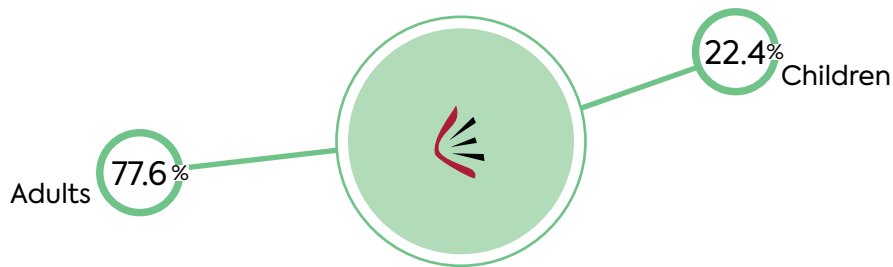


Graph 4: Gender Declared by Applicants

In the context of gender data, it is not known either whether the applicants were the survivors themselves or their relatives. Similarly, a clear distinction between adults and children cannot be made in the graphic in which the declared gender categories are included. Therefore, this data set is handled with the “applicants” generalization.

When the applications to the Association are processed in the database, no question is asked regarding the gender identity of the applicant. As part of this practice, which reflects the CŞMD’s principal attitude towards gender and gender identity, unless it is assessed to have an impact on access to services after sexual violence, applicants are not asked to declare their sexual orientation and/or gender identity. However, if there is a statement about the assigned gender of the survivor after sexual violence during the application, or if the survivors themselves made a gender statement, it is registered in the database. Considering this information on functioning, the gender of 42.1% of applicants was marked as “Information could not be received.”, as seen in Graph 5. Among the assigned and/or declared gender categories, the applicants comprise 36.8% of the “Female” category.

Age Distribution of Survivors

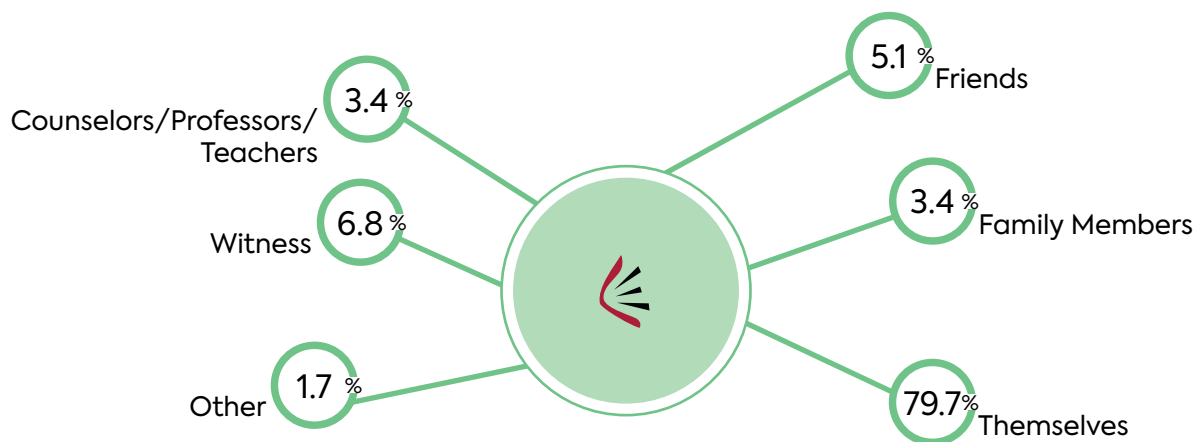


Graph 5: Age Distribution of Survivors

Detailed age scale data on the age distribution of applicants in 2021 cannot be reached. In the database, it is observed that 77.6% of the applicants consist of adults and 22.4% of children.

It was seen that those who applied to the Association for children were the family members of the child at the highest rate with 35%. In addition, children’s applications in 2021 were also received through an adult witnessed the sexual violence, child’s friend, teacher or counselor.

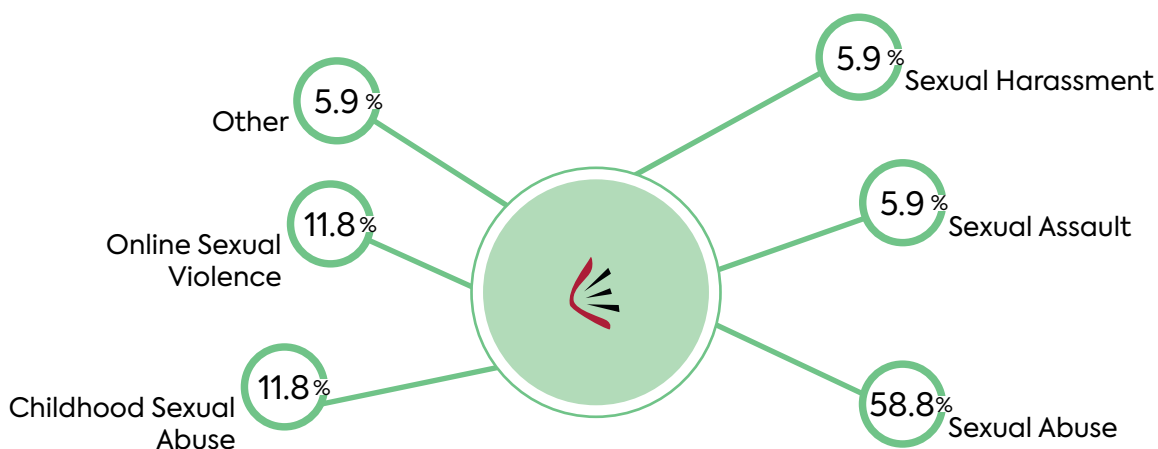
Degree of Proximity of Applicant to Adults



Graph 6: Degree of Proximity of Applicant to Adults

79.7% of adults subjected to sexual violence applied to the Association by themselves in 2021. Witnesses of sexual violence (6.8%) and survivors' friends (5.1%) were the applicants of the Association on behalf of the survivors. The percentage of friends, family members, counselors/professors/teachers, and other people applying on behalf of the survivors is reflected in Graph 6.

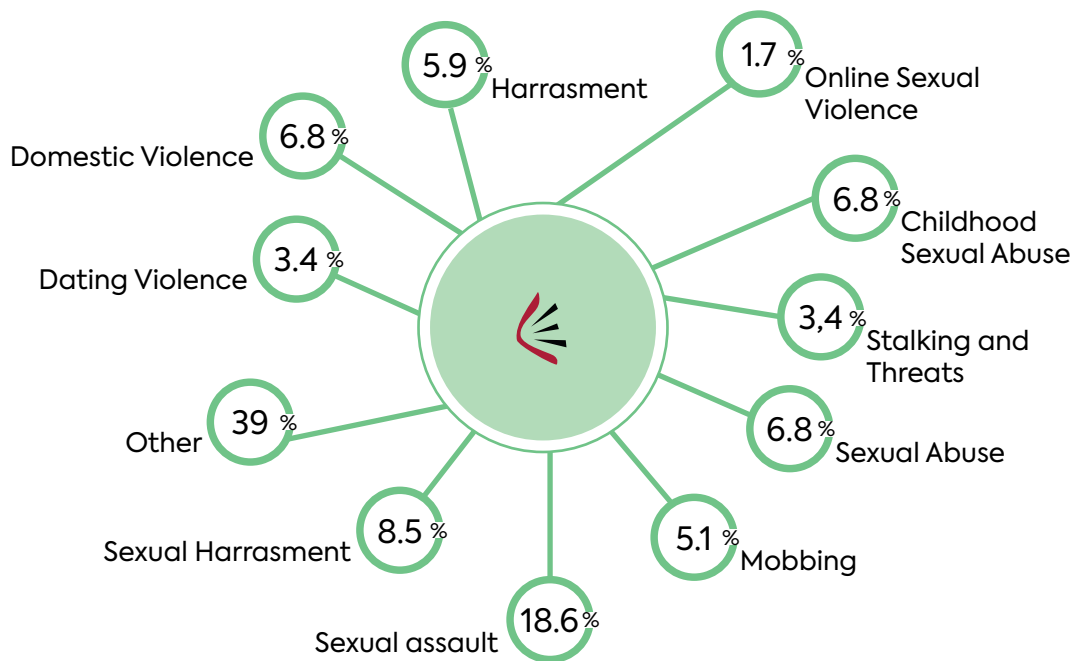
Types of Violence Children Exposed by



Graph 7: Type of Violence Exposed by Children

When examining the database for 2021, data on the type of sexual violence experienced by children are collected. According to this, more than half of the child survivors, with a rate of 58.8%, were exposed to sexual abuse. The second-largest proportion following sexual abuse is childhood sexual abuse, with 11.8%. At this point, it is noteworthy that the rates of sexual abuse of children are high. The types of sexual violence to which child survivors are subjected were reflected in Graph 7 with categories such as “Sexual Harassment”, “Sexual Assault”, and “Others”. One of the types of sexual violence seen among children, online sexual violence is in parallel with widespread internet use and children’s ease of access to the internet due to technological developments. Accordingly, “online sexual violence” was also included in the database as another type of violence with a rate of 11.8%.

Types of Violence Adults Exposed by

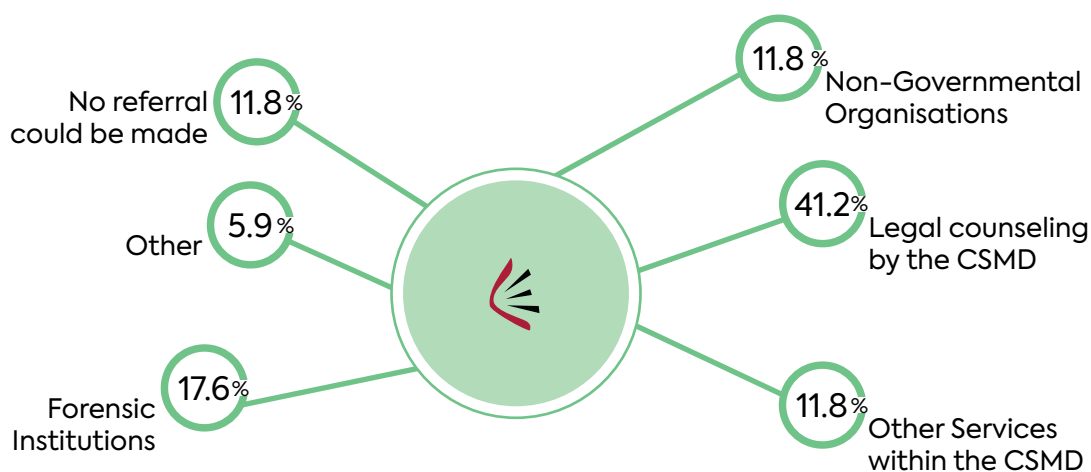


Graph 8: Type of Violence Exposed by Adults

The highest rate of sexual violence detected in adults is sexual assault with 18.6%. Sexual harassment (8.5%) and domestic violence (6.8%) are the most common categories of violence experienced by adults. When looking at the types of violence that adults are subjected to, it is worth recalling that many types of violence such as stalking, threats, and mobbing can occur together with sexual violence.

Along with the type of sexual violence that children and adults are exposed to, another significant issue that needs to be brought up to understand the impact of the support system is the referral support provided to the applicants. This subject has been reviewed and interpreted in separate graphs for children and adult survivors.

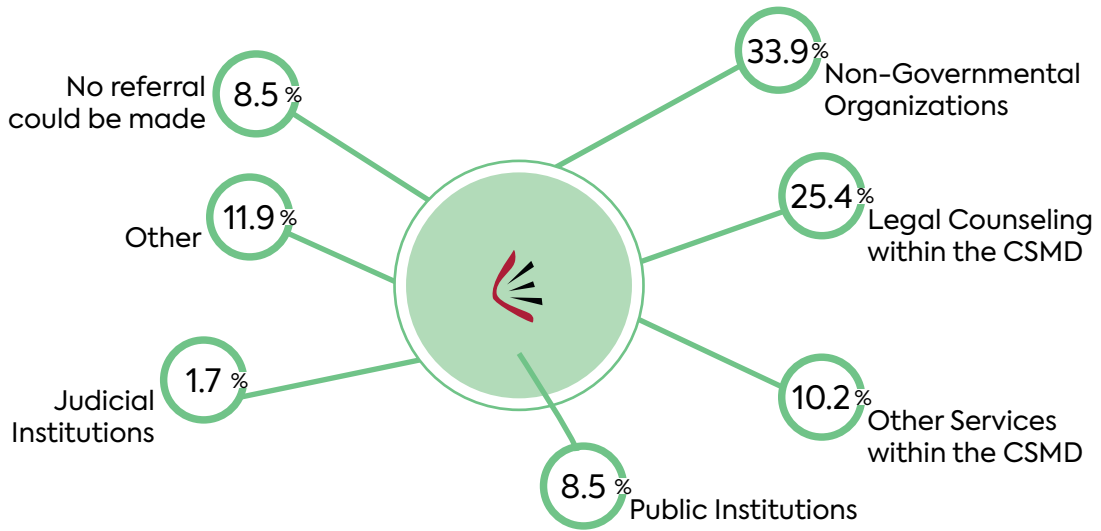
Referral Areas for Children



Graph 9: Referral Areas for Children

The areas of referral by the support team to child survivors are listed in Graph 9. It appears that 41.2% of children subjected to sexual violence were referred to legal counseling by the Association for Struggle Against Sexual Violence. The second most referred area in 2021 is forensic institutions with 17.6%. Other areas where referrals were made are “Other Services within Association for Struggle Against Sexual Violence”, “Non-Governmental Organizations” and “No referral could be made”, at an equal rate of 11.8%.

Referral Areas for Adults



Graph 10: Referral Areas for Adults

When the referral chart by the support system for adult survivors is examined, it is seen that adults exposed to sexual violence are mostly directed to non-governmental organizations with a rate of 33.9%. The second referral area is legal counseling within the Association for Struggle Against Sexual Violence with 25.4%. Other areas where adult survivors are referred by the support system include public institutions, judicial institutions, and other intra-association referrals. In 2021, 8.5% of adult survivors could not be referred to anywhere. As evidenced by the data reflected in Graph 10, almost all survivors have been directed to the relevant unit, and the process has been initiated so that they can receive legal and psychological support.

4. Evaluation of the Impact of the Support System

4.1. System Operation's Relation with Impact

• 4.1.1. Support Line Specialists

In the contact with the support system, the communication throughout the process established with survivors and relatives is highly critical. Almost all interviewers noted that the influence of the expert at the end of the line was critical to the entire process. It has been observed that the positive effect revealed under the title of “Social-Emotional Empowerment” in the following section is very closely related to the specialist/s who make the first contact and follow the process.

I didn't meet with the institution face-to-face. Because it was by phone; X [support line specialist] answered the phone and was extremely humane. I mean, it was really good for me. As I'd say that was a psychologist? Well, of course not, but at least for a person who calls the first time... I want to call again, yes, they gave me the confidence; they would help me, support me in solidarity, at least. (Interviewer I)

There is a woman there when I call! This is very important for me. So, when I mean woman, I don't mean Ayşe or Fatma. There's a woman, there's a woman! I mean, there's a place, and I can call, I can hear, they can hear me. I took a deep breath. This is a very nice thing, I think, it was very important. To be able to touch..." (Interviewer I)

I mean, I'm not a timid person to feel uncomfortable about it, but when I think about it in terms of others, I've come across an extremely comforting expert. I came across a concerned, responsive expert. I liked that a lot, too, and I can say this is one of the outputs. (Interviewer IV)

On the other hand, the interviewees suggested that they had reached the support line more than once, and meeting with the same specialist each time was a positive thing for them. Survivors explain this issue by not having to retell the process they experienced as they were contacting the same specialist whenever they called the support line. This implication of the support system, which prevents survivors from being re-traumatized, also strengthens the communication that survivors and their relatives have established with the support system.

Yeah, yeah. I was already in direct contact with X [support line specialist] throughout the entire process. When it was like that, my communication became more comfortable with the same person. I didn't have to retell the situation. Since they were already active on Fridays, I knew it was that day, so I didn't have much trouble. (Interviewer V)

The specialist's approach on the support line empowers survivors socially and emotionally. On the other hand, another conclusion from the interviews is that even at the first meeting, the interview with the specialist on the line served as psychological support for survivors. It was seen that this situation had a positive effect on the legal and healing processes for the interviewees, who stated that they could easily express themselves and trust the specialist they talked to at the first meeting. The fieldwork data revealed that the professional approach of the specialist was especially manifested in the first contact and the discovery of appropriate support for the survivors themselves. These two points are detailed below.

Accurate identification of what the survivors who call the support systems need is important to reveal the impact of the support system. Drawing a route in line with the needs of applicants is possible with the accompaniment of an experienced specialist in the field.

For once, it was clear that the legal counselor knew a lot about these issues. My first e-mail, for example, sounded more "romantic", more emotional. So, I thought the answer they gave me at first email was very professional and good. In fact, we encounter these kinds of issues a lot. "You're not alone, you're not the only one". I think things like "This has nothing to do with your personality or your actions," and stuff like that was emphasized a lot. (Interviewer II)

A. First Contact

First contact is the most critical step in the process of informing about rights, resorting to the judiciary, and healing after sexual violence. The first contact that survivors and their relatives have with the support system has the qualification for them to determine the rest of the process.

It was found that the expectation of the first contact with the specialist on the support line may differ for survivors. Concerns about the privacy of survivors of sexual violence can come to the fore at the first contact with the support system. Therefore, the fact that applicants having social security and privacy concerns encounter an experienced expert in the field positively affects the course of the process.

I was initially very focused on the possibility that the person I complained about could personally bother me and be insistent after that complaint. I talked in detail because of this. I wanted them to be sensitive about it. They, in return, told me how sensitive they were going to be about it. After that, we probably talked on the phone for more than half an hour about this matter of being sensitive, the part about not revealing my name or anything about me while the subject was being disclosed to the public. My anxiety was about this. I didn't have any anxiety other than that. Thanks to the expert who gave me confidence in this regard.

(Interviewer IV)

Similarly, the first contact with the support system is important for survivors who have trust issues when applying for support to any institution after sexual violence. Asking and listening to their needs without a judgmental language in the first interview with survivors contributes greatly to the positive impact of the support system.

X [Support line specialist] first [asked] what my request was from them after our conversation. So, if I just wanted to call, I could call. So, they said I don't have to call with a request or something. Then when I told them that I needed a psychologist and that I felt it was very urgent, they suggested several institutions. Then through WhatsApp they sent me email addresses, phone numbers of institutions that I could reach. And then they kept following. They called me saying "How were you? Do you need anything?" Just like that. (Interviewer I)

... All of the people, associations, institutions and organizations in Istanbul had a feeling that did not give me confidence. Because there were some institutions I contacted. But how to say... you tell me, I don't want to use anything wrong, but "benefits." It's like everything is done for money. I was the income of that place. I mean, it felt like that. I'm not talking about a thought, it's a feeling. So, before I applied there – how was I feeling? - Like I said I was going through a very bad process. But when my friend from city X, from X [NGO name] suggested to me there, gave me the phone number and when I called, I could say that the first meeting was something like a session. Because at that moment I had to talk to a person, to someone, something, and it felt very well. Oddly enough, this institution didn't make me feel

like it; it didn't look at me in the sense of "Yes you, you applied, we'll keep a record, yes you come," and I was very happy. (Interviewer I)

Survivors of sexual violence and their relatives may lack knowledge on how to continue the process. It is seen that the problems such as not knowing what to do and even not being able to express themselves easily of the applicants who reach the support system are reduced with the communication established at the first contact.

... it was unusual for me. But for the other person, it was like a habitual situation. They answered calmly. I mean more like that... I mean, it seemed to me that it was more usual for the other person. I was just so uneasy. I was just so excited. My emotional state wasn't fine. Let me just say that the first one calmly welcomed. (Interviewer VI)

I felt comfortable. Yes, I expressed comfortably because after all there were people who listened to me who understood me at the end of the line. I was comfortable both here and at X [NGO name] and other places. I shared my troubles, I shared my problem, so I went a long way. I'm just happy. (Interviewer VII)

It has been observed that thanks to the experience of the specialist on the line, the applicants have started to express themselves more easily in face of negative emotions such as panic, helplessness, hesitancy, loneliness, and anger experienced by people or their relatives who have not been exposed to sexual violence before. Interviewers described

the sexual violence they were subjected to as “the worst thing in the world,” while the expert’s professional approach to the issue on the support line has produced a positive effect on survivors and their relatives. At this point, the experience and approach of the specialist on the line, especially in phone applications, influence the course of the process and empower the survivor.

B. Referral to Relevant Support

The stage after the determination of the needs of the survivors is the appropriate referral. Interviews show that the survivors benefit from the referral and informational support they need/ that are best suited to them. In addition, the interviewees indicated the situation to the support team and that if they were unable to carry out the process with the institution or persons they have been referred to, they could again receive referral support.

I mean, I needed the support of a lawyer, and they helped me about it. Research has been done on this for a while. It’s probably for about a week or ten days. The lawyer was needed from a somewhat difficult place, from city X. I don’t know which institutions they reached, but I was provided with the support of a lawyer, and I wanted psychological support. For that, again, after research was done, they directed me to X [NGO name] in X [city name]. From there I reached the psychological support.

(Interviewer V)

Yes, they suggested several psychologists related to psychological support. We couldn’t interact with some of them, I mean emotionally. Then they directed me to someone else. They made a follow-up about it again like “What did you do? How was the process?” We have been informed about this. Lawyer support was the same way. It’s just that there have been points where I couldn’t quite get this kind of lawyer support. So, I went on it “Like that? Is it like this?” I asked many questions like that. Then I got what I wanted, the information I needed.

(Interviewer X)

On the other hand, there are also situations when the support system fails to meet the expectations and needs of survivors. Some participants in the study indicated that they did not find the support they requested or that their expectations were not met. As can be seen below, the failure to meet this expectation draws attention to one of the topics that have the potential to produce negative effects of the system. The following statements are important in that they show that the support system can also have a negative impact on survivors and in terms of pointing out the parts of the system that need to take precautions.

It was not just money or a place to stay, but I needed a psychological support, psychiatrist and lawyer who could help me, and they couldn’t meet my expectations.

(Interviewer XIII)

I asked for support several times. There was a referral in one of them. In my last two requests they said they would help but I was not helped. (IX)

Let them contact people in detail. People lend a helping hand when they are in a difficult situation, not from their enjoyment. Unfortunately, they couldn't help me. Unfortunately... I don't want others to experience the same. (Interviewer VIII)

• 4.1.2 Accessibility

The accessibility of the line, as well as experts in the support system, is one of the factors that determine the impact of the system. The support line is set up as a system that only receives incoming applications within working hours. Therefore, it does not have such functioning as an emergency counseling center that serves 24/7. Interviews show that the survivors can generally easily reach the support team during their first and subsequent calls. However, the interpretation of interviewees who give a negative opinion on this issue is also important. Noting that the line was not accessible during their time of need, the interviewees mentioned the negative emotions they experienced.

Interviewees were asked if they were able to call the support line and reach the relevant specialist whenever they needed it or had difficulty carrying out the process. The survivors and some of their relatives have already indicated that they were often called back by the Association during the process. Some of the survivors who were referred to the legal or psychological support process

noted that each time they called the Association, they were able to reach out and proceed without discontinuation in the process. After their first call, they continued to receive the support they were referred to, but they expressed confidence that they could call and reach them without hesitation in cases where calls were necessary.

The statements of interviewees who expressed a negative opinion on this issue are the accessibility of the line and the failure to re-communicate the support system reveals the negative effect it creates on them.

By the way, I wasn't able to reach it right away. I tried to reach it for a day. The phone was constantly off. I couldn't reach anyone. After that, when I could not reach it by phone, I emailed. I was able to reach it in couple of hours later like that.

(Interviewer VI)

• 4.1.3 Case Follow-Up and Termination of Process

Case follow-up after referral and informational support provided to survivors ensures continuity of the legal and healing process. Interviews showed that survivors were called back by the support team at certain intervals but there was no specific order in those.

On the other hand, it was found that the applicants who were frequently sought and followed by the support team in the process felt stronger and better.

It's been a lot of support. Also, making a follow-up was a reminder for me even at the points I forgot. X [Support line specialist] called me from time to time to check how the process was going. I got a lot of support from there. (Interviewer V)

We've been in touch since that process which was the moment we first met. I wasn't that interested in the first place, because I was really depressed. At first, I didn't reach back to X [Support line specialist]. After that, I mean after picking myself up, thankfully, X [Support line specialist] called repeatedly. After they called back over and over again, yes, I rose up, picked myself up, started things again, thanks to them. (Interviewer III)

Communication continued. They called me the other day. "What did you do? How's it going?" They asked more on the psychological support part. "Have you received psychological support? Were you able to receive it?" they asked. Well, of course as I didn't go... But I got a lot of concern, frankly. I already liked it. (Interviewer IV)

However, interviewees who indicated that the process was not being adequately followed by the support team used the following statements:

But for example, there was a call today, again, the person from Association for Struggle Against Sexual Violence line called me. This is a late call if I need to make an objective assessment. How many months has it been? Almost six months passed. September, October, November, December, January... Five, six months, definitely. (Interviewer II)

Call backs were too late or even there were none. (Interviewer IX)

No. They responded to my request when they called me for a survey study four months later. They did not respond to my last request although they said they would also help. The referrals were not enough, moreover, it was misleading. (Interviewer VII)

No. No way. A year has passed, and today they called. They contacted a year later. (Interviewer VI)

The effect of the control calls made after the survivors and their relatives called the support system and the referral provided to them were manifested as an empowering factor in the continuation of the process by the survivors and their relatives. It should be noted that this empowering effect was expressed more in the fieldwork. The survivors who were referred or in the process of being referred to any support and contacted by the support team declared it as a positive effect on the process. The interviewees, who could not communicate with the Association again during this period, described the support process they experienced negatively.

On the other hand, there have also been applicants who did not call the support line again and did not need it. These interviewees stated that they did not call the Association again under their wishes but knew they could reach it easily if

they called, which indicates a positive relationship they established with the Association and the support line. Some interviewees described it as “unfaithful” that they did not re-call the Association for which they received referral support and once again revealed the positive bond they had established with the Association.

4.2. Learning the Rights and Support Mechanisms

One of the most important effects of the system is that survivors learn how to access other referral and support mechanisms by calling the support line after sexual violence. On the other hand, the referral support received from the support system, since their acquaintance with other NGOs and institutions operating in this area means less sense of loneliness for survivors, has also an empowering effect. Survivors and their relatives in the interviews especially underline that they now have an idea of how to follow a process of a recurrence of sexual violence in their surroundings.

Yes, yes it happened. If I encountered a situation otherwise in the courts, there was some information I learned from there, and I was going to tell the judge. Like, you have no right to such a thing as I would like to resort to this path. For example, I didn't know it. I learned it from a lawyer.

I wanted psychological support, they helped with psychological support. In the legal process, I have my own lawyer, but I also contacted their lawyers for gaining information. I got information again, learned what I could do. Because I couldn't get information from my own lawyer on everything, because they were either unavailable or postponing. So, I forgot the lawyer's name, and they let me meet with a fellow lawyer. I got information from that lawyer, I received answers for my questions. Thanks again, they are calling back again - “What do you need?” - They say they will do everything they can.

(Interviewer III)

It's the first time I encountered. So, I didn't know how to proceed. I didn't know how it would be, nor how to do it. So, I wanted to get some information on this, first. What are we supposed to do? Who do we need to contact? How do we proceed? They gave me information about it. They said what we should do. Well, at least we've learned about it. Like that. That's how they helped.

(Interviewer VI)

Interviews showed that survivors who applied to the support system to obtain legal or psychological support and/or information, learned in this way that they might need a different type of support other than the support they requested.

I think it's the most important part because that support line is the first interaction with the Association. And for example, what I needed more in this process than in the legal process, in fact, was psychological support. But I didn't think to say it, for example, when I called the support line. Because I

already thought the support line wouldn't have something like that [referral]. But for example, the person on the support line said that to me and I thought for three or five seconds, "Oh yeah, well, good that they said it." I think that's very important. In other words, it is important how competent the person on the support line is. The person on the support line [must] be a good psychologist, a good sociologist, or someone who is interested in social psychology. So, I think there should be a person who understands these kinds of issues. Apart from that, that's how psychological support started. I said, "Aaa, yeah that would be fine." (Interviewer II)

The psychological process then came into play. They advised me the psychological process. They asked me if I wanted the psychological process. So, I said, "Yeah, I never thought of it," and I accepted it. I mean, actually, I've had two or three conversations with this support line. (Interviewer II)

As seen in the narratives above, the support needed may vary regarding the sexual violence that survivors are subjected to. The point that needs to be emphasized here is that the support team determines and shares the secondary needs of the people who reach the support system, apart from the declared ones, shares them with the applicant and the applicant is informed about the different kinds of support.

4.3. Social – Emotional Empowerment

• 4.3.1. Feeling Less Lonely

The feelings of loneliness experienced by survivors and relatives who reached the

support system by phone in 2021 after sexual violence is among the most expressed feelings. After sexual violence, emotionally and psychologically, feelings of loneliness can be strongly manifested due to anger, fear, blame, and exclusion. Depending on the feeling of loneliness, consequences can be seen in social life such as feeling alone and insecure. As a result of the impact research carried out, it was found that loneliness is the first issue that comes to the fore in terms of social and emotional destruction for survivors of sexual violence, and it is covered under this title.

The data showed that the support system and process prevented survivors from feeling lonely. That the Association provides survivors and their relatives with an occasion in which they can express themselves without judgment is the strongest reason why they feel less lonely. Almost all the interviewees stated that they had the opportunity to share on a professional platform for the first time what they have been unable to share with their immediate surroundings after sexual violence.

I really felt like I wasn't alone. Because I was feeling so overly lonely, scared, and I don't know, I heard some people were there or maybe I needed it, but I was really taken care by the institution. They provided care afterwards as well. (Interviewer I)

Other than that, I mean, I felt really good about myself, for example. Because until then – no matter how much you talk to your friends, even if all your friends are in struggle and so– I don't know... eventually when a person is alone, sometimes they can put the finger of blame to themselves. So, when talking with the Association, their feedbacks, felt like "Yeah, there's someone with you, I'm not actually doing anything wrong." I've actually never done anything wrong anyway but now I'm at least somehow relaxed. This way is a huge empowerment, I think. (Interviewer II)

They [made] me feel like I wasn't alone. They calmed me down. I was so very stressed at the time, they calmed me down. They showed me that my parents were trying to support me. They expressed that they could do everything they could. Their candid conversations made me believe and empowered me as well. (Interviewer III)

The loneliness caused by the feeling of helplessness and insecurity that often occurs for survivors after sexual violence is minimized thanks to the impact of the support system.

It is critical to emphasize the importance of the strong impact of solidarity on the feeling of loneliness. As a result of the interviews, it is revealed that the understanding of the sexual violence by the third parties and the guidance for access to rights are primary factors to enable survivors to become emotionally stronger.

But my feelings and communication I experienced at that moment were beyond spectacular. So, it aroused these feelings in me. So, I'm telling you what it makes me feel. It was really enormous, I can't tell you, I mean, that moment – how can I tell it? - You're so thirsty for something in the desert, your lips are cracked, and it came to me like a drop of water. I mean, it was something like that. Because I think you asked a really important question, "What was the feeling that you felt?" I think you asked me something like that. (Interviewer I)

If I hadn't applied, the second option was X [NGO name]. I was thinking of calling them. Maybe if I wouldn't get response from there, I'd feel really lonely... Let me just say in a nutshell, I'd feel lonely and unclaimed.

(Interviewer IV)

They helped me stay calm by talking to me. They let me calm down, that there are a lot of people dealing with it, but no one dares, that I have courage in this regard...

(Interviewer III)

I realized that I wasn't alone, I felt it. I had X [Support line expert] who met me from there if I don't remember wrong. She shared with me that I was not alone that she could be supportive in everything - and she was. How can I tell, like I started to feel stronger. So, I saw that if I tried, if I tried, I could handle everything, that I wasn't alone, and people were around me to support [me].

(Interviewer III)

Survivors and their relatives stated that they felt less alone even when they only contacted the support line, and it was revealed that they felt stronger due to the referrals, legal and psychological processes.

● 4.3.2. The Effort to Continue the Process

Survivors and relatives after sexual violence have accessed the system with a need for institutional support. This support, as already mentioned, can be legal and psychological. The healing of survivors is not limited to reaching out to the support system and receiving information and referral support. Being referred to the support they need after sexual violence is the first step in the process. Therefore, the process after the first contact with the support line is as important as taking the first step. Interviews show that the support team's case-tracking increases the power of survivors to keep the process going.

I didn't know, I was searching online, but I contacted X [another NGO name] for example. X [name of NGO] could not help with this issue... Somehow, in a few places I went - there was a place of the Municipality of X - the municipality had a sort order. The process could take a few months and start like that. You know, I said, "This free space probably won't happen" when you have stressful situations like this. But I didn't know that there was X [NGO name], so it was very nice that it is opened. It would be very difficult; I could probably quit that process.

(Interviewer V)

But I don't think it would be the same. That is, when there was no Association for Struggle Against Sexual Violence, I researched [the things] I could do both psychologically and legally, and went to them... After all, being in

an organized group and having people who do this job professionally there... doing it as activism. The fact that its aim is really about the empowerment of women, and to carry out this process with the Association made me feel better. I think it was what made me say "No, I won't give up", every time I said, "No or I will give up". I mean, okay, I made research, but maybe I wouldn't go. I mean, it's a little bit about human psychology, but it's also about organizing. You don't want to do the sport when you're home alone, but you have to do when in a court—it's not about money, actually— you have to go. It was a little like that, something like a driving force. What made me not give up was definitely my contact with the Association.

(Interviewer IV)

They were very interested, that I really thought otherwise I couldn't do it on my own. You know, for example, I needed a volunteer lawyer, and it was supposed to be from city X. They said they would call many places, they said they would look for it. We even met with the Bar president of X [city name]. Even he swore it like this, said OK, and then let it go. They worked hard on this support, once we talked to X [the support line specialist] but they said, "I can't find it right now, but I'm not going to let go, I'm going to try a little more" or something. A week later they returned with a positive answer. I felt that they were really trying, and in such events, people cannot manage the outside very much and need help. I mean, they handled those areas very well. (Interviewer V)

The first step taken by people experiencing indecision to apply for support after sexual violence is empowering them to continue the process. This issue, which

is reflected in the interviews conducted, shows that survivors do not give up the process because of feeling less alone and stronger in their legal and healing processes.

4.4. Economic Conditions Cease to be an Obstacle

Another critical impact of the support system for survivors is that the supports are free of charge. Survivors who request institutional support after sexual violence may differ on socio-economic levels. People who cannot afford the fees of legal and psychological support due to economic concerns may feel lonelier. As a result, survivors may be concerned about seeking their rights or initiating a legal process. On the other hand, there may be difficulties in finding free psychologist support in post-sexual violence healing processes. The data obtained from the impact research also confirms this issue.

First it felt good to know that there was a free counseling unit about sexual violence and my sexual traumas that I could benefit. I mean, obviously, our conversation with the expert was good for me. You know, their own expertise, - how can I say - someone who knows the subject, knows how to provide consultancy. It was nice that they talked to me, and I liked it a lot. And from there, I can say that I can now direct people around me to this Association. (Interviewer IV)

I really felt like I wasn't alone. The openness of that area was very nice. In fact, at some point, it also offered psychological support. My concerns, my fears as well as how to hire a lawyer as I am struggling in my financial situation. that area has been very helpful. They were very helpful, both psychologically and financially. Because hiring a lawyer out there about our topic costs like thirty thousand liras, a volunteer lawyer was found. (Interviewer V)

It is undeniable that economic concerns have a backward impact on survivors. But the point to highlight here is that the support system is a referral center for survivors who do not know how to reach institutions that provide free legal and psychological support. In interviews, survivors indicated that they were not aware of the free options they could apply for until they reached the support system. The visibility of this issue is through the support system's recognition and accessibility. On the other hand, it should be underlined that free legal information, free lawyer and psychologist support provided to survivors can be provided not only in Istanbul but also in provinces outside Istanbul.

4.5. Impact of csdestek.org

CŞMD is committed to supporting survivors with the csdestek.org website launched in February 2020. csdestek.org provides information on survivors' rights, application mechanisms, and how they

can support themselves; it disseminates the updated Istanbul Units Map that includes where the survivors can consult.

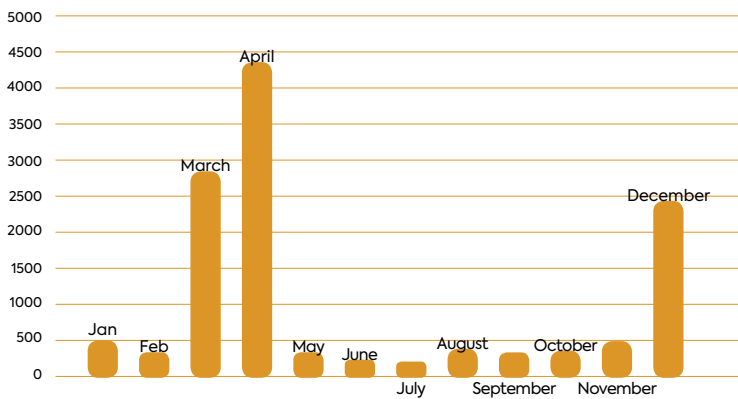
The first method used to understand the impact of csdestek.org was one or two-question surveys on each page of the website and Google statistics info on the website. However, considering the visitor figures of the website, it is worth noting that quite a few users answer surveys. Therefore, Google statistics were used as the main data source in this section. The time frame between January 1, 2021, and December 31, 2021, was con-

sidered when evaluating these statistics.

• 4.5.1. Analysis of Google Statistics Data

Using Google statistics data gives us an idea about the recognition rate and, therefore, the prevalence of the website. Thus, this section's purpose is to try to understand the impact of the website with its recognition and prevalence of use. In this section, a comparative analysis with last year's data was also attempted to reveal the change from 2020 to 2021. The first data to be monitored for this purpose is the total number of visitors to the website.

Total Number of Visitors



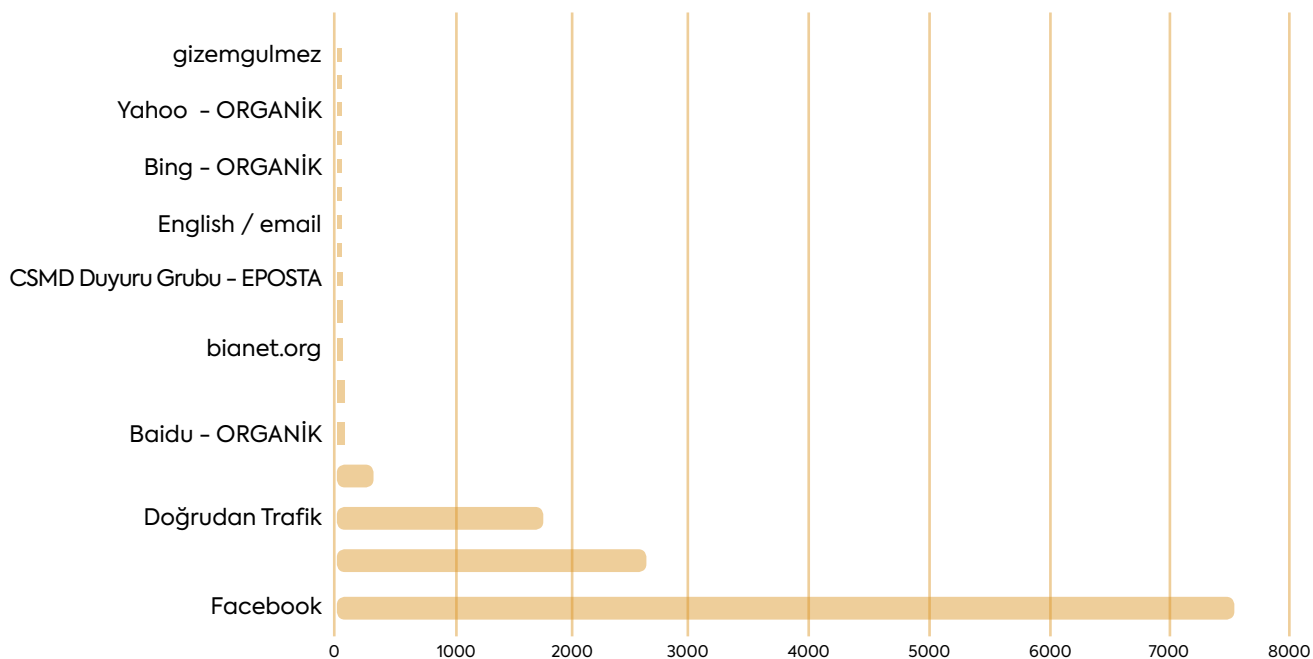
Graph 11: Total Number of Visitors

Months	Visitors
January	473
February	332
March	2,849
April	4,337
May	332
June	223
July	205
August	372
September	317
October	347
November	476
December	2,449
Total	12,712

Graph 12: Total Number of Visitors by Month

As can be seen from the table and graph above, 12,712 people visited the website in 2021. While the number of visitors in 2020 was 35,000, it decreased to 12,000 in 2021. However, it appears that 20,000 of the 35,000 visitors in 2020 came from the advertising campaign. In this case, the net number of visitors excluding the 2020 campaign is 15,000. In this case, there is also a 20% increase. Again, regarding the graph, there is an increase in the visitor ratio in March and April. This increase is thought to be related to the advertising campaigns carried out during that period.

Resources



Graph 13: Website Access Resources

60% of visitors reached the site via Facebook. Visitors who reach the site via Facebook are thought to come mostly through advertising. A total of 63.59% of visitors reached the site through Facebook, Twitter, Instagram, and Youtube, i.e., social media. 14% of users reached the website in the form of “Direct Traffic” by typing the address of the site directly in their browser, without searching the internet. The total rate of visitors who reach the site “Organic”, i.e., non-advertising, by typing keywords on a search engine such as Google, Yahoo, and Bing is 21%. The percentage of visitors coming from other sites is 3.4%.

Facebook, the largest resource providing visitors to the site in 2020, is the most

valuable resource with a similar ratio in 2021. This underlines the importance of Facebook in communication activities.

In 2020, the percentage of visitors coming by direct traffic (knowing the address of the site and typing “csdestek.org” in the internet browser) decreased from 18% to 14%. This reminds us of the risk that the domain name csdestek.org may tend to be forgotten.

In 2020, the number of visitors via email within the “CSMD Email Announcement Group” was 42, while this number decreased to 31 in 2021. This situation may draw attention to the need to strengthen communication with the e-mail group.

The most noticeable change between the two years is manifested in the number of access to the website organically through search engines (non-advertising, by searching only with keywords) is that in 2020 the percentage of visitors who reached the site this way was 1.8%, and in 2021 this rate increased to 21%. It indicates that the website is routinely visited via search engines and its content is positively accepted and indexed. If the content on the website continues to diversify, this rate can be expected to increase further over time. It should be noted that the more organic search to the website is accessible, the fewer advertising campaigns will be needed in future periods. On the other hand, it will be possible to make the increase in organic search meaningful thanks to the keyword data that cannot be obtained as a data set due to technical difficulties this year.

However, the route that users who visit the website follow on the website and how they tend to be when visiting it also gives an idea of the impact of the website. For this purpose, the first page visited by the users of the website, which page they went from there, and the exit pages from the site were monitored. It is possible to follow this trend from all three charts below.

The most visited landing page in 2020

is the “Emergency Support Situations” page with 1240 people which decreased to 937 people in 2021. Besides, the landing page titled “Definition of Sexual Violence Types Concepts” which was the landing page visited by only 178 people in 2020, is the most visited landing page with 1183 people in 2021. This situation suggests that people, instead of urgent support, begin to access the website by searching more about conceptual topics and definitions. In this context, the site has also begun to be preferred for presenting the information. However, the significant decrease in the number of people visiting the website through the emergency support page is considered worth investigating.

Visitors are most likely to enter the “Types of Definition of Sexual Violence” page after entering the site. Secondly, the fact that they enter the “Emergency Support Cases” page shows that they tend to obtain information and request support. Since the trend of navigation ranking for 2021 data (second page) is the same as in 2020, it is observed that the visitors of the website continue to seek information and support consciously.

It is known that 1,444 people entered the website from the homepage, as shown in table T1. Considering that there are 1,091 people in the T2 table whose exit page is also the same homepage, it is observed

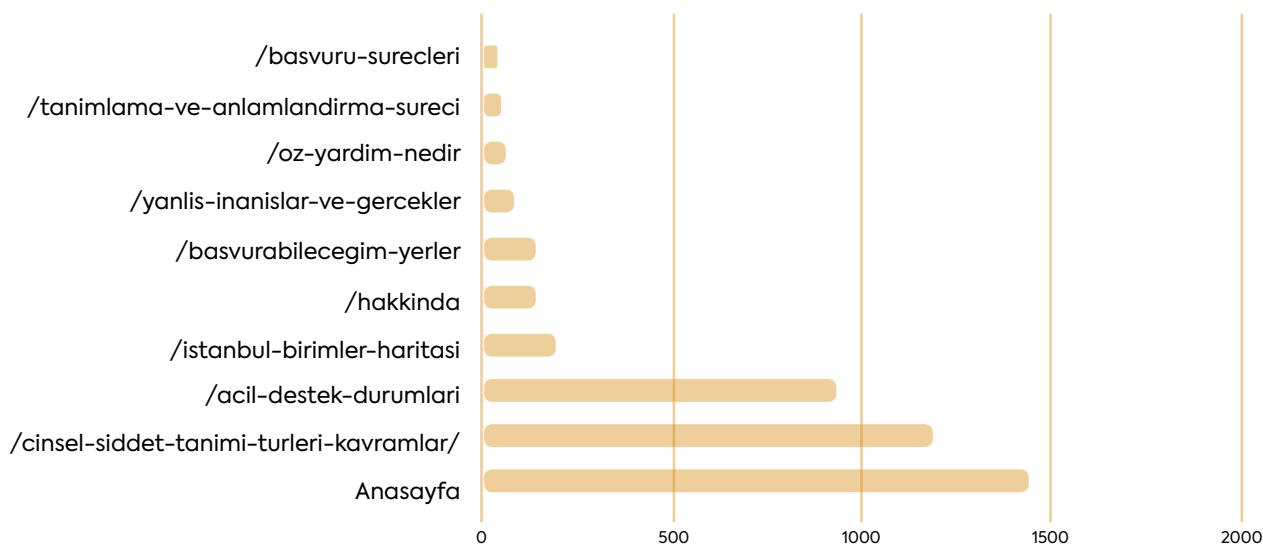
that the only difference is that 353 people continue to navigate the site by re-directing to another page after landing on the site via the homepage.

In 2020, only 372 people left the site after visiting the “Types of Sexual Violence Definition Concepts” page, while this figure increased to 1,202 visitors in 2021. In addition, almost no one visited the page “I was sexually assaulted” in 2020 but the number of users who visited this page in 2021 and then exited the site was 47. This trend can also be assessed as the

page has begun to be used by survivors of sexual violence and their relatives.

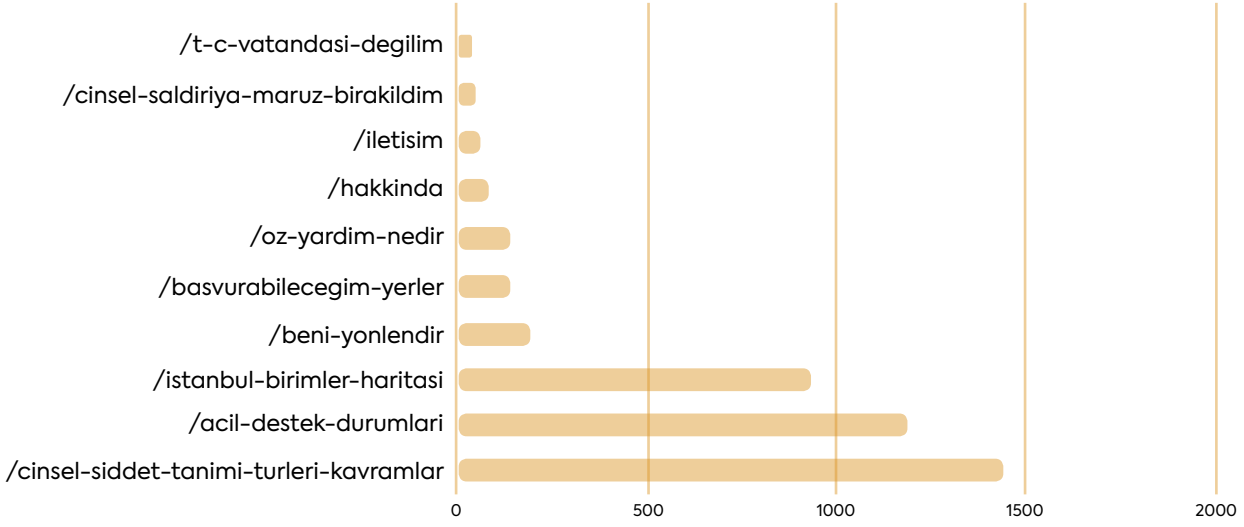
In 2021, the “Places I Can Apply” and “Redirect Me” pages on the site were not the last page for almost any visitor to navigate to the site, while in 2020, about 419 visitors exited the website after visiting these two pages. This suggests that the number of people who reached the Association through the website and contacted for support may have decreased in 2021.

T1 - “Website Landing Page”



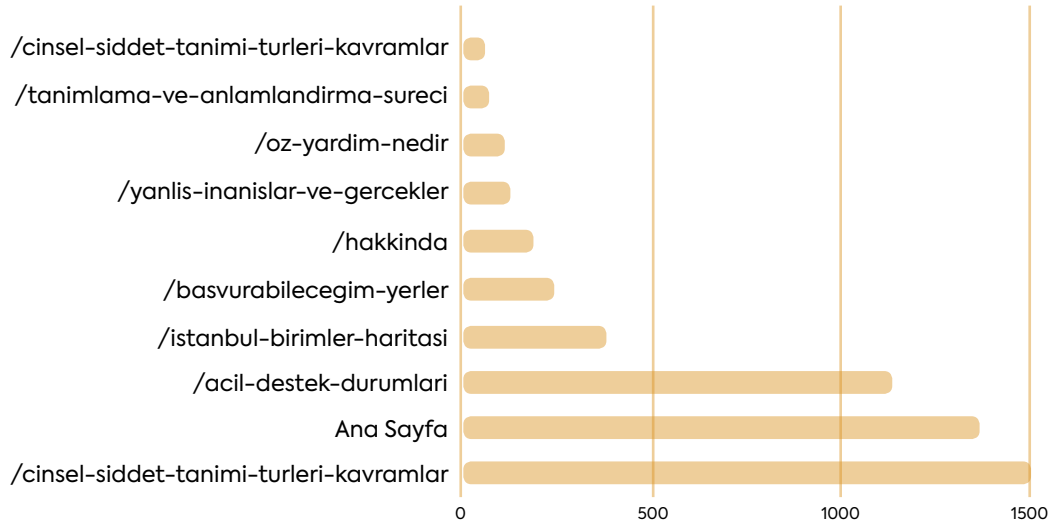
Graph 14: Website Landing Page

T3 - “Website Second Page”



Graph 15: Website Second Page

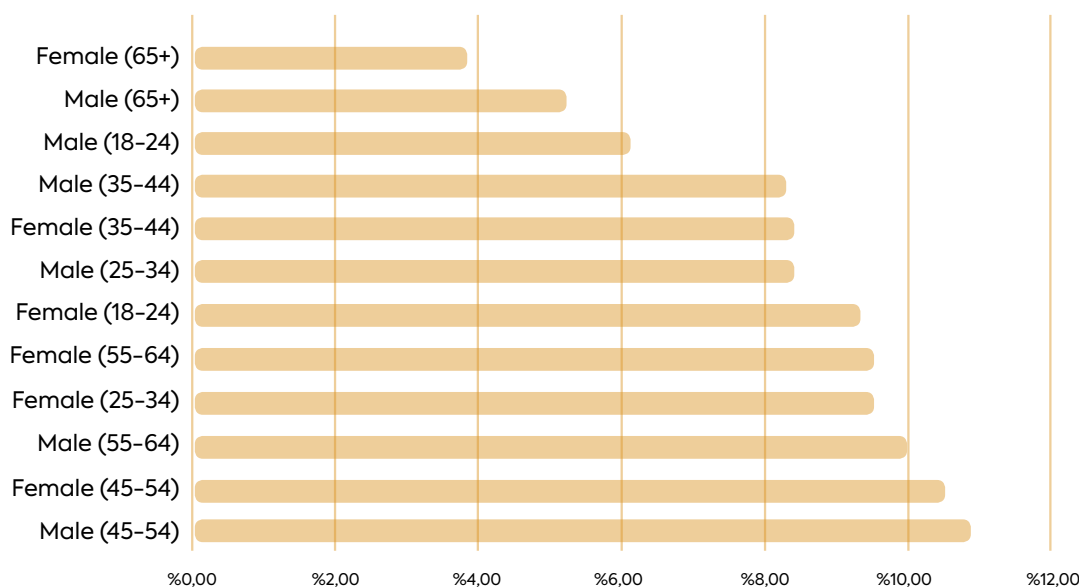
T2 - “Website Exit Page”



Graph 16: Website Exit Page

When we look at the demographics of the users who visited the site, the first thing we focus on is the age and gender variables. This classification is based on the categorization (binary gender, and age ranges) used by the Google statistics system.

T4 “Age Scale of Visitors”



Graph 17: Age Scale of Visitors

Age and gender information from the graphic browser above shows the distribution of over 6,525 people who can be detected by Google. It can be considered that it has been adapted to the entire site. 49% of the distribution consisted of visitors perceived as male and 51% female.

It is seen that the male visitor ratio, which was 47% in 2020, increased to 49% in 2021, and the female visitor ratio, which was 53%, decreased to 51%.

The visitor ratio on the Female (55-64) profile has decreased by 2%.

Visitor rates on Female (35-44) and Female (18-24) profiles have increased by 2%.

The visitor ratio on the Female (45-54) profile has not changed.

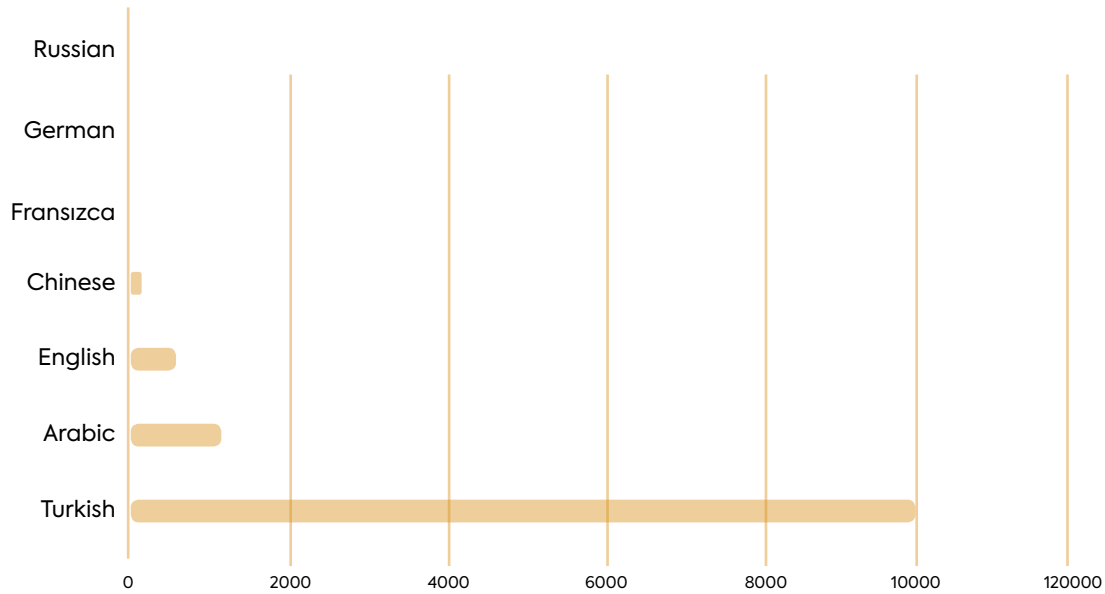
The visitor ratio on the Female (25-34) profile has increased by 1%.

This situation may indicate that the profile of females aged 18-44 started to show more interest in the site.

Another demographic data is the geographical distribution of users. 31% of visitors came from Istanbul, and 55% of the visitors in total came from Istanbul, Ankara, and Izmir. 45% of the visitors are outside the three major cities. The top 7 cities with the most visitors have not changed in the table for both years. Therefore, if the data of the top 7 cities are considered as the “7 Big Cities”, 71.9% of the total visitors came from the “7 Big Cities” region in 2020 and this rate increased to 75.4% in 2021. It indicates that the recognition of the Association has been increasing in metropolitan cities.

Finally, the usage rates of the multi-language option added to the website in 2021 (Turkish, English, Arabic, and Kurdish) are observed. This data is compiled according to the language of the mobile phone/tablet/computer used by the visitors to access the site. After Turkish, the website is most visited in English and Arabic languages.

T8 - “Language Used on the Website”



Graph 18: Language Used on the Website

Visitor Language	User	User (%)
Turkish	10030	%84,27
Arabic	1124	%9,44
English	562	%4,72
Chinese	94	%0,79
French	37	%0,31
German	37	%0,31
Russian	18	%0,15

Graph 19: Website User Language

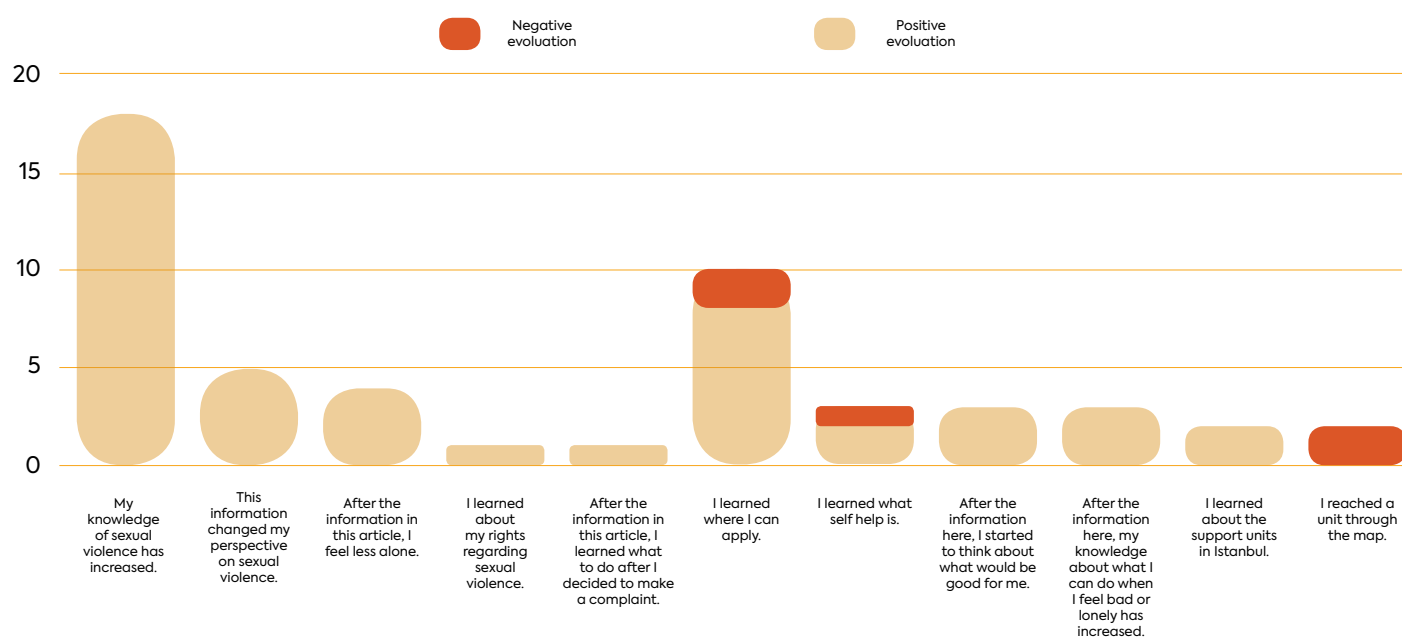
• 4.5.2. Website User Survey Results

To understand the impact of the csdestek.org website, the impact questionnaire distributed on the website pages had a low filling rate this year, as it did last year. In addition, quite different filling rates were observed for each page.

Based on the survey results, 18 people responded to the statement “My knowledge about sexual violence increased.” and 16 (89%) of the respondents made a positive assessment. Five people responded to the question with “This information has changed my perspective on sexual violence” and all participants made a positive assessment. These two questions made it possible to comment on the contribution of the website to the level of knowledge and awareness of

sexual violence. Besides, 4 people evaluated the phrase “I felt less lonely after the information in this article,” and all participants responded positively. 3 participants evaluated the change in their knowledge about what they can do, and all participants indicated that their knowledge has increased. An important positive effect of the website is to learn about the units to apply after sexual violence. There were 10 replies on this subject, and 8 (80%) participants responded positively. There were also 2 people (all respondents) who said they found out about the units in Istanbul through the website. However, 2 people (all respondents) responded negatively to the question of whether they reached one through the Istanbul Units Map. The following table provides an overview of all survey questions and answers.

csdestek.org User Survey Results



Graph 20: csdestek.org User Survey Results

5. Conclusion

This research assesses the impact of the support work carried out by the Association for Struggle Against Sexual Violence in 2021 to support, empower survivors and their relatives, and ensure access to their rights. In this research, first, the demographic data that was processed by the Association team to the database were analyzed. Then, the impact of the support system and the csdestek.org website, which is also part of this system, were evaluated. Considering the data, several conclusions and recommendations have been reached about the support system that the Association for Struggle Against Sexual Violence implements. The results and recommendations are presented to create a roadmap for the Association to increase its impact by improving the support system.

At this point, the data for 2021 indicate that survivors of sexual violence consist of adults and children. The applications related to sexual violence are from different provinces of Turkey and even outside Turkey. This data was dealt with in 2021 with the concept of “applicant”.

Because it is indistinguishable from the database whether the applicants are the survivors themselves or their relatives. However, it can be said that applications are received from different geographical regions and as predicted Istanbul is the city with the highest number of applications.

During the application, survivors and relatives are not asked questions about their gender. It was observed that the genders declared by the applicants during the interview varied beyond the binary gender system. Thus, an environment was created where applicants could freely declare their gender identity rather than based on a binary gender system.

It was found from the database that the applicants to the Association after sexual violence were mostly the survivors. Another noteworthy data is that almost a third of children subjected to sexual violence reached the Association directly themselves.

Another conclusion reached through the database and interviews is that sexual

violence is not in a single form, it can be seen in various forms and often occurs in multiple ways.

Survivors who reach the support system and how their relatives reach the Association is also critical. A large part of applicants who reached by phone and email said that they were not aware of the support system and stated that they got aware of the existence of such a channel through the internet or a relative. This data reveals that it is important to increase the recognition and accessibility of the support system. On the other hand, the fact that the support line number is not included on the webpage of the Association is among the factors that prevent access.

On the other hand, the influence of specialists at the support line is where the positive impact is most exposed in terms of applicants accessing the system. This situation, which is also often reflected in the interviews conducted, shows that the experience and professionalism of the specialist who provided the first interview are directly reflected in the legal and psychological processes of the survivors.

About the applicants who called the support line for the first time, it is observed that their negative emotions after sexual violence partially disappeared and that they felt less lonely. However, it

is understood that the interviewees attach great importance to the style and approach of the specialist, who provides the first contact when calling the support line. They underlined that the approach they encounter is extremely linked to making them feel stronger.

The interviews show that survivors and their relatives discovered through the support line specialist that they might have different needs as well as the support they demanded. Another critical point of the support system was the support line specialist's follow-up calls about the progress of the process for the applicants who received information and guidance after the first interview and who were referred to different institutions and units. Follow-up calls to applicants receiving information and referral support in the process by the specialist with whom they made the first interview had a positive effect, while it has been observed that it had a negative effect on the applicants who were not called regularly except for the first interview. The interviews revealed that survivors who were recontacted after the initial interview could find the strength to continue the process [legal and psychological] and found the necessary strength in themselves and felt less alone even at the most difficult moments when they talked to the support

system specialist again. This situation has arisen in the opposite way for survivors whose follow-up was not regularly performed after the initial call.

The fact that supports provided through the support system is free is another positive impact observed on survivors. It has been observed that the applicants, who could not access counseling, and legal and psychological support free of charge, were directed to the relevant units and institutions free of charge by calling the support system, not only in Istanbul but also in different regions of Turkey. Interviews show that the inability of survivors and their relatives to benefit from legal and psychological support due to economic conditions causes them to abandon the judicial process and become isolated. At this point, the support system's referrals to free-of-charge units allow the applicants to become stronger and get to know NGOs and other institutions working in this field.

It can be said that it is important for the applicants who reach the support system via phone and e-mail that they can call and reach the support line during the hours when the support line is active, and that they meet with the same specialist each time. Thus, the fact that they do not retell the sexual violence they are subjected to every time they call has

a positive effect on survivors and their relatives. Finally, it was observed that the survivors, who experience healing through the support system, wanted to be in solidarity with other people who were exposed to sexual violence, and even wanted to provide support as the Association's volunteers.

Finally, looking at the impact on the users of csdestek.org or, in other words, its prevalence and recognition, it appears that 12,712 people visited the website in 2021. The fact that this number of visitors was large in March and April 2021 indicates the relationship between advertising campaigns and the frequency of visits to the site. In terms of the visitors to csdestek.org, while Facebook is the main source (largely the Facebook ads), the visit rate with direct traffic is 14%, while those who come to the site with the organic search are 21%. Organic search has been on a large upward trend compared to 2020.

It was observed that visitors to the website were mostly women aged 18-44 years and the most visitors came from major cities such as Istanbul, Ankara, and Izmir. Finally, launched in 2021, csdestek.org has different language options (Arabic, Kurdish, English, Turkish) and analysis showed that Arabic (9.4%) and English (4.7%) have been the most preferred options after Turkish.

6. Recommendations

The results of this study, which investigated the impact of the 2021 support system on survivors and their relatives, made it possible to develop recommendations to improve the system.

It is recommended to make a clearer distinction between survivors and their relatives in the basic demographic data of applicants who reach the support system and to bring child and adult data to a distinguishable level. On the other hand, separating the demographic information of the survivors and/or the relatives who applied on their behalf is considered important in terms of the sustainability and development of the system.

As a result of the impact research, it was concluded that there were applicants who could not reach the support line and did not know when they could reach the support line. It is suggested that the hours and days when the support line is active should be shared more clearly via the website. At this point, the emphasis that the support line is not an emergency response line working 24/7 will prevent the negative perception that may occur by survivors and relatives.

According to the results of the impact research, it was found that the recognition of the support system is very low. Increasing the awareness and accessibility of support works carried out by the Association for Struggle Against Sexual Violence will pave the way for more survivors and their relatives to reach the support system.

The tone of experts at the support line was found to be extremely important for survivors of sexual violence and decisive for the course of the process. At this point, it is critical that the specialist at the support line knows and applies social work interview techniques, regardless of whether they are a social worker. The supervision support received by system specialists in this regard should be made more systematic.

On the other hand, for the support system to become more coordinated, it is recommended that support line specialists meet more often (like once every fifteen days) and maintain their communication.

As stated in the Conclusion, the effect of the follow-ups by the specialists in the support process of the survivors is high.

After the initial application is submitted, it is important to contact the survivors systematically. The follow-up call system should be provided by the support line specialists at regular intervals. If there are follow-up calls but not in a systematic way, it is recommended to systematize them.

On the other hand, survivors and relatives applying to the support system should be informed about the course of the process and the information about how and when their applications will be closed/terminated by the Association should be given as preliminary information, perhaps at the first contact.

Looking at the csdestek.org website as another intervention developed to support survivors and relatives, the first noteworthy result is that the number of website visitors compared to the last year tends to fall and the advertising campaign support is still necessary for the website to increase awareness. In addition, the 2021 data, which the site offers to users in different language options, has shown that the website has started to be used in different languages, but it is not seen that these usage rates have reached a sufficient level yet. It is recommended to organize communication campaigns to ensure that

non-native Turkish users are aware of the language options on the website.

The activities carried out by the Association for Struggle Against Sexual Violence are of great importance to prevent sexual violence in Turkey and fill the gaps in the justice system. The Empowerment and Support Program is only one of these activities. With Turkey's withdrawal from the Istanbul Convention as of March 2021, protection of individuals subjected to violence and punishment of perpetrators are provided only by domestic law. Gaps in Law No. 6284 and inadequacies in the implementation of the law fail to protect survivors of violence and leave perpetrators unpunished. This research report we have prepared is a resource for all activists, non-governmental organizations, and other public organizations working in the field of sexual violence. We wish to contribute to the healing of survivors of sexual violence and their relatives by strengthening the basic support mechanisms needed post sexual violence.



csdestek.org

Association for
Struggle against
Sexual Violence



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