



LGBTİ+

DANIŞMA HATTI

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SPoD's LGBTI+ Helpline as a peer support system

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Social Policy, Gender Identity and Sexual Orientation Studies Association



Founded in 2011



Social policies



Service models



01

Mental wellbeing

Minority stress
Sense of belonging

02

Peer support

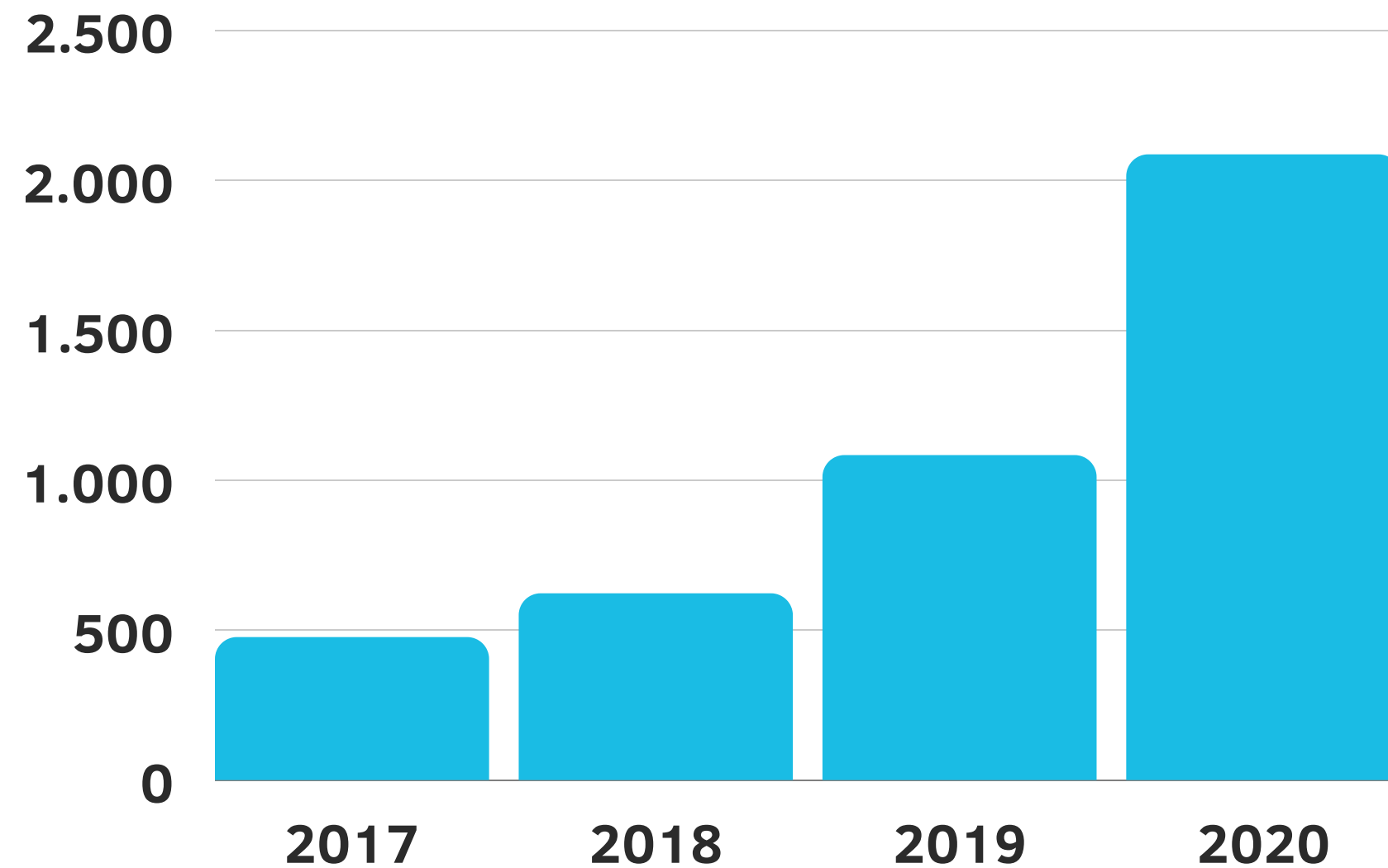
Empowerment
Social connectedness

03

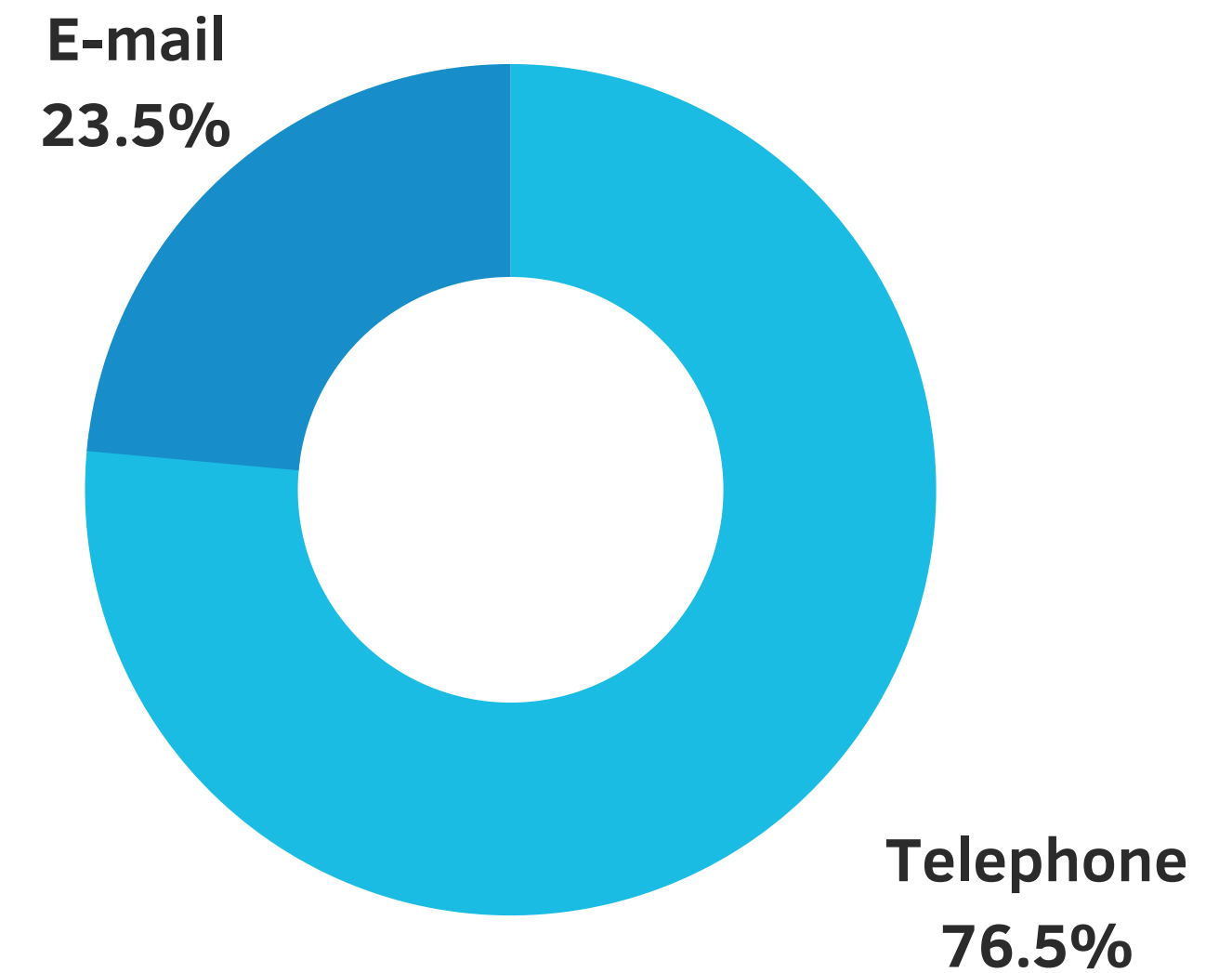
Support system

Peer counselling
Referral to professional services

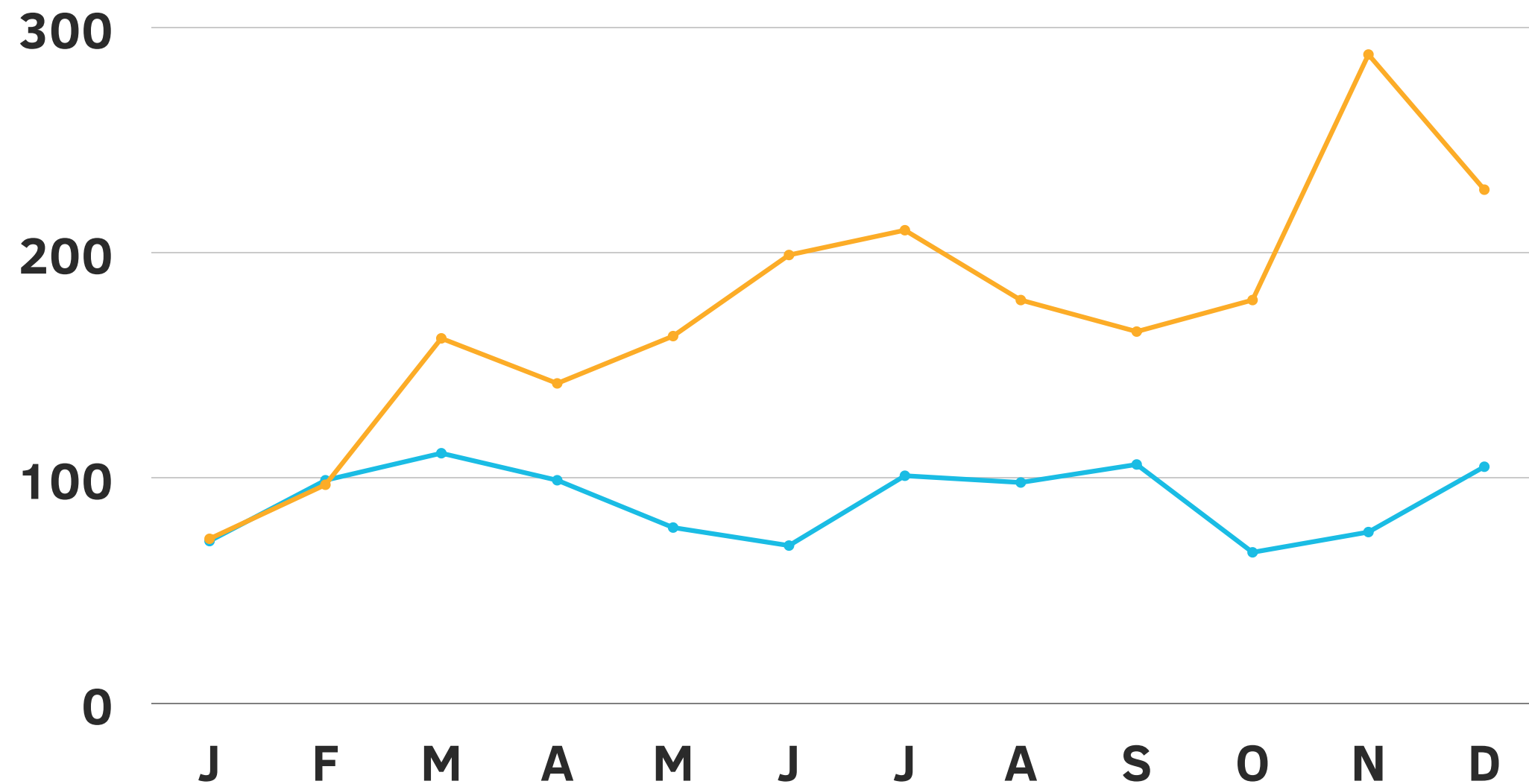
Number of application per year



Means of application in 2020



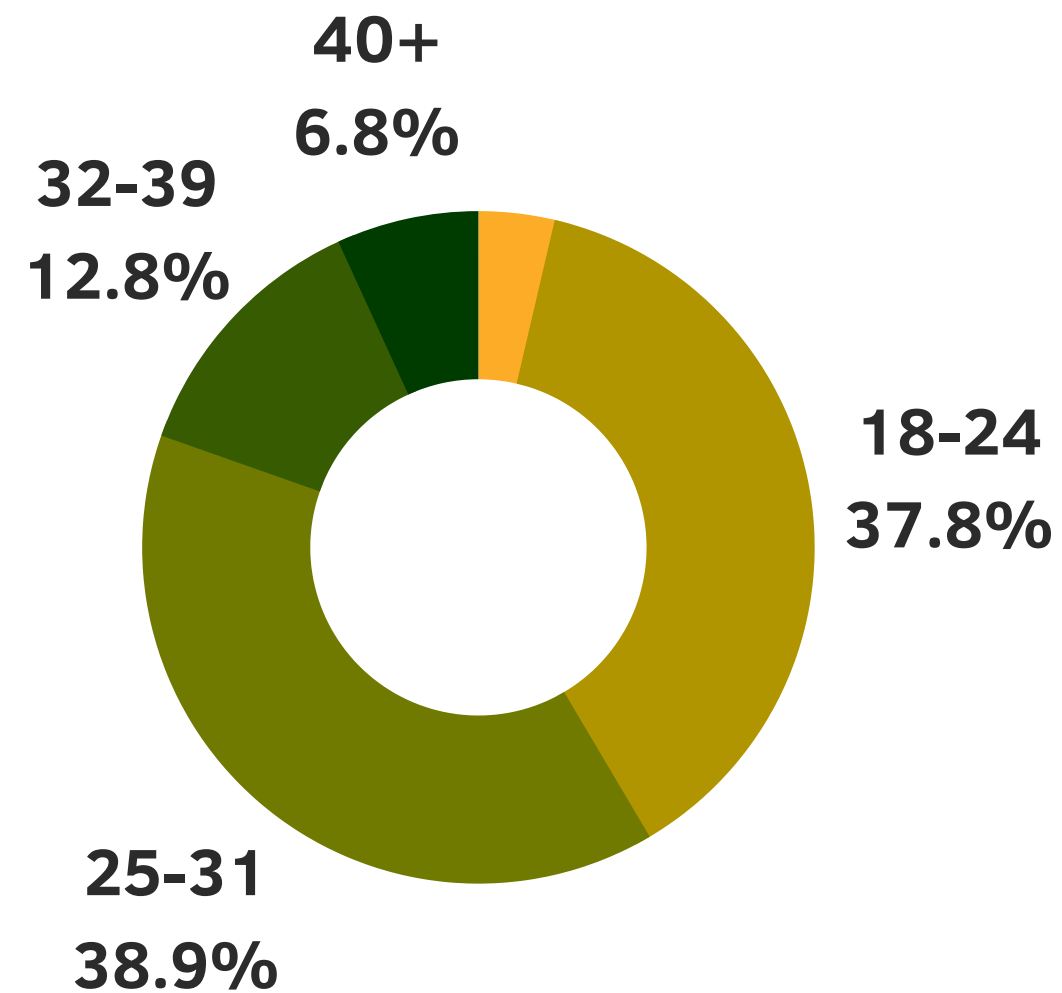
Number of applications per month in 2019 and 2020



92

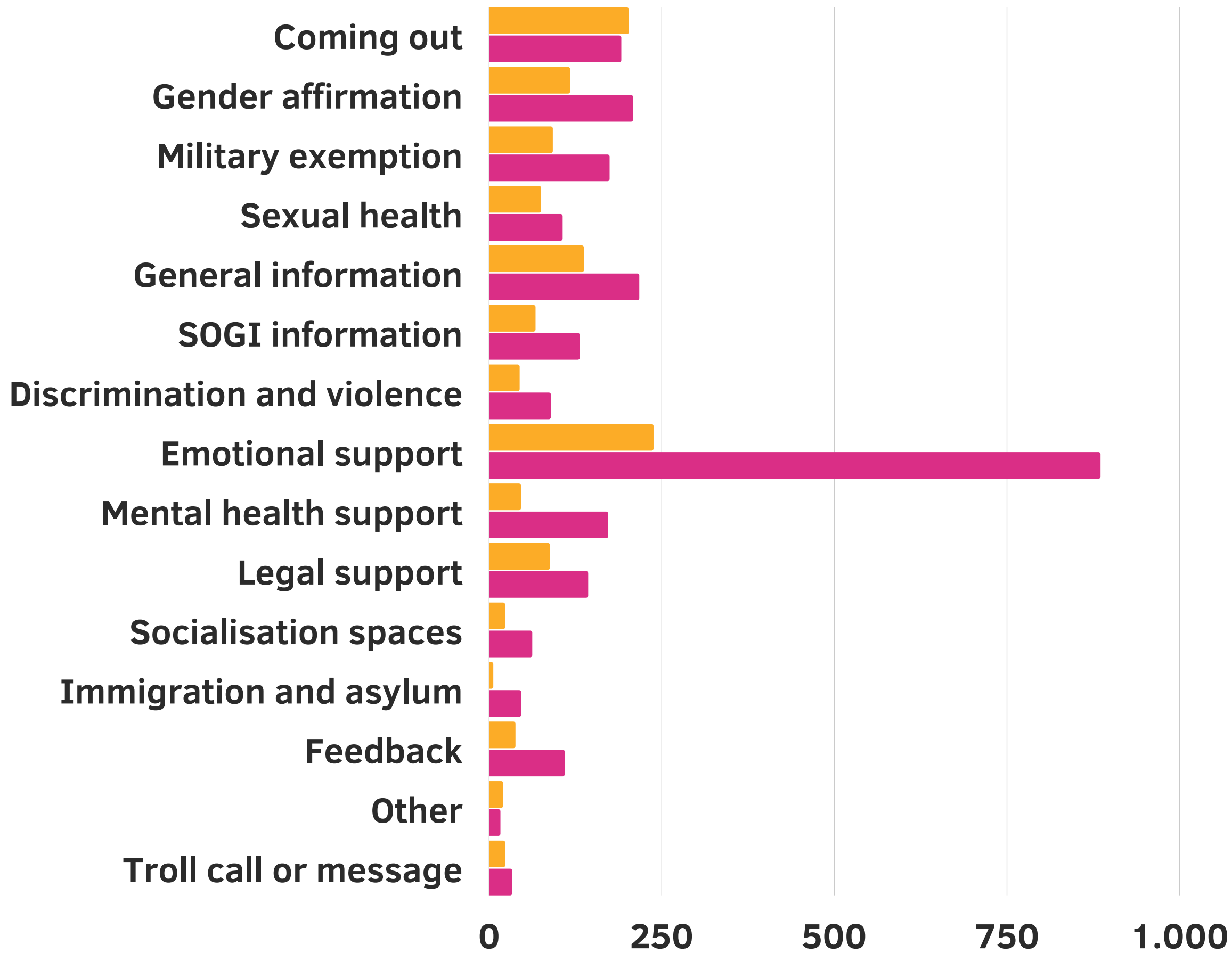
percent
increase in
applications

Distribution of age groups



Distribution of cities of counselees



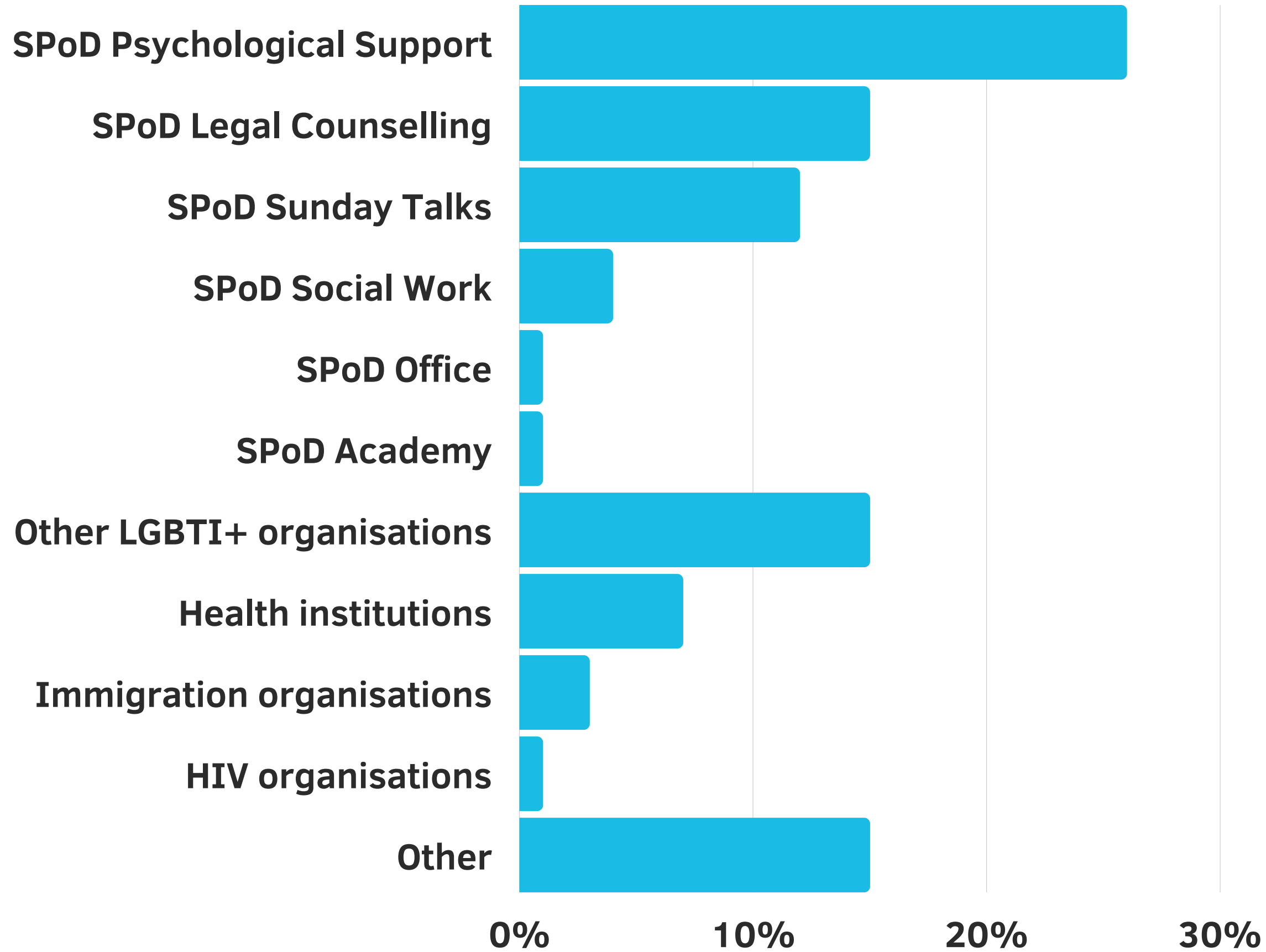


Distribution of application topics in 2019 and 2020

2.7

times increase in emotional support

Distribution of referrals in 2020



809

referrals

O1

What happened in 2020?

**Violations of fundamental rights
Inequalities in accessing services
Hate speech in media and politics
Domestic violence and economic hardship**

O2

24 April: Hate sermon

**100% increase in applications
for discrimination and violence
in the following 45 days**

A very difficult year

**No rights-based approach in public sector
LGBTI+ community left unprotected
Solidarity and wellbeing despite isolation**



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