

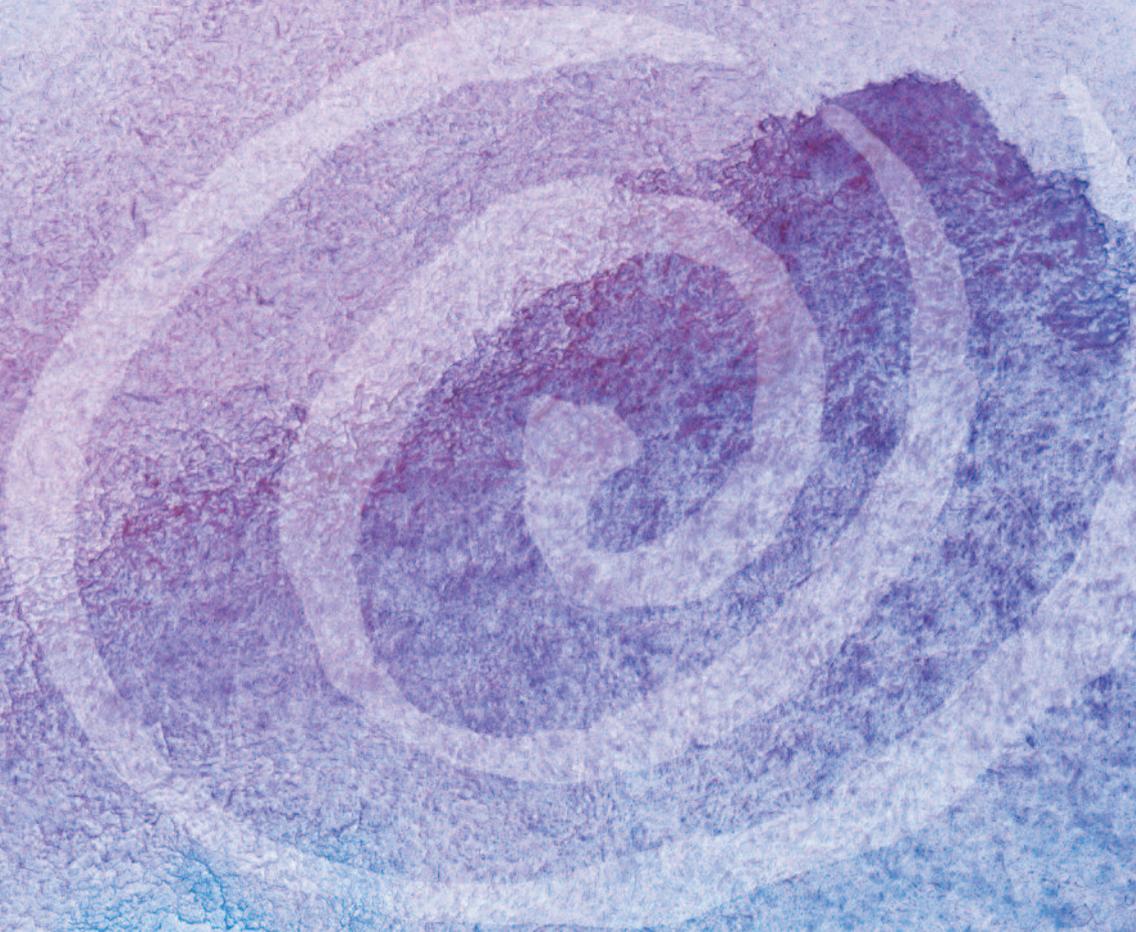


RCC

The Dublin Rape
Crisis Centre

Preventing and healing the trauma of rape and sexual abuse

ANNUAL REPORT 2013





The Spiral – Symbol of the DRCC

The single spiral is one of the oldest and most recorded geometric motifs prominent in Celtic artwork, and can be seen, for example, in the highly decorated stone carvings of Newgrange burial mound, whose burial chamber each year is illuminated by a single shaft of light during the winter solstice.

For many cultures, including the Celts, the single spiral symbolised the sun, and concepts of growth, expansion and cosmic energy. In our logo, its broken circularity mirrors the client's often difficult and indirect journey of growth towards a fuller, more satisfying life.

“Preventing and healing the trauma of rape and sexual abuse” – The spiral is the symbolic expression of our mission statement, and of our clients' unfolding individual journey from the darkness of sexual violence and abuse into the light, freedom and energy of healing.

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CHAIRPERSON'S REPORT



Dr. Frances Gardiner
CHAIRPERSON OF THE
BOARD

This Annual Report presents a summary of Dublin Rape Crisis Centre (DRCC) activities during 2013, alongside comparative statistics of year on year pattern changes.

In the light of annual grant cutbacks, staff inevitably struggled amidst pay cuts and burgeoning workloads to meet the demands of an expanding and diverse client base.

This included those traumatised by increasingly violent rape, sexual abuse (including child sexual abuse), sexual harassment, physical abuse, intimidation and trafficking, the consequences of which can also impact on family members, especially when suicidal and self harm issues present.

In an effort to minimise any reduction in essential client services, Chief Executive Officer Ellen O'Malley-Dunlop initiated a restructuring of DRCC during 2013 to optimise psychotherapy and fundraising. As a result, our first point of contact – the National 24-hour Helpline – continues to function seven days a week, 365 days a year, staffed by dedicated counsellors during office hours, and after hours by 70 trained volunteer counsellors.

Other services provided by our Volunteer Services Department – Accompaniment services to court and to the Sexual Assault Treatment Unit (SATU) at the Rotunda Hospital – were also maintained for victims and their families.

Equally, despite a reduction in the number of therapists in April 2013, individual crisis counselling and long term therapy services were maintained in Leeson St and three outreach services. All staff, including those working in clinical, volunteer, finance, education and training, fundraising, outreach and administration, strove to ensure the continuity of DRCC's professional ethos in dealing with victims of sexual violence.

In this context, a European Union Directive (2012/29/EU) dealing with victims of crime, and laying down minimum standards to address the rights, support, protection and participation of victims in criminal proceedings, was adopted on 25 October 2012. It encompasses a wide range of protections and

collaboration between state and relevant voluntary agencies, including protection for families or 'indirect victims'. It is binding on EU member states whose national governments are obliged to transpose it into domestic legislation by 16 November 2015. Ireland has yet to comply.

As the Director of Public Prosecutions (DPP) points out, a significant implication of this Directive for the work of the DPP's office is that victims will be given the right to receive reasons for decisions not to prosecute in cases such as rape and child sexual abuse. Victims will also have the entirely new right to have such decisions reviewed.

It makes a strong case for a follow-up to the 2002 SAVI Report (Sexual Abuse and Violence in Ireland) national survey, in order to inform provisions for legislation to implement the EU Directive. The SAVI Report quantified the prevalence of sexual violence in Ireland in relation to age and sex for over 3,000 adults, and identified the barriers to accessing law enforcement, and medical and therapeutic services for the abused and their families.

The last decade has witnessed several groundbreaking developments in relation to sexual crime. Firstly, one statutory report after another thrust the horrific prevalence of institutional sexual abuse into public view; secondly, victims who were muzzled for years by this taboo subject waived their right to privacy, to '*break the silence and secrecy around sexual abuse*'.

Among them were the Kavanagh sisters and Fiona Doyle who did so in order to help other victims and to give them the courage they need to break their silence so justice can be delivered and children can be protected from the awfulness of child sexual abuse and its consequences.

Following each new revelation, DRCC telephone lines were bombarded by victims, male and female, aching to share their own harrowing experiences, and fortunate to always find a counsellor at the end of the line, committed to listening with compassion to each individual story and to initiate the journey to healing.

Victims testify to the exemplary initial welcome, counselling and follow-up service of DRCC in moving, open and honest words as related in the client feedback section of this report.

For example, *“I am gaining a new freedom and perspective and truly feel that because of my years of therapy and support from the Rape Crisis Centre I now have a ‘first chance’ to live life the way I deserve. I am not surviving any more, I am thriving.”*

The insight shown by victims into the world of psychotherapy is also clear from tributes such as, *“There are very few people in the world willing to do your work and for that I praise you. I hope that some day I will be able to help you as your support has reminded me there are good people out there.”*

DRCC maintains ongoing contact with government agencies, in particular the Child and Family Agency which funds DRCC.

Meetings between managers of rape crisis centres from around the country were initiated in 2013. This, and DRCC’s alliance with like minded organisations, serves to fulfil the ministerial mandate for closer integration and co-operation between frontline support services working in the sexual violence sector.

Our thanks are due to the members of the Board of Directors of DRCC who contribute their time and expertise on an entirely voluntary basis; who do not receive expenses and are deeply committed to transparent corporate governance.

The role of directors has become more onerous under recent legislation, and registered charities undergo scrutiny to ensure scrupulous financial housekeeping. At the close of 2013, scandals surrounding alleged abuse of funds by some charities provoked a huge national downturn in charity donations. It is reassuring

that DRCC can stand proud of its record; its integrity a testament to good management by CEO Ellen O’Malley-Dunlop.

Special thanks go to DRCC board member Keith Herman for his comprehensive presentation of monthly accounts for all Board meetings. With backgrounds ranging from business and accountancy, to law, psychotherapy and management, it is rewarding for me, as Chairperson, to work with Board members whose vision and competence have proven inspirational in the guidance and overseeing of an organisation functioning to prevent and heal the trauma of rape and sexual abuse.

Thanks are also due to board member Simon Pratt and his family for their generosity in fundraising, and to Pluto Communications which helps augment it.

Among the developments DRCC would like to be in a position to achieve in the coming decade for victims of sexual crime are:

1. SAVI 2 to receive government support.
2. Introduction of a judicial education module on sexual crime, informed by the insights of experienced practitioners in the sector.
3. Expansion of outreach counselling centres to support those without the funds to travel to the city centre, or who crave anonymity.
4. Co-ordination and integration of frontline sexual violence services to facilitate sharing of expertise and programme development.

It goes without saying that a boost in fundraising would enable the fulfilment of these aims and objectives.

DR. FRANCES GARDINER
Chairperson of the Board

Current Board of Directors of the DRCC:

Frances Gardiner (Chairperson), Caroline Crowley, Ann Marie Gill, Keith Herman, Aibhlín McCrann, David O’Brien, Simon Pratt

CHIEF EXECUTIVE'S REPORT



Ellen O'Malley-Dunlop
CHIEF EXECUTIVE
OFFICER

INTRODUCTION

2013 was a very busy year for Dublin Rape Crisis Centre (DRCC), despite receiving yet another cut to government funding for the fifth year in succession.

VICTIMS OF SEXUAL VIOLENCE ACCESSING SERVICES REMAINS HIGH

While it is a good thing that victims are availing of the support on offer at DRCC, including use of the National 24-Hour Helpline, and counselling and therapy services, we still do not know whether these increases are due to a rise in the prevalence of sexual violence, or if more people are willing to come forward and talk about the heinous crimes committed against them. We will not know definitively until we have a second Sexual Abuse and Violence in Ireland (SAVI) Report, which will enable us to make the appropriate comparisons. Who would have believed the following statistics for Ireland before SAVI was published in 2002?

- 1 in 3 women and 1 in 5 men had been sexually abused as children.
- 1 in 5 women and 1 in 10 men had experienced sexual assault in adulthood.
- 74% of those who experienced rape or sexual assault knew the person who assaulted them.

CONSEQUENCES OF AUSTERITY AND FIVE YEARS OF GRANT REDUCTION

DRCC's management and staff have maintained a continuous professional service to the victims of sexual violence, despite the annual cut in government grant since 2009. This has been achieved by management and staff remaining on frozen salary scales and taking two major pay cuts, ranging from 5% to 20%.

In 2013 when we looked at our financial situation, it was clear we would have to find some way of making further savings. Unfortunately, this was achieved by restructuring and a voluntary redundancy scheme. The latter meant we lost three valued members of staff, while we restructured as best we could to ensure clients of the Centre were least affected by the consequences of austerity.

It costs approximately €1.9 million per annum to run DRCC. A €1 million annual grant is provided by government, with the remainder made up through donations, fundraising and income from the Education and Training Department.

DRCC employs seven full-time and 23 part-time employees. Approximately €500k is repaid to government via PAYE, PRSI and USC. 70 volunteers make up the remainder of the service providers.

Volunteers, who are trained and supervised by professional DRCC staff, operate the National 24-Hour Helpline between 7pm and 8am, from Monday to Friday and over weekends and holiday periods. To employ paid staff to operate an essential service like this would cost in the region of €500k.

When we look at value for money achieved through essential services provided by DRCC to victims of sexual violence – a service which the state cannot but should provide – we have to ask ourselves: surely it is a false economy not to provide appropriate funding to DRCC so it can continue to deliver these essential services to victims of rape, sexual assault and childhood sexual abuse?

VICTIM'S RIGHTS ALLIANCE

Alan Shatter, former Minister for Justice and Defence, launched the Victim's Rights Alliance on 15th November 2013, and DRCC is very proud to be part of it.

The Alliance formed with one key goal: to ensure the European Victim's Rights Directive is implemented in Ireland within the proposed time frame, with all victims of crime in mind. It must be transposed into Irish Law by the 16th November 2015, providing for minimum rights, support and protection for all victims of crime.

The Victims' Rights Alliance allies victims' support and human rights organisations, namely, Advocates for Victims of Homicide (AdVIC), DRCC, Irish Council for Civil Liberties (ICCL), Irish Road Victims' Association (IRVA), Irish Tourist Assistance Service (ITAS), One in Four, Rape Crisis Network Ireland (RCNI), Safe Ireland, Support after Homicide (SAH), and the road safety group PARC.

Maria McDonald, BL, has been the driving force behind the Alliance's organisation in Ireland, with Shirley Scott being its DRCC representative.

DRCC AND SYRIA

In 2013 the world witnessed terrible atrocities taking place in Syria as a result of the war in that region. Thousands of men, women and children had to move from their homes and became dependent on charity. Many countries came forward to support them by providing for their basic needs in refugee camps on the borders of Syria, Turkey and Jordan.

As happens in so many war torn regions, women and children can become targets of unthinkable violence, with rape being used as a weapon of war. Following the Bosnian war, there were many victims of rape and sexual violence, to whom DRCC's Education and Training Department, responded, training local women to work with these survivors to help them overcome the traumas they had endured. Funding was provided by the Department of Foreign Affairs.

In 2013 DRCC met with Syrian activist Rafif Jouejati, who came to Ireland specifically to address this same problem happening now in Syria. She gave a talk at the National Women's Council on *Rape as a Weapon of War in the Syrian Crisis*, and also visited DRCC.

She was particularly interested in the Centre's work in Bosnia, and the hope is it will be possible to deliver similar training to women in Syria under the umbrella of the Jasmine Tent initiative, which is a women's support network.

The Education and Training Department has devised training for Syrian women similar to those delivered in Bosnia, but to date it has not been possible to progress the work because of a number of constraints. It is our hope it will be possible to do so in the not too distant future.

DISCLOSURE AND COUNSELLING NOTES IN THE CRIMINAL JUSTICE SYSTEM

DRCC requested support from PILA (Public Interest Law Alliance) in researching disclosure of counselling and psychotherapy notes in other common law jurisdictions, to inform a submission DRCC made to the All-Party Committee on Justice, Equality and Defence and to the Law Reform Commission. We were more than pleased with the support we received from PILA and from four generous barristers who delivered excellent, robust research for us. The former Minister for Justice, Alan Shatter, met with us to discuss the submission and assured us our recommendations would be included in the new planned Sexual Offences Bill.

ADVOCACY IN 2013

During 2013 DRCC met with many people and agencies to promote its work and to advocate on behalf of the Centre's clients. We met with Chief Justice Susan Denham to discuss the possibility of DRCC inputting into the Judicial Education Programme.

We had numerous meetings with Gordon Jeyes, CEO of the New Child and Family Agency, to plan for the inclusion of rape crisis centres into the new agency, and to promote interagency work between those who are now funded under the Department of Children and Youth Affairs.

We presented at a one-day conference in Brussels organised by the EU Commission and supported by the Daphne Project, which looked at responses to sexual violence across Europe.

We also attended a Cross Border Child Protection Conference in Ballymascanlon and presented a half-day seminar to psychotherapists on the application of Children First in cases of historical child sexual abuse.

Shirley Scott from DRCC presented a workshop, which was well received, at the conference of the Association for Criminal Justice Research and Development (ACJRD), on *The Role of the Victim in the Criminal Justice System*.

We were the invited guest speaker of Alan Shatter, during his tenure as Minister for Justice and Defence, at the annual Fine Gael conference in Limerick, and presented at an international awareness-raising conference on *The Prevention of Violence Against Women*, organised by the Law Society in the University of Limerick.

We were also invited to, and delivered, the Annual Lecture for Tasc – the national economic think tank – entitled, *Towards a National Agenda for Ending Violence Against Women in Ireland*.

CONCLUSION

In 2013 DRCC more than delivered on its mission statement of preventing and healing the trauma of rape and sexual abuse in our society. From the number of victims and survivors of rape and sexual violence attending the counselling service, and receiving support on the National 24-Hour Helpline, there is no doubt this is a much needed service.

We appreciate the statutory funding provided by Tusla, The Child and Family Agency, by Cosc, The National Office for the Prevention of Domestic, Sexual and Gender Based Violence, by the Commission for the Support of Victims of Crime, and by the European Refugee Fund (ERF) and administered by Pobal. We are most grateful to all who support the fundraising events of DRCC and those who made individual donations.

I want to pay tribute to the brave men and women who are able to come forward and avail of the Centre's support, and to the management, staff and volunteers who are always prepared to go the extra mile when needed. I also want to pay tribute to the Board members of DRCC who give voluntarily of their expertise to govern and steer the strategy and policy of the Centre. And last but not least, I want to pay tribute to, and thank most sincerely, our Chairperson Dr. Frances Gardiner who has been a great support, and led the Board in delivering and completing our most recent Five Year Strategic Plan.

Overview of Clinical Services

2013 was a year in which, sadly, due to the ongoing and cumulative impact of cuts to our funding, staffing levels in DRCC were reduced. This had a direct impact on the delivery of therapy services.

From mid-April 2013 onwards, the therapy team operated with nine therapists, rather than 11 in previous years. Re-structuring and the agreed introduction of various efficiencies were the strategies introduced and implemented by all staff, including clinical staff, to try to minimise the impact on our service-users.

I would like to acknowledge the efforts made by all clinical staff, telephone team and therapists, to maximise appointments and to go the extra mile to maintain as good a service as possible, given reduced resources.

Despite what was an 18% reduction in the therapy team, all outreach services were maintained and, as the statistics show, all existing resources were utilised to ensure that 284 new clients were seen and the total 512 new and ongoing clients continued to receive therapy in a variety of venues. These included DRCC's main office in Leeson Street, Coolock Civic Centre, Tallaght Hospital and Dóchas Centre for female offenders. A total of 4,160 individual sessions were made available by the therapy team in 2013, and of these, 3211 were delivered.

In DRCC we provide a specialised service for clients who have experienced the trauma of sexual violence, as is illustrated by the article written by two of our therapists (p. 10). An understanding of trauma is essential for all our clinical staff, but therapists in particular need to undertake specialised post-graduate trauma training in order to work effectively with a clientele who have all experienced the traumatic impact of either sexual violence in adulthood or childhood sexual abuse, or both.

The client testimonial (page 11) pays moving tribute to the long journey this may entail, and the complexities of the therapeutic approach that has gradually helped the client to feel he now has "a first chance" to live life more fully. Other clients' feedback reveals the qualities and approach they found helpful in their therapists, and the gains they made in their time in DRCC.

Many clients have experienced other trauma as well as the trauma of sexual violence, for which they also need therapy and support.

In 2013, of the 284 new clients who commenced therapy, 129 (45%) reported experiencing other forms of violence in addition to the main abuse. In relation to this group of clients, 27% of all incidents of rape or sexual assault as an adult involved additional forms of violence, principally physical abuse and psychological abuse, but also harassment or intimidation, imprisonment and threats to kill.

One fifth of incidents of childhood abuse cases included other forms of abuse i.e. psychological abuse in over two thirds of these cases and physical abuse in over a quarter.

Therapists help clients address these issues in therapy but also give clients information about other relevant services e.g. Women's Aid in relation to domestic violence.

The first port of call for all potential clients is the National 24-Hour Helpline. The telephone counsellors' report (page 12) bears witness to the team's commitment to be there for the caller, male or female, who rings in distress seeking help and support for issues of sexual violence or childhood abuse. The team operates the helpline from 8am to 7pm, Monday to Friday. The Volunteer Services report (page 13) reveals the huge commitment made by our volunteers for a two year period, and the key services they offer clients, including the Helpline service out-of-hours, with training and ongoing supervision and back-up from the Manager and Co-ordinators of the Volunteer Services Department.

All teams pulled together in 2013 to ensure a wrap-around service for clients from the first call, with telephone counsellors, volunteers and therapy teams all contributing to a holistic and interwoven service, according to individual needs.

"I would like to thank you for all the help and assistance that you offered me during my visits to the Centre. When I first started, I was a very confused individual and was in a lot of emotional pain. You offered me a hand of kindness in a very confusing time in my life. You were very gentle in your approach and yet very professional. From my first appointment I felt relaxed in your company and felt that I could trust you and hence I opened up. I don't have the words to express my gratitude to you for the work we did together. I would like to thank you once again for your help and for offering me a place where I felt safe, a place to heal". client

National 24-Hour Helpline

Our Helpline (1800 778888) operates 24 hours a day, seven days a week, 365 days a year. The service is operated by a small dedicated team of staff telephone counsellors by day and by a cohort of up to seventy trained volunteers outside of office hours. *There is always a telephone counsellor at the other end of the line.*

In 2013, there were a total of 12,192 counselling contacts with the National 24-Hour Helpline. DRCC's Helpline Counsellors responded to 11,728 counselling calls, 244 emails, 117 text messages and 103 social media contacts.

9,614 of the total contacts in 2013 were genuine* counselling contacts, an increase of 5% compared with 2012 figures and an increase of 6% compared with 2011 figures. 3,928 were first-time contacts i.e. 41% of total genuine contacts.

(*when silent, hang-up, hoax and abusive calls are subtracted)

4,955 repeat contacts were received in this period, an increase of 7% compared with 2012 figures.

78% of callers were female and 21.6% of callers were male, while 0.4% of callers identified as transgender.

72% of callers were from the Dublin area, while 28% were from other counties.

96% of callers were Irish and 4% were of other nationalities.

Calls by Type of Abuse

43% of calls to the Helpline in 2013 related to adult rape, an increase of 3% compared with 2012 figures.

9% of calls in 2013 related to adult sexual assault, an increase of 21% in the number of such calls compared to 2011 figures.

53% of the total calls related to sexual violence in adulthood, while 47% related to childhood sexual abuse.

The total number of calls relating to adult **sexual violence**, including rape, sexual assault, sexual harassment and trafficking shows an overall increase of 6% compared to 2012 calls.

Including calls relating to ritual abuse and suspected abuse, 47% of calls in 2013 related to **childhood sexual abuse** (CSA). There was a 12% increase in the total number of CSA calls compared with 2012 figures.

"To my therapist and everyone at the Rape Crisis Centre, thank you for all your support, for listening to me and understanding me. Without your help I don't know how I'd pull through. Even when my case was at the lowest point, your advice helped me to stand up straight and hold my head high, and remember I'm a person with rights too. There are very few people in the world willing to do your work and for that I praise you. I hope that some day I will be able to help you, as your support has reminded me there are good people out there. All my thanks..." client

Counselling and Therapy Services

In 2013 the therapy team continued to offer crisis counselling and long-term therapy in DRCC in Leeson Street and in three outreach counselling services in Coolock Civic Centre, Tallaght Hospital, and Dóchas Centre.

512 clients were seen for face to face counselling in 2013. Of these, 284 were new clients who commenced therapy in 2013, of whom 90% were female and 10 % were male.

4,160 individual appointments were made available by the Therapy Team in 2013, and 3,211 individual client sessions were delivered. Allowing for cancellations and 'no-shows' deducted, this represented a take-up rate of 77%, in 2013.

Of the 3,211 completed individual sessions delivered in 2013, 23% were crisis appointments for men and women who had experienced recent rape or sexual assault i.e. within the previous 6 months. 77% were

Overview of Clinical Services continued

assessment appointments for victims of past rape or sexual assault, and victims of CSA.

52% of clients received therapy in 2013 for issues of rape, sexual assault or sexual harassment, compared to 46% in 2012.

48% of clients in 2013 received therapy for issues of CSA, compared with 54% of clients in 2012.

Range of Clients Accessing our Counselling Services by County

In relation to county of origin, 82% of clients were from the greater Dublin area and 18% from 12 other counties.

The breakdown of clients from the greater Dublin area was as follows: 39% from Dublin city, 14% from Fingal, 15% from Dublin South County Council and 13% from Dun Laoghaire/Rathdown.

We are aware many clients opt for the anonymity and privacy that attending services in the capital city may provide. 6% of clients were from Kildare, 3% from Meath, 5% from Wicklow and 4% from nine other counties.

Cultural Diversity of Clients

86% of clients were Irish and 14% were of 34 other nationalities. Interpreters were provided by DRCC for clients who did not speak English.

DRCC Outreach Counselling Services to Local Communities

The DRCC has shown its ongoing commitment to local communities, through its three outreach services in Coolock, Tallaght, and Dóchas Centre, which accounts for a sixth of all appointments delivered in 2013.

DRCC Outreach in the Dóchas Centre

DRCC started a counselling service in Dóchas Centre in 2005 where a half day counselling service is offered once a week. In 2013, 71 sessions were completed.

Our sincere thanks to Dóchas Centre's Governor Mary O'Connor and her staff for their ongoing support of our service.

DRCC Outreach in Coolock Civic Centre

Since its re-location to the Civic Centre in 2005, the value of this local service, easily accessible to the local community, has been evident. It is used by clients from north Dublin, but also from adjoining counties such as Kildare and Meath. In 2013 three therapists initially provided the equivalent of four days' service to mid-April. For the rest of the year, this was reduced to two therapists, offering three days' service initially, and later two days' service on Tuesdays and Thursdays.

357 sessions were offered in 2013, of which 278 were completed. The take-up rate of appointments in 2013 was 78%.

The DRCC would like to thank the Manager of the Civic Centre, and the staff at Reception who provide unobtrusive and sensitive support to this confidential service.

DRCC Outreach Counselling Services in Tallaght

This service based in Tallaght Hospital was established in 2007. In 2013 two therapists worked together in Tallaght Outreach to offer eight sessions on Saturdays each week. 247 appointments were offered in 2013, of which 185 were completed. The take-up rate was 75%.

The DRCC would like to thank the Administrator, and staff of Tallaght hospital for providing us with comfortable rooms, a warm welcome, ongoing support and back-up.

"I could write for days thanking you and I would never be finished, so I just want to say what you work at is a job of total kindness, warmth, selflessness, support and full of hope. Without people like you in this world, people who have experienced the pain and trauma I suffered could never become survivors and realise all that I have realised. I cannot sum up how amazing you and all the staff of the Centre are. I'm ready to go out on my own now. I might have to check in from time to time or maybe I won't, but no matter what happens I'll always feel so lucky that you were sent into my life and I'll never ever forget that you were one of the people who showed me my way back to living my life again." client

Statistics

The DRCC statistics for 2013 are the result of a process of collaboration with the Rape Crisis Network Ireland (RCNI). The DRCC's two data collection officers are Michelle Grehan and Shirley Scott, who are members of the Telephone Team. With the other members of the team, they are responsible for data inputting, and do a tremendous job. Special credit is due to Shirley Scott, Deputy Team Leader, who has played a lead role in this process. Our sincere thanks also to Elaine Mears, RCNI and to Ian Craig, DRCC's I.T. consultant, for their help throughout the year.

Conclusion

In the face of funding and staffing difficulties, the courage and determination of callers and clients of DRCC continue to inspire the staff and volunteers of the Centre. At the end of a year which was very challenging with increased demands on clinical services and reduced resources, I would like to thank all of our dedicated staff involved in the provision of clinical services, both directly and indirectly. Together in 2013 we strove to fulfil our mission statement: "Preventing and healing the trauma of rape and sexual abuse".

ANGELA McCARTHY
Head of Clinical Services



KEY SERVICES PROVIDED BY THE DRCC

- National 24-Hour Helpline 1800 77 88 88
- Crisis Counselling Service for recent victims of rape and sexual assault
- Long-term therapy for adult victims of childhood sexual abuse and past sexual violence
- Coolock Outreach Counselling Service
- Dóchas Centre Counselling Service
- Tallaght Outreach Counselling Service
- Accompaniment to the Sexual Assault Treatment Unit
- Court accompaniment
- Outreach talks to schools and community groups
- Training of professionals who work with victims of rape, sexual assault and sexual abuse in Ireland
- Training programmes on preventing and dealing with bullying, harassment and sexual harassment in the workplace
- Campaigning, lobbying and awareness raising
- Research and statistics



Some DRCC Staff Members

Crisis Counselling and Long-Term Therapy in DRCC

Categories of clients seen

Here in DRCC we see adults (aged 18 and over) who have suffered rape or sexual assault, or sexual abuse in their childhood. Sometimes clients have endured sexual abuse as children and in adulthood and may straddle both categories. We also see clients aged 16 and 17 for crisis counselling, (with parental or guardian consent) who have experienced recent rape or rape or sexual assault.

Length of therapy

The duration of therapy depends on clients' needs. Some clients require just a few sessions, others require therapy over a longer period.

What we do

The initial focus of our work is to help the client reduce the post traumatic stress symptoms, which are the most common result of rape and sexual assault. We begin by helping clients to improve their day to day coping. Most survivors suffer from post traumatic stress disorder (PTSD) and there are very well proven techniques to reduce the symptoms.

The impact is more obvious and immediate, in relation to recent sexual abuse or rape. However, all clients are trying to cope with a world they no longer feel part of or safe in, and they experience high levels of anxiety. They may find it very hard to deal with situations which were once very manageable and taken for granted, e.g. commuting on the bus, driving a car, cycling, walking, sleeping, eating or socialising. These ordinary activities may now be experienced as high anxiety provoking situations.

The person does not understand what is happening to them in that their fear/defence system is now on high alert. They are stuck in a flight/freeze/submit/numb/blank response. How they are is alien to them and sometimes they do not recognise themselves. Their thinking often is that they "should be stronger", "should get over things" and get back to normal. Unfortunately, through ignorance, society often reinforces this thinking.

We work with clients to help them through these symptoms and to reassure them that recovery is possible.

"Thank you so much for your help and support over the past few months. I have learnt many useful skills that are a huge help to me. Myself and my family are extremely grateful to you and everyone in the Centre. Your work is very much appreciated."

Client

Work with adult survivors of sexual abuse in childhood is different, as developmental stages were affected to varying degrees, because the care and help they needed was not available at the time of the early trauma. Therefore the work tends to be deeper, more complex and more likely to be long-term.

"Thank you for everything you've done for me. Thank you for all your work, time and skill. All the peace, clarity and safety you weaved in the sessions, I will carry within me. I read once that we can't fix or heal another's pain, but only witness it. Thank you for being my witness, for being present and helping me to be present also. I feel I've learnt so much about myself in the last year and a half attending the Centre."

Client

Therapists

The therapists in DRCC have training and expertise in working with trauma symptoms and the immediate and long-term therapeutic needs of their clients. A circle of care is ensured by the availability of our National 24-Hour Helpline. This is particularly helpful to vulnerable clients of the Centre who may need additional support out of hours or at weekends, when in crisis or feeling depressed or suicidal. Therapists also inform clients of the option of additional practical support, including accompaniment to SATU, court or Garda stations.

"Thank you for the wonderful guidance and support over the years. You have truly inspired me to live and love with openness and curiosity."

Client

Therapists

CLIENT TESTIMONY

You'll Never Walk Alone

I have been attending Dublin Rape Crisis Centre for many years and still find it as helpful and important as I did when I began. To be honest, I never imagined I would still be in therapy, although I never put a time limit on my counselling and thought I would be fixed or healed in a couple of years. Not surprisingly, given the years I have been attending, I have taken part in several men's groups and mixed groups, with amazing facilitators, enabling me to heal safely and un-judged.

These groups have accelerated my progress because of the honesty of all the men and women whose courage enabled me to discuss my shame of being abused. Each and every one of these men and women will always be a source of strength for me and my future. Furthermore, I am delighted to have gotten to know their most vulnerable side and to have gained their trust. I have also done a number of workshops and family systems' groups which I feel I have also benefitted from.

When I first came to the Centre, I had thought it was only for women who had been raped, and not for men like me who had not suffered rape but had suffered years of sexual abuse and neglect. The relief I got was enormous when I met my first assigned therapist who simply told me the abuse wasn't my fault, and never let me put myself down. She was my angel who helped me find my voice and vulnerability for two years in one to one counselling and men's groups. Before she finished, she encouraged me to stay on and told me that my new therapist would work out, therefore highly recommending her.

In hindsight, her advice proved spot on and I feel I have really benefitted from my second therapist's style of therapy and personality. She has allowed me to grow at my own pace and never pushed me to do anything she knew I would struggle with. Because of this, my life has grown from strength to strength, allowing me to heal a lot of feelings of fear, insecurity and anxiety. I am not as angry which allows me to access my grief and the healing process.

I am now a qualified youth worker, having completed addiction studies and psychology, and no longer have to escape from the pain of reality into addiction. I am gaining a new freedom and perspective and truly feel that because of my years of therapy and support from the Centre, I now have a 'first chance' to live life the way I deserve. I am not surviving any more, I am thriving!

I would like to thank everyone, especially my first receptionist for her smiles and chats which allowed me to feel heard, validated, safe and that I belonged.

I would like to finish with a Chinese proverb my first therapist once told me,

"The best time to plant a tree was twenty years ago, the second best time is NOW!"

Telephone Counselling Team

The Telephone Team operates the National 24-Hour Helpline from 8am to 7pm, Monday to Friday.

The volume of calls we experience in the telephone room can be dramatically increased in the wake of a high profile case. Hearing other people's stories can be the trigger for many first-time users of our service.

One of the most highly publicised cases of 2013 was the culmination of Fiona Doyle's forty-year quest for justice. Her bravery in waiving her anonymity and challenging the lenient sentence handed down to her father resonated with many callers. Her openness in discussing the horror she experienced, and her desire to prevent others from suffering a similar experience, empowered many people to speak of their own abuse for the first time.

One such caller was John*, a 49 year old victim of childhood sexual abuse perpetrated by his grandfather. John had never talked about this abuse because he was certain he would not be believed. He initially minimised his experience, but as he talked he spoke of the loneliness and isolation he has experienced; his inability to form meaningful relationships, his innate lack of trust, his sexual confusion, and his alienation from society as a whole because of its limited belief that rape and abuse only happen to girls.

Although the call had initially been difficult for John, as he worked through the different issues he was dealing with, he saw it as a first step to healing.

As telephone counsellors, we feel privileged to bear witness to John's story. In doing this we share a deep communication and understanding that transcends our differing personal experience, and affords us the opportunity to practise the patience and compassion that make us better human beings. At times, the calls can be very sad and complex, but the resulting clarity and self-awareness can be very beneficial, both for us and the callers.

The following are quotes from some of the Telephone Counselling Team:

"For me to be able to support people who are struggling with their emotions and thoughts, especially when they feel alone in the world, is such a privilege. For a client to say at the end of a call, 'I don't know what I'd have done without you,' is the most uplifting feeling and reinforces my commitment to be understanding and compassionate in my work."

Geraldine

"People often call us when they feel they have nowhere else to turn. Their stories can sometimes be very hard to hear but talking to us can be the first step on their path to healing."

Irene

"As a telephone counsellor I have experienced what it's like for survivors when society looks away from the issue of sexual violence. I am very proud to be a part of an organisation which continues to challenge this issue and remains a constant support in their lives."

Michelle

"Although the content of the call can be difficult to hear, I am constantly in awe of the courage and inner strength of our callers, to have experienced such hurt and still retain their humanity."

Siobhan

"One of the most valuable aspects of working on the Helpline for me is the ability to make a difference, simply by listening. Many people who call our Helpline are just looking for someone to talk to, who won't judge them or try to 'fix' them. Sometimes a listening ear is what it takes for the caller to decide what they will do next, or not as the case may be."

Shirley

MICHELLE GREHAN
Team Leader

*name and details have been changed to protect the confidentiality of our caller.

Volunteer Services Department

The Volunteer Services Department co-ordinates and manages recruitment, training, assessment, and supervision of all volunteers covering four services – the National 24-Hour Helpline (out-of-hours service), accompaniment to the Rotunda Hospital Sexual Assault Treatment Unit (SATU), Court and Garda station accompaniment, and Outreach Talks.

Department staff comprises one full-time manager and two part-time volunteer co-ordinators, providing 24-hour support and back-up service, and regular supervision meetings for all volunteers.

2013 was a very busy year for the department. Our advertising campaign to recruit new volunteers started in December 2012 and we were delighted to see that even in these uncertain times people are still willing to give freely of their time. Our volunteers come from all walks of life and all nationalities, and the diverse experience they bring enhances the work we do.

Recruitment and training takes place bi-annually in spring and autumn, as it is necessary for the department to have an average of 70 volunteers throughout the year to cover all services. We continuously review and update our training to ensure our volunteers are fully equipped to undertake this difficult, though very rewarding work. We also place a huge emphasis on volunteer self-care, utilising such techniques as mindfulness. Throughout the volunteers' time with us, we endeavour to provide them with a strong support system, including formal supervision and one to one meetings.

We are very fortunate to have such committed and dedicated volunteers who, for the last 11 years, have formed our co-facilitators' cohort. These are six mentors who have become an integral part of the volunteer training programme and offer their experience, support and wisdom to the new recruits. They also give very practical help to the Volunteer Department staff, and we would like to acknowledge their essential contribution.

In May and December 2013, we had our graduation ceremonies for a total of 27 volunteers who completed their two years' commitment with us. This is the Centre's opportunity to express its gratitude and to celebrate their achievement by presenting them with a unique piece of jewellery and a certificate.

Volunteers consistently tell us that not only do they gain a lot by being able to assist others during a very vulnerable and traumatic time in their lives, but the skills they develop are transferable and useful in their own lives too. As one volunteer commented:

"When I reflect on my time as a volunteer, it is filled with warmth and great solidarity. It is something that touched my life in a way I had not expected. My purpose for joining was to give back and contribute in my community and to society. I never expected the gifts I received. The training the volunteers receive is a wonderful personal resource and provides everything you will need to do what you volunteered to do. It is something I would recommend to others who think they may have something to offer, and the people you will meet as you go about your work are an inspiration. On the whole it is an experience I was hugely moved by and am terribly proud of". Kathy, former volunteer

"Before I began volunteering with DRCC, the idea that one ordinary person, such as me, could effect positive change or have any kind of significant impact felt, to me, foolish. But it's not. Volunteering with DRCC has made that extremely clear to me". Joanna, Helpline volunteer

On-Going Training

We feel it is very important to continuously develop and progress our skills and knowledge in all areas related to the work of the Centre. In 2013 we invited a representative from CARI to give input to the volunteers on the work of the CARI Foundation, which provides support and counselling for child victims of sexual abuse and their parents.

The National 24-Hour Helpline (out-of-hours service) 1800 778888

Our telephone volunteers operate the out-of-hours service of DRCC's National 24-Hour Helpline, including weekends and bank holidays. They are at the end of the line every day and every night, ready to listen, support and offer information to callers.

They receive calls from a wide range of people, from those who have personal experience of sexual violence and family members supporting them, to professionals who are looking for specific information and support in their contact with victims.



Some volunteers of DRCC

In 2013 our volunteers handled 5,960 calls, and found the calls have become more complex, with many layers of distress being experienced and many callers expressing a sense of hopelessness.

"Many victims and survivors just want someone to listen to them, and it's great to be that 'ear' for those people. Sometimes you might be the only person they ever tell their story to, and the fact that you're listening, and believing them, can be incredibly empowering for them. It's quite rewarding to know that you can be helpful and a support to others at a time when they really need it". Stephanie, Helpline and SATU volunteer

SATU Support Personnel

Our volunteers provide a support service to any victim of sexual violence attending the Sexual Assault Treatment Unit (SATU) in the Rotunda hospital. This service is available 24 hours a day, 365 days of the year, with each volunteer on-call for a period of 12 hours. Liaison between staff of the SATU and DRCC ensures this essential service can be provided.

When a victim of rape or sexual assault is brought to the SATU for forensic testing, the on-call volunteer will be there to assist, to listen, support, give information and create a link to the services. If the victim has decided not to report to the Gardaí, the volunteer will also be in attendance to support them during their appointment for a medical check-up.

In 2013 our volunteers attended 231 callouts to the SATU. We find that after this initial contact with the volunteer, the client will often go on to make contact with our 24-Hour Helpline for further support. The feedback from volunteers attending the SATU unit again this year consistently highlights an increase in the level of violence experienced by victims.

"To be there for another human being is so humbling, and for those who may use the services of DRCC to know there is support; to know they don't have to carry this all on their own. I could not imagine what it would be like if the support services were not there, and I am grateful to be part of the centre".
Michelle, SATU volunteer

Outreach Speakers

It was a very busy year for our outreach volunteers who gave 48 talks, the majority of which were to schools. Secondary school teachers recognise the importance of allowing senior students to explore the important issues of consent in a safe informed environment, and the feedback is very positive, with schools requesting return visits. Talks were also delivered to various community groups, and volunteers provided information on DRCC at Expo events and third level colleges throughout Dublin.

Court And Other Accompaniment

The Volunteer Services Department provides court accompaniment to any member of the general public who has been a victim of sexual violence and is attending court in relation to this crime. As far as possible the volunteer will stay with their client for as long as the trial lasts. This service also includes court familiarisation and orientation for the client in advance of the trial date.

We also provide a similar service when requested by a victim making a statement to the Gardaí.

In 2013 there were a total of 33 accompaniments comprising 24 days spent in Court accompanying a victim of sexual violence, and 9 Garda station accompaniments.

"Being called to do an accompaniment is one of the most nerve-racking but rewarding services that we offer as volunteers, because you know how much the service is needed. At the end of what can be a very tough few days, you say goodbye and walk away from these people who have been an all-encompassing part of your life for a short time, and to whom you have been really important and so necessary, often without knowing how the trial will end". Olivia, court accompaniment volunteer

MAIREAD MALLON
Manager of Volunteer Services

Fundraising

The Fundraising Department aims to bridge the shortfall between the Centre's statutory funding and overheads, and depends greatly on public generosity to support our work.

We are most grateful to our loyal, generous benefactors and fundraising volunteers, without whom none of our events would take place.

In 2013 we partnered with Pluto Communications at no cost. They have assisted us with developing brand awareness, increasing our online presence, and building on existing fundraising events, in particular the Flora Women's Mini Marathon. We are indebted to Pluto Communications and its staff for this valuable and beneficial partnership.

Social media has changed the way people communicate. In 2013 we looked at new ways to engage with our supporters. Facebook and Twitter are now vital tools which we have used to highlight our events.

The Statement of Guiding Principles for Fundraising

The Dublin Rape Crisis Centre is committed to complying with standards contained in the Statement, which was developed by the Irish Charities Tax Reform group (ICTR) to provide charities in Ireland with a fundraising code of best practice.

Our Board of Directors will sign up to the Resolution in 2014.

We commit to the Statement by:

- Maintaining the highest standards of fundraising practice.
- Providing accountability to our donors and the public.
- Providing clarity and assurances about our organisation.



John Baker with Pat Kenny at the Annual Golf Classic



The Dublin Ladies Senior Football team supporting our Flag Day Fundraising

2013 Fundraising Events

ANNUAL EVENTS

CORPORATE QUIZ – March

GOLF CLASSIC – May

FLORA WOMEN'S MINI MARATHON – June

INTERNATIONAL FASHION LUNCH – September

BUCKET COLLECTION – October

THE WILDE DINNER – November

FERN HOUSE SUPPER – December

LET'S DO LUNCH CAMPAIGN – December

During the year, other smaller community events also took place.

Friends of The Rape Crisis Centre

This is a group of people committed to assisting with annual events, and a great resource and help to the Fundraising Department.

We are always looking for new ideas and would be delighted to hear from you. Maybe you would like to organise a fundraiser, help with our annual bucket collection, make a donation or set up a monthly standing order.

All gifts we receive support our vital service, ensuring our clients receive support and counselling.

Email: fundraising@rcc.ie | Tel: 01 661 4911

ANNIE GALLAGHER / COLETTE SCHUTZ
Fundraising Co-ordinators

Education And Training Department

A key aspect of DRCC's mission of preventing and healing the trauma of rape and sexual abuse is training those who provide services to people who have experienced sexual violence. This training is designed to support, enhance and develop the knowledge and skills of participants, and to promote, develop and support good practice in the delivery of services.

The Education and Training Department provides a wide range of training programmes tailored to meet the needs of organisations and staff in a variety of roles. These range from short inputs on professional and volunteer training programmes, to longer, more in-depth trainings for those working at a deeper level with individuals who have experienced sexual violence.

Our role also includes educational programmes to raise awareness of, and prevent, sexual violence. DRCC does not receive any core funding for training and educational work, so training is funded from fees charged to participants and organisations. We do, however, receive funding to support two very important projects, for which we are very grateful.

BodyRight A Sexual Violence Awareness and Prevention Programme for Young People

The **BodyRight** programme was developed for young people by DRCC to raise awareness of and to prevent sexual violence. It is supported by funding provided by Cosc, the National Office for the Prevention of Domestic, Sexual and Gender-Based Violence, and is facilitated by staff of the school, Youthreach or other youth settings who have received training to facilitate the programme from DRCC.

What the facilitators say about **BodyRight**:

"I have now used this programme in full with seven groups of fifth and sixth years. It's working better each time. It is a great programme, very useful in the school and engages the young people very well. It keeps them safer"

BodyRight facilitator secondary school

"We had a very serious case in the centre involving one young person, the training was invaluable, and we got great support from DRCC." **BodyRight** facilitator youthreach centre

"In my context I use the programme one to one with young people. Introducing the young people to mindfulness has been very helpful, in one case a real breakthrough for him in managing his 'red mist' episodes. I plan to use some of the content with parents, who have their own issues and needs related to the topics covered. I have passed some of the information on to my colleagues, who found it filled in some important gaps."

BodyRight facilitator family support setting

BodyRight provides important information to young people and an opportunity to reflect. It allows them to consider the beliefs and attitudes which they and others hold about sexual violence and the impact of these. It provides accurate information about the law, and also develops skills which will support the young person in protecting him- or herself, and also in considering and managing his or her own possible harmful behaviours. In 2013 training to facilitate the **BodyRight** programme was provided on four occasions to a total of 58 facilitators.

What young people have said about **BodyRight**:

"I learned new things about what to do if I was sexually assaulted; how to comfort a friend, what is exactly considered sexual assault. I learned new things about how to stand up for yourself. I recommend the course because teenagers should know more about sex."

"I understand more and know how to help a friend. It makes some people change their views because some people were saying things were OK when they clearly weren't. Some people didn't understand the seriousness."

What young people have said about consent:

"Both people must want to take part, not just one person."

"Consent is when a person gives permission to have sexual intercourse with another person when they are in their right frame of mind"

"I didn't know that it is a crime for someone to have sex with someone else who is under 17"

DRCC collaborates with the facilitators to, where necessary, adapt the programme for use in their setting, and offers continuing support to facilitators as they use the programme with young people.

The training to facilitate the **BodyRight** programme includes elements which are supportive of the teacher, guidance counsellor or youth worker's wider work with young people where issues of sexual violence are involved.

The European Refugee Fund

Working sensitively with refugees and asylum seekers who have experienced sexual violence and other trauma.

In 2013 we continued and concluded our work on this three year project funded by the European Refugee Fund (ERF) and administered by Pobal. We developed and delivered a range of short intensive training programmes to support a wide variety of staff in their work with refugees and asylum seekers who experienced sexual violence and other trauma.

These included:

- a two-day programme for Gardaí.
- four-day programme for those in more in-depth, face to face support roles.
- a two-day programme for community interpreters.
- a four-day programme for those working with families.
- a three-day programme programme for those working with adolescents.
- a four-day programme for primary school staff and others working with young children of refugees and asylum seekers.
- a three-hour module, *Trauma and the Child*, for primary school staff.

"As a Garda I learned a lot that I was not aware of about trauma, how it affects people, that it can affect people so differently. Some of what refugees have been through is so horrific. I knew a bit about it but hadn't really understood it. My attitude has changed. I don't know how they survive, they are admirable." member of An Garda Síochána

"The course was very relevant as I work with separated children seeking asylum, some of whom have been trafficked for sexual purposes." training participant

"I hope to enlighten teachers working with children who have experienced trauma about the many interventions and strategies they can use to help and support them."

staff member at a teacher education college

"The training added to my understanding of how rape is such an effective weapon of demoralisation and disintegration, of individuals and communities. I am extra sensitised to the impact of cultural beliefs, how shame endangers people's lives, how careful I need to be not to add to someone's trauma."

staff member, women's refuge

"The pieces about supporting young people to find practical strategies to deal with symptoms of PTSD like intrusive images were a great help." staff member, fostering support service

Training Programmes Provided for Organisations on Request

DRCC develops and delivers training programmes designed to meet the needs of a specific organisation or group. These are provided on request throughout Ireland and overseas. In 2013 we provided training on request for organisations working with people in homelessness, Travellers, counselling and psychotherapy organisations, adolescent mental health services, organisations providing support to those who have experienced child abuse, British and Irish consular staff posted abroad, a television production company, guidance counsellors, addiction services, domestic violence services, and others. We also delivered training to organisations providing domestic and sexual violence services in Northern Ireland.

Some of the training programmes we provide on request, and which are adapted to the needs of the particular group, include:

- Working with issues of childhood sexual abuse.
- Sexual violence and the therapeutic process for counsellors and psychotherapists.
- Offering support in the aftermath of rape.
- Vicarious traumatisation and strategies to deal with it.
- Issues related to child protection and the protection of vulnerable adults.

Education And Training Department continued

- Training for helpline staff, telephone counsellors and support workers offering accompaniment to Sexual Assault Treatment Units.
- Training for reception, case work and investigative staff.
- Training for management, HR, Support Colleagues and staff on Dignity at Work and preventing and dealing with bullying, harassment and sexual harassment.

"The insight into the impact, clients on DVD describing how their lives were thrown into chaos, and being specific about the impact and also about what helped them was tremendous. They are such brave and generous people. And their stories make me hope for my clients." training participant

Training Programmes Which an Individual Can Attend at DRCC

We hold training programmes which individuals can attend to develop their knowledge, understanding and skills in this area. In February we provided a four-day intensive in-service course for counsellors and psychotherapists on Childhood Sexual Abuse: the Counselling Process.

We also offer introductory one-day workshops held regularly throughout the year on issues of childhood sexual abuse, rape and sexual assault. Information about our training programmes is available on our website www.drcc.ie.

Post Graduate Certificate Course

Issues Of Sexual Violence: The Counselling Process

This in-depth training programme for psychotherapists and counsellors has been running over the winter period for many years in a series of six two-day modules. This course explores issues arising in working as a psychotherapist/counsellor or similar role with adolescent and adult clients who have experienced childhood sexual abuse, rape, sexual assault or sexual harassment.

"The trainers talked about how important it is to create a safe container for the work and they set that up in the way they did the training. I felt safe and contained as a participant"

"Already while the course is still going on I feel my work is steadier, more informed, gentler on the client and on me, and yet much more precise and effective. I understand how trauma impacts not just on a theoretical level, and how important it is to see the whole picture, the attachment experience as well as the trauma. I feel like I have a real understanding of what is possible, what is helpful – and lots of helpful concrete tools." training participant

The programme is designed to validate, enhance and develop the existing understanding and skills of participants when working with these issues, and to allow those working in specialised areas, such as addiction, to feel equipped to deal with issues of sexual violence appropriately as they arise with their clients. The learning is also relevant to working with clients who have experienced other trauma.

"A very practical and in-depth training, lots of knowledge distilled down so that I can use it with my clients. I feel I really developed my understanding of trauma and sexual abuse. The course is relevant to working with all clients who have experienced any kind of trauma" training participant

The training programme is informed by trauma therapy, attachment theory, neurobiology, practices of mindful self awareness, body centered psychotherapy and other theories and methodologies. It is intended and taught as a practical in-service training, focused very much on the work with the client. Methods include creative and experiential elements, DVDs of client experiences, theoretical inputs, mindful self-study and resourcing, case studies, role play and group interaction. There is a strong emphasis on vicarious traumatisation and strategies for self-awareness and self-care for the therapist/counsellor. Comprehensive written handouts are provided to act as an on-going resource to participants.

Our Approach to Training

Our training programmes are provided within an ethos of non-violence and care for participants, with respect for the existing knowledge and expertise of those who attend. The training shares the knowledge and expertise which has been gathered at DRCC over three decades, and allows participants to integrate this with their own approach and knowledge, and to adapt where necessary for the particular clients they themselves work with.

We are aware that no matter how experienced the participant in training, the issues we are dealing with are powerful and sensitive and can resonate quite deeply. Our training approach is participative and experiential, but invitational and without pressure. Participants are encouraged and supported to take care towards themselves and to resource themselves throughout the training. Participants are supported to maintain a mindful self-awareness to assist them in noting how they are impacted, and how they can resource themselves as they do the work. This mirrors the approach to working with victims of trauma which we advocate in our training.

Dignity At Work: Preventing and Dealing with Bullying, Harassment and Sexual Harassment in the Workplace

DRCC has been providing training for over 25 years related to maintaining Dignity at Work and preventing and dealing with bullying, harassment and sexual harassment. In 2013 we provided a variety of seminars and training programmes on this theme and worked with a number of state and voluntary agencies on these issues.

“Our staff really bought in to the training. There is all the information including the legal pieces, but the real commitment to the individual who is suffering shows through, and the compassionate approach meant staff felt their concerns were seen as very important.” human resources manager

We have a particular specialisation and twenty years experience in training for the role of support contact person/colleague under Dignity at Work /bullying and harassment policies.

Training programmes and seminars are provided for private companies, the state sector and community and voluntary organisations, aimed at staff, managers, human resources staff, equality officers, support contact people, and those who will investigate a complaint. These are provided to organisations on request. Seminars are also provided at DRCC which individual delegates may attend.

“I didn’t expect all the written materials. They are so comprehensive and are a real bonus for me for when I find myself dealing with these situations.” manager

Consultancy Service

We offer a consultancy service to support organisations in developing policy and procedures. This includes child protection policies, good practice guidelines, Dignity at Work and harassment and bullying policies.

Training programmes are provided for individuals, organisations, management and staff, or those in specific key roles to assist them in developing, implementing and reviewing policies and procedures.

LEONIE O'DOWD

Head of Education and Training

Awareness Raising Campaign in 2013

“Funded by Cosc, the National Office for the Prevention of Domestic, Sexual and Gender Based Violence”



Social Media Report

www.drcc.ie



www.facebook.com/dublinrapecrisiscentre



twitter.com/DublinRCC



www.youtube.com/user/DublinRapeCrisis

With constant advancement in technology, DRCC's goal was to provide new ways to support survivors and raise awareness of our services online during 2013. It was a very busy year as our digital strategy focused on social media, and Facebook in particular.

DRCC also continued to lobby and advocate for change, and launched its first ever digital campaign to increase awareness of the National 24-Hour Helpline (1800 77 8888), and encourage engagement by using online display advertisements and social media platforms to maximise our audience reach.

Facebook

Fanbase from 800 to 5,200 Likes in 2013

Due to the nature of our work and the issue of sexual violence still being taboo, we wished to promote our profile to increase awareness of our services and reach a new audience. It was important, however, not to alienate our existing fan-base, while encouraging people to connect and engage where we have a mixture of survivors and supporters.

During the year we saw a dramatic increase in 'likes' on our Facebook page, and also in sharing of, and engaging with, our content. In turn, we focused on sharing our specially designed advertorials and 'like' advertising campaigns, running on desktop and mobile news feeds.

One client referring to Facebook stated:

"It's like a lifeline when I'm away, I can just go online and access the DRCC's page on my mobile which helps me feel connected and supported between appointments."

Twitter

1,500 tweets sent with 1,850 followers and following 1,800

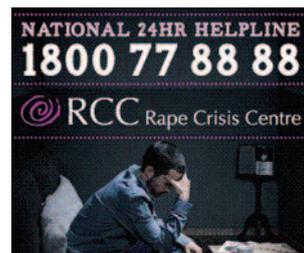
To encourage our supporters to take meaningful action in support of DRCC, Twitter became a powerful tool and a great resource for awareness-raising, and highlighting campaigns and calls to action. We worked with our charity partners, highlighting several awareness raising campaigns which we hope to build on in 2014.

Raising Awareness

During October and November, we launched our very first digital awareness campaign which ran alongside our traditional outdoor campaign funded by Cosc, the National Office for the Prevention of Domestic, Sexual and Gender-Based Violence. The tag line was very powerful: *Every day can feel like a life sentence – talking can help to set you free.*

It was great to work with McCannBlue for the outdoor campaign and Mec Global for the digital campaign, which led to very successful collaborations with online journals Her.ie and Joe.ie.

Over the course of the campaign, five editorials appeared highlighting the National 24-Hour Helpline, including an anonymous testimonial from a survivor, an article highlighting male rape and sexual abuse, and an article about facts and myths surrounding rape. This led to a dramatic rise in activity on DRCC's social media.



National Awareness Digital Campaign 2013 Mpu's

November also brought about our very first charity single, *Turn off the Silence*, which was released on iTunes, written by Mundy and Danny O'Reilly of The Coronas, and performed by Mundy and Róisín O. We would like to thank Mundy, Danny O'Reilly, Róisín O and everyone involved for producing such a moving song to highlight the silence surrounding sexual abuse.

A survivor said,

"Absolutely love the song Turn off the Silence, It means so much to me personally. It took me 43 years, but I have the courage now. Thank you."

Events

With the support of Pluto Communications we launched the brand new YOUR Campaign with National Broadcaster Claire Byrne, and the Dublin Ladies' Football team for the 2013 Flora Women's Mini Marathon. It was a special year as we had the support of survivor Fiona Doyle, who took part with her family, and the Kavanagh sisters – Joyce, June and Paula. We would like to thank them and also Jill Meagher's family and friends who participated in memory of their beloved

niece, cousin and friend whose rape and murder shocked us all. In total, over 200 people took part on behalf of DRCC, many having signed up in response to our Facebook postings, making it our biggest year yet.

We supported Cork Sexual Violence Centre with their 30,000 + Reasons campaign at Electric Picnic in September. This was a fantastic social media campaign to highlight the fact that over 30,000 sexual assaults have been reported in the last 30 years (with unreported cases much higher), and to get people talking.

September saw the Better Together Technology Conference hosted by Reachout.com. It was great to attend an event which highlighted the importance of technology when working in the NGO sector.

New Developments

By October we had made a bold new move into the newsletter world, publishing our very own e-zine. This provides another resource to share information about our services and up-coming events. We launched our first winter edition showcasing the launch of our new DRCC app in collaboration with App4u.com.



DRCC Charity Single 'Turn Back the Silence' with Mundy & Róisín O



The YOUR Campaign with Claire Byrne & The Dublin GAA Ladies Football Team



Above: The 2013 Mini Marathon Day 'Team DRCC' with our CEO Ellen, Fiona Doyle and her family plus the Kavanagh Sisters, June, Joyce and Pauline.

Left: The 30000Plus Social Media Campaign with Cork Sexual Violence Centre

Social Media Report continued

We would like to thank App4u's team who developed this app free of charge. No matter where you are in the country, it will direct you to your nearest rape crisis centre. If you have been a victim of sexual violence or if your friend, your sister or your brother discloses to you they have been a victim of rape, sexual abuse or sexual assault, with this app you will have the information at your finger tips to give the appropriate support.

DRCC's Chief Executive, Ellen O'Malley-Dunlop, said, "In today's world social media is the medium by which most young people communicate. We are delighted that DRCC is now in a position to offer all its information via the new Dublin RCC app, which is available to download on both iPhone and android."

2013 also saw us being invited to participate in the Google Engage programme for NGOs, where we received one-to-one guidance on website analytics and Adword campaigns. This provided us with essential training we could not afford otherwise, and enabled us to support our service users online.

The ability to have the necessary skills to analyse traffic means we can now start to improve and update our website. During the campaign, analysis indicated traffic to the website doubled. The monthly average for 2013 was approximately 2,500 visits, but during the campaign this rose by 50% to 5,114.



The Dublin RCC App

In 2013 DRCC's website received 31,659 visits, with 74% new visitors and 26% returning

In summary, the success of the digital campaign indicates that meaningful content is key when it comes to social engagement online. 2014 promises to be another strong year for DRCC as we continue to raise awareness and build our online presence. We would like to thank everyone who has volunteered over the past year to support our technological endeavours. One important project will be the upgrading of our existing website to make it more mobile friendly. We hope to continue gathering new supporters and to generate a wider reach using new social platforms to support survivors and their families.

JENNIFER GAVIN



Above: Rafif Jouejati Syrian Activist at NWCi talk on "Rape as a Weapon of War in the Syrian Crisis" with Ellen O'Malley-Dunlop



Above Members of the Romanian Police Academy and Medical Unit for Sexual Violence Treatment Centre in Brussels with CEO Ellen O'Malley-Dunlop



Left: Ellen Lynch Journalist and Author, Mary Crilly Cork Sexual Violence Centre, Fiona Doyle and Ellen O'Malley-Dunlop – International Women's Day at Áras an Uachtaráin

STATISTICS 2013

A NOTE ON THE STATISTICS FOR 2013

Due to the nature of our work, detailed information was not gathered for all individuals who contacted the DRCC. The primary concern of the Centre is to help callers and clients and in many cases, some or all of the detailed information on callers or clients was unavailable. The statistics below refer to the 12 month period from 1st January 2013 to 31st December 2013.

1. Contacts with the National 24-Hour Helpline, Jan 2013 – Dec 2013

DESCRIPTION	Contacts 2013
Total Counselling Contacts	12,192
Helpline Counsellors responded to :-	
Counselling Calls	11,728
Emails	244
Text Messages	117
Social Media	103
*Total Genuine Counselling Contacts	9,614
First Time Contacts	3,928
Repeat Contacts	4,955
Unknown	731

*Total genuine counselling contacts excludes hang-up, silent, hoax and abusive calls

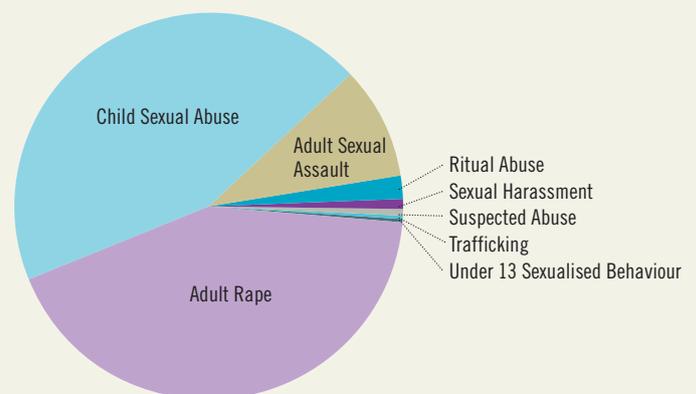
BREAKDOWN OF GENUINE COUNSELLING CONTACTS BY TYPE

Total Genuine Counselling Contacts	9,614
Counselling/Support	6,446
Information	1,881
Schedule Appointment	1,148
Survivor Referral	111
Advocacy	22
Concern about Abuser	6

2. Contacts with the National 24-Hour Helpline, Jan 2013 – Dec 2013

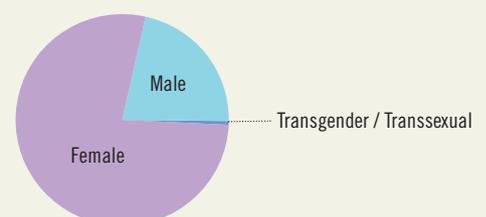
BREAKDOWN BY TYPE OF ABUSE

(WHERE KNOWN)	% of calls
Adult Rape	42.50%
Child Sexual Abuse	44.34%
Adult Sexual Assault	9.46%
Ritual Abuse	1.89%
Sexual Harassment	0.90%
Suspected Abuse	0.46%
Trafficking	0.32%
Under 13 Sexualised Behaviour	0.13%



GENDER OF CALLER

(WHERE KNOWN)	% of calls
Female	77.92%
Male	21.68%
Transgender / Transsexual	0.40%



STATISTICS 2013

3. Contacts with the National 24-Hour Helpline, Jan 2013 – Dec 2013

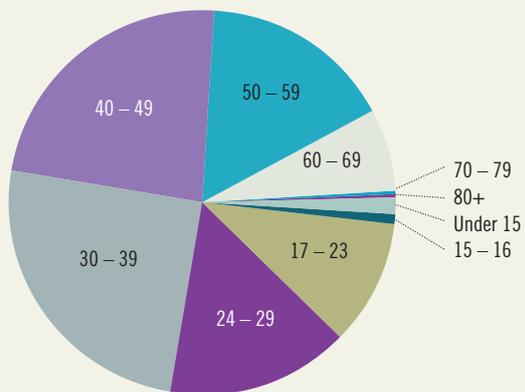
BREAKDOWN BY GEOGRAPHIC LOCATION (WHERE KNOWN)

	%
Dublin	71.67%
Elsewhere	28.33%



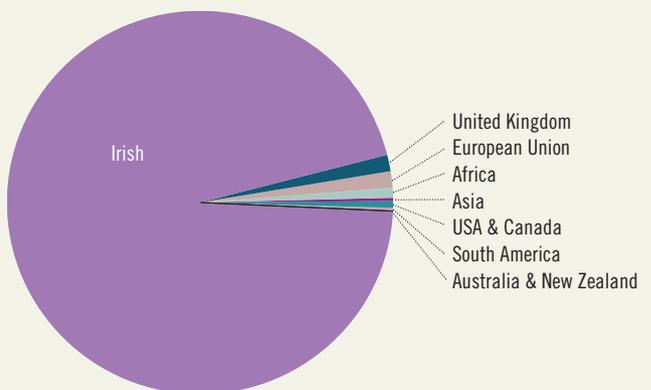
BREAKDOWN BY AGE (WHERE KNOWN)

	%
Under 15	1.53%
15 – 16	0.94%
17 – 23	10.38%
24 – 29	15.43%
30 – 39	25.02%
40 – 49	23.28%
50 – 59	16.09%
60 – 69	6.78%
70 – 79	0.50%
80+	0.05%



BREAKDOWN BY NATIONALITY (ORIGIN, WHERE KNOWN)

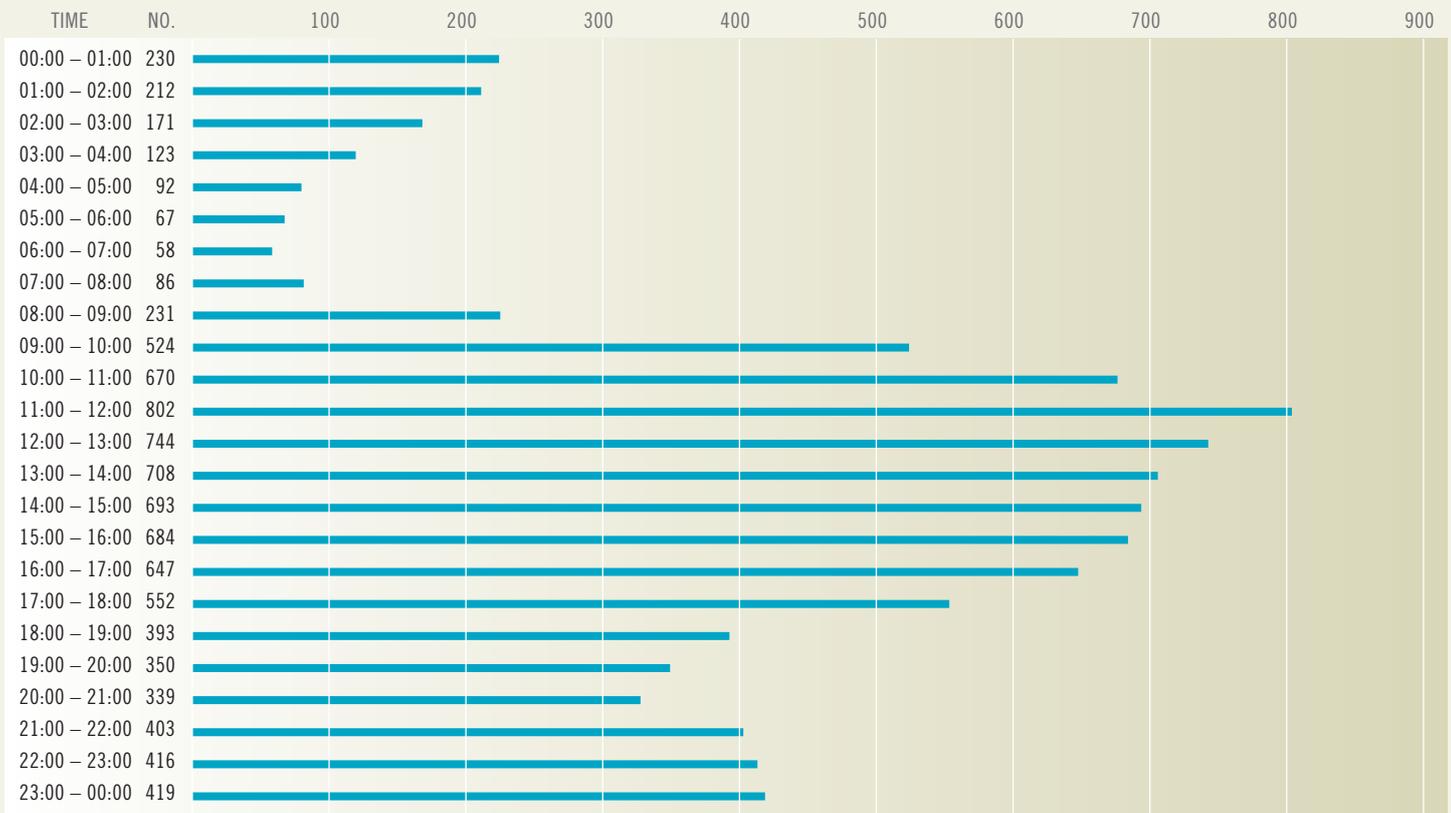
	%
Irish	95.54%
United Kingdom	1.38%
European Union	1.31%
Africa	0.67%
Asia	0.46%
USA & Canada	0.39%
South America	0.23%
Australia & New Zealand	0.02%



STATISTICS 2013

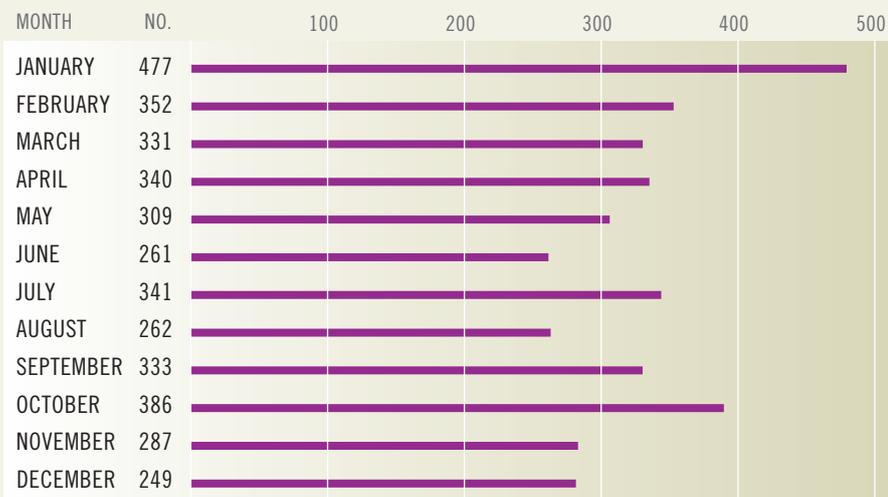
4. Contacts with the National 24-Hour Helpline, Jan 2013 – Dec 2013

GENUINE COUNSELLING CONTACTS MADE TO THE DRCC BY HOUR OF CONTACT



5. Contacts with the National 24-Hour Helpline, Jan 2013 – Dec 2013

NUMBER OF FIRST TIME CONTACTS MADE TO THE DRCC BY MONTH



STATISTICS 2013

6. Volunteer Services, Jan 2013 – Dec 2013

ACCOMPANIMENT TO SEXUAL ASSAULT TREATMENT UNIT

In this period, DRCC trained volunteers attended the Sexual Assault Treatment Unit (SATU) with 231 victims. In addition, they carried out 24 days of court accompaniment with victims of sexual violence or abuse and 9 accompaniments to Garda Stations.

OUTREACH AWARENESS TALKS

DRCC trained outreach volunteers delivered 48 outreach awareness talks.

7. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

In 2013, there were eleven therapists in the therapy team, for the first quarter and nine therapists from April onwards, due to staff reductions. In addition to the services offered in the main office in Leeson Street, outreach services were provided in Coolock, Tallaght and Dóchas Women’s Prison.

CLIENT APPOINTMENTS SUMMARY

- A total of **4,160** individual appointments were made available by the Therapy Team in 2013.
- Of these, **3,211** individual client sessions were delivered in 2013. Allowing for cancellations and ‘no-shows’ deducted, this represents a take-up rate of 77.19 %.
- Of the 3,211 completed sessions, 23.36% (N=750) were crisis appointments for men and women who had experienced a recent rape or sexual assault.
- 76.64% (N=2,461) were assessment appointments for past rape, sexual assault and past child sexual abuse.

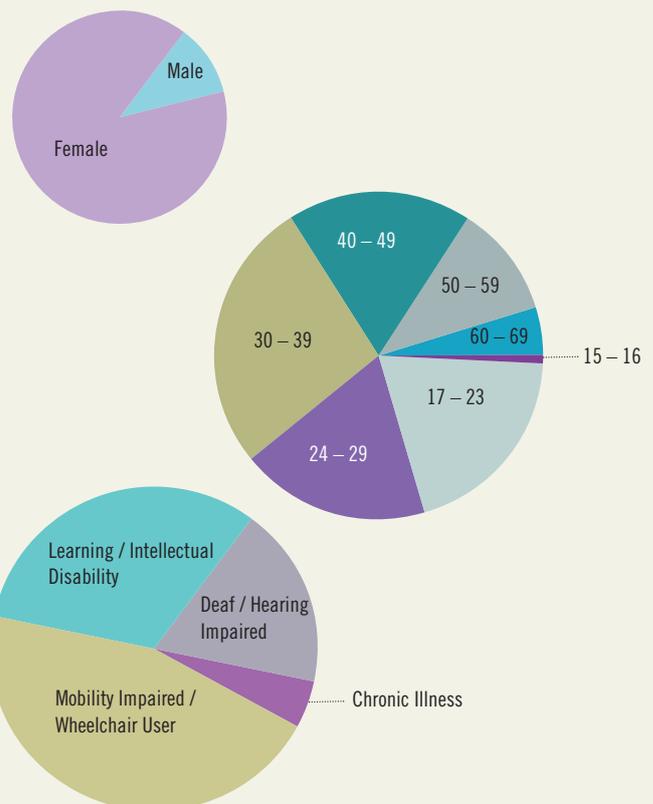
8. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

CLIENTS SEEN IN THE DRCC: 512 (including crisis and long term service)

GENDER	%
Female	89.65%
Male	10.35%

AGE OF CLIENT USING THE SERVICE (WHERE KNOWN)	%
15 – 16	1.00%
17 – 23	18.92%
24 – 29	18.92%
30 – 39	27.49%
40 – 49	18.13%
50 – 59	10.96%
60 – 69	4.58%

CLIENTS WITH A DISABILITY (WHERE KNOWN)	%
Of all clients attending our service 4.3% had a disability	
Mobility Impaired / Wheelchair User	45.45%
Learning / Intellectual Disability	31.82%
Deaf / Hearing Impaired	18.18%
Chronic Illness	4.55%



STATISTICS 2013

9. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

BREAKDOWN BY TYPE OF ABUSE (WHERE KNOWN)

ADULT SEXUAL VIOLENCE

TYPE OF ABUSE EXPERIENCED BY OUR CLIENTS AS ADULTS	%
Rape	39.40%
Sexual Assault	10.98%
Sexual Harassment	1.05%
Aggravated Sexual Assault	0.30%
TOTAL	51.73%

CHILD SEXUAL ABUSE

TYPE OF ABUSE EXPERIENCED BY OUR CLIENTS AS CHILDREN	%
Rape	46.77%
Sexual Assault	0.60%
Ritual Abuse	0.45%
Grooming	0.30%
Observing & Voyeurism	0.15%
TOTAL	48.27%

4.97% of clients disclosed that they experienced both adult rape and past child sexual abuse.



10. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

ANALYSIS OF ADDITIONAL TYPES OF VIOLENCE AND ABUSE EXPERIENCED BY CLIENTS, ALONG WITH RAPE, SEXUAL ASSAULT OR CHILD SEXUAL ABUSE

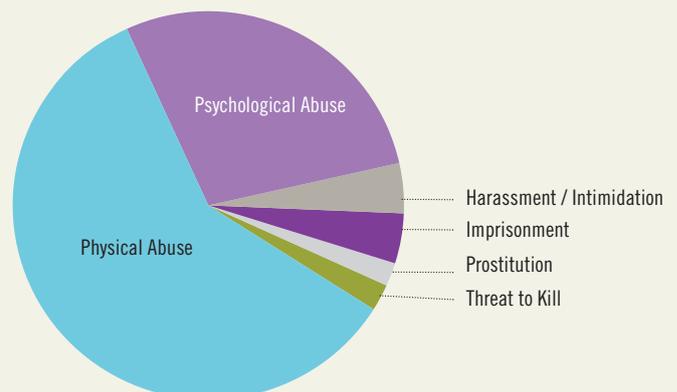
The 284 clients who commenced therapy in 2013 disclosed 339 abuse incidents. 129 of them reported experiencing other forms of violence in addition to the main abuse. Collectively these 129 clients reported 163 incidents (48.08%) which included other forms of violence.

CATEGORY	% OF ALL INCIDENTS WITH ADDITIONAL VIOLENCE
Adult Rape/Sexual Assault	27.43%
Child Sexual Abuse	20.65%

VIOLENT INCIDENTS REPORTED BY CLIENTS WHO ALSO EXPERIENCED ADULT RAPE/SEXUAL ASSAULT

WHERE KNOWN, THE TYPES OF VIOLENCE EXPERIENCED WERE:

TYPE OF VIOLENCE EXPERIENCED BY ADULTS	%
Physical Abuse	59.38
Psychological Abuse	28.12
Harassment / Intimidation	4.17
Imprisonment	4.17
Prostitution	2.08
Threat to Kill	2.08



Note: This table counts all instances of violence for each abuse incident

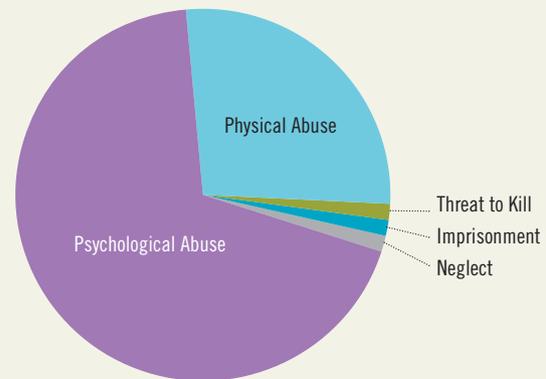
STATISTICS 2013

VIOLENT INCIDENTS REPORTED BY CLIENTS WHO ALSO EXPERIENCED CHILD SEXUAL ABUSE

WHERE KNOWN, THE TYPES OF VIOLENCE EXPERIENCED WERE:

TYPE OF VIOLENCE EXPERIENCED BY CHILDREN	%
Psychological Abuse	68.83
Physical Abuse	27.27
Threat to Kill	1.30
Imprisonment	1.30
Neglect	1.30

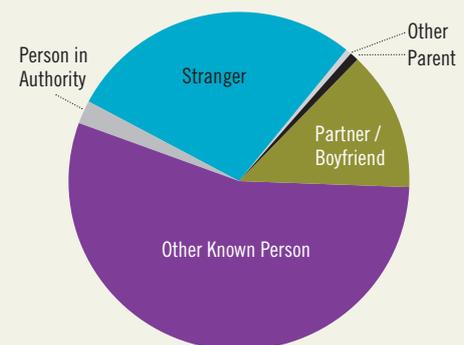
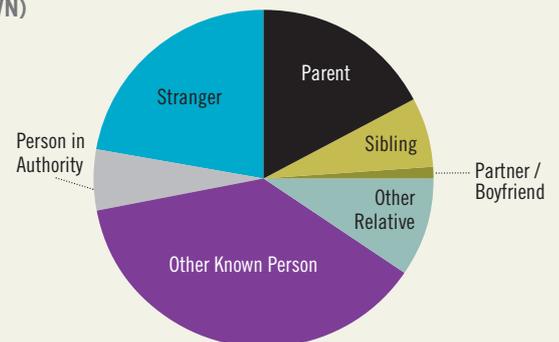
Note: This table counts all instances of violence for each abuse incident



11. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

RELATIONSHIP BETWEEN THE VICTIM AND THE OFFENDER (WHERE KNOWN)

RELATIONSHIP	CHILD SEXUAL ABUSE	ADULT RAPE/SEXUAL ASSAULT
Parent	17.31%	0.96%
Sibling	6.73%	0%
Partner / Boyfriend	0.96%	13.46%
Other Relative	9.61%	0%
Other Known Person	37.50%	54.81%
Person in Authority	5.77%	2.40%
Stranger	22.12%	27.89%
Other	0%	0.48%



12. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

PREGNANCY FEMALE CLIENTS DISCLOSED 6 PREGNANCIES

OUTCOME OF PREGNANCIES	No.
Became Pregnant, Parenting	4
Became Pregnant, Pregnancy Terminated	1
Became Pregnant, Baby Adopted	1

It is worth noting that many clients were not at risk of pregnancy for various reasons, including use of contraceptives, being beyond risk of pregnancy due to age, or being male, for example.

STATISTICS 2013

13. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

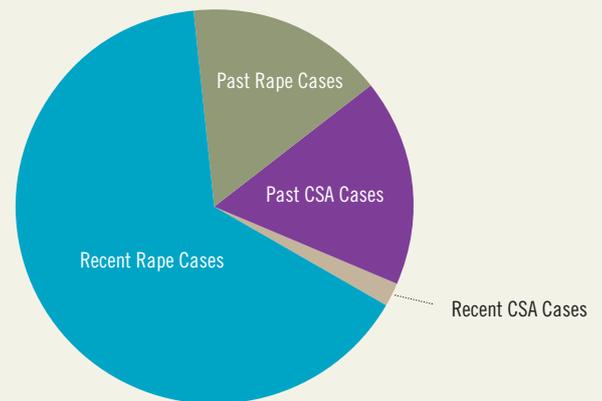
Statistics provided in this section relate to 284 clients, who commenced therapy in the DRCC in 2013, where the reporting status was known. It is worth noting that reporting and convictions in this context refer to clients seen by our service in the year 2013, although the reports and convictions may have occurred in the previous years.

REPORTING TO GARDAÍ

Of the 284 cases where the reporting status was known, 106 cases were reported to the Gardaí; a reporting rate of 37.32%. Of these 106 cases, 5 cases were tried, resulting in 4 convictions or guilty pleas and 1 acquittal.

CASES REPORTED	% OF TOTAL CASES REPORTED
Recent Rape Cases	65.09%
Past Rape Cases	16.04%
Past CSA Cases	16.98%
Recent CSA Cases	1.89%

Recent or past rape accounted for 81.13% of the 106 cases reported to the Gardaí, while childhood sexual abuse cases accounted for 18.87% of reports.



OUTCOME

Outcome information was known for 38 (35.85%) of the 106 cases reported.

OUTCOME	TOTAL
Dropped Charge (by client or DPP)	16
Pending charge	17
Went to trial	5

Reporting of adult rape/sexual assault compared with reporting of CSA

Percentage of All* cases reported to Gardaí:	37.32%
Percentage of Total* CSA Cases Reported:	22.22%
Percentage of Total* Rape/Sexual Assaults Reported:	43.33%

* Refers to the 284 cases where reporting status was known, 90 of which related to childhood sexual abuse and 194 to adult rape and sexual assault.

Clients who experienced adult rape/sexual assault were more likely to report to the Gardaí, than clients who had experienced childhood sexual abuse.

FACTORS AFFECTING RAPE REPORTING

TIME INTERVAL	%
Recent Rape/Sexual Assault Reported:	65.09%
Past Rape/Sexual Assault Reported:	16.04%

Clients who sought help for recent rape or sexual assault were 4 times more likely to report to the Gardaí, than clients who had experienced past rape or sexual assault.

STATISTICS 2013

VICTIM/OFFENDER RELATIONSHIP

Of the 106 cases that were reported to the Gardaí, 20 of them related to childhood sexual abuse. Of the 86 clients who reported rape or sexual assault (both recent and past) 30.44% had been raped or sexually assaulted by a stranger, while 69.56% had been raped or sexually assaulted by someone they knew. In past reports, we have noted that clients are more likely to report rape and sexual assault to the Gardaí if the assailant was a stranger rather than someone known to them. Similar to 2012, it is noticeable again this year that for victims of recent and past rape there is a greater willingness to report persons known to them than was the case in previous years.

Recent Rape/Sexual Assault

20.29% of cases were reported where the assailant was a stranger to the client

56.52% of cases were reported where the client knew the assailant.

Past Rape/Sexual Assault

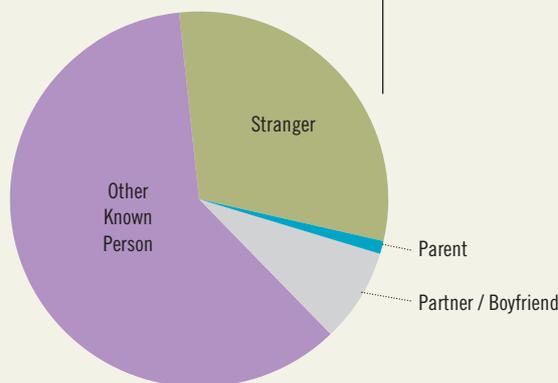
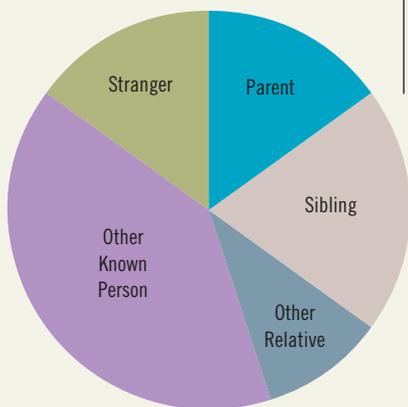
10.15% of cases were reported where the assailant was a stranger to the client.

13.04% of cases were reported where the client knew the assailant.

14. Counselling and Psychotherapy Service Provision, Jan 2013 – Dec 2013

IN CASES REPORTED TO THE GARDAÍ, RELATIONSHIP BETWEEN THE VICTIM AND THE OFFENDER (WHERE KNOWN)

RELATIONSHIP	CHILD SEXUAL ABUSE	ADULT RAPE/SEXUAL ASSAULT
Parent	15%	1.16%
Sibling	20%	0%
Partner / Boyfriend	0%	8.14%
Other Relative	10%	0%
Other Known Person	40%	60.47%
Stranger	15%	30.23%



FINANCIAL SUMMARY 2013

DUBLIN RAPE CRISIS CENTRE LIMITED

A COMPANY LIMITED BY GUARANTEE NOT HAVING A SHARE CAPITAL

Profit and Loss Account for the year ended 31 st December 2013		
	2013 €	2012 €
INCOME	1,754,924	1,737,945
OVERHEADS	1,833,986	1,824,508
DEFICIT FOR THE YEAR	(79,062)	(86,563)
GOVERNMENT GRANTS AMORTISED	18,777	18,777
	(60,285)	(67,786)
EXCEPTIONAL ITEM	(14,931)	-----
INTEREST RECEIVABLE	15,785	34,000
(DEFICIT)/SURPLUS AFTER PRIOR YEAR ADJUSTMENT	(59,431)	(33,786)
BALANCE FORWARD AT BEGINNING OF YEAR	724,963	758,749
BALANCE FORWARD AT END OF YEAR	665,532	724,963
Balance Sheet as at 31 st December 2013		
	2013 €	2012 €
FIXED ASSETS		
Tangible assets	212,809	252,379
CURRENT ASSETS		
Cash at bank / Building fund	1,136,468	1,196,248
Sundry receivables	15,002	28,108
	1,151,470	1,224,356
CREDITORS & PROVISIONS (Amounts falling due within 1 year)	(144,843)	(181,908)
NET CURRENT ASSETS	1,006,627	1,042,448
TOTAL ASSETS LESS LIABILITIES	1,219,436	1,294,827
REPRESENTED BY:		
CONTRIBUTION TO BUILDING FUND	470,934	470,934
GOVERNMENT GRANTS	82,970	98,930
SURPLUS ON PROFIT AND LOSS ACCOUNT	665,532	724,963
	1,219,436	1,294,827

FINANCIAL SUMMARY 2013

Employees Salary Range

A total of 2 employees earned remuneration in excess of €70,000 per annum as follows:

Number of employees	2013	2012
€95,000 to €105,000	1	1
€70,000 to €80,000	1	1

Remuneration includes salaries, but excludes employer pension contributions to the company's defined contribution pension scheme. These contributions are 7% of gross salaries.

Remuneration of Board Members

Board members are not remunerated for their services to the company nor are any expenses reimbursed for travelling to/from board meetings.

Frances Gardiner, Chairperson
Keith Herman, Director
9 June 2014

Abridged Auditors' Report to the Members

I have audited the financial statements above and opposite in accordance with Auditing Standards. In my opinion, the financial statements give a true and fair view of the statement of the company's affairs at 31 December 2013, and of its results and state of affairs for the year then ended, and give in the requisite manner the information required by the Companies Acts 1963 to 2013. I have obtained all the information and explanations considered necessary for the purposes of my audit. In my opinion, proper books of account have been kept by the company. The financial statements are in agreement with the books of account.

Dermot J Keogh FCA
Registered Auditor
16 July 2014



**Preventing and healing the trauma
of rape and sexual abuse**



Dublin Rape Crisis Centre

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