



Digital  
Defenders  
Partnership

# Feminist Helplines Community

2023 EVALUATION +  
2024 NEEDS ASSESSMENT



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# Table of Contents

Introduction.....	4
Activities Developed in 2023.....	6
2023 Evaluation.....	10
Most Useful Activities and Inputs in 2023.....	10
Things That Might Have Worked Better in 2023.....	13
Needs Assessment for Planning Activities in 2024.....	15
Index of Initiatives and Facilitating Referrals.....	15
Two Community Conversations to Introduce initiatives.....	16
Community Conversations.....	16
Working Group for Creating Communication Channels with Social Media Companies.....	18
A Global Meeting of Feminist Helplines.....	19
Annexes.....	24
List of all Community Conversations 2022 - 2023.....	24

# Introduction

Technology Facilitated Gender-based Violence (TFGBV) and Online Gender-based Violence (OGBV) exist on a continuum; both are an extension of GBV, but their identification and handling requires a specific set of skills, knowledge and resources. The community of feminist helplines is currently made up of 18 different initiatives distributed in 13 countries across Africa, Asia, Europe and Latin America (Ghana, Nigeria - India, Indonesia, Pakistan - France, Spain - Brazil, Bolivia, Chile, Ecuador, Mexico, and Venezuela).



We are entering our fourth year as a space to learn from each other about our ways of working, methodologies and tools to support women, LGTBIQ people, sex workers, activists, WHRDs, journalists, civil society leaders, politicians, candidates, but also shelters or professionals working with survivors. We know that the information, support and encouragement that strangers offer from afar can be life-changing and sometimes even life-saving. Through the 12 community conversations facilitated by the different initiatives that make up the community over the last two years, we have come to a better understanding of the different methodologies, issues and challenges that the work of direct attention, support and accompaniment entails, and we have also improved the mechanisms of referral and collaboration between us. We have also gained a better understanding of what other specific services our different initiatives provide and build capacity for. Some of these services are listed below:

- Referrals to other initiatives that support GBV response.
- Psychological first aid.
- Data collection and research development to inform the scale, scope, diversity and impact of TFGBV.
- Digital literacy and TFGBV awareness activities.
- Workshops and training on digital and holistic security with a gender perspective.
- Security diagnosis and context analysis, holistic security accompaniment.
- Guidelines, online resources and toolkits.
- Facilitation of peer support groups for survivors.
- Inclusion and social justice accessibility to reach people with disabilities.
- Advocacy with social media platforms, policymakers, legislators and other stakeholders.
- Digital forensics with a gender lens.
- Specific activities developed by the community in 2023 are detailed in the section below.

# Activities Developed in 2023

In the last year, we have held seven community conversations, a consultation with the US and EU governments on what we want from social media platforms, hosted a panel at RightsCon with four feminist helpline initiatives<sup>1</sup>, hosted a webinar presenting the Tech Care guide on how to create a civil society oriented digital security helpdesk<sup>2</sup>, funded secure tech infrastructure in Maadix for seven feminist helplines and worked on raising funds to be able to fund an international feminist helpline meeting in 2024. We also developed, with a working group of 7 feminist helplines, a document of demands to META regarding their escalation programmes regarding GBVO in their products, Facebook, Instagram and WhatsApp.

Furthermore, we organised 7 Community Conversations (CC) facilitated by the different organisations that make up the community. The table below summarises these different CCs, what was discussed, who attended and what was said about their usefulness and next steps.

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1 <https://www.digitaldefenders.org/sharing-practices-in-a-global-community-of-feminist-helplines-addressing-gender-based-violence-online/>

2 <https://www.digitaldefenders.org/digital-security-helplines-gathered-for-the-presentation-of-the-tech-care-guide/>

Community Conversations	Synopsis	Initiatives that have attended	Evaluations of the session
<b>Evaluation of 2022 and planning of 2023</b>	We meet online to discuss last year's activities and plan 2023 activities. Initiatives that were absent complemented online both pads in the following weeks.	13 participants from 8 organisations (Navegando Libres, Marialab, Fembloc, Awas KBGO, Yenchi VZ, TechSakhi, Luchadoras, Tecnicas Rudas)	No evaluation was made.
<b>CC #07 Technical infrastructure needs of feminist helplines</b>	This meeting made us aware of the need for several projects to move to a more secure technical infrastructure to access the ticketing system (Freescout) and to have a VPS to host services such as VPN, Nextcloud and LimeSurvey.	22 participants from 11 organisations (DDP, CiviCERT, Ourvoices, Navegando Libres, Tecnicas rudas, Fembloc, Marialab, CERT Venezuela, DDP, Amaranta, Acoso Online)	We put out a call for applications, and six organisations (TaskForce KBGO/Indonesia - TechHer/Nigeria - OneLove Sisters/Ghana - Fembloc/Spain - Cyphersex/International) from the community applied for these services, which are hosted by Maadix, a secure commercial feminist server that we have partnered with several times over the last few years. Besides, another initiative underlined that the session was beneficial because it helped them set up their online system.
<b>CC #08 Psychological support for direct care</b>	How do we prevent secondary trauma for people providing attention in feminist	6 participants from 8 organisations (DDP, Acoso online, Luchadoras,	I really liked this session to approach and recognise the practices of self-care

Community Conversations	Synopsis	Initiatives that have attended	Evaluations of the session
<p><b>teams and carers</b></p>	<p>helplines, and do we can create mechanisms for putting care at the centre of the work we do?</p>	<p>Fembloc, Vita activa, InternetBolivia, Marialab)</p>	<p>and collective care we must have in our teams. It is an important issue to mainstream them. A very important topic.</p> <p>It was very innovative and helped with feeling belonging and unwinding.</p>
<p><b>CC #09 Collaborative mechanisms for advocacy with social media companies</b></p>	<p>This session focused on other possible advocacy collaborations with social media platforms and how to establish and share direct contact and communication channels with platforms. We had a presentation from Gus Andrews on "Understanding better platforms and what they are looking for when you report cases to them" and from Victoire on a successful advocacy campaign with META in Myanmar.</p>	<p>17 participants from 10 organisations (DDP, NavegandoLibres, Marialab, TechHer, ECHAP, ONG Amaranta, Vita Activa, Luchadoras, Fembloc, Activistas XSL)</p>	<p>The session enabled a better understanding of how other initiatives have successfully carried out advocacy towards social media platforms and led to the need to set up a follow-up CC on how initiatives making up this community could either support each other in contacting social media platforms or create new channels of communication. It also enabled seven feminist helplines to develop an analysis of the main issues they have observed when dealing with META products and what they would like to see in response.</p>
<p><b>CC #10 Legally certifying the GBVO for use</b></p>	<p>This session focused on how different helplines document and certify GBVO to</p>	<p>13 participants from 7 organisations (DRF, Fembloc, Técnicas Rudas, MariaLab,</p>	<p>This session provided very relevant information for legal procedures; in our</p>



Community Conversations	Synopsis	Initiatives that have attended	Evaluations of the session
<p><b>in legal procedures</b></p>	<p>use it in possible legal cases. Two initiatives in Spain and Pakistan presented their workflow and underlined the technical and legal aspects of certifying GBVO.</p>	<p>InternetBolivia.org, Amaranta ONG, Fembloc)</p>	<p>helpline, we will analyse how everything learned in this section can be adapted to Bolivian law.</p> <p>In addition, this session was attended by the facilitators of the online course on digital forensics as they prepared for the final session on 'Methods and tools that can be used to document digital threats and GBV for use in building legal cases'. There was, therefore, an effective overlap between these practices and experiences and the preparation of this specific session.</p>
<p><b>CC #11 # Follow up "Strategies to create channels of communication and advocacy towards social media platforms"</b></p>	<p>After the CC 09, we proposed a follow-up session to deepen possible advocacy collaborations and establish and share channels of contact with the platforms.</p>	<p>9 participants from 6 organisations (Fembloc, Navegando Libres, SOS digital, Luchadoras)</p>	<p>This conversation was also fundamental to understanding that several helplines face the same problems and to think of ways to respond collectively.</p>
<p><b>CC #12 Developing data and research about GBVO</b></p>	<p>This session focused on how we develop studies and analyses based on the data we collect. What are the aspects that need to be taken into account when analysing,</p>	<p>15 participants from 6 organisations (Fembloc, Navegando Libres, MariaAjuda, Internet Bolivia, Activistas XSL, Vita Activa)</p>	<p>I enjoyed reflecting on the various issues that cut across feminist research and data collection from this perspective to avoid replicating extractivist</p>

<b>Community Conversations</b>	<b>Synopsis</b>	<b>Initiatives that have attended</b>	<b>Evaluations of the session</b>
	writing, sharing and disseminating? And how can we foster collaborative research processes?		practices.

# 2023 Evaluation

In December 2023, we contacted the community to ask them to fill in an online survey to share their evaluation of the 2023 activities and assess the most needed activities to be planned for 2024. At that time, 56 participants from 24 different initiatives were on the mailing list. By the end of January 2023, we had received 18 surveys from 18 initiatives indicating their willingness to remain in the community. Accordingly, we unsubscribed participants from initiatives that still need to complete the survey. Some of these were DDP team members who were no longer involved with feminist helplines, and we also removed old members of feminist helplines who had left their initiatives. Other projects let us know that they were no longer involved in providing awareness and support to people facing GBV or TFGBV, either because of lack of funding, too risky and hostile an environment or because they had chosen other strategic lines of work.

After updating the mailing list, we have 36 subscribers spread over 18 initiatives. These initiatives work in Africa in Nigeria (1) and Ghana (1), in Asia in India (1), Indonesia (2), Pakistan (1), in Europe in France (1) and Spain (2) and in Latin America in Brazil (1), Bolivia (1), Chile (1), Ecuador (1), Mexico (2) and Venezuela (1). The vast majority of these initiatives focused on providing support to people facing GBVO and TFGBVO. For most of them, their constituencies are women, for a large majority also LGTBIQ people; one specific initiative provides support to women and men when facing cyber harassment; some also provide support to intermediaries such as women's shelters or professionals working with survivors.

Below is an analysis of the responses to the evaluation of activities in 2023 and in relation to the needs assessment for planning activities in 2024.

## Most Useful Activities and Inputs in 2023

Many participants emphasise the value of learning from the experiences of other feminist helplines. Specific topics that added value to their initiative are also highlighted, such as the sessions on advocacy towards social media platforms, how to integrate care and

psychological support for helpline teams, and GBVO certification for use in legal proceedings, which were of great interest to many initiatives. On the other hand, we also see that some helplines could not attend the live sessions due to overwork or conflicting agendas but benefited from the recordings and notes shared after the Community Conversations.

**Detailed input:**

- The skill-sharing sessions were great; I found them useful overall.
- All the activities I participated in were useful and insightful.
- All of the activities were very useful. I have learned a lot so far. I would point out the most useful of them, the one about Mechanisms to Advocate Towards Social Media Companies. Unfortunately, it has been the main tool used in cases we have supported, and the companies are not responding as fast as needed.
- The collaboration mechanisms conversation was very exploratory.
- Tips for establishing contact and relationship with the platforms.
- Take steps with this community of helplines to push together the advocacy process with platforms, as well as continue to listen to experiences from other helplines.
- We divided into two the most useful experiences of this year, the first is the possibility of weaving a network for advocacy with social networking platforms. We see super useful to share with others their experiences and evidence that what happens with these platforms not only corresponds to Ecuador or the countries with which we are allied but also that in addition to this, we understand together the response mechanisms of social networking platforms as well as, join together to demand answers. The second was the Digital Attacks workshop we had with Gus Andrews, where structuring the attack mechanisms and understanding them from their logic helped us analyse the cases and generate structure.
- Both sessions I attended were very useful. The first is about coping mechanisms. The most effective thing was that when we had group discussions (break-out rooms), we got to know each other about various mechanisms for handling and collecting data on

OGBV cases. Second, during the psychology session, we reflected on providing psychological support to victims and caregivers.

- I have only attended the community conversations about "Challenges in managing a helpline: putting care at the centre" and found the conversations incredibly insightful.
- What we have liked most about this community is the possibility to learn about the collective, active and organised efforts to raise, set up and sustain helplines in different regions. We have learned about the technical knowledge and possibilities of how each group manages the care flow and how they organise the technology around this. It has also been very important to learn about the different challenges, which are very similar between each helpline from a feminist technology perspective from the global south.
- The care session for the helplines was very valuable. Sharing those spaces with other compañeras nourishes and expands us. We also recognise the great value of sharing feminist infrastructures and following it up over time. We welcome the space to create collaborative mechanisms to demand action from social media companies.
- From this community, we benefited greatly from resources related to the legal certification of evidence of digital violence. This year, we will write a protocol adapting it to Bolivian regulations to provide guidance to the people who write to us. The self-care session also helped us reflect on our helpline's internal practices to think about how to take care of ourselves collectively.
- Due to the interruption of electricity and internet services in our country, we could access several sessions asynchronously. It is wonderful that they maintain this option of access to a repository with the content of each of the sessions. The session we found most useful was the one on forensic analysis of mobile devices.
- This year, due to human resources changes, we could not attend any of the Community Conversations however, the resources or documents shared post the conversations are most helpful.
- We are still reviewing all the documents; we could not participate as we would have liked last year, but we want to be more involved this year.

- All the activities were important, but imagine the amount of workload we had this year. I am trying to remember which ones I managed to attend :'). That's why I didn't mark anything.

## Things That Might Have Worked Better in 2023

Regarding disadvantages, some participants emphasise the difficulty of participating in additional activities as they are already busy and overworked. At the same time, others stress that the meetings take place too late for their region, as currently, the meetings take place from 13.00 to 14.30 UTC to allow the maximum number of participants from all regions to attend. On the other hand, there are also problems with the fact that the meetings are held in English and Spanish with simultaneous translation, which can make participation more complex for participants who do not feel comfortable with either language and the logic of not sending out calendar invitations, which can cause additional confusion. On the other hand, there is a need to be reassured about who is present in the community and to have space to introduce new initiatives to maintain trust as the community grows. Finally, there is a need to share more of the experience that feminist helplines have gained in their daily work in order to create more cross-regional exchange on case and incident handling.

### Detailed input:

- Sometimes, I am a bit slower because of the language, but I am improving and can communicate better. Unfortunately it is harder for me to contribute sometimes. =)
- Finding time to participate in many events takes a lot of work, even if they are really interesting.
- The timing of the sessions and the accessibility of language.
- It is a bit of an odd timing for us, as it is 7 to 9 pm when the meetings occur.
- The event scheduling often starts very late at night, so I couldn't attend other community conversations.
- It was a bit difficult to follow up on the whole agenda because we had many more face-to-face activities, and we felt that the calendar of activities in the community was a bit confusing.

- I think I was bombarded with activities this year, plus I couldn't mark them in my Google Calendar, so I missed so many instances. Is there a cyber-security way to automatically mark community meetings in our agendas and our time zones?
- All the topics in the Community Conversation are very interesting and important. However, we were unfortunately unable to attend throughout 2023. We hope that in 2024, there will still be a Community Conversation that we can attend.
- We would have liked to participate in meetings to strengthen digital management and security support for the helplines. The regional character of these conversations is key to strengthening the care mechanisms and reducing any type of risk when dealing with cases, as many of the incidents received come from different latitudes, and the accompaniers also have itinerant positions.
- It didn't work to be so many, and not give space for presentation. On the one hand, it's great to be so many and to see the network growing, but this makes us lose the sense of community; not knowing each other and not having moments of exchange makes us lose the creation of community. In addition, I think that we need to think of mechanisms to break the silence of virtuality in the sessions, as a structure of the session to promote the generation of community.
- We would like more sharing of experiences to understand exactly what the model of each one is and the cases they encounter.

# Needs Assessment for Planning Activities in 2024

During 2022 and 2023, the community of feminist helplines grew, but there was no space for new initiatives joining the community to introduce themselves. This led to a lack of understanding of who made up the community and how to create new trust mechanisms between projects to share confidential information. In addition, the lack of a common index of initiatives made it difficult for different initiatives to contact each other directly for possible collaborations. To respond to these needs, we have focused the activities in the first quarter of 2024 to respond to these two basic needs.

## Index of Initiatives and Facilitating Referrals

We have created an internal document with details of the 18 initiatives that make up the community, including the name of the initiative, their location/area of work, the type of public they serve, links to their website and social media accounts, and contact details for other members of the community to facilitate possible collaboration, questions, referrals, etc. As a side note on contacts, we have a signal group with members of this community who joined the advocacy effort towards social media platforms last year; if your initiative would also like to join this working group, please let me know directly, and I will add you to this signal group.

We will also be creating a more public document that will mimic the support section of the Digital First Aid Kit<sup>3</sup> but focus on the services offered by feminist helplines and initiatives that support people facing GBVO and TFGVO. This will be achieved in 2024 with the 13 initiatives that have expressed interest in creating this type of resource (Maria d'Ajuda (Marialab) - Centro SOS Digital (Fundación InternetBolivia. org) - Navegando Libres por la red (Taller de Comunicación Mujer) - Opcionate Servicio Insular de Prevención y Atención a las Ciberviolencias Machistas - TechSakhi (Point of View) - ECHAP - TechHerNG - Mujeres Activistas por el Software Libre - Fembloc - Awas KBGO (SAFEnet) - Luchadoras Mx - PurpleCode Collective/ OGBV TaskForce - Tecnicas Rudas).

3 <https://digitalfirstaid.org/support/>



## Two Community Conversations to Introduce initiatives

As highlighted in the evaluation and in various discussions in 2023, many projects joined this community after the 2021 webinars and have yet to formally introduce themselves to other participants. Therefore, we will organise two sessions (on 29/02 and 14/03) to allow the following initiatives to present their work: Maria d'Ajuda - Marialab, ONG Amaranta, Mujeres Activistas por el Software Libre, Fembloc - Alia/Donestech, Opcionate Servicio Insular de Prevención y Atención a las Ciberviolencias Machistas, TechSakhi - Point Of View, Purple Code Collective, TechHerNG, One Love Sisters.

We would prioritise projects that have never been able to present their work and allow other projects that have presented during the 2021 webinars to present again once the other projects have had enough time to do so. As a reminder, these projects will present their work in 2021: Acoso.online, Centro S.O.S. Digital -Fundacion Internet Bolivia, Navegando Libres por la red -Taller de Comunicación Mujer, Vita Activa, Luchadoras mx, Cyber Harassment Helpline - Digital Rights Foundation, Awaz KBGO - SAFEnet, ECHAP. The webinars can be viewed at <https://www.digitaldefenders.org/2021-webinars-feminist-helplines/>.

## Community Conversations

15 of the 18 organisations have agreed to facilitate and participate in new online community conversations in 2024. As can be seen, there is a demand for the organisation of specific sessions where feminist helplines could share and exchange about specific cases they are working on and share from a cross-regional perspective on incident handling and specific case management. In addition, participants would like to continue sharing specific resources they are developing and to facilitate sessions to share specific skills and knowledge. Finally, from the DDP side, we could propose some external guests to be invited to the different community meetings in order to bring a methodological or content-related highlight that can add value to the conversation and enable learning about the experiences of other networks or initiatives in relation to GBV and TFGBV. We will try to finalise a CC calendar for 2024 at the

beginning of Q2, which will also take into account the feasibility of organising a global meeting of feminist helplines either in late 2024 or early 2025.

Below are some of the topics suggested by network participants:

- Sharing strategies on specific cases.
- Sharing experiences of running helplines
- Facilitating the sharing of resources in resolving cases.
- Including issues around mental health, self-care and collective care, and how to bring structural issues into our practices as a helpline, such as internalised racism, classism, coloniality or capitalism. Also, learn how to work with data from a feminist perspective, strategies of response, defence and attack in the face of digital gender violence.
- I would like to support issues related to collective care, mental health, burnout prevention or how practices of internalised capitalism can creep into our helpline practices.
- We would like to facilitate sessions on psychological first aid, empathic listening practices in safe circles, and preliminary recommendations for case documentation in cases of gender-based violence.
- From Navegando Libres, we believe that there is an urgent need to have a conversation about strategies for responding to digital gender violence; we believe that this conversation should take place in a personal and systematic way so that together, we can develop strategies for responding to attacking and defending against digital gender violence. We want to think about how to facilitate this conversation from a place of creativity and understanding that it is a process over time.
- We could work on different topics (legal, care, methodologies and protocols, etc.). We want to present our next holistic security guide, "Disconnect from your ex-partner".
- Workshops on consent and boundaries, safety and feminist ideologies.
- Feminist Helpline Advocacy Working Group with Social Media Platforms

## Working Group for Creating Communication Channels with Social Media Companies

Following 2023's activities, including a consultation with the US and EU governments on calls for social media platforms to improve their mitigation of GBV taking place on their platforms and the two subsequent community conversations on how we can successfully engage with social media companies when we need to escalate cases to them, report harmful content, alert them to new digital risks and issues we identify in the field, we have found that most initiatives in the community face similar issues when engaging with social media companies, namely:

- There is a lack of clarity about how organisations supporting people facing digital attacks, particularly hate speech and gender-based violence on social media platforms, can become trusted partners. Social media staff sometimes approach some organisations spontaneously, while others do not. This informal way of working is not sufficient to address the issue of gender-based violence online.
- There is a lack of clarity on how organisations and initiatives providing support to people facing digital attacks, in particular hate speech and gender-based violence on social media platforms, can report and escalate cases taking place on these platforms.
- There is a lack of clarity on who is invited to become a trusted partner and which civil society trusted partners currently exist in the vast majority of countries. They specialise in supporting people facing digital attacks, in particular hate speech and gender-based violence online on social media platforms.
- High turnover of staff in charge of connecting CSOs with social media companies: when we finally manage to establish more direct contact with them, we have experienced those responses suddenly getting lost, and even a year or two later, we find out that the person is no longer working in the company or in the field and did not correctly pass on all the organisations/links to the next person in charge.
- Follow-up and documentation of cases once they are escalated: we are not clear about the response time, we do not know what happens if they are not resolved, we are not

clear about their times, and there is no trace of what the social media company is doing.

- In terms of documentation and shared knowledge, because there is no repository that we can access to study past aggression to identify constants or modes of aggression that are becoming generalised, we are all working in isolation; we are not learning together.
- There is no clarity about who and how social media companies handle cases. There is no certainty that the attention is being given from a gender and contextual perspective, which is so necessary to address cases of digital violence in Latin America and elsewhere.

These common issues also highlighted the importance of working together to share available contacts with social media companies when needed to escalate cases and to share our experiences with them to know what is the best and most efficient approach to escalate individual cases, to report bugs or problems with existing reporting channels, or to alert to a possible trend in new digital attacks of specific GBV affecting a region. As a result of these common needs, a dedicated working group has been established to further explore and develop a unified strategy from the community of practice towards social media companies. There is evidence that similar working groups exist in other GBV-focused networks, such as the Coalition Against Online Violence, and we will ensure that there is an exchange of information about the efforts being made in the different networks.

## **A Global Meeting of Feminist Helplines**

All the initiatives have expressed a desire to participate in a global meeting of feminist helplines, which is not surprising as this has been a request of the community since its inception. The need to come together to build networks of trust and solidarity, to share technical knowledge and skills, and to have the opportunity to do this face-to-face has been a growing demand. We can also note that some participants from feminist helplines were able to attend a meeting on feminist infrastructure in 2022 thanks to a travel grant. For those feminist helplines who were able to attend, the level of exchange and collaboration between

them is higher than for those who were not able to attend this physical meeting. It should be noted that all participants are eager to contribute to developing the agenda and facilitating the meetings. It is also important to note that all initiatives need financial support to cover travel and accommodation costs to attend the global meeting. Regarding the requirements for the location of the global meeting, many participants stressed the need to choose a country that is inclusive in terms of immigration procedures and a location that is accessible to the most feminist helplines, safe and not too expensive. A specific working group will be set up to select the location, dates, agenda and content once we have secured the necessary budget to organise this activity.

There is a strong consensus on the value of face-to-face meetings to improve the bonds of trust and bonding between participants and facilitate the process of learning from each other, but it also has a global picture of common issues and challenges to create common strategies and alliances. In addition, since the pandemic and the amount of time spent without meetings and events, there is an increased need and demand for safe spaces where feminists can build trust and share knowledge and capacity.

Below are the various reasons and expectations for this global meeting as expressed by participants:

- To learn from others to better what we do.
- Share experiences and learn from other helplines, get to know other helplines, discuss new threats and how to fight against them and think about strategies to fight digital gender violence.
- It is very important to meet to continue to build feminist networks, sharing learnings, challenges and impacts of our actions. And it can be a starting point for socialising and democratising transfeminist knowledge.
- Meet and network with other organisations, especially those we have not met face-to-face.
- Meet other professionals and share and develop better practices in prevention and attention to cyberviolence against women cases.

- Getting to know helpline models and networking.
- To meet other helplines, learn and share our experiences. It would also be great to come up with shared advocacy strategies and feminist helpline principles.
- Having practical discussions on problems, both to help locally and work globally.
- To strengthen alliances and abilities to provide better support to Human Rights Defenders and Journalists.
- Generate a network, understand what problems affect us all and how we can join forces to generate more powerful solutions and responses.
- Exploring new ways of working with all that we have been reflecting on in the feminist helplines. Identifying aspects that no longer work and aspects that continue to work.
- It would be interesting to include issues related to funding and how to advocate with funders about what they fund. It is important that issues related to the care and mental health of those who provide accompaniment are financed, as well as talking about how there can be an overload of work or how having a small team in the first line of care can generate various health problems such as burnout. We also discussed the precarious work of some people who provide accompaniment.
- To take advantage of the potential of presence and share more through the body, knowledge and techniques to accompany and address digital violence.
- Strengthen our networks, generate more integral global alliances to know where to channel cases if we do not have the tools in one space, critically review how we document and share creatively, accompany each other and address the issue of working in isolation.
- Promoting collaboration between the different strands
- My expectation is to meet others and learn, build connections and see how best to improve the services we provide.
- To share and learn from each other's experiences and build a network of feminist helplines.

As underlined, the participants have been clear about the topics they would like to address at this global meeting, so the plan is to facilitate an unconference meeting where all participants will contribute to the design of the agenda and the content and facilitation of the sessions developed during the meeting. There is an interest in sharing resources and research developed by feminist helplines and how to create synergies and shared resources. On the other hand, there is a strong interest in sharing protocols, standards and procedures. Accordingly, specific cases for sharing cases and strategies to mitigate and overcome specific GBV or TFGBV.

In terms of what topics and issues you would be interested in discussing at the meeting, these are the needs expressed by participants:

- How to produce content together in several languages to be used by all helplines, and how to cooperate on different issues, like we are doing with social media companies.
- Sharing of resources, common observatories, sharing of cases, casuistries and approach methods, such as having agency before institutions and platforms.
- Generation of educational content aimed at staff of reporting bodies and institutions.
- Strategies, protocols and particular cases.
- Best practices and challenges of feminist helplines.
- Successful strategies on addressing TfGBV on social media platforms, data collection and use of evidence in informing practice, resource mobilisation and usage.
- Artificial Intelligence and data sovereignty Security mechanisms and digital care for migrants (Profiling and surveillance) Attention and mental health support do gender-based violence for women in war zones. Human Rights Defenders, leaders, and feminists were exiled due to attacks from states.
- Intersectionality, policy, security.
- Any issues relating to LBQ and GNC women, GBV and consent, safe sex and boundaries.

- Strategies of care for accompaniers, strengthening the community to influence in a more articulated way, sharing accompaniment methodologies, and more technical and hacker tools.
- Self-care strategies for feminist lines, strategies for seeking funding for feminist lines and perhaps a space to unite organisations with common projects.
- Mental health, self-care, collective care, burnout prevention and thinking about other forms of funding to avoid problems of work overload and precariousness.
- To introduce ourselves and learn the different models of helplines, accompaniment strategies, politicisation of accompaniment, digital gender violence and concepts, response strategies, advocacy, and digital forensics.
- (1) Community organisation, what happens internally, who is attending to these lines, what tools we have to support, when we are not psychologists or health professionals.  
(2) Intra-community violence, internal conflict resolution, feminist critical infrastructure, power relations and fair remuneration, mental health of the collaborators  
(3) Feminist political activism and online gender-based violence, relationship with the platforms  
(4) Internal and personal reviews of why we are specifically attracted to work on the issue of online gender-based violence and what are our possible ways to heal these links.



# Annexes

## List of all Community Conversations 2022 - 2023

CC #01 - What do we mean by feminist accompaniment?

CC #02 - How do we work with commercial media platforms?

CC #03 - What is the best ticketing system for our helpline?

CC #04 - Helpline management challenges: putting care at the centre.

CC #05 - Sharing practices on developing documentation for feminist helplines.

CC #06 - Evaluation of 2022 and planning of 2023.

CC #07 - Secure technical infrastructure needs of feminist helplines.

CC #08 - Psychological support for direct care teams and carers.

CC #09 - Collaborative advocacy mechanisms towards social media companies.

CC #10 - Legal certification of the GBVO for use in legal proceedings.

CC #11 - Follow up - Strategies for creating channels of communication and advocacy towards social media platforms.

CC #12 - Collecting data and developing research on the GBVO.