making all spaces safe.

A Framework for TFGBV Programming

Technology-Facilitated Gender-Based Violence

UNFPA

Australian Government

eSafety Commissioner

the global partnership For Action on Gender-Based Online Harassment and Abuse

Contents

ACKNOWLEDGEMENTS 1

GLOBAL PARTNERSHIP FOREWORD 2

EXECUTIVE SUMMARY 4

INTRODUCTION 5

THE TFGBV PROGRAMMING FRAMEWORK 8

- FOUNDATION 10
- PILLARS 14
- ENABLING ENVIRONMENT 23

GOOD PRACTICES 26

PRACTICAL GUIDANCE 27

METHODOLOGY 31

GLOSSARY 34

ORGANISATIONS CONSULTED 37

USEFUL RESOURCES AND FURTHER READING 40

Acknowledgements

This resource and the analysis conducted to produce it were developed by the United Nations Population Fund (UNFPA) and Australia's eSafety Commissioner on behalf of the Global Partnership for Action on Gender-Based Online Harassment and Abuse (Global Partnership). Oversight was provided by the Global Partnership Programming Working Group, comprising representatives from the governments of Australia, Chile, New Zealand and the United States. The document was primarily researched and written by Devina Srivastava, with contributions from Alexandra Robinson and Stephanie Mikkelson of UNFPA and Isabelle Glover, Ella Serry, Kira Osborne and Georgia van der Westhuizen from the eSafety Commissioner. The Programming Working Group also contributed to reviewing and refining the research methodology and tools.

This resource is based on findings from consultations conducted by UNFPA between January and February 2024. It was reviewed by both the Global Partnership Advisory Group and the Global Partnership Programming Working Group. Special thanks are extended to all consultation participants and other stakeholders who engaged in the process, including those who took part in workshop sessions during the Global TFGBV Symposium organised by UNFPA and the eSafety Commissioner in February 2024.

Global Partnership Foreword

Digital technologies and online spaces provide powerful opportunities for education, employment, connection and community, but have also allowed for new avenues and manifestations of gender-based violence (GBV), known as **technology-facilitated gender-based violence (TFGBV)**. The emergence of new technologies has significantly altered the ways we interact, and greatly expanded the scale, speed and reach of content shared online. In doing so, these technologies have exacerbated pre-existing and intersecting forms of GBV.

This abuse can be facilitated using everyday devices like phones to make relentless abusive phone calls, text messages and posts. It can also involve planting spyware in the home, tracking devices in cars and sophisticated high-tech malware on devices. These technologies are readily available and being used to coerce, intimidate, silence and control. The growing prevalence of **TFGBV**, including gendered disinformation, is disproportionately forcing women and girls to disengage from public discourse, either through self-censorship or by leaving leadership positions. Even more discouraging, many affected women report they would "never recommend" their profession or public position to the next generation of young women and girls. Tackling TFGBV is not just an issue of **safety**, but of **equality** and **democracy**.

Governments, multilateral organisations, the private sector (including the tech industry), community and grass-roots groups and individual advocates are designing, developing and deploying interventions to address TFGBV. This is happening at the local, national, regional and global levels – a welcome development. More investment in what works to prevent and respond to TFGBV is needed; there is a dire need for those who host, disseminate and create such technologies to step up their focus on prevention, including through Safety by Design. All parts of society, including governments, businesses and workplaces, the tech sector, the media, schools and educational institutions, the community sector and individuals have a role to play.

Formally launched at the 66th Commission on the Status of Women in March 2022, the Global Partnership for Action on Gender-Based Online Harassment and Abuse (Global Partnership) has grown to 15 countries that together have committed to prioritise, understand, prevent and address TFGBV. It works with a multi-stakeholder Advisory Group composed of survivors, leaders and experts from civil society, research and academia, the private sector and international organisations.

The Global Partnership focuses its work on three strategic objectives:

1. Advancing national, regional and multilateral policies and principles to address TFGBV;
2. Scaling programming and resources to respond to TFGBV;
3. Expanding reliable, comparable data and access to them.

As the Global Partnership, we are delighted to have commissioned this TFGBV Programming Framework (the Framework) to support good-practice approaches to addressing TFGBV and to contribute to our

second strategic objective. The Framework is informed by diverse perspectives from around the globe and was developed with input from practitioners to create a guide that is relevant and reflects the experiences of survivors and service providers. It does not necessarily represent the views of the Global Partnership's member states or Advisory Group.

As an emerging avenue to perpetrate GBV, the issue of TFGBV has evolved rapidly, demonstrating the misuse of new and emerging technologies. We recognise that, as a result, some initiatives tackling TFGBV have not taken best practices around GBV into their approaches. This Framework is rooted in a trauma-informed, gender-responsive and intersectional approach that acknowledges the need to integrate TFGBV initiatives into the established base of GBV programming.

We are grateful to UNFPA for developing the Framework and to all those who participated in consultations related to this piece of work, as well as the Global Partnership members who provided feedback from the early stages of development to the final drafts.

We dedicate the Framework to the organisations on the frontlines of GBV, some of which generously donated their time and expertise to the development of this resource. Our goal is to support the critical work that they do and to embed initiatives tackling TFGBV within the established framework of GBV programming.

Executive Summary

As our world becomes increasingly digital, so do the ways in which violence is perpetrated. Technology-facilitated gender-based violence (TFGBV) and the effect that it is having on the well-being of individuals and societies is a growing concern of governments, civil society, academics and technology companies alike.

This TFGBV Programming Framework (the Framework) was developed to improve the design and delivery of TFGBV programs, ensuring they are not only impactful but also empowering. Based on mixed-methods research, including a literature review of more than 120 resources, interviews with over 50 key informants across 15 countries and responses from over 30 implementers, this Framework compiles the key elements of emerging good practice in TFGBV programming.

In particular, this Framework walks through how to design a TFGBV program by outlining: (1) what **foundational** elements should be understood from the outset and incorporated throughout the lifetime of the program; (2) what specific considerations should be included within each **programming type** following typical GBV programming pillars; (3) how to apply **evidence-based practices and evaluate** programs by each pillar; and (4) key elements necessary to strengthen rights-based law reform and create an **enabling environment**.

FOUNDATION

- **GBV principles:** survivor-centred, non-discriminatory, participatory, accountable, gender-transformative.
- **Personnel and organisational well-being:** self-care and collective care.
- **Coordination and partnerships:** multi-stakeholder engagement, building strong coordination mechanisms.

PILLARS

- **Prevention and mitigation:** educational programs, public outreach, applying Safety by Design principles, digital safety awareness.
- **Advocacy and campaigns:** policy influence, stakeholder engagement, public awareness campaigns, building coalitions.
- **Response:** 24/7 hotlines, rapid-response teams, electronic collection and storage of evidence, training, case management systems, multi-sectoral response systems, escalation pathways, inter-agency collaboration.

DATA AND EVIDENCE

- **Research and evidence-based practices** and **Monitoring and evaluation**.

ENABLING ENVIRONMENT

- **Rights-based law reform and strengthening online and tech safety regulation to address TFGBV:** participation of civil society, GBV and digital rights organisations, increased capacity of policymakers, lawyers and judiciary, accessible services, human rights-based regulation.
- **Safe and secure pathways for survivors:** capacity-building across legal and policing sectors.

Introduction

Estimates indicate that 1 in 3 women globally experience sexual and/or physical violence in their lifetime. Technology-facilitated gender-based violence (TFGBV) is an act of violence perpetrated by one or more individuals that is committed, assisted, aggravated and amplified in part or fully by the use of information and communication technologies or digital media, against a person on the basis of their gender.[1] Although this vector for perpetrating gender-based violence (GBV) is relatively new, its root causes in harmful gender and social norms are not. TFGBV often takes place in a continuum where online violence may lead to offline perpetration of violence or vice versa. In-person and online violence may also occur simultaneously.

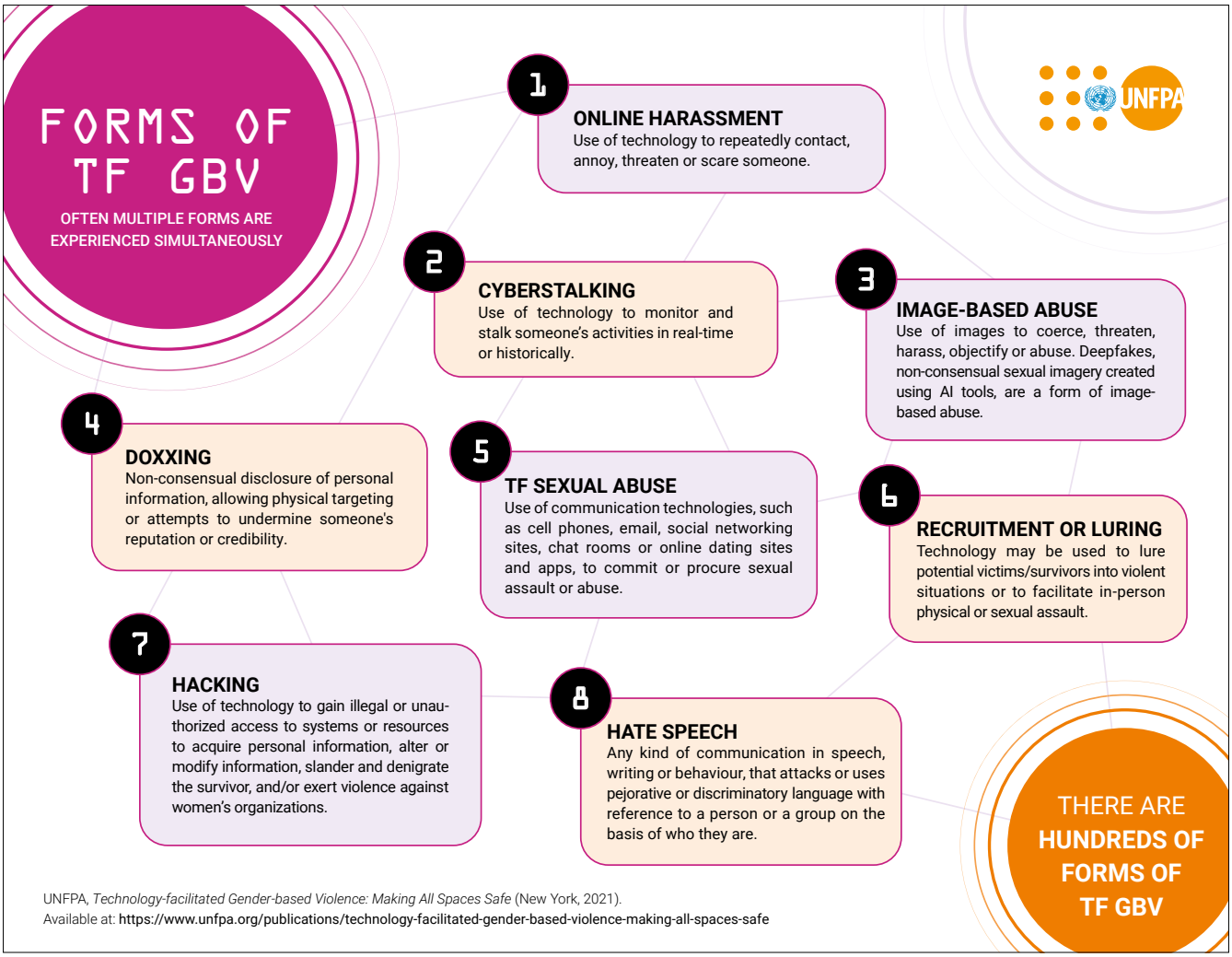
TFGBV occurs where digital technology is used to enable, assist or amplify abuse or coercive control of a person or group of people and can take many forms. Given the limited accountability of tech companies for the safety of their users, the rapid expansion of emerging technologies creates new platforms for abuse to occur while there remains few to no accessible reporting mechanisms for average users.[2]

Common forms of TFGBV include image-based abuse, typically through the creation and non-consensual sharing of original or digitally altered intimate images, harassment and abuse, stalking and monitoring. It can also include device and app control, public disclosure of private information and doxing, impersonation and catfishing, threats of violence, including rape and death threats, gendered hate speech and gendered disinformation. For further information on the forms of TFGBV and global prevalence, refer to the Technology-Facilitated Gender-Based Violence: Preliminary Landscape Analysis (2023).

TFGBV is not an isolated issue. While one study showed that nearly 60% of young women with Internet access globally have experienced online violence, another study found that 85% of women have witnessed online violence against other women. High rates of TFGBV speak not only to the need for rapid scale-up of programming for individuals, but also predicate entrenching and amplifying harmful social and gendered norms in online spaces.

Evidence also shows that TFGBV affects LGBTQIA+ people. This includes transgender people and gender-diverse people, and men and boys who do not conform to patriarchal gender norms, though there is less available research on this.[3] In an 18-country global study, it was found that 75.8% of LGB+ people, and 67.8% of transgender and gender-diverse people, reported incidents of online harm.[4] Women, girls and LGBTQIA+ people who face intersecting systemic forms of discrimination and oppression are more likely to experience TFGBV. This includes individuals who are Black, Indigenous, from ethnic and religious minorities, women with disabilities, and women with diverse sexual orientations, gender identities and expressions, and sex characteristics.[5]

1. UNFPA, Technology-facilitated Gender-based Violence: Making All Spaces Safe (New York, 2021).
2. PEN America and Meedan, "Shouting into the void", 29 June 2023. Available at: https://pen.org/report/shouting-into-the-void/.
3. Social Development Direct, Technology-facilitated Gender-based Violence: Preliminary Landscape Analysis (London, Global Partnership for Action on Gender-Based Online Harassment and Abuse, 2023).
4. Suzie Dunn, Tracy Vaillancourt and Heather Brittain, Supporting Safer Digital Spaces (Waterloo, Ontario, Centre for International Governance Innovation, 2023).
5. Jacqueline Hicks, "Global evidence on the prevalence and impact of online gender-based violence", K4D Helpdesk Report, No. 1049. (Brighton, Institute of Development Studies, 2021); UNFPA, Technology-facilitated Gender-based Violence: Making All Spaces Safe; UN Women, "Online and ICT facilitated violence against women and girls during COVID-19", EVAW COVID-19 Brief (New York, 2020).



UNFPA, *Technology-facilitated Gender-based Violence: Making All Spaces Safe* (New York, 2021).
Available at: https://www.unfpa.org/publications/technology-facilitated-gender-based-violence-making-all-spaces-safe

TFGBV impacts the well-being of those who experience it and can have serious psychological and financial impacts, as well as contributing to or exacerbating physical harms. Taking into consideration broader sociocultural factors such as the gender digital divide, harmful gender norms and stereotypes, digital literacy and access to technologies for women, girls, LGBTQIA+ and gender-diverse individuals, there is a broader context facilitating the enabling environment in which TFGBV can occur. These sociocultural factors can place individuals at greater risk of experiencing TFGBV in family, domestic and sexual violence settings as well.

When public figures such as politicians, journalists and human rights defenders are targeted by TFGBV, typically online from strangers or anonymous perpetrators who may or may not be coordinating with anti-rights movements, they may be discredited, threatened, humiliated and silenced. It is important to recognize that TFGBV can be used as a political tool to silence and denigrate gender equality and women in positions of influence. This abuse can also simultaneously contribute to the cycle of domestic, family and sexual violence. Another impact of this abuse is that public figures can remove themselves from public discourse and debate, known as the "chilling effect".[6] The ramifications of the chilling effect include the weakening of democratic processes, media freedom and public information. This can also widen the gender gap in public-facing roles, as women and gender-diverse people are disproportionately impacted and may step back from their public role because of the abuse experienced. As a result, the impacts of TFGBV can be detrimental to the health and economic well-being of national and global societies and, as such, there could not be a stronger sense of urgency to address TFGBV.

6. Julie Posetti and others, "The chilling: Global trends in online violence against women journalists", Research Discussion Paper (New York, UNESCO, 2021).

This TFGBV Programming Framework (the Framework) outlines the necessary elements of TFGBV programs, as well as good-practice interventions and examples of programs to address TFGBV. The Framework recognises that TFGBV programming should be positioned within broader efforts to address GBV that are already occurring in-country and at the local level.

The focus of this Framework is to support women in all their diversity, including LGBTQIA+ populations and young people above the age of 18. Children (that is, persons under the age of 18) are not the target of this Framework. While children can also be impacted by TFGBV, there are distinct considerations, standards and obligations when it comes to supporting children and these have not been included in this framework.

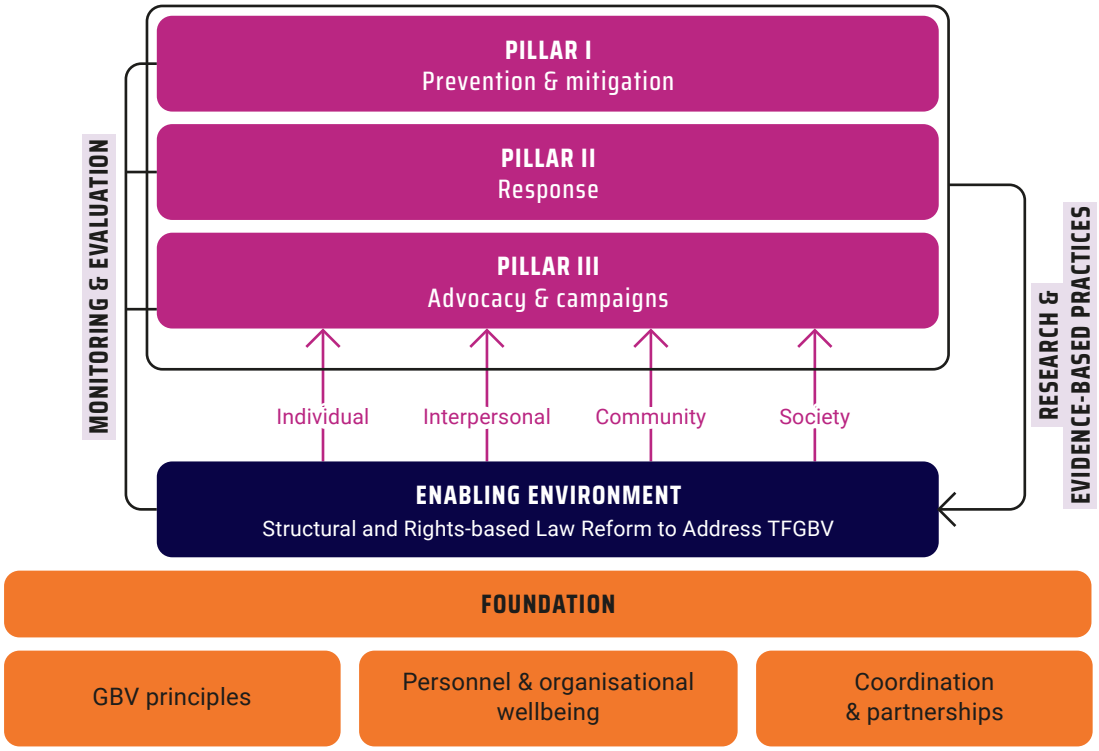
The Framework was designed to provide guidance to practitioners and donors alike. It outlines to digital rights and GBV practitioners how to design new programs and integrate TFGBV into existing practices, as well as guidance for donors, including governments, on the elements of a TFGBV program, to support informed funding decisions.

The TFGBV Programming Framework

Comprehensive programming to address TFGBV encompasses efforts to prevent, mitigate or respond to GBV that is facilitated, enabled or amplified by technology, including mitigating its risks and impacts. Interventions to address TFGBV must consider the broader ecosystem of stakeholders, coordination mechanisms, institutions, law and policy as well as integration into existing GBV programming, in order to ensure effective, efficient and sustainable outcomes.

The Framework outlines a comprehensive map of programming to address TFGBV, which, depending on the context, may be adapted to the needs of survivors. Comprising a **foundation**, **supporting pillars** with **data and evidence** elements, and an underlying **enabling environment**, this Framework creates a comprehensive and robust environment within which interventions may reach their full potential.

The elements of this Framework are dynamic and interrelated. It is important to create an enabling environment that functions at every level of the socioecological model – individual, interpersonal, communal and societal – to prevent TFGBV from occurring. When it does, responses should be tailored to meet the survivor's individual needs within the context of their family, community and society. Response mechanisms are also a critical contribution to the prevention of TFGBV. Systematic monitoring and evaluation of response and prevention interventions to build a body of data and evaluative research, in conjunction with safe and ethical research, is critical to both the design and improvement of programming.



Not every program will comprehensively address every aspect of the Framework. Some programs may focus on one of the pillars or the enabling environment, but ideally each program would be underpinned by the foundation and data and evidence elements. It must be acknowledged that programs can sometimes be limited by their operating environment; for instance, the absence of a robust legislative framework to address TFGBV can reduce a response program's ability to seek justice for survivors. As such, the structure illustrated above represents the ultimate ecosystem for successful comprehensive TFGBV programming, but not the essential elements of every initiative.

Foundation At the base of the diagram is the foundation, representing the core values and essential support systems requisite for all TFGBV programming interventions, including **GBV principles**, **Personnel and organisational well-being**, and **Coordination and partnerships**.

Pillars Rising from the foundation and enabling environment are the three primary but intersecting pillars: **Prevention and mitigation**, **Advocacy and campaigns**, and **Response**.

Enabling environment The enabling environment represents the ecosystems of reparation and accountability, particularly **Structural and rights-based law reform to address TFGBV**, including strengthening online and tech safety regulation. This ensures a legal and policy environment that enables access to services, including justice and reparation, as well as sustained investment in preventing and mitigating TFGBV.

Data and evidence Supporting the effectiveness and sustainability of programs and enabling environments are **Research and evidence-based practices** and **Monitoring and evaluation**. These run across all three pillars and can be useful to strengthen programming or enabling environments.

FOUNDATION

The foundation of the Framework comprises essential principles and elements that must be embedded within TFGBV programs. These include compliance with existing GBV programming principles, personnel and organisational well-being, and coordination and partnerships. In addition, it is important to recognise and incorporate global tools and products for GBV interventions, as relevant and appropriate.[7]

GBV PRINCIPLES

Grounding the entire Framework are the core principles of addressing GBV with a safe, secure and inclusive approach to digital technologies. All programming efforts should follow the principles discussed below.

SURVIVOR-CENTRED AND TRAUMA-INFORMED

- **Safety.** The safety and security of the survivor, their children and other family members, and those assisting them, must be the number one priority for all actors. Safety refers to physical safety and security, as well as psychological and emotional safety. Technology can be used to threaten a survivor's safety and programs must consider this risk. Technology can, however, also be used to support survivor safety.
  ⚠ *Note, women and girls who disclose an incident of GBV are often at high risk of further violence and reprisal from the perpetrator(s), people protecting the perpetrators, or members of their own family or community.*

- **Confidentiality.** Confidentiality means that anyone who has access to information about a survivor must not share any of that information without the explicit permission and informed consent of the survivor. The decision to release any information related to the incident or the survivor rests with the survivor alone. Technology can be used to establish secure and anonymous platforms for survivors to seek support and report abuse; however, the growing digitisation of service delivery and client record management may add further complexity to maintaining client confidentiality.
  ⚠ *Breaching confidentiality can put the survivor and others at risk of further harm.*

- **Ethical data handling.** Programs must include guidelines for ethical data handling and ensuring survivor privacy, maintaining transparency and accountability throughout. This includes all digitally collected and stored data.

- **Respect.** All actions should be guided by respect for the choices, wishes, rights and dignity of the survivor and actively avoid retraumatisation. This requires program implementers to be non-judgmental of a survivor's choices and uphold their right to choose, including if they decide to decline support services. It also includes respecting their choice to continue using technologies or social media, or to decline using technologies. Respect for the survivor's decision-making shifts power back into their hands, respects their resilience and their understanding of their own situation and supports their journey to recovery.

- **Rights, needs and wishes.** This principle prioritises the rights, needs and wishes of survivors, ensuring they are treated with dignity and respect. Survivors must have control over their responses and decisions, ensuring all interventions are conducted with their informed consent. This also includes acknowledging their right to continue using technologies or social media, or to decline using technologies.

7. Examples of potentially relevant global GBV tools and products include the Essential Services Package for Women and Girls Subject to Violence, The Inter-Agency Minimum Standards for Gender-based Violence in Emergencies Programming, RESPECT Framework and Guidance on the Safe and Ethical Use of Technology to Address Gender-based Violence and Harmful Practices.

- **Holistic support.** Services should be comprehensive, safe, trauma-informed and easily accessible, including counselling, legal aid, online safety assistance and rapid response services. If the service is unable to provide holistic wraparound support, collaborative relationships to facilitate warm referrals are critical. These services must be confidential and sensitive to the unique nature of TFGBV.

NON-DISCRIMINATORY

- **Intersectional.** Programs must be informed by an intersectional analysis. Staff should be equipped with knowledge, skills and attitudes on inclusive programming and an understanding of how different and overlapping identity factors lead to complex and unique experiences of TFGBV. Programming should be inclusive and based on intersectional gender analysis that considers the increased risks and barriers that individuals may experience. These may be as a result of discrimination on the basis of their age, disability, race, skin colour, religion, nationality, ethnicity, sexual orientation (real or perceived), gender identity or expression, HIV status, social class, political affiliation or any other characteristic. As perpetration of TFGBV becomes more prevalent, services should consider the influence of intersecting forms of oppression on a survivor's access to technology, their digital literacy and barriers to seeking support.

- **Accessible.** All services and programs must be accessible to survivors, regardless of race, socioeconomic status, sexual orientation, gender identity or expression, or disability. This ensures inclusivity and equitable support for all survivors. Digital accessibility and how this may increase inclusion or exclusion should be considered.

- **Adapted to needs.** Programs should be adapted to meet the specific needs of diverse demographics, including marginalised communities, ensuring no one is left behind.

PARTICIPATORY

- **Engagement and consultative development.** This principle involves actively engaging and consulting diverse stakeholders and sectors, including survivor advocates, community members, grass-roots organisations, governments and a spectrum of international non-governmental organisations (NGOs) and the private sector. This is particularly important in the design, implementation and evaluation phases of a program as well as the development and implementation of law and policy. This can facilitate knowledge exchange of lived experience and anecdotal evidence, ensuring that programs are inclusive, effective and responsive to the needs and desires of survivors, advocates, service providers and relevant stakeholders.

PRACTICTIONER'S PERSPECTIVE

BUILDING COMMUNITY-CENTRIC APPROACHES

Adapt TFGBV interventions to local contexts by engaging community elders, local NGOs and youth leaders throughout the entire programming lifecycle, but particularly in the design and implementation phases. Use participatory methods to gather input on cultural nuances, develop training materials in local languages, and customise digital tools that resonate with local technological capabilities and social norms. This ensures the sustainability and effectiveness of interventions through community ownership and culturally informed strategies.

- **ACCOUNTABLE**
  - **Feedback mechanisms.** Establishing feedback mechanisms for continuous improvement is crucial to maintain accountability to survivors. Given the rapid changes in technology and how it may be weaponised, the need for regular feedback and co-monitoring of programs with stakeholders, in addition to program agility, is essential.
- **GENDER-TRANSFORMATIVE**
  - **Gender equality and human rights.** Focused program design will ensure the promotion of gender equality and human rights. This is essential in promoting systemic change and addressing social justice issues. Safe, secure and inclusive access to technology, while being free from violence, is a human right.
  - **Systemic change.** This principle emphasises the importance of advocating for systemic change and promotes policies and practices that aim to eradicate the root causes of TFGBV. It is also key to change the environment in which technology is designed, developed and deployed to prioritise safety, privacy and human rights by design.

PERSONNEL AND ORGANISATIONAL WELL-BEING

- **SELF-CARE**
  - **Wellness initiatives.** Programs aimed at supporting the mental health and resilience of teams dealing with TFGBV cases are essential. This includes access to mental health professionals and resources to manage stress, distress, secondary trauma and safety. These programs should also recognise and mitigate the constant "switched on and availableness" of technology, which can have a negative overwhelming impact on service providers.
  - **Comprehensive training.** Personnel involved in TFGBV programs require thorough training on trauma-informed care, digital safety and ethical standards. This ensures they are well equipped to handle sensitive cases effectively, including protecting their personal digital and physical safety, and mental and emotional well-being.
- **COLLECTIVE CARE**
  - **Support systems.** Robust support systems for staff should be established, including mental health resources and regular wellness checks, family-friendly policies and promoting a healthy work environment.
  - **Continuous learning.** Providing opportunities for continuous learning and professional development helps maintain high standards of care and keeps personnel updated on the latest trends and practices in TFGBV intervention. The landscape of technology and TFGBV is rapidly changing and a commitment to continuous learning is essential to address new and emerging forms of violence comprehensively and effectively.

COORDINATION AND PARTNERSHIPS

MULTI-STAKEHOLDER ENGAGEMENT

- **Community involvement.** Collaborating with and empowering a range of local NGOs, civil society organisations (CSOs), women's rights organisations, organisations for persons with disabilities and community groups ensures programming is not only accountable to diverse local populations but respectful of context and stakeholders. It fosters a sense of ownership and empowerment within communities, making initiatives more sustainable.

- **Inclusive strategies.** Engaging a wide range of stakeholders, from grass-roots organisations to international bodies across sectors, not only supports integration of diverse perspectives and resources but embraces the multifaceted nature of TFGBV and the need for multi-sectoral response and prevention mechanisms.

- **Integration.** Integrating diverse TFGBV organisations including across the tech sector, GBV communities, privacy and cybersecurity experts, digital rights groups and activists alike into existing GBV multi-sectoral groups and programs will build the capacity of stakeholders, as well as trust and partnerships.

BUILDING STRONG COORDINATION MECHANISMS

- **Stakeholder engagement.** Effective coordination among various stakeholders, including those already implementing GBV programs, government agencies, NGOs, community groups and tech companies, is crucial for multi-sectoral and survivor-centred programming to address TFGBV.

- **Trust building.** Fostering trust within and across organisations and communities ensures that collaborative efforts are effective and sustainable. Transparency, accountability and consistent communication are key to building and maintaining this trust.

- **Integration.** Integrating TFGBV organisations and programs into existing GBV multi-sectoral coordination mechanisms where appropriate will strengthen responses.

CASE STUDY

THE GARDEN OF HOPE FOUNDATION

The Garden of Hope Foundation focuses on preventing GBV and offering shelter services in Taiwan. Its primary clients include survivors of domestic violence, sexual violence, intimate partner violence and GBV, and LGBTQ+ individuals facing multiple forms of discrimination. It emphasizes a holistic approach to survivor support, accommodating various needs such as sheltering, employment assistance, legal aid and trauma recovery, and offers direct assistance to survivors, including help with removing images from online platforms, counselling and legal assistance.

PILLARS

The three pillars represent the core areas of focus for TFGBV programming, each supported by research and evidence-based practices and monitoring and evaluation. These pillars form the structural support for the entire Framework.

PREVENTION AND MITIGATION

The prevention and mitigation segment of the Framework focuses on proactive measures to mitigate and prevent TFGBV. This involves designing safer technology and enhancing digital literacy to create a safer online environment for all users, closing the gender digital divide and addressing harmful social and gender norms. These programming examples do not replace existing GBV prevention programming, including those programs which seek to transform harmful gender and social norms and those which seek to engage men specifically. Rather, prevention programming must remain coordinated across physical and online spaces and adhere to well-established guidance and principles, including accountability to women's rights organisations and movements.[8]

PROGRAMMING EXAMPLES

- **Educational programs.** Comprehensive curricula, particularly when integrated into institutional education, can promote safe online behaviours and digital rights. It can also enable users to recognise harmful behaviours and gender norms, and know how to report online harms. These programs should not only engage adolescents and young people, including men and boys, but also include learning around fostering healthy relationships to facilitate safe digital engagement across their life course.

- **Public outreach.** Various media channels can be used to raise awareness about the importance of online safety and how harmful social and gender norms play out online and contribute to TFGBV. Programs can target different demographics to ensure broad reach and impact.

- **Applying Safety by Design principles.** A Safety by Design approach focuses on ensuring that all new technologies incorporate safety features from the initial design phase, prioritising user safety as a foundational element, as well as emphasising the integration of robust security and privacy features into technology platforms from the outset. The Safety by Design principles are:

  - **Service provider responsibility**, so that tech companies take responsibility for safety on their platforms, instead of placing the onus on the user. This involves proactively considering potential risks and taking steps to reduce misuse and user exposure to harms.

  - **User empowerment and autonomy**, including making safety tools easy to find and effective, to put power back in the hands of users and preserve fundamental consumer and human rights.

  - **Transparency and accountability**, where tech companies are open about how products and services work and share innovations in safety. If interventions are improving safety outcomes, they should be shared and be more widely adopted. Transparency also supports accurate assessment of the efficacy of features and systems.

8. Examples include the RESPECT Framework, What Works to Prevent Violence, Coalition of Feminists for Social Change (CoFEM) and Prevention Collaborative.

These principles outline realistic, actionable and achievable measures that providers of all sizes and stages of maturity can use to safeguard users from online risks and harms. They are built around a human-centric approach that places the safety and rights of users at its core, while also taking into account their needs and expectations. The principles elevate user safety as the third pillar in the developmental process for all online and digital technologies, sitting alongside privacy and security.

The principles also promote the technology industry's strengths in innovation, encouraging new thinking and investment that supports product development which prioritises online safety. The technology industry has a key role to play in safeguarding users and proactively preventing harms.

- **Continual assessment.** Continual assessment of how technology may be weaponised against women, girls and LGBTQIA+ individuals ensures that the gendered nature of TFGBV is factored into the design, implementation and review of technology and platforms. By collaborating with tech companies and developers, this approach aims to ensure that online environments are inherently safer, reducing the risk of TFGBV through built-in measures and user education. eSafety has developed the "Technology, gendered violence and Safety by Design" industry guide[9] to further support tech companies to consider the unique impacts of TFGBV in their service design and risk mitigation.

- **Digital safety awareness.** Digital safety awareness programs focus on building literacy among individuals around safe online practices, digital rights and recognising harmful behaviours. Given the low rates of digital literacy for women and girls globally, these programs are essential to foster healthy digital relationships and equip women and girls in all their diversity with the knowledge needed to protect themselves and others in the digital world, while still acknowledging that the burden of responsibility should never rest with the survivor. These resources should also address the unique digital literacy needs of young people and be tailored to accommodate different age ranges and levels of maturity.

CASE STUDY

TFGBV AND SAFETY BY DESIGN

In September 2024, Australia's online safety regulator, the eSafety Commissioner, released the "Technology, gendered violence and Safety by Design" resource. This guide is a blueprint for technology companies to better understand and address TFGBV. It outlines how Safety by Design can help companies anticipate, detect and eliminate TFGBV before it happens, drawing on the principles and practices outlined in the eSafety Commissioner's Safety by Design initiative, released in 2018.

PRACTICTIONER'S PERSPECTIVE

TFGBV WORKSHOPS

Establish platforms for TFGBV workshops where survivor advocates can engage with TFGBV survivors so they can share their experiences and contribute to the development of support services and educational materials. These workshops also provide training on self-advocacy and digital rights, empowering survivors to take active roles in community education and policy advocacy. Safely and ethically document and disseminate the outcomes and learnings from these workshops to inform broader TFGBV programming and policy.

9. eSafety Commissioner, Technology, Gendered Violence and Safety by Design: An Industry Guide for Addressing Technology-Facilitated Gender-based Violence through Safety by Design (Canberra, 2024)

DATA AND EVIDENCE

RESEARCH AND EVIDENCE-BASED PRACTICES

Research and evidence-based practices ensure that prevention and mitigation interventions are informed by the latest data and trends, enhancing their effectiveness and overall impact.

- **Data-driven design.** Use data to identify effective strategies for ensuring programs are grounded in current trends.
- **Environmental scanning.** Conduct continuous research to understand new forms of TFGBV as well as shifts in the regulatory and industry landscape, adapting strategies accordingly.
- **Educational research.** Base programs on evidence, including monitoring and evaluation results that show effective methods for teaching digital literacy, digital safety and digital awareness. Adapt and test successful models to local contexts.
- **Practice-based and feminist research.** Practice-based and feminist research is essential to ensure that research and programs are not reproducing structural inequalities.
- **Gender- and age-disaggregated data**.[10] Collect data disaggregated by gender and age at a minimum across all efforts. Other types of disaggregated data should be collected to the extent it is necessary, ethical and in compliance with violence against women data collection standards and guidelines to do so[11] – such as data on disability, whether the respondent is Indigenous and their level of education. Disaggregated data must prioritise human rights-based, survivor-centred and trauma-informed approaches and be consistent with "do no harm" principles.

MONITORING AND EVALUATION

Clear criteria for monitoring and evaluation help measure the impact and success of prevention and mitigation programs and policies, ensuring continuous improvement and accountability.

- **Participant feedback.** Collect qualitative feedback to assess the perceived impact of the program on participants' sense of security.
- **Impact assessment.** Evaluate the effectiveness of safety features in preventing TFGBV incidents. Use metrics such as changes in reported cases[12] and user satisfaction with safety features.
- **Knowledge assessments.** Conduct pre- and post-program knowledge assessments to measure the impact of the initiative on participants. Depending on the program, this could be improved digital literacy, greater knowledge of TFGBV or greater confidence in using skills to support survivors of TFGBV.
- **Behavioural changes.** Track changes in online behaviour and incident reporting among participants to evaluate program effectiveness.
- **Program learnings.** Integrate monitoring and evaluation results into program design and adaptation.

10. 'Disaggregated data' refers to data that are broken down to reflect the differences of a certain characteristic and support the measurement of social and economic differences based on that characteristic. For example, gender-disaggregated data collect information on gender to demonstrate the different experiences of men, women and gender-diverse people, and can support gender analysis of programs.

11. UNFPA and Department of Foreign Affairs and Trade, kNOwVAWdata: Measuring prevalence of violence against women in Asia-Pacific. Available at: https://knowvawdata.com

12. Note that the fluctuation of reported cases must not be treated as TFGBV prevalence. Research clearly shows that GBV survivors do not always report incidents for a variety of reasons. Fluctuation could be due to a change in reporting by survivors, a change in environment or adjustment in services available, among many other factors. For more information, refer to University of Melbourne and UNFPA, Measuring Technology-facilitated Gender-based Violence: A Discussion Paper (Melbourne, 2023).

PRACTICTIONER'S PERSPECTIVE

ADAPTIVE EVALUATION METHODS

Develop adaptive evaluation frameworks that are capable of capturing both the quantitative and qualitative impacts of TFGBV interventions. Use a mixed-methods approach with traditional household surveys, in-depth interviews, as well as safely exploring use of innovative data collection tools such as digital diaries to gather comprehensive feedback on program effectiveness and survivor satisfaction.

RESPONSE

The Response pillar of the Framework focuses on providing effective support to survivors of TFGBV, ensuring their safety, securing evidence and facilitating access to necessary services. It encompasses comprehensive and coordinated efforts to address the aftermath of TFGBV incidents. It is essential to coordinate response efforts with, if not fully integrate them within, existing GBV response programs.

PROGRAMMING EXAMPLES

- **24/7 hotlines.** Confidential, round-the-clock hotlines and online support services can provide immediate help, offering crisis intervention, emotional support and referrals to other services. These hotlines should coordinate with existing GBV hotlines where possible.

- **Rapid response teams.** Trained teams can be deployed to provide quick assistance and necessary resources to survivors, ensuring their safety and well-being. Coordinated rapid response teams are crucial in mitigating further harm and providing timely support.

- **Electronic collection and storage of evidence.** Digital tools can be used to investigate and document instances of TFGBV and record evidence from devices to support legal actions with informed consent from survivors. These tools are vital for uncovering and preserving crucial digital evidence of abuse, but must be used safely and securely from collection to storage.

- **Training.** Programs can train service providers in safe data management techniques and ethical handling and storage of digital evidence, ensuring the integrity and admissibility of collected data. Proper training ensures that evidence is handled correctly and can be used effectively in legal proceedings. Training for GBV service providers could also support practitioners in learning more about online tools, platforms and spaces to increase their knowledge in their own use of technology. This in turn may strengthen their confidence to guide survivors on the safe use of tech, reporting systems, and privacy and security settings.

- **Case management systems.** Effective use of case management systems and referral pathways that incorporate agreed GBV response standard operating procedures can ensure that survivors receive quality, timely and coordinated assistance from the appropriate support services. This is an essential foundation for all GBV response programming within which services for TFGBV must be included.

- **Multi-sectoral response systems.** Strengthen multi-sectoral response systems by increasing the capacity within the justice system, medical facilities, psychological support and other forms of assistance to ensure timely and comprehensive support.

- **Escalation pathways.** Programs can establish channels to escalate cases of TFGBV to and within technology companies. These are best coordinated in consultation with GBV front-line service providers as a tool to strengthen GBV case management systems.

PRACTICTIONER'S PERSPECTIVE

TARGETED INTERVENTIONS FOR MARGINALISED COMMUNITIES

Design specific programs for marginalised communities that are disproportionately affected by TFGBV. These programs should address the unique barriers these groups face, such as limited access to technology or lack of legal protection, and include measures like mobile support units and community-based reporting tools.

- **Inter-agency collaboration.** Programs can facilitate collaboration between various agencies and service providers to streamline response processes and provide comprehensive support to survivors. Collaboration among agencies enhances the effectiveness of the response and ensures comprehensive care for survivors.

PRACTICTIONER'S PERSPECTIVE

INTERDISCIPLINARY COLLABORATION

Facilitate interdisciplinary collaborations that bring together experts from tech, academia, social work and law enforcement to develop integrated strategies for combating TFGBV. These collaborations should focus on combining technological innovation with psychosocial support and legal remedies to provide a holistic response.

DATA AND EVIDENCE

RESEARCH AND EVIDENCE-BASED PRACTICES

Implementing research and evidence-based practices ensures that response strategies are informed by the latest findings and best practices, enhancing their effectiveness and reliability.

- **Response research.** Implement best practices from research on response interventions to ensure systems of continuous improvement.
- **Survivor feedback.** Collect and analyse feedback from clients, including survivors when appropriate, to determine quality of service.
- **Technical research.** Utilise research on digital forensics to improve evidence collection methods and ensure they are effective and ethical.
- **Case studies.** Analyse successful forensic investigations to identify best practices and areas for improvement in evidence handling.
- **Process analysis.** Research effective escalation pathways and protocols. Use findings to develop and refine procedures to ensure efficient and coordinated responses.
- **Administrative data.** Collect administrative data to determine the effectiveness of case management to support survivors of TFGBV. Data can be collected using tools such as the Gender-based Violence Information Management System (GBVIMS), which provides classifications tools, standardised intake forms, incident recorders and information-sharing protocols for GBV service providers.
- **Inter-agency studies.** Study successful models of inter-agency collaboration to enhance coordination and support for TFGBV survivors.

PRACTICTIONER'S PERSPECTIVE

ETHICAL MANAGEMENT OF TFGBV DATA

Develop stringent guidelines for the ethical collection, storage and use of data from TFGBV cases. Establish secure, encrypted databases that ensure victim anonymity and data integrity. Provide GBV data management training for researchers and law enforcement on ethical data handling and the importance of consent when using data for research or legal proceedings.

MONITORING AND EVALUATION

Establishing clear criteria for monitoring and evaluation helps measure the impact and success of response efforts, ensuring continuous improvement and accountability.

- **Response metrics.** Track response service incidents including volume, response times and resolution rates. This includes measuring survivor satisfaction where appropriate.
- **Service utilisation.** Monitor utilisation rates to identify gaps and areas for improvement in service delivery.
- **Evidence quality.** Assess the quality and admissibility of collected digital evidence. Monitor the impact of forensic evidence on legal case outcomes.
- **Training effectiveness.** Evaluate the effectiveness of training programs for forensic responders through assessments and real-world application.
- **Response timeliness.** Measure the time taken to escalate cases and provide necessary support. Track the outcomes of escalated cases to ensure effectiveness.
- **Coordination effectiveness.** Assess the effectiveness of inter-agency collaboration and communication, identifying strengths and areas for improvement.

ADVOCACY AND CAMPAIGNS

Advocacy and campaigning interventions focus on shaping public policy, raising awareness and building coalitions to create a supportive environment for preventing and responding to TFGBV. These efforts aim to influence social and gender norms, and promote regulation and community engagement to prevent and mitigate the harms of TFGBV. Advocacy and campaigns are key components for maintaining systems of accountability to survivors of TFGBV and ensuring an ecosystem which protects and promotes the rights of women and girls in all their diversity to live a life free from TFGBV.

PROGRAMMING EXAMPLES

- **Policy influence.** Programs can advocate for changes in policy and legal frameworks to provide better protection for TFGBV survivors and ensure perpetrators are held accountable. This involves legislative advocacy, policy reform initiatives and lobbying efforts.

- **Stakeholder engagement.** Programs can involve efforts to build and maintain strong relationships with lawmakers, policymakers and government officials to champion comprehensive TFGBV policies. This includes organising meetings, presenting evidence-based proposals and participating in policy discussions.

- **Public awareness campaigns.** Public awareness campaigns are crucial for educating the public about TFGBV, changing societal attitudes and promoting a culture of safety and respect. All campaigns must apply a "do no harm" approach and consider the safety of all involved and be implemented alongside community-based and localised interventions to prevent GBV. These may be conducted through mass media – television, radio, print and online platforms – or through social media engagement. Social media can provide an interactive space for education and advocacy, with the potential to foster a safe and supportive community.

- **Building coalitions.** These programs involve creating alliances with diverse stakeholders, including building partnerships with community organisations, technology companies, civil society, academia and government. The intention is to strengthen advocacy efforts and enhance the collective impact of anti-GBV initiatives at large, including with existing GBV coordination mechanisms to address gender inequality and GBV as a continuum (inclusive of TFGBV).

PRACTICTIONER'S PERSPECTIVE

LEGAL ADVOCACY IN ACTION

Conduct comprehensive reviews of existing legal frameworks to identify gaps in the coverage of TFGBV-related issues. Organise advocacy campaigns that involve legal experts, survivors and civil society to push for laws that address emergent forms of digital abuse and provide clear, actionable recourse for victims. Support the establishment of specialised legal aid units that offer guidance and support to TFGBV victims navigating the legal system.

DATA AND EVIDENCE

RESEARCH AND EVIDENCE-BASED PRACTICES

Implementing research and evidence-based practices ensures that advocacy and campaign strategies are informed by the latest findings and best practices, enhancing their effectiveness and relevance.

- **Policy research.** Base advocacy efforts on thorough research demonstrating the need for and impact of specific policy changes. Use data to support legislative proposals.
- **Case studies.** Present case studies that show the effectiveness of policy interventions in reducing TFGBV and supporting survivors.
- **Awareness studies.** Conduct studies to understand the impact of awareness campaigns and tailor messages and strategies accordingly.
- **Behavioural research.** Study changes in public attitudes and behaviours resulting from campaigns to identify effective elements and areas for improvement.
- **Coalition studies.** Research successful coalition models and collaborative efforts to build effective alliances and strategies.
- **Community research.** Study community needs and preferences to inform partnership strategies and ensure they are community-focused.

PRACTICTIONER'S PERSPECTIVE

UTILISING BIG DATA FOR POLICY ACTION

Implement a big data approach, following safe and ethical guidance, to analyse trends and outcomes related to TFGBV across various demographics and regions. Use data analytics to predict areas of high risk and develop targeted intervention strategies. Share anonymised data with policymakers and international bodies to support global efforts against TFGBV and inform the development of more effective evidence-based policies.

MONITORING AND EVALUATION

Establishing clear criteria for monitoring and evaluation helps measure the impact and success of advocacy and campaign efforts, ensuring continuous improvement and accountability.

- **Policy changes.** Track legislative outcomes and policy reforms resulting from advocacy efforts to measure impact and progress.
- **Stakeholder engagement.** Measure the level of engagement and support from policymakers and stakeholders to gauge advocacy success.
- **Engagement metrics.** Monitor reach, engagement and impact of campaigns across different media channels to assess effectiveness.
- **Public opinion surveys.** Conduct surveys to measure changes in public awareness and attitudes towards TFGBV.
- **Coalition impact.** Measure the impact of coalition efforts on policy changes, public awareness and support for TFGBV initiatives.
- **Partner engagement.** Assess the level of engagement and collaboration among coalition members to identify strengths and areas for improvement.

CASE STUDY

TECH POLICY DESIGN LAB

In 2021, the World Wide Web Foundation hosted the Tech Policy Design Lab. This lab brought together global civil society stakeholders, researchers and government representatives with major tech giants like Facebook (now Meta), Google, TikTok and Twitter (now X), all of which made commitments to address online gender-based violence (OGBV) on their platforms with changes to user experience curation and the ease of reporting violations. The key focus was to establish a global accountability mechanism to combat OGBV effectively and emphasised the importance of centring the voices of marginalised communities and minoritised genders, who are disproportionately affected by OGBV.

As part of the Tech Policy Design Lab, a comprehensive set of strategies was developed. These strategies include:

- **Mobilising for change.** Recognise that tackling OGBV requires action from various stakeholders at all levels and across sectors.
- **Changing the narrative.** Shift the responsibility from survivors to perpetrators and accountable institutions.

- **Establishing freedom from OGBV as a fundamental digital human right.** Advocate for governments to recognise OGBV as a priority issue and centre the lived experiences of survivors.
- **Getting tech companies to address underlying structural problems.** Encourage tech companies to play their part in preventing OGBV, which may require changes in their business models, including making their data and decision-making transparent.
- **Providing survivors with targeted, person-centred support.** Commit resources to better support the psychosocial needs of OGBV survivors.
- **Strengthening the research and evidence base.** Acknowledge the need for more data from various contexts and sources to understand the nuances and complexities of OGBV.
- **Exploring design interventions.** Develop policy frameworks, products and services that address OGBV through collaborative efforts.
- **Strengthening global accountability.** Combine regulation, awareness and best business practices to tackle OGBV in all its forms, with roles for civil society, tech companies and government stakeholders.

This and other Tech Policy Design Labs for TFGBV continue at www.womensrightsonline.net.

ENABLING ENVIRONMENT

The enabling environment represents the overarching environment that will support comprehensive and sustainable approaches to addressing TFGBV. This integrates and protects all the elements within TFGBV programming, ensuring that prevention, mitigation, response and advocacy efforts function cohesively and effectively.

Establishing a strong structural and rights-based law reform framework creates a resilient and supportive environment that addresses the complexities of TFGBV and fosters long-term, impactful change.

PROGRAMMING EXAMPLES

RIGHTS-BASED LAW REFORM AND STRENGTHENING ONLINE AND TECH SAFETY REGULATION TO ADDRESS TFGBV

- **PARTICIPATION OF CSOS, GBV AND DIGITAL RIGHTS ORGANISATIONS**

  - **Participatory processes for law and policy reform.** The participation of CSOs, technologists and private sector actors, and the voices of people with lived experiences of TFGBV, ensures laws, policies and regulatory measures are designed to protect and promote the rights of survivors in all their diversity. Participatory processes can also leverage advocacy for those experiencing intersecting forms of violence and discrimination. Their insights are invaluable in shaping laws that are responsive to the reality of TFGBV as it is experienced by individuals and communities. It is also important in ensuring these laws do not infringe the rights of the people they are intended to protect.

  - **Multi-sectoral collaboration.** Combating TFGBV and improving online safety requires a multi-sectoral approach. Governments, the tech industry, civil society and academia must collaborate effectively to strengthen approaches to regulating digital platforms and evaluating the effectiveness of regulation. The burden of addressing TFGBV should not be on civil society and GBV practitioners alone. With effective regulation, the reliance on CSOs to prevent and respond to TFGBV should be alleviated.

- **INCREASED CAPACITY OF POLICYMAKERS, LAWYERS AND JUDICIARY**

  - **Capacity-building.** Comprehensive training for all stakeholders engaged in the development, implementation and enforcement of law and policy is required to ensure they understand TFGBV and its impacts. It also requires understanding of emerging technologies to ensure that laws and policies are future-focused and remain abreast of new forms of TFGBV, its impacts on survivors and how this is amplified or reduced by current legislation.

  - **Knowledge and learning.** Maintaining repositories of best practices and remaining abreast of emerging technologies is critical to ensure that the legislative environment can adapt to new forms of TFGBV as they emerge.

- **ACCESSIBLE SERVICES**

  - **Services accessible to all survivors.** Ensuring that laws, policies and legal services are accessible, inclusive and user-friendly for all survivors. In particular, they must be accessible for at-risk groups, including women with disabilities, LGBTQIA+ people, young people, older women, culturally and racially marginalised women and women from rural and remote communities, who may require different considerations, responses and support mechanisms.

- **HUMAN RIGHTS-BASED REGULATION**

  - **Mandatory and enforceable safety requirements for tech platforms.** Such requirements are being introduced by a range of countries, requiring tech platforms to prioritise the safety and human rights of users, as well as understand and mitigate risks. Recognising that each jurisdiction is bound by its own specific context and legal frameworks, safe and ethical knowledge-sharing and coordination across jurisdictions is strongly encouraged where possible. Sharing human rights-based approaches to regulation is especially important, recognising that in some contexts laws and regulations can be weaponised against individuals to silence and harass them.

SAFE AND SECURE PATHWAYS FOR SURVIVORS

- **CAPACITY-BUILDING ACROSS LEGAL AND POLICING SECTOR**

  - **Comprehensive training.** Investing in training and professional development across the legal and security sector is crucial to ensure enforcement of law and policy, from police through to prosecution, defence and judiciary. Training must include recognising signs of TFGBV, collecting and preserving digital evidence, and application of relevant laws and regulations. Training should also include guidance for law enforcement agencies on rights-based and survivor-centred approaches to investigating and managing TFGBV matters. This ensures that law enforcement personnel are equipped to support survivors effectively and hold perpetrators accountable.

  - **Mentoring systems.** Supporting mentoring systems within the law enforcement and security sector helps ensure ongoing access to continuous learning.

CASE STUDY

EQUALITY NOW

Equality Now works globally to achieve legal equality and end sexual exploitation, sexual violence and harmful practices. It has made substantial contributions to law and policy reform by making expert submissions to the United Nations and regional bodies, working in partnership across many countries, and having a significant percentage of the discriminatory laws it has targeted since 1999 reformed.

DATA AND EVIDENCE

RESEARCH AND EVIDENCE-BASED PRACTICES

Maintaining the evidence base on what works in law and policy to address TFGBV is critical, requiring ongoing and sustained investment. This is to ensure continued protection and promotion of the rights of women and girls in all their diversity and LGBTQIA+ people in the face of emerging technologies.

- **Policy research.** Base advocacy efforts for law and policy reform on research and data as well as the experience of front-line service providers and survivors.
- **Environmental scanning.** Ensure changes in regional or global standards, frameworks, laws and policies are reflected in national law and policy.
- **Case studies.** Use case studies to ensure best practices are adapted where appropriate.
- **Administrative data systems.** Ensure administrative data are safely and securely managed, and can be de-identified and used to determine the effectiveness of law and policy and as an evidence base for reform.

CASE STUDY

RESEARCHER ACCESS TO DATA

In April 2024, the European Commission and the United States Government convened workshops with leading experts from the European Union and the United States to discuss access to public online platform data, and how to use data to better understand GBV online.

The Commission and the White House published a summary report of the workshops where expert participants raised key goals and discussed emerging barriers and possible actions to expand access to public online platform data, and how to use these data to better understand TFGBV while ensuring compliance with existing GBV data collection, use and storage minimum standards and guidelines.[13]

MONITORING AND EVALUATION

Given the high risk and rapid advancement of emerging technologies combined with a relatively nascent sphere of work within TFGBV laws, policies and regulatory spaces require a high level of monitoring and evaluation to ensure iterative and continuous processes of improvement.

- **Feedback systems.** Create feedback systems at each point of contact with survivors to support improved systems of reporting and referral.
- **Administrative data systems.** Use administrative data systems and consultations with front-line service providers to determine attrition rates and points of attrition.
- **Partner engagement.** Assess the level of engagement of the legal and security sector in referrals across GBV case management systems.

13. Gender-based Violence Information Management System (GBVIMS), https://www.gbvims.com/; kNOwVAWdata. https://knowvawdata.com/

Good practices

Through interviews with over 50 key informants across 15 countries and responses from over 30 implementers, 5 good practices were identified to inform considerations when developing a TFGBV program. The collective wisdom of the sector has leaned heavily on building strong, interdisciplinary collaborations that span geographical and sectoral boundaries.

1. **Consider the varying interpretations of TFGBV across different cultures, legal systems and sectors.**[14] When establishing a common ground for collaboration, it is important to consider different interpretations and definitions of TFGBV across sectors. For example, while some regions may interpret online harassment broadly, encompassing various forms of digital abuse, others may have a narrower legal definition, limiting the scope of actionable offences.
2. **Employ TFGBV strategies that can be adapted in response to evolving digital landscapes.** With the rapid pace of technological change, actors stressed the need for continuous learning and innovation by developing safe and ethical tech solutions, enhancing digital literacy among vulnerable populations and creating responsive support systems that can quickly adapt to new forms of online abuse. This will help keep ahead of new threats and overcome scepticism or resistance among professionals towards adopting new technologies and methodologies in their TFGBV intervention strategies.
3. **Engage with the technology sector to close the divide between platforms and TFGBV practitioners.** Technology platforms can play a pivotal role in both enabling the perpetration of TFGBV and potentially preventing and responding to it. Strategies for building effective advocacy coalitions and leveraging existing networks to amplify voices and demands for change are key in engaging with these platforms. This will help to close the power imbalances between survivors (or those advocating on their behalf) and large tech companies when advocating for changes, cooperation in addressing TFGBV on these platforms and regulation or accountability measures for the tech sector.
4. **Focus on collaboration to address a scarcity of resources in the TFGBV landscape.** Organisations often find themselves competing for limited funding, underscoring the importance of fostering a culture of sharing and collaboration, rather than competition, to maximise the impact of available resources. It is important to acknowledge that organisations will not be able to encompass all aspects of the Framework in each program. Through effective collaboration, organisations can avoid duplication and achieve greater outcomes for communities.
5. **Prioritise ethical and survivor-centred approaches in the lifecycle of a program from data collection to implementation.** Engaging in thorough, context-specific research and employing a mix of qualitative and quantitative methods have been vital in understanding TFGBV in different settings. Moreover, prioritising ethical considerations and survivor-centred approaches to data collection and program implementation from design and monitoring to budgeting has been key to ensuring the effectiveness and integrity of interventions.

14. It is, however, important to ensure that we are not validating or providing grounds for cultural exceptions that discriminate against women and girls or that silence women online.

Practical guidance

Journey mapping/checklist

This journey mapping checklist is to assist people who are designing or refining a TFGBV program, or who are looking and funding or expanding the rollout of a program. It provides a series of useful prompt questions. The column on the left describes the type of the program being delivered, with the prompt questions coming under the foundations and essential elements of data and evidence, and monitoring and evaluation. This checklist is designed as a guide and is not an exhaustive list of considerations for TFGBV programming.

FOUNDATIONS			DATA AND EVIDENCE	
GBV principles *Survivor-centred and trauma-informed, non-discriminatory, participatory, accountable, gender-transformative*	**Personnel and organisational well-being** *Self-care and collective care*	**Coordination and partnerships** *Multi-stakeholder engagement and building strong coordination mechanisms*	**Research and evidence-based practices**	**Monitoring and evaluation**
Applicable to all TFGBV programming				
If any personal data is collected on survivors, was informed consent gained? Are GBV-safe and ethical information-sharing protocols in place and properly functioning? Are all actions related to survivors guided by respect for the choices, wishes, rights and dignity of the survivor? Was the initiative designed with diverse stakeholders (including survivor voices)? Is the initiative gender-transformative?	Are wellness initiatives in place for those working on TFGBV? Has comprehensive training been conducted on trauma-informed care, digital safety and ethical standards? Are support systems in place for staff? Are staff given opportunities for continuous learning and professional development?	Has there been community involvement in the development and implementation of the program, including NGOs, CSOs, women' rights organisations, organisations for persons with disabilities? Has there been integration of diverse TFGBV organisations into strategies and programming, including across the tech sector, GBV communities, privacy and cybersecurity experts, digital rights groups and activists? Have these strategies been built by or with existing GBV multi-sectoral groups and programmes? Have strong coordination mechanisms been built with various stakeholders, including with those already implementing GBV or TFGBV programmes? How has trust been built within and across organisations and communities to ensure collaborative efforts are effective and sustainable?	Is the program adaptable to new information or new forms of TFGBV? How can you remain up to date on emerging best practice and technical advancements? Are process analyses being conducted on effective escalation pathways and protocols? Are findings being used to refine procedures to ensure efficient and coordinated responses? Are successful models of interagency collaboration to enhance coordination and support for TFGBV survivors being researched?	Are data being collected and used ethically, including with the informed consent of participants? Is the language used consistent with established terminology, and contributing to the larger evidence base? Is research adapted for and published in local languages? Are service utilisation rates being monitored to identify gaps and areas for improvement in service delivery? Are evidence quality assessments being conducted to check the admissibility of collected digital evidence? Is forensic evidence on legal case outcomes being monitored? Is the response time being measured to track the amount of time it takes to escalate cases and provide necessary support? Are outcomes of escalated cases tracked?

FOUNDATIONS			DATA AND EVIDENCE	
GBV principles *Survivor-centred and trauma-informed, non-discriminatory, participatory, accountable, gender-transformative*	**Personnel and organisational well-being** *Self-care and collective care*	**Coordination and partnerships** *Multi-stakeholder engagement and building strong coordination mechanisms*	**Research and evidence-based practices**	**Monitoring and evaluation**
Prevention and mitigation focus Educational programs, public outreach, applying Safety by Design principles, digital safety awareness				
Do education and awareness initiatives draw on consultation and meaningful engagement with diverse groups and relevant stakeholders? Are technology-focused resources clear and accessible for users to help empower them to utilise safety features, safeguard their online privacy and know where to seek help? Through what channels and methods is information and communication regarding safety in technology made accessible, available and of high quality (considering different ability levels, educational backgrounds or access to technology)?	Are survivors working in public awareness and education spaces supported to manage any risk of retraumatisation? Do staff have clear protocols in the event that a TFGBV incident is disclosed in an education setting?	Have all of the relevant stakeholders been mapped and roles and responsibilities agreed? Are the required partnerships and coordination mechanisms in place to facilitate warm referrals for services that the program cannot provide?	Is the initiative responsive to any recent changes in the technological or regulatory landscape? What can be adapted from existing prevention and mitigation initiatives that have evidence of success and effectiveness? Is the methodology grounded in practice-based and intersectional feminist research?	What feedback channels are available for participants or users of the program? What does successful outreach look like and how can it be measured? Can qualitative and quantitative evidence be collected? Are pre- and post-program knowledge assessments conducted to measure the impact of the initiative on participants? Is tracking of behavioural changes conducted, in particular online behaviour and incident reporting among participants?
Advocacy and campaigns focus Policy influence, stakeholder engagement, public awareness campaigns, building coalitions				
Can social media and/or digital technologies be leveraged to foster a safe and supportive community as well as for advocacy and campaigning? Do advocacy efforts align with the needs and wishes of survivors?	Are there resources available for staff to manage their safety and stress levels, and reduce risk of vicarious trauma? Is the privacy of staff and advocates being maintained to protect them and the organisation?	Has there been engagement with relevant local NGOs, community groups and grass-roots organisations to ensure initiatives are inclusive and reflective of community needs? How can strategic alliances with technology companies, CSOs and government agencies be formed?	Does the type of advocacy align with the groups the program is trying to reach? Is it feasible in the social, cultural, linguistic and environmental context? Are awareness studies being conducted to understand the impact of awareness campaigns? Are messages and strategies being tailored accordingly? Are behavioural studies being conducted to understand changes in public attitudes and behaviours resulting from campaigns to identify effective elements and areas of improvement? Is research being conducted on successful coalition models and collaborative efforts to build effective alliances and strategies?	Who is the target of the program's advocacy and how will their engagement be monitored? Does the type of advocacy align with the target groups? Is it feasible in the social, cultural, linguistic and environmental context? Are policy changes including legislative outcomes and policy reforms resulting from advocacy efforts measured? Are engagement metrics measured to monitor reach, engagement and impact of campaigns across different media channels? Is the impact of coalition efforts on policy changes, public awareness and support for TFGBV initiatives being measured?

FOUNDATIONS			DATA AND EVIDENCE	
GBV principles *Survivor-centred and trauma-informed, non-discriminatory, participatory, accountable, gender-transformative*	**Personnel and organisational well-being** *Self-care and collective care*	**Coordination and partnerships** *Multi-stakeholder engagement and building strong coordination mechanisms*	**Research and evidence-based practices**	**Monitoring and evaluation**
Response focus 24/7 hotlines, rapid response teams, electronic collection and storage of evidence, training, case management systems, multi-sectoral response systems, escalation pathways, interagency collaboration				
Is holistic support provided to survivors (or warm referral thereto), including comprehensive, safe, trauma-informed and easily accessible, including counselling, legal aid, online safety assistance and rapid response services? How are services specifically adapted to address the cultural, socioeconomic and accessibility needs of diverse demographic groups, including marginalised communities? What specific technologies and protocols are implemented to maintain confidentiality and privacy for survivors and service providers? Were tools and protocols co-created with survivor advocates? What specific feedback mechanisms are in place for survivors to evaluate the services provided, and how is this feedback analysed and incorporated into ongoing service improvement? Are accessible supports available in a timely way, and in the locations that need them most? Are response efforts and awareness raising of TFGBV considerate of the local realities of TFGBV, and what perpetration looks like in that specific context? Do the protocols/technologies used follow "do no harm" principles (e.g. response mechanisms designed to support safety do not unintentionally cause harm or undermine safety)? Have program implementers been trained on providing respectful services for survivors, in particular on a survivor's decision-making agency?	How do service providers ensure their own digital security and safety, and what measures are in place to maintain cybersecurity, data privacy and online safety for survivors? How can support systems be implemented by your organisation to ensure the mental health and wellness of staff, especially front-line responders to TFGBV? Are there resources available for staff to manage their safety and stress levels, and reduce risk of vicarious trauma? Are matters correctly triaged according to the level of experience, capacity and qualifications of staff? Is case supervision provided? If not, could this be introduced?	How is consultation and engagement with relevant stakeholders to ensure this program supports and strengthens the existing ecosystem of TFGBV support services being completed? Is there collaboration and consultation on the design process with tech companies, developers and end-users to create safety features that are responsive to real-world concerns and user needs?	Is the program adaptable to new information or new forms of TFGBV? How can you remain up to date on emerging best practice and technical advancements? Are process analyses being conducted on effective escalation pathways and protocols? Are findings being used to refine procedures to ensure efficient and coordinated responses? Are successful models of interagency collaboration to enhance coordination and support for TFGBV survivors being researched?	Are data being collected and used ethically, including with the informed consent of participants? Is the language used consistent with established terminology, and contributing to the larger evidence base? Is research adapted for and published in local languages? Are service utilisation rates being monitored to identify gaps and areas for improvement in service delivery? Are evidence quality assessments being conducted to check the admissibility of collected digital evidence? Is forensic evidence on legal case outcomes being monitored? Is the response time being measured to track the amount of time it takes to escalate cases and provide necessary support? Are outcomes of escalated cases tracked?

FOUNDATIONS			DATA AND EVIDENCE	
GBV principles *Survivor-centred and trauma-informed, non-discriminatory, participatory, accountable, gender-transformative*	**Personnel and organisational well-being** *Self-care and collective care*	**Coordination and partnerships** *Multi-stakeholder engagement and building strong coordination mechanisms*	**Research and evidence-based practices**	**Monitoring and evaluation**
Enabling environment focus Rights-based law reform and strengthening online and tech safety regulation to address TFGBV, safe and secure pathways for survivors				
How is the collaboration between legal experts, tech companies and TFGBV advocates structured to ensure laws and policies evolve with both technological and social advancements? How can these law and policy reform processes be inclusive and responsive to the needs of those most affected? How can people with lived experience of TFGBV participate? Does the initiative align with Safety by Design principles, and avoid placing any additional burden on survivors?	Are reform efforts sustainable and are resources deployed appropriately? Are there resources available for staff to manage their safety and stress levels, and reduce risk of vicarious trauma?	Have strategic partnerships with relevant institutions to reform TFGBV approaches through training and capacity-building been formed? How can the expertise and influence of specific bodies or industry groups be leveraged?	How do current legal frameworks integrate human rights principles in protecting against TFGBV, and where are the gaps in these protections? How are investments in capacity-building for policing, legal aid services and the judiciary being made to ensure compliance with laws and policies, and how are these investments addressing the challenges posed by new technologies and digital trends? Are case studies being used to ensure best practices are adapted where appropriate?	Is tracking for any unintended consequences emerging from reform initiatives being conducted? Is new legislation responsive when tested against new and emerging harms? Are existing administrative data systems and consultations with front-line service providers being conducted in order to determine attrition rates and points of attrition?

Methodology

The TFGBV Programming Framework was developed using a mixed-methods research approach including a literature review of more than 120 resources and over 50 key informant interviews across 15 countries. More than 30 survey responses were also collected.

LITERATURE REVIEW

The development of this Framework was informed by a desktop literature review, which established a foundational understanding of the issue and enabled the mapping out of existing monitoring and evaluation efforts in GBV. In particular, the focus was on how TFGBV is defined and addressed in various cultural and legal contexts.

From a methodological perspective, the literature review was crucial in identifying the terminologies and conceptual frameworks used globally, including terms like “online GBV”, “TFGBV” and “digital violence”. These findings are critical as they highlight the diverse understandings and approaches to combating TFGBV across different regions. This phase of the Framework’s development not only shed light on significant gaps in current evaluation practices but also pinpointed opportunities for innovative approaches in addressing TFGBV.

For an ongoing, broader analysis of the global situation regarding TFGBV, the Framework refers to the Global Partnership’s TFGBV Preliminary Landscape Analysis, published in 2023.

KEY INFORMANT INTERVIEWS

Following the literature review, a series of interviews was conducted with a broad spectrum of individuals, including experts in the field of GBV, individuals working on TFGBV programs and policy, and practitioners actively engaged in responding to such incidents.

These interviews, conducted via virtual meetings as semi-structured conversations, drew insights from diverse contexts, including urban and Indigenous and First Nations contexts, grass-roots initiatives, government and academia. Preliminary information was provided to participants to facilitate rich, insightful discussions.

The interviews were structured around thematic analysis, with the aim of extracting deep insights into the challenges and effective strategies associated with TFGBV. Key themes identified included the importance of survivor-centric approaches, the need for digital literacy and online safety education and the role of cross-sector collaboration in combating TFGBV. These conversations significantly informed the Framework's development, offering real-world insights into the complexities of addressing TFGBV and highlighting innovative practices being employed globally.

In total, 53 people from across 15 countries, including Australia, Bolivia, Brazil, Canada, India, Indonesia, Iraq, Kenya, New Zealand, Pakistan, Republic of Korea, Sri Lanka, Taiwan, the United Kingdom and the United States.

While the interviews aimed to capture a diverse array of perspectives, it is acknowledged that methodological gaps such as potential biases in participant selection and limitations in the range of questions posed still exist. Therefore, the Framework is intended to be a living document that can be built upon and strengthened over time, incorporating more perspectives and adapting to different contexts.

The interviews were designed to delve into several areas:

- **Effectiveness and monitoring of TFGBV programs.** Discussions revolved around identifying hallmarks of effective TFGBV initiatives, with a focus on metrics and methodologies for program evaluation. Questions sought to uncover strategies ensuring program success and the metrics used to monitor and assess impacts comprehensively.

- **Inclusivity within TFGBV programs.** A significant portion of the dialogue concentrated on strategies to promote inclusivity. This involved exploring best practices to ensure TFGBV programs are accessible and sensitive to the diverse needs of targeted populations, especially marginalised communities.

- **Challenges in program evaluation.** Interviews tackled the complexities involved in evaluating TFGBV programs. This included identifying common hurdles in data collection and validation and the application of feedback mechanisms to drive programmatic improvements.

- **Feedback mechanisms and community representation.** A critical area of exploration was the integration and effectiveness of feedback loops within TFGBV programs. This included examining how these mechanisms capture and reflect community needs and contexts, facilitating program adaptability and responsiveness.

- **Collaboration and scaling impact.** Discussions explored strategies to enhance collaboration within the TFGBV ecosystem, addressing potential funding challenges and fostering partnerships. The role of tech firms in these collaborations, including potential benefits and limitations, was also a point of discussion.

PROGRAM CATALOGUE

To complement the qualitative data gathered through interviews, a survey was designed and distributed among the partners and member countries of the Global Partnership to inform a catalogue of initiatives. This catalogue include programs addressing GBV, the gender digital divide and digital literacy that included TFGBV. This survey collected quantitative data from 32 organisations and partners within the 15 member countries, providing a broader understanding of the effective strategies and common challenges faced in combating TFGBV.

The survey included questions covering implementation approaches and outcomes, the program's focus and target communities, and the impact of government policies on these initiatives. Questions also aimed to understand if the programs were founded on research, the locations of delivery, details of partnerships and methods of evaluation. Successes, best practices, challenges, barriers and contact details were also solicited to obtain a comprehensive view of each programs operating environment and impact.

This structured approach to collecting data helped to identify common barriers faced by organisations, such as funding constraints and technological hurdles, while also spotlighting effective strategies that have the potential for adaptation and scaling in diverse settings.

Glossary

Advocacy: the act of supporting or arguing for a cause, policy or legal change to protect and empower survivors of TFGBV.

Artificial intelligence (AI): the concept of computer programming that can be used to instruct computers and other digital devices to make decisions. Machine learning attempts to bring reality as close as possible to the concept of artificial intelligence.

Big data: large and complex data sets that are analysed to reveal patterns, trends and associations, particularly relating to human behaviour and interactions. In TFGBV programming, big data must be handled cautiously to avoid biases due to unequal access to digital technologies.

Capacity-building: developing skills, knowledge and resources in individuals and organisations to effectively address TFGBV. This includes training on digital literacy, trauma-informed care and legal frameworks.

Catfishing and impersonation: luring someone into a relationship using a fake online identity, often to scam them.

Cyberstalking, stalking and monitoring: keeping constant track of a person online or through the use of digital technology in a way that makes them feel uncomfortable, worried or threatened.

Coalition: a group of individuals or organisations working together to achieve a common goal, such as advocating for legal and policy changes to combat TFGBV.

Coercion/coercive control: Coercive control involves perpetrators using patterns of abusive behaviours over time in a way that creates fear and denies liberty and autonomy.

Non-consensual synthetic intimate images: also known as "deepfakes" or "shallow fakes". These can be extremely realistic – though fake – digitally altered images or videos that show a real person doing or saying something that they did not actually do or say. Deepfakes are created using artificial intelligence software that draws on a large number of photos or recordings of the person. Deepfakes have been used to create false information, celebrity pornographic videos and malicious hoaxes.

Digital literacy: the ability to use digital technology, communication tools and networks to access and manage information. This includes understanding online safety and privacy settings, and recognising digital threats.

Doxing: the intentional online exposure of an individual's identity, private information or personal details without their consent. Sharing the information publicly undermines the target's privacy, security, safety and/or reputation. Often those responsible for doxing urge others to use the information to harass the person targeted.

Empathy training: training programs designed to enhance the ability of support providers to understand and share the feelings of survivors, focusing on compassionate communication and trauma-informed care.

Ethical standards: guidelines that dictate how data should be collected, managed and used, ensuring the privacy, confidentiality and dignity of TFGBV survivors.

Feedback mechanisms: processes that allow survivors to provide input on the services they receive, which is then used to improve these services.

Gender-based violence (GBV): defined in international law to mean "violence that is directed against a [person] because [of their gender] or that affects [people of a gender] disproportionately" including "acts that inflict physical, mental, or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty" (Declaration on the Elimination of Violence against Women UNGA Res 48/104 [20 December 1993] Art 1).

Gender-Based Violence Information Management System (GBVIMS): a data collection system that enables safe and ethical management of GBV case data, ensuring confidentiality and security.

Gendered disinformation: the use of false or misleading gender-based narratives against women, girls and LGBTQIA+ people, often with some degree of coordination, aimed at deterring targets from participating in the public sphere and to promote political, economic or social objectives. Gendered disinformation is also used in hateful echo chambers to dehumanise the target.

Gendered hate speech: specifically targets women, girls and LGBTQIA+ people and is based on patriarchy, misogyny, sexism, homophobia and transphobia. It can further intersect with hate and prejudice against other structurally marginalised groups and communities. Technology-facilitated hate speech can range from dehumanising and derogatory statements to threats and incitements of violence and can lead to offline violence against individuals belonging to the targeted groups and communities.

Human rights-based approach: a framework that integrates the norms, standards and principles of international human rights into the planning, implementation and evaluation of policies and programs.

Image-based abuse: sharing, or threatening to share, an intimate image or video without the consent of the person shown. Images may be real or digitally altered.

Informed consent: ensuring that survivors have a clear understanding of their choices and the potential consequences, enabling them to make voluntary and educated decisions about their responses to TFGBV.

Legal aid: assistance provided to survivors in understanding and navigating the legal system, ensuring they can access justice and protection.

Multidisciplinary training: training programs that combine knowledge from various fields, such as digital literacy, legal frameworks and trauma-informed care, to equip professionals to handle TFGBV effectively.

Non-discrimination: ensuring that all services and programs are accessible to all individuals, regardless of their race, socioeconomic status, sexual orientation or disability.

Privacy by Design: integrating privacy measures into the development of digital tools and platforms from the outset, ensuring user safety and confidentiality.

Rapid response protocols: predefined procedures activated immediately upon the report of a TFGBV incident, ensuring swift and effective support for survivors.

Research and evidence-driven approach: using data and research to inform the development and implementation of policies and programs, ensuring they are based on current trends and evidence.

Survivor-centred approach: an approach that prioritises the rights, needs and wishes of survivors in all interventions, ensuring they are treated with dignity and respect.

Safety by Design: ensuring that all new technologies incorporate safety features from the initial design phase, prioritising user safety as a foundational element.

Tech-enabled tools: digital tools designed to assist support providers in managing and securing sensitive information, facilitating safe communication and streamlining case management.

Technologist: a person who specialises in technology.

Technology-facilitated abuse (TFA)/cyber abuse: where digital technology is used to enable, assist or amplify abuse or coercive control of a person or group of people.

Technology-facilitated gender-based violence (TFGBV): an act of violence perpetrated by one or more individuals that is committed, assisted, aggravated and amplified in part or fully by the use of information and communication technologies or digital media, against a person on the basis of their gender.

Trauma-informed care: an approach that recognises and responds to the effects of all types of trauma, ensuring that support services are sensitive to the needs of survivors.

User-centric design: designing digital tools and platforms with the end-user in mind, ensuring they are intuitive, accessible and meet the needs of survivors.

Victim, survivor and victim-survivor: the terms "victim" and "survivor" both have their place and can serve different purposes. "Victim" is often a legal definition necessary within the criminal justice system. "Survivor" can be used as a term of empowerment to convey that a person has started the healing process and may have gained a sense of peace in their life. A person who identifies as a survivor may not see themselves as a victim because they have gained strength through the process of healing. It should not be assumed that because someone felt empowered by the term survivor that they will always identify with that term, and a survivor may not always feel empowered. The terms may be used interchangeably by people working with survivors in a respectful way and always guided by the survivor themself.

Workshops: interactive sessions that bring together various stakeholders to discuss and translate research findings into practical strategies for addressing TFGBV.

Organisations consulted

#StopFisha	France
Association for Progressive Communications	Global Majority
AUDRI/Equality Now	United Kingdom/Global Majority
Australia's eSafety Commissioner	Australia
CARE International in Vanuatu	Vanuatu
Clinic to End Tech Abuse, Cornell Tech	United States
CHAYN	United Kingdom/Global
Coventry University	United Kingdom
Department of Foreign Affairs and Trade	Australia
Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Australia
Department of Internal Affairs	New Zealand
Department of State	United States
Digital Defenders	Global
Foreign, Commonwealth and Development Office	United Kingdom
Garden of Hope Foundation	Taiwan
Global Affairs Canada	Canada
Government Office against Gender Based Violence	Spain
GSMA Mobile for Development Foundation	United Kingdom
International Development Research Centre	Canada/Global Majority
Instituto Nacional de Estadística y Geografía	Mexico
Internet Bolivia	Bolivia
IT for Change	India/Global Majority
Lafayette College	United Kingdom
Ministry for Europe and Foreign Affairs (France)	France

Ministry of Education – Te Poutāhū	New Zealand
Ministry of Women Youth Children and Family Affairs	Solomon Islands
National Democratic Institute	Global
New Zealand Government	New Zealand
New Zealand's Ministry for Women and Department of Prime Minister & Cabinet	New Zealand
National Network to End Domestic Violence	United States
PEN America	United States/Global
Point of View	India
Refuge	United Kingdom
Revenge Porn Helpline	United Kingdom
S.I.P.D.T.S	Solomon Islands
Save the Children	Global Majority
School of Population Health, University of Auckland	New Zealand
Search for Common Ground	Kyrgyzstan, Pakistan, Uzbekistan
SecDev Foundation	Middle East
Solomon Islands National Council of Women	Solomon Islands
Stalking Prevention, Awareness and Resource Center	United States
The Bachchao Project	India
The Dialogue	Latin America
The Disinformation Project	New Zealand
The Equality Project	Australia
Ministry of Gender Equality and Family	Republic of Korea
The SEED Foundation	Iraq
The Web Foundation	Global Majority/Global
TikTok	United States/Global
Transparency Solomon Islands	Solomon Islands

Trollbusters	United States
U Right Sis?	Australia
Department of State	United States
United Kingdom Government	United Kingdom
University College London	United Kingdom
Department for Science, Innovation and Technology	United Kingdom
UN Women	Global Majority/Global
UNICEF	Global Majority
USAID	Global Majority
Vanuatu/Australia Health Partnership	Vanuatu/Australia
Vanuatu Women's Centre	Vanuatu
Wesnet	Australia
Women's Rights Agency – Office of the President	Kenya
World Vision Solomon Islands	Solomon Islands

Useful resources and further reading

Berkman Klein Center for Internet & Society at Harvard University. https://cyber.harvard.edu. Academic research on various aspects of online safety and TFGBV

Center for Research on Cyber-Physical Systems. https://crcp.edu. Research on various aspects of TFGBV, including the impact of technology-facilitated abuse.

Cyber Civil Rights Initiative (CCRI). https://cybercivilrights.org. Research on non-consensual pornography (revenge porn) and TFGBV.

Electronic Frontier Foundation (EFF). https://eff.org. Policy advocacy on digital rights and TFGBV.

Facebook. Privacy Checkup and Reporting Tools. Retrieved from https://facebook.com

HeartMob. https://iheartmob.org. Online platform offering support to individuals facing online harassment.

Henry, N., & Powell, A. (2018). The transnational nature of online harassment. Journal of Communication. Retrieved from https://doi.org/10.1080/1369118X.2018.1449195

International Association of Chiefs of Police (IACP). https://theiacp.org. Resources and training to enhance law enforcement response to TFGBV.

Jane, E. A. (2014). Misogyny, power, and control in TFGBV. Feminist Media Studies. Retrieved from https://doi.org/10.1177/1461444814568025

Kimberlé Crenshaw. (1989). Intersectionality and its impact on TFGBV. University of California, Los Angeles. Retrieved from https://www.ucla.edu

London School of Economics and Political Science. https://lse.ac.uk. Research on online abuse and harassment.

National Network to End Domestic Violence (NNEDV). (n.d.). Technology Safety. Retrieved from https://nnedv.org

Oxford Internet Institute at the University of Oxford. https://www.oii.ox.ac.uk/. Research on the intersection of technology, society, and gender-based violence.

Pew Research Center. Research on cyberbullying and online harassment. Retrieved from https://www.pewresearch.org/

Rape, Abuse & Incest National Network (RAINN). National Sexual Assault Hotline. Retrieved from https://rainn.org

Revenge Porn Helpline. (2022). Research and resources to address image-based abuse. Retrieved from https://revengepornhelpline.org.uk/

Stop Online Violence Against Women (SOVAW). (n.d.). Workshops and seminars on the impact of online violence against women. Retrieved from https://sovaw.org

TechSafety.org. Resources for TFGBV survivors, including safety planning guides and online chat support. Retrieved from https://techsafety.org

UNESCO. (2021).The Chilling: global trends in online violence against women journalists. Retrieved from https://unesco.org

United Nations Broadband Commission for Sustainable Development. Policies to prevent TFGBV. United Nations Broadband Commission. Retrieved from https://broadbandcommission.org

United Nations Office on Drugs and Crime (UNODC). (n.d.). Global Programme against Cybercrime. Retrieved from https://unodc.org

UNWomen's Safe Cities and Safe Public Spaces Global Flagship Initiative. (n.d.). Strategies to make cities safer for women and girls. Retrieved from https://unwomen.org

Women's Legal Service New South Wales. Legal services for women experiencing domestic violence and TFGBV. Retrieved from https://wlsnsw.org.au

World Bank. (2023). Protecting Women and Girls from Cyber Harassment: A Global Assessment of Existing Laws. Retrieved from https://worldbank.org

UNFPA. (2023). Guidance on Safe and Ethical Use of Technology in GBV Programming. Available at https://www.unfpa.org/sites/default/files/pub-pdf/UNFPA_SafeEthicalGBVTechGuide_Summary_2023.pdf, last accessed 24 October 2024.

UNFPA. (2023). Measuring Technology-Facilitated Gender-Based Violence: A Discussion Paper. Available at https://www.unfpa.org/sites/default/files/pub-pdf/UNFPA_Measuring%20TF%20GBV_%20A%20Discussion%20Paper_FINAL.pdf, last accessed 24 October 2024.

DECEMBER 2024

UNITED NATIONS POPULATION FUND

605 THIRD AVENUE NEW YORK, NY 10158

TEL. +1 212 297 5000

WWW.UNFPA.ORG