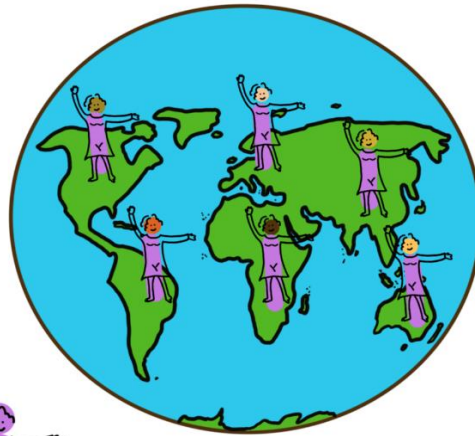




## CREATING WORLDWIDE WOMEN'S SAFETY



Feel safe. Lila helps.



March 2020

The GNWS Women's Helplines Project

We want women and children to be safe in every country of the world. Direct help is essential for victims of domestic and sexual violence. As a concrete first step we aim to create a website where everybody, both victims of domestic and sexual violence and professionals, can easily find trustworthy women's helpline information of every country in the world. Such a global website does not exist yet. In some parts of the world there are no women's helplines yet. We want this to change. This project document describes which steps the Global Network of Women's Shelters will take and what we need to realize these steps in reaching out for women's safety worldwide.

# Creating worldwide women's safety

## THE GNWS WOMEN'S HELPLINES PROJECT

### PROJECT DOCUMENT

From UN Women: "Violence against women and girls is among the most widespread, and devastating human rights violations in the world, but much of it is often unreported due to impunity, shame, and gender inequality, the UN highlighted ahead of Monday's World Day to stamp out abuse of women and girls.

Here is the grim reality, in numbers: A third of all women and girls experience physical or sexual violence in their lifetime, half of women killed worldwide were killed by their partners or family, and violence perpetrated against women is as common a cause of death and incapacity for those of reproductive age, as cancer, and a greater cause of ill health than road accidents and malaria combined." Source: <https://news.un.org/en/story/2019/11/1052041>

## THIS PROJECT IS ABOUT ACCESS TO HELP FOR ALL THOSE WOMEN AND GIRLS

### 1. The Global Network of Women's Shelters (GNWS): Who we are

We are a global voice for survivors of violence against women and the shelters<sup>1</sup> that serve them. In our own countries we provide essential and specialist services for women and children who are victims of domestic or sexual violence. In our Global Network we work to strengthen and unite the women's shelter movement globally to end violence against women and their children. We call upon all governments to develop and support targeted actions to prevent and respond to violence against women and children.

The Global Network of Women's Shelters was founded in 2009. We unite regional/continental networks of women's shelters all over the world<sup>2</sup>. Through the organization of 4 World Conferences of Women's Shelters in 2008 (Canada), 2012 (USA), 2015 (The Netherlands) and 2019 (Taiwan) we made it possible for shelter workers of more than 100 countries to exchange their knowledge and expertise and made their work more visible. In this way we support and strengthen the women's shelters movement and promote the social change necessary to end violence and oppression against women and their children. More information: [www.gnws.org](http://www.gnws.org)

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<sup>1</sup> The term "shelter" refers to a wide range of non-governmental organizations (NGOs) that serve survivors of domestic and sexual violence. Not all of these NGOs are shelters, however founding members of the GNWS from the Global South believed the term was best understood to include feminist, specialized services for survivors.

<sup>2</sup> Networks in Asia, Oceania, Mena-Region, Europe, USA, Canada, Interamericana region, First Nations and starting networks in Africa (Central and South Africa)

The Global Network of Women's Shelters is a network organization. In 2014 the GNWS-Foundation was founded as a legal entity in the Hague, The Netherlands. Goal of the Foundation is to support the Global Network of Women's Shelters and its regional networks.

More information: <https://www.gnws.org/index.php/gnws-foundation>

#### *Our vision*

An equal world where women and their children live free from violence.

#### *Our guiding principles*

Governments and societies are responsible for ensuring women's human rights. Violence violates women's human rights and equality. Our work is guided by the diverse experiences of violence and oppression faced by women and their children. We recognize that violence against women is a manifestation of historically unequal power relations between men and women, which perpetuates violence and discrimination against women and their children. **Our work is guided by the United Nations Declaration on the Elimination of Violence Against Women (1993).** Our core values are consistent with feminist values and human rights and include: accessibility; autonomy; dignity and respect; empowerment; equality and equity; inclusiveness; integrity; safety; solidarity; and transparency.

## 2. Why GNWS starts this Worldwide Helplines Project

Imagine if...

...Your neighbor is hyper tense because she is being stalked by her Dutch ex-boyfriend

...Your friend in Kenya tells you that she is being abused by her husband.

...Your niece is backpacking across South East Asia and she texts you that she was just raped.

...Your colleague based in your Argentina Headquarters tells you she is being sexually harassed by a colleague.

And the last thing you want to do is to inadvertently send your niece, colleague, neighbor, or your friend to an organization which advertises that they help victims, but in reality is trafficking or otherwise harming women and children. In too many communities, organizations purport to help victims, but in reality, counsel women to return to their abusive husbands.

#### *Currently across the globe*

- There is NO respected global website that lists accurate, vetted, and safe resources for victims of domestic and sexual violence in every country across the world.
- There are many organizations and volunteers who attempt to provide helpline information, however the helpline numbers are sometimes not reliable and not accurate. Some of the resources listed point to United Nations reports, local research, and other materials, that while interesting, is not helpful to a victim currently in crisis.
- There is no global organization responsible for collecting and constantly updating reliable and accurate helpline information on every continent.

The Executive Vice President of NNEDV<sup>3</sup> & GNWS board member, Cindy Southworth: *"With my bank card I can get money anywhere in the world at an ATM. With my mobile phone I can order a taxi wherever I am. But if I suffer from domestic violence or if I have been raped it is remarkably hard to find reliable information about where I can turn to for help"*.

An initial question might be: why not just call the police? Extensive research in Europe<sup>4</sup> has shown that just 20% of the women contact the police after the most serious incident they experienced. Women are most likely to contact healthcare services (if they are reaching out for help at all). Reasons not to contact the police are shame, fear to be exposed to the offender, or fear of not being believed. Those studies show that specialized and accessible support is needed to overcome fear and find the right help. Other research shows that victims who reach out to victim advocates first, feel more supported when they do choose to report to law enforcement. In other communities, law enforcement is either truly not safe or perceived not to be a safe option for victims of domestic and sexual violence.

*Helplines are one of the most important ways of enabling victims to find help and support. It is the cornerstone of any support and advice service in relation to all forms of violence against women<sup>5</sup>.*

Our global network unites daily experience with essential services and direct help to women and their children who are victims of domestic or sexual violence in every part of the world: we provide helplines, crisis centers, counseling and community services, shelters and rape centers. We work from a human rights and feminist perspective. We know what women need.

A global website with trustworthy and validated helpline information for victims of sexual or domestic violence is a necessary part of integrated services for women in crisis. It is also a vital referral source for supportive friends, colleagues, family members, and for professionals (including police, doctors, hospitals, legal advisors, government or embassy staff).

Currently the European Network WAVE<sup>6</sup> has the only continent-wide vetted list of helplines on their website <https://www.wave-network.org/find-help/>. The GNWS proposes to build on the data already collected by the European network to avoid duplicating efforts, but to ensure that helplines for every country in the world are easy to access in a crisis. WAVE has struggled to keep the helpline information up to date and accurate with only one half-time position funded to maintain all of the helpline and NGO information for across all of Europe. This proposal includes some modest additional staffing funds to enable a full-time staff person to work across Europe to regularly update the database. It also contains some modest staffing to allow the GNWS to collect and vet helpline and NGO information from all continents.

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<sup>3</sup> U.S. National Network to End Domestic Violence [www.nnedv.org](http://www.nnedv.org)

<sup>4</sup> FRA, European Agency for Fundamental Rights, *Violence Against Women, an EU-wide survey, main results*,. Luxembourg, Publications Office of the European Union: 2015. p. 59-65 and FRA, European Agency for Fundamental Rights, *Women as Victims of Partner Violence, Justice for Victims of Violent Crime Part IV*. Luxembourg, Publications Office of the European Union: 2019, p. 33-36.

<sup>5</sup> Istanbul Convention on Violence Against Women: Explanatory Report (2012)

<sup>6</sup> Women Against Violence Europe (WAVE) Network [www.wave-network.org](http://www.wave-network.org)

At the 4th World Conference of Women's Shelters in Taiwan (4WCWS) in November 2019 the Board of GNWS, with representatives of every continent of the world, committed to develop this Women's Helpline Project. During the conference we got unanimous and enthusiastic support for this project from the 1,200 participants from all over the world. They tell us that it would certainly help survivors of sexual and domestic violence and trafficking find their services and support.

During the November 2019 GNWS board meeting, the leader of the All Japan Women's Shelter Network shared a recent story: *A woman with unique circumstances was raped and it took her over eight days intensive searching to find the right help.* With an accurate and up-to-date global database, that survivor would have been able to find help immediately.

**Just one example of the impact of a helpline:**

In 2018, the U.S. National Domestic Violence Hotline<sup>7</sup> received 321,573 calls and 238,012 chats

- 69% were victims, 17% helpers, 14% others.
- 22% of their contacts reported that their abusive situation involved children.
- 13,625 victims experienced stalking.
- 7,482 cited suicidal threats from their abusive partners.
- 4,565 victims experienced threats related to immigration status.

The helpline advocates provided 156,157 referrals to shelter and domestic violence service providers and 213,926 referrals to additional resources across the nation.

### 3. The Women's Helplines Project: our main goals

Our first goal is to create a respected global website that lists accurate, vetted, safe resources for victims of domestic and sexual violence in every country across the world. This website will be easy to find for victims seeking for help when they are in crisis and for counsellors/advocates helping them. We call her: **Lila.help**<sup>8</sup>. In addition, the database of helplines will be accessible for any NGO or network to link to and to filter for helplines for their continent, country, or state/province. Since the same accurate data will be accessible through many websites, survivors will be able to access help when it is needed.

From this goal we derive our second goal: a global action to color the world **Lila** (see p. 6). With the help of shelters, grassroots organizations, governments and international partner organizations we strive for available, qualified, and respected women's national helplines in every country of the world. We will collect data from existing helplines and also develop a toolkit to start a helpline.

The worldwide information we gather in this helpline project will provide a solid base for analysis, advocacy, and action. We currently have information from approximately 80 countries (approximately 40% of all countries). The data GNWS received shows 78% of reporting countries have a national

<sup>7</sup> <https://www.thehotline.org/wp-content/uploads/sites/3/2019/06/Impact-Report-2018.pdf>

<sup>8</sup> We chose **Lila** as the name to make it feel personal: a nice short women's name and color, easy to pronounce in most parts of the world. We will use [womenshelplines.org](http://womenshelplines.org) as well, which will refer to the same page. In addition, the database will be shared as an open-source link so that NGOs across the world can link to the data, instead of having to duplicate collecting, vetting, and updating helpline information.

women's helpline for victims of domestic violence, 36% of the countries have a specialized helpline for sexual violence, another 25% refer victims of sexual violence to the national helpline of domestic violence. We want to collect information from all countries (197) and in next three years we strive for 85% countries having a national women's helpline DV and 50% countries having a specialized national women's helpline SV.

**We will meet these goals by taking the following set of actions:**

**Action 1: create a database and website with trustworthy and accurate information (2020-2022)**

The first step is to create a database with vetted and trustworthy helpline information for victims of sexual and domestic violence. We begin by gathering information about national helplines, to be followed by information on local helplines.

At 4WCWS we discussed the criteria of the helpline-information we want to share: when is a women's helpline trustworthy? And who decides whether it is trustworthy?



The GNWS partner organizations will determine the criteria for helplines listed in their region. For example, in some regions all of the specialized services for victims of violence are run by the government, however the helpline and services are feminist and reliable. In other regions, a government helpline may not be reputable, while a NGO helpline is the preferred place to send a victim for help. The GNWS has

representatives from every region of the world so the helplines included in the database will always be regionally vetted and respected.

*Guiding principle: 'if a woman needs help, what number do you want to give her?'*

**Elements the Regional Representatives will consider:**

- Women's helpline organizations (governmental, NGO's, or in cooperation)
- Really care about women in crisis;
- Know what domestic violence and sexual violence means to a woman and her children;
- Are in solidarity with the women and children involved;
- Can refer to appropriate(crisis) help;
- Help women anonymously if they want to;
- Protect survivor confidentially.

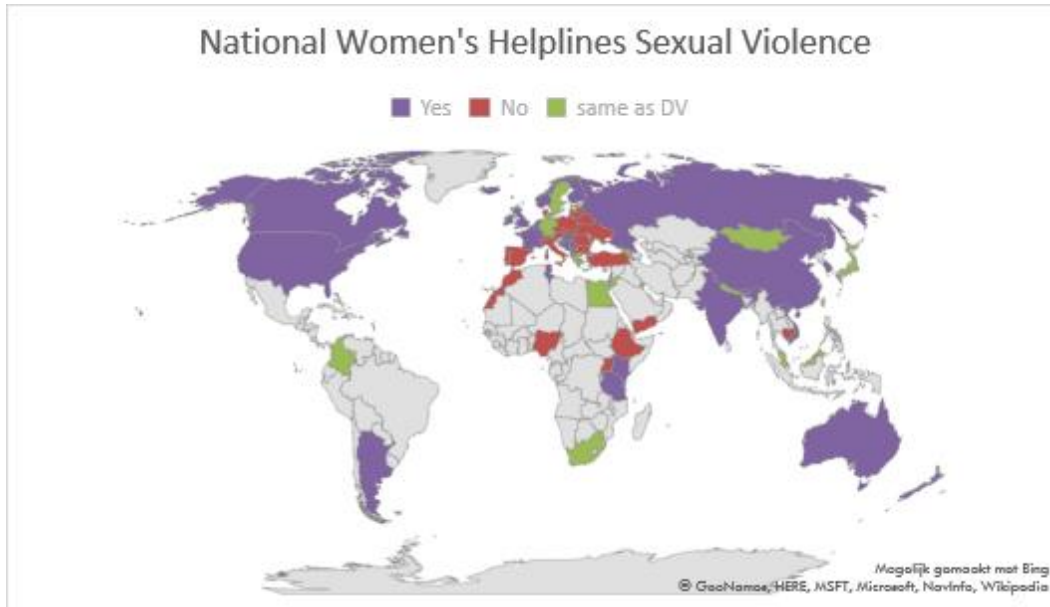
And offer a helpline

- Free of charge;
- Ideally 24/7;
- Accessible for Deaf and hard of hearing survivors (online chat, video, or relay service).

Gathering accurate, reliable, and vetted helpline information for every country in the world is an ambitious, but very important task. The below two maps illustrate the information collected during the 4th World Conference of Women's Shelters (4WCWS) in November 2019 and on the recently published *WAVE Country Report 2019, The situation of Women's Specialist Support Services in Europe. Vienna, December 2019*, with information about all European countries.

We started at 4WCWS and were proud to have collected information of 80 countries (see map). Nonetheless, there are many more countries to cover.





Unfortunately there are countries that do not yet offer a national domestic violence helpline, despite of the United Nations Declaration of Ending Violence Against Women (1993), the Belém do Pará Convention (Organizations of American States) (Interamericana region, 1994) and the Istanbul Convention (Europe, 2012). For sexual violence, the situation is even worse, as presented on the world maps above.

### **National Helplines + Local Specialist NGOs = support for victims in every community**

In the absence of an official national helpline, the GNWS hopes to find a local helpline that would be able to provide at least some support and referrals to victims in each country. Beyond national helplines, often a reputable, specialist local NGO is better able to share community-specific resources and legal information with victims. For example, the U.S. National Domestic Violence Hotline is the first place by over 500 victims on any single day – and they frequently connect those victims to local domestic violence organizations who know which day of the week the court provides protection order clinics, whether there is a waiting list for subsidized housing, and whether there is a SART or DART<sup>9</sup> team at the local hospital to document assaults. However on the same day, there are almost 19,000<sup>10</sup> calls made directly to local domestic violence NGOs throughout the USA – and the victims only have to tell their story one time and do not need to be patched through from the National helpline to the local NGO in their community.

To effectively support all victims, the online database must include both vetted national helplines and also accurate information about every reputable local NGO that helps domestic and sexual survivors in every community across the world. The GNWS has already begun collecting this important information so that, in the near future, a victim of violence will be able to find appropriate, feminist, specialized help in any community across the world.

<sup>9</sup> SART = Sexual Assault Response Team, DART = Domestic Abuse Response Team. These specially trained health care providers complete rape kit exams, photograph domestic violence injuries, and more.

<sup>10</sup> National Network to End Domestic Violence (2019). 13<sup>th</sup> Annual Domestic Violence Counts Report, Washington, DC. Retrieved from <http://nnedv.org/census>



### **Using Technology to Increase Accuracy & Reduce Staff Time**

Once we have gathered the correct information, it has to be approved before publishing it online, translated into different languages, made accessible for survivors with disabilities, and it must be updated regularly. We are very happy that a team of computer engineers will be helping use machine learning and automation to build a database system which will send automatic e-mails periodically to the local NGOs, and the national, regional, and continental networks to check if information is still accurate. By using the power of technology, some of the laborious staff time needed to check every website and every email address can be automated, alerting the relevant network contact if a local NGO or national helpline website has been removed or the email address is bouncing back as unavailable.

Ideally, technology can help test the phone lines by dialing and playing a test message to ensure that the phone numbers are still working and being answered. Another feature we have asked the engineers to address is a computerized way for local NGOs and national helplines to submit (and update) their data, and also identify three already vetted networks or NGOs who can vouch for the new NGO to confirm that this NGO or helpline is reputable and a good place to send victims. Using “crowd sourcing” technology will maximize the amount of accurate data we collect, without comprising the goal of ensuring that every NGO and every helpline is a place you would want to send a friend, colleague, or sister.

### **Resources Needed for Success:**

- Funds to support a staff person in every continent or region to work on the project: build the needed organizational framework of national contact persons, define the regional standards for validating helpline information, collect trustworthy helpline information from all countries in the region and validate it by calling some references. If a helpline is approved and taken into the database, updating will be automated.
- Funds to support one overall coordinating GNWS staff member to lead the project: responsible for defining and refining the database system, the communication about the project and for content and management of the website and core database.

While GNWS does not yet have paid staff members for this project, we received some very modest seed funding that allowed us to begin filling the world map by reaching out to our GNWS partners within the limited and voluntary means we have right now. Furthermore, we will seek partnerships with UN Women and trustworthy NGO's and ask them to support us by filling in the map at CSW64 in New York in March 2020.

Result 1: we launch the website with accurate and vetted helpline information for as many countries as possible in November 2020 (during the Orange the World Campaign).

### **Action 2: communication strategy: let the world know (2021)**

GNWS wants the world to know that everyone can find trustworthy women's helpline information just a few clicks away. This applies to victims of violence against women as well as family, friends and

counsellors/professionals. The general communication strategy will be implemented by members and partners of GNWS, though their websites and extensive social media reach.

GNWS would further like to include other targeted groups, such as students, tourists, embassies, UN and Red Cross, women health care organizations, etc. Each of them need an own communication strategy. How great it would be to have community-specific helpline information in every hotel brochure stand, university bathroom stall, and hair salon? Being mentioned in tourist guides, or upon a small card in a packet of sanitary towels? And included in apps, such as Uber, where your location helps provide you discreetly with the nearest helpline? Or a worldwide '*Lila* campaign'? The GNWS has many more ideas and we welcome creative ideas from all sectors of society and all regions of the globe, however new partnerships and funds are needed to effectively reach victims everywhere and connect them with help and support.

Result 2: by the end of 2020 we have partnerships and funding that will allow us to develop and implement a comprehensive communication strategy, which we can roll out during 2021 in at least 3 regions around the world.

Result 3: by the end of 2021 the Helpline website is mentioned in worldwide travel guides and multiple NGOs are linking to the website or using the open-source ability to embed the Lila database directly into their own website. Embassies and Ministries of Foreign Affairs are informed, so that they can support and refer women victims abroad.

### **Action 3: advocacy in building and securing national helplines and crisis help (2021-2022)**

As presented on the World Map of Women's Helplines it becomes visible that there are countries that do not provide a women's helpline for victims of domestic or sexual violence. In some other countries national helplines are depending on government policies: helplines can disappear after elections (new government stops funding). By creating and updating the database of Women's Helplines we have a solid base to urge governments to respect the UN Declaration of the Elimination of Violence against Women, The Belém do Pará Convention (Organizations of American States) and the Istanbul Convention, and support helplines in their country.

#### **Safety networks are an underlying condition**

As said, helplines are one of the most important ways of enabling victims of sexual or domestic violence to find help and support. Well-functioning women's helplines are embedded in a broader supporting safety network of police, crisis centers, women's shelters, community services and prevention schemes where it can refer to. We know that in countries where there is no national helpline, funding of these specialists supporting programs is a problem as well, as it is in most countries of the world. Working collaboratively with regional networks and with other international partners, GNWS wants to organize and coordinate advocacy on every level needed (international, regional, or national) to secure helplines and supporting crisis response and shelter programs in every country of the world.

### **Data collection, guidelines and advice**

In this project we collect data from helplines all over the world to learn when helplines are effective and which services women in crisis need<sup>11</sup>. Who do they help, what is the impact? We will formulate supporting guidelines and advise policy makers about establishing helplines in their country.

### **Regional strategies**

Our goal is to color the world 'Lila': every country has a national helpline and a national crisis response and shelter network for victims of sexual or domestic violence. We will formulate Regional National Helpline Action Strategies for international and national decision makers. In these Regional strategies it will become visible what regions need to realize national helplines in every country of their region. GNWS will support that by creating a 'national helpline' toolkit.

Result 4: in 2020 the Helplines world maps urge for action on national and international level in the review of the Beijing Declaration (1995).

Result 5: In March 2021 GNWS presents a National Helpline action strategy at CSW65 for countries in Africa, the MENA region and Asia in cooperation with international (governmental and non-governmental) partners.

Result 6: In March 2022 GNWS presents a National Helpline Action Strategy at CSW66 for countries in the Interamericana Region and Europe and we inform CSW about our work and results in the regions presented in March 2021.

Result 7: From 2021 and further GNWS presents every year a report of collected data from helplines DV and SV: how many victims called? Why do they call? What help do they need and is this help available?

Result 8: at the end of 2022, 85% of the countries in the world have a national women's helpline DV and 50% of the countries a specialized national women's helpline SV.

### **Action 4: Possible certification process to guarantee quality standards (research) (phase 3, 2022)**

In the third phase, when the worldwide organization of gathering and approving information and data collection about women's helplines is consistent and secure, GNWS wants to investigate whether a certification process could be developed between our partner organizations to guarantee quality standards. This process will make visible to governments what is needed to ensure qualified help to victims of sexual and domestic violence. Prior to embarking on a certification process, GNWS will survey regions to identify if the criteria used within regions to approve feminist, specialized NGOs and helplines is sufficient or if a certification process is needed.

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<sup>11</sup> A good example is the earlier mentioned Wave Country Report 2019, which provides insight in the situation of specialist women's services, including helplines and shelters.

Result 9: December 2022 GNWS presents the results of an investigation to organize a certification process to guarantee quality standards of helpline, crisis, and shelter services for victims of sexual and domestic violence.

### Action 5: securing continuity

In 2022, when the worldwide organization of website and database is consistent and secure, we will consider introducing a small membership fee to national helplines from wealthy countries to ensure the management of the website and database will be fully or partially self-supporting. In addition, we will continue to request donations and sponsorships from the global corporations and entities whose employees and customers are relying on the GNWS database for life-saving support after experiencing domestic and sexual violence. These funds will help ensure that the database is always reliable and secure, and provides accurate and reputable NGO and helpline information.

GNWS acknowledges that we are building a long term structure to advocate and secure direct help and basic services for victims of sexual and domestic violence in every country of the world. For further actions needed in a follow up of this project, based on the second goal to color the world **Lila**, the earlier mentioned national helpline and communication strategies, the collected data and the results of the research of a certification process GNWS will be used to determine next steps.

Result 10: in 2023 website and database are financially self supporting

## 4. Time line

Phase 1 is supported by a small grant by Uber. In addition, a group of volunteer computer engineers will support the project at a hackathon addressing technology solutions hosted by Facebook on March 17-18, 2020 to implement innovated automation features. For phases 2 and 3 we need to raise funds and/or find co-working partnerships.



Ultimate Result: A widely known website with reliable women's helpline information of every country in the world (linked to directly or imbedded within other NGO websites), helplines initiated in countries where they did not exist, and comprehensive information for governments and international platforms about the functions and results of women's helplines.

The database itself provides information for partners of GNWS/regional networks to be used in every day work, e.g. supporting victims who have cross-border needs and victims of trafficking.

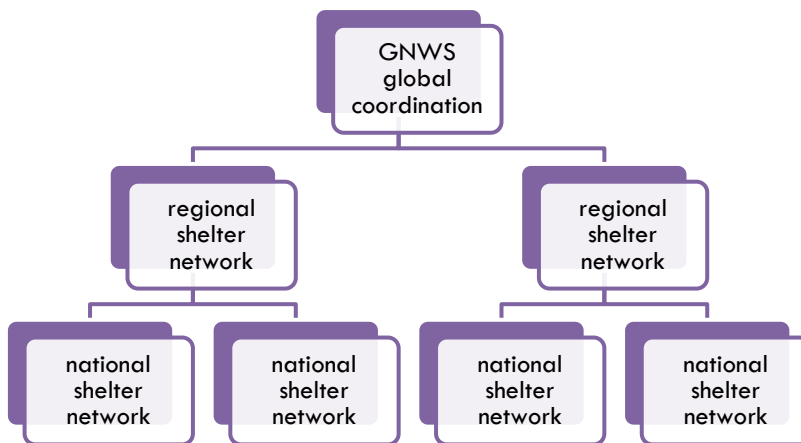
## 5. How do we organize this project?

Organizing, approving, updating, and publishing worldwide helpline information and organizing advocacy in countries where there is no national helpline needs coordination and management. We use the organizational structure of GNWS to bring this project alive (see here below).

On global level we have a **Steering Committee Helplines Project**<sup>12</sup>, with representatives of the participating regions. Regional Project staff will be appointed to the regional members of the Steering Committee, to ensure that there are short connections between decision making and implementation.

Chair: Board member of the GNWS Foundation  
Secretary: Project Secretary  
Members: Board members of regional networks of women's shelters  
South East Asia South Africa  
Oceania Europe  
Mena Region North America  
Central Africa Latin America

The **Global project leader** will be positioned in The Netherlands, at one of the sister organizations of the GNWS Foundation. The project staff from different regions will form the international project team.



<sup>12</sup> At the board meeting in CSW64, March 2020, GNWS will choose the members of this steering committee

Platform	Role	Tasks
GNWS Steering Committee	Decision making, strategic course and fundraising	<ul style="list-style-type: none"> <li>- Initiation</li> <li>- Fundraising</li> <li>- General guidelines</li> <li>- International and regional strategies and partnerships</li> </ul>
GNWS overall project leader and secretariat	overall project coordination and data collection	<ul style="list-style-type: none"> <li>- Fundraising</li> <li>- Implementing project plan</li> <li>- Management worldwide database and worldwide data collection &amp; analysis</li> <li>- Website management</li> <li>- Monitoring process</li> <li>- Toolkit building a helpline</li> <li>- International strategic partnerships and international advocacy</li> <li>- Communication strategy and newsletters</li> <li>- Accountability</li> </ul>
Regional Networks of Women's Shelters Supported by Project staff	Coordination of regional database and advocacy national helplines	<ul style="list-style-type: none"> <li>- Development regional guidelines trustworthy helplines</li> <li>- Management regional database (collects and double checks national and local helpline information) and regional data collection</li> <li>- Decides (together with national networks) which helplines are published (go/no go)</li> <li>- Development Regional Helpline Strategy and Action Plan</li> <li>- Support advocacy and fundraising for countries where there is no women's helpline.</li> <li>- Support new helplines</li> <li>- Build strategic partnerships in advocacy and communication</li> <li>- Monitoring follow up helplines/regional burning questions</li> </ul>
National Networks of Women's Shelters	Coordination of the national database and advocacy national women's helplines	<ul style="list-style-type: none"> <li>- Decides upon regional guidelines which national and local helplines are trustworthy enough for recording in the database.</li> <li>- In case of concerns: discuss in regional network for final decision</li> <li>- Management national database (collecting and approving helpline information and updating by automatic request every 3 months)</li> <li>- supporting data collection</li> <li>- In case of non-existing national helpline: create one (incl. advocacy and fundraising).</li> <li>- Monitoring follow up helplines (waiting lists).</li> </ul>
Local shelters providing a helpline		<ul style="list-style-type: none"> <li>- Enter their information in the database and keep it updated (automatic request every 3 months).</li> </ul>

## 6. What do we need to make it work?

In the world of women's shelters, a lot of work is done voluntarily. Most organizations have difficulties in funding their important shelter and crisis response activities. Even governmental funding is often insecure.

For this reason GNWS has no current membership fee: we believe in our power to connect via our networks, meetings and conferences, sharing knowledge and experiences. We do not want shelter organizations to fall out, because they are not able to pay a membership fee. Our shared work and knowledge is too important for our common goal: a world free of violence for women and their children.

For this reason, the international board of GNWS created GNWS Foundation in 2012 to raise money for common purpose. For this project to succeed we need dedicated staff, national and international partnerships for countries where advocacy is needed and funds for organizational costs like communication campaign and travel costs.

We are aware that the starting positions in the diverse continents are very different. It will result in different speeds in the different regions: In Europe, USA, Canada, and most of Asia organizational structures are strong and most information is available, in other parts of the world, like Africa, Southern America, and parts of Asia, organizational structures are just starting and information is more difficult to collect. Different regions have different needs.

### 6a. needed staff and organizational costs

Activity	Needed staff	Costs a year	Budget 2020-2022
<b>Action 1: creation and management database and website (2020-2021)</b>			
<b>Action 3: strategic partnerships to establish and secure national helplines, collecting data (2021-2022)</b>			
Overall project coordination (The Hague)	1 FTE project coordinator 0.8 FTE project assistant 1 FTE data analyst	\$ 70,000 + \$ 35,000 + \$ 55,000	\$ 480,000 (3 years)
Regional coordination	1 FTE Asia	\$ 35,000 (Japan)	\$ 105,000
	1 FTE * 3 regions Africa incl. MENA Region	3 * \$ 25,000 = \$ 75,000	\$ 225,000
	1 FTE * 2 regions in Latin American region	2 * \$ 15,000 (Mexico) = \$30,000	\$ 90,000
	0.6 FTE Oceania region	\$ 45,000 (New Zealand)	\$ 135,000
	0.5 fte Europe	\$ 40,000	\$ 120,000
	0.5 fte USA/Canada (technical coordination database)	\$ 40,000	\$ 120,000
National staff (countries with no national helpline)	Flexible budget for making plans, advocacy and partnerships	\$ 100,000 a year	\$ 300,000
Travel costs (international conferences)	To meet network, helpline & NGO representatives at UNCSW & other widely-attended events	\$ 20,000 a year	\$ 60,000
Organizational costs	Material costs, rent, ict, insurance, costs webinars etc	\$ 60,000 a year	\$ 180,000
<b>Action 2</b>			
Communication campaign*		\$ 50,000 in 2021 and 2022	\$ 100,000
<b>Action 4</b>			
Research certification process	Researcher: 0.4 FTE for 6 months: \$ 50,000	Travel costs \$ 10,000	\$ 60,000
<b>Sub total</b>			\$ 1,975,000
5% unforeseen costs			\$ 98,750
<b>Total</b>			\$ 2,073,750
*we seek partnerships and free publicity to reduce costs			

2020: \$ 635,250 filled database **national** helplines + website + establishing supporting global and regional organization + data collection helplines

2021: \$ 687,750 filled database **local** NGOs/helplines + data collection & analysis + communication campaign + toolkit + National Helplines Action Strategy

2022: \$ 750,750 data collection & analysis + communication campaign + National Helplines Action Strategy + research on certification process national helplines



## 7. Risk assessment

We want this project to succeed. So it is important to know what possible risks and what our options are.

Risk	Likelihood to happen	Impact	Measurement(s)
No coordinating staff	At this moment: big risk	big = no project	Fundraising, minimum 2 years.
No regional staff	At this moment: big risk (except for USA, Canada, Europe , and parts of Asia)	Big impact = difficult to fill database with trustworthy information and organize new helplines in countries where they not exist. Makes organization vulnerable (international cooperation needs capacity)	Fundraising Seek close cooperation with UN Women in Africa, parts of Asia and Latin America region.
No national contact persons	Little risk	Missing data in national helplines	Regional networks search for shelter organizations in missing countries.  Otherwise find trustworthy national focal points via UN, Red Cross or embassies.
No communication strategy or campaign	Medium risk	Little impact. GNWS board members have a very significant Social Media reach.	Invest in social media campaign (go viral)  Ask support of influencers/free publicity
Bureaucracy because of funds requirements	Realistic risk	Middle impact (we are a network, no institution)	Find funds with manageable reporting requirements  Start crowdfunding campaign  Organize a Project Secretariat