

## MANUAL OF FILLING THE LILA.HELP DATABASE

Lila.help is the first global website with a complete, accurate, and reliable listing of helplines and NGOs in every country, to quickly become one of the linked-to webpages in the anti-violence against women sector. All entered data in the database, will be vetted by local representatives. But we do have general guiding principles as the GNWS network.

### What is Lila.help?

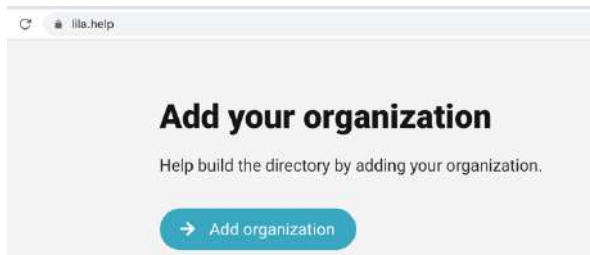
Lila.help is a global website where everybody, victims of gender-based violence (including domestic and sexual violence), supporting family, friends and professionals can easily find trustworthy direct help information of every country in the world. Every helpline or organization on Lila.help is safe, will provide a listening ear, understands what victims need, is part of a broader crisis-help network, and can answer your questions or call for help.

### I am convinced, what do I do?

The first step is seeing if you follow all GNWS values and principles as stated below. Moreover, you should check all the boxes in the checklist. Yes, to both? You can enter your data!

### How do I add my organization?

- Go to lila.help
- Scroll down and Click “add organization”



- In the following screen, you can enter all the information that is relevant for a person looking for help. Please keep in mind there is a difference between PUBLIC information and PRIVATE information, see also the print screens on the following page.
- The private information is used for the back end of the directory. This will never be shown or shared with anyone. It is to get in touch with you, and to check every three months if the information that you have added is still correct.
- You can choose to enter as much or as little of your address as you like, but it will not be public. Some NGOs prefer just to enter their city name.
- Please add more than one e-mail address, just so that if the first contact person does not have time to respond or is not working at the organization the next person can be contacted. If you have no more than two contact names, you can add two times the same e-mail address.

### Keep in mind:

- No country code to be filled in at phone number
- Do not put any information that needs to stay private at the public information part
- Feel free to add services via “add other service” at the bottom of the form
- Hours you operate are optional, but recommended if applicable
- Every NGO and helpline will be approved by a country or regional verifier, so it might take some time for your organization to be visible in the directory. Thank you for your patience.
- We will never charge you or your organization for being in the directory.
- Question? [lila@gnws.org](mailto:lila@gnws.org)



## Registration - Private Information

The information in this section will only be available to verifiers to make sure all information stays as up to date as possible. This information will not be available to anyone who searches for your organization.

### Address

70 Broadway, New York, NY, USA

### Contact Information

#### Primary Contact Name

Advocate Name

#### Primary Contact Email

Advocate@NGO.org

#### Second Contact Name

Advocate2 Name

#### Second Contact Email

Advocate@NGO.org

#### Third Contact Name

Advocate 3 Name

#### Third Contact Email

Advocate@NGO.org

### Organization Services

- All forms of Violence Against Women
- Emergency Shelter
- Chat Services
- Helpline
- Counseling
- Support Group
- Domestic Violence
- Sexual Violence
- Trafficking
- Transitional Housing
- Pets Onsite
- Pets Offsite
- Wheelchair Fully Accessible
- Wheelchair Partially Accessible
- Children Programming Onsite
- Children Programming Offsite

Add other service

### Website Home

eg. https://www.Lila.org

### Donation Page

Donation Page (optional)

Cancel

Submit



## Registration - Public Information

The information you enter in this section will be publicly displayed to viewers who search for your organization.

### Organization Details

Add Picture

Add Cover Image

### Organization Name

eg. Lila Help

### Organization Description

Description (optional)

### Phone Number

No dots or dashes, eg. 4127262111

### Languages

Choose Available Languages

### Serving Region

eg. International, National...

# PRINCIPLES OF HELPLINES LILA.HELP

IF A WOMAN NEEDS HELP, WHAT NUMBER DO YOU WANT TO GIVE HER?







## Guiding Principles and Core Values of the GNWS:

1. Governments and societies are responsible for ensuring women's human rights.
2. Violence violates women's human rights and equality.
3. The women's shelter movement plays a critical leadership role in the global effort to end violence against women and their children.
4. We recognize that women and their children can experience multiple forms of violence and oppression.
5. Our work is guided by the diverse experiences of violence and oppression faced by women and their children.
6. Perpetrators must be held accountable for their violence.
7. "We recognize that violence against women is a manifestation of historically unequal power relations between men and women" [3] which perpetuates violence and discrimination against women and their children.
8. Our work is guided by the [United Nations Declaration on the Elimination of Violence Against Women](#).
9. We work to advance women's leadership in the global movement to end violence against women.
10. Our core values are consistent with feminist values and include accessibility; autonomy; dignity and respect; empowerment; equality and equity; inclusiveness; integrity; safety; solidarity; and transparency.





The following checklist is a guideline for all organizations that want to be submitted in the directory. But in the end the regional representative will make the call.

## CHECKLIST

### Helplines and local organizations should:

-  helps women and their children / girls fleeing violence
-  knows what gender-based violence means to a person
-  is in solidarity with the survivor involved
-  can refer to appropriate (crisis)help
-  provides anonymous help if needed
-  protects survivors confidentially

### And ideally offers support that is:

-  free of charge
-  accessible without third party involvement
-  available 24/7
-  accessible for all survivors

