MODULE 3
Getting Support

OVERVIEW

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OVERVIEW

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UNDERSTANDING ONLINE HATE SPEECH

Its is real, it is happening – use the Rainbow map to see hate speech effects by country
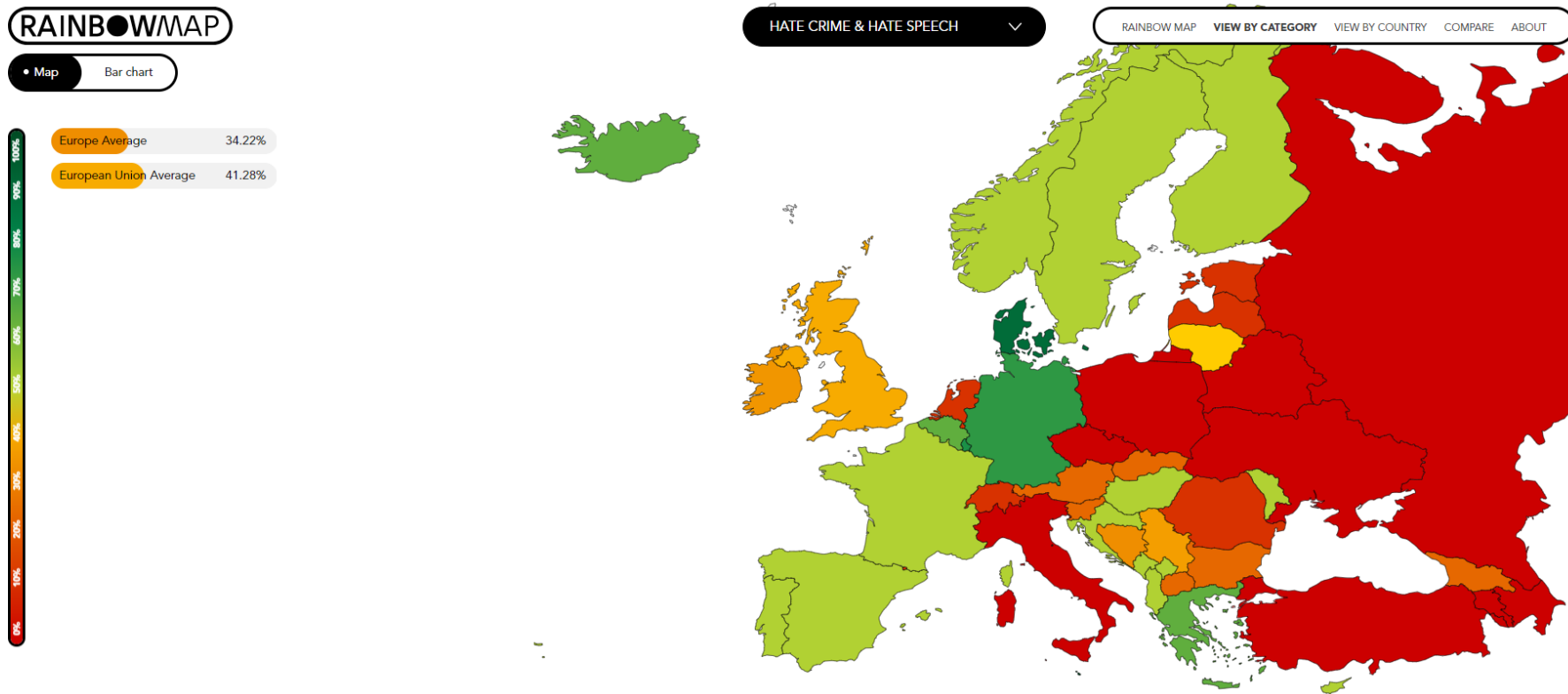
ILGA-Europe's Rainbow Map annually ranks 49 European countries on a scale between 0% (gross violations of human rights, discrimination) and 100% (respect of human rights, full equality) on the basis of laws and policies that have a direct impact on LGBTI people's human rights

Source: https://rainbowmap.ilga-europe.org/categories/hate-crime-hate-speech/

UNDERSTANDING ONLINE HATE SPEECH

Online hate speech includes any form of communication that disparages a person or a group based on characteristics such as sexual orientation, gender identity, or expression.

Its impact ranges from emotional distress to physical threats, significantly affecting LGBTIQ youth's well-being.

HOW TO DEAL WITH ONLINE HATE
eSafety LGBTIQ+

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THE IMPORTANCE OF SUPPORT

THE IMPORTANCE OF SUPPORT

Community Support:

- Peer Support Groups: Safe spaces for sharing experiences and seeking advice.
- Online Communities: Platforms like TrevorSpace and Reddit's LGBTQ+ subreddits offer virtual support networks.
- Local LGBTQ+ Organizations: Centers and organizations providing counseling, legal advice, and advocacy.

Support from both the community and professionals plays a crucial role in combating online hate towards the LGBTQ+ community. It provides a safety net for those affected and empowers individuals to stand against discrimination.

THE IMPORTANCE OF SUPPORT

Professional Support:

- Mental Health Services: Counselors and therapists specializing in LGBTQ+ issues.
- Legal Assistance: Guidance on reporting and pursuing legal action against online harassment.
- Digital Safety Training: Workshops on protecting oneself online and reporting abusive behavior.

This combined support system provides immediate relief, fosters long-term empowerment, and promotes a more inclusive online environment.

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WHERE TO GET SUPPORT

Several organizations are dedicated to supporting LGBTIQ youth facing online hate:

Crime Is Crime Even Online:
Provides resources for online safety and rights.

Internet Matters:
Guides on inclusive digital safety.

Victim Support Europe: leading European umbrella organisation that advocates on behalf of all victims of crime, no matter what the crime, no matter who the victim

The Proud Trust:
Focuses on LGBTIQ youth support.

WHERE TO GET SUPPORT

SOGIESC

Victim support by country

This page provides a non-exhaustive list of resources for victim support. It includes organisations and contacts within government or governmental entities that provide support to LGBTI victims of discrimination or violence. This page will be continuously updated as new resources are gathered:
https://www.coe.int/en/web/sogi/victim-support-organisations

Interactive Map

If you are a victim of a crime and are looking to find your nearest Victim Support organisation, use this interactive map:
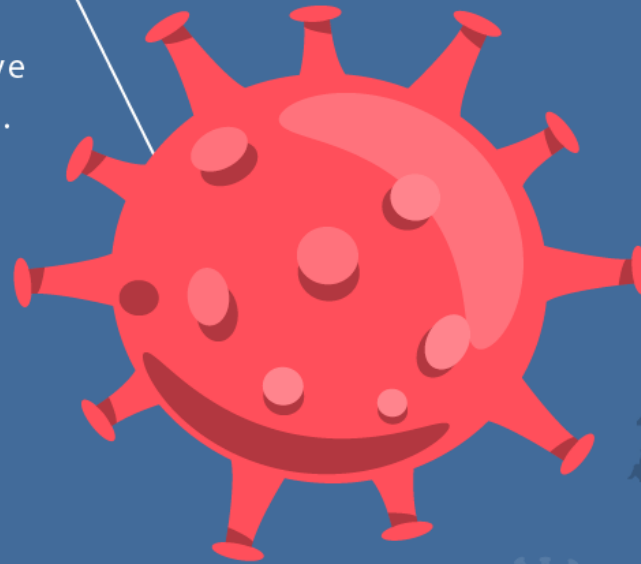
https://victim-support.eu/help-for-victims/find-help/

Helplines for victims of violence

Are helplines open during the coronavirus pandemic?

YES.

All EU Member States have kept their helplines open.

Country	Helpline
Austria (AT)	0800 222 555 / 116 006
Belgium (BE)	1712 / 0800 30 030 / 0253 43636
	106 (Flemish) / 107 (French) / 108 (German)
Bulgaria (BG)	0298 176 86
Croatia (HR)	0800 655 222 / 0800 7799 / 116 006
Cyprus (CY)	1440
Czechia (CZ)	116 006
Denmark (DK)	1888 / 116 006
Estonia (EE)	116 006
Finland (FI)	080 005 005 / 116 006
France (FR)	3919 / 0800 05 95 95 / 116 006
Germany (DE)	08000 116 016 / 116 006
Greece (EL)	15900 / 210 521 0645 (Athens only)
Hungary (HU)	06 80 505 101
Italy (IT)	1522
Ireland (IE)	1 800 341 900 / 116 006
Latvia (LV)	673 78539 /672 22922
	277 22292 / 116 111 / 116 006
Lithuania (LT)	8 800 66 366
Luxembourg (LU)	2060 1060
Malta (MT)	179
Netherlands (NL)	0800 2000 / 116 006
Poland (PL)	800 1200 02 / 888 88 33 88
	600 07 07 17 9 / 22 668 70 00
Portugal (PT)	800 202 148 / 116 006 / 3060 (SMS only)
Romania (RO)	0800 500 333 / 0787 541 854
Slovakia (SK)	0800 212 212
Slovenia (SI)	080 11 55
Spain (ES)	016 / 682 916 136
Sweden (SE)	020 50 50 50 / 116 006

EIGE
European Institute
for Gender Equality

12 RECOMMENDATIONS TO COMBAT HATE CRIMES AGAINST LGBTI PEOPLE IN EUROPE

The report was prepared by the CDADI working group on SOGIESC as part of an annual thematic review process initiated in 2021 to follow up the implementation of the Council of Europe Recommendation CM/Rec(2010)5 on measures to combat discrimination on grounds of sexual orientation or gender identity.

The report features several landmark cases from the European Court of Human Rights that have broadened the scope of protection. These cases underscore the state's duty to expose bias motives, carry out effective investigations, and shield individuals from LGBTI-phobic threats and violence. The report also draws references from various binding instruments as well as recommendations by the Council of Europe and other international bodies that emphasize the evolving nature of international human rights law regarding diverse sexual orientations and gender identities.

Learn more about the challenges and solutions recommended in the NEW report:

CLICK HERE

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STAYING SAFE ONLINE & COMBATING HATE SPEECH

CREATING SAFE SPACES

Engage in online platforms that affirm LGBTIQ identities and offer robust privacy and safety features. Customize your social media settings to control who sees your content.

For example, join private Facebook LGBTIQ support groups where membership is controlled, and posts are visible only to group members, or participate in LGBTIQ subreddits or Discord servers where you can discuss issues and share experiences anonymously.

On Instagram, use the "Close Friends" feature for stories you only want to share with a select group, and adjust your privacy settings to restrict who can comment on your posts.
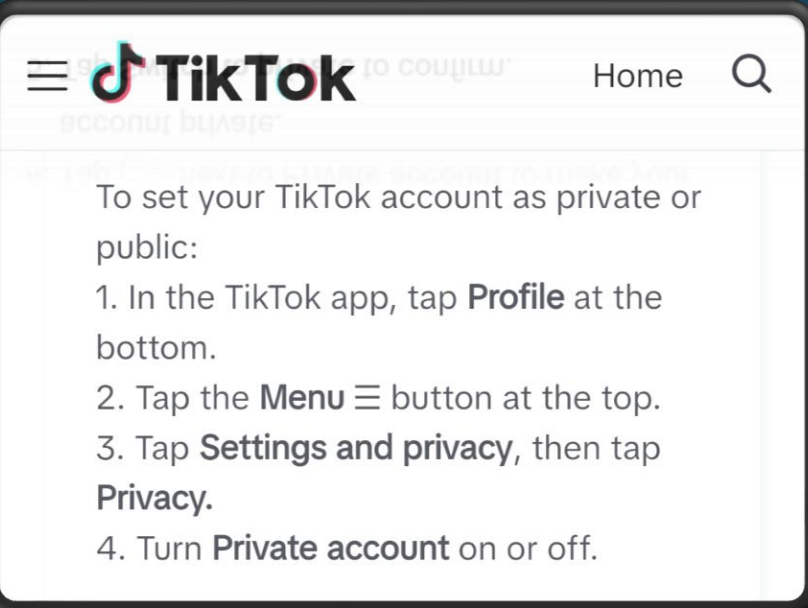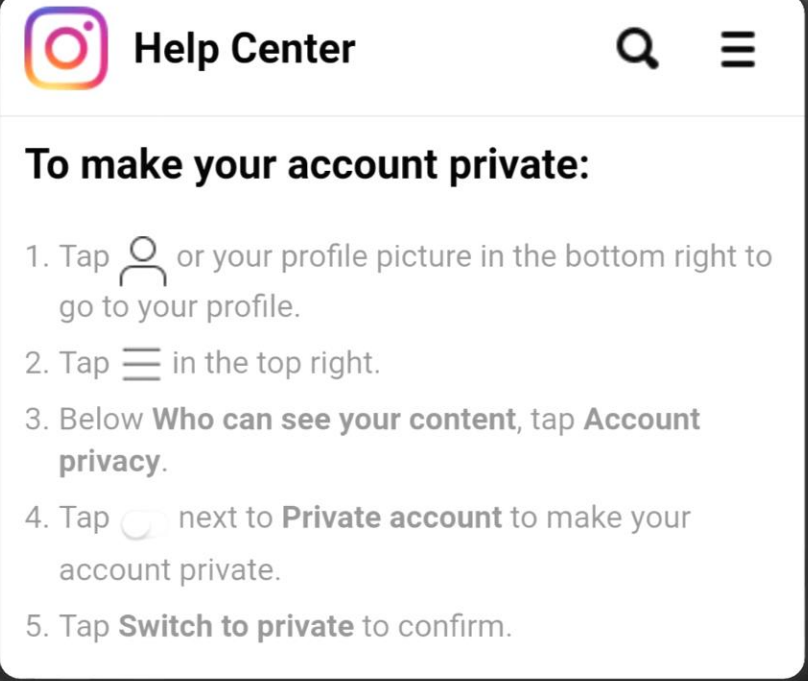
PRIVACY SETTINGS

Regularly review and adjust your privacy settings on social media platforms to limit exposure to potential hate speech and safeguard personal information.

Create strong passwords using a combination of letters, numbers, and symbols.

Use different passwords for different accounts to prevent unauthorized access.

EXAMPLES

Help Center

To make your account private:

1. Tap 👤 or your profile picture in the bottom right to go to your profile.
2. Tap ≡ in the top right.
3. Below **Who can see your content**, tap **Account privacy**.
4. Tap ⚪ next to **Private account** to make your account private.
5. Tap **Switch to private** to confirm.

TikTok — Home

To set your TikTok account as private or public:
1. In the TikTok app, tap **Profile** at the bottom.
2. Tap the **Menu** ≡ button at the top.
3. Tap **Settings and privacy**, then tap **Privacy.**
4. Turn **Private account** on or off.

BLOCKING AND REPORTING

Utilize blocking and reporting features to deal with hate speech directly. Most platforms have mechanisms to report abusive content, which helps create a safer online environment.
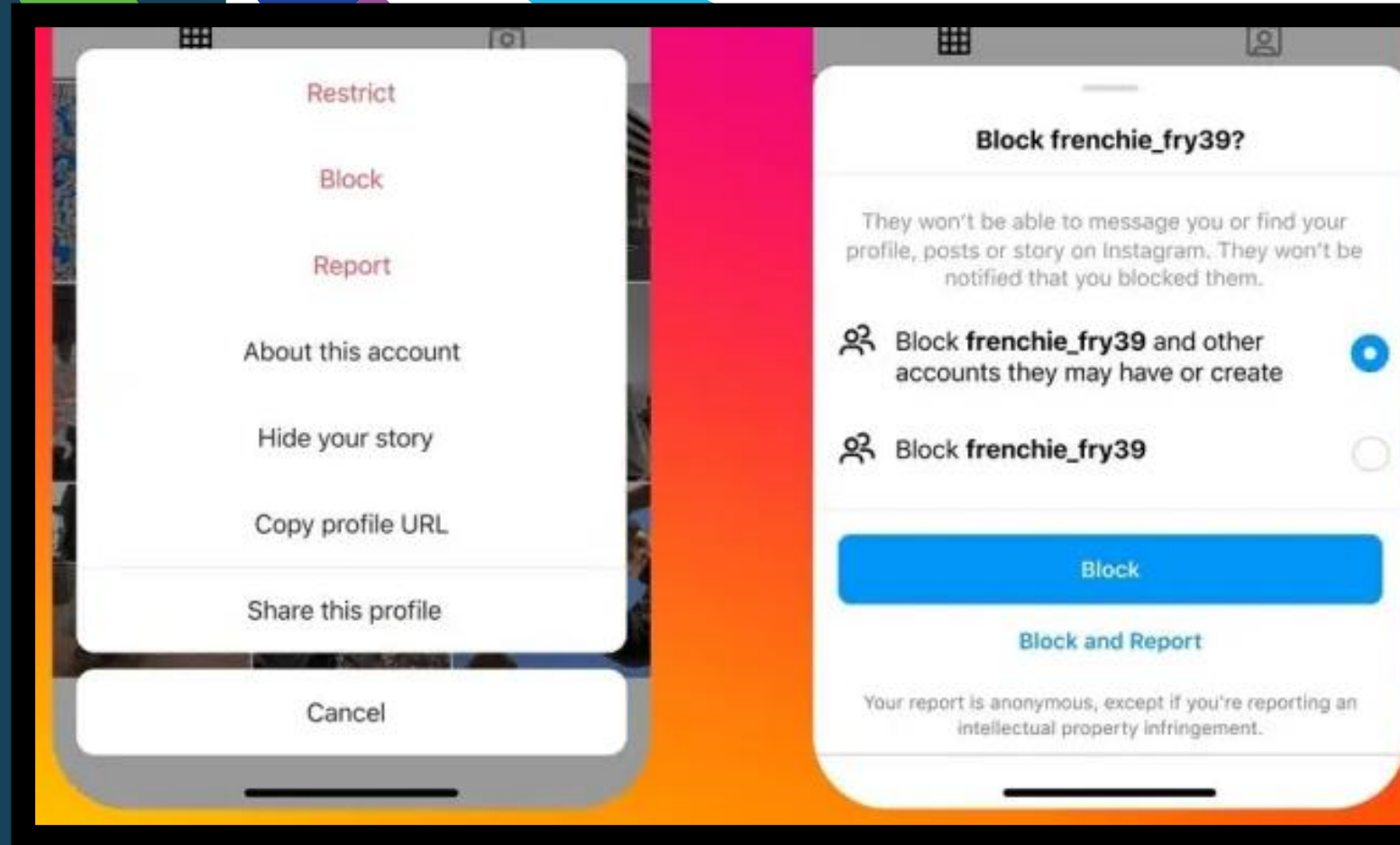
BLOCKING AND REPORTING

Video source: eSafety Commissioner: Learning Lounge – Video Resources:

https://www.esafety.gov.au/lgbtiq/learning-lounge/video-resources

DIGITAL FOOTPRINT

Be mindful of the information you share online. A smaller digital footprint can reduce the risk of becoming a target of hate speech.

- **How to do this:** Be cautious about sharing sensitive details like your full name, address, school, phone number, and personal photos as it might expose identifying information you want to keep private.

- Consider using an avatar as your profile picture to avoid sharing your personal photos if that makes you more comfortable. If you do share personal photos, don't accompany them with information that identifies your location or frequent whereabouts.

- Don't post pics with obvious spots in the background, like your front door or porch.

- Don't spill the beans on specific travel itineraries, like which buses or trains you're taking, to avoid being tracked.

- Keep it low-key when talking about work stuff or sharing details about where you're studying.

Video source: The Trevor Project - Online Safety for LGBTQ+ Young People – Guide: https://www.thetrevorproject.org/resources/guide/online-safety-for-lgbtq-young-people/

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SUPPORT NETWORKS

Connect with supportive online communities and offline networks. Sharing experiences and strategies can provide emotional support and practical advice.

For example, websites like Reddit have European-specific LGBTQ+ communities such as r/europeLGBT and country-specific subreddits like r/askgaybrosEU, where individuals can seek advice and share experiences with others from the region.

SPEAKING OUT

When safe, speaking out against hate speech can be empowering. Use your voice to support others and advocate for inclusive online spaces.

Watch the video for a great example on how you can do this.

Source: The Offline Origins of Online Hate and What to Do About It | Nhi Le | TEDxUniHalle

LEGAL RECOURSE

In cases of severe online abuse, legal action may be an option. Familiarize yourself with the laws regarding online harassment and hate speech in your country.

For example, you can refer to the **EU Code of Conduct on Countering Illegal Hate Speech Online.** It involves major IT companies like Facebook, Microsoft, Twitter, and YouTube to combat illegal hate speech online. The initiative includes regular monitoring to ensure compliance and effectiveness.

More details can be found on the European Commission's page: EU Code of Conduct on Countering Illegal Hate Speech Online (European Commission).

ADVOCACY AND ACTIVISM

Join or support advocacy groups working to combat online hate. Collective action can lead to policy changes and a more inclusive digital environment.

Here are some advocacy groups in the EU specifically focused on combating online hate targeting the LGBT community:

- ILGA-Europe (International Lesbian, Gay, Bisexual, Trans and Intersex Association), with a focus on promoting LGBT rights across Europe and Central Asia. Activities: Advocacy for policy changes, monitoring and reporting on hate speech and discrimination, providing resources and support for national and regional LGBT organizations. Website: ILGA-Europe

- Transgender Europe (TGEU), with a focus on advancing the rights and well-being of transgender people in Europe. Activities: Research and documentation of transphobic hate speech and violence, advocacy for inclusive policies, and providing resources for combating online hate. Website: TGEU

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RECOVERY AND RESILIENCE

SELF-CARE

Prioritize self-care to cope with the effects of online hate. Engage in activities that promote well-being and seek support from trusted individuals.

It is easy to find yourself spending more time on social media than you may want to. It could cut into your time with friends IRL, keep you up late at night, or stop you from getting outside into nature or being active.

Use tools to help prevent binge scrolling (such as Instagram's "nudge" or "take a break" features), remind you to go to sleep, and interrupt unhealthy behaviors. Your device may have options to help limit the amount of screentime for each app.

Source: The Trevor Project - Online Safety for LGBTQ+ Young People – Guide: https://www.thetrevorproject.org/resources/guide/online-safety-for-lgbtq-young-people/

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BUILDING RESILIENCE

Develop resilience by focusing on strengths and positive relationships. Resilience can help mitigate the impact of hate speech and foster recovery.

Join LGBTQ+-focused online communities like TrevorSpace, providing safe spaces for discussions and support. Platforms like TrevorSpace can help you engage with supportive friends and allies; feeling safe and understood in at least one online space is associated with lower suicide risk and lower rates of recent anxiety for all LGBTQ+ young people, and for LGBTQ+ young people of color in particular. Connect with other LGBTQ+ young people and trained professionals through moderated chat platforms like Q Chat Space, or connect with local PFLAG chapters.

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FINDING HOPE

Develop resilience by focusing on strengths and positive relationships. Resilience can help mitigate the impact of hate speech and foster recovery.

Watch the video to discover how to use social media in positive ways.

Source: eSafety Commissioner: Learning Lounge – Video Resources: https://www.esafety.gov.au/lgbtiq/learning-lounge/video-resources

RESILIENCE AND RECOVERY PLAN: You are the priority!

✓ Priority is that you are well.

✓ Try this resilience plan, you will feel if this is needed before any other actions.

People I can call or talk to for help:
- _____
- _____
- _____

How I can look after myself:
_____
_____
_____
_____
_____

My strengths:
1 _____
2 _____
3 _____

What has helped me in the past:
_____
_____
_____

Advice I would give a friend:
_____
_____
_____

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EDUCATIONAL RESOURCES

ONLINE SAFETY GUIDES

Explore comprehensive guides from Stonewall and The Proud Trust on staying safe online, which offer tailored advice for LGBTIQ youth.

A great resource is also the Online Safety for LGBTQ+ Young People Guide by The Trevor Project.

WORKSHOPS AND TRAINING

Participate in workshops and training sessions focused on digital safety, rights, and advocacy. These can provide valuable skills and knowledge.

Here are some examples in the EU:

- ILGA-Europe offers various workshops and training sessions on LGBTQ+ rights, digital safety, and advocacy. They provide resources and organize events across Europe to support LGBTQ+ organizations and activists.

- Transgender Europe (TGEU) provides workshops and training sessions on digital security, online advocacy, and rights for transgender individuals. Their events are designed to empower trans activists and communities across Europe.

- Rainbow House Brussels offers a range of workshops and training sessions on digital safety, advocacy, and LGBTQ+ rights. They focus on empowering the LGBTQ+ community in Brussels and provide resources for activists and community members.

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ACTION PLAN

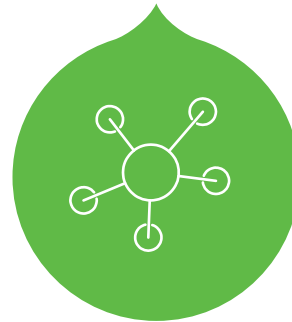## Develop a personal action plan for online safety:

2. Identify supportive communities and resources.

4. Know when and how to seek help.

1. Review and adjust privacy settings.

3. Prepare responses to potential hate speech.

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CONCLUSION AND FURTHER RESOURCES

CONCLUSION AND FURTHER RESOURCES

Combating online hate speech is a collective effort that starts with individual action. By staying informed, connected, and resilient, LGBTIQ youth can navigate online spaces more safely and confidently.

FURTHER READING: For more information and support, visit the websites of ThinkUKnow, Stonewall, The Proud Trust, and Internet Matters.

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Q&A AND
INTERACTIVE DISCUSSION

Q&A AND INTERACTIVE DISCUSSION

Now, let's open the floor for any questions or discussions. Your experiences, thoughts, and strategies are valuable to us all.

Equality means more than passing laws. The struggle is really won in the hearts and minds of the community, where it really counts

Barbara Gittings

THANK YOU

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