

Taiwan Tongzhi (LGBTQ+) Hotline Association 2023 Annual Report

Chairperson's words

2023 was again a busy year for Hotline, but we continued to grow steadily and to reflect on how to allocate the limited resources available at Hotline.

In mid-year, our southern office welcomed its third full-time staff member. This resulted from our increased workload and reflected our wish to push forward the gender movement in Kaohsiung with other local organizations by investing more resources in Kaohsiung.

Meanwhile, Hotline continued to work on transgender-related issues this year. While both our Taipei headquarters and southern office had a staff member responsible for transgender-related issues, we organized the 5th Trans March, as well as organized a series of workshops on activist empowerment, workplace inclusion, and inclusion in schools and in the healthcare system, aiming to plant the seeds for transgender inclusion in various aspects of the gender movement and in our everyday life.

In addition to expanding our work, Hotline also aimed to create a comfortable work environment that allowed personal growth for our staff members. For example, they were given the opportunities to visit both domestic and international social movement organizations, and Hotline regularly allocated budgets for educational training, enabling our staff members to receive new stimuli continuously.

All of these resources came from your support for Hotline, and we hope that you can continue to support Hotline in 2024, allowing us to move steadily forward.

Lin, Wei-Cheng

Our Work at Hotline Taipei Headquarters

Because of your support, in 2023, the 10 full-time staff members as well as nearly 1,000 volunteers working at Hotline's Taipei headquarters were able to accomplish together the following projects and services without worries and concerns, contributing to a better life for the LGBTQ+ community in Taiwan as well as their family and friends.

Community Services and Social Education

Telephone Consultation Service

In 2023, because of some overlaps between public holidays and our service hours, we offered overall fewer hours of telephone consultation service and answered fewer phone calls. Nevertheless, compared with our previous data, the service remained stable, even with improved efficiency

In June 2023, we launched a pilot project offering an 'online consultation service,' aiming to provide free consultations using an online conference platform in the era of the internet. However, since its launch, the outcomes have not met our expectations. Facing this challenge, we are considering whether we should switch to a different online conference platform or promote this service specifically among Chinese living overseas so as to reach more potential users.

Meanwhile, in order to have a better understanding of the overall effectiveness of the consultation service, in 2023, we compared our services with several other providers of telephone consultation service targeting specific population groups. In comparison with others, there is still room for improvement for us. Yet it is worth noting that we are one of the few organizations whose consultation service is entirely offered by volunteers. Compared with organizations with full-time staff members, we indeed face more managerial challenges as well as the need to balance the workload and the energy level of our volunteers.

In recent years, we've noticed a notable increase in the number of callers with multiple minority identities and in need of several telephone consultations. To respond to those diverse needs, we will continue to improve the professional capability of the volunteers, putting more effort into volunteer management. We will also provide more diversified services for different population groups. We hope to have your continuous support.

We answered a total of 1,645 phone calls, with each lasting 32 minutes on average, and provided the service for 380 LGBTQ+ individuals and parents of LGBTQ+.

The table below presents the top five topics covered in the consultations and their individual share. You can learn more about our telephone consultation service in 2023 at: <https://hotline.org.tw/news/3405>

Looking for support and company	64%
Relationship issues	18%
Self-identity and societal pressure	7%
Issues about HIV/AIDS and sexually transmitted diseases	7%
Family issues	6%

*Service team: the telephone consultation group, which included 40 volunteers and 16 supervisors (senior volunteers), who provided the service 5 days a week, with an average of 4-5 volunteers on-call every day. A total of 13 sessions of advanced training and activities were provided for the volunteers.

LGBTQ+ and Gender Diversity Education

In 2023, the most significant gender issue in Taiwan was the outbreak of the #MeToo movement. As people across the spectrum of sexual orientation, including both heterosexual and LGBTQ+ individuals, shared their experiences with victimization occurring in various environments, ranging from political parties and private businesses to school campuses and the entertainment industry, it became evident that the Taiwanese society required more comprehensive gender education to challenge the conservative and rigid gender power structure, which had in fact been the most important goal of the Gender Equity Education Act. Hotline thus arranged internal training sessions as well as opportunities for conversations so that our lecturers-in-training would develop a better understanding of the three gender equality acts and, thus, be able to demonstrate a stronger awareness of gender equality in their talks and lectures to students and teachers. Meanwhile, as several members of the education group joined the “transgender empowerment group” this year, while they improved their own understanding of transgender-related issues, they also incorporated a certain percentage of transgender issues into their lectures. We also observed that many students were already quite curious or even familiar

with transgender issues. In the meantime, teachers expressed a stronger need for learning about transgender students' living situation and how to offer them the necessary guidance. Hotline hopes that through such lectures, more people were able to learn more about the transgender population, improving the school experiences of transgender students in Taiwan.

While the number of talks and lectures given by the education group reduced slightly in 2023, we believe that it was because more schools and educational professional had already managed to incorporate gender equality education in their standard curricula. We want to express our gratitude to all the teachers who are dedicated to offering LGBTQ+ education. It is thanks to you that the Taiwanese society continues to make progress on gender equality.

In 2024, Hotline will invest more resources into advocating for the school experiences of LGBTQ+ students and for the different LGBTQ+ education content for professionals in various fields. We hope that LGBTQ+ education will not only be offered at school, but more people may have the opportunities to see, understand, and, most importantly, support LGBTQ+ people. We also hope that more of us can put our gender equality belief into practice in our everyday lives and influence a greater range of people.

A total of 202 talks were given, with a total of 11,901 attendees and topics included: learning about LGBTQ+, inclusive campus and anti-bullying, sharing of LGBTQ+ life stories, transgender, safe sex, healthcare as well as social welfare, and long-term care for LGBTQ+.

Targeted Group	No. of Talks	No. of Attendees
LGBTQ+ community	5	136
Students	118	5,922
Government agencies	27	2,001
General public	10	328
Education professionals	16	958
Medical and social service professionals	19	1,770
Private business	7	786
Total	202	11,901

*Service team: the education group, which included 25 volunteers, who had a meeting every 2 weeks. A total of 4 training sessions were provided for the volunteers.

Family Services

There is a saying at Hotline: “The purpose of Hotline is to diminish the necessity for Hotline’s work.” Similarly, the goal of the family group is that in the future, we no longer need to exist, and parents will become less and less likely to go through the journey of struggles and recovery when their child decides to come out. Furthermore, LGBTQ+ children will not need to conceal their identity for months or years before coming out to their parents. Issues encountered in an LGBTQ+ family will be like the issues encountered in every other family, and LGBTQ+ children are just like any other child.

Has that future arrived yet?

More parents are accepting of the fact that their child is LGBTQ+, and more children are able to come out to their biological family comfortably. Indeed, still quite some parents and children suffer from the hardship of coming out, but the number of people needing to seek help has become smaller and smaller. It’s like we all feel pain when ending a relationship, but not everyone experiences pain to such a severe extent that they need to ask for help. “It is an inevitable journey of learning, I guess,” a mother said to me softly.

In the past, we had to explain to the parents what LGBTQ+ were, as well as to face strong emotions from the parents. Today, the issues parents have to deal with regarding their child are often not about being LGBTQ+, but more specific, such as substance abuse, rehabilitation, HIV infection, or depression. For modern parents, even the worry that their child cannot find a reliable partner may be a more serious concern than their child being LGBTQ+.

It is, in fact, under this new scenario that we are able to see the accumulated outcomes of Hotline’s family services. We must have done something right so that LGBTQ+ issues are no longer a “problem” in parent-child relationships, and our workload becomes lighter. It also highlights the professionalism and uniqueness of Hotline’s services. In addition to a more notable diversification of parent-child issues, parents who used to receive our services have now become partners in our work, and a working model of “parents accompanying parents” has been established. Providing more customized and professional services is the goal that Hotline’s family group will continue to strive for.

To summarize, 2023 was an intriguing year for the family group. Borrowing the metaphors from Tarot, the past couple of years for us were like seeing the card of the fallen tower, as we were operating on a shoe string. The community and network of LGBTQ+ parents we spent years on building was nearly diminished because of the pandemic and is still not yet fully recovered. However, in 2023, the card we selected was the slowly rising stars on the horizon, suggesting a new direction for us among all the tasks awaiting completion.

Are you and your parents with us on this journey?

We offered company and support for nearly 319 parents of LGBTQ+ children by organizing gatherings, providing telephone consultations, and counseling.

1. Parent of LGBTQ+ Children

	No. of Events (both in-person and online)	No. of Attendees
Meeting group for parents	16	135
Individual consultation for LGBTQ+ parents	11	15
Volunteer training for LGBTQ+ individuals and parents	17	82

2. LGBTQ+ Children

	No. of Events (both in-person and online)	No. of Attendees
Discussion group "To Come Out, or Not to Come Out"	3	4
Coming-out chatroom	47	42

3. External Lecture

	No. of Events (both in-person and online)	No. of Attendees
Parent-child relationship	8	145

4. Hotline Consultation for parents of LGBTQ+ children: we received a total of 123 phone calls. The service was provided every Tuesday from 6-9 pm and every Thursday from 2-5 pm by 12 volunteering parents and 4 accompanying volunteers.

5. We managed the Facebook Page “Dear Dad and Mom”:

<https://www.facebook.com/dearbama/>

6. We also managed LINE groups for parents of LGBTQ+ children (including a northern group, a central group, and an anonymous group): 323 parents

7. We launched a new podcast “All About Family,” and 12 episodes are available online. The podcast centers on the relationship between LGBTQ+ individuals and their parents, covering issues such as the journey of acceptance of parents after their children’s coming out, looking at LGBTQ+ families in the news media, and inviting experts to provide practical suggestions.

You can listen to our show at: <https://pse.is/5gwklj>

8. We conducted the “2023 LGBTQ+ Parent Survey,” the results of which will be published in 2024.

*Service team: the family group, which included 12 volunteers, who had a meeting every 2 weeks. A total of 6 training sessions were provided for the volunteers.

HIV/AIDS Services

It has been nearly 40 years since the first HIV case was identified in Taiwan. In this period, Taiwan has made significant progress in preventing this communicable disease. However, to us, HIV is not only a disease, it also deeply shapes many people’s identity. In recent years, because of the COVID-19 pandemic, the public has developed a deeper understanding of the stigma associated with a disease. During the pandemic, many people called on each other neither to conduct witch hunts nor to discriminate against individuals who were infected. Has this appeal also enabled the public to learn more about HIV, a virus that is more difficult to transmit? Have discriminations and stigmas targeting people with HIV reduced? Let us reflect together: do you truly understand HIV/AIDS and the living situation faced by people with HIV/AIDS?

Since its foundation in 2004, the HIV/AIDS group has been devoted to promoting issues related to the sexual health of gay males through a wide range of channels including in-person events, lectures, online videos and websites. In 2014, Hotline introduced the brand SongYY,“ aiming to create a major platform for sexual health resources for gay men among Chinese internet users. In 2023, after an online ballot,

we decided to change the brand's name to "G+ Boy." The letter G refers to gay, the symbol "+" means both positive (HIV+) and advanced, and "boy" symbolizes that all of us have a unique boy worthy of respect and love in our hearts. We look forward to introducing "G+ Boy" in its completely new look to all of you in 2024.

In order to expand our reach and impact, the HIV/AIDS group also started to participate in the production of the podcast "18 Life Hacks for LGBTQ+," introducing the segment "G+ Boy." Every month, we discussed with our audience topics about sex and HIV/AIDS. In the coming year, we will continue to talk about the sex and community culture among gay men, as well as issues related to HIV/AIDS. Are you ready to become a loyal follower of our show?

HIV/AIDS is an issue relevant to all of us. Let us be HIV+OK!

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1. SongYY Project

To learn more about SongYY: <https://taplink.cc/sngyy1069>

1.1 SongYY – official website on sexual pleasure/sexual education for gay men: a total of 24,546 visitors <https://www.songyy.org.tw/>

1.2 We produced 4 infographics on HIV/AIDS and sexual health, reaching a total of 27,528 readers: <https://www.songyy.org.tw/archives/1152263>

Social media: @songyy1069, please feel free to follow and subscribe to us, and don't forget to turn on the notification.

- YouTube: 1,530 subscribers
- Instagram: 208 followers
- Facebook page: 9,361 followers, and reaching a total of 483,875 users with all our posts in the previous year (up to 2023/12/31)

As of September 20th, 2023, we resumed the anonymous testing service for HIV and syphilis. A total of 82 people received the service.

3. In collaboration with other HIV/AIDS organizations, we organized various workshops to enhance the knowledge of the LGBTQ+ community and front-line public health professionals about gay men's sexual health and HIV/AIDS:

3.1 2 training workshops on HIV testing consultation were offered with 180 attendees (in collaboration with Taiwan Care Aids Association and Taipei City Hospital Kunming Prevention and Control Center)

3.2 2 training workshops on chemsex for professionals were organized with a total of 114 attendees (in collaboration with Taiwan Care Aids Association and Taipei City Hospital Kunming Prevention and Control Center)

3.3 The fantastic journey of sex work – workshop on the labor rights and sexual health of sex workers: a total of 2 sessions were organized with 80 attendees (The event was primarily organized by HEART and HIV Story, with the assistance of Hotline’s HIV/AIDS group)

4. We participated in the production of the podcast “18 Life Hacks for LGBTQ+,” producing 2 episodes of “G+ Boy.”

5. Good news: the book “The Way We Love: The Stories of Partners, Relatives, and Friends of People Living with HIV” was awarded the title of “outstanding publication by the 47th Golden Tripod Awards.

*Service team: the HIV/AIDS group, which included 25 volunteers, who had a meeting every 2 weeks. A total of 9 sessions of training and further education were organized for the volunteers.

Lesbian Services

As the pandemic receded, in 2023, we saw a significant growth in in-person events. The intimate relationship group hosted the first live session of the podcast “Lesbian Weekly” in May, turning the number of listeners we had online into an actual crowd in front of us. For our initiative, “Taipei Lesbian Map,” we organized a series of lectures and several sessions of lesbian gatherings, all of which allowed us to become closer to the lesbian community. In 2024, the intimate relationship group plans to engage more lesbians in our groups and living room gatherings. We will also continue to update the “Lesbian Weekly” podcast, breaking geographical boundaries and reaching more lesbian individuals.

1. Lectures on lesbian-related issues (body, sexual desire, and intimate relationship): 14 lectures were given with a total of 364 attendees.

2. Gathering for the lesbian community: 6 sessions were organized with a total of 95 attendees.

3. Podcast “Lesbian Weekly:” 47 episodes were uploaded in 2023, and since 2020, a total of 173 episodes have been produced and listened to for 2,311,034 times.

The Podcast looks at social issues from a lesbian perspective, inviting lesbians to share their life stories and discussing female sexual pleasure and body issues. You can listen to the show at: <https://open.firststory.me/user/hotlineles>

4. The Instagram page of “Lesbian Weekly:” with a total of 3,248 followers. You can follow us here: <https://www.instagram.com/lez.weekly/>

5. The “Lesbian Map” initiative was launched in 2023. We published 9 articles, which can be found on Hotline’s official blog.

6. The Lesbian Porn Award: more than 40 lesbians joined us in a porn screening session on the day we announced the award in January 2024.

*Service team: the intimate relationship group, including 15 volunteers, who had a meeting every 2 weeks. A total of 3 sessions of training and further education were organized for the volunteers.

LGBTQ+ Youth Services

In 2023, for our meeting group for LGBTQ+ teenagers, Hotline echoed the #MeToo movement that broke out in the first half of the year by organizing a meeting discussing sexual harassment and physical boundaries. In this meeting, we tried to break through the mainstream cis-gender and heterosexual framework. We talked to LGBTQ+ teenagers about issues including sexual harassment between males, sexual harassment experienced by lesbians or bisexual individuals because of their sexual orientation, and how one could seek help when encountering such harassment. In addition, we found out that a couple of LGBTQ+ teenagers who attended several meetings naturally formed a network, offering each other support both online and offline.

Furthermore, we launched the initiative of setting up the website "A Handbook for LGBTQ+ Youth Growth." The website is scheduled to be available in 2024, and it is hoped that with this website, LGBTQ+ teenagers in the entire country will be able to find and access accurate internet resources that can help them when they encounter various questions and troubles as they grow up.

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1. LGBTQ+ teenager meeting group:
9 in-person meetings with 59 attendees and 4 online meetings with 12 attendees
2. Chat up - gathering for LGBTQ+ teenagers:
3 in-person gatherings with 19 attendees and 1 online session with 8 attendees

3. We participated in the production of the podcast “18 Life Hacks for LGBTQ+,” producing 2 episodes of “LGBTQ+ Youth Universe.”

4. The website initiative “A Little Handbook for LGBTQ+ Youth Growth” was launched, and 7 meetings were convened for its preparation.

*Service team: the sexual rights group, which included 25 volunteers, who had a meeting every 2 weeks. A total of 1 session of training and further education were organized for the volunteers.

LGBTQ Elderly and Multiple Identities

In 2023, many Hotline members became family carers, and taking care of one’s parents became something that many shared during our meetings. Thus, we decided to conduct the “Taiwan LGBTQ+ and Family Care Survey,” which, after collecting feedback from 1,050 LGBTQ+ respondents, helped Hotline to learn more about the relationship between LGBTQ+ individuals and long-term care in an aging society like Taiwan. According to our survey results, the LGBTQ+ individuals who had come out to their family demonstrated a higher level of satisfaction with aspects like discussing the issues regarding life and death with their parents, care quality, and the division of care responsibilities among siblings, compared with the ones who were not out. Hotline is also fully aware of the fact that, while same-sex marriage has been legalized in Taiwan for nearly 5 years, it is still a major life issue for many LGBTQ+ individuals when it comes to questions like “whether and how to come out.” Another important finding was that many LGBTQ+ individuals were not quite familiar with the existing long-term care policies and services (the same might apply to heterosexual people too). When the LGBTQ+ respondents became carers for their family members, they often felt lost. Thus, in the future, Hotline will continue to introduce relevant resources to the LGBTQ+ community through lectures and our podcast “18 Life Hacks for LGBTQ+.”

In addition to the need of caring for their elderly parents, the need of elderly LGBTQ+ to receive care is another issue that should be addressed. As LGBTQ+ individuals become recipients of long-term care services or move into a long-term care facility, how to ensure that the long-term care system can provide non-discriminating and inclusive services is a critical issue. In recent years, Hotline’s elderly LGBTQ+ group has continued to focus on conversing with long-term care professionals, connecting with more social welfare advocacy organizations in Taiwan, and advocating for gender-related issues in the long-term care policy. We hope that every LGBTQ+ individual can age comfortably when they receive long-term care services, either at the moment or in the future.

Moreover, Hotline has continued to raise awareness of the equal rights of people with disabilities within the LGBTQ+ community. If you have ever attended a Hotline

fundraising banquet, you were likely to notice the efforts Hotline put into providing a barrier-free environment. We also offered sign language classes, organized lectures on the sexual rights of people with disabilities in collaboration with the group Hand Angel, and offered our suggestions for the easy-to-read version of gender education materials. Through these efforts, we hope that the LGBTQ+ community in Taiwan will become aware of the equal rights of people with disabilities and that people with disabilities will become supportive of gender diversity.

As aging is an inevitable issue for all of us, let's address this issue now.

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1. Podcast "Stories of Time: 18 Life Hacks for LGBTQ+:" A total of 55 episodes were produced in 2023, reaching 82,141 listeners.

Topics covered in this podcast include interviews with LGBTQ+ celebrities, special sessions for senior lesbians, weddings and funerals for LGBTQ+, exchanges of life experiences between LGBTQ+ of different generations, important incidents in the history of the LGBTQ+ movement, long-term care for LGBTQ, the life of LGBTQ+ teenagers, issues about life, death and illness, and the intimate relationship of gay men. You can listen to the show at: <https://open.firstory.me/user/timestory>

2. Chat group for senior lesbians: 10 sessions were organized with 159 attendees

3. Support group for LGBTQ+ with disabilities: 10 meetings were organized with 181 attendees.

4. Sign language class: 6 lectures were given in one semester, with 24 attendees in total

5. We collaborated with Neihu Senior Center of Taipei City Department of Social Welfare for 7 consecutive years, enabling the center to become more inclusive.

6. Lectures on issues about senior LGBTQ+ and LGBTQ+ with disabilities at long-term care facilities as well as healthcare institutes: a total of 24 lectures were given with 1,583 attendees

7. We conducted the "2023 Taiwan LGBTQ+ and Family Care Survey." The report can be accessed here: <https://hotline.org.tw/news/3370>

*Service team: the elderly LGBTQ+ group, which included 25 volunteers, who had a meeting every 2 weeks. The group also assisted the work of our partner group Hand Angel as well Taiwan Alliance for Indigenous LGBTQ+. A total of 2 sessions of training and further education were organized for the volunteers.

Transgender Services

In the post-pandemic 2023, the transgender group organized a total of 10 in-person events, gatherings, and lectures, hoping to provide more support and resources for the transgender community. For our podcast “#TransRights,” 22 episodes were produced, on which you can hear many transgender individuals sharing their amazing and exciting life stories.

Hotline organized 5 transgender-inclusion workshops. Based on our survey conducted among the attendees of each workshop, all attendees gave the segment of life story sharing by transgender individuals the best feedback. It was the same when Hotline’s staff members exchanged our experiences with the transgender activists from Sydney, Australia. They also mentioned the importance for transgender activists to share their own situations and experiences. Only when people hear these stories with their own ears can they truly understand transgender people’s living situations and needs. This opinion is not only consistent with our past experiences accumulated in the LGBTQ+ movement but also demonstrates again the essential meaning of life-story sharing to the LGBTQ+ movement.

While Hotline aimed to create a more inclusive environment for the transgender population, in 2023, we unfortunately also witnessed how anti-transgender forces manipulated transgender-related issues and spread false information by working with smaller political parties prior to the election. This is a reminder for us that social education can not wait, and we need to continue to work on it in the future.

	No. of Events	No. of Attendees
1. Transgender meeting group	4	72
2. Transgender Party	3	54
3. Lecture series on “Gender Fluidity” (with film screening)	3	74
4. Talk on transgender issues	16	713

5. Individual assistance for transgender clients: 3 service recipients

6. The podcast “#TransRights” takes the audience through transgender individuals’ life stories so that the audience can explore with us the various possibilities about gender: a total of 34 episodes have been produced and listened to 5,569 times since

2022 (22 episodes were produced in 2023). You can find the podcast show at:
<https://open.firststory.me/user/cl60mbkxv04aq01sbdhn8dwni/platforms>

7. We made 3 short videos sharing transgender individuals' life stories.

[**At grandma's funeral, can I not be the "granddaughter?"**](#)

[**I really hate titles like Mr. and Miss**](#)

[**How long did he mean when he said he needed more time?**](#)

*Service team: the transgender group, which included 15 volunteers, who had a meeting every 2 weeks.

9. We issued the "How to Address Me" sticker, which was inquired by and distributed to 9 government agencies in 2023.

You can collect the stickers here: <https://hotline.org.tw/node/3176>

10. Hotline hosted the 5th Taiwan Transgender March with the theme of "Set Off on a Transgender Journey," with approximately 5,000 participants. This was the first Trans March with corporate sponsorship, and several other groups joined us in organizing adjacent activities. A quick flashback:

<https://www.youtube.com/watch?v=k2gGPMOUJhA>

11. Action Code Transgender

Since the legalization of same-sex marriage, we've hoped to make the public see and learn about more marginalized issues. We chose transgender as the main focus in 2022-2023. In addition to seeing how transgender-related issues and policies became the next step for the LGBTQ+ movement in other countries since the legalization of same-sex marriage, we also hoped to enhance our work on transgender-related issues and encourage more LGBTQ+ activists to devote themselves to transgender-related agendas and policies. By doing so, they would be able to organize, plan, and involve themselves in social education as well as policy promotion for transgender-related issues, improving together transgender individuals' experiences in Taiwan in terms of their everyday life, employment, and workplace, as well as healthcare services.

Therefore, we formed a new transgender empowerment group, whose member consisted of volunteers from various work groups of Hotline. A total of 20 volunteers had a meeting every 2 weeks and carried out together the following tasks:

11. 1 Workshop: 5 workshops (the workshops on transgender activist empowerment in Taipei and in Kaohsiung, respectively, the workshop on transgender-inclusive workplaces, and the workshops on transgender-inclusive campus and healthcare system) were organized, with 248 attendees in total.

11.2 We published the “2023 Living Situation Survey of the Transgender Population in Taiwan”: <https://hotline.org.tw/news/3408>

11.3 We assisted the Department of Sports of the Taipei City Government in organizing a focus group, in which transgender participants shared their experiences with using swimming pools, and completed the “Focus Group Report on Transgender People’s Use of Swimming Pools.”

11.4 Agenda promotion

We published 3 Interviews, reaching 10,706 views on Facebook and 14,490 views on IG.

11.4 Film project

Considering how the video materials portraying transgender individuals in Taiwan mostly featured transgender females and focused on subjects like “how to pass as a female,” “sharing of growing-up stories,” “journey of transition,” or on celebrities presenting their personal features, Hotline wanted to produce a documentary to present aspects and issues regarding transgender people that were less covered in other transgender-themed films, so as to demonstrate the diversity within the transgender community.

Three topics were highlighted in the film: “comparison between trans man and trans woman,” “support from biological family,” and “conversation between trans man and trans woman.” These three topics were aspects that previous transgender-themed films rarely portrayed, but in the meantime, a phenomenon that could often be observed by Hotline within the transgender community. We hope to enable more people to learn about transgender people and their families, as well as help the transgender community to know more about each other. The documentary is scheduled to be released in the first quarter of 2024.

Non-Conventional Intimate Relationship

As issues regarding open relationships and multiple partners became more visible in the society, our workload gradually increased. Each meeting of the chat group held in Taipei was packed, and the chat group in Taichung was also slowly taking shape. We even received very positive feedback for an ad hoc session of the chat group taking place in Kaohsiung.

For the discussion forums, we tried for the first time to combine it with professional knowledge and to raise awareness within the community of the controversies surrounding spousal rights and the legalization of multiple-person households. We also talked about serious issues like the #MeToo movement and PUA (pick-up artist), as well as examined these issues through an academic lens, with the hope

that academic papers on relevant subjects would receive more attention and the general concept of intimate citizenship would be established.

We still remember that when the Polly Amory group gave a short talk on the stage at Taiwan LGBT Pride two years ago, a community member told us: “I cried on the spot when hearing for the first time that someone says it out loud what I also feel.” This scene was reminiscent of the first-ever LGBT pride in Taiwan more than a decade ago when the LGBTQ+ community had the first chance to gather with excitement. In 2023, the Polly Amory group joined the Taiwan LGBT pride again and gave a talk on one of the leading vehicles. This time, we were passionate, joyful, and empathetic of the community as always, but we also included reflections on the existing marital system and social structure in our talk. As we gradually combine our emotions with rational debates, it will be beneficial to the development of our advocacy, services, and the movement itself.

In 2024, in addition to managing the lively community and continuing to advocate for our ideas, we will work with Taiwan Relationships Education Association to conduct Taiwan’s first-ever survey within the community of open relationships and polyamory. With this survey, we hope to present this community to the public with improved clarity, calling for public attention and understanding so that the needs and existence of the “poly-community” will no longer be overlooked. Like we always say among the “Pollies”, the road to a relationship can lead anywhere, and another poly may be waiting for you at the next corner.

	No. of Events (both in-person and online)	No. of Attendees
1. Monthly routine event (chat group/discussion forum/film screening)	34	715
2. Counseling service	20	36
3. Lecture and forum	13	561
4. Annual assembly	1	129
5. Book club	19	258
6. Volunteer empowerment training	5	85

7. Professional helper workshop	2	105
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8. Podcast “Poly-Amory:” A total of 39 episodes have been played 85,845 times. The Podcast aims to create room for discussions about different types of relationships so that people can face their non-conventional affectional desires more freely. You can listen to the show at: <https://anchor.fm/poly-amory>

9. We managed the Facebook page “Poly-Amory”:
<https://www.facebook.com/polyamory.tw>

10. We managed “Poly’s World” Line group, which had 492 members

*Service team: the Poly Amory group, which included 24 volunteers, who had a meeting every 2 weeks.

Bisexual Services

Talk on bisexual-related issues: 2 in-person events were held with a total of 200 attendees.

Advocacy and Networking

With the continuous efforts of the LGBTQ+ organizations and LGBTQ+-friendly politicians, important progresses were made for same-sex couple’s rights in 2023. Cross-national same-sex marriage was recognized (not including China), the co-adoption right was granted, and the Domestic Violence Prevention Act finally extended its protection to same-sex relationships and the relations by marriage. Taiwan is continuing to pursue true marriage equality. However, there are still some unsolved agendas regarding same-sex marriage (such as artificial reproduction), and many other issues affecting the LGBTQ+ community require continuous attention, including the Equality Act, transgender rights, LGBTQ+ and long-term care, LGBTQ+-inclusive workplaces and the implementation of gender equity education. The government is expected to propose concrete policies for all these issues.

Prior to the 2024 presidential and congressional election, Hotline worked with Taiwan Equality Campaign, Taiwan LGBT Family Rights Advocacy Association, and Taiwan Gender Equity Education Association to draft the “2023 Taiwan LGBTQ+ Policy White Paper,” presenting the existing rights of the LGBTQ+ people in Taiwan and offering policy suggestions. We also visited many political parties prior to the election, calling on them to propose corresponding policies. Meanwhile, Hotline

collaborated with Taiwan Youth Association for Democracy and the media platform “The Reporter” to propose questions to all presidential candidates. With the election over, we will continue to supervise if the state’s policies actively respond to the living situation and needs of LGBTQ+ people on various living aspects, ensuring that the LGBTQ+ citizens in Taiwan can be seen and cared for by the state’s policies.

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Legislature Visitation and Legislative Work

We joined Taiwan Equality Campaign’s political work and co-visited the legislative caucus of 4 political parties, and attended 6 gatherings of local LGBTQ+-friendly representatives in 7 cities and counties across the country

Networking for Social Movement

We attended 13 networking activities with domestic organizations and groups.

We organized and attended a total of 72 discussion forums, lectures, meetings, hearings, and events on various subjects.

We hosted/co-hosted and attended a total of 13 press conferences, issued 23 press releases, announcements, and statements

We co-drafted the 2023 Taiwan LGBTQ+ Policy White Paper with a partner group, for which we attended 6 meetings: <https://hotline.org.tw/news/3354>

Human Rights Convention

Hotline served as a group member of the supervision alliance for the implementation of human rights conventions, and we attended 3 relevant events.

Hotline attended 4 meetings for the review of the Taiwan’s Fourth Report on the Implementation of CEDAW.

Hotline attended 4 meetings for the second-stage review of the Third Reports of the Government of Taiwan on the Implementation of the International Human Rights Covenants

Hotline attended 2 governmental consultation and review meetings for Taiwan’s Second Report on the Implementation of the Convention on the Right of the Child.

Involvement in Public Policy

Hotline attended 3 coordination meetings on LGBTQ+ agendas convened by Taipei City Government

Du, Shih-Cheng served as a member of the 14th Taipei Gender Equality Committee, attending 13 meetings. Du was also a member of the Taskforce for Optimizing LGBTQ+ Services and Gender Equality launched by Taipei Family Education Center, as well as a member of the Gender Equality Taskforce of the Taipei City Department of Labor, and attended 3 meetings for each taskforce, respectively.

Peng, Chih-Liu served as a member of the 9th Taipei City Gender Equity Education Committee and attended 20 meetings. Peng was also a member of the Committee of the Taipei City Center for Prevention of Domestic Violence and Sexual Assault, attending 5 meetings.

Tsai, Ying-Zhi served as a member of the Employment Discrimination Committee established by the Taipei City Department of Labor and attended 4 meetings.

Hsu, Chia-Wei served as a member of Keelung City's Gender Equality Committee and attended 4 meetings.

Cheng, Chi-Wei served as a member of the Gender Equality Taskforce for 4 governmental agencies, including Executive Yuan's Public Construction Commission, the National Symphony Orchestra, Chiang Kai-shek Memorial Hall, and the Pingtung County, attending 10 meetings in total.

International Participation

In the post-lockdown 2023, Hotline had more opportunities for international participation. In February, we flew to Australia to attend the Sydney WorldPride and the WorldPride Human Rights Conference. In addition to giving a lecture to share our experiences in Taiwan, we also visited local governmental agencies and civil organizations, learning about the anti-discrimination law, policy advocacy, and the health issues of elderly LGBTQ+ and transgender people. These visits were very helpful to us in terms of planning the future of the Taiwanese LGBTQ+ movement.

Hotline's staff members also attended international conferences in New York and Washington D.C., the USA, Kathmandu, Nepal, Manila, Philippine, and Seoul, South Korea, networking with activists from other countries. In Taiwan, we also worked with the Executive Yuan's Department of Gender Equality and the Netherlands Office in Taipei to invite foreign experts in LGBTQ+ issues to share their experiences and knowledge.

We hope we can engage in more international events in 2024, so that the LGBTQ+ organizations in Taiwan can contribute to the international LGBTQ+ movement.

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International Networking

Visits by/Exchanges with LGBTQ+ organizations/activists/students: 47 times

11 interviews by foreign press

While attending the 2023 Sydney WorldPride, Hotline's staff visited 6 organizations whose main fields of expertise ranged from long-term care, sexual health, and transgender-related issues, as well as the Anti-Discrimination Commission. Moreover, we attended 2 conferences, 1 workshop, and 3 receptions while giving one public lecture and participating in 2 parades.

2 staff members of Hotline attended the 67th Non-Governmental Organization Committee on the Status of Women (NGO CSW) taking place in New York, hosting and attending 3 discussion forums, visiting 2 organizations, attending 5 LBTI group meetings, 5 exchange meetings, and 6 receptions.

2 Staff members were invited to attend the PFLAG's 50th Anniversary Gala in the US, where they were able to exchange ideas and experiences with various organizations for LGBTQ+ parents from other countries.

1 staff member was invited to attend the LGBTAIQ+ aging symposium in Korea and shared Taiwan's experiences.

1 staff member was invited to attend the Asia LGBTIQ Network on SOGIE and GBV Regional Forum in Philippine and shared Taiwan's experiences.

Hotline co-hosted the 2023 EU-Taiwan LGBTI Human Rights Conference – Intersex, Transgender & Protection of Lesbian and Gay Rights.

Hotline's Secretary-General served as the representative director for East Asia of ILGA Asia and attended 6 organizational meetings.

Hotline collaborated with the Netherlands Office in Taipei to host an international forum, for which transgender activists from Taiwan, the Netherlands, and Mongolia were invited to share their individual experiences.

Hotline attended a total of 26 international lectures, forums, conferences, and workshops on issues related to gender and the LGBTQ+ population.

Assistance for Foreign Clients

Mail consultation: 21 cases about cross-national same-sex marriage, 7 cases about transgender issues

HIV/AIDS medication: 1 client

Social Media and Projects

Living in the era of vigorous social network platforms, in order to break through our own echo chamber, as of 2022, Hotline began to actively invite friendly content creators to work with us, hoping to create more opportunities for people holding an open attitude towards the LGBTQ+ community to learn more about Hotline. In the meantime, we hoped that more LGBTQ+ individuals or parents who were in need of Hotline's service might be reached by our information.

In 2023, to continue to strive for this goal, we worked with YouTuber "UG is Hot," who not only posed for us in the promotional materials for Hotline's fundraising banquet with 8 different outfits but also personally attended the banquet. In addition, Hotline's voices were also heard in several podcasts including "A Break Café," "Commute for Me," "Morning Mama," "Whatever You Say," and "Plgm and His Sisters." Hotline is truly grateful how these content creators talked to their audience about gender concepts and other relevant issues in the way that they were good at, creating opportunities for regular people to transform from an outsider to an alliance of the LGBTQ+ community.

In addition to these online collaborations, we also organized many exciting offline events in 2023. One of the events was a screening of the movie "After School," followed by a discussion forum with the director Lan Cheng-lung. This movie was a memorial to Director Micky Chen, who was Lang's mentor as well as an important activist in the Taiwanese LGBTQ+ movement. Chen devoted his entire life to fighting for gender and human rights issues, and captured many precious LGBTQ+ life stories with his documentaries.

There were also many adjacent events when the Transgender March took place. For example, Locker Room, a LGBTQ+ bar that was always supportive of Hotline's work, hosted a party to express their support for the transgender population on the night of the march. Also, for the first time, Hotline, together with the group "Power Drinkers 21," actively proposed a commercial collaboration with a private business: together with Taihu Brewing, we launched a limited edition of beer – the Trans March Special. With this series of online and offline events, we hoped to waken the public's curiosity and furthermore, create a channel for them to learn about gender issues and the LGBTQ+ community.

When trying to draw the attention of regular people who are otherwise unfamiliar with certain issues, images, and videos/audio has always been an important method of sharing stories and promoting agendas. Thus, in 2023, Hotline produced a short film documenting the conversations between several transgender protagonists and their families and friends. If everything goes according to plan, when you are reading this annual report, the film should be available online already. You can watch the film on Hotline's YouTube channel.

Finally, in 2024, we aim to present the information with regards to the various social issues Hotline has been engaged in formats that are suitable for reading on social media platforms so that more people can be updated with the context of individual issues as well as their latest development. We hope that all of you can share the content you find interesting more frequently so that more people have the opportunity to receive accurate information and to improve their understanding of gender issues and the LGBTQ+ community.

Once again, we want to express our gratitude to every single one of you who expressed your support for Hotline in any way in 2023. Hotline wishes you a fabulous 2024.

Social Media Management

Hotline's official website: 490,000 views
<https://hotline.org.tw/>

Hotline's Facebook page: 60,000 Likes, 63,342 followers; like and follow us at:
<https://www.facebook.com/TaiwanHotline>

Instagram: 10,573 followers; follow us on: <https://www.instagram.com/taiwanhotline>

Hotline's YouTube channel: 4,560 subscribers. subscribe at:
<https://www.youtube.com/channel/UCzvxXF5tQuqKtJSkTc7kxLw>

You can also follow us on X: <https://twitter.com/LgbtqTaiwan>

Thread : @taiwanhotline

Hotline's newsletter: A total of 11 issues, released each month; subscribe at:
<https://hotline.org.tw/civicrm/profile/create?gid=12&reset=1>

"A Not-Straight Voice" newsletter: 10 issues, released each month; subscribe at:
<http://paper.udn.com/papers.php?pname=POL0013>

19 interviews with various media platforms and 208 times of exposure (including websites, TV channels, newspapers, and magazines)

Various interviews (by students and scholars): 13 times

Hotline's Annual Fundraising Banquet

We organized 1 banquet. The fundraising banquet is Hotline's most annual fundraising event. We demonstrate Hotline's main work and the issues we care about through performances so as to consolidate the solidarity and the energy for the movement within the community. Thanks to everyone's support, we successfully raised 5 million NTD in 2023.

The 2024 Annual Fundraising Banquet is scheduled to take place on 2024/08/17 at Zepp New Taipei

Street Stands

With several events taking place in 11 days, Hotline visited campuses, local neighborhoods, and different event locations to help more people learn about gender diversity.

The 21st Taiwan LGBT Pride

As a co-organizer, Hotline attended 3 organizational meetings and was leading the red procession.

HOTLINE Shop

We sell all kinds of rainbow handicrafts, accessories and LGBTQ+-friendly merchandise to support you to embrace your own uniqueness, show your most beautiful self, and spread this strength and energy to people around you.

<https://taiwanlgbthotline.waca.shop/>

Collaboration

Training and Advanced Education

6 sessions of staff supervision

11 training sessions for all volunteers and staff members

Internship program: 23 interns and 1 presentation by the interns was organized

LGBTQ+ and Gender-based Violence/ Partial collaboration with Modern Women's Foundation

Regular meeting to discuss LGBTQ+ intimate partner violence: 7 meetings

Affection education lecture for the LGBTQ+ community: 1 session with 40 attendees

Media interview and exposure: 2 interviews and 2 exposures

Education training for professionals in various fields: 4 sessions with 335 attendees

Hotline also attended 12 meetings, lectures, conferences and events with relevant themes and co-organized 2 practice forums and conferences on similar subjects.

Peng, Chih-Liu served as a group supervisor for social workers specialized in diverse genders at Kaohsiung City Center for Prevention of Domestic Violence, and attended 8 meetings, as well as a member of the Committee of the Taipei City Center for Prevention of Domestic Violence and Sexual Assault, attending 5 meetings.

Hotline was also involved in the maintenance and promotion of the website "Tell Your Story - An information platform for LGBTQ victims of intimate partner violence" <http://lgbt.38.org.tw/>

Co-adoption for LGBTQ+/ Collaboration with Taiwan LGBT Family Rights Advocacy Association and Taiwan Equality Campaign

7 meetings were convened, and finally, the right for same-sex couples to co-adopt non-biological children was granted in May 2023.

LGBTQ-Inclusive Workplace Project/ Collaboration with Taiwan Equality Campaign

In addition to 13 regular meetings, another 34 meetings were convened to develop the indexes used to evaluate inclusive workplaces.

Talks were given at 27 companies, with a total of 980 attendees.

3 gatherings for inclusive workplaces were organized, with 71 businesses and a total of 195 people attending.

Hotline conducted the 2023 Taiwan LGBTQ+ Workplace Experience Survey: <https://hotline.org.tw/news/3355>

The “2023 Taiwan LGBTIQ+ Workplace Inclusion Index” was introduced, with a total of 62 businesses participating in the survey and 47 of them earning recognition as a “LGBTIQ+ inclusive workplace.”

You can read about the survey results here: <https://inclusive-workplace.tw/2024/01/02/211/>

Advocacy for the Sexual Right of Disabled Individuals/ Collaboration with Hand Angel

Together with the Graduate Institute of Gender Education of National Kaohsiung Normal University and Hand Angel, we held the “Sexuality as a Human Right: Why the Experiences and Knowledge of People with Disabilities are Needed for the #MeToo Movement” conference. Individuals with disabilities, professional helpers and healthcare professionals were invited to share their experiences with and opinions about issues including the sexual right of people with disabilities, gender education and sexual care. A total of 150 people attended the conference.

Advocacy on Issues of Drug Use

2 support workshops for families and friends of gay male drug users
7 lectures on drug-related issues, with 297 attendees in total

Budgets of the Taipei Headquarters

Currency Unit: TWD

Category	Program	Amount	Total
Community Services and Social Education	Telephone consultation service	1,211,307	9,316,283
	LGBTQ+ and gender diversity education	589,057	
	LGBTQ+ youth services	1,321,557	
	LGBTQ+ elderly and multiple identities	809,857	
	Family services	981,337	
	HIV/AIDS services	2,137,937	
	Transgender services	720,577	
	Lesbian services	773,857	
	Non-conventional intimate relationship	770,797	
Advocacy and Networking	International participation	576,352	2,085,277
	Networking	373,352	
	Empowering and Advocating for Transgender	1,135,573	
Projects	Workplace equality	352,038	2,366,104

	LGBTQ+ intimate partner violence	158,911	
	Hualien team	93,551	
	Recreational drug issues	98,151	
	Collaborations	224,151	
	Advanced cross-group training for volunteers	113,151	
	Annual fundraising event	1,326,151	
Promotion and administrative work	Service promotion	556,834	7,232,658
	Hotline shop	825,676	
	Administrative costs and overheads	3,901,120	
	Optimize office space	694,676	
	Accounting	625,676	
	Employee Assistance Program	628,676	
Total			21,000,322

Work of the Southern Office

Because of your support, in 2023, the 3 full-time staff members working at Hotline's southern office were able to accomplish together the following projects and services without worries and concerns, contributing to a better life for the LGBTQ+ community in Taiwan as well as their family and friends.

Community Services

LGBTQ+ and Gender Diversity Education

In 2023, the education group continued to expand our targeted audience. In addition to giving talks at the schools that had a long-term relationship with us, we were also invited by civil groups, governmental agencies and private businesses. The subjects covered in our talks were no longer limited to "learning about gender diversity," but also included transgender issues and explored the LGBTQ+ landscape. In response to these needs, the education group continued to deepen our volunteers' understanding of various issues through focus discussions and sharing of life stories, so as to ensure the quality and energy level of the talks. Recently, new volunteers from different fields have joined us, making the education group more heterogenous and diverse.

A total of 44 talks were given, with 1,440 attendees

	No. of Events	No. of Attendees
All levels of schools and universities	36	1,215
Professional helpers and healthcare professionals	1	25
Governmental agencies	5	150
General public	2	50

*Service team: the education group, with 25 volunteers, who had 1 meeting per week, and 1 session of volunteer training were offered.

Family Services

In 2023, we held externally the coming-out gathering that had been held internally for many years, hoping to foster the LGBTQ+ community's capability of coming out to their family. However, the number of attendees gradually reduced for the three gatherings, leading to our belief that the LGBTQ+ community had become less motivated about coming out compared to several years ago when the anti-LGBTQ+ referendum took place. Nevertheless, coming out to one's family is still an issue that the community faces, and therefore, we are considering combining the coming-out gatherings with the living room sessions whose predecessor was the chat group for senior gay men, so that the attendees of the latter would also be able to learn more about coming out while meeting new friends. By doing so, we hope to make it easier for LGBTQ+ individuals to come out to their families.

	No. of Events (both in-person and online)	No. of Attendees
Individual consultation with parents of LGBTQ+ individuals	2	2
Afternoon tea session for parents of LGBTQ+ individuals	10	50
Lecture on parent-child relationship	10	212
Gathering for coming-out	15	66

*Service team: the family group, with 10 volunteers, who had 2 meetings per month, and 3 sessions of volunteer training were offered.

Parent volunteers for the telephone consultation service: 3 volunteers, for whom 4 online supervision sessions were offered.

Lesbian Services

Considering the limited number of lesbian-exclusive spaces available in Taiwan, we offered a wide range of events for lesbians, attracting different types of lesbians to attend. Through social gatherings, cultural activities and lectures, we aimed to create an inclusive environment exclusive to the lesbian community. Meanwhile, given the diversity within the lesbian community, we also aimed to be inclusive of different characteristics, so that participants could find friendship, share their own stories and receive support by attending different events, enjoying a sense of belonging here

with us, and making this lesbian-exclusive community more comfortable.

	No. of Events	No. of Attendees
Group blind date for lesbians	6	62
Chatting session for lesbians	6	70

*Service team: the lesbian service team, with 5 volunteers, had 1 meeting every 6 months.

Transgender Services

In 2023, we launched a transgender gym class that taught aerobics. By learning to become more familiar with one's body through training, and by constantly looking at oneself in the mirror, this class aimed to overcome the stereotype about transgender people being alienated from their body and to help transgender participants to successfully find a connection with their own body. Many participants were unable to look at themselves in the mirror at first, but gradually gained confidence as they became able to follow the rhythm, finally finding themselves a place where they could stretch their transgender body freely through the culture of dancing, which was open to any gender. The participants managed to break free from the constraints imposed on them by the long-existing binary gender culture.

Transgender living room: 29 sessions with 551 attendees

Gym class for transgender: 13 sessions, with 117 attendees in total

*Service team: the transgender support team, with 14 volunteers, had 1 meeting every month.

Other Services

	No. of Events	No. of Attendees
Meeting group for gay men	2	20
The living room gathering	9	270

Meeting group for non-conventional intimate relationships	15	80
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*Service team: the support team for the gay meeting group was reformed and the new service team for both the living room gatherings and the meeting group for non-conventional intimate relationship was formed with 5 volunteers, who had 1 meeting every month.

Training and Advanced Education

	No. of In-person Events	No. of Attendees
Orientation	1	4
Volunteer training and advanced training for supervisors	9	140

Advocacy and Networking

Interviews by news media, students and scholars: 6 times

We organized or attended a total of 24 discussion forums, lectures, consultation meetings and public hearings, and conducted 2 visits.

We attended 3 coordination meetings for LGBTQ+ agendas convened by the Kaohsiung City Government

Liu, Yu-Ting served as a member of the Tainan City Government Commission for Gender Equality and the Promotion of Women's Rights, and attended 7 meetings.

We participated in 4 neighborhood or campus street events

We took part in 3 social movement demonstrations to express support

Social Media Management

Facebook Page of the southern office: with 11,000 followers. You can LIKE and FOLLOW us on: <https://www.facebook.com/SouthHotline>

Instagram of the southern office, with 1,653 followers, come and follow us on:
<https://www.instagram.com/hotlinesouth/>

Events

The 14th Hotline annual fundraising banquet was held in Kaohsiung, with 240 attendees and 70 volunteers who assisted the event. A total sum of 880,000 NTD were raised.

The 2024 fundraising banquet in Kaohsiung is scheduled to take place on August 31st at **Backstage Live in Kaohsiung**

1 luncheon was attended by 24 people.

Budgets of the Southern Office

Currency Unit: TWD

Category	Program	Amount	Total
Community Services and Social Education	Family services	196,500	1,804,874
	LGBTQ+ gatherings	80,000	
	LGBTQ+ and gender diversity education	128,840	
	Transgender services	171,840	
	Lesbian services	208,750	
Advocacy and Networking	Networking	49,720	304,456
Projects	Fundraising event in Kaohsiung	401,940	656,676
Promotion and administrative work	Service promotion	30,000	1,134,448
	Administrative costs and overheads	951,448	
	Employee Assistance Program	153,000	
Total			3,900,454

Donations

Online donation using QR code :

<https://hotline.org.tw/civicrm/contribute/transact?reset=1&id=14>

Or you can fill up this form and send it to: meiying@hotline.org.tw

Hotline X O-Bank Rainbow Card: when shopping with the Rainbow Card, O-Bank will donate 0.2% of the total amount of your domestic as well as foreign purchases to Hotline. You can sign up for a Rainbow Card here:

<https://www.o-bank.com/retail/debit/affinity-card/rainbow-card?fbclid=IwAR30DoGaKM2Hk8W3VGavOk-TLquYTHqBvNuzJeRuGq0xv-oSs6hZBxFpneg>

If you live in the U.S., you can choose to donate Hotline through Give2Aisa to be sure that your gifts will be tax-deductible: <https://give2asia.org/taiwantongzhi/>

If you have any questions regarding donations, please feel free to contact our staff in charge Director Juan during our office hours between 14:00 and 22:00 from Monday to Friday: 02-2392-1969 or meiying@hotline.org.tw

With an #EDcertified status from NGOsource, Hotline is now certified as equivalent to a US public charity. We look forward to the new funding opportunities this #equivalencydetermination will bring the organization so we can continue the work we do in our communities. To learn more about NGOsource, visit www.ngosource.org

HOTLINE SHOP

All kinds of rainbow handicrafts, accessories and LGBTQ+-friendly merchandise are sold to support you to embrace your own uniqueness, to show your most beautiful self, and to spread this strength and energy to people around you.

<https://taiwanlgbthotline.waca.shop/>