

2024

Taiwan Tongzhi(LGBTQ+) Hotline Association Annual Report

Chairperson's words

In 2024, both Taiwan and the international community faced significant shifts in political and economic conditions. In Taiwan, we have not only witnessed turmoil in the legislature and challenges to our democratic institutions, but also seen the near-total elimination of the gender equality budget proposed for early 2025. Debates around legal gender recognition without surgery have continued to spark controversy. We are observing the systematic importation of anti-transgender rhetoric from the West into Taiwan, often amplified by local political forces.

Some of these arguments deliberately invoke cisgender women's very real fears of male violence, resulting in growing divisions between cisgender and transgender women, two groups who are both oppressed under patriarchy. This rhetoric undermines gender solidarity, which should be rooted in mutual understanding and support.

Facing these changes, I have sensed the anxiety within the community and among fellow activists. Hotline will continue to stand with everyone, networking, speaking up, and taking action when needed. In the meantime, I believe that through "empathy and conversations," common grounds can be found between parties that hold different, and sometimes conflicting opinions about the issue of gender alteration without surgery.

Finally, I want to express my gratitude towards all the people who support Hotline financially and physically, and watch Hotline grow. Because of your contribution, Hotline may continue to fight for gender equality and human rights. I hope that, facing such a volatile environment, all of you can take good care of ourselves, and continuously march forward with Hotline. Together, we are stronger!

Staff members

Du, Shih-Cheng

Secretary-general, in charge of organizational administration, international work, issues regarding workplace equality, and substance use.

Peng, Chih-Liu

Deputy Secretary-General, in charge of the sexual rights group, issues regarding LGBTQ+ intimate partner violence and LGBTQ+ adoption

Cheng, Chi-Wei

Director of Social Work, in charge of the education group, elderly LGBTQ+ group and issues regarding disabled LGBTQ+

Hsu, Hsin-Rui

Director of Educational Promotion, in charge of the family group and issues about non-conventional intimate relationships

Tsai, Ying-Zhi

Director of Policy Advocacy, in charge of the transgender group

Lin, Yu-Chun

Director of Community Development, in charge of the intimate relationship group

Hsu, Chia-Wei

Director of Community Resources, in charge of the HIV/AIDS group and Hotline Shop

Juan, Mei-Ying

Director of Marketing, in charge of donations and external collaborations

Chang, Chia-Wei

Visual Director, in charge of visual design

Zhong, Shi-Rou

Director of Community Marketing, in charge of social media management and external collaborations

Chen, Wei-Jun

Office Director at Hotline's southern office, in charge of the family group and lesbian events

Liu, Yu-Ting

Director of Community Development at Hotline's southern office, in charge of transgender-related issues and collaborations with other social movements

Yang, Cheng-hsien

Director of Community Education at Hotline's southern office, in charge of education-related issues and social network management

Our Work at Hotline Taipei Headquarter

Because of your support, in 2024, the 10 full-time staff members, as well as nearly 1,000 volunteers working at Hotline's Taipeiheadquarter, 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.

Overall Observations

Throughout 2024, Hotline continued to develop our work more deeply in different aspects, facing challenges and making progress in every field. Below is a summary of the changes we observed in the community's needs based on our experiences in the past year and how we adjusted our service strategies so that we could provide more in-depth support for the community.

Telephone consultation service: with a steady demand, moving towards expanding the depth of our service

The demand for our telephone consultation service remained stable in 2024, as a total of 1,621 phone calls made by 435 people were answered, with each caller contacting us 3.7 times on average. The number was slightly lower than the 4.3 times per caller in 2023, potentially indicating that we attracted more new callers or managed to help callers solve their problems more efficiently. In the meantime, 33% of the phone calls came from long-term callers who contacted us repeatedly to seek companionship and assistance. This suggests a lack of appropriate resources and interventions in their everyday life, and our service has been critical in providing long-term clients with support and companionship. In addition, the telephone consultation service was provided by a total of 37 volunteers. While the number of volunteers was slightly reduced compared to 2023, the total hours of service provided increased, showing a more in-depth involvement of the volunteers. However, we still need to work on recruiting and retaining volunteers in the future.

Family services: an increase in the need for individual services, and a breakthrough among transgender families

The demand for individual consultations (telephone consultations or personal consultations with parents) clearly exceeded the request for small-scale gatherings and discussion forums, suggesting the increasing need within the community for in-depth conversations. In addition, issues covered by the parent consultations have expanded from "how to accept the fact that my child is LGBTQ+" to "my child's substance use" and "assisted reproduction technology and surrogacy," demonstrating the complexity of parental issues, as well as the importance of professional services. It is worth noting that we received great feedback for the first-ever gathering we hosted for the parents of transgender individuals. Also, we got to meet some friendly parents who'd been actively involved in their children's journey of gender identity

since childhood, a phenomenon overthrowing the stereotype that “parents only accept the fact passively.”

Education work: an M-shaped distribution in terms of the understanding of LGBTQ+ issues

Regarding gender equity education in schools, we’ve observed an M-shaped distribution when it comes to students’ understanding of LGBTQ+-related issues. While some students have absolutely no knowledge about LGBTQ+, others are familiar with issues related to transgender, non-binary, and gender recognition without surgery. Furthermore, as same-sex marriage has been legal for 5 years in Taiwan, we’ve observed a significant increase in the demand for learning more about the LGBTQ+ community’s needs among healthcare professionals, social workers, and long-term care professionals, a phenomenon reflected in the growing number of talks given by the Hotline.

Lesbian work: diverse events, and in-depth discussions about body-related issues

In the past year, we organized diverse activities, including a study group, support groups, discussion forums, basketball games, and baking events, to provide members of the lesbian community with different ways to be engaged. In particular, the support group focusing on body-related issues created a space for members to share freely and to discuss how to accept their own physical experiences, how to recounilate with past trauma, and how to gain strength through companionship and listening to each other. These in-depth exchanges received much positive feedback, giving us more confidence to continue to promote such support groups in the future.

Youth services: diverse identities and gaps in individual situations

LGBTQ+ teenagers participating in our activities have demonstrated more refined understandings about sexual orientation and gender identity, indicating a growing range of sources for them to obtain relevant information. However, they’ve continued to experience gaps between individual situations and the progressive social atmosphere. For example, “Has school climate truly become friendly?” “Other LGBTQ+ people I meet online seem to have a bright life, but I feel rather lonely.” These questions show that progress made with regard to the law does not necessarily equal improvements in personal situations. At the LGBTQ+ teenager gatherings hosted by Hotline, we’ve seen some teenagers successfully build a stable support network among their peers, while some even choose to participate in interviews or become a volunteer, demonstrating the strength of social engagement. In addition, to provide LGBTQ+ teenagers with more resources, Hotline launched the website “LGBTQ+ Youth,” helping them face the challenges they face growing up.

Elderly issues: an increasing need for professionals and a diverse resource development

In 2024, Hotline noticed a significantly increased demand for talks regarding elderly issues as Taiwan gradually became a super-aged society. We gave 79 talks in total, a growth of 76% compared to 2023. Our audience showed a strong interest in issues like parent-child

relationships, spouse rights, and the needs of the elderly LGBTQ+. Furthermore, through videos, support groups, discussion forums, and podcasts, Hotline promoted issues related to LGBTQ+ and long-term care, helping the community face the challenges of aging.

HIV/AIDS work: reviewing the history, and looking into the future

2024 marked the 20th anniversary of Hotline's HIV/AIDS group. We organized the special exhibition "Hi, V"(open to the public as of 2025) to review the history of the gay community and HIV/AIDS and reflect on future challenges. As society's understanding of HIV/AIDS increases, we've started to pay attention to the lives of people infected with HIV/AIDS in old age, such as friendly healthcare services, care for comorbidities, and long-term support. These are not only important issues for the community itself, but also an aspect that we have to work on together in the future.

Transgender work: increasing public understanding through publications and media exposure

In 2024, Hotline organized 10 in-person gatherings, chat groups, and discussion forums, creating a safe, inclusive environment for transgender people to support each other and exchange information, so as to further accumulate energy to face the challenges in their everyday lives. Healthcare was a topic that was brought up at every gathering, yet healthcare resources for transgender people are scarce. Thus, Hotline published the "Manual for Transgender Healthcare" to provide the transgender community in Taiwan with a reliable source of information regarding their health. In recent years, as there have been more and more discussions about transgender issues, and yet public understandings of the community have not improved, we've also published the book "The Multiverse of Gender: A Collection of Transgender Life Stories," hoping to help more people explore the diverse looks and experiences of the transgender community.

Non-conventional intimate relationship: professional recognition and community development

The professional helper workshops we organized were officially recognized as a part of the advanced training programs for social workers and counselors, suggesting that the two fields have come to acknowledge the issue of open and non-conventional intimate relationships. In addition, the number of participants at Poly's annual assembly reached a new high, indicating a growing level of attention paid to this subject. We also successfully hosted chat groups in Taipei, Taichung, Kaohsiung, and Tainan, all of which attracted many attendees. Such gatherings have also contributed to the gradual formation of local support networks.

Marketing work: expanding influences, pursuing equal rights

In 2024, Hotline collaborated with 17 artists, podcasters, and media professionals to advocate to a broader audience the concept of gender equality and to enable more people to learn about LGBTQ+-related issues. At our annual fundraising banquet, many of our partners shared their stories of Hotline to invite their friends and families to express support. All the online posts and shares demonstrated the power of advocacy. We believe that, through these images, audio, and written words, these topics about gender diversity can be

seen by more people and create a friendlier and more inclusive society. In the future, we will continue to work with different artists and content creators to promote more influential conversations and actions.

Advocacy and networking: intensifying policy impacts and promoting equal rights

Hotline has always actively participated in the national and local gender-related government committees, in which we’ve supervised and promoted gender equality policies, as well as collaborated with other organizations to advocate for the anti-discrimination law, cross-national same-sex marriage, assisted reproduction technology, and gender equity education. In 2024, one of the main progresses resulting from our long-term advocacy work was the loosening of regulations for same-sex marriage between Taiwanese and their Chinese partner. Meanwhile, facing the turbulent Taiwanese Parliament, we’ve realized more deeply the inseparable relationship between the LGBTQ+ movement and democracy. Promotion of future bills depends on the civil society’s supervision and engagement. Moreover, we’ve worked with local governments to conduct surveys on the needs of the LGBTQ+ community, to make concrete policy suggestions, with the hope of continuing to intensify various gender-inclusive measures on the local level and thus, to recognize and respond to the community’s needs.

International work: connecting with the global community and sharing Taiwan’s experiences

Hotline is actively engaged in managing international LGBTQ+ organizations, learning about international and regional affairs, and attending numerous international conferences, during which we exchange with activists from other countries and share the experiences of the LGBTQ+ movement in Taiwan. In the meantime, we offer internship opportunities for LGBTQ+ activists from other Asian countries, sharing with them Taiwan’s model of promoting gender equality. Furthermore, Hotline also assists foreign LGBTQ+ individuals living in Taiwan in solving various difficulties they encounter in their everyday life, providing them with resources and support so that they can live in Taiwan peacefully and comfortably.

Community Services and Social Education

Telephone consultation service

We provided a total of 729 hours of service, answering 1,621 phone calls made by 435 LGBTQ+ individuals and the parents of LGBTQ+ people, with each phone call lasting approximately 27 minutes.

The table below presents the top five topics covered in the consultations and their individual shares. You can learn more about our telephone consultation service in 2024 here: <https://hotline.org.tw/news/3500>

Looking for support and companionship	58%
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Relationship issues	14%
Issues about HIV/AIDS and sexually transmitted diseases	11%
Self-identity and societal pressure	6%
Interpersonal relations	4%

*Service team: The telephone consultation group, which included 37 volunteers and 16 supervisors (senior volunteers), provided the service five days a week, with an average of three volunteers on call every day. A total of 15 sessions of advanced training and activities were provided for the volunteers.

LGBTQ+ and Gender Diversity Education

A total of 211 talks were given, with a total of 11,896 attendees. The topics included learning about LGBTQ+, inclusive campus and anti-bullying, sharing 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	250
Students	120	6,663
Government agencies	26	1,858
General public	13	274
Education professionals	9	350
Medical and social service professionals	38	2,501
Total	211	11,896

*Service team: The education group included 20 volunteers, who met every two weeks and received a total of 2 training sessions.

Family Services

We offered companionship and support for nearly 319 parents with LGBTQ+ children and LGBTQ+ individuals by organizing gatherings, telephone consultations, and counseling.

1. Parents with LGBTQ+ Children

	No. of Events (both in-person and online)	No. of Attendees
Meeting group for parents with LGBTQ+ children (including in-person afternoon gatherings held in Taipei and Taichung, and a national online counseling platform. The online counseling platform is co-managed with Hotline's southern office.)	18	64
Meeting group for parents with transgender children This is a new service launched in 2024: the group provides parents whose children are trans with more resources and emotional support.	2	18
Individual consultation for LGBTQ+ parents	12	14
Volunteer training for LGBTQ+ individuals and parents	18	146

2. External Lecture

	No. of Sessions (both in-person and online)	No. of Attendees

Parent-child relationship	9	154
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3. Hotline Consultation for parents of LGBTQ+ children: We received a total of 50 phone calls.

The service was provided every Tuesday from 6-9pm and every Thursday from 2-5pm by 10 volunteering parents and 4 accompanying volunteers.

4. A consultation service about coming out: A total of 27 LGBTQ+ persons received the service, which involved a one-on-one consultation regarding their experiences with coming out.

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

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

6. We also manage LINE groups for parents with LGBTQ+ children and with parents of transgender children (including a northern group, a central group, an anonymous group, and a transgender group): 333 parents

7. We produce a podcast show “All About Family,” and 26 episodes are available online now.

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 here: <https://pse.is/5gwkij>

* Service team: the family group, which included 10 volunteers, who had a meeting every 2 weeks.

HIV/AIDS Services

1. G+ Boy Project

To learn more about the project: <https://gplus.taplink.ws/>

1.1 G+ Boy – the newly upgraded website on sexual pleasure/sexual education for gay men: a total of 48,570 visitors

Formerly known as “SongYY”, “G+ Boy” is Hotline’s official website that offers gay men with information about sexual health and sexual pleasure. “G” comes from gay, and “+” demonstrates the spirits of positive and plus. Through this new brand, we hope to become closer to the community and share with the community our core values.

1.2 We manage various social media accounts (YouTube, Instagram, and Facebook): feel free to follow, subscribe to us, and turn on the notifications.

2. We offered an anonymous testing service for HIV and syphilis. A total of 326 people received the service (including 95 people who received our outreach service in collaboration with the Taiwan Care AIDS Association).

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 Three training workshops on HIV testing consultation with 173 attendees (in collaboration with Taiwan Care AIDS Association, Taipei City Hospital Kunming Prevention and Control Center, the Health Bureau of Taichung City Government, and the Health Bureau of Taitung County Government).

3.2 One training workshops on chemsex for professionals were organized with a total of 40 attendees (in collaboration with Taiwan Care AIDS Association, Taipei City Hospital Kunming Prevention and Control Center, and the Health Bureau of Taichung City Government).

4. We participated in the production of the podcast "18 Life Hacks for LGBTQ+," producing 10 episodes of "G+ Boy."

*Service team: The HIV/AIDS group, which included 28 volunteers, who had a meeting every 2 weeks. A total of 2 sessions of training and further education were organized for the volunteers.

Lesbian Services

1. Lectures on lesbian-related issues (body, sexual desire, and intimate relationships): 5 lectures were given with a total of 120 attendees.

2. Lesbian groups

2.1 Support group for long-term intimate relationship: 3 sessions, 10 meetings, 45 attendees

2.2 Support group for exploring individual body images: 1 session, 6 meetings, 30 attendees

3. "Girls' Eyes: A feminist book club:" 3 meetings, with 20 attendees

4. We introduced a new lesbian-exclusive event, with the aim that more lesbians could see Hotline as a free, comfortable space. In 2024, we launched the event "Girls' Day." A total of 3 events were held with 150 attendees.

5. Podcast "Lesbian Weekly:" 42 episodes were uploaded in 2023, and we also organized a live event for the podcast, attracting 60 attendees. Since 2020, a total of 216 episodes have been produced and listened to 3,034,806 times. The Podcast looks at social issues from a lesbian perspective, invites lesbians to share their life stories, and discusses issues related to female sexual pleasure and the female body. You can listen to the show here:

<https://linkby.tw/lez.weekly>

6. The Instagram of “Lesbian Weekly” has a total of 5,275 followers. You can follow us here: <https://www.instagram.com/lez.weekly/>

*Service team: the intimate relationship group, including 20 volunteers, who had a meeting every 2 weeks. A total of 4 training and further education sessions were organized for the volunteers.

LGBTQ+ Youth Services

1. LGBTQ+ teenager meeting group:

9 in-person meetings with 117 attendees

4 online meetings with 29 attendees

2. Chat up- gathering for LGBTQ+ teenagers:

3 in-person gatherings with 68 attendees

3. We participated in the production of the podcast “18 Life Hacks for LGBTQ+,” producing 12 episodes of “LGBTQ+ Youth Universe.”

4. We launched the website “LGBTQ+ Youth: A Roadmap for LGBTQ+ teenagers”(<https://young.hotline.org.tw/>), on which we share life stories and practical tips with vivid sketches, hoping to serve as an important resource for LGBTQ+ teenagers in Taiwan.

5. 2024 School Climate Survey on LGBTQ+ Students in Taiwan: We conducted the second national survey, focusing on the living situation of LGBTQ+ students, with the aim of promoting more inclusive education policies. The survey results are scheduled to be made public in 2025.

*Service team: the sexual rights group, which included 25 volunteers, who had a meeting every 2 weeks.

LGBTQ Elderly and Multiple Identities

1. Podcast “Stories of Time: 18 Life Hacks for LGBTQ+.” 28 episodes were produced in 2024, and a total of 484 episodes have been online since 2020, reaching 274,553 listeners. Topics covered on the show 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 historical events 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 here:

<https://open.firststory.me/user/timestory>

2. Chat group for senior lesbians: 4 sessions were organized with 60 attendees
 3. A support group for LGBTQ+ people with disabilities (a collaboration with the Hand Angel): 11 meetings were organized, with 165 attendees.
 4. Sign language class: 6 lectures were given in one semester, with 25 attendees in total
 5. Support group for LGBTQ+ caretakers: As Taiwan has become a super-aged country, we want to find out what difficulties and challenges LGBTQ+ face when caring for their parents and what kind of assistance they may need, so we organized for the first time a support group for LGBTQ+ caretaker: 5 meetings were held in 1 session, with 30 attendees in total.
 6. Lectures on issues about senior LGBTQ+ and LGBTQ+ with disabilities at long-term care facilities as well as healthcare institutes: a total of 37 lectures were given with 1,261 attendees
- *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. A total of 2 sessions of training and further education were organized for the volunteers.

Transgender Services

	No. of Events	No. of Attendees
Transgender meeting group	4	86
Transgender Party	3	60
Lecture series on "Gender Fluidity"	3	72
Talk on transgender issues	20	874

1. Individual assistance for transgender clients: 5 service recipients
2. Podcast "Trans Rights" takes the audience through transgender individuals' life stories, so that the audience can explore with us the various possibilities about gender: 6 episodes were produced in 2024. The podcast show has in total produced 40 episodes since 2022, and they have been listened to 1,216 times. You can find the podcast show here: <https://open.firstory.me/user/cl60mbkxv04aq01sbdhn8dwni/platforms>

3. We published the book “The Multiverse of Gener: A Collection of Transgender Life Stories” in December 2024. 3 launch events were held, with a total of 75 attendees.

4. We collaborated with the Taipei City Hospital Kunming Prevention and Control Center and the Kunming Branch of the Taipei City Hospital Chinese Medicine Department to draft the “Manual for Transgender Healthcare,” to provide the transgender community with more healthcare-related resources. The E-version can be downloaded here:

<https://hotline.org.tw/pagegeneral/3244>

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

5. We launched “How to Address Me” stickers, which were inquired about and distributed to 24 government agencies in 2024. We also worked with the Taipei City Department of Civil Affairs and the Taoyuan City Department of Social Welfare to distribute the stickers to more agencies.

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

6. In 2024, we organized a “Workshop on Inclusive School Environment and Healthcare for Transgender” in Taipei and Taichung, which attracted 260 front-line education and healthcare professionals and received very positive feedback.

7. Hotline hosted the 6th Taiwan Trans March with the theme of “HappyTransTogether: Stay and step up, join us on the journey to the future.” It was the first time that the March was held at the 228 Peace Memorial Park, and more than 2,500 participants joined the March. A discussion forum was also organized, inviting activists from the Philippines and Thailand.

A recap: <https://reurl.cc/paXrN8>

Non-Conventional Intimate Relationship

	No. of Events	No. of Attendees
Monthly routine events (chat group/discussion forum/film screening)	47	817
Counseling service	29	47
Lecture and forum	8	229
Volunteer empowerment training	7	108

Professional helper workshop	5	135
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1. In collaboration with the Chaikuang Workshop, we hosted Polly's annual assembly, which lasted for 2 days, during which 3 workshop sessions were organized, and a total of 217 people attended.

2. Podcast "Poly-Amory:" a total of 61 episodes that have been played 125,827 times
The Podcast aims to create rooms 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 here: <https://anchor.fm/poly-amory>

3. We manage the Facebook page "Poly-Amory": <https://www.facebook.com/polyamory.tw>,

4. We manage the IG account: @polyamory_taiwan
https://www.instagram.com/polyamory_taiwan/, with a total of 1,400 followers

5. We manage 4 LINE groups: "Poly's World," "Poly's World in Central Taiwan," "Poly's World in Southern Taiwan," and "Poly's Cinema", with a total of 811 members

6. Poly Amory was invited to 6 popular Podcast shows to talk about open relationships/multiple relationships.

* 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

Legislature Visitation and Legislative Work

- We joined the Taiwan Equality Campaign's political work and attended 6 gatherings of local LGBTQ+-friendly representatives in 6 cities and counties across the country
- To promote the anti-discrimination law, we joined other civil organizations to visit 3 legislators.
- We also engaged with issues such as cross-national same-sex marriage, assisted reproduction, and gender equity education, and together with other civil organizations, we attended a total of 5 meetings with either central or local government representatives.

Networking for Social Movement

- We attended 7 networking activities with domestic organizations and groups.
- We organized and attended a total of 90 discussion forums, lectures, meetings, hearings and events on various subjects.
- We hosted/co-hosted and attended a total of 8 press conferences, issued 18 press releases, announcements, and statements

Human Rights Convention

We served as a group member of the supervision alliance for the implementation of human rights conventions, and we attended 2 relevant events.

Involvement in Public Policy

- We attended 3 coordination meetings on LGBTQ+ agendas convened by the Taipei City Government, and 2 meetings organized by the Taoyuan Gender Equality Committee.
- We attended 4 policy review meetings hosted by local governments (including Taipei and Yilan), as well as assisted the Taoyuan City Government in running a focus group for the survey on LGBTQ+ people's needs.
- Du, Shih-Cheng served as a member of the 7th Executive Yuan's Gender Equality Committee, attending 5 meetings. He was also a member of the 14th Taipei Gender Equality Committee, and of the 13th Taipei Social Welfare Committee, attending 13 and 4 committee meetings respectively.
- Peng, Chih-Liu served as a member of the 10th Taipei City Gender Equity Education Committee and attended 15 meetings. Peng was also a member of the Committee of the Taipei City Center for Prevention of Domestic Violence and Sexual Assault, attending 3 meetings, and a member of Taoyuan City Government's Gender Equality Taskforce, attending 1 meeting
- Tsai, Ying-zhi served as a member for the Employment Discrimination Committee established by the Taipei City Department of Labor and attended 2 meetings.
- Cheng, Chi-Wei served as a member of the Gender Equality Taskforce for 5 government agencies including Executive Yuan's Public Construction Commission, the National Symphony Orchestra, the Pingtung County Government, The Ministry of Cultural Affairs, and the National Education Institute, attending 16 meetings in total.
- Hsu, Hsin-Rui served as a member of the Taskforce for Optimizing LGBTQ+-Inclusive Services and Gender Equality set up by Taipei City's Youth Development and Family Education Center, attending 2 meetings.

International Participation

國際連結 International Networking

- Visits by/Exchanges with LGBTQ+ organizations/activists/students: 32 times
- 11 interviews by foreign press

- We attended the 67th Non-Governmental Organization Committee on the Status of Women (NGO CSW) taking place in New York, hosting and attending 11 discussion forums, visiting 1 organization, attending 6 LBTI group meetings, 2 exchange meetings and 3 receptions.
- We attended the ILGA World Conference held in Cape Town, taking part in 5 workshops, 5 discussion forums, and 2 receptions.
- We attended the Bangkok Pride Parade and 2 side events.
- We attended the Asia LGBTIQ Network on SOGIE and GBV Regional Forum in Philippine
- We served as the host of the Taiwan AID NGO Fellowship Program, receiving activists from Mongolia and Laos.
- We attended a total of 34 international lectures, forums, conferences, and workshops on issues related to gender and the LGBTQ+ population
- Our Secretary-General served as the representative director for East Asia of ILGA Asia and attended 6 organization meetings. He was also invited to be one of the international judges for the International Prize for LGBTQIA+ rights organized by the Paris City Government in France, and to pay a visit to the Paris LGBTQ+ Center.

Assistance for Foreign Clients

- Mail consultation: 16 cases about cross-national same-sex marriage, 16 cases about transgender issues, and 3 cases about refugee issues.
- HIV/AIDS medication: 1 client

Social Media and Projects

Social Media Management

- Hotline's official website: 890,000 views
<https://hotline.org.tw/>
- Hotline's Facebook page: 60,000 LIKES, 64,633 followers; LIKE and FOLLOW us on: <https://www.facebook.com/TaiwanHotline>
- Instagram: 12,8181 followers; FOLLOW us on: <https://www.instagram.com/taiwanhotline>
- Hotline's YouTube channel: 4,870 subscribers. SUBSCRIBE on: <https://www.youtube.com/channel/UCzvxXF5tQuqKtJSkTc7kxLw>
- You can also follow us on X: <https://twitter.com/LgbtqTaiwan> Thread: @taiwanhotline
- Subscribe to Hotline's newsletter on: <https://hotline.org.tw/civicrm/profile/create?gid=12&reset=1> and <http://paper.udn.com/papers.php?pname=POL0013>
- 18 interviews with various media platforms and 68 times of exposure (including websites, TV channels, newspapers, and magazines)
- Various interviews (by students and scholars): 24 times

Hotline's Annual Fundraising Event

We organized 1 event. The fundraising banquet is the most important annual fundraising event of Hotline. We demonstrate Hotline's main work and issues we care about through performances, so as to consolidate solidarity and the energy for the movement within the community. Thanks to everyone's support, we successfully raised 5 million NTD in 2024.

The 2025 Annual Fundraising Event scheduled to take place on 2025/08/16 at Zepp New Taipei

Street Stands

We attended a total of 11 events. Hotline visited campuses, local neighborhoods, and different event locations to help more people learn about gender diversity.

The 22nd Taiwan LGBT Pride

As a co-organizer, Hotline attended 5 organizational meetings and led the red procession.

We also organized 2 Pride Gatherings, during which we exchanged experiences with foreign groups.

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

- 3 sessions of staff supervision
- 10 training sessions for all volunteers and staff members
- Internship program: 15 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
- Focus group on "LGBTQ+'s experiences with APP use:" 2 sessions with 15 attendees
- Affection education lecture for the LGBTQ+ community: 3 sessions with 33 attendees
- Education training for professionals in various fields: 3 sessions with 145 attendees
- 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 Sexual

Assault, 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 1 meeting.

- We are 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/>

LGBTQ-Inclusive Workplace Project/ Collaboration with Taiwan Equality Campaign

- In addition to 15 regular meetings, another 2 meetings were convened to develop the index used to evaluate inclusive workplaces.
- Talks were given at 26 companies, with a total of 915 attendees.
- 3 gatherings for inclusive workplaces were organized, with 71 businesses and a total of 186 people attending.

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

We assisted the Hand Angel in organizing the 3rd March for the Sexual Rights of LGBTQ+ with Disabilities. More than 300 people joined the march, calling for the public and government agencies to recognize the needs for affection and sexual desires of LGBTQ+ people living with disabilities.\

Advocacy on Issues of Drug Use

- 2 support workshops for families and friends of gay male drug users
- 6 lectures on drug-related issues, with 260 attendees in total
- 1 community advocacy event: 160 attendess
- Attending the Asia-Pacific Chemsex Conference

Work of the Southern Office

Because of your support, in 2024, 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.

Overall Observations

In 2024, Hotline's southern office continued to develop its education work, family and transgender services, exercising our influences and intensifying the depth and width of the community support.

Social education: expanding conversation, enhancing community support

This year, the education group not only continued to give talks at schools with which we've established a long-term collaboration, but also expanded our targeted audience to graduate schools, medical schools and civil organizations (such as the Lions Club), so that more people in different fields could also learn about LGBTQ+ issues. In addition, the living room gatherings continued to serve as a platform for the community to socialize. New projects we launched in 2024 included regular badminton lessons and a living room gathering for senior males, with the goal to help LGBTQ+ individuals of different ages and with different hobbies find their individual support and a sense of belonging. These activities not only made community life more diverse but also integrated LGBTQ+ issues into everyday life, enabling more in-depth understandings and conversations.

Family services: providing support and connection for parents with transgender people

The gatherings for parents with transgender children, which we organized for the first time, made us recognize more deeply the unique challenges these families faced. Compared with other parents with homosexual children, parents of transgender individuals face more pressure because of the uncertainties brought by the medical issues, like hormone treatment and surgery. They also often face the difficult situation of being forced to come out because of their children's gender expressions. Through regular gatherings and sharings, these parents can obtain knowledge and find support through each other's experiences, reducing their sense of loneliness. Hotline's companionship and the information we provide help these parents better understand their children's journey of growing up, as well as find a way to adapt and move forward within the existing social framework. These gatherings are not only a place for learning, but also serve as a bridge of love and understanding.

Transgender services: managing a stable community, breaking through the geographic limitations

The "transgender living room" organized 25 meetings in 2024, attracting 40 new members. The attendees came from Kaohsiung, Tainan, Pingtung, or even Yunglin, Chiayi, and Taichung. It shows that our steady operation has managed to create influences that go

beyond the geographic boundaries. By creating this safe, friendly space, we hope to help transgender people find a supportive community within which they can become an important pillar for each other's growth by sharing their lives, exchanging emotions, and distributing information. Through these regular meetings, Hotline's southern office is dedicated to creating a long-term support network that allows transgender people to be there for each other, so that no one is lonely anymore on their journey.

Throughout this year, the southern office has continued to improve our services in various ways. Through social education, family support, and community management, we've provided more LGBTQ+ individuals with resources and companionship, as well as enabled the public to have a more profound understanding of and respect for issues related to gender diversity. In the future, we will continue to work hard to create more possibilities and support for the LGBTQ+ community in southern Taiwan.

Community Services

LGBTQ+ and Gender Diversity Education

A total of 45 talks were given, with 1,625 attendees

	No. of Events	No. of Attendees
All levels of schools and universities	37	1,280
Professional helpers and healthcare professionals	0	0
Governmental agencies	5	285
General public	3	60

*Service team: the education group, with 20 volunteers, who had 1 meeting every 2 weeks, and 3 sessions of volunteer training were offered.

Family Services

	No. of Events (both in-person and online)	No. of Attendees

Individual consultation with parents of LGBTQ+ individuals	x	20
Afternoon tea session for parents of LGBTQ+ individuals	6	20
Gatherings for parents with transgender children	2	10
Expert consultation for parents (a collaboration with the Taipei headquarter)	4	30
Lectures on the parent-child relationship	2	15
Orientation	1	5
Volunteer training	4	37
Volunteer gathering	6	45

*Service team: the family group, with 5 volunteers, who had 2 meetings per month

Parent volunteers for the telephone consultation service: 3 volunteers, for whom 2 online supervision sessions were offered.

Lesbian Services

	No. of Events	No. of Attendees
Group blind date for lesbians	6	53
Chatting session for lesbians	6	62

*Service team: the lesbian service team, with 2 volunteers, who had 1 meeting every 6 months.

Transgender Services

- The transgender living room: 25 sessions with 530 attendees
- Training for the transgender living room: 6 sessions, with 142 attendees.

*Service team: the transgender support team, with 4 volunteers, who had 1 meeting every two months.

Other Services

	No. of Events	No. of Attendees
The living room gathering	18	360
Badminton lesson	40	276
The living room gathering for senior males	5	40
Meeting group for non-conventional intimate relationships	18	121

*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 in 2023, with 5 volunteers, who had 1 meeting every month.

Advocacy and Networking

- Interviews by the news media, students, and scholars: 4 times
- Attending international forums, conferences, or workshops on gender and LGBTQ+ issues: 1 time
- We organized or attended a total of 4 discussion forums, lectures, consultation meetings, and public hearings.
- We attended 2 gatherings of friendly local representatives and paid 1 visit to the Director of the Kaohsiung City Department of Education
- 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 Promotion of Women's Rights, and attended 7 meetings.
- We participated in 3 neighborhood or campus street events
- We convened or attended 1 press conference.
- Exchanges with foreign organizations/groups: 1 time
- Exchanges with domestic organizations/groups: 19 times
- We took part in 3 social movement demonstrations (Tainan, Kaohsiung, Yunglin) to express support

Social Media Management

- Facebook Page of the southern office: with 11,321 followers. You can LIKE and FOLLOW us on: <https://www.facebook.com/SouthHotline>
- Instagram of the southern office, with 2,197 followers, come and follow us on: <https://www.instagram.com/hotlinesouth/>

Events

The 14th Hotline annual fundraising banquet in Kaohsiung, with 320 attendees and 42 volunteers who assisted the event. A total sum of 700,000 NTD were raised.

1 luncheon was attended by 24 people.

Donations

Online donation using QR code:

<https://hotline.org.tw/civCRM/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 to Hotline through Give2Asia 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 / meiying@hotline.org.tw

With an #EDcertified status fromNGOsource , 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/>