Introduction to
Online Hate Prevention Institute

The business models of unregulated digital platforms incentivise intolerance, disinformation and extremism.

This results in the exponential volume of hateful content we see online today.

Yet the impact of online hate isn't restricted to the online space, it leads to real world harm and violence.

From deadly terrorist attacks, to isolating vunerable people, and increased suicides.

The solution involves a global and local approach.

While resetting the standards of digital platforms is a global policy challenge, tackling online hate in a practical way also involves local context, responding to local incidents, monitoring local groups, and tackling specific local hate narratives.

Responding to hate involves deconstructing the narratives of hate, educating the public, working with platforms to improve policies and systems to remove hate, tackling specific incidents to remove harmful content, and monitoring emerging trends and threats. Specialist support is also needed to train others tackling hate within local communities.
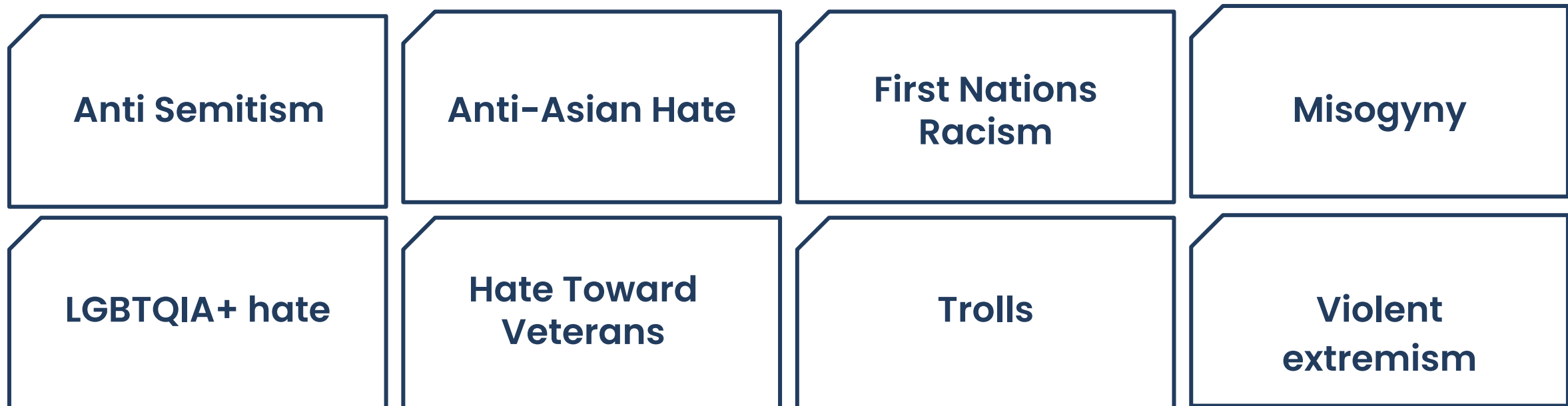
Direct engagement with impacted communities builds a greater understanding of the different ways online hate manifests and the impact on those experiencing it, points toward appropriate responses to support those impacted and builds a strong evidence base for reform.

"Specialist support is also needed to train others tackling hate within local communities."

Online Hate
Prevention Institute

The Online Hate Prevention Institute (OHPI) exists to stem online hate, racism and extremism.

We bridge the gap between the online hate experienced by targeted local communities and the intelligence required by governments, platforms and civil society to combat the threat of online hate and improve community resilience.

We have both local and global expertise, across all types of hate:

Anti Semitism	Anti-Asian Hate	First Nations Racism	Misogyny
LGBTQIA+ hate	Hate Toward Veterans	Trolls	Violent extremism

Online Hate Prevention Institute

We provide support to those wanting to leave extremism and re-enter mainstream society.

OHPI includes Exit which since 2015, has been de-radicalising Australians who have been recruited into extremism. Exit works on self-referrals and referrals from law enforcement and other agencies.

Over 250 people have been de-radicalised through the support of Exit. While the clients details are confidential, many are names that people would be familiar with from the media.

"Over 250 people have been de-radicalised through the support of Exit."

Our Impact

Policy reform

Our recommendations have seen changes to changes to laws in Australia and overseas.

Platform improvements

Our work has led to changes to the core software and policies of major digital platforms.

Advocacy wins

We successfully advocated for the creation of eSafety Commissioner, for the closure of 8chan's /pol/ community, and of the Daily Stormer.

Community

Built relationships with community groups impacted by online hate e.g. work with ECAJ on Antisemitism, CCJ on training, ICV on Islamophobia, Asian Australian Alliance on anti-Asian hate etc.

Global Policy Influence

Our reports have been cited by the UN and informed global committees and inquiries into online hate. We are regularly consulted by foreign governments and expert groups.

Raising awareness

We have received extensive media coverage including from The BBC, The ABC, The Australian, The Age, The Sydney Morning Herald, SBS, Huffington Post and more.

Removal of content

We have documented then secured the removal of thousands of items of hate speech as well as the timely removal of terrorist content.

Deradicalisation

Through the Exit program over 250 former extremists have left extremism behind them, increasing community safety.

Our approach to combating online hate.

OHPI leverages our research and analysis to build capacity and resilience and promote reform. These key activities are supported by ongoing monitoring and intelligence gathering through our fightagainsthate.com software.

1 Improve understanding of the problem

2 Build capacity and community resilience

3 Promote reform

Online Hate
Prevention Institute

1 **Improve understanding of the problem**

- Monitor and report on online hate and extremism
- Develop methodologies to improve data capture, reporting and transparency

2 **Build capacity and community resilience**

- Provide software to civil society, government and researchers
- Support community organisations counter online hate
- Provide internships to grow field
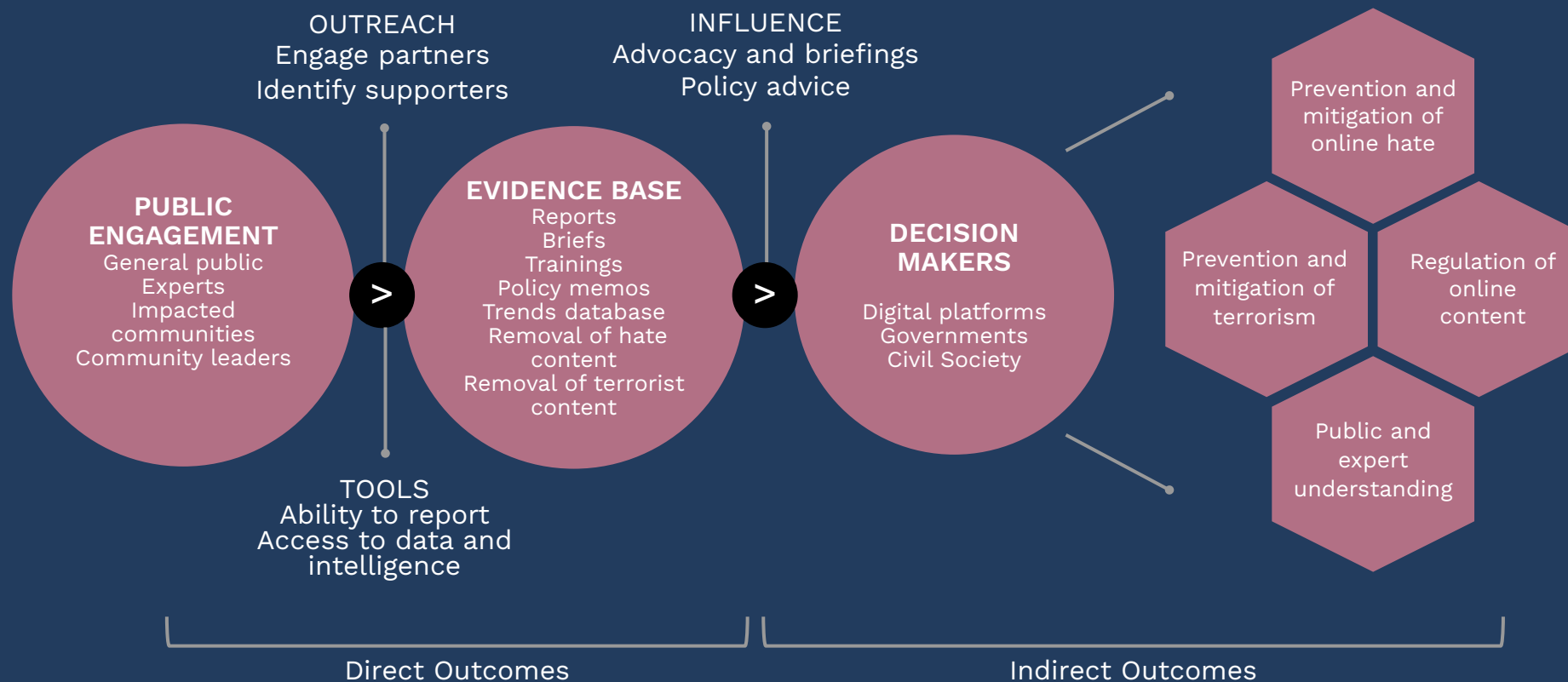- De-radicalisation via our Exit program

3 **Promote reform**

- Policy submissions and recommendations
- Speaking at policy forums and events
- Advise government on policies and programs
- Direct engagement with social media platforms

Fightagainsthate.com - our intelligence engine powering our key activities

- Ingests data from the public, governments, researchers and NGOs
- Facilitates public reporting via website or embedded on community organisation website
- Provides real time access for users to reported incidents & reporting
- Available to government agencies, community organisations and civil society.

Our theory of change

If we provide a live evidence base on manifestations of online hate and extremism, as seen by experts, members of impacted communities, and the public at large, we can influence digital platforms, governments and civil society to improve the prevention, mitigation and responses to online hate, support public and expert understanding and influence the effective regulation of online content.

OUTREACH
Engage partners
Identify supporters

INFLUENCE
Advocacy and briefings
Policy advice

PUBLIC ENGAGEMENT
General public
Experts
Impacted communities
Community leaders

EVIDENCE BASE
Reports
Briefs
Trainings
Policy memos
Trends database
Removal of hate content
Removal of terrorist content

DECISION MAKERS
Digital platforms
Governments
Civil Society

Prevention and mitigation of online hate

Prevention and mitigation of terrorism

Regulation of online content

Public and expert understanding

TOOLS
Ability to report
Access to data and intelligence

Direct Outcomes

Indirect Outcomes

Our sector based offering

Government

We partner with governments and government agencies to:

- Provide insight into online hate and emerging trends to shape policies and programs.

- Provide access and training to recognise hate, and use our intelligence software.

- Provide real time intelligence on threats.

- Support police and intelligence agencies with information on specific threats and incidents.

- Secure back channels to social media companies to resolve issues rapidly.

- Service provision to de-radicalise individuals involved in extremism.

Community organisations

We partner with community organisations to:

- Provide capacity and resilience building programs to tackle the spread of incitement to hate and violence online.

- Provide access and training to use our intelligence software to ensure hate is captured.

- Help communities understand the spread of online hate and extremism impacting their community.

Civil society

We partner with academics and NGOs to:

- Provide access and training to use our intelligence software to better understand emerging trends in online hate and extremism.

- Provide data and intelligence to support research and policy work.

- Provide updates to help communities understand the threats that may impact them and how to respond.

Proposed funding opportunities

The initiatives outlined below represent the core initiatives within our future roadmap that will allow us to achieve meaningful inroads in stemming online hate.

Bolstering Fightagainsthate.com

Budget: AU $0.6M

Our fightagainsthate.com platform is currently operational at a limited level. This funding will enable us to bring the platform to full operation and increase usability for key partners, with additions such as seamless workflow integration with partners, AI tools to find harmful content, and provision of automated reports.

Building community infrastructure

Budget: AU $1.4M

Our relationships with community partners is critical to how we respond to hate and influence structural change. This funding will enable us to increase our network of participating organisations, train community orgs in responding to online hate and recruit and train volunteers to call upon in crises.

Scaling our Exit Program

Budget: AU $1.2M

Exit reduces the number of people in extremist groups in Australia. Our capacity is limited, which is forcing us to turn away clients even when referred by police. A lack of staff capacity means illness or unavailability of staff poses a serious risk. This funding will allow us to train and employ additional case management workers, increase capacity, reducing workloads and risk.

Online Hate Prevention Institute

Case Studies

Local extremism briefings

Confidential briefings on the origins of neo-Nazis making Nazi salutes on the steps of the Victorian Parliament in March 2023.

Confidential briefing on Posie Parker, highlighting her engagement with the far-right on her world tour of transphobia.

Anti-Asian Racism research project

A project on anti-Asian hate in Australia in partnership with the Australian Human Rights Commission and Meta. It included survey and discussion with impacted communities.

We identified the narratives of hate that need to be addressed, the platforms of most concern, and recommendations for change.

International work countering extremism

Our work in the aftermath of the terrorist attack in Buffalo, New York, led to the removal of the original abhorrent violent content. We mapped its spread from 107,546 people when we first found it, to 3,244,599 people by the time we had it removed 13 hours later.

Our report explains new tactics used to circumvent approaches to stop the video spreading. The report also highlighted weaknesses in Australia's response through the eSafety Commission mechanism.

Local and international training

We've created and delivered educational programs on online hate and expert briefings on emerging issues.

We have delivered training in research methods related to online hate for academic groups in Australia, Canada, India, South Africa, Spain and Turkey.

Why partner with the Online Hate Prevention Institute?

OHPI are the experts in all aspects of online hate and extremism

- Domain expertise in the language, behaviours and cultures surrounding all types of online hate
- Technological expertise in social media and emerging technologies
- Engage directly with communities impacted by hate
- Developed leading methodologies and tools to analyse any type of hate
- Local and global expertise and recognition
- An established track record of quality work since 2012

Questions?

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