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D3.3 – WORKSHOP – ESTONIA (RNUN)

INTRODUCING THE COMBATHATE SUPPORT SYSTEMS TO INDIVIDUALS WITH MENTAL DISABILITIES

PÄRNU, ESTONIA

29–30 APRIL 2026

COMBATHATE
COMBATING HATE SPEECH AND HATE CRIMES AGAINST INDIVIDUALS WITH MENTAL DISABILITIES.

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ABOUT THE PROJECT

PROJECT NAME
COMBATHATE (Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities)

PROJECT NUMBER
101205522

EU PROGRAMME
Citizens, Equality, Rights and Values (CERV)

WHY THIS PROJECT?
Individuals with mental disabilities frequently face hate speech and hate crimes that undermine their dignity, safety, and well-being. COMBATHATE seeks to address this challenge by developing tailored support systems, raising public awareness, and strengthening cooperation between civil society and public authorities (including law enforcement).

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PROJECT CONSORTIUM

Co-funded by the European Union

COMBATHATE
COMBATING HATE SPEECH AND HATE CRIMES AGAINST INDIVIDUALS WITH MENTAL DISABILITIES

AGENDA – D3.3 Workshop – Estonia (RNUN)

Project	COMBATHATE – Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities
Project Number	101205522
Programme	Citizens, Equality, Rights and Values (CERV)
Work Package	WP3 – Practical Implementation of Support Systems
Deliverable	D3.3 – Workshop – Estonia (RNUN)
Dates	29–30 April 2026
Location	Nooruse Maja, Roheline 1b, Pärnu, Estonia
Hosting Organisation	Nooruse Maja (RNUN)
Target Group	Individuals with mental disabilities
Planned Duration	2 days
Participants (actual)	20 participants

Deliverable D3.3 is part of Work Package 3 (WP3), which focuses on the practical implementation of the COMBATHATE support systems with the target group. The workshop in Estonia introduced the support tools developed under WP2 to individuals with mental disabilities in an accessible and participatory format.

The workshop was implemented by Nooruse Maja on 29–30 April 2026 in Pärnu and combined plain-language explanations, visual materials, guided group discussion, scenario-based exercises, and practical familiarisation with the available support pathways.

The present deliverable is prepared in English for SYGMA reporting purposes. The workshop itself was facilitated locally with language and communication adaptations appropriate for the participant group.

Participant composition (actual):

- **Total participants: 20**
- Male: 11 participants
- Female: 8 participants
- Gender not specified: 1 participant
- Response coverage of the electronic feedback questionnaire: 20/20 (100%)

Workshop objectives

- introduce the COMBATHATE support systems in a simple and accessible way;
- help participants recognise situations of discrimination, hate speech and unsafe behaviour;
- familiarise participants with practical support tools such as the PFA card, icon-based reporting form, Help-Map and support contacts;
- strengthen confidence in asking for help, identifying trusted persons, and understanding what to do after a harmful incident;

- collect feedback from participants on the usability, clarity and relevance of the support systems in real-life contexts.

IMPLEMENTED DAILY AGENDA

Day 1 – Wednesday, 29 April 2026

Focus: introduction to the support systems, recognition of harmful situations, and first familiarisation with the tools

Time	Session
09:30 – 10:00	Registration, welcome, introduction of the workshop purpose and ground rules
10:00 – 11:00	What is COMBATHATE? Simple presentation of the project and why support systems matter
11:00 – 11:15	Coffee break
11:15 – 12:30	Recognising discrimination, hate speech and unsafe situations in everyday life
12:30 – 13:30	Lunch break
13:30 – 14:45	Introduction to the support systems: PFA card, Help-Map and trusted support contacts
14:45 – 15:00	Coffee break
15:00 – 16:15	Guided exercises in small groups: when to ask for help and who can support me
16:15 – 16:30	Wrap-up of Day 1

Day 2 – Thursday, 30 April 2026

Focus: practical use of the tools, support pathways, and participant feedback

Time	Session
09:30 – 10:00	Recap of Day 1 and short energiser
10:00 – 11:00	How to seek help: support persons, services and safe next steps
11:00 – 11:15	Coffee break
11:15 – 12:30	Practical demonstration: icon-based incident reporting form and digital support pathway
12:30 – 13:30	Lunch break
13:30 – 14:45	Scenario-based exercises: what I can do if something harmful happens to me or someone else
14:45 – 15:00	Coffee break
15:00 – 15:45	Questions, reflections and summary of the support systems
15:45 – 16:15	Electronic feedback questionnaire
16:15 – 16:30	Closing and next steps

WORKSHOP REPORT

1. Purpose and scope

The purpose of D3.3 is to document the implementation of the Estonia workshop carried out by Nooruse Maja under WP3. The workshop introduced the practical support systems developed in WP2 to the target group and tested how clearly these tools could be understood and used by individuals with mental disabilities in a local implementation context.

The deliverable compiles the agenda, participant profile, materials and presentations used, evaluation findings, English version of the feedback questionnaire, and the signed presence lists retained as supporting evidence.

2. Workshop overview

The workshop was designed as a short, practical and accessible two-day activity focused on awareness, orientation and confidence-building. Rather than delivering technical or legal training, the Estonia workshop aimed to make the COMBATHATE support systems understandable and usable for the target group through clear explanations, visual tools, repetition, group participation and simple real-life examples.

The workshop formed part of the first practical implementation cycle of WP3, where the project moved from system development to direct engagement with beneficiaries. In this sense, D3.3 contributed both to participant empowerment and to the early validation of whether the support systems were meaningful from the perspective of intended users.

3. Methods used

- plain-language facilitation and repeated explanation of key concepts;
- visual and icon-supported materials to reduce cognitive load;
- guided group discussion and question-and-answer moments;
- scenario-based exercises and practical examples from everyday situations;
- demonstration of simple support tools and where to seek help;
- electronic final evaluation questionnaire completed anonymously.

4. Presentations and workshop materials used

The workshop used materials adapted from the COMBATHATE support system and training package developed under WP2, translated and simplified for local practical use. For SYGMA reporting purposes, the materials are summarised below in English.

Material / presentation	Purpose	Format used in the workshop
Presentation 1 – Introduction to COMBATHATE support systems	Explain why the project exists, what types of support are available, and why asking for help matters.	Facilitated presentation in simplified language
Presentation 2 – Recognising harmful situations and support	Help participants identify discrimination, hate speech	Facilitated presentation with examples and discussion

options	and situations where support should be activated.	
Presentation 3 – Using the tools in practice	Show how the reporting and support tools can be used step by step.	Demonstration and guided practice
PFA card (adapted for user awareness)	Introduce the idea of immediate calm, safety and trusted support after a stressful incident.	Printed/visual support material
Icon-based incident reporting form	Present an accessible reporting tool and allow participants to understand its logic.	Demonstration material and exercise
Help-Map / support contacts sheet	Show where help can be found locally and what services or trusted persons can be contacted.	Printed guidance sheet
Scenario cards and guided exercises	Support practical understanding through examples from daily life.	Small-group and plenary exercise
Electronic feedback questionnaire	Collect participant views on clarity, usefulness and overall satisfaction.	Electronic form completed on Day 2

5. Main workshop outputs

- 20 participants were reached, meeting the planned participation target.
- Participants were introduced to the core support systems in a format adapted for direct users.
- The workshop generated 20 completed electronic feedback forms (100% response rate).
- The signed presence lists for both workshop days were collected and retained as evidence.
- Participant feedback confirmed that the support tools were generally perceived as useful, understandable and relevant.

EVALUATION REPORT

1. Evaluation framework and data source

The workshop evaluation was based on one electronic final feedback questionnaire completed at the end of Day 2. The form contained eight closed Likert-scale statements (1–5 scale) and one recommendation question. The questionnaire was completed anonymously and exported electronically for aggregation and reporting.

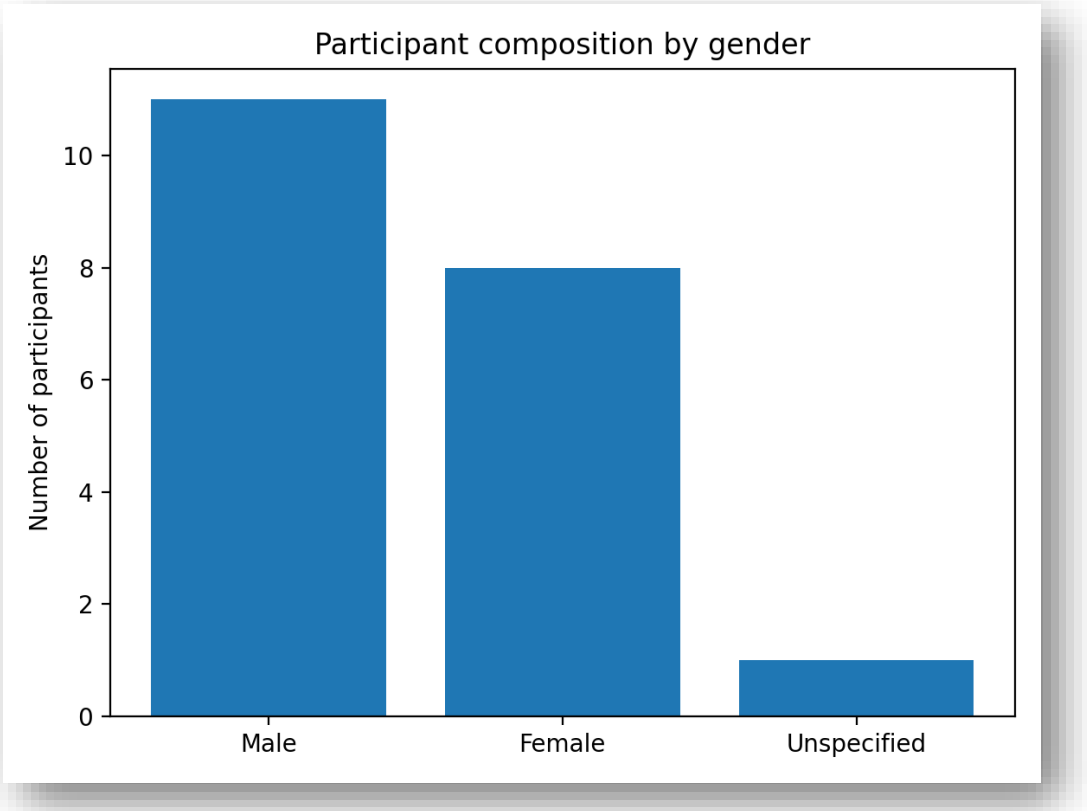
All 20 participants completed the questionnaire, corresponding to a 100% response rate. The underlying response export is retained as supporting evidence in the project records.

2. Feedback questionnaire items (English version)

- The workshop objectives were clear.
- The workshop helped me understand the COMBATHATE support systems.
- The explanations given during the workshop were easy to understand.
- The activities and exercises were useful.
- The workshop helped me better understand how to seek help in cases of discrimination or hate speech.
- The trainers communicated clearly and respectfully.
- The workshop environment was inclusive and supportive.
- Overall satisfaction with the workshop.
- Would you recommend this workshop to others?

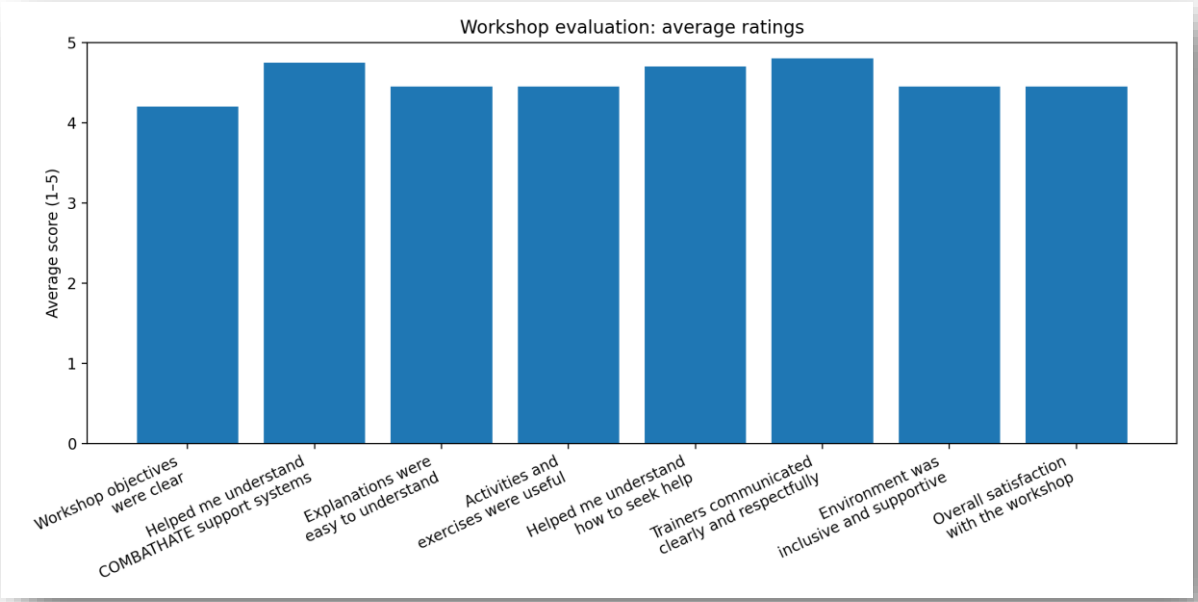
3. Participant composition and response coverage

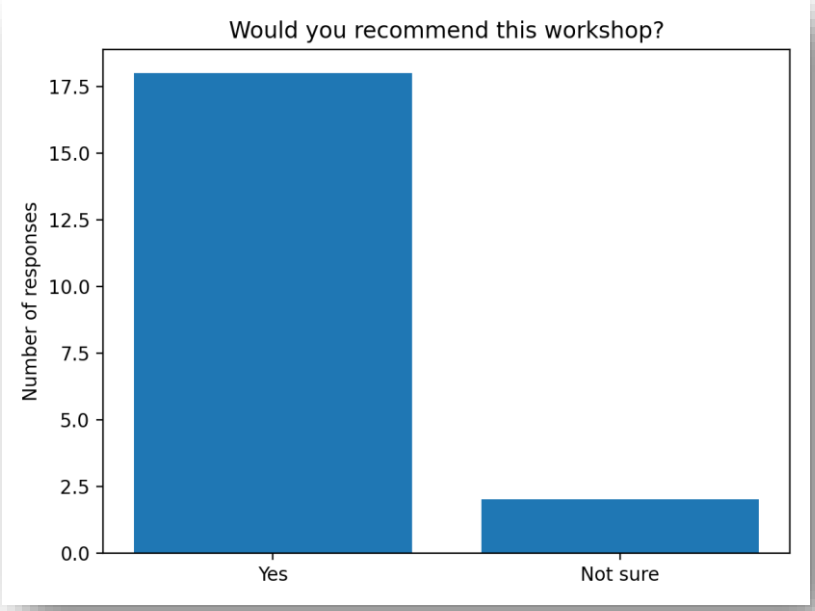
Indicator	Value
Total participants	20
Male participants	11
Female participants	8
Gender not specified	1
Completed questionnaires	20
Response rate	100%



4. Quantitative results

Evaluation item	Mean	Median	% ratings 4–5	N
Workshop objectives were clear	4.20	4.0	80.0%	20
Helped me understand COMBATHATE support systems	4.75	5.0	95.0%	20
Explanations were easy to understand	4.45	5.0	80.0%	20
Activities and exercises were useful	4.45	4.5	95.0%	20
Helped me understand how to seek help	4.70	5.0	95.0%	20
Trainers communicated clearly and respectfully	4.80	5.0	95.0%	20
Environment was inclusive and supportive	4.45	5.0	85.0%	20
Overall satisfaction with the workshop	4.45	4.5	95.0%	20





5. Interpretation of results

- All scored items were positive, ranging from 4.20/5 to 4.80/5.
- The strongest-rated area was trainer communication, with an average score of 4.80/5.
- Understanding of the COMBATHATE support systems scored 4.75/5, indicating that the workshop met its core implementation objective.
- Overall satisfaction reached 4.45/5.
- 18 out of 20 participants said they would recommend the workshop to others, while 2 participants selected 'not sure'.

6. Conclusions and recommendations

The Estonia workshop successfully introduced the COMBATHATE support systems to the target group in a short, accessible and user-oriented format. The planned participation target of 20 participants was achieved, and the workshop generated complete evaluation coverage.

The evaluation results suggest that the core support tools were understandable and relevant to participants. The workshop therefore provided a useful first implementation step under WP3 and offered encouraging evidence that the support systems can be communicated in a practical way to individuals with mental disabilities.

For the continuation of WP3, it is recommended to maintain plain-language delivery, continue using visual and icon-supported tools, and allow repeated practice through scenarios and guided discussion. These elements are likely to remain important for the successful uptake of the support systems in future workshops and support sessions.

ANNEXES

Annex 1 – English version of the feedback questionnaire

No.	Question
1	The workshop objectives were clear.
2	The workshop helped me understand the COMBATHATE support systems.
3	The explanations given during the workshop were easy to understand.
4	The activities and exercises were useful.
5	The workshop helped me better understand how to seek help in cases of discrimination or hate speech.
6	The trainers communicated clearly and respectfully.
7	The workshop environment was inclusive and supportive.
8	Overall satisfaction with the workshop.
9	Would you recommend this workshop to others?

Response options used in the electronic questionnaire:

- For statements 1–8: 1 = strongly disagree, 2 = disagree, 3 = neither / mixed, 4 = agree, 5 = strongly agree.
- For question 9: Yes / Not sure / No.