



Learning Network

AI & GBV: Harms, Impacts & Emerging Practices

in Prevention & Response

AI IN GBV PROGRAMMING: PERILS & POTENTIALS

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What are the opportunities?

- AI-powered tasks to improve efficiency of social work and case management services
- AI-powered individual risk assessment
- AI-powered technical guidance for GBV practitioners
- AI powered chatbots or virtual assistants for GBV 1:1 support
- AI-powered medical diagnostics
- Translation and speech synthesis software
- Use of AI for project management and administrative tasks
- Use of AI for supply chain management and forecasting.
- Use of AI for data analysis
- Use of AI for generating heat maps



Community & Localization

- Deployment without community input or control
- Labor displacement and weakened local capacity

Principles & standards

- Erosion of humanitarian commitments and GBV core principles

Direct Harms to women and girls

- TFGBV
- Gender-biased/ anti-feminist AI

Model Performance & Safety

- Inaccurate and potentially harmful outputs
- Threats to data protection & privacy

Impact on Staff & Service Quality

- Cognitive overload for caseworkers
- Erosion of human and inter-relational elements of care



What are the risks?

Who is affected?



Survivors & women/girls

AI-enabled violence (TFGBV); gender-biased outputs; inaccurate information acted upon; privacy breaches exposing sensitive disclosures



Caseworkers & service providers

Cognitive overload; pressure to trust AI over human judgment; reduced consultation with supervisors and experts



Communities & local organizations

Excluded from design decisions; labor displacement; weakened local capacity; resources flow to Global North tech partners

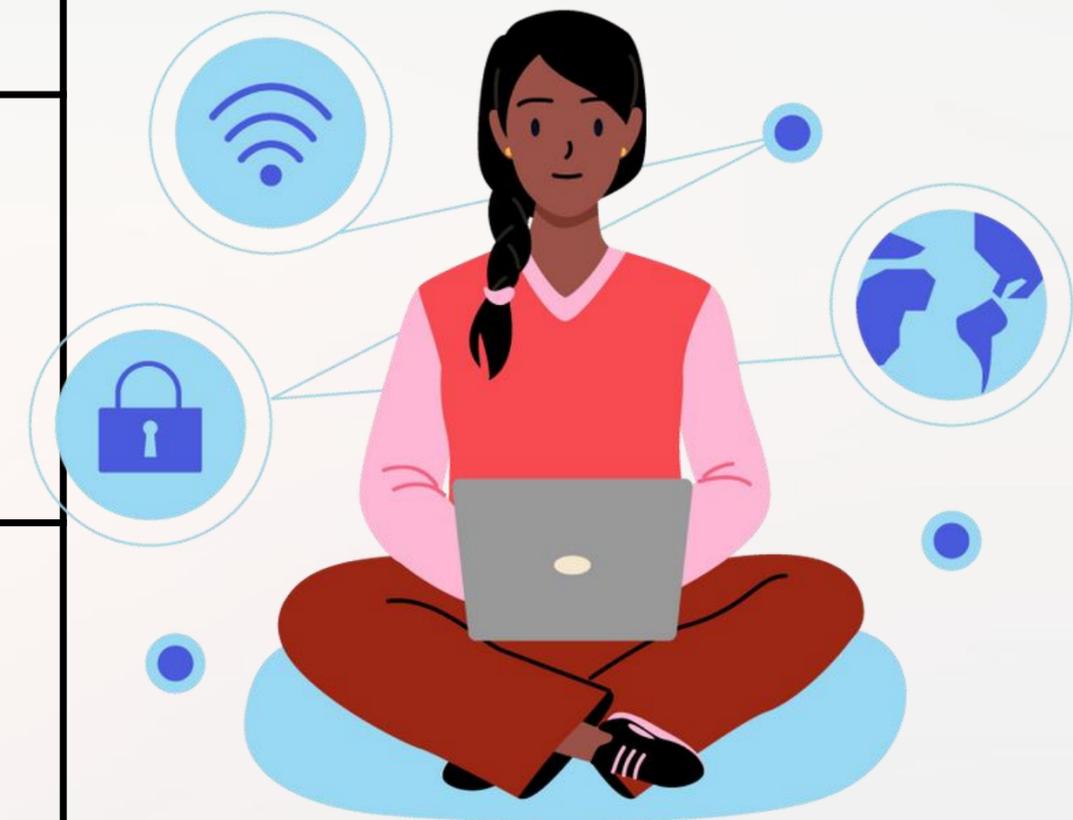


Humanitarian Sector

Erosion of GBV guiding principles; undermined localization commitments; accountability gaps when AI causes harm

The risk spectrum

| | |
|---|---|
|  High Risk | <ul style="list-style-type: none">• AI-powered individual risk assessment• Chatbots for GBV 1:1 support |
|  Medium Risk | <ul style="list-style-type: none">• Case management efficiency tools• Technical guidance for practitioners• Medical diagnostics• Supply chain management• Data analysis |
|  Low Risk | <ul style="list-style-type: none">• Translation & speech synthesis• Project management & admin tasks• Generating heat maps |



Context:

A small NGO in a rural refugee camp is overwhelmed. A European tech firm donates an LLM chatbot (designed for UK social workers) to help with queries, guidance, transcription, and forms.

 **Accuracy**

Outputs don't fit the local refugee context

 **Privacy**

Voice transcripts vulnerable to government surveillance

 **Over-reliance**

Staff skip human verification; errors go uncaught

 **Trust**

Poor services erode community confidence in the NGO

 **Human connection**

Face-to-face contact with survivors declines

SCENARIO: CM-Bot - AI chatbot for GBV case management



AI chatbots for GBV: What the evidence tells us

01

The Hero Case

Women have lower digital access; phones may be monitored; chatbots go offline

02

"Safe and accurate"

No chatbots publish performance data; all disclaim liability for errors; guard-rails can fail

03

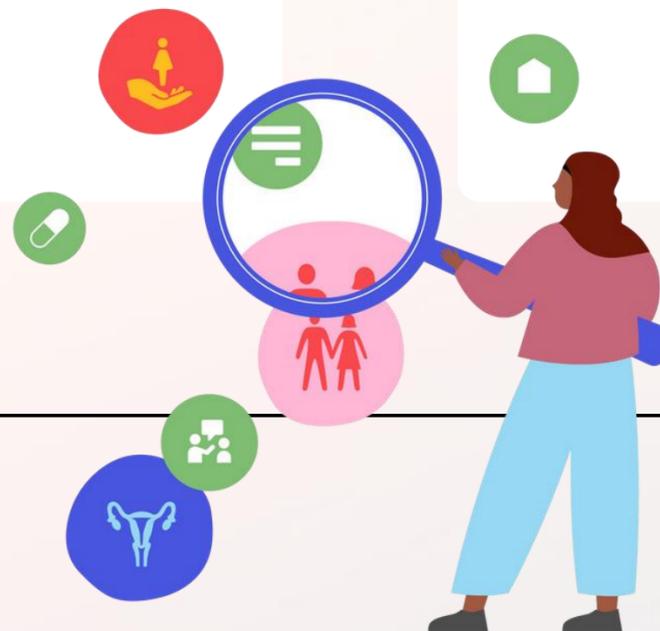
"Confidential & Empowering"

Data used for model training; designed for engagement, not recovery

04

"Mental health support"

Limited evidence for trauma treatment; most research is from Global North; all chatbots state they don't provide mental health services



Recommendations



Centering Women and Girls

- Co-create and co-design AI solutions with women and girls
- Establish process for consulting with women and girls
- Deepen engagement with Feminist AI movement

Governance & Standards

- Agree minimum standards for AI in GBViE programs
- Establish a list of dos and don'ts for AI pilot projects
- Build and implement a risk-benefit analysis approach

Technical Safeguards

- Establish technological assurance process (stress testing)
- Ensure accountability mechanisms are designed into all AI-enabled programs

Localize & Shift Power

- Partner with women-led, female-majority tech firms in the Global South



THANK YOU

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