

## WHAT TO DO WHEN A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO YOU

### Immediate response

**Prioritise the needs, wishes, and decisions of the survivor.** Ensure the survivor makes all decisions about accessing services and sharing information regarding their case.

**Do not share any information with other actors** without the informed consent, free and voluntary, of the survivor.

If the survivor is a child, and family/guardian makes decisions on their behalf, **ensure that priority is given to his/her best interest.** Preferably, the accompanying adult should be selected by the child.

- ✓ **Believe the survivor** and reassure that this was not his/her fault.
- ✓ Ensure that both the survivor and you are **safe from immediate danger.**
- ✓ **Provide practical care** and support (e.g., offer water, somewhere to sit, etc.).
- ✓ **Set aside your own judgments and listen to the person** without asking questions.
- ✓ **Respect the right of the survivors** to make their own decision.
- ✓ **Provide reliable and comprehensive information** on available services and support to survivors of GBV.
- ✓ **Limit the number of people informed** about the case. Respect confidentiality and wishes of the survivor.
- ✗ **Don't blame, doubt or contradict** the survivor.
- ✗ **Don't pressure the survivor** for more details, investigate or advise.
- ✗ **Don't mediate** between the survivor and the perpetrator or a third person (e.g., family).
- ✗ **Don't write down details** of the incident or personal details of the survivor.
- ✗ **Don't assume you know what the survivor wants** or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.

### Obtain informed consent

Ensure that the survivor agrees to participate on the basis of having all information (including of risks and benefits); being competent to decide; and no coercion, threats or promises of benefits being used to secure that consent.

### Ensure safety & security

If there is a life-threatening risk to the safety of the survivor, **contact competent authorities** (police – 107 or 112, security actors, emergency support).

Follow the **Safety & Security** box on the other side.

### Ensure access to emergency medical care

#### Physical violence

If the survivor needs it, seek medical care for severe pain, bleeding, or the treatment of non-sexual violence related injuries.

#### Sexual violence

If the survivor needs it, ensure immediate access to available medical care – within 72 hours for emergency HIV treatment and 5 days for emergency contraceptives and prevention of sexually transmitted infection.

Follow the **Medical Care** box on the other side.

### Involve Case Management

A GBV Case Management organisation will ensure referrals of the survivor to other specialised services (e.g., legal assistance, psychological support, material support) of her/his needs and choice.

Follow the **Case Management** box on the other side.



If you are unsure about what to do, **contact UNHCR** on +36 80 984 583 (toll-free) or [hunbupwg@unhcr.org](mailto:hunbupwg@unhcr.org).



# GENDER-BASED VIOLENCE REFERRAL PATHWAYS

**FOR FRONT-LINERS & HUMANITARIAN WORKERS**

## Case Management

All Hungary 

### Hungarian Interchurch Aid (HIA)

Case management • Social & legal counseling • MHPSS

+36 70 410 0187 onlinehelp@hia.hu  
Tue 1PM-6PM umtk.krizisambulancia@hia.hu (for organizations)  
Fri 9AM-12PM segelyszervezet.hu/anonim/ua/registration  
segelyszervezet.hu/anonimtanacsadas

All Hungary 

### National Crisis Intervention and Information Telephone Service

Safe accommodation • Information in crisis situations

+36 80 20 55 20 (0-24) okit@segelyszervezet.hu www.okit.hu

All Hungary 

### Free Victim Support Hotline

Legal, financial, and psychological support

+36 80 225 225 vansegitsegitseg.im.gov.hu

## Medical Care

All Hungary 

### EMMA Association

MHPSS • Counseling (pregnancy & children)

+36 70 622 3346 humanitarian@emmaegyeselet.hu  
0-24 everyday emmaegyeselet.hu/ukrajna

All Hungary 

### Hungarian Red Cross

Medical support • MHPSS

pss@voroskereszt.hu

All Hungary 

### Hatter Society Association

HIV Hotline

+ 36 1 6 333 455  
hivvonal@hatter.hu



If you are unsure about what to do, contact  
**UNHCR** on +36 80 984 583 (toll-free) or  
[hunbupwg@unhcr.org](mailto:hunbupwg@unhcr.org).

## Safety & Security

Budapest 

### Hungarian Baptist Aid

Safe shelters • Crisis intervention • MHPSS

+36 20 770 5764 decoll@baptistasegely.hu

Mosonmagyaróvár 

### Chance for Families 2005

Safe houses

+36 96 204 168  
+36 20 333 1939  
csaomosonmagyarovar@gmail.com

Budapest 

### Budapest Pride

Information & referrals for LGBTI refugees

help@budapestpride.hu  
IG: @lgbtq\_refugees\_hungary

## MHPSS

All Hungary 

### Cordelia Foundation

Psychiatric & psychological therapy • Referrals

cordelia@cordelia.hu

All Hungary 

### Menedek-Hungarian Association for Migrants

Complex psychosocial counseling • Referrals

+36 20 450 7245 menedek.hu/en menedek@menedek.hu

All Hungary 

### Kék Vonal (Blue Line)

Psychological counseling (children and youth)

116 111 (0-24) kek-vonal.hu  
IG: @kekvonal  
FB: @kekvonal  
TikTok: @kekvonal116111

All Hungary 

### MedSpot Foundation

Counseling • Referrals •  
Psychiatry & clinical psychology

+36 20 613 56 46  
orvosisegitseg@medspot.hu

Budapest 

### NANE Association

MHPSS • Phone counseling

+36 80 505 101 (toll free)  
nane.hu | info@nane.hu  
segelylevel@nane.hu

## Legal Help & Assistance

All Hungary 

### Hungarian Helsinki Committee

Legal aid – asylum, statelessness, family reunification, status review, expulsion, ill-treatment, hate crimes

+36 1 321 4323 | +36 1 321 4327 ukrainecrisis@helsinki.hu  
+36 1 321 4141 (on weekdays) helsinki@helsinki.hu

All Hungary 

### Menedek-Hungarian Association for Migrants

Legal aid as part of complex psychosocial counseling • Referrals

+36 20 450 7245 menedek@menedek.hu menedek.hu/en

All Hungary 

### PATENT Association

Legal aid for survivors of gender-based violence

+36 80 80 80 81 (toll free) jog@patent.org.hu  
Wed 4PM-6PM | Thu 10AM-12PM info@patent.org.hu

All Hungary • Online 

### Hatter Society Association

Legal Aid (LGBTIQ+) • MHPSS

137 37 (toll free) lelkesegely.hatter.hu (chat)  
Counselling (6PM-11PM) lelkesegely@hatter.hu (e-mail)  
+36 1 32 93 380 (paid) Legal aid: jogsegely@hatter.hu  
+36 1 633 34 54 Social support: hatter@hatter.hu  
en.hatter.hu/application-personal

## Material Support (incl. non-food items)

All Hungary 

### Hungarian Interchurch Aid

+36 70 504 3154  
umtk@hia.hu  
1085 Budapest, Baross utca 28.

### Hungarian Order of Malta

+36 1 391 4700  
karpataljaert@maltai.hu

### Hungarian Reformed Church Aid

+36 80 296 844  
menekult@jobbadni.hu

### Caritas Hungary

+36 80 630 179  
karpataljaert@caritas.org.hu