

GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAY POLAND

Services for survivors of physical, sexual, emotional, psychological, and other types of violence

Important Note

ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH

PRIORITIZE the needs, wishes, and decisions of the survivor

ENSURE the survivor makes **ALL** decisions about accessing services and sharing information regarding their case

NEVER blame the survivor

BE PATIENT, be a GOOD LISTENER, and be NON-JUDGEMENTAL

DO NOT share **ANY** information with other actors without obtaining the informed consent of the survivor

DO
DO believe the survivor. Reassure the survivor that this was not their fault.
DO provide practical care and support (e.g. offer water, somewhere to sit, etc.).
DO listen to the person without asking questions.
DO be aware of and set aside your own judgments.
DO respect the right of the survivors to make their own decision.
DO provide reliable and comprehensive information on the available services and support to survivors of GBV.
DO ensure the best interest of the child is given priority when the family/guardian make decisions on behalf of the child. Preferably, the accompanying adult should be selected by the child.
Do obtain informed consent of the survivor before any referral.

DON'Ts
DO NOT pressure the survivor into providing information or further details.
DO NOT doubt or contradict the survivor.
DO NOT investigate the situation or provide advice
DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).
DO NOT write down or share details of the incident or personal details of the survivor
DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
Once a GBV referral has been made (**DO NOT ask for extra information or contact the survivor directly**)

IMMEDIATE RESPONSE

Case Management & Psychosocial Support

Centrum Praw Kobiet /Center for Women's Rights

📍 Warsaw & Countrywide

CPK's Centres: Warsaw, Krakow, Łódz, Poznań, Gdańsk, Wrocław

Information, general and specialized support for all women who have experienced gender-based violence (GBV), including those who fled Ukraine. National hotline:

+48 800 107 777, Monday-Friday 10:00-18:00 (UKR)
+48 600 070 717, 24 h / 7 days a week (POL)

Feminoteka

📍 Warsaw & Countrywide

Hotline for women and adolescents who experience violence including sexual violence. Referrals for psychological, social support, and legal assistance.

+48 888 88 79 88, Monday-Friday 14:00-17:00 (UKR, RUS)
+48 888 883 388, Monday-Friday 11:00-19:00 (POL)

Psychosocial Response

Polskie Forum Migracyjne/ Polish Migration Forum

📍 Warsaw & Countrywide

Hotline for women and adolescents who experience violence including sexual violence. Referrals for psychological, social support, and legal assistance.

+48 888 887 988, Monday-Friday 14:00-17:00 (UKR, RUS)
+48 888 883 388, Monday-Friday 11:00-19:00 (POL)

Niebieska Linia/ Blue Line

📍 Warsaw & Countrywide

Hotline managed by a team of psychologists, psychotherapists, psychiatrists, and lawyers. Provision of psychological short-term intervention and long-term therapies; legal aid and other forms of assistance

+48 22 668 70 00, 7 days a week, 10:00-20:00 (POL, UKR)

Niebieska Linia/ Blue Line (domestic violence cases)

📍 Warsaw & Countrywide

Psychological support and legal counselling.
+48 22 800 120 002, 24h/ 7 days a week (POL); Monday 18:00 -22:00 (ENG); Tuesday 18:00-22:00 (RUS)

Ukraiński Dom - Fundacja Nasz Wybór/ Ukrainian House - Our Choice Foundation

📍 Warsaw & Countrywide

Psychosocial support
+48 727 805 764, Monday-Friday 9:00 -19:00 (UKR)

Fundacja Dajemy Dzieciom Siłę/Empowering Children's Foundation

📍 Warsaw & Countrywide

Psychological support for children and teenagers who experience violence including sexual violence.

116 111, Monday-Friday 14:00-18:00 (UKR and RUS), 24h/ 7 days a week (POL)
800 100 100 Monday- Friday 12:00-15:00 & 16:30- 20:30 (POL)- hotline for parents and guardians of children

Fundacja dla Somalii/Foundation for Somalia

📍 Warsaw & Countrywide

Psychological counseling and legal assistance for persons who experienced gender-based violence (GBV)

+48 736 380 203, Monday-Thursday 9:00-18:00 (UKR, RUS, POL) and Friday 9:00- 15:00 (UKR, RUS, POL)

LAMBDA

📍 Warsaw & Countrywide

Psychological counseling, legal assistance, and shelter for refugees from Ukraine who experience violence or discrimination based on their psychosexual orientation or gender identity

+48 226285252, Monday Friday, 12:00-14:00 (POL) 16:00-18:00 (UKR, RUS)

Ośrodki Interwencji Kryzysowej /Crisis Intervention Centres

📍 Countrywide

Psychological support, legal assistance, and shelter.

<http://www.interwencjakryzysowa.pl/osrodki-interwencji-kryzysowej>

Health Support

National Emergency Lines

📍 Countrywide

112 (general emergency line)
999 Ambulance

List of Government Hospital Emergency Departments in Poland:

<http://nfz-warszawa.pl/dla-pacjenta/narunek/szpitalne-oddzialy-ratunkowe/>

Fundacja na rzecz kobiet i planowania rodziny FEDERA

📍 Warsaw & Countrywide

Sexual and reproductive health hotline for ALL.

+48 22 635 93 92, Monday-Friday 16:00-20:00 (POL)
+48 573 185 626, Monday, Wednesday, Friday 17:00-21:00 (UKR, POL) (For Legal Counseling)

Legal Information and Assistance

Centrum Pomocy Prawnej im. Haliny Nieć/ Halina Nieć Legal Aid Center (HNLAC)

📍 Warsaw & Countrywide

Legal advice services

+48 725449374 and +48 693390502, Monday-Friday 9:00-15:00 (POL, UKR, RUS, ENG)

Stowarzyszenie Interwencji Prawnej/Association of Legal Intervention

📍 Warsaw & Countrywide

Legal advice services

+48 880145372, Monday- Friday 14:00-16:00 (POL, UKR, RUS, ENG)

Centrum Koordynacji Pomocy Prawnej/ Centre of Coordination of Legal Help

📍 Warsaw & Countrywide

Legal advice services

+48 800 088 544, Monday- Friday 9:00- 19:00 (POL, UKR, RUS, ENG)

Fundacja Instytut na rzecz Państwa Prawa/ The Rule of Law Institute Foundation

📍 Lublin & Countrywide

Legal advice services

+48 606 703 933, Monday-Friday 12:00- 14:00 (UKR, POL)

Other Legal & Psychological Services

Homo Faber

📍 Lublin

Psychological support, legal assistance, and referral to a shelter.

+48 533391569, 24h/ 7 days a week (UKR, RUS, PL, ENG)

Fundacja Ocalenie Help Centre for Foreigners

📍 Warsaw, Łódź, Łomża

Legal advice, psychological counseling, and material support

+48 22 828 50 02, Monday-Friday 08:00-17:00 (UKR, POL)

Kampania Przeciwno Homofobii/Campaign Against Homophobia

📍 Warsaw & Countrywide

Legal advice services for all individuals who experience discrimination based on sexual orientation or gender identity/expression

+48 22 423 64 38, Monday-Friday 10:00-17:00 (POL)

Safety /Security

POLICE

📍 Countrywide

997

Krajowe Centrum Interwencyjno-Konsultacyjne dla Ofiar Handlu Ludzmi (KCIK)/ National Intervention and Consultation Center for Victims of Human Trafficking

📍 Countrywide

Hotline for victims of human trafficking, forced labor, and slavery. Psychological, legal, and social assistance. Operated by [La Strada organization](#).

+48 22 628 01 20, 24 hours / 7 days a week (POL, UKR, RUS) **KCIK**

+48 22 628 99 99, 24 hours/ 7 days a week (POL, UKR, RUS, ENG) **La Strada**

+48 605 687 750, 24 hours/ 7 days a week (POL, UKR, RUS, ENG) **La Strada**

Ośrodki Interwencji Kryzysowej/Crisis Intervention Centres

Shelter for women & children who experience domestic violence

📍 Warsaw

+48 514 202 619

📍 Lublin

+48 733 588 600

📍 Rzeszów

+48 17 863-53-89

📍 Kraków

+48 12 421 92 82

📍 Poznań

+48 61 814 22 71

📍 Wrocław

+48 71 352 94 03

📍 Gdańsk

+48 58 511 01 21

📍 Szczecin

+48 91 48 57 601

📍 Toruń

+48 56 477 00 91

📍 Olsztyn

+48 89 523 64 02

📍 Łódź

+48 42 630 11 02

📍 Katowice

+48 32 251 15 99

📍 Opole

+48 77455 63 90

📍 Kielce

+48 41 366 4847

📍 Zielona Góra

+48 68 3244900

📍 Białystok

+48 85 740 39 11

Centrum Praw Kobiet/ Women's Rights Centre

📍 Warsaw, Kraków, Wrocław

Shelter for women who have experienced gender-based violence (GBV)

+48 600 070 717, 24 h / 7 days a week (POL)

LAMBDA

📍 Warsaw

Shelter for refugees from Ukraine who experience violence or discrimination based on their sexual orientation or gender identity

+48 226285252, Monday Friday, 12:00-14:00 (POL)

16:00-18:00 (UKR, RUS)

Material Support

Food and non - food items including clothing, hygiene items, baby supplies

Unifers Volunteers

📍 Warsaw

Dom Kultury Śródmieście,

al. Jerozolimskie 2, Warszawa

Monday-Friday 12:00-19:00

Polski Czerwony Krzyż/ Polish Red Cross

Monday- Friday 8:00-16:00

📍 Warsaw

ul. Szańcowa 25, 01-485, Warszawa

📍 Lublin

ul. Puchacza 6, 20-323 Lublin

📍 Kraków

ul. Studencka 19, 31-116 Kraków

📍 Wrocław

ul. Bujwida 34, 50-345 Wrocław

CARITAS

📍 Warsaw

+48 660 424 014

+48 22 619 44 76