

HUNGARY

GBV REFERRAL PATHWAYS

IMMEDIATE RESPONSE

Case Management & Psychosocial Support

NANE Association

📍 Budapest and countrywide
 Case management, MHPSS (phone or in-person case counseling, crisis intervention)
 🗣️ Languages: Hun, Eng (available upon request: Ukr, Ru)
 ☎️ Helpline
 (anonymous, Mon-Tue-Thu-Fri 6pm-10pm; Wed 12pm-2pm):
 NANE +36 80 505 101 (free within Hungary)
 +36 1 267 4900 (from abroad, not free)
 NANE Chat (On Wed 4-6 pm):
<https://nane.hu/erintetteknek/chat-segely/>
 For organizations referring cases: vaw_support@nane.hu
 Urgent cases only: +36 30 26 29 012
 Contact name and number: Nóra Regös, +36 30 26 29 012
regos.nora@nane.hu

PATENT Association EMMA Association

📍 Budapest and countrywide
 Case management, access to SRH services, MHPSS, Interpretation, referral to access Clinical Management of Rape, Legal Aid
 🗣️ Languages: Hun, Eng (available upon request: Ukr, Ru)
 ☎️ Helplines
 +36 70 622 3346 (0-24 everyday)
 +36 80 80 80 81 (free within Hungary, Wed 4pm-6pm and Thu 10am-12pm) +36 21 20 22 083 (from abroad, not free)
 Emails:
help.women.ukraine@gmail.com, info@patent.org.hu,
info@emmaegyesulet.hu
 via Messenger
<https://www.facebook.com/patent.egyesulet.ngo>
 Contacts: Agnes Szaloki (PATENT) szalokiagnes@gmail.com

Psychosocial Support

Hungarian Red Cross

📍 Záhony Railway Station
 MHPSS
 Katalin Oxer, PSS Focal Point, +36 20 335 30 12
katalin.oxer@redcross.hu

Kék Vonal (Blue Line)

📍 Countrywide
 Psychological counseling for children and young people
 ☎️ Helpline (1-9pm): 116 111 (Hun)
 Instagram: @childhotline_ua (Ukr) - send a private message
 Facebook: @lastradaukraine (Ukr) - send a private message
 Telegram: @CHL116111 (Ukr) - send a private message

Menedék Hungarian Association for Migrants

📍 Countrywide
 Psychological screening, PFA, Individual and Group Counselling, Referrals
 🗣️ Languages: Hun, Eng, Ukr
 Via Messenger:
<https://www.facebook.com/menedekegyesulet>
 anna.doherty@menedek.hu, +36 20 37 67 920

Cordelia Foundation for the Rehabilitation of Torture Victims

📍 Countrywide
 Psychological First Aid, Psychiatric and psychological therapy, referrals
 Phone: +36 1 34 91 450 (Hun, Eng, Ukr)
<https://www.facebook.com/CordeliaFoundation>
cordelia@cordelia.hu, hardi.lilla@cordelia.hu

Péterfy Hospital

📍 Budapest
 Crisis Intervention Outpatient Clinic, (crisis intervention therapy and psychiatric help for refugees)
 🗣️ Languages: Hun, En
 Address: 1074 Budapest, Alsóerdősor u. 7

Medical Care

important to seek medical care as soon as possible and within 72hrs of when the violence occurred as some treatments only work during that timeframe

EMMA Association

📍 Countrywide
 Counseling for pregnant women and children, MHPSS, referrals for medical care (urgent ObsGyn, pediatrics)
 🗣️ Languages: Hun, Eng (available upon request: Ukr, Ru)
 ☎️ Helplines
 +36 70 622 3346 (0-24 everyday)
 +36 80 414 565 (every day 10 am-12 pm and 9pm-11pm)
 Emails:
help.women.ukraine@gmail.com;
emmavonon@emmaegyesulet.hu
 via Messenger
<https://www.facebook.com/emmaegyesulet/>
info@emmaegyesulet.hu

PATENT Association

📍 Budapest and countrywide
 Access to SRH services (incl. pregnancy, gynecological care, contraception), referral to access Clinical Management of Rape
 🗣️ Languages: Hun, Eng (available upon request: Ukr, Ru)
 ☎️ Helplines
 +36 70 622 3346 (0-24 everyday)
 +36 80 80 80 81 (free within Hungary, Wed 4pm-6pm and Thu 10am-12pm) +36 21 20 22 083 (from abroad, not free)
help.women.ukraine@gmail.com, jog@patent.org.hu

Hungarian Red Cross

📍 Záhony Railway Station
 First Aid, medical support, PFA
 Keriova Aniko, HRC Health Coordinator
 + 36 20 311 0575, aniko.keri@redcross.hu

Safety and Security

Police

📍 Countrywide
 Crime prevention and victim support experts in each county-level police and in Budapest
 Phone: 107 (If the survivor wants to pursue police/legal action) A map of all entities (police stations, local gov. offices, regional victim support centres) is available at:
<https://bit.ly/3LDGuVH>

Central free hotline for victim support

📍 Countrywide
 Central free hotline for victim support in Hungarian
 +36 80 225 225 (Languages: Hun)

Hungarian Interchurch Aid (HIA) Ökumenikus Segélyszervezet

📍 Countrywide
 Safe houses, online counseling, psychological, legal and social counseling
 🗣️ Language: Hun
 Online platform: segelyszervezet.hu/anonimtanacsadas

Budapest Pride

📍 Countrywide
 Safe houses LGBTI
 Contacts: viktoria.radvanyi@budapestpride.hu;
laura.toth@budapestpride.hu

Legal Information and Assistance

PATENT Association

📍 Budapest and countrywide
 Legal aid
 🗣️ Languages: Hun, Eng (available upon request: Ukr, Ru)
 ☎️ Helplines
 +36 70 622 3346 (0-24 everyday)
 +36 80 80 80 81 (free within Hungary, Wed 4pm-6pm and Thu 10am-12pm) , +36 21 20 22 083 (from abroad, not free)
 Messenger <https://www.facebook.com/patent.egyesulet.ngo>
help.women.ukraine@gmail.com, jog@patent.org.hu

WHAT TO DO WHEN A SURVIVOR DISCLOSES GBV TO YOU

- **Prioritize** 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
- **Respect confidentiality** and wishes of the survivor
- **Provide information** - reliable and comprehensive on available services and support, using this leaflet
- **If the survivor is a child**, and family/guardian make decisions on their behalf, ensure priority is given to their best interest. Preferably, the accompanying adult should be selected by the child.

ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH

DOs

Believe the survivor.
Reassure the survivor 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.).
Listen to the person without asking questions.
Set aside your own judgments.
Respect the right of the survivors to make their own decision.
Inform on available services and support
Limit the number of people informed about the case

DONTs

Blame the survivor
Pressure the survivor for more details.
Investigate
Advise
Doubt or **contradict** the survivor.
Mediate between the survivor and the perpetrator or a third person (e.g., family).
Write down details of the incident or personal details of the survivor
Assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.

IF THE SURVIVOR HAS GIVEN INFORMED CONSENT PRIORITISE URGENT HEALTHCARE, SAFETY AND SECURITY

SEXUAL VIOLENCE

ensure immediate access to medical care (as soon as possible and within 72hrs for emergency HIV prevention treatment; within 120hrs for emergency contraceptives and STIs prevention)

PHYSICAL VIOLENCE

Seek medical care if the survivor is experiencing severe pain, bleeding, or for the treatment of non- sexual violence related injuries

FOLLOW-UP AND OTHER SERVICES

Preferably referrals to be initiated by GBV case managers

Other Health Care Needs



Háttér Society Association

📍 Countrywide
 📞 HIV, STI
 📞 HIV Hotline (every day 6 am-10 pm)
 + 36 (1) 6 333 455 (on Budapest line tariff rates);
 hivvonal@hatter.hu

MHPSS

Cordelia Foundation for the Rehabilitation of Torture Victims



📍 Countrywide
Longer term psychological/psychiatric interventions
 Phone: +36 1 34 91 450 (Hun, Eng, Ukr)
<https://www.facebook.com/CordeliaFoundation>
 cordelia@cordelia.hu, hardi.lilla@cordelia.hu



MedSpot Foundation

PFA, Individual and Group Counseling, Psychiatry, Clinical psychology, Referrals
 Languages: Hun, En, Ru
 Spanyol Andras, +36 70 7750 273, orvosisegitseg@medspot.hu
 Anna Gődény, +36 20 4777 223,
 godeny.anna@panoramaklinika.hu

Other Legal Services

Háttér Society Association

📍 Countrywide
Information and counselling LGBTIQ+
 🗣️ Languages: Hun (En, Ru may be available)
 📞 Hotline (every day 6-11 pm): +36 1 32 93 380 (pay number)
 SKYPE: segelyvonal
 Chat: <http://chat.hatter.hu> (Mondays and Wednesdays 6-11 pm) Email: hotline@hatter.hu
Legal Aid Service for LGBTIQ+
 🗣️ Languages: Hun, En (Ru may be available)
 📞 Hotline +36 1 6 333 454 (answering machine and callback)
 Email: legalaid@hatter.hu

Hungarian Helsinki Committee



📍 Countrywide
Free legal aid, counseling, representation on: asylum, statelessness, family reunification, status review, expulsion, ill-treatment, hate crimes
 ukraineecrisis@helsinki.hu (Languages: Hun, En, Ukr, Ru)
<https://www.facebook.com/helsinkibizottsag> (Languages: Hun, En, Ukr, Ru)
 📞 Hotlines (Language: Hun, En): +36 1 321 4323, +36 1 321 4327, +36 1 321 4141 (Mon and Thu 10 am-6 pm; Tue 9 am-5 pm)

Menedék Hungarian Association for Migrants



📍 Countrywide
Free legal aid, counseling and representation on: legal questions on visa and residence permit; social rights (social support, labour, education)
<https://menedek.hu/en/contact>

Material Support (incl. non-food items)

EMMA Association

📍 Countrywide
Hygiene packages and infant care supplies
 🗣️ Languages: Hun, Eng (available upon request: Ukr, Ru)
 📞 Helplines
 +36 70 622 3346 (0-24 everyday)
 +36 80 414 565 (every day 10 am-12 pm and 9pm-11pm)
 Emails: help.women.ukraine@gmail.com;
 emmavonal@emmaegyesulet.hu
 via Messenger <https://www.facebook.com/emmaegyesulet/>
 info@emmaegyesulet.hu

Non-food items, hygiene kits, baby supplies, assistive devices

📍 Countrywide



Baptist Aid

karpatljaert@baptistasegely.hu, +36 (20) 886 2292



Caritas

karpatljaert@caritas.org.hu, +36 (1) 372 0910



Hungarian Charity Service of the Order of Malta

karpatljaert@malta.hu, +36 (70) 653 1324



Hungarian Interchurch Aid Ökumenikus Segélyszervezet

karpatljaert@segelyszervezet.hu, +36 (70) 664 8645



Hungarian Reformed Church Aid

karpatljaert@jobbadni.hu, +36 (80) 296 844



Hungarian Red Cross

karpatljaert@voroskereszt.hu, +36 (1) 374 1374

For information and feedback please write to hunbupwg@unhcr.org
 Creation date: 26 May 2022
 Sources: UNHCR and Partners