# 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.
- On'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**.







# GENDER-BASED VIOLENCE REFERRAL PATHWAYS

FOR FRONT-LINERS & HUMANITARIAN WORKERS



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UNHCR on +36 80 984 583 (toll-free) or

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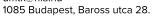




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