

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**.



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 vansegitseg.im.gov.hu



Medical Care

All Hungary  

EMMA Association

MHPSS • Counseling (pregnancy & children)

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

All Hungary   

Hungarian Red Cross

Medical support • MHPSS

pss@voroskereszt.hu

All Hungary 

Hatter Society Association




HIV Hotline

+ 36 16 333 455
hivvonal@hatter.hu



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

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: @kekvonall
FB: @kekvonall
TikTok: @kekvonall116111

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@malta.hu

Hungarian Reformed Church Aid

+36 80 296 844
menekult@jobbadni.hu

Caritas Hungary

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