

**In a case you want to report SGBV:**  
**Contact any Ministry of the Interior's official person at the reception centre where you are accommodated or call Croatian Police: 112 or 192, Emergency Medical Assistance: 112 or 194**

**To claim the protection from persecution:**  
SGBV committed by non-state actors (partners, spouses, family members and much more) can be defined as a *form of persecution* in cases where state is unwilling or unable to protect individuals from it. Thus, if you have experienced it you may claim asylum on that basis. When requesting international protection and/or during the subsequent interview you are encouraged to describe your experience of SGBV.

Transgression of gender discriminatory social norms or laws may be regarded as an expression of an actual or imputed *political opinion, religion or membership of a particular social group*.

All proceedings are *confidential*, which means that everything said during the proceedings becomes an official secret and no individual or state outside the proceeding can find about it.

You have a right to request a *same-sex interpreter* and an official leading the procedure. You have the right to request a *separate interview* – without a presence of family members.

*Your experience matters!*

## Available services

If you know somebody who experienced SGBV you may share it with any adult you trust. You may also contact organizations in Croatia which deal with gender-based violence.

### National call center for victims of crime

It provides legal information, emotional support and can offer contacts of other relevant organisations and professionals, as well as practical information to victims and witnesses of crimes (in Croatian and English)  
[pzs@pzs.hr](mailto:pzs@pzs.hr)

Free phone line: 116 006 (24h a day, 7 days a week)

### Ombudsperson for gender equality

It receives claims on the topic of violations of the principle of gender equality (e.g. gender-based violence, gender-based discrimination) in Croatian and English.  
[ravnopravnost@prs.hr](mailto:ravnopravnost@prs.hr)

01/4848-100 (Mon - Fri, 08:30-16:30h)  
Preobraženska 4/1, 10 000 Zagreb

### Ombudsperson

Ombudsman Croatia Protects against discrimination and maladministration promotes and protects rule of law, human rights and freedoms, including persons deprived of liberty, migrants and asylum seekers, in Croatian and English.  
[info@ombudsman.hr](mailto:info@ombudsman.hr)

Phone: 01/4851-855 (Mon - Fri, 09-12h)

### Autonomous women's house

It provides psychological and legal counselling and shelter for women survivors of gender-based violence and their children (in Croatian, English and other languages, as needed)  
[azkz@zamir.net](mailto:azkz@zamir.net)

Free phone line: 0800-55-44 (Mon - Fri, 10-17h)

### Women's help now

It provides psychological and legal counselling and shelter for women survivors of gender-based violence and their children (in Croatian and English) Free phone line: 01/4566-22, 0800-655-222 (24h a day, 7 days a week)

### Women's room - center for sexual rights

It provides direct help and support to sexual violence survivors within Center for Victims of Sexual Violence. Services are available in English and Croatian.  
[savjetovaliste@zenskasoba.hr](mailto:savjetovaliste@zenskasoba.hr)  
01/6119-444 (Mon - Fri, 09-17h)

### B.A.B.E! Be active be emancipated

It offers shelters to women and children survivors of SGBV and provides legal and psychological support in Croatian and English.  
[babe@babe.hr](mailto:babe@babe.hr)  
SOS phone line: 0800-200-144 (Mon - Fri, 08-17h)  
Selska cesta 112a, 10000 Zagreb  
Safe house (Vukovar - Syrmia County), 098/9824-641 (24 sata dnevno, 7 dana u tjednu)

### Centre for women war victims - Rosa

Provides legal and psycho-social help and support to women who survived sexual violence, trafficking in women, harmful traditional practices and war related violence. Services are provided in Croatian, English, Arabic and other languages if needed.  
[www.czrr.hr](http://www.czrr.hr)

Phone: 01/4551-142 (Mon - Fri, 10-18h)  
Helpline for victims of trafficking in persons: 0800-77-99 (10-18h, 7 days a week)  
Kralja Držislava 2, 10000 Zagreb, Croatia

### Center for peace studies

It provides free legal aid to asylum seekers, persons under international protection and foreigners in matters concerning asylum and status. It also provides support to victims of discrimination

and racial violence in English and Croatian.

Interpretation to other languages may be possible upon request.

Legal aid is provided by phone on the number: 091/330-0183 (Mon - Fri, 13-17h) or by e-mail at [cms@cms.hr](mailto:cms@cms.hr)

The meeting in the CPS office in Zagreb needs to be arranged in advance by phone or e-mail.

discrimination in Croatian and English.

Pink Megaphone — a phone line for reporting of the hate crime and discrimination  
091/ 7846-278 (24h a day, 7 days a week)  
Office hours: Mon - Fri, 10-17h (with prior notice),  
[info@zagreb-pride.net](mailto:info@zagreb-pride.net)  
Andrije Žage 43a, 10000 Zagreb

### National SOS line against trafficking

Running shelter for victims of trafficking in human beings in Croatia  
Phone: 0800-77-99

### Croatian law center

It provides legal information and advice in the field of exercising and protecting rights under the International and Temporary Protection Act in Croatian and English.

[hpc@hpc.hr](mailto:hpc@hpc.hr)  
Phone: 01/4854-934 (Mon, Wed and Fri 09:30-12:30, and on Tue and Thu 13:30-16:30)  
Bednjanska 8a, 10000 Zagreb, Croatia

### Médecins du monde

Facilitates access to healthcare and provide mental health support to asylum seekers with special focus on survivors of gender based violence

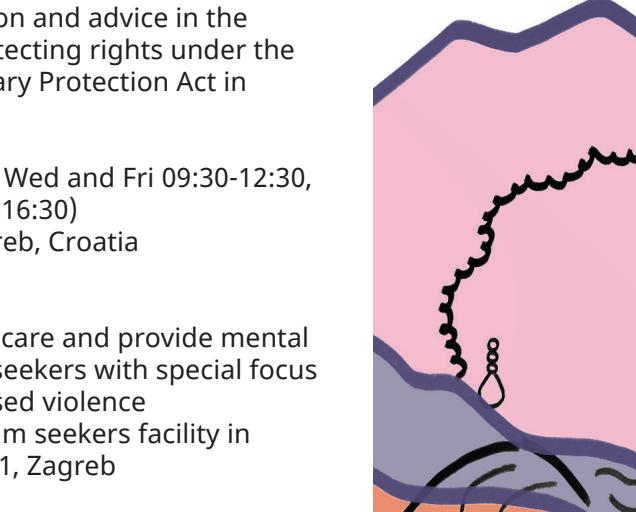
Address for services: Asylum seekers facility in Zagreb, Sarajevska cesta 41, Zagreb (Mon - Fri, 08-16h)

### UNHCR

[hrvza@unhcr.org](mailto:hrvza@unhcr.org)  
Phone: +385 (0)1 3713 555  
Ul. Vjekoslava Heinzelja 44/II, 10000 Zagreb

## Sexual and Gender-based Violence

**Information for migrants, refugees and asylum seekers**



# Glossary

**Sex** = different biological and anatomical characteristics assigned at birth.

**Gender** = characteristics created by the society of how should women and men behave, dress or express.

**Gender identity** = how you, in your head, think of your experience of gender, it may or may not correspond to your sex assigned at birth.

**Stereotypes about gender roles** = roles adopted by every society on how we are expected to act, speak, dress, groom, and conduct ourselves based upon our assigned sex. Women and girls are generally expected to dress in typically feminine ways and be polite, accommodating, and nurturing. Men are generally expected to act as breadwinners and be strong, aggressive and bold.

**Rape** = non-consensual vaginal, anal or oral penetration of a sexual nature of the body of another person with any bodily part or object; other non-consensual acts of a sexual nature with a person; causing another person to engage in non-consensual acts of a sexual nature with a third person.

**Sexual harassment** = any form of unwanted verbal, non-verbal or physical conduct of a sexual nature with the purpose or effect of violating the dignity of a person, in particular when creating an intimidating, hostile, degrading, humiliating or offensive environment.

**Psychological violence** = conduct of seriously impairing a person's psychological integrity through coercion or threats.

**Physical violence** = intentional conduct of committing acts of physical violence against another person, regardless of whether a bodily injury occurred, including hitting, pushing, choking, strangling and physically preventing movement.

**Economic violence** = any act or behaviour which causes economic harm to an individual, including property damage and restricting access to financial resources, education or the labour market.

**Female genital mutilation** = all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons.

**Honor-based violence** = crimes committed in the name of so-called "honour", including claims that the victim has transgressed cultural, religious, social or traditional norms or customs of appropriate behaviour.

**Stalking** = the intentional conduct of repeatedly engaging in threatening conduct directed at another person, causing her or him to fear for her or his safety.

**Persecution** = severe deprivation of fundamental rights contrary to international law by reason of the identity of the group or collectivity.

**Membership of a particular social group** = a group of persons who share a common characteristic other than their risk of being persecuted, or who are perceived as a group by society (e.g. women, LGB group, transgender people).

## What is sexual and gender-based violence (SGBV)?

Sexual and gender-based violence (SGBV) is a form of violence that is directed against a person based on their sex, gender or gender identity or disproportionately affects one gender. It is likely to result in, physical, sexual, psychological or economic harm or suffering to a person, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

SGBV disproportionately affects women and girls, making it the largest group affected. Disrespect for traditional attitudes or inconsistencies in behaviour that treat women as subordinate to men or opposing stereotypical roles are often used as sufficient justification for violence and coercion. Men and boys may also be victims of SGBV, but due to stigma, their occurrence has not been frequent.

*SGB violence is not a private matter!*

## Which acts SGBV include?

*Sexual violence* includes acts of rape; marital rape; sexual harassment; sexual behaviours coerced by the use of force and/or threat which include physical contact with the abuser - unwanted touches of intimate parts of the body; sexual activities manipulated by lies, threats or pressure; forced masturbation; sexual abuse, sexual exploitation; forced prostitution and much more. *Other forms of SGBV* include acts of being forced to marry; domestic and intimate partner violence, such as physical, psychological and economic violence; female genital mutilation; trade for the purpose of forced labour, sexual slavery, or commercial sexual exploitation; forced pregnancy,

abortion or sterilization; forced viewing or participation in pornography; honour-based violence; stalking and much more.

*SGB violence is not a fault of a survivor!*

## Where can SGBV happen?

SGBV can happen anywhere – in the country of origin, during the journey to another country or in the destination country. It can happen at home or in public places, at work, in detention centres and prisons, in refugee camps, at checkpoints or during random stops. SGBV often include multiple forms of violence during a lifetime - the violence which had taken place in different locations and which had been committed by a variety of perpetrators.

## Who can commit SGBV?

Anybody can commit acts of SGBV. The perpetrator may be a family member, spouse or a romantic partner, friend, person holding authority or somebody unknown to you. Acts of SGBV are usually committed by somebody close to the survivor.

## What is intersectional approach to SGBV?

Persecution for reasons or race, religion, nationality, or political opinion may be expressed in different ways against men and women. For example, the persecutor may choose to destroy the ethnic identity and/or prosperity of a racial/religious group by killing, maiming or incarcerating the men, while the women may be viewed as propagating the ethnic, racial identity or religious views and persecuted in a different way, such as through sexual violence or control of reproduction.

## What are the consequences of SGBV?

SGBV causes grave and long-lasting harm on survivors. Physical aspect of violence directly causes acute and chronic health issues, such as chronic pain, memory loss, abdominal pain, gynaecological problems, complications during pregnancy, sexually transmitted diseases and much more. The psychological consequences are manifested as anger, fear, anxiety, low self-esteem, depression, post-traumatic stress disorder, suicide attempts, loss of sexual desire, panic attacks, panic disorder and much more. SGBV can have an impact on the social life due to victim-blaming attitudes and stigma causing isolation or re-victimization.

Problems, such as difficulties in trusting people or having problems in forming social relationships, can also impact a social life of a survivor. While the economic consequences may last for years, violence has long-term effects on education levels, labour force participation, and more.

## What if I experience SGBV?

In Croatia foreigners are equal before courts, other state bodies and bodies with public authority. Everybody have equal rights regardless of their age, race, and colour of skin, sex, sexual orientation, language, or national origin. All forms of SGBV have been punishable by the law.

*You have the right to be free of any forms of violence!  
You are not alone. Here are the steps on how to reach help!*

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