

## REMEMBER

### SGBV is NOT your fault!

Worldwide many women, men, girls and boys experience physical or sexual abuse or other forms of SGBV in their lifetime. Anyone can become a victim of sexual and gender-based violence.

### You are NOT alone! Help is available!

There are people who can help you, such as doctors, police officers, and social workers. If you have experienced or are experiencing SGBV, tell someone you trust or contact the organizations listed above.

### HELP others stay safe as well!

If someone who suffered SGBV reaches out to you, listen to them, trust them and remind them that SGBV is not their fault and that they are not alone. Tell them that help is available and encourage them to seek assistance. If they agree you can contact the organizations listed above together.

Share the leaflet and the video so that it reaches more people!



<https://youtu.be/KsIE6Q7hXe8>



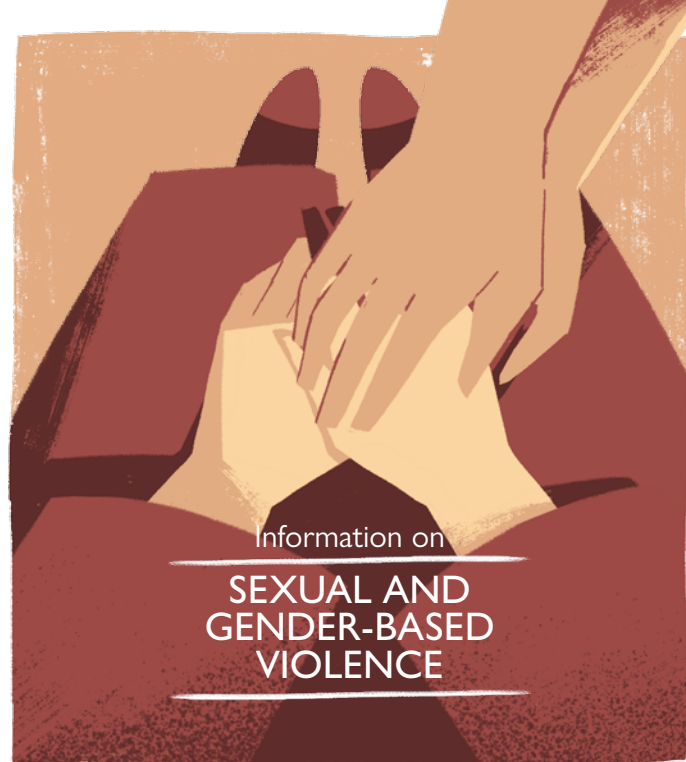
## ABOUT US

The PROTECT project aims to strengthen national support services for victims of sexual and gender-based violence. PROTECT also aims to make these services available to refugees, asylum seekers and migrants, be they children or adults and including people identifying as LGBTI.

<https://eea.iom.int/PROTECT-project>



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Information on  
**SEXUAL AND  
GENDER-BASED  
VIOLENCE**

**IN CROATIA** EVERY person has the same rights regardless of age, gender identity, sexual orientation, language, religion or where they come from.

You have a **RIGHT** to be safe and enjoy a life free of any form of violence.

If someone hurts or threatens to hurt you or someone you know, remember that you have a right to receive help and protection.

You are not alone. **HELP** is available.

## SEXUAL AND GENDER-BASED VIOLENCE (SGBV)

### What is SGBV?

SEXUAL AND GENDER-BASED VIOLENCE (SGBV) is violence directed against a person based on their sex, gender or gender identity. SGBV includes acts that cause physical, mental or sexual harm or suffering, threats with such acts, coercion and other deprivations of liberty.



Perpetrators often use force, coercion, deception or manipulation. Most often SGBV is not recognised or reported.

### SEXUAL VIOLENCE

can take many forms and includes rape, injury to or unwanted touching of the private parts, being forced to have sex with someone, being forced to watch someone else being sexually violated, being forced to be naked, and much more. Sexual violence is not sex. It is about violence, power, and control.

### OTHER EXAMPLES OF SGBV INCLUDE

violence which takes place within the family; being forced to marry, to have a baby or to have an abortion; being harassed with unwanted looks, remarks or gestures; being transported to another country in exchange for money, sexual acts or labour; honor crimes; and female genital mutilation; being forced to follow a religion you don't want to, being spied or followed.

If you think or suspect that violence is happening to you or even if you are unsure, you can ask for help.

### What is the difference between sex, gender and gender identity?

A person's **SEX** is assigned at birth based on anatomical and biological factors, while **GENDER** is how society believes that people should behave (how they should dress



and present themselves, what their roles and responsibilities should be, etc.) according to their biological sex.

A person's **GENDER IDENTITY** refers to each person's deeply felt internal and individual experience of gender. This may or may not correspond with the sex assigned at birth, including the personal sense of the body (which may involve, if freely chosen, modification of bodily appearance or function by medical, surgical or other means) and other expressions of gender, including dress, speech and mannerisms.

### To whom can SGBV happen?

SGBV can happen to **ANYONE** and is **NEVER** the victim's fault.

Women and men, girls and boys, adults and children can all become victims of SGBV. Sometimes violence is directed at someone because of who they love or because they are vulnerable. No matter what, violence is **NEVER** justifiable.

Majority SGBV refers to women and girls, who represent the largest group affected. However the lack of data on the incidence of SGBV perpetrated against men and boys does not mean that they do not suffer SGBV, but rather that coming forward is problematic.

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## Who can perpetrate SGBV?

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ANYONE can perpetrate acts of SGBV. The perpetrator can be someone you know, like a close family member, close relative and friend, a romantic partner, influential community members who are in positions of authority, as well as persons or entities who are unknown to you. Most acts of SGBV are perpetrated by someone known to the survivor.

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## Where can SGBV happen?

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SGBV can happen ANYWHERE: in your home country, during your journey to another country and in the country, you are currently living in. It can happen in public places and private homes, at work, in detention centres and prisons, during random stops and at checkpoints.

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## Is SGBV my fault?

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SGBV is NEVER the victim's fault. Gender norms and unequal power relations are the root causes of SGBV. The perpetrator is the only person to blame.

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## What if I did not fight back?

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It is very common not to fight back during an assault because you may panic and feel hopeless or trapped and you don't know what to do to get out of the situation. This does not mean that you consented to the violence.

Remember that you can always change your mind, even if you previously agreed to something.

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## What if I am asked for sex in exchange for money, help or other goods?

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Nobody has the right to force you to have sex or to get you to agree to have sex in exchange for something you may need or want.

If someone forces you to have sex in exchange for money, help or other goods, it is sexual exploitation and a form of sexual violence.

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## What are the consequences of SGBV?

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SGBV can have both physical and emotional consequences. Physically SGBV can cause bodily harm, pain, infections and women and girls can become pregnant without wanting to, among other consequences. The emotional consequences of SGBV can include trauma, nightmares, insomnia, headaches, and many different feelings such as anger, shame, sadness, guilt, fear. All feelings are valid, and Croatia has professional and confidential services to support victims. You are NOT alone.



### REMEMBER

ANYONE can become a victim of SGBV

SGBV is NEVER the victim's fault

SGBV is always UNACCEPTABLE

You can ask for HELP



## AVAILABLE SERVICES

### What can I do if I or someone I know has experienced or witnessed SGBV?

If you or someone you know experience or witness SGBV you can tell a family member, a relative or another adult you trust.

You are NOT alone.

You can always ask for help from the staff of the asylum or accommodation center where you live or from your legal representative or guardian.

There are also other people who can help you in a confidential way, such as teachers, social workers, police officers and doctors. In addition, you can contact migrant and refugee organizations, women's and youth organizations.

You can call the following telephone numbers to contact emergency services:

CROATIAN POLICE: 112 or 192

EMERGENCY MEDICAL ASSISTANCE: 112 or 194



## List of useful contacts in Croatia

### SOCIAL SERVICE CENTERS IN CROATIA

The list of local social service centers with accompanying contacts is available on the website: [www.mdomsp.gov.hr/](http://www.mdomsp.gov.hr/) adresar-ustanova/1673

### OMBUDSMAN

info@ombudsman.hr  
ZAGREB: 01/4851-855 (Tue. to Fri., 9.00–12.00)  
Trg hrvatskih velikana 6, 10 000 Zagreb  
RIJEKA: 051/563-786 (Mon. to Thu., 9.00–12.00)  
Korzo2a/l, 51 000 Rijeka  
OSIJEK: 031/628-054 (Mon. to Thu., 9.00–12.00)  
Hrvatske Republike 19, 31 000 Osijek  
SPLIT: 021/682-981 (Mon. to Thu., 9.00–12.00)  
Mažuranićevo šetalište 8A, 21 000 Split

### OMBUDSMAN FOR GENDER EQUALITY

(Mondays to Fridays, 9.00–14.00)  
01/4848-100 / [ravnopravnost@prs.hr](mailto:ravnopravnost@prs.hr)  
Preobraženska 4/1, 10 000 Zagreb

### AUTONOMOUS WOMEN'S HOUSE ZAGREB

It provides free shelter and counselling to women and their children survivors of gender based and specifically intimate partner violence.  
Free phone line: 0800 55 44 (Mondays to Fridays, 10.00–17.00)  
[azkz@zamir.net](mailto:azkz@zamir.net) / [www.akaz.net](http://www.akaz.net)

### BABE! "BE ACTIVE. BE EMANCIPATED."

It runs shelters for women and children and provides legal and psychological support. SOS phone line: 0800 200 144, 01/4661-351  
[babe@babe.hr](mailto:babe@babe.hr) / [www.babe.hr](http://www.babe.hr)  
Selska cesta 112a, 10 000 Zagreb

### CARITAS ARCHDIOCESE OF ZAGREB

Running shelters for women and children (referral needed). Caritas social service (Mon., Wed., Thu.; 9.00–12.00)  
01/3668-824 / [jbosnar@czn.hr](mailto:jbosnar@czn.hr)  
Ul. svetog Nikole Tavelića 30, 10 000 Zagreb

### HOUSE FOR VICTIMS OF DOMESTIC VIOLENCE

Running shelter (referral needed). 099/2391-614  
[zon@czn.hr](mailto:zon@czn.hr); [czn@czn.hr](mailto:czn@czn.hr)  
p.p. 64, 10 001, Zagreb

### CENTRE FOR WOMEN WAR VICTIM ROSA

SOS phone line for victims of human trafficking: 0800 7799 (Every day, 10.00–18.00)  
01/4551 142 / [cenzena@zamir.net](mailto:cenzena@zamir.net)  
[www.czzzr.hr](http://www.czzzr.hr)  
Kralja Držislava 2, 10 000 Zagreb

### SOCIETY FOR PSYCHOLOGICAL ASSISTANCE - COUNSELLING FOR CHILDREN, YOUTH AND FAMILIES "MODUS"

It provides counselling and support to family members affected by domestic violence.  
01/4621-554; 095/4826-111 (Mon. to Fri.; 9.00–21.00)  
[modus@dpp.hr](mailto:modus@dpp.hr) / [www.dpp.hr](http://www.dpp.hr)  
Kneza Mislava 11, 10 000 Zagreb

### DUGA ZAGREB, HOME FOR CHILDREN AND ADULTS

Free telephone counseling center for victims of family violence: 0800 8898 (Mon. to Fri., 16.30–19.30)  
01/6383 503 (every day, 8.00–20.00) (Mon. and Wed.: 14.00–20.00; Tue. to Fri.: 9.00–15.00); 01/4590-560  
[tretman@duga-zagreb.hr](mailto:tretman@duga-zagreb.hr)  
P.P. 133, 10 001 Zagreb

### NATIONAL SOS LINE AGAINST TRAFFICKING

0800 77 99 – SOS line  
Running shelter for victims of trafficking in human beings in Croatia.

### CROATIAN RED CROSS

If you or a person you know experienced trafficking in human beings, you can contact them at: 01/4655-814 (working days, 8.00–16.00)  
[trafficking@hck.hr](mailto:trafficking@hck.hr)  
Ul. Crvenog križa 14, 10 000 Zagreb

### "ISKORAK"

Works in the field of LGBT human rights advocacy and youth social care services.  
091/2444666 (working days, 10.00–14.00)  
[info@iskorak.hr](mailto:info@iskorak.hr)  
Petrinjska 27, Zagreb 10 000