

INFORMATION ON AVAILABLE SERVICES AND RESOURCES FOR LGBTQIA+ ASYLUM SEEKERS, REFUGEES AND OTHER PERSONS OF CONCERN

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LGBTQIA+ IDENTITIES

L - lesbian

G - gay

B - bisexual

T - transgender

Q - queer

I - intersex

A - asexual / agender

+ (plus) – signifies all of the gender identities and sexual orientations that are not specifically covered by the other initials

This booklet presents a pioneer attempt in Serbia to map services available for one of the vulnerable groups of asylum seekers, refugees and other persons of concern (PoCs) – LGBTQIA+ persons. LGBTQIA+ asylum seekers, refugees, stateless and internally displaced persons face a complex array of challenges and threats through all stages of the displacement cycle, among them: discrimination, prejudice and violence, difficulties to access humanitarian services, as well as potential challenges to articulate their protection needs during asylum procedures.

Efforts to improve the protection of LGBTQIA+ persons have gained increased attention and support from states and within the broader humanitarian and human rights community. Such efforts have included expert consultations, the development of guidelines, strategic messaging from the highest levels of management, mainstreaming of LGBTQIA+ related issues in training programs, and a global assessment of efforts to protect LGBTQIA+ asylum seekers and refugees.

Crisis Response and Policy Centre (CRPC) is committed to protecting the rights of LGBTQIA+ persons of concern and intends to continue its efforts to generate buy-in and build capacity in the protection of LGBTQIA+ persons of concern.

There are different organisations that help LGBTQIA+ people in Serbia. These organisations offer various services such as information sharing, community engagement within community centres and other, psychological counselling, legal counselling, HIV and STD (sexually transmitted diseases) counselling/ testing, psycho-social support for LGBTQIA+ persons' parents, drug abuse prevention, etc.

In order to cover as many possible LGBTQIA+ service providers in Serbia, CRPC in partnership with the UN Refugee Agency (UNHCR), reached out to LGBTI Equal Rights Association for



Western Balkans and Turkey (ERA) – inclusive network with different member organisations. We have contacted 23 organisations which offer and conduct specialised LGBTQIA+ services or have activities that cover certain needs of LGBTQIA+ population in Serbia, including organisations which provide free legal help for LGBTQIA+ asylum seekers, refugees and other PoCs. Out of this number 10 have answered, CRPC included, that they have developed and implement activities or programmes that enable access to LGBTQIA+ asylum seekers and refugees and other PoCs in Serbia.

As expected, most of these organisations are registered and operational in Belgrade with only three having community-based presence outside of the capital – Come OUT! in Novi Sad, POTENT in Kragujevac and Nis and Association Rainbow in Sabac. Due to different reasons, some organisations have not enclosed their addresses, other contact details or working hours, but can be reached via different communication platforms.

REMEMBER!

When you are inside an accommodation centre you can always ask Serbian Commissariat for Refugees and Migration (SCRM) employees for any kind of help!

There are other organisations such as UNHCR, IOM and different CSOs (civil society organisations) inside centres who you can talk to should you feel a need.

If you are in private accommodation and you are in danger, these are the numbers to call:

Ų	Ambulance	194
Ä	Police	192
	Fire Department	193

If you are more comfortable speaking in your own language to different service providers, contact CRPC every workday from 9 am to 5 pm: +381600991634 and info@crpc.rs



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Crisis Response and Policy Centre (CRPC) Centar za kriznu politiku i reagovanje (CKPR)

Crisis Response and Policy Centre (CRPC) is a Serbian civil society organization formed as a voluntary, non-party and non-profit association of citizens in 2016. CRPC has become an actor which continuously provides services to its beneficiaries such as persons in mixed migration - migrants, asylum seekers, refugees and other PoCs. The programmes and projects we implement have had a special focus on marginalized and vulnerable groups such as: women and girls survivors of violence, women, girls and boys survivors of trafficking, especially within migrant/refugee/asylum seeking population, unaccompanied and separated boys and girls, LGBTQIA+ persons, persons with disabilities, elderly and persons at risk of poverty, then others at risk of surviving discrimination.

All the activities CRPC implements are based on participatory approach and are created in communication with the community they affect. The community CRPC works with actively participates in the empowerment of women, girls, boys and LGBTQIA+ people. CRPC office is rendered as a LGBTQIA+ safe space and welcoming environment of acquainted and professional staff.

CRPC was established during the peak of refugee crisis and have been a UNHCR implementing partner since our founding. Working with different people in mixed migration movement has included various communities from more than 50 countries in the world.

CRPC has worked with LGBTQIA+ people coming from more than 10 countries, mostly from Asia, Africa and Central America. All these persons were in need of international protection.

If you are an LGBTQIA+ asylum seeker or a refugee and you wish to be connected or speak to a certain organisation in the language you understand, you can contact us. Our cultural mediators will enable you access to services in different languages and will provide escort and on spot interpretation. CRPC is also present in different accommodation centres, so you can speak with us directly.

If you are a new arrival in Serbia, you can approach us and talk with our colleagues. As UNHCR's partner, CRPC can connect you with their expert staff who are present or conduct visits to the centres all around Serbia. Feel free to contact us should you have any questions related to specialised services in Serbia.

Address: Orfelinova 33, Belgrade, Serbia

CRPC Hotline: +381600991634

Email: info@crpc.rs



Photo credit: CRPC / CKPR

3- gay



Pride Info Centre / Prajd Info Centar (PIC)

Established for the first time in 2017, Pride Info Centre represents an open, inclusive and safe space in one of the main streets of Belgrade.

The staff of the Centre is always there to give advice, but also refer to a counselling centre of the organisation "Da Se Zna!", where people can get proper legal and psychological help.

Furthermore, it is a place where the public can not only be introduced to the activities of Pride and LGBTI+ movement, but also the problems, challenges, and the history of LGBTI+ community in Serbia.

Considering the location of the Centre, its existence makes the community more visible. Moreover, it represents a space where everyone can come, drink coffee or tea, hang out, finish some work, or just take a break from everyday activities.

Apart from the above-mentioned activities, Pride Info Centre holds a great number of different events during the month – lectures, discussions with the community, panel discussions, film screenings, board games, quizzes, and exhibitions. Also, once a month, in cooperation with Association Rainbow, a fast and free HIV and Syphilis testing is organised. It minimises the stigma and the youth's unwillingness to testing.

With this concept, Pride Info Centre is a space where LGBTIQ+

asylum seekers and refugees are welcome and together with UNHCR, CRPC and BCHR, has organised different events with a focus on LGBTQAI+ persons in mixed movement.

Address: Kralja Milana 20, Belgrade Monday to Saturday: 12 to 8 pm



Photo credit: Pride info Centre / Prajd Info Centar



COME OUT / IZAĐI

Group COME OUT is a non-profit non-governmental grassroot organisation for youth, founded in 2010 in Novi Sad (Vojvodina). It aims to improve the life perspective of LGBT+ youth in Vojvodina. It works through the programmes of community work with youth and their families, psycho-social support and advocacy. It is well known for being the only active LGBT+ organisation in Vojvodina, running an LGBT+ community youth centre in Novi Sad, offering free psycho-social support service to LGBT+ people and their family members, cooperating with local institutions relevant for life of LGBT+ people and organising Novi Sad Pride Week every May since 2019.

If you are an LGBTIQ+ asylum seeker/refugee you should know that:

COME OUT's LGBT+ Community Youth Center works 4 days a week, from Wednesday to Saturday, from 5 pm to 10 pm in Novi Sad. Our youth workers offer 1-on-1 counseling and information such as how to undergo transition, where to report violence and to get tested on STDs.

We host long-term and short-term youth work and volunteering programmes and offer free workshops on topics of importance for LGBT+ people;

Our community center offers space for people to hang out, use laptops and Wi-Fi, our library, board games, creative material, yoga mats, etc.

We often collect second-hand clothing and distribute it in the community center. From time to time we organize vegan dinners for the community; We run a digital community youth center on platform Gather. town. Please, check our website and social media profiles or contact us for more information;

We offer free psycho-social support for LGBT+ people and their families. Due to large number of clients, the initial session is offered by a youth worker or psycho-social counselor. Psychotherapy usually starts within 2-3 months after signing up, and we offer up to 25 free weekly sessions per client.

We support LGBT+ people in reporting discrimination and violence.

Website: https://izadji.rs/

Check the website for phone number

Address: Novi Sad, Kej žrtava racije 2, entrance 4, floor 3,

apartment 5

Email: hello.izadji@gmail.com



Photo credit: Come Out / Izađi



POTENT

National Center for Sexual and Reproductive Health - Potent is a community-based organization established in 2017.

Potent provides services in Belgrade, Niš and Kragujevac for people living with HIV, transgender and men who have sex with other men:

Voluntary and confidential counseling and testing for HIV and other sexually transmitted diseases (STD);

PrEP (pre-exposure prophylaxis) and PEP (post-exposure prophylaxis) counseling;

Information and assistance with the provision of health care and health insurance;

Psychological support, legal aid, and peer support;

Referral and escort to Infectious Disease Clinics for HIV and viral hepatitis clients;

Assistance with the procurement of AVR (antiretroviral drugs).

Potent works to increase the number of testings; promote the use of condoms and PrEP; decrease the incidence of STD, improve knowledge about HIV among the general population and health workers; fight against stigma and discrimination; and empower PLHIV (People Living with HIV) for successful reintegration into society.

Potent is advocating for: greater availability of new drugs, the introduction of PrEP and PEP, better quality of treatment, stronger connections of PLHIV with health institutions. Part of our mission is the introduction of gender awareness and sexual and reproductive health into the school curriculums; ending the

epidemic of fear, intolerance, and discrimination against PLHIV and vulnerable groups; active participation of PLHIV and representatives of vulnerable groups in the creation of all policies and services concerning these communities.

Contact for Belgrade and Kragujevac: aleksandar.potent@gmail.com

Contact for Niš: jelena.potent@gmail.com

Contact telephone: +381 63 557890 (SMS, Viber, WhatsApp)

www.potent.org.rs

Addresses:

BELGRADE: Miloša Pocerca 30

NIŠ: Stevana Nemanje 69

KRAGUJEVAC: Vojvode Putnika 58b



Photo credit: Potent



Association Rainbow / Asocijacija Duga

Association Rainbow was established in June 2004 with the aim of promoting human rights of lesbians, gay men, bisexual and transgender people, and their families, with a particular reference to multiple vulnerable populations, young people, people in the third age of life, institutional residents and former residents of institutional accommodation in the systems of social protection as well as in the health care and judicial systems, users of psychoactive substances, sex workers, young people in conflict with the law and people living with HIV / AIDS, through reducing violence and discrimination, providing and promoting education, increasing safety, providing support, economic empowerment, gender equality and providing health care and social services.

Through the program "Prevention of HIV/AIDS and sexually transmitted infections", we provide services for LGBTIQ+ population, including free services for migrants, asylum seekers and refugees. We provide integrated health and social services throughout Serbia, including counselling and testing for HIV and sexually transmitted infections (STIs) using rapid tests in mobile medical unit (van), psycho-social support, peer education, support for people living with HIV/AIDS, referring users to institutions, where we have trained staff for an adequate approach to our clients, and tracking our clients and their satisfaction within these institutions. We deliver services on the spot (outreach), info phone, or email.

Web: www.asocijacijaduga.org.rs You can make appointment via:

Email: testiranje@asocijacijaduga.org.rs

Phone: +381 66 579 48 90

Association Rainbow has established a checkpoint in Belgrade - CheckPoint Belgrade, where we provide following services free of charge: voluntary, confidential counselling and testing (srb. DPST) – HIV, Hepatitis C, syphilis, dermatovenerological consultations, psychosocial support, PrEP/PEP counselling, referrals and escort to other partner organisations, condoms, lubricants and educational materials.

If you want to make a test appointment or use any of the services ChekPoint Belgrade offers, you need to book an individual appointment! You can do this by phone (calls, SMS, WhatsApp, Viber or Telegram), by e-mail, or through social networks.

Website: https://www.checkpoint-bgd.com/ Email: zakazivanje@checkpoint-bgd.com

Phone: +381 66 579 48 90 (calls, SMS, WhatsApp, Viber or

Telegram)

Instagram: CheckPointBeograd Facebook: CheckPointBeograd



Photo credit: Association Rainbow / Asocijacija Duga

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GETEN

Geten, Centre for LGBTIQA People's Rights was initially founded under a different name in 2001. Geten was founded at a time when there was no LGBTIQA movement. LGBTIQA people largely hid and were not out, there was no knowledge of LGBTIQA human rights, but levels of misogyny, homophobia and transphobia in a country torn by war and socio-economic crisis were extremely high. Geten appeared as the only all-inclusive organisation based on intersectional and feminist principles, focusing its work primarily on gender identity and expression, not only sexual orientation. We also did pioneering work as the first to bring the topics of trans, intersex and queer rights and sex workers' rights into the conversation of human rights which was considered unwelcome at the time.

Geten's vision is full integration, affirmation and respect of primarily TIQ, but also LGBA people, human rights, culture and existence in Serbian society and sensitization of the general population to the existence and rights of (LGB)TIQA. We at Geten use multi strategic approach to address the issues LGBTIQA people are faced with: advocacy, awareness raising, training and education, research, direct services provision, community mobilisation and movement building, and media activism and publishing. Our direct services are the following: trans support group, LGBTIQ SOS Helpline, individual psychotherapeutic counselling, legal support and LGBTIQ chat service.

Our trans support group is facilitated by our members, trans and non-binary people. The group meets twice a month (online when situation dictates it) and its members provide self-support,

discussion, sharing of experience, etc, on transition process and other topics related to gender identity/expression/body. Our LGBTIQA SOS Helpline and LGBTIQ Chat service are significant to LGBTIQ who live in rural areas and outside of capital, in places where support for them is scarce or non-existent. Individual psychological consultations are available to unemployed LGBTIQs who cannot otherwise afford it and is among our biggest in demand services as the problems LGBTIQs face are omnipresent.

We also provide legal support in forms of advice and direction to LGB and trans/GNC/queer and intersex people related to various issues. We constantly organise community-based events in various contexts in physical space and now online (discussions, panels, demos, political/artistic performance, parties, movie screenings, benefit dinners, etc.) and by providing virtual space for people to connect and network (Forum, Chat service, Facebook page, Twitter, Instagram).

GETEN contact details:

Geten, Center for LGBTIQA People's Rights

Belgrade, Serbia

Tel: (+381 65) 205 97 25 E-mail: geten.rs@gmail.com

Website: https://transserbia.org/

Facebook: https://www.facebook.com/GetenLGBTIQA/

Twitter: https://twitter.com/GetenLGBTIQA

Instagram: https://www.instagram.com/geten_lgbtiga/



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Photo credit: GETEN



XY SPECTRUM

XY Spectrum was founded in 2017 in Belgrade. It is committed to promote the rights of intersex and trans people and their families, improving their position and quality of life. This is the first organization with, for and on intersex issues in Serbia.

XY Spectrum provides peer-support and advocates within different mechanisms and committees for intersex visibility, rights, and access to justice. This organization is involved in awareness raising with different media participations, lectures, various education materials, etc.

Intersex is an umbrella term for people born with variations of sex characteristics, chromosomes and/or hormones that do not have to meet social and medical expectations. Specifically, intersex individuals are born with physical or biological sex properties (such as sexual anatomy, reproductive organs, hormonal patterns, and/or chromosomal patterns) that do not match the typical definitions of the male or female body. Sometimes it is easy to identify that intersex baby was born due to its physical characteristics. Occasionally, intersex babies have external genitalia that look clearly female or male, but their internal genitalia may be different, inadequately formed or non-existent. In some cases, an intersex variation/body can be detected during childhood, puberty and even adulthood.

The intersex community was first organized in the United States in the early 1990s year of the 20th century, with the support of medical experts. These groups were organized as

support groups for people with the same diagnosis. They have developed approaches to acting from within (through work with medical professionals) and directly with those on whom medical practice affects (through support). As the intersex community was strengthened, they grew into human rights movement and joined the LGBT community.

Intersex persons can be different sexual orientations, gender identities, and gender expressions.

Within the organization, we offer counselling and upon identified need, therapy for parents of trans and intersex children. So far, XY Spectrum has worked with children from the age of 12.

We have a lawyer and we connect trans and intersex persons from Serbia and also from different parts of the world with medical specialists in different areas. We connect persons that contact us with other LGBTI+ organisations in Europe and globally.

Mob: +38160 613 06 69

Website: www.xyspectrum.org

Skype: XY Spectrum





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Re Generation / Re Generacija

NGO Re Generation is the first youth, and youth for youth organization in Serbia that is dealing with questions around recreational drug use, secondary prevention and drug policy. Since the foundation in 2011, we have been advocating for different, innovative programs and views related to Serbia's drug policy through activities such as public advocacy, debates, filming and production of videos, different analysis on sustainable funding programs, harm reduction projects, and nightlife outreach.

Besides doing outreach in nightlife, we have been organizing trainings on safer nightlife, battling sexism in nightlife, working with women who are using drugs that have experienced violence, in order to raise knowledge and capacities among not only professionals from different fields, but also general population.

Our primary activity in every project is research - desk and among the population we are working with, in order to better understand the situation, but as well to shape the activities and deliverables in accordance to their needs.

We are working with groups at risk (youth, men who have sex with men, women who are using drugs, gender-based violence survivors, Roma, people living on the streets) and also professionals working with these groups, in order to raise their knowledge and capacities. At the moment, we are not offering any in-office services, as we do not have an office, but anyone needing help and information about secondary prevention on

substance use can reach out via email/social media. We are also offering free legal and psychological counseling (though it is project funded, so not available all the time) to people who are using drugs/experiencing violence, but nevertheless, we have a referral system, so we can at least be a starting point.

We are one of the few organizations in Serbia dealing with the emergence and rise of drug use in sexualised settings where our knowledge and expertise on drug policy, service provision and harm reduction plays a crucial role, so anyone having some questions around possible risks when it comes to this topic, can reach out to us.

Contacts:

info@regeneracija.org Irena Molnar, Executive Directress, +381 61 69 51 243 Stefan Pejić, Program Coordinator, +381 66 88 77 880



Photo credit: Re Generation / Re Generacija



Da se zna!

Since 2016 Da se zna! endeavors to create a more efficient system of protection against homophobic and transphobic unlawful conduct in accordance with international standards. With this aim, in the last six years, we have been monitoring cases of hate crime and discrimination against queer people.

In addition, we are also dedicated to strengthening the queer community through legal and psychological support, as well as with continuous cooperation with relevant institutions.

All survivors of homophobic and transphobic unlawful conduct can report incidents to Da se zna! via You Are Heard platform on you-are-heard.org where you can also express your need for legal and psychological support.

Da se zna! provides legal advice, filing criminal charges, complaints and other legal responses on anti-LGBT+ incidents to relevant institutions.

Also, Da se zna! provides 10 individual sessions with LGBT+ friendly therapist, as well as a group therapy. Every Thursday from 18-20h anybody can anonymously chat with LGBT+ friendly therapist via www.dasezna.lgbt

Address: Mutapova 30a in Belgrade

Email: dasezna@dasezna.lgbt



Belgrade Centre for Human Rights (BCHR) Beogradski centar za ljudska prava (BCLJP)

As a partner of UNHCR, BCHR has, since 2012, provided asylum seekers in Serbia with free legal aid: they are explained their rights and obligations and represented before the proper authorities in Serbia during the entire course of the asylum procedure, as well as at the European Court of Human Rights.

In addition, BCHR integration team provide direct individual assistance to clients in accessing socio-economic rights, personal documents and enhance chances for comprehensive integration into economic, social, cultural and public life in Serbia.

BCHR integration team assist clients to obtain work permit, start the process of diploma recognition in front of the national ENIC – NARIC agency, access educational system (elementary, high school and University), starting Serbian language classes, access statutory rights such as preparing marriage documentation, birth certificates etc.

We continuously monitor the state of affairs both in the countries where the asylum seekers come from and in Serbia. All of our brochures (including the information on the asylum procedure available in several languages), findings and reports (including specialized reports on the asylum in the Republic of Serbia) are available at the Centre's webpage.

BCHR's team is highly sensitized on the topic of LGBTI refugees and asylum seekers and has a focal point for LGBTI refugees.



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gees and asylum seekers with expertise in the field of rights of LGBTI persons within its legal team. BCHR also closely cooperates with local LGBTI organisations.

Address: Kneza Miloša 4, 11000 Belgrade

Phone: +381 64 8246 508 (specially dedicated line for asylum

seekers and refugees) +381 11 30 853 28

email: bgcentar@bgcentar.org.rs

www.azil.rs



Photo credit: BCHR / BCLJP

