



RAINBOW MIGRATION NETWORK

The network of civil society organizations with the aim of providing comprehensive support to LGBTI refugees, asylum seekers and people on the move RAINBOW MIGRATION NETWORK (RMN) was founded in December 2022 by non-partisan and non-profit civil society organizations, which have significant experience based on providing support services for lesbians, gays, bisexuals, trans and intersex people (LGBTI people), i.e. support services for refugees, asylum seekers and people on the move, and which, as the area of work of RMN, recognize the need and importance of a continuous, comprehensive and multidisciplinary approach in providing support services to LGBTI refugees, asylum seekers and people on the move, advocating for the improvement of their position and needs, as well as full respect for their human rights. This brochure provides information of available services provided by RMN member organisations.



Beogradski centar za ljudska prava

BCHR – Belgrade Centre for Human Rights

Address: Kneza Miloša 4, 11000 Belgrade
Phone: +381 64 8246 508 (specially
dedicated line for asylum seekers and
refugees)

Twitter/Instagram/Facebook: @bgcentar
Email: bgcentar@bgcentar.org.rs
Website: www.azil.rs

As a UNHCR partner, BCHR has provided asylum-seekers in Serbia with free legal aid since 2012. Services we offer include free legal aid before the proper authorities in Serbia during the entire course of the asylum procedure, as well as international institutions. BCHR integration team provide direct individual assistance for comprehensive integration into economic, social, cultural and public life in Serbia (obtaining work permit, diploma recognition, access to educational system, starting Serbian language classes, preparing marriage documentation, birth certificate etc). BCHR's team is highly sensitized on the topic of LGBTI refugees and asylum seekers and has a focal point for LGBTI refugees and asylum seekers with expertise in the field of rights of LGBTI persons within its legal team. We also closely cooperate with local LGBTI organisations. You can contact our specially dedicated line for asylum seekers and refugees for counselling and scheduling your appointment with our legal and integration teams (SMS, call, Whatsapp, Viber included).

Geten's direct services are trans support group, LGBTIQ SOS Helpline, individual psychotherapeutic counselling, legal support, organisation of community based events and LGBTIQ chat service. Our trans support group is facilitated by our members, trans and non-binary people. The group meets twice a month and its members provide self-support, discussion, sharing of experience, etc, on transition process and other topics related to gender identity/expression/body. Our LGBTIQ SOS Helpline and LGBTIQ Chat service are significant to LGBTIQ who live in rural areas and outside of the capital, in places where support for them is scarce or non-existent. Individual psychological consultations are available to unemployed LGBTIQs. 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 closely cooperate with other human rights organisations on matters related to providing support or further direction to LGBTIQ migrants and asylum seekers.

Geten, Center for LGBTIQ People's Rights

Belgrade, Serbia
Tel: (+381 65) 205 97 25

Instagram: @geten_lgbtiq
Twitter: @GetenLGBTIQ
Facebook: Geten
E-mail: geten.rs@gmail.com
Website: <https://transserbia.org/>



Association Rainbow provides services for LGBTQ+ 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 had 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. Association Rainbow has established a checkpoint in Belgrade - CheckPoint Belgrade, to 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 **CheckPoint 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.



Asocijacija DUGA / Association RAINBOW

You can make appointment via:
Email: testiranje@asocijaciaduga.org.rs
Phone: +381 66 579 48 90

Facebook: [AsocijacijaDuga](https://www.facebook.com/AsocijacijaDuga)
Instagram: [asocijaciaduga](https://www.instagram.com/asocijaciaduga)
Web: www.asocijaciaduga.org.rs

Phone : +381 66 579 48 90 (calls, SMS,
WhatsApp, Viber or Telegram)
Instagram: [CheckPointBeograd](https://www.instagram.com/CheckPointBeograd)
Facebook: [CheckPointBeograd](https://www.facebook.com/CheckPointBeograd)
Email: zakazivanje@checkpoint-bgd.com
Website: <https://www.checkpoint-bgd.com/>

PIN - Psychosocial Innovation Network

Address: Gospodar Jevremova 48,
Belgrade, Serbia
Phone: +38162 888 0927

Facebook: [pinfb](https://www.facebook.com/pinfb)
Instagram: [psychosocialinnovationnetwork](https://www.instagram.com/psychosocialinnovationnetwork)
LinkedIn: [psychosocial-innovation-network](https://www.linkedin.com/company/psychosocial-innovation-network)
Email: office@psychosocialinnovation.net
Website: www.psychosocialinnovation.net

 Psychosocial Innovation Network



PIN - Psychosocial Innovation Network provides psychological support to people on the move in need for additional support, regardless of their legal status. Currently, we regularly provide psychological support to people on the move in Belgrade (AC Krnjača and in PIN's office), RC Šid stanica, AC Obrenovac, AC Vranje, Integration house "Pedro Arrupe", Centre for the accommodation of UASC "Jovan Jovanović Zmaj" and center "Zvezda". In our office in Belgrade, we are able to provide psychological support in a safe space where we are fostering acceptance, equality and sensitivity to differences. Our team of psychologists has extensive experience in providing support to LGBTI people on the move. We are dedicated to continuous education on the topics of gender and sexuality, as well as networking with relevant actors in the field with the aim of providing comprehensive support for our beneficiaries.



RIGHTS DEFENDERS

Civil Rights Defenders

Address: Kralja Milana 10/5, Belgrade, Serbia

Phone: +381 11 26 86 894

Facebook: [civilrightsdefenders](https://www.facebook.com/civilrightsdefenders)

Instagram: [crdefenders](https://www.instagram.com/crdefenders)

Twitter: [CRDEurope](https://twitter.com/CRDEurope)

Email: belgrade@civilrightsdefenders.org

Website: <https://crd.org/europe/>

Civil Rights Defenders supports human rights defenders who work in the most repressive parts of the world. Our Belgrade office works closely in partnership with local human rights and media organizations to strengthen their capacities and support their work. We provide support to human rights defenders in danger, through our Emergency Fund, in order to provide them with security, legal aid, or temporary relocation. With our work we aim to strengthen the rule of law, combat discrimination and improve media independence in the region.

IAN supports the human rights violation survivors and other marginalized and vulnerable groups in development of their own potential for decent life in peace. IAN has provided direct assistance to refugees/asylum seekers/migrants since 2015. Assistance includes psychological assistance, psychotherapy, psychiatric assistance, medical help and psycho-social assistance in integration. We put special attention to highly traumatized and the most vulnerable and discriminated groups among refugees: torture survivors, women and girls, children, LGBTI, victims of war related violence, GBV, trafficking, people living with HIV/AIDS, people with disabilities, minorities etc. Assistance is provided in the counseling room in the IAN office and during the field visits to asylum centers, centers for accommodation of minors etc. IAN experts are experienced and sensitized in support to LGBTI through different projects since 2003 and this accumulated knowledge and experience has been used in designing methodology of assistance provision to LGBTI among migrants and asylum seekers.

Međunarodna mreža pomoći I.A.N. International Aid Network

Address: Dr Aleksandra Kostića 8/2, 11000
Beograd

Tel: +381 11 40 393 40

Tel: +381 63 389 729

e-mail: office@ian.org.rs

web: <http://www.ian.org.rs>



As a UNHCR partner, DRC supports asylum seekers and refugees, GBV survivors and LGBTIQ+ persons, to exercise their rights through identification of cases, referrals to competent authorities and follow up of the cases. DRC Protection Team is regularly present in the asylum center in Krnjača. Upon request, the team visits other asylum/reception/transit centers as well as asylum seekers and refugees accommodated at private addresses. Further, DRC provides legal assistance to ensure adequate access to justice for GBV survivors and LGBTIQ+ persons regarding their protection from violence in Serbia. Moreover, DRC cooperates with other service providers in order to provide comprehensive support to the asylum seekers and refugees in Serbia, including survivors of GBV and LGBTIQ+ persons. DRC in Serbia aids the most vulnerable groups residing in Serbia following the war in Ukraine, such as humanitarian cash transfers, child protection, prevention of gender-based violence, provision of free legal assistance, including provision of information regarding the work of competent authorities in Ukraine, counseling regarding asylum, status issues and available rights in the Republic of Serbia.



Danish Refugee Council Serbia

Address: Bulevar Arsenija Čarnojevića 64
11 070 New Belgrade, Serbia
Phone: +381 11 63 03 512

Website: drc.ngo



Crisis Response and Policy Centre – CRPC

Phone: +381600991634

Facebook: [CRPCngo](https://www.facebook.com/CRPCngo)
Email: info@crpc.rs
Website: www.crpc.rs



CRISIS
RESPONSE
AND POLICY
CENTRE



Crisis Response and Policy Centre is a UNHCR partner. Our programmes focus on persons in mixed migration (asylum seekers, refugees and migrants) and marginalised and vulnerable individuals and groups, including unaccompanied and separated children, then women and girls, elderly and LGBTQIA+ people, persons at risk of poverty and discrimination. So far, we have worked with people from more than 50 countries in the world. We provide information, translation and cultural mediation in various languages, assist during inclusion and integration of refugees and asylum seekers. We provide Serbian language and other classes and support and assist during formal education of refugees and asylum seekers. Our team actively participates in the empowerment and protection of rights of our beneficiaries. We are present in Belgrade and in various accommodation centres throughout Serbia. To provide comprehensive support to our beneficiaries, we cooperate with various specialised service providers.



Belgrade Pride



Pride Info Centre

Address: Kralja Milana 20, Belgrade, Serbia
Phone: +381 11 4029 833

Facebook: beogradprajd
Instagram: belgradepride
Twitter: belgradepride
Email: parada@parada.rs
Website: <https://prajd.rs>

Pride Info Centre, also known as PIC, is an open space community center for the LGBTQ+ community and their allies. It was established in 2017 with an aim of providing a safe space for queer people, while also raising the visibility of the queer community, and the awareness of the issues they face on a daily basis. PIC hosts workshops, lectures, and debates weekly, on topics relevant to the LGBTQ+ community, while also hosting exhibitions numerous times a year. PIC also hosts free STD testing at least once a month. PIC and its volunteer team significantly contribute to the organization of Belgrade Pride, as well as many events during Pride week. PIC is usually the first place where queer people come with questions or concerns, and we provide them with information or redirect them to organizations which can provide them with further advice, psychological or legal aid, medical help, etc.

The Youth Initiative for Human Rights is a regional network with representation in Serbia, Kosovo, Montenegro, Bosnia and Herzegovina and Croatia. Through its educational and youth exchange programmes, YIHR has worked with young people across the Western Balkan region to empower them to become peace activists and advocates for regional solidarity. In addition, throughout the years the organisation has relied on a democratic mechanism of facilitating dialogue between young people, civil society activists, and decision-makers on a broad range of human rights issues.

Youth Initiative for Human Rights

Address: Dobračina 4, 11000 Beograd
Phone: +381 11 45 12

Email: office@yihr.org
Website: <https://www.yihr.rs/>



YOUTH INITIATIVE FOR HUMAN RIGHTS
INICIJATIVA MLADIH ZA LJUDSKA PRAVA
NISMA E TË RINJVE PËR TË DREJTAT E NJERIUT



Association for training, education, development and empowerment (ALTERO) is a non-government and non-profit association, established for providing support to the development of the individuals and groups, with a special focus on marginalized groups and women, as well as topics related to LGBTIQ+ and gender, violence issues, prejudice and discrimination, non-violent communication and conflict resolution through methodologies of arts education - using theatre methods in educational activities and psychodrama as a modality of psychotherapy for mental health care. YIHR together with the experts from (ALTERO) is providing educational and psychosocial workshops using creative and art-based methods. The project's overall aim is to revitalise the services being offered to refugees and asylum seekers in two centres in Serbia (Obrenovac and Krnjača) empowering them to acquire knowledge and skills related to gender issues, LGBTIQ+ and queer culture, gender identities, sexual orientation, women rights and gender-based violence.



**Association for training,
education, development and
empowerment (ALTERO)**

Phone: +381 64 39 25 273

E-mail: altero.bg@gmail.com

Website: www.altero.org.rs



Info Park

Address: Gavrića Principa 55, Belgrade
Phone: +381604050248

Facebook: [infoparkserbia](https://www.facebook.com/infoparkserbia)
Email: info@infopark.online



info park



Info Park is a specialized center for protection and support for refugees, asylum seekers, other migrants and people on the move located in Belgrade, Serbia. In addition to Belgrade, Info Park also has its own department in the south of Serbia in Pirot and in asylum and reception centres, as well as the borderlands (Subotica, Sombor, Kikinda, Šid, Loznica, Pirot etc.), where field teams provide protection assistance and NFI to people in transit. Info Park's has its own 135 square meters center, which is also a safe space for LGBTQ refugees. We provide key protection services upon arrival to Belgrade: needs assessment, counseling, information sharing (counseling on asylum and other legal pathways, refugee facilities in Serbia etc.), logistics for temporary stay in the city, translation services, referrals to medical, psycho-social or legal support. Info Park specialized programs also focus on GBV prevention and response, human trafficking and sexual abuse that include LGBTIQ+ migrants. Info Park field team is comprised of protection officers, cultural mediators and workshop facilitators. The team includes staff members from refugee community as well.



Grupa IZADI / Group COME OUT

Address: Kej žrtava racije 2, 21000 Novi Sad, Serbia

Instagram: grupaizadji
Facebook: grupalZADJI
Email: office@izadji.rs
Website: <https://izadji.rs/>



Group COME OUT organizes programmes of community work for youth and their families, psycho-social support, economic empowerment and advocacy activities in Novi Sad and Vojvodina region. COME OUT has a Community Youth Center in Novi Sad, offering psycho-social support service to LGBT+ people and their family members, COME OUT's LGBT+ Community Youth Center works from Wednesday to Saturday, from 17:00 to 22:00 in Novi Sad. Our youth workers offer 1-on-1 counseling and informing in regards to transitioning, testing on STDs and we support LGBT+ people in reporting discrimination and violence. We offer free workshops for LGBT+ people on topics they find important. The Center serves also as a space for people to hang out, play board games, study and read from our library and, in general, spend their free time. COME OUT also has its Digital Youth Center on the Gather.town, platform that represents a safe space for LGBT+ people, wherever they are physically located. Finally, COME OUT offers free psycho-social support for LGBT+ people and their families. Due to large demand, psychotherapy usually starts within 2-3 months after signing up, after which clients are eligible for 25 free weekly sessions.

Da se zna! is monitoring cases of hate crime and discrimination against queer people. 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 session with LGBT+ friendly therapist, as well as group therapy. Every Thursday from 18-20h anybody can anonymously chat with LGBT+ friendly therapist via www.dasezna.lgbt.

Da se zna!

Address: Mutapova 30a, 11000 Belgrade, Serbia

Instagram: dasezna.lgbt
Facebook: dasezna.lgbt
Twitter: dasezna
Email: dasezna@dasezna.lgbt
Website: www.dasezna.lgbt



XY Spectrum's work is focusing on advancing the life quality of gender and sex variant persons, with main focus on organized support and raising visibility. Our vision is the full integration, affirmation and respect of gender and sex (body) variant and diverse (intersex, trans, non-binary) persons, existence, human rights and culture within the society. We empower intersex adults/children, trans children and their parents through psychological and social support. We provide training, workshops and lecturers on issues related to intersex and trans topics, for activists in civil society organizations, employees in public and private human rights institutions, independent bodies and agencies. XY Spectrum monitors is increasing visibility of artists coming from intersex, trans communities, and mainstreaming topics relevant for these communities through cultural events.



XY Spectrum

Phone: +381 60 6130669

Instagram: xy.spectrum

Facebook: xyspectrum

LinkedIn: xy-spectrum

YouTube: XY Spectrum

Email: office@xyspectrum.org

Website: www.xyspectrum.org



NGO Atina

Hotline: +381 61 63 84 071

Facebook: NGOAtina

Twitter: @atinango

Skype: ngo.atina

Youtube: ATINA NGO

E-mail: office@atina.org.rs

Web: www.atina.org.rs



UDRUŽENJE GRAĐANA ZA BOLJU PRISTUPNOST
KULturne i SPORTIVNE NAUKE I NAUKE ZDRAVJA

Atina remains dedicated to combating human trafficking and gender-based violence. Atina provides help and support for women and girls from domestic, refugees and migrants within comprehensive social inclusion program, which exists from 5 program units: assisted housing, field support team, open club/reintegration center, economic empowerment, and two advocacy groups. NGO Atina is regularly conducting workshops in transition and asylum centers Šid, Krnjača and Bosilegrad for women and girls on the move with the aim to: provide information on basic rights (asylum procedure, access to labor market, education) that they can achieve in Serbia, and raise awareness on the topics of gender-based violence and human trafficking. Mobile team of NGO Atina is covering other centers as well when it comes to recognizing and supporting people with experience of gender-based violence and/ or human trafficking. Our service also include psychosocial support, legal counseling, assistance in accessing health, social and educational system, assistance in obtaining personal documents and economic empowerment through social enterprise run by NGO Atina called Bagel Bejgl shop. NGO Atina's starting point remains the creation of activities according to the requirements and needs of each individual and every person has a right to full information, confidentiality, the right to protection, help and support.



This publication is supported by the Pilot project for improving the service provision for LGBTIQ+ refugees, asylum seekers and people on the move in the Western Balkans commissioned by the Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) Sector Programme for Realizing Human Rights in Development Cooperation.

The analysis, results and recommendations in this publication represent the opinion of the author(s) and are not necessarily representative of the position of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

