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**UNFPA SPECIALIZED SERVICES
TO RESPOND TO, AND PREVENT
GENDER-BASED VIOLENCE**



THE UNITED NATIONS POPULATION FUND (UNFPA)

is the lead UN agency that focuses on gender-based violence response and prevention, on matters of gender equality, reproductive health and youth empowerment. Together with its partners, UNFPA operates in 150 countries and territories of the world. In Ukraine, it started its activities in 1997.

MISSION

UNFPA creates a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled.

UNITED NATIONS



NATIONS UNIES

Photo: open sources

ACTIVITY IN UKRAINE

The UN Population Fund in Ukraine works in the following areas:



creating conditions in which every young person can fulfil the potential, lead a healthy lifestyle, know their reproductive rights and take an active social life;



conducting sexual and reproductive health campaigns to improve access to health and care services and improve its quality, especially for young people;



combating gender stereotypes in society (through the media, compulsory education for civil servants on gender mainstreaming, the improvement of national gender policy and anti-discrimination expertise of school textbooks);



providing information and services to gender-based violence survivors through the creation of crisis centres, supporting the work of psychosocial support mobile teams, providing expert support and raising general awareness in society.

GENDER-BASED VIOLENCE RESPONSE AND PREVENTION PROGRAMME

has been working since 2015 to create a national system for combating and preventing domestic and gender-based violence in Ukraine, and contains the following:



supporting the development of the regulatory framework;



expanding the network of high-quality specialized services for survivors (hotline, shelters, day centres, crisis rooms, emergency healthcare stations, psychosocial support mobile teams, police crews to respond to domestic violence incidents);



promoting inter-agency interaction;



raising awareness and changing public attitudes to the problem of violence.

After February 24, 2022, the day of the full-scale invasion of Ukraine by the Russian Federation, and in response to the unprecedented humanitarian crisis that the war caused, UNFPA Ukraine, among other things, acting within the framework of the Gender-Based Violence Response and Prevention Programme and in partnership with local bodies of power, created a **network of specialized centres to respond to, and prevent gender-based violence.**

¹ In the conditions of martial law, UNFPA in Ukraine also focuses on providing women's first aid kits, obstetric emergency supplies, post-rape emergency response kits, and contraceptives to areas with a dire need for those, and also continues to implement projects for youth.

SPECIALIZED SERVICES



Photo: open sources



PSYCHOSOCIAL SUPPORT MOBILE TEAMS

Mobile teams provide free social and psychological assistance to people regardless of their gender and status of their stay in communities, i.e. both to residents of local communities and internally displaced persons.

WHAT DO MOBILE TEAMS DO?

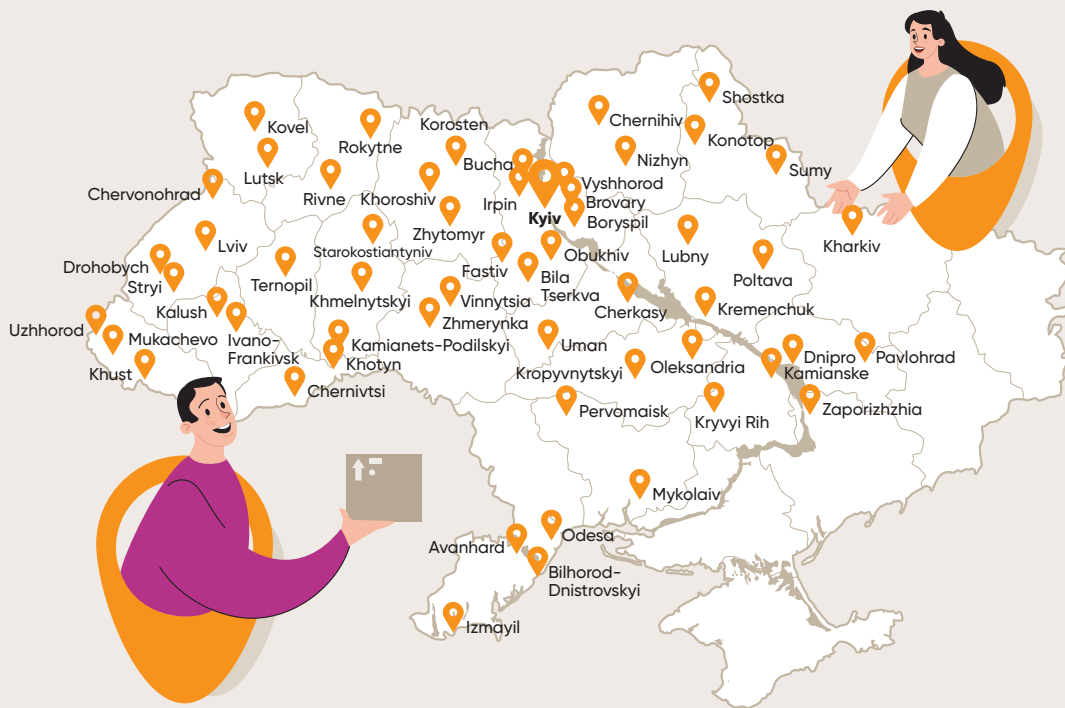
- Provide psychological assistance to survivors;
- Respond to reports of violence, in particular by way of crisis and emergency intervention;
- Inform survivors about healthcare, legal and other services that are available for them to overcome the consequences of violence, as well as about providers of those services, in particular – about general or specialised support services for survivors (shelters, crisis rooms, day centres, etc.);
- Explain to the affected persons their rights and opportunities to find assistance;
- Do information-sharing and educational work.

EACH MOBILE TEAM INCLUDES:

- two specialists (a psychologist and a social worker);
- vehicle driver.

The mobile teams are highly advantageous due to their flexibility, allowing them to quickly respond to survivors' requests, identify cases

of violence in a timely manner and refer them to the relevant services if necessary. Currently there are 100 mobile teams providing support across 21 oblasts of Ukraine.



Current contact data for mobile teams are available on the [UNFPA website](#)

Telephone consultations are offered every day from 9:00 a.m. to 9:00 p.m.

Counselling for survivors is conducted by individual appointment (appointment time needs to be confirmed with mobile team personnel by telephone).



PSYCHOSOCIAL SUPPORT MOBILE TEAMS



Oblast	Location	Number	Contacts
Vinnytsia	Vinnytsia	2	050 258 56 43 050 901 91 67
	Zhmerynka	2	067 453 78 25 063 216 90 91
Volyn	Kovel	2	050 777 22 91 067 803 98 02
	Lutsk	2	050 145 28 91 096 295 05 15
Dnipropetrovsk	Dnipro	2	050 730 08 89 067 610 58 01
	Kamianske	2	067 452 42 31 099 452 42 31
	Kyryv Rih	2	067 452 42 15 099 452 42 15
	Pavlohrad	2	067 452 42 16 099 452 42 16
Zhytomyr	Zhytomyr	2	050 527 56 87 096 036 87 44
	Korosten	2	050 533 10 78 096 141 51 86
	Khoroshiv	1	050 532 95 19



Zakarpattia	Mukacheve	1	066 838 16 06
	Uzhhorod	2	096 312 93 13 093 167 78 28
	Hust	2	067 453 77 38 067 453 78 22
Zaporizhzhia	Zaporizhzhia	4	050 730 09 72 067 610 58 03 066 250 04 62 067 610 56 50
Ivano-Frankivsk	Ivano-Frankivsk	2	067 887 33 27 066 689 60 59
	Kalush	1	067 600 31 46
Kyiv	Bila Tserkva	1	095 338 49 62
	Boryspil	2	096 267 47 32 099 679 25 96
	Brovary Zazymia	2	096 141 51 78 050 533 09 61
	Vyshhorod	1	099 125 30 52
	Irpin Bucha	2	096 141 52 58 050 527 56 53
	Kyiv	4	096 267 48 24 099 679 23 74 096 267 48 40 099 679 23 87
	Obukhiv	2	066 033 20 39 096 033 20 39
	Fastiv	1	098 336 02 95



Kirovohrad	Kropyvnytsky	2	063 216 90 82 063 216 87 35
	Oleksandria Dolynska	2	067 453 77 29 067 453 78 20
Lviv	Drohobych	1	067 600 28 22
	Lviv	2	096 232 49 01 095 878 50 21
	Stryi	1	067 600 28 26
	Chervonohrad	1	067 600 28 33
Mykolaiv	Mykolaiv	2	096 145 94 52 050 533 07 34
	Pervomaisk	2	050 533 07 09 096 141 52 64
Odesa	Avangard	1	063 216 32 74
	Podilsk	2	063 216 29 48
	Starokozache		063 216 87 91
	Izmayil Suvorove	2	063 216 87 75 067 453 77 28
	Odesa	2	063 207 56 83 098 050 94 43
Poltava	Kremenchuk	1	066 250 01 33
	Lubny	1	050 388 54 77
	Poltava	2	050 730 09 93 067 610 58 02
Rivne	Rivne Goshcha	2	095 033 20 09 096 033 20 09
	Rokytno	1	099 670 78 57



Sumy	Konotop	2	050 533 09 96 096 145 95 26
	Sumy	3	096 145 93 59
	Lebedyn		050 527 55 21
	Krasnopillya		096 037 56 78
	Shostka	1	096 036 87 43
Ternopil	Ternopil	2	096 033 20 43 050 033 20 43
Kharkiv	Kharkiv	2	095 282 57 25 097 282 57 25
Khmelnysky	Kamianets- Podilskyi	2	096 033 20 29 095 033 20 29
	Starokostyantyniv	1	096 062 56 98
	Khmelnysky	2	096 019 36 47 050 019 36 47
Cherkasy	Uman	2	096 145 95 21 099 125 47 23
	Cherkasy	2	050 527 44 36 096 036 86 41
Chernivtsi	Khotyn	1	099 203 37 59
	Chernivtsi	2	096 019 21 65 066 019 21 65
Chernihiv	Nizhyn	2	096 145 95 48 050 532 94 88
	Varva Chernihiv	2	050 527 58 84 096 036 87 13





SURVIVOR RELIEF CENTRES

are state institutions established by the Ukrainian Government in partnership with UNFPA, that provide comprehensive psychosocial support to individuals who have been impacted by war.

WHAT SERVICES ARE OFFERED AT THE CENTRES?

- primary psychological counselling to normalise the psycho-emotional state;
- consultations by social workers regarding the rights and available support for IDPs (humanitarian aid, information on IDP support centres for accommodation, housing, etc.);
- free consultations by lawyers.

IN CASE A VIOLENCE INCIDENT IS DETECTED:

- specialized psychosocial counselling (in cooperation with the mobile team of psychosocial support to survivors of violence);
- case management, in which a specialist of the centre, in accordance with the survivor's needs, connects them with the relevant service providers (for example, refers them to healthcare or legal assistance, places them in a shelter for survivors of violence, etc.). The specialist independently contacts all relevant service providers and accompanies the survivor throughout the relief.



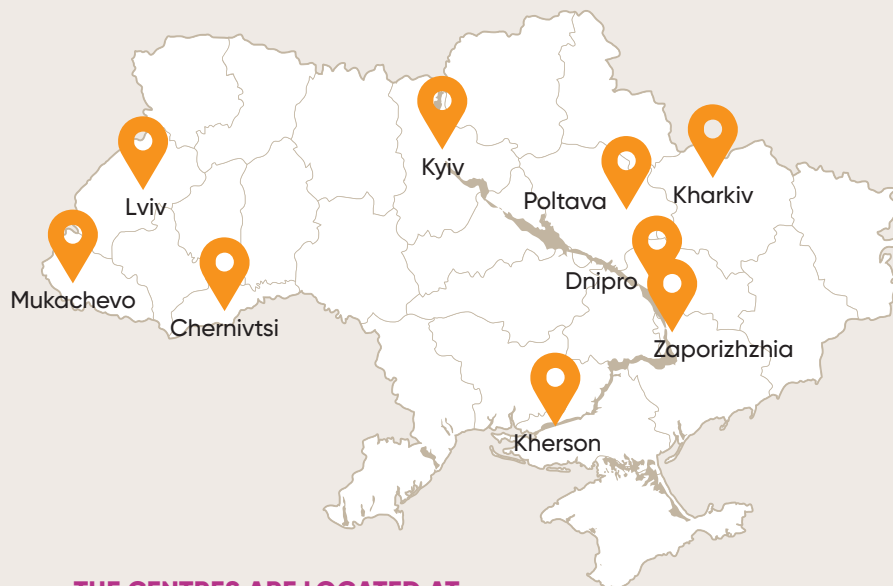
психолог

EACH CENTRE EMPLOYS:

- social workers;
- psychologists, including child psychologists and psychologists to provide specialized psychosocial support to survivors of violence;
- lawyers;
- case managers to provide comprehensive specialized care in cases of war-related violence and ensure that survivors have access to the support they need.

SUPPORT IS PROVIDED:

- in a safe manner (in secure and comfortable conditions);
- confidentially (the centre client's identity is not disclosed without the client's informed consent);
- free of charge (the client does not have to pay for any type of assistance, consultation, etc.);
- unconditionally (the client does not have to provide evidence that they have been abused in order to receive support).



THE CENTRES ARE LOCATED AT:

- **Zaporizhzhia**

106, Soborny Avenue
Mon-Sat, 9:00 a.m. to 4:00 p.m.
phone: +38 (050) 463 16 29

- **Dnipro**

68, Dmytra Yavornytskoho Avenue
Mon-Fr, 10:00 a.m. to 4:00 p.m.
phone: +38 (099) 245 21 21

- **Kyiv**

6a, Raiduzhna St.
Mon-Fr, 10:00 a.m. to 5:00 p.m.
phone: +38 (066) 170 48 90

- **Lviv**

Lviv Palace of Arts
17, Nicholas Copernicus St.
Mon-Fr, 10:00 a.m. to 6:00 p.m.
phone: +38 (067) 600 32 69,
+38 (050) 777 22 19

- **Chernivtsi**

128, Holovna St.
Mon-Fr, 10:00 a.m. to 6:00 p.m.
phone: +38 (098) 09 03 997

For current addresses of the Survivor Relief Centres, please refer to the [UNFPA Ukraine website](#).



THE AURORA ONLINE PLATFORM

offers specialized support to individuals who have survived violence, including conflict-related sexual violence. This service provides remote assistance across all of Ukraine, including temporarily occupied territories, as well as abroad.

THE SERVICES PROVIDED BY THE AURORA ONLINE PLATFORM:

- psychotherapy of traumatic experience;
- restoration of emotional balance and internal resources to rebuild one's life;
- solutions for health preservation, in particular – reproductive health;
- legal consultations;
- placement of survivors in shelters.

WHO CAN HAVE ACCESS TO THOSE SERVICES?

- persons who experienced sexual violence and need psychotherapeutic support;
- persons who have legal issues;
- persons who need consultation of a healthcare specialist;
- persons who look for information about possibilities to find shelter.

WHO PROVIDES THOSE SERVICES:

- psychotherapists; doctors/nurses; lawyers.

COUNSELLING IS PROVIDED:

- confidentially;
- anonymously;
- free of charge;
- online or by phone – at a pre-arranged time convenient for the survivors;
- in compliance with high professional ethical standards.

Any person, regardless of their gender and age, can ask for support: women, girls, men and boys who have experienced violence.

To receive individual specialized help, please visit the website:
avrra-help.org.ua

Users of the platform can choose a specialist who will provide long-term support and management of their case.







"VONA HUBS"

are designed to empower women who have experienced, or are at risk, of domestic or gender-based violence, by providing them with career support and financial literacy tips.

THE "VONA HUB" OFFERS, FREE OF CHARGE:

- individual confidential consultation by a career consultant;
- help from career consultants at all stages of a job search or starting one's own business;
- support of psychologists;
- opportunities to take professional courses to gain new knowledge, skills or even a profession.

In addition, VONA hubs work in close collaboration with social services, employment centres and businesses to provide a comprehensive range of support services to clients. They also work to transfer knowledge to local partners, thereby ensuring the sustainability of the initiative.

ADDRESSES:

- **Lviv** – 7, Sichovyyh Striltsiv St., phone +38 096 035 78 65
- **Dnipro** – 2nd floor, 21, Krutohirnyi Uzviz, phone +38 093 662 67 15
- **Uzhhorod** – 4-B, Poshtova Square, phone +38 093 710 51 52
- **Kyiv (covers Kyiv Oblast)** – Nova Angliya Apartment Complex, 26-B, Mykhaila Maksymovycha St., phone +38 095 732 90 46
- **Zaporizhzhia** – 27, Leonida Zhabotynskoho St., phone +38 067 005 58 22
- **Lutsk** – 9, Shota Rustaveli St., 9, phone +38 067 773 31 88



[vona_hub](#)



www.vonahub.org.ua

**РОЗІРВИ
КОЛО**



BREAK THE CIRCLE

is an information campaign, aimed at promoting zero tolerance for domestic and gender-based violence in Ukraine. The campaign provides a range of resources and materials, including information on the different types of violence, contact information for specialized services, advice and informational materials, survivor's stories, and special projects.

The campaign is also active on social media pages that provide the latest updates and information on domestic and gender-based violence, as well as tips for survivors and witnesses. By spreading awareness and resources, Break the Circle hopes to create a safer and more supportive environment for those affected by violence.

FOR MORE INFORMATION, PLEASE REFER TO:



rozirvykolo.org/about/



[rozirvykolo](https://www.facebook.com/rozirvykolo)



[rozirvy_kolo](https://www.instagram.com/rozirvy_kolo)

SOS

A MOBILE APPLICATION

FOR WOMEN WHO SUFFERED FROM, OR ARE AT RISK OF DOMESTIC OR GENDER-BASED VIOLENCE

This app is designed to be completely invisible to the abuser and appears as a typical app on the user's phone. This ensures that women can use the app without fear of raising suspicion or putting themselves in danger.

App's hidden interface includes a call button for emergency services SOS that connects directly to the police. This eliminates the need to call the emergency number 102, and the survivor's location is automatically established through geolocation or the address provided at registration.

IN ADDITION TO THE EMERGENCY CALL FEATURE, THE APP PROVIDES A RANGE OF OTHER RESOURCES AND SUPPORT TOOLS:

- information about signs of violence;
- means to check one's relationships;
- action plan for survivors and witnesses;
- a map and contact information of other aid services.

The app is available for download on both the Play Market and the App Store. Users can find out more information on how to use the app by calling the hotline at 116 123 or sending a private message to the "Break the circle" page.



rozirvykolo



rozirvy_kolo







"FREE FROM VIOLENCE"

is a Telegram channel that serves as a hub of useful information and advice for professionals working in the field of gender-based violence response and prevention. The channel provides a wide range of content, including current news, legislative updates, success stories, experts comments and useful resources.

"Free from Violence" is a valuable resource for those seeking to stay informed and engaged in the fight against gender-based violence.

The professional community unites

MORE THAN
1000

specialists
from across
Ukraine.



**PLEASE JOIN
THE TELEGRAM CHANNEL:**



[vilni_vid_nasylstva](https://t.me/vilni_vid_nasylstva)

"NO TRIVIA"

is a platform that aims to address the emotional and psychological challenges that teenagers face when relocating to a new country. The project initially started on Instagram but has now expanded to include a website and a chatbot that offer support and resources to help young people understand and manage their experiences.

The chatbot is a useful tool that allows teenagers to pre-check their emotional state and receive guidance on how to deal with their concerns. It provides free and anonymour text chat sessions with qualified psychologists, as well as relaxation exercises to help calm their thoughts.

The project also hosts regular live broadcasts with psychologists on Instagram, where teenagers can learn more about issues that concern them. The website contains informative guide cards that explore important issues related to mental health in a simple and interesting way.

FOR MORE INFORMATION, PLEASE VISIT:



www.notrivia.com.ua



[no_trivia_](https://www.instagram.com/no_trivia_)



[no_trivia_bot](https://www.telegram.me/no_trivia_bot)



116 123 NATIONAL HOTLINE

One way to quickly get qualified help for survivors of gender-based or domestic violence is to contact a hotline.

The National Domestic Violence Hotline is a 24-hour, anonymous and confidential hotline that provides informational, legal, psychological and social counselling to survivors of domestic and gender-based violence.

OPERATORS ADVISE:

- how to act if a person is a survivor of domestic violence or a witness to it;
- help develop an action plan for a specific case of an injured person;
- provide information on what assistance the injured person can receive at the place of residence.



Hotline number: 116 123

The hotline is operated by the NGO “La Strada-Ukraine” with the support of UNFPA.



Photo: open sources



Photo: open sources



гаряча лінія
психологічної підтримки
для чоловіків

HOTLINE FOR MEN

Maintaining good mental health is crucial for everyone's well-being, but social stigmas and gender stereotypes often discourage men from seeking psychological support. However, now men in Ukraine can access professional psychological counselling and support by calling the short number 2345* (or for Kyivstar users: +38 067 752 23 45) and receiving help over the phone.

Men can call the hotline for any issue that is causing them stress, such as problems at work, relationship issues, worries caused by war, and difficulties with anger management. By calling, men can receive the necessary support to stabilize their emotional state and overcome their challenges.

DETAILS OF THE HOTLINE OPERATION:

- Free of charge
- Available 24/7
- Completely anonymous.

To find out more about the hotline, please follow the link:

<http://2345.in.ua>

* Calling the short number 2345 is free. The service is available to users of all national GSM operators. Only for adults. Technical support: 0 800 75 12 35, Monday to Friday, 9:00 a.m. to 6:00 p.m. "Mobile Marketing" LLC (EDRPOU 43475925), Building 6, 19, Pyrohovskoho St., Kyiv 03110. Calls according to your operator's tariffs.

NOTES

The information is systematised by UNFPA, the United Nations Population Fund. Some of the services may not work or work on a different schedule than specified. The information is valid as of for March 2023.



More information about all services
is available on the UNFPA pages in social networks and on the website:



UNFPA Ukraine



_unfpa_ukraine_



UNFPA.Ukraine



UNFPAUkraine



ukraine.unfpa.org