INTRODUCTION

The present report is a follow-up of **Step up reporting on homophobic and transphobicviolence**, a project supported by ILGA-Europe, the European region of the International Lesbian, Gay, Bisexual, Trans and Intersex Association. The objective of the project was to empower European LGBTI civil society organisations to more consistently monitor and reporthomophobic and transphobic hate crimes and incidents.

To prepare this work, ILGA-Europe developed a harmonised data collection methodology in 2012. The methodology builds on international standards and on the expertise gained in different past activities, such as the elaboration of European-wide submissions to the OSCE's Office for Democratic Institutions and Human Rights (ODIHR) in view of its Annual Report on Hate Crime, or ILGA-Europe's participation in the Facing Facts! Making hate crime visible project.

Step up reporting on homophobic and transphobic violence was launched in 2013. In 2013, a first call for proposals within the ILGA-Europe's Documentation and Advocacy Fund was launched, supporting 12 member organisations in Europe to do hate crime reporting.

In 2017 the Fund, with the support of the Government of the Netherlands, provided dedicated resources to 6 national and local NGOs in Armenia, Bulgaria, Poland, and Serbia. These NGOs were trained on the methodology previously developed by ILGA-Europe, and committed to apply it in order to produce comparable data.

Data collection and publication is expected to be developed on a more sustainable and professional basis in the future, thanks to the capacity-building aspect of the current project. Through this initiative, ILGA-Europe's methodology is being made available to a greater number of European LGBTI civil society organisations. Reliable reporting continues to be an essential tool for convincing authorities of the need to criminalise hate crimes and to develop policies and trainings for police and judicial bodies to deal with hate crimes effectively.

Data on hate crimes against LGBT persons of Roma nationality were collected in the territory of Serbia, AP Vojvodina in seven municipalities: Novi Bečej, Novi Kneževac, Čoka, Ada, Senta, Bečej, Kanjiža, in the period from 01/01/2017 until 31/07/2017 in 20 Roma settlements.

- 1. Target groups:
- 1.1. <u>Main target group:</u> Roma LGBT people, (L-20; G-11; B-10; T-5): 46 people
- 1.2. <u>Secundary target groups:</u> Roma people in Roma settlements (approx. 5,000 of them), institutions and other citizens (about 15,0000 people).

In collecting data on hate crimes, we used the following methodology:

- Data were collected through telephone contact with victims and witnesses in Roma settlements, with the help of a project team (coordinator, psychologist, sociologist, lawyer and field activist). Then we interviewed victims and witnesses face-to-face, using and filling in the questionnaires we received from ILGA Europe.

Each victim gave his/her written consent and permission in case that someone wanted to know more information about the data we collected about them.

We used written forms of dated reports, and they were signed by the interviewer and victim.

Then the data were organized according to the topics, so that we first listed the most violent cases and the statistics for them, then the rest.

On this occasion we used only primary sources (interviews face-to-face), and measured the rate and the number of victims of hate bullying.

There were ten categories of hate crimes (homicide, extreme physical attacks, damage to property, multiple discrimination, revealing personal status of the victim, illegal use of personal data, domestic violence and other harassment such as hate speech). People were interviewed to declare themselves as male, female or otherwise.

A statistic database was made in accordance with the principles of descriptive statistics in order to explain the data.

We paid special attention to:

- type and degree of bullying
- way people identify themselves with their sexuality and gender identity
- objective circumstances in the event of bullying
- subjective experience is the result of bullying
- has it been reported to someone or not, and why?

- socio-economic status of the victims of the crime and degree of Roma inclusion in the community at the local level were monitored.

The greatest challenge in the realization of the activities was the approach the victim, since they are multiple discriminated and have very traumatic and hard experiences. The above described methodology and the trust that our organization has among the Roma community working on the field for a long time, as well as the high team expertise and level of empathy, enabled us to overcome this obstacle.

With the chosen methodology, over 80% of members were covered in the planned primary target group, which was a sufficient sample for representativeness and interpretation of the resulting data.

In the earlier report there are graphic presentations illustrating the facts from this report.

2. Key findings:

Talking about key findings during the data collecting period on hate crimes regarding the perpetrator of violence, we can conclude that 20 of them were from the closest environment

of the victim, (relatives or neighbours), and mainly about physical violence, destruction of property or throwing out of the house. Bullying occurs at homes or in apartments where victims live in communities with perpetrator (mostly father, mother, brother, etc.). It remains unreported by the victim due to family relations with perpetrators and justified fear of further violence because they remain in a social contact with the abuser, (living in the same house) and do not have economic opportunities for independent living. Victims are unemployed, uneducated persons aged between 14 and 40, mostly female, excluded both from the Roma community and the broader one. They often are subject to disorder and ridicule and have minimal social contacts.

Regarding the number of lawsuits raised on the basis of given councils, for now we do not have them because the users do not have financial means for survival alone, but also for payment of court fees. Likewise, most are in situations where it is necessary to relocate users from the social situation in order to sue the perpetrators (there is a real danger of a physical attack, including murder in the case of a lawsuit and staying in a social contact with the sued perpetrator). The systematic problem that prevents the lawsuit is the lack of a law on free legal representation in Serbia that has not yet been adopted by the Serbian Parliament, although it has been in the procedure of adoption for more than 4 years.

Motives for the attack on victims are mainly assumed sexual orientation and gender identity of victims and to a lesser degree belonging to the LGBT movement. We noted that the incidents of severe physical attack were mostly attempts by victims to endure and express their sexuality, publicly in the community. The attacks on the wider public were less and they were verbal because of the assumed sexual orientation and committed by younger perpetrators (the young as well as the underage, non-Roma).

When we talk about the institutions of the system we have noticed that most of the institutions refused to obtain services (health centers, refusal of a medical examination of the victim) or provide legally guaranteed right to victims (Centers for social work, the right to social assistance for unemployed persons) for reasons of national and sexual affiliation in the largest number, or sexual orientation of the victims, was the decisive factor in this refusal.

However, in relation to our activity, (public forums) where we asked institutions to provide support and take an active role in protecting victims and regulatory changes, a good response was observed (over 80%), which is promising given to respondents which are decision-makers in these institutions.

By monitoring the response of the secondary target group in relation to our activity of increasing the visibility of the crime, we conclude that the Roma community found out of the crime in relation to the projected target for these crimes, although they were condemned in the least by the expected public conviction.

So in this respect, further active work is needed in the future on education of Roma population, identification and overcoming of key obstacles that the state system of Serbia sets in front of Roma LGBT people.

3. Bias-motivated violence against LGBTI

3.1. Legal situation of homophobic and transphobic hate crimes

A hate crime is a crime directed against a particular group of people and motivated by stereotypes or prejudices. Hate crimes in Serbia's criminal law may be committed due to race, religion, national or ethnic origin, gender, sexual orientation and gender identity. A hate crime perpetrator chooses a victim based on the affiliation or assumption of the victim's belonging to a particular group.

The hate crime was first introduced into domestic criminal legislation in 2013, by introducing Article 54a of the Criminal Code, (1) which reads as follows:

<u>Special circumstances for determination of sentence for hate crime</u> <u>Article 54a</u>

If a criminal offence is committed from hate based on race or religion, national or ethnic affiliation, sex, sexual orientation or gender identity of another, the court shall consider such circumstance as aggravating except when it is not stipulated as a feature of the criminal offence.

Article 54a is a special circumstance for determining sentences, and most important that this circumstance is <u>binding</u>, that the court must appreciate it as aggravating one.

Introduction of this crime is very important due to many reasons, but it is particularly important that legislator has shown the awareness about these crimes which undermine basic values adopted through international treaties ratified by Serbia, thus committing itself to protect human rights and observe the principles of a range of international instruments on equality, tolerance and anti-discrimination.

Therefore, it is very important that, when hate appears as a motive for perpetration, it binds Court to impose a harsher punishment. The Article 54a recognizes only the seven abovementioned grounds, but race and religion, national or ethnic affiliation, sex, sexual orientation and gender identity, personal characteristics that often result in hate crimes.

Article 54a needs to be improved by extending or opening the list of listed basis in order to open up the possibility for more severe sanctions for a large number of criminal offenses.

This area is also regulated by the law on the prohibition of discrimination (2), which can be used to prosecute cases of incidents motivated by hate listed below exclusively in litigation, not criminal proceedings.

Our organization documented:

- 25 cases of hate crimes that are recognized by the criminal code of Serbia as a criminal offense: extreme physical violence (5), assault (9), property damage (8), threats (3).
- 21 hate motivated case that can cause the commission of a criminal offense and which can precede serious crimes: revealing personal status of the victim (6) and

refusal to provide services and rights to victims (15). They can be prosecuted under the anti-discrimination law.

It is necessary here to mention to the reader of this report whether a work is categorized as a hate crime or not, according to the Serbian Criminal Code, the Court is solely responsible, which means that the police and the prosecution are not legally obliged to collect evidence of this kind.

Our findings were compared with the findings of other NGOs (Belgrade Center for Human Rights, Yucom - Lawyers Committee for Human Rights, Labris and other NGOs), concluding that since in Serbia in judicial practice (according to our findings in 2016 and 2017) no sentence has been issued, for any person, referred to in Article 54a of the Criminal Code of Serbia. It is reliably assured that the legal protection of Roma LGBT people is at the lowest possible level.

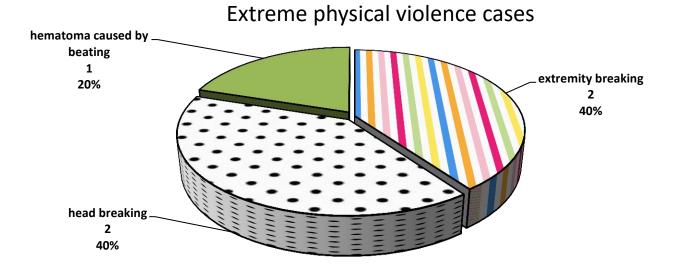
3.2. Homophobic and transphobic hate crimes and hate incidents

3.2.1. Murder

Regarding this category, we have not documented any single case of murder, we cannot provide information on trends or carry out any kind of correlation. It is to emphasize that the degree of physical violence we have documented is very high. It is possible that in the future it will also cause death consequences for the victim, especially because it is repeated and that the victim remains in a community with his/her perpetrator.

3.2.2. Extreme physical violence

In the category of extreme physical violence, five (5) cases occurred (extremity breaking: arms, legs (2), head breaking (2), hematoma caused by beating (1).



These cases occurred in houses, apartments where victims are living by close relatives of victims (brother in 2 cases, father in 2 cases and mother in 1 case). Victims are lesbians and violence is motivated by sexual orientation. The reasons for the bullying were that the victims came out about their sexual orientation to family members (in 4 cases). In one case the family members found out it from the third party (neighbours) and open statements of

victims that they are lesbians. This tells us that the victims are aware of their situation and seek their rights, ready for the struggle to achieve them.

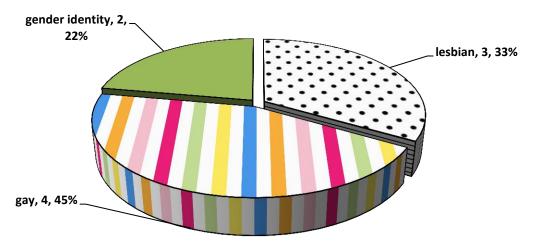
The age group of victims is between the ages of 18 and 30, that is, at a time when, according to patriarchal rules, they must already be married, give birth to children and others. The state of relationships in such families in relation to the victims is already tense in terms of the expectation of family members and perpetrators that the victims fulfill these expectations, (they simply "endure" them, and often both verbally and mentally abuse them, which ultimately escalates with extreme physical violence).

These cases occurred over a period of 2 years (2015-2017) and were repeated for as many as four victims many times. The trend is that there is a risk of physical liquidation of victims in the violence. Victims must be relocated from the social environment (the family) in which they live with the perpetrators. The moral psychological basis for the motives of the assault is linked to the place where the victims live. Namely, they are small poor places, rural areas where the patriarchal way of thinking, behavior and reaction apriori is primary and definite. If the victim comes out, she/he will be condemned and stigmatized by narrower and wider community. These cases have not been reported to the competent authorities because the victims live in the family with the perpetrator (the nature of the relationship between victims and perpetrators, close relatives), they have no possibility of socioeconomic exit and really are affraid of physical liquidation. Only medical assistance was asked contriving injuries (at work, accidentally, etc.) or victims would refuse to admit to medical staff that they were beaten.

Legal assistance and advice wass requested from our organization and we are in constant contact with the victims encouraging them to report the perpetrators so that they can be prosecuted and punished.

3.2.3. Assaults

We have included 9 cases of assaults that happened in families. Violence has occurred in victims' homes within the families they live in. The motive for assault was the sexual orientation of the victim and gender identity (3 lesbians, 4 gays and 2 gender identities).



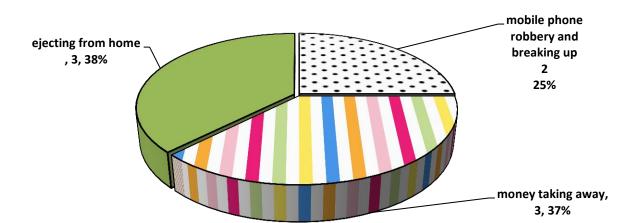
Motives for assault

The assaults were manifested in physical bullying in the form of slapping, kicking, tearing up hair and causing minor body injuries. The cases occurred in 2017 with tendency to be repeated, as well as turning into extreme forms of violence. Victims were aged 15 to 22 years old. 6 victims tried to come out within the family, but they met resistance and assaults by close relatives (mother, father, sister, brother), who are the perpetrators of violence. The other 3 victims suffered assaults due to the fact that their friends have been revealed their personal status to other people. The assaults have occurred in small rural, poor environments where the patriarchal way of upbringing is dominant. It is expected the victims to be married against their will since the perpetrators have in mind. Victims live with assaulter and their relationship is conditioned by cousin relationships in terms of reporting these cases to competent authorities, as well as for fear.

The victims asked us for advice of a legal and psychological help and we provided it to them. We also supported their coming out, constantly contacting and monitoring their personal situation. Here it is important to note that assaults are constant and repeated. The tendency of assault inside family with this motivation is increasing. The overall state of social pressure that the Roma family suffers today in the social sense (severe poverty and tensions caused by lack of prospects) is enormous. It is very important to keep in touch with the victims and tell them about the possibility of solution.

3.2.4. Damage to property

Cases related to damage to victims' property were documented in the number of 8 (two cases of robbery and breaking up the victim's mobile phone, three cases of money being taken away to the victim even though the money received as social assistance and three cases of ejecting from home together with personal belongings and damages of it even though she is the owner of the house).



Damage to property cases

Cases occurred in houses, flats where victims live by close relatives of victims (father in 2 cases, brother in 1 and mother in 2 cases). Four victims are gays and four are lesbians. The reason for robbery and destruction of the mobile was that the perpetrator found out about the communication of the victim and his/her partner and wanted to prevent it. Withdrawing money to the victim the perpetrator wanted the victim not to pay for

transportation and travel to his/her partner. The ejection from home followed after the victim confessed his/her sexual orientation to the perpetrator. All forms of property damage have been caused because the perpetrators do not accept victim's sexual and gender orientation and attempted to prohibit it. 6 out of 8 victims publicly told the perpetrators about their sexual orientation, and two of them were silent. But they intend to come out¹ after they talk to us which is the positive trend regarding the empowerment of the victims. The age of the victims is from 14 to 30. These incidents have been repeated for three years. Victims no longer have mobile phones, they do not have their money, and every month or two they throw them out of the house and receive it again after two or three days. Victims are economically independent but according tradition they must leave their earnings in family although they humiliate or abuse them. It is necessary to relocate victims from the lowest social environment (family background) and make them more economic independent. Victims live with their bullies and their relationship is conditioned by cousin relationship. It is unusual for them to report these cases to competent authorities, as well as they are afraid of the escalation of violence after the damage to property.

Incidents occurred in small and poor rural environments where the patriarchal way of life and moral behavior *a priori* are unchanged regarding sexual orientation and gender identity. So the perpetrators will not allow victims to fight for their rights because they will be exposed to rudeness, laughter and condemns of the narrower and wider community.

The victims asked for legal aid and support for their orientation. We are in contact with the victims and we expect to report bullies and ask for help from the institutions. In that sense we gave them legal advice and encouraged them to fight for their rights offering them every kind of support that is in our power.

3.2.5. Arson

Regarding this category, we have not documented any single case and cannot provide information on trends or carry out any kind of correlation. We emphasize that we have found a very high risk and that it is possible that in the future we will come to the completion of this documentation category, especially because the victims live with a bully in the community.

3.2.6. Threats and psychological abbuse

In this category we documented three cases, which occurred in the period 2016-2017. Verbal threats were directed to one lesbian and two gay people. This was agreed upon while a victim travelled by bus to another town. They were threatened with beatings and death in messages. The perpetrators were persons of the younger age (17 to 25 years old), members of extremist, nationalistic fan groups. As there were other passengers in the public transport and the bus driver insisted to maintain peace in the vehicle, the perpetrators did not realize the threat even though they had a serious intention. The victims aged between 20 and 40 (two lesbians and a gay) did not get out of the bus until the perpetrators went out. For fear of the threats, the victims were driven to the final station and missed the points where they planned to leave the bus. The other passengers were indifferent against the threats and did not take the victim's in protection, nor tried to react.

The reason for the threats was the victim's look (the dark color of the skin, which was primarily about the affiliation of the Roma nation) and the manner of dressing that pointed to the "deviation" of patriarchal stereoptypes for the female and male person, or the appearance of the same. The victims were appropriately dressed unobtrusively and normally emphasizing their sexuality without causing the perpetrators, but clearly putting their determination (earrings, discreet makeup, etc.).

The trend of these types of attacks has been growing lately in the whole Serbia, since the strengthening of right, extremist, usually fan groups. The authorities generally do not sanction such groups and behavior, i.e. they hinder the development of such a social atmosphere, looking at the overall LGBT population in Serbia. Such incidents are particularly expressed in urban areas, but with according to our documentation it is the same in small rural areas, which indicates the trend of increasing and spreading them. These specific cases have a double basis for the attack: Roma nationality and LGBT affilliation because the threats that were directed were naturally determined by nation and sexual orientation.

The victims asked for our legal advice in order to protect themselves and ask for help during the next incident. They have a justified fear from personal experience that no one comes to their aid and express great doubts about the police in this regard. We are in contact with them and we gave them advice on how to act in a legal sense in case of repetition of incidents.

3.2.7. Other incidents with the bias motivation

In the category of other incidents with bias motivation, we have identified the following incidents: 7 cases of refusal of medical examination due to belonging to the Roma and LGBT population, 8 cases of rejection paying out the statutory allowance for the unemployed by the employees of the centers for social work, since the victims belonged to the Roma and LGBT population and 6 cases of revealing personal status to the victim by friends and other relatives of the victim. The victims are between 14 and 40 years of age: 14 female and 7 male.

It is about cases that are very difficult to prove legally before the courts because in Serbia there is <u>a small number of cases</u> (a couple of them), these types were not obtained in court, although they were processed by members of the majority population who are both economically and legally more educated and more powerful of the victims from the cases that we documented. The tendency in this sense is negative and unfavorable for the victims, taking into account that there is still no law on free legal representation for the poor in Serbia (this law has been in procedure already for 4 years in Serbian Parliament, but still has not been brought). We want to emphasize this because the victims who have experienced these incidents live in difficult socioeconomic conditions, as we have said earlier and do not have the real possibility to start the trial before the courts.

In the first 15 cases, the content nature is reflected in the passive rejection, seeking and giving fictitious and non-existent reasons by the perpetrator for non-interference of medical services or the lack of legal social rights. The perpetrators were aware of this and knew that the victims were ignorant. The victims subsequently or immediately after the incident had really learned that the reasons given were meaningless and false (for example: the doctor says "we are not doing more today" and after 10 minutes we receive the next patient for

examination, or in the Center for Social Work (4), they say- "You do not have the right to financial assistance because the law does not allow you!" and the victim subsequently finds out that another person has the same right, and is in the same situation of social need as the victim. It is officers and doctors' treatment on the basis of an individual assessment of the affiliation of the LGBT population (appearance, speech, dressing, etc.). In essence, it is hard discrimination based on prejudice and the patriarchal upbringing of perpetrators. These cases could be processed according the Anti- discrimination Law.

The role of our organization in these cases is crucial in terms of providing support to victims, giving them legal advice and lobbying decision-makers in these institutions, providing evidence to them, as well as on public insisting and advocating for the prosecution of perpetrator. The occurrence of such incidents is less than in the case of members of the majority population of the LGBT population because perpetrators discriminate Roma people, both nationally and sexually. The victims themselves are also ignorant and burdened by a kind of internalized oppression (5), as members of a minority nation who have been discriminated for many years. On the other hand, the perpetrators are burdened with prejudices (regardless of higher education), archaic patriarchal education, while abusing their legal discretion while performing their duties.

Cases occurred during working hours in the official premises of the Center for Social Work and the waiting rooms of the Health Center. The tendency to repeat these cases is increasing at the end of 2017 and are increasing according to our information, especially in small, poor and rural areas.

As for the disclosure of the personal status of the victim, these cases occurred in Roma settlements in the period 2015-2017. The victims confessed, came out to their friends and further relatives about their sexual determination and gender identity, and they were entrusted with the status of closest relatives of victims (mother, father, brother, sister), which prompted the beginning of violence against victims. The perpetrators act due to prejudices, patriarchal upbringing so their belief is heteronormativity. After suffering violence caused by revealing their personal status, the victims became more determined in their coming out. The victims requested psychological and legal aid from our organization what we provided them with. According to our information, the tendency of repeating such cases is on the rise. Incidents occurred in small, rural, poor environments within Roma communities.

In this part of the report, we would highlight one case that happened in Novi Bečej, half of 2017, (May 23, in the evening).

A lesbian who has managed to endure family assaults and came out within her family and community. She became economically independent, started a separate life and tried to make a step forward in the conquest of freedom and founded a common life with her partner, publicly. She informed the members of her closest family who had threatened her with the murder on that occasion if she did so. One night she came with her partner to the apartment she lived in. This was found out by her brothers, they came to the apartment and drove out a parnter, and they carried out an extreme physical assault on her, breaking her arm. She did not report this case to the police. "My brothers have little children and I do not want to make orphans of their children by reporting them, I do not want that sin to carry on my soul, so let them kill me," she told us during the interview. Neither did the partner do it even though she asked for the medical help she was given.

She decided to leave from Novi Bečej and start living with her partner in a larger city. Her brothers are still threatened her with murder. We are following the case and we will provide her with all kinds of support that is in our power. She asked us to provide her with information about employment opportunities in another city that we did.

The motives for this extreme physical violence by the closest relatives lie in the deeply rooted patriarchal understanding of the world and the prejudices regarding sexual identity and orientation, that is, the woman must live with the man and vice versa, as well as the perpetrator's fear of public disgrace and condemnation of the community if the victim "marry" another person of the same sex, and they did not stop it.

4. Police and other law enforcement agencies

Regarding systemic changes in the police in Serbia, there are officers for LGBT popupulation in the 4th city. In 2014, an action plan for police and LGBT police cooperation was enacted, including training to sensitize police officers to work with the lgbt population, and expanding the number of officers mentioned above to other police administrations (3), in other smaller cities. The police activities in this regard have mostly focused on attracting foreign donations for the implementation of their ad hoc projects.

However, our experience in the previous work is unfavorable in relation to the collected documentation. The police are mostly abstained when it comes to attacks on LGBT persons and rarely when they file complaints against the perpetrator, but they are mostly police interventions with verbal warnings about starting to quit violence. In the applications to the prosecution for violence, in all cases, no sexual orientation is stated, or gender identity as a motive for the attack on the victim, nor that it is a victim of LGBT persons, that is, the statements of bias are not taken into account, because they do not have legal obligation to do it. This trend is also in whole Serbia according to our information.

The prosecution and courts in their work then follow these police activities in almost the same way. Here, the role of our and other NGOs in Serbia is crucial in terms of work in the field, collecting documentation, starting, managing and monitoring court proceedings as well as support for victims. We have already mentioned above that the law on free legal representation before the courts for the poor does not exist and it is already in Parliament procedure for 4 years. This is in the light of the fact that the Roma LGBT people have been systemically discriminated in this respect so far, because they are extremely poor.

5. Annex:

Literature and glossary

- 1) Criminal Law ("Official Gazette of Republic of Serbia", no. 85/2005, 88/2005 corr., 107/2005 corr., 72/2009, 111/2009, 121/2012 and 104/2013).
- 2) Law on Prohibition of Discrimination ("Official Gazette of Republic of Serbia", no. 22/2009).

- Police Administration a number of police stations under one administration covering a larger territory, about 10 municipalities and a minimum of about 100,000 people.
- 4) Arson the criminal act of deliberately setting fire to property.
- 5) Bias inclination or prejudice for or against one person or group, especially in a way considered to be unfair.
- 6) Center for Social Work the National Service for assistance to persons in need.
- 7) Internalized oppression a sense of less value embedded in the cultural and psychological pattern of behavior of persons belonging to minority populations in relation to the majority population due to the multi-century discrimination situation.
- 8) From ILGA Europe Glossary <u>https://www.ilga-europe.org/resources/glossary</u>:

Biphobia

The fear, unreasonable anger, intolerance or/and hatred toward bisexuality and bisexual people. **Bisexual**

When a person is emotionally and/or sexually attracted to persons of more than one gender. **Coming-out**

The process of revealing the identification of a lesbian, gay, bisexual, trans or intersex person. **Discrimination**

Unequal or unfair treatment which can be based on a range of grounds, such as age, ethnic background, disability, sexual orientation, gender identity, gender expression and/or sex characteristics. Can be divided into four different types of discrimination, which all can lead to victimisation and harassment:

Direct discrimination: where a person is treated less favourably than others on grounds of his or her sexual orientation or gender identity.

Indirect discrimination: where an apparently neutral provision or practice would put people of particular sexual orientation or gender identity at a disadvantage compared to others.

Multiple discrimination: discrimination based on more than one ground.

Experienced discrimination: also called subjective discrimination, is the experience of being discriminated against. Experienced discrimination does not necessarily entail discrimination in the legal sense.

Victimisation: a specific term describing discrimination that a person suffers because they have made a complaint or been a witness in another person's complaint.

Harassment: any act or conduct that is unwelcome to the victim, which could be regarded in relation to the victim's sexual orientation, gender identity/expression and/or as offensive, humiliating or intimidating. It can include spoken words, gestures or the production, display or circulation of written words, pictures or other material.

Gay

Refers to a person who is sexually and/or emotionally attracted to people of the same gender. It traditionally refers to men, but other people who are attracted to the same gender or multiple genders may also define themselves as gay

Gender identity

Refers to each person's deeply felt internal and individual experience of gender, which 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.

Some people's gender identity falls outside the gender binary, and related norms

Hate crime

Offences that are motivated by hate or by bias against a particular group of people. This could be based on gender, gender identity, sexual orientation, ethnicity, religion, age or disability. *Also called bias crime*.

Heteronormativity

Refers to the set of beliefs and practices that consider gender to be an absolute, unquestionable binary, and therefore describe and reinforce heterosexuality as a norm.

It implies that people's gender, sex and sex characteristics are by nature and should always be aligned, and therefore heterosexuality is the only conceivable sexuality and the only way of being 'normal'.

Homophobia

Fear, unreasonable anger, intolerance or/and hatred directed towards homosexuality.

Homosexual

People are classified as homosexual on the basis of their gender and the gender of their sexual partner(s). When the partner's gender is the same as the individual's, then the person is categorised as homosexual. The term focuses on sexuality rather than on identity and may, in some contexts, have a negative and pathologising connotation.

Intersex

A term that relates to a range of physical traits or variations that lie between stereotypical ideals of male and female. Intersex people are born with physical, hormonal or genetic features that are neither wholly female nor wholly male; or a combination of female and male; or neither female nor male. Many forms of intersex exist; it is a spectrum or umbrella term, rather than a single category.

That is why intersex activists frequently prefer to use the term sex characteristics (for example, when talking about grounds that can be protected against discrimination). There is not one static state called 'intersex status', so using the term sex characteristics reflects the fact that being intersex is a bodily experience and only one part of a person's identity.

Lesbian

A woman who is sexually and/or emotionally attracted to women.

LGBTI

Acronym for lesbian, gay, bisexual, trans and intersex people. This is the acronym that ILGA-Europe use to reflect our advocacy priorities; our members may use different formulations to more accurately describe their own work, for example LGBT*, LGBTQ.

Sex

The classification of a person as male or female. Sex is assigned at birth and written on a birth certificate, usually based on the appearance of their external anatomy and on a binary vision of sex which excludes intersex people.

A person's sex, however, is actually a combination of bodily characteristics including: chromosomes, hormones, internal and external reproductive organs, and secondary sex characteristics.

Sexual orientation

Refers to each person's capacity for profound affection, emotional and sexual attraction to, and intimate and sexual relations with individuals of a different gender or the same gender or more than one gender. **Trans**

Is an inclusive umbrella term referring to people whose gender identity and/or gender expression differ from the sex/gender they were assigned at birth.

It may include, but is not limited to: people who identify as transsexual, transgender, transvestite/crossdressing, androgyne, polygender, genderqueer, agender, gender variant, gender non-conforming, or with any other gender identity and/or expression which does not meet the societal and cultural expectations placed on gender identity.

Transphobia

Refers to negative cultural and personal beliefs, opinions, attitudes and behaviours based on prejudice, disgust, fear and/or hatred of trans people or against variations of gender identity and gender expression.

In Novi Bečej, 25/11/2017

Project Coordinator