



# **Guide for LGBTQ+ Refugees in Moldova: Integration and Intersectional Support**



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# Welcome!

**A handbook created by the community for the community**  
**Dear LGBTQ+ friend,**

Welcome to Moldova! We know the journey here has been full of challenges and uncertainty, but we want you to know that this guide was created by people who understand exactly what you are going through. **We are the Bang Bang team**, a queer community dedicated to supporting LGBTQ+ people, and we are working with queer refugees like you to make this guide helpful, empathetic, and based on real needs.

**This guide was made with the support of UNHCR, the UN Refugee Agency**, which shares our commitment to the rights, safety and dignity of LGBTQ+ refugees. Every step in the development of this guide was based on open dialogue with members of the queer refugee community, so that the information provided is practical, clear and tailored to your realities.

We want these pages to give you not only practical support, but also a sense of belonging and solidarity. Whatever difficulties you face, you are not alone. We are here with you.



# Why this guide?

We have created this guide because **we know** from our own experience how difficult it can be to find clear information, to feel understood and accepted. LGBTIQ+ refugees face specific challenges, such as discrimination, lack of information and integration difficulties, and sometimes barriers to access services and support.

In the following pages you will find the information you need to feel safe and supported in your new beginning in Moldova, including:

- How to find legal support and navigate the documentation system.
- Safe places where you will be accepted as you are.
- Friendly resources for health, housing and mental health support.
- Tips for integrating and building a new community.

Each line in this guide reflects the experiences and perspectives of queer refugees who have contributed to its development. We hope that these pages will give you **the support you need** and remind you that, no matter what your struggles, you are not alone.

**This guide is about you**, created with empathy and practical thinking so that you can find the resources you need quickly and without obstacles.



Section 1:

# **Legal Documentation: How to get protection in Moldova**



Starting a new chapter in life can be overwhelming, especially when it comes to understanding the **laws** and **procedures** in a new country.

This section is designed to guide you **step-by-step** through the process of accessing legal protection in Moldova, whether you want to apply for refugee status or temporary protection. Everything is free and the authorities are there to support you.

## **Step-by-Step Guide to Applying for Asylum in Moldova**

### **Step 1: Determine Your Eligibility**

To qualify for asylum, you must be fleeing persecution, conflict, or other serious risks in your home country. The Moldovan government ensures asylum is accessible to anyone who requires international protection.

### **Step 2: Where to Apply**

You can submit your asylum application at any of the following locations:

1. The [General Inspectorate for Migration](#) (GIM) offices.
2. Border crossing points upon entering Moldova.
3. Police stations in Moldova.
4. Detention centers and penitentiaries, if applicable.

**Important Note:** Applications for asylum must be filed within the territory of Moldova. It is not possible to apply for asylum from abroad.



### **Step 3:** Declare Your Intent to Seek Asylum

To initiate the asylum process:

1. Clearly express your intention to seek protection to the authorities. This can be done verbally or in writing.
2. You do not need to provide a complete set of documents at this stage. The Moldovan authorities are required to accept and process your application based on your declaration of intent.

### **Step 4:** Complete the Application Form

Once you have declared your intention, you will need to:

1. Fill out the official application form provided by the authorities.
2. Submit your application form to the relevant office where you initiated the process.

If you submitted your application at the border or in another location **other than the GIM headquarters**, you will be accompanied by GIM to their office, where you will receive the temporary asylum seeker identity document. This document confirms your status as an asylum seeker and will serve as your primary identification during the processing period.

### **Step 5:** Temporary Surrender of Travel/Identity Documents

As part of the process:

- You will need to surrender your original travel and identity documents to the authorities.
- If you need your documents temporarily for specific purposes (e.g., legal matters, travel within Moldova), you can request them in writing.



## **Step 6: Attend Your Interview**

After submitting your application, **the Asylum and Integration Directorate** will:

1. Schedule an interview to review your case in detail.
2. Assess your claim based on the evidence and your statements.

## **Step 7: Receive a Decision**

Once your application has been reviewed:

- If you are granted refugee status, you will receive an identity card valid for five years.
- If you are granted humanitarian protection, your identity card will be valid for three years.
- If your application is denied, you will be informed of the reasons and required to leave Moldova. However, you have the right to appeal the decision within 30 days.

The time limit for processing an asylum application is **up to six months**. If a decision cannot be made within this timeframe due to reasons beyond the control of the Asylum and Integration Directorate, the deadline may be extended, provided that the necessary steps are taken to reach a decision.

**The entire process is free of charge.** You must comply with Moldovan legislation throughout the procedure.



# Temporary Protection for Ukrainian Nationals

If you have been displaced due to the war in Ukraine, Moldova offers temporary protection. This is a fast-track procedure designed to grant essential rights and services.

## Eligibility for Temporary Protection

You can apply if you meet any of the following criteria:

- Ukrainian citizen.
- Stateless person recognized as such in Ukraine before 24 February 2022.
- National of a third country who received international or national protection in Ukraine before 24 February 2022, and cannot safely return home.
- Family members of any of the above individuals.

## Steps to Apply for Temporary Protection

**1. Register Online:** Visit [TemporaryProtection](#) to provide personal information, upload necessary documents, and schedule an appointment.

**2. Attend the Appointment:** Bring your original identity documents and attend your scheduled meeting at the selected office of the General Inspectorate for Migration.

**3. Receive Your Temporary Protection Document:** After a brief interview, you will receive a temporary protection document granting you rights in Moldova.



# Benefits of Temporary Protection

1. Right to live and work in Moldova.
2. Access to healthcare, education, and other social services.
3. A defined period of legal stay and protection in Moldova.

Now you are fully prepared to begin your asylum or temporary protection application in Moldova. If you have any questions or require assistance, [Help UNHCR Moldova](#), [Law Centre for Advocates \(CDA\)](#), [GENDERDOC-M](#) and [Refugee Charity Centre \(CCR\)](#) are available to help.



Section 2:

# **Cash assistance for refugees in Moldova**



Cash assistance is a flexible way to meet your specific needs, allowing you to decide how to allocate resources based on your unique circumstances. Moldova provides this support through Cash Enrolment Centres operated by UNHCR and its partners.

## **How Does Cash Assistance Work?**

New refugees arriving from Ukraine to Moldova will receive two months of initial cash assistance. After this period, Refugees will need to demonstrate a more secure legal status in the country and meet the new vulnerability criteria. During the interview, we will ask you a series of questions to gain a deeper understanding of your needs and capacities as they relate to household composition, accommodation, health, socio-economic status, and specific needs.

This information is vital in assessing your eligibility for cash assistance. Please note that all the information collected during these interviews will be kept confidential.

Trained staff from the cash enrolment centre's Protection Desks will provide a safe and confidential space for discussing sensitive information. LGBTQI+ refugees can disclose specific needs confidentially to ensure appropriate support.



## The following are recognised as legal statuses in Moldova:

- Temporary protection
- Refugee status
- Humanitarian protection
- Asylum-seekers
- Stateless status
- Residence permit (either temporary or permanent)

For more information on legal status and documentation in Moldova, follow this [link](#).

## What does the cash assistance cover?

- Purchasing food, clothing, or hygiene products.
- Paying rent or securing temporary accommodation.
- Accessing healthcare or transportation.

## What are the steps for the enrolment process?

**Step 1: Visit the nearest Cash Enrolment Centre.**

**Step 2: Bring your essential documents**, such as identity documents provided by the Government of Moldova (Temporary protection ID, asylum-seeker certificate, refugee status beneficiary ID, stateless status ID, stateless applicant certificate, humanitarian protection ID, residence permit) national passport, national ID card, medical reports (if any), disability certificate (even if expired)



### **Step 3: Complete the enrolment form with the help of trained staff.**

Remember that if you have any problems or are going through a difficult situation, you can always approach one of our Protection Desks, located at the Cash Enrolment Centres.

If you have any questions regarding cash assistance from UNHCR, please follow this [link](#) or call the Cash Assistance Helpline: 0 800 10823.

If you do not find the answer to your question, please contact us by filling out this [Cash Assistance Feedback Form](#).

Cash Enrolment Centres are open from **9:00 am – 5:00 pm**, from Monday to Friday.

## **Confidentiality and Safety**

All enrolment processes prioritise your privacy. Trained staff are sensitive to the unique needs of LGBTQ+ refugees and will ensure your information is handled securely.

Humanitarian Assistance is free of charge. If a humanitarian worker asks for money, sexual favours or anything in return for your enrolment in the cash assistance programme, you can submit a complaint: [online form](#). **Your confidentiality will be kept!**



Section 3:

# **Shelter or Temporary Housing**



**GENDERDOC-M** provides shelter services for LGBTQ+ refugees in Moldova, a safe and supportive environment. This service is available to all refugees, independently of their nationality.

## How to Access Shelter Services

### 1. Contact the LGBTQ+ Refugee Hotline

The 24/7 LGBTQ+ Refugee Hotline is the primary point of contact for accessing shelter services. Refugees can call +373 604 91 200 or use platforms such as Telegram, Viber, WhatsApp, or Signal to request assistance.

### 2. Visit the GENDERDOC-M Office

Refugees can visit the GENDERDOC-M office directly to arrange accommodation. Upon arrival, a stay contract will be prepared, ensuring a smooth and secure process.

**Address:** Str. Valeriu Cupcea 72/1, Chişinău, Republic of Moldova.

### 3. Personalised Assistance

Depending on individual circumstances, refugees may be met by GENDERDOC-M staff in the city, at the airport, or at bus and train stations. If a refugee is unable to travel, transportation via taxi can be arranged from their current location directly to the shelter.



Section 4:

**Medical Assistance,  
Psychological Help  
and Health Support**



Remember, your health and well-being are important. Accessing medical care in a new country can be overwhelming, especially for LGBTQ+ refugees who may face additional challenges in finding inclusive and affirming services.

This section is designed to guide you through the **healthcare options** available in Moldova, helping you access the care you need with dignity and respect.

We understand that healthcare is not just about treating illness—it's about ensuring you feel supported and respected as your authentic self. In the following sections, **you will find** information on:

- LGBTQ+ friendly healthcare providers who understand your specific needs.
- Mental health and psychosocial support services available to refugees.
- Confidential and inclusive medical services for sexual and reproductive health.



## LGBTQ+ friendly healthcare providers

These organizations are committed to offering inclusive, confidential, and affirming healthcare services tailored to the needs of LGBTQ+ individuals.

### GENDERDOC-M

**Services:** HIV/AIDS testing and treatment, sexual health counselling, and general medical consultations.

**Address:** Str. Valeriu Cupcea 72/1, Chişinău, Republic of Moldova.

**Phone:** +373 22 288 861.

**Website:** gdm.md

### Inițiativa Pozitivă

**Services:** Specialized support for HIV-positive individuals, including medical consultations, psychosocial support, and community reintegration programmes.

**Address:** Str. Cuza Vodă 1/5, Chişinău

**Phone:** +373 22 922 223.

**Website:** positiveinitiative.md

### Youth Klinik

**Services:** Reproductive health, sexual health services, and psychological counseling for youth aged 10–24.

**Multiple locations:** +373 22 123 456

**Website:** youthklinik.md



## **Uniunea pentru Echitate și Sănătate**

**Services:** Harm reduction programmes, HIV prevention, and testing for sexually transmitted infections.

**Address:** Str. Victoriei 7/A, Bălți, MD-3100, Republic of Moldova.

**Phone:** +373 231 39332.

**Website:** uniunea.md

## **Pas cu Pas**

**Services:** Prevention, treatment and support for people infected and affected by HIV

**Address:** Cahul, str. C. Negruzzi, 46

**Phone:** +37368318830

**Website:** [Pas cu Pas Facebook page](#)

## **Public Health Alliance**

**Services:** Prevention, treatment and support for people infected and affected by HIV

**Address:** Tiraspol, str. Profsoiuzov, 47

**Phone (Viber):** +373 693 43475

**Website:** Public Health Alliance Facebook page

## **Mental health and psychosocial support options**

Mental health is a crucial component of overall well-being, especially for refugees facing trauma and challenges. These organizations provide safe and supportive spaces for psychological help.



## **Laolaltă Centers**

**Services:** Psychosocial support, peer groups, and workshops for refugees, including LGBTQ+ individuals.

**Locations:** Chişinău, Bălţi, Cahul, Comrat, Ungheni, Donduşeni.

**Phone:** +373 22 345 678

**Website:** laolalta.md

## **GENDERDOC-M**

**Services:** Mental health services for LGBTQ+ individuals, including counselling and support groups.

**Address:** Str. Valeriu Cupcea 72/1, Chişinău, Republic of Moldova.

**Phone:** +373 22 288 861

**Website:** gdm.md

## **Charity Centre for Refugees (CCR)**

**Services:** Individual and group counseling, psychological support tailored to refugees' needs.

**Address:** Str. Mitropolit Varlaam 65, Chişinău, Republic of Moldova.

**Phone:** +373 22 234 567

**Website:** ccr.md



Section 5:

# **Social integration and Community support**



Finding a community and safe spaces is essential for LGBTQ+ refugees to feel included, supported, and empowered. Moldova has several LGBTQ+ community centres and platforms designed to help you connect with others, access resources, and participate in social events. Below are descriptions of these spaces, along with links to their Instagram pages where you can stay updated about events and initiatives.

**Queer Café** – a welcoming space located in the heart of Chişinău. It hosts events such as movie nights, workshops, and social gatherings, providing a safe and inclusive environment for community members and allies.

**Why visit?** Whether you're looking for a relaxed coffee break, a cultural event, or a place to meet like-minded individuals, Queer Café is here to support you.

**Instagram:** [@queercafe.md](#)

**GENDERDOC-M** is Moldova's first LGBTIQ+ rights organization, dedicated to providing a safe space for community members. It offers a variety of services, including support groups, educational workshops, and cultural events. The organization actively advocates for LGBTIQ+ rights and organizes annual Pride events in Chisinau.

**Why visit?** Engage in workshops, access resources, or connect with other LGBTQ+ individuals in a supportive and affirming environment.

**Instagram:** [@genderdocm](#)



**BANG-BANG** is an innovative online platform, created for and by the LGBTQ+ community in Moldova. It provides up-to-date information about events, news, and resources tailored to the LGBTQ+ experience. The platform is a virtual space where refugees can find support, read inspiring stories, and connect with others in the community.

**Why visit?** Stay informed about events, access helpful guides, and connect with the community from the comfort of your home.

**Instagram:** [@bangbangmd](#)

**Laolaltă Centres** provide community spaces across Moldova for refugees and vulnerable groups, including LGBTQ+ individuals. These centers host activities like language classes, workshops, and peer support groups, helping refugees integrate socially and build a support network.

**Why visit?** Participate in activities that foster integration and build connections with other members of the refugee and LGBTQ+ communities.

**Instagram:** [@laolalta.md](#)



Section 6:

**Access to employment  
and education  
opportunities**



Building a new life in a different country often begins with finding employment and learning the local language.

This section is your starting point for finding work and education opportunities in Moldova. It provides resources and guidance to help LGBTIQ+ refugees navigate the job market in Moldova, understand their rights, and access educational opportunities. Use the reliable platforms and organizations listed below to build your skills, secure employment, and integrate into the local community. If you have specific questions or need further assistance, contact the organizations directly or reach out to LGBTQ+-friendly community centres for additional support.

## Job Search Guide

Finding a job as a refugee can be challenging, but several platforms and organizations in Moldova are dedicated to supporting you in this process. Below are recommended resources for job searches, career advice, and workshops on labour rights.

### Recommended Job Platforms:

- **Civic.md:** A platform featuring job opportunities in civil society organizations, including NGOs and community projects.  
**Website:** [civic.md](http://civic.md)
- **Rabota.md:** A popular job portal for various industries in Moldova, offering listings for full-time and part-time jobs.  
**Website:** [rabota.md](http://rabota.md)
- **Delucru.md:** A job portal providing access to a wide range of employment opportunities across Moldova.  
**Website:** [delucru.md](http://delucru.md)



## Organizations supporting refugees in employment:

- Charity Center for Refugees (CCR): Offers workshops on labour rights, career counselling, and job placement assistance for refugees.

**Address:** Str. Mitropolit Varlaam 65, Chişinău, Republic of Moldova

**Phone:** +373 22 234 567

**Website:** [\\_ccr.md](http://_ccr.md)

## Language Courses

These resources offer LGBTQ+-friendly language courses designed to help you learn new languages and develop communication skills needed for daily life and work.

### Community Centres – Laolaltă

Courses offered: Romanian and English language classes for refugees.

**Important:** Contact the centers to find out when classes begin.

**Website:** [laolalta.md](http://laolalta.md)

### Charity Center for Refugees (CCR)

**Services:** Provides free language classes for refugees to improve integration and employability.

**Website:** [ccr.md](http://ccr.md)



Section 7:

# **Useful contacts and Platforms**



## Emergency Contacts

In urgent situations, promptly reach out to the following services:

**Emergency Services** (Police, Ambulance, Fire Brigade): Dial 112  
– Moldova's universal emergency number, operational 24/7.

## UNHCR Moldova Help Platform

A comprehensive online resource providing information on asylum procedures, rights, and services available to refugees in Moldova.

- **Website:** [help.unhcr.org/moldova](https://help.unhcr.org/moldova)
- **Support Offered:**
  - Guidance on asylum applications and legal rights.
  - information on cash assistance and other basic needs.
  - Access to healthcare, education, and social assistance services.
  - Regular updates and practical advice for refugees and asylum-seekers.
- **Languages:** Romanian, Russian, and English.
- **Contact for Support:**
  - Phone: +373 22 271 853
  - Email: [mdach@unhcr.org](mailto:mdach@unhcr.org)



## If you suffer from discrimination, you can contact Nediscrimination Coalition

- **Phone:** +373 79 736 580
- **Email:** secretariat.cin@gmail.com

**What they do:** Provide advocacy and support for individuals facing discrimination, promoting equality and inclusion across Moldova.

## Unique Information Platforms

### BANG-BANG Online Platform:

- **Website:** [bangbang.md](http://bangbang.md)
- **Purpose:** Centralised hub for LGBTQ+ community news, events, and resources.

### GENDERDOC-M Telegram Channel:

- **Telegram:** <https://t.me/centrulgdm>
- **Purpose:** Real-time updates on LGBTQ+ initiatives, events, and support networks.

**These contacts and platforms** are designed to provide immediate assistance, reliable information, and a sense of community. Keep this list accessible and reach out whenever you need support or information. Feel free to disseminate this guide to other community members who may need it.



created by

the

community

for

the

community.

