

VICTIM/SURVIVOR SUPPORT SERVICES - THAILAND DUTY STATION

(AS OF FEBRUARY 2026)

This template is designed to assist in the identification and compilation of services for Victims/Survivors of Sexual Misconduct, Bystanders and as well as support available to alleged Perpetrators of Sexual Misconduct. It draws from the UN Protocol on the Provision of Assistance to Victims of Sexual Abuse. Once completed, country offices can use this template for Victim/Survivor Services as a reference tool when providing information to victims/survivors about services available within the duty station and at the local level. Every duty station must complete this template and ensure that all PRS Focal Points, WRs and other PRS duty bearers at country level have access to it.

Part A should contain information about internal services and support for victims/survivors provided directly through WHO. These services are accessible only to victims/survivors who are members of the WHO workforce. Part B provides information on services for victims/survivors provided by external service providers at country level.

Services are classified into the following categories:

SAFETY	IMMEDIATE MEDICAL CARE
MENTAL HEALTH & PSYCHOSOCIAL SUPPORT	LEGAL SERVICES
MATERIAL ASSISTANCE & SOCIO-ECON. EMPOWERMENT	SUPPORT FOR CHILDREN BORN AS A RESULT OF SEA

How to complete the Template:

Part 1: For Internal WHO Victim/Survivor Services & Support (available only members of the WHO workforce):

To complete Part 1 of this template, consult with Staff Health & Wellbeing (SHW) at country office level and identify internal services and support available at your duty station.

Part 2: For External Services (services not provided directly by WHO):

Complete this section of the template using information from the most recent version of local services mapped by the GBV Sub-cluster.

1: WHO Internal Services Directory for Victims and Survivors of Sexual Misconduct						
Service Category	Support Office Responsible	Services Offered	Languages Services are Offered in	Operating Hours	Contact Person	Contact Details
IMMEDIATE MEDICAL CARE*	Staff Physician	Treatment of Injuries	Thai and English		Dr Alisa Yanasan	yanasana@who.int Tel: +66 87-807-7363
		Post-Exposure Prophylaxis (PEP) Referral to local service providers			With support from PRS country focal point	Note: PEP procurement and logistics management by AO
MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT	HQ Staff Counsellor	Counselling Trauma-Informed Counselling Counselling-Family Members	English	8 AM – 5 PM Geneva time	Ms Marianna Igelnik	igelnikm@who.int Tel: +41 22 7914490
	Staff Clinical Psychologist	Referral to Specialized Mental Health Services			Ms Eva Murino	murinoe@who.int Tel: +41 22 791 2315

1: WHO Internal Services Directory for Victims and Survivors of Sexual Misconduct						
Service Category	Support Office Responsible	Services Offered	Languages Services are Offered in	Operating Hours	Contact Person	Contact Details
		Trauma-Informed Counselling Case Management			HQ staff psychologist	
	SEARO Staff Counsellor	Symptom Management Psychological Intervention/ rehabilitation Counselling Stress Management Counselling	English Thai and English (Support available in 50+ languages)	3.00 – 5.00 PM Delhi time 24 hours	Mr Niyasudeen Mustafa SCARF India	Staff Support Service Tel: +91 9025635796 WHO@konterragroup.net Local number: +66 2 105 6145 Note: External counselling service: 5 sessions per person per event Source: Workplace
URGENT MATERIAL ASSISTANCE	PRS Country Focal Point	Assessment of Service Needs Referral To Services Follow Up and Communication on Submitted Reports	Thai and English		Ms Thanatporn Rawanghet	rawanghett@who.int Tel: +66 93-323-5891
REPORTING	Internal Oversight Services	Reporting and investigation into Sexual Misconduct and Abusive Conduct	English			investigation@who.int

2: External Services Directory for Victims and Survivors of Sexual Misconduct							
Service Category	Name of Service Provider	Services Offered	Location(s)	Languages Services are Offered in	Operating Hours	Contact Details	Other Information
SAFETY	Ministry of Social Development and Human Security (MSDHS)'s One Stop Crisis Center	Crisis Helpline Emergency Shelter Referral/Accompaniment to advanced medical services • Free Legal Counselling • Legal Rights Information	National	Thai, English	24 hours	MSDHS's One Stop Crisis Center hotline no. 1300	Government agency

2: External Services Directory for Victims and Survivors of Sexual Misconduct

Service Category	Name of Service Provider	Services Offered	Location(s)	Languages Services are Offered in	Operating Hours	Contact Details	Other Information
		• Legal Representation • Legal advocate/Accompaniment					
	Childline Thailand	Crisis Helpline for victims under 18	National	Thai	24 hours	Dial 1387 Email: info@childlinethailand.org Website: Home - Childline Thailand	Local NGO
	Association for the Promotion of the Status of Women (APSW)	Emergency Home for Women	Don Mueng, Bangkok and national network	Thai, English	24 hours	Tel: 095-821-2020, 02-929-2301-3 Email: info@apsw-thailand.org , knitnaree@hotmail.com Website: APSW Thailand Facebook: https://www.facebook.com/apswthailand.org	Local NGO
	Friends of Women Foundation	Crisis Helpline Referral/Accompaniment to advanced medical services	Bangkok, Songkhla, Pattani, Ubon Ratchathani	Thai	Mon-Fri 09:00-17:00	Tel: 02-513-1001 Email: fowomen@gmail.com Facebook: Friends of Women Foundation Address: 386/61 Soi Ratchada 42, Ratchadaphisek Rd., Chatuchak, Bangkok 10900	Local NGO
	Equality Promotion Foundation	Helping survivors of domestic/sexual violence	Bangkok and national network	Thai	Mon-Fri 10:00-16:00, Sat-Sun as and when required	Tel: 02-047-2086, 081-618-0613 Email: sepfound@gmail.com Facebook: Equality Promotion Foundation	Local NGO
	Women and Men Progressive Movement Foundation	Referral/Accompaniment to advanced medical services	Bangkok and national network	Thai	Mon-Fri 09:00-17:00	Tel: 02-513-2889 www.facebook.com/wmpsocial	This is a local NGO
IMMEDIATE MEDICAL CARE (Including Clinical Management of Rape)	Police General Hospital	• Assessment and Treatment of Injuries • Emergency Contraception • Post-exposure prophylaxis • Treatment and prevention of Sexually Transmitted Infections incl. Hep B, HPV etc. • Collection of forensic evidence and provision of medical certificate • Management of unwanted pregnancy • Counseling	Bangkok, and also accepts referrals	Thai, English	Emergency Dept: 24 hours One-Stop Crisis Center (OSCC): Mon-Fri, 08:00-16:00	Emergency Dept Tel: 02-207-6154, 02-207-6155 OSCC Tel: 02-207-6000 Ext. 10102-3 www.facebook.com/policehosp	

2: External Services Directory for Victims and Survivors of Sexual Misconduct

Service Category	Name of Service Provider	Services Offered	Location(s)	Languages Services are Offered in	Operating Hours	Contact Details	Other Information
		• Referral and/or accompaniment to related services • Case management and follow-up care					
	Emergency Medical Service (EMS)	• Assessment and Treatment of Injuries	National	Thai and English. Other languages as and when required	24 hours	EMS hotline no. 1669	This is an emergency ambulance service
MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT	Department of Mental Health (DMH)	• Counselling/Trauma-Informed Counselling • Crisis Counselling • Case Management • Support Groups • Family/Group Counselling • Referral to advanced mental health care services	National	Thai, English upon request	24 hours (hotline); 8:30-15:00hrs (facilities)	DMH's hotline no. 1323 Facebook: www.facebook.com/helpline1323 See Annex 1 for list of DMH's mental health service facilities	