

TRAFFICKING VICTIM PROTECTION AND SUPPORT

A Regional Support Office of the Bali Process and NEXUS Institute Practitioner Guide



REGIONAL SUPPORT OFFICE
THE BALI PROCESS



This Practitioner Guide was prepared by NEXUS Institute in the framework of the project: Improving the Identification, Protection and Reintegration of Trafficking Victims in Asia: Practitioner Guide Series, implemented jointly by NEXUS Institute and the Regional Support Office of the Bali Process. The Practitioner Guide Series supports the work of practitioners in ASEAN and Bali Process Member States by identifying, distilling and presenting existing evidence in a succinct and accessible format and offering guidance on how to address issues and challenges to improve the identification, protection and reintegration of trafficking victims in the region.

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The NEXUS Institute® is an independent international human rights research and policy center. NEXUS is dedicated to ending contemporary forms of slavery and human trafficking, as well as other abuses and offenses that intersect human rights and international criminal law and policy. NEXUS is a leader in research, analysis, evaluation and technical assistance and in developing innovative approaches to combating human trafficking and related issues.



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The Regional Support Office of the Bali Process (RSO) was established in 2012 to support ongoing practical cooperation among Bali Process members. The RSO aims to bring together policy knowledge, technical expertise and operational experience for Bali Process members and other key stakeholders to develop practical initiatives in alignment with Bali Process priorities. The Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime (Bali Process) established in 2002 and Co-Chaired by Australia and Indonesia, is a voluntary and non-binding process with 45 Member States and 4 international organizations, including the United Nations High Commissioner for Refugees (UNHCR), the United Nations Office on Drugs and Crime (UNODC), the International Organization for Migration (IOM) and the International Labour Organization (ILO), as well as several observer countries and international agencies.



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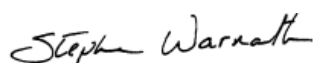


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Cover photograph by Deepak Sethi for Getty Images.

This photograph illustrates various aspects of protection and support. Unless stated otherwise, individuals in this photograph are not trafficking victims.

Understanding how to fully and appropriately provide protection and support to trafficking victims and to earn their trust is how countries can create a new and stronger foundation for improving critical national and local responses to human trafficking from identification of victims and trafficking cases, to enabling victims with the chance to rebuild their lives, to maximizing the possibility of victim participation in developing effective criminal cases against traffickers. This Practitioner Guide introduces a blueprint for countries to build this foundation upon which to achieve meaningful improvements in their anti-trafficking responses.



Stephen Warnath,
Founder, President and CEO
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Supporting the protection of trafficking victims has evolved based on practical learning about what has and has not worked in efforts to provide individuals with individualized assistance. This Practitioner Guide brings together practical insights from practitioners as well as victims themselves, to support Bali Process Member States in addressing the individual, structural and institutional factors that pose challenges to effective protection and support of victims of trafficking. This guide supports efforts called for in the 2018 Bali Process Ministerial Declaration to strengthen Member State collaboration with civil society to protect and support victims of trafficking.
















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Table of contents

About the Practitioner Guide	1
 What it is	1
 Who it is for.....	1
 How to use it.....	1
What is trafficking victim protection and support?	2
Legal obligations in trafficking victim protection and support.....	5
Issues and challenges in the protection and support of trafficking victims	6
Trafficking victim experiences of protection and support.....	7
 <i>Fear and risk of harm</i>	<i>7</i>
 <i>Feelings and reactions during protection and support</i>	<i>8</i>
 <i>Protection and support not what victims want or need</i>	<i>10</i>
 <i>Protection and support not understood.....</i>	<i>12</i>
 <i>Language and cultural barriers</i>	<i>14</i>
Structural and institutional challenges during victim protection and support.....	17
 <i>Availability, accessibility and appropriateness of protection and support.....</i>	<i>17</i>
 <i>Access to information about protection and support</i>	<i>19</i>
 <i>Conditional and restrictive in protection and support</i>	<i>20</i>
 <i>Insufficient knowledge, skills and sensitivity of practitioners</i>	<i>22</i>
 <i>Insufficient coordination and referral.....</i>	<i>24</i>
Other Bali Process and NEXUS Institute resources on trafficking victim protection and support	28

About the Practitioner Guide: Trafficking Victim Protection and Support



What it is

This Practitioner Guide presents existing research and evidence on the protection and support of trafficking victims, including issues and challenges faced and practices that may enhance it. It is part of the NEXUS/RSO Practitioner Guide series: *Improving the Identification, Protection and Reintegration of Trafficking Victims in Asia*, which shares knowledge and guidance on different aspects of trafficking victim protection, including:

- Trafficking victim identification
- Trafficking victim protection and support
- Recovery and reintegration of trafficking victims
- Special and additional measures for child trafficking victims

This series is drafted by NEXUS Institute and published jointly by NEXUS Institute and the Regional Support Office of the Bali Process (RSO). Practitioners from Bali Process Member Governments of Australia, Indonesia, Malaysia, Philippines, Thailand and Vietnam contributed to the development of these guides in a virtual roundtable discussion convened by the RSO in April 2021. The project is generously funded by the Australian Department of Home Affairs, through the RSO. The series is available on the NEXUS Institute website and RSO website.



Who it is for

This guide is for **practitioners** in Bali Process Member States, as well as further afield, seeking to better understand the protection and support of adult and child trafficking victims. This includes social workers and social assistants, healthcare practitioners, psychologists and counselors, child protection specialists, lawyers and paralegals, law enforcement and so on. This Practitioner Guide will also be useful for **policymakers** tasked with improving practice and procedures in protecting and supporting trafficking victims.



How to use it

Practitioners can use this guide to access state of the art research and evidence on victim protection and support, including trafficking victims' experiences and key issues and challenges faced in offering trafficking victim protection and support. It also offers practical and concrete guidance for practitioners on how to address barriers and challenges and improve the provision of victim protection and support.



Key



Guidance



Notes



Tips



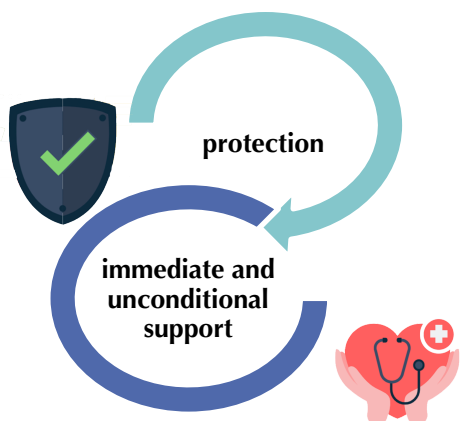
Victim experiences



Structural and institutional challenges

What is trafficking victim protection and support?

Victim protection and support refers to those measures necessary to:








✓ **protect trafficking victims** (and those close to them) from further harm, including retaliation and intimidation by traffickers and their associates; from punishment for unlawful acts committed by them that are directly related to being trafficked; and from breaches of their privacy; and

❤️ **provide immediate and unconditional support** to trafficking victims to address their urgent and immediate needs including housing; counseling and information; medical care; psychological support; material assistance; and legal support, as appropriate to the victim’s age, gender and special needs.

Immediate protection and support measures are important as victims emerge from abuse and exploitation suffered while trafficked and toward their immediate stabilization. Protection lays the foundation for victims’ longer-term recovery and reintegration.¹ Protection and support may be provided in the destination country in cases of transnational trafficking; they may also be needed by victims trafficked within their own countries or once victims return home.

Protection and support should be voluntary, confidential, non-discriminatory, non-judgmental and in compliance with human rights principles. Measures should be **trauma-informed, victim-sensitive, child-friendly, gender-sensitive** and **culturally appropriate**. Services should be flexible enough to meet the specific needs and interests of different victims and victims of all forms of trafficking.

Special consideration is also needed in the case of children in the provision of protection and support including the involvement of relevant child protection authorities and application of specific protective measures.

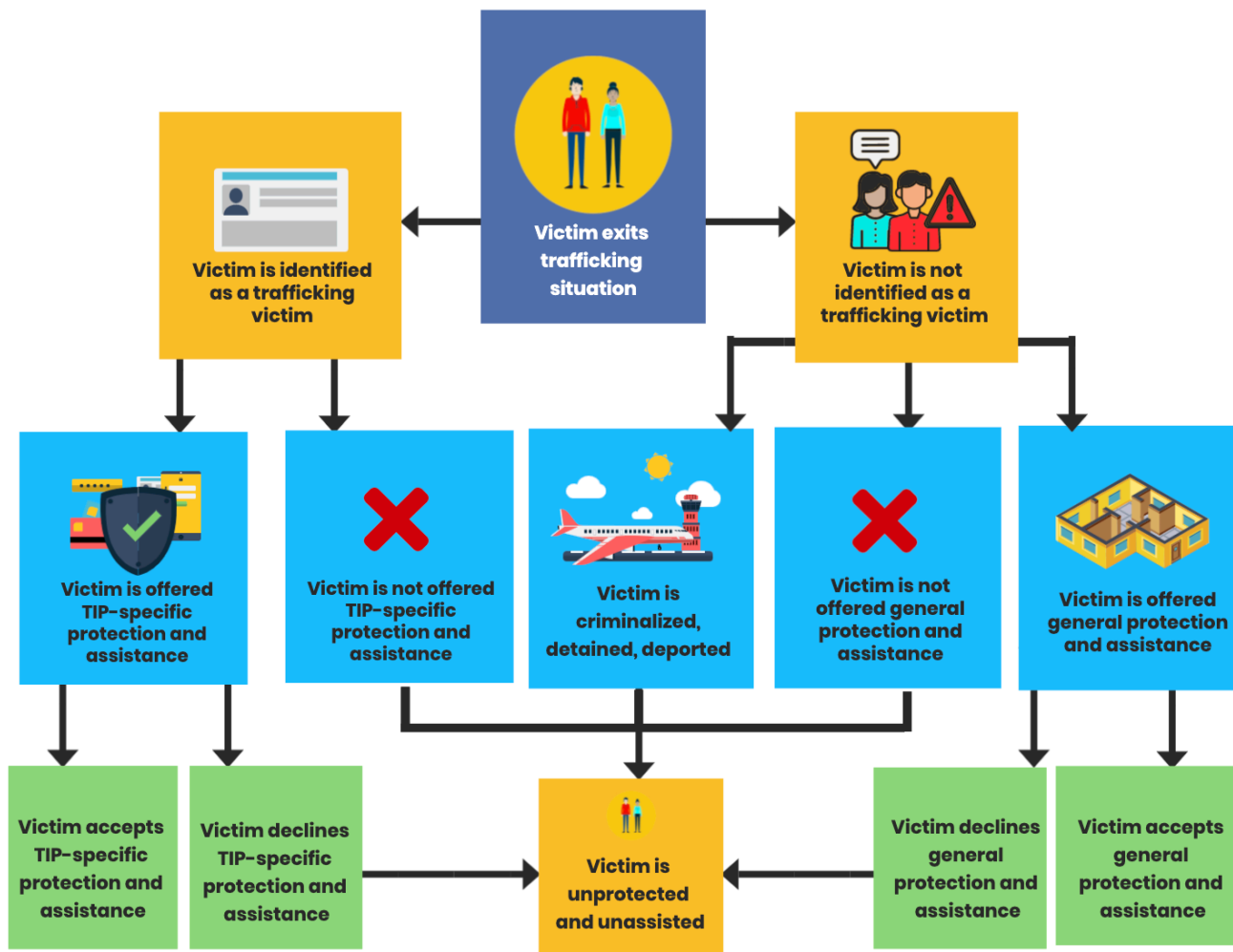
-  **trauma-informed:** recognize the impact of trauma and promote environments of healing and recovery
-  **victim-sensitive:** prioritize the victim's wishes, safety and well-being in all matters and procedures
-  **child-friendly:** design and implement measures with the needs, interests, safety and best interests of the child in mind
-  **gender-sensitive:** treat all victims with equal respect regardless of their gender identity, refraining from stereotypes or assumptions on the basis of gender
-  **culturally appropriate:** take into account and respect the victim’s cultural and religious beliefs, values, norms, practices and language

Given the complex and diverse protection needs of individual trafficking victims, a wide range of practitioners from different fields of work should be involved in protection and support. This includes social workers and social assistants, healthcare practitioners, psychologists and counselors, child protection specialists, lawyers and paralegals, law enforcement and prosecutors. Protection is the responsibility of the state, but civil society organizations play an important role in supporting states to fulfill their obligations. Civil society actors may be especially well placed to offer protection and support, given their expertise in the protection and support of trafficking victims.



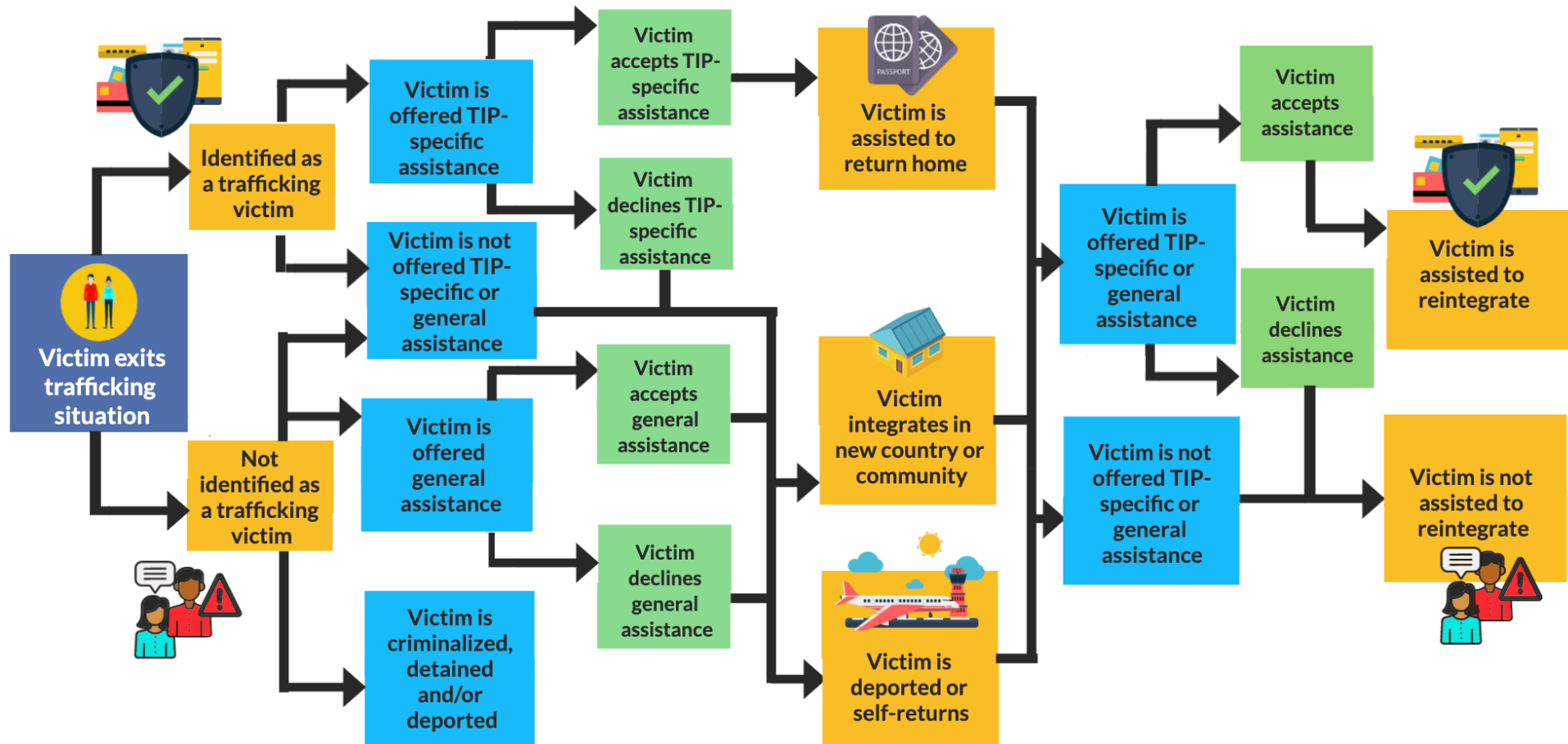
Many trafficking victims go **unprotected** and **unassisted**. In some cases, this is because they are not identified and offered protection and support and do not know that their rights and entitlements as victims of trafficking. Other victims may be offered protection and support but decline for different reasons linked to their experiences, behavior of practitioners and/or the institutional framework for protection. Some victims may initially decline protection and assistance but change their mind and seek out protection and support at a later stage, in the destination country or once home.

Different pathways of protection and support experienced by trafficking victims



Protection and support will differ in the case of **trafficked children**, for whom additional protection obligations apply. Individuals who appear to be children should be **presumed to be children** until determined otherwise. If a child is identified as a presumed trafficking victim, it is necessary to contact and involve relevant child protection authorities (usually state social workers) and apply a set of protective measures and specific approaches. If a child is not assessed to be a trafficking victim, they should nonetheless be referred to child protection agencies for protection and support, to address their needs and vulnerabilities.


Different pathways of identification, protection and reintegration experienced by trafficking victims





Legal obligations in trafficking victim protection and support


Some forms of victim protection and support are assured in some international and regional instruments, which may be relevant for domestic laws and policies.

International law and guidance


 **UN Trafficking Protocol** (2000) calls on states, in Article 2, to protect and assist trafficking victims, with full respect for their human rights. This includes protecting privacy (Article 6(1)); ensuring victims receive information on court proceedings (Article 6(2)); measures to provide for physical, psychological and social recovery of trafficking victims (Article 6(3)); providing for physical safety of victims (Article 6(5)); measures to allow victims to seek compensation for damages (Article 6(6)); and temporary or permanent stay (Article 7).

 **UNOHCHR Recommended Principles and Guidelines on Human Rights and Human Trafficking** (2002) call on states to ensure that victims are protected from further exploitation and harm and have access to adequate physical and psychological care (Guideline 6); as well as establishing special measures for the protection of trafficked children (Guideline 8).

 **UNICEF Guidelines on the Protection of Child Victims of Trafficking** (2006) establish that child victims have the right to immediate care and protection including: security, safe accommodation, food, access to social and health services, psychosocial support, legal assistance and education (Guideline 7.1).

 **UN Convention on the Rights of the Child** (1989) calls for protection of children from economic, sexual and all other forms of exploitation (Articles 19, 32, 34, 36).

Regional law and guidance

 **ASEAN Convention Against Trafficking in Persons, Especially Women and Children (ACTIP)** (2015) call on states to establish measures to allow victims to stay temporarily or permanently (Article 14(4)); ensure physical safety of victims (Article 14(5));

protect the privacy and identity of victims (Article 14(6)); not hold victims liable for unlawful acts directly related to their trafficking (Article 14(7)); not hold victims in detention or prison (Article 14(8)); communicate information about protection and assistance (Article 14(9)); provide compensation for damages (Article 14(13)); and establish a victim fund for care and support (Article 14(14)).



ASEAN Plan of Action Against Trafficking in Persons, Especially Women and Children (2012) calls for member states to ensure appropriate care, protection and support of trafficking victims.



ACWC Gender-Sensitive Guidelines (2016) call on states to establish protection and assistance for the physical, psychological and social recovery of trafficking victims.



ACWC Regional Guidelines and Procedures to Address the Needs of Victims of TIP, especially women and children (2018) call on ASEAN Member States to provide immediate support and protection on the basis of informed consent and not contingent on participation in legal proceedings. This includes protection from further harm; protection of privacy; provision of immediately required assistance and support; addressing the legal status of foreign victims; and protection from detention and prosecution.



Council of Europe (CoE) Convention on Action Against Trafficking in Human Beings (2005) establishes measures to protect and promote the rights of victims, guaranteeing gender equality, including protection of private life (Article 11); assistance in physical, psychological and social recovery (Article 12); a recovery & reflection period (Article 13); and residence permits (Article 14).



European Union Directive 2011/36/EU (2011) provides detailed measures on victim protection and support (Article 11) including specific forms of support and protection for child victims (Articles 13, 14, 15, 16).

Issues and challenges in the protection and support of trafficking victims

Issues and challenges faced in trafficking victim protection and support center around two main themes:

- Trafficking victim experiences of protection and support
- Structural and institutional challenges during protection and support



Trafficking victim experiences of protection and support



Structural and institutional challenges during protection and support

- Fear and risk of harm
- Feelings and reactions during protection and support
- Protection and support not what victims want or need
- Protection and support not understood
- Language and cultural barriers

- Availability, accessibility and appropriateness of protection and support
- Access to information about protection and support
- Conditional and restrictive in protection and support
- Insufficient knowledge, skills and sensitivity of practitioners
- Insufficient coordination and referral

Many challenges are a result of structural and institutional issues in the protection framework, which may be addressed by practitioners. However, some barriers are due to how victims understand and experience protection and support as well as their interactions with practitioners, which are informed by the individual victim's characteristics as well as their unique trafficking and post-trafficking experiences. Multiple issues and challenges may arise in the provision of protection and support of trafficking victims. Understanding these different and sometimes competing factors is key in protecting and supporting trafficking victims.



Trafficking victim experiences of protection and support



Fear and risk of harm

Many trafficking victims are at risk of further harm during or after their exit or escape. Victims and their families are often threatened and harmed by traffickers or their associates immediately after return and sometimes for many years afterward. Some victims cannot return home because of risks posed by traffickers.

Victims may also face harm from recruitment and employment agencies when they seek protection from their exploiters or ask for help to return home. Some victims are also harmed by the authorities (for example, when they are detained or imprisoned) or by persons they meet during exit or escape from trafficking.

In some cases, victims face harm in their families and communities when they return home, including physical and sexual violence (for example, when it is known that they are trafficking victims or because of family or intimate partner violence).

Risk of harm fluctuates over time and in response to different events in victims' lives, including if the victim is (or is perceived to be) cooperating with authorities or is known in their community to be a trafficking victim. Protection from harm is needed at various stages of victims' lives after trafficking.



I can't go home. The person who trafficked me and who I denounced lives next door to the house of my parents. (Trafficking victim)ⁱⁱ



The job agent was the one who was violent to me. I was beaten... because I deliberately asked to return home. [He beat me] in the temple area... It was a hard beating. (Trafficking victim)ⁱⁱⁱ



...the door [to the cell] was unlocked, not locked at all. So I could not sleep. How could I sleep? I was afraid of the police. They were so evil. (Trafficking victim)^{iv}



I was afraid that people from [the brothel would] come to my house. My mother was receiving threatening text messages and phone calls. They said that I would not live long. (Trafficking victim)^v



Practitioners need information about each victim's risk of further harm to put measures in place to ensure their safety and well-being. Risk may fluctuate over time or in response to different life events, phases of reintegration and stages in criminal justice processes. Risk and protection needs need to be assessed on an on-going basis and in response to different life events.

What options are available to protect victims from further harm in your country? Which actors/agencies are responsible for protecting trafficking victims?





Feelings and reactions during protection and support

Victims have different feelings and reactions during protection and support. While they are generally relieved and grateful to have survived trafficking, they also have many feelings and concerns that require attention and consideration by practitioners.

Shame, embarrassment, discomfort. Many trafficking victims are embarrassed and ashamed to have been victimized and need support. They are also ashamed to talk about their trafficking experience and need reassurance from practitioners to do so.

Some victims are particularly uncomfortable with needing protection and support. Men, for example, are often ashamed of coming home without money and needing support given expectations in many countries that they support their families and deal with problems on their own. Victims may be ashamed of having been trafficked for sexual exploitation. Those who have migrated to earn money to support their families are often embarrassed at having failed in their migration.

Some victims decline or avoid protection and support because they want to solve their problems themselves. Some stay abroad to work, avoiding identification and protection, to earn money and be able to return home "successful". Some resist support because it makes them feel badly about themselves or they do not want to be seen as a trafficking victim.



Many men...would never request assistance from organizations because they will be mocked and laughed at by their relatives. A man must manage his problems by himself. (Practitioner)^{vi}



I also heard from the men I am working with now that, when they managed to escape the place of exploitation, they didn't go home. And not because they were not exhausted and needed a good rest but because they were ashamed of returning to their families without money. (Practitioner)^{vii}



If you come home with a lot of money, you are a hero around here. However, if you come home with nothing, they look at you as one of the lowest of the lowest, since you have ended up in such a situation. It is humiliating. (Trafficking victim)^{viii}

Even individuals who accept support may not feel immediately comfortable with this decision. Victims' feelings of discomfort, shame and embarrassment may endure for some time; victims often require on-going reassurance and encouragement.

Anxious to go home. Victims are often away from home and family for long periods of time while trafficked and their first and most pressing priority is to return home. Victims' families are also anxious for their return home. Many victims have dependents (children, spouses, parents or siblings) who rely on them not only financially but also for emotional support and as caregivers.

When protection and support interfere with victims' ability to see their family, this is a source of stress and anxiety. Many trafficking victims decline protection and support that interferes with their family responsibilities and commitments. For example, many victims are not willing to stay in a shelter when this involves staying abroad or, once at home, in a different location than their families. They are often also unwilling to accept support (for example, medical treatment, counseling, training or work) if this means living apart from their families even in the short-term.

Mistrust and disbelief. Having been deceived by recruiters and traffickers, some victims fear that protection and support is not "real" and that they will be cheated or trafficked again. They do not trust that they will be protected and supported. They are often worried about being criminalized for illegal activities related to trafficking (for example, irregular migration, prostitution or working illegally). This leads some trafficking victims to decline protection and support. In other cases, victims accept protection and support, but with fear and trepidation.

Some victims lack trust because they have little to no experience of being protected and supported. Many victims come from countries where social protection is limited or non-existent and they have not been offered support in the past, especially services that are free of charge.



I liked how the social worker told me not to hesitate or feel shame if I required assistance and that I was to directly appeal to them... (Trafficking victim)^{ix}



When I was offered to go to the shelter here, I thought it [might be one] which I liked. But I did not want to go to the shelter. I just wanted to go home. (Trafficking victim)^x



Even if she has no job at all, I am happy with her being home. [No matter] how difficult our situation is, it is enough that I have her here. [...] As her parent, it is my responsibility when she is home. (Mother of a trafficking victim)^{xi}



Generally, the family does not want the victim to come to the shelter. This is because she has been away for...years and now she is back. They want her to come home, and we try to explain the situation, but... they don't see it as help. (Practitioner)^{xii}



At that moment I didn't trust anyone and couldn't comprehend in general that there are people out there who want to do good things for you. (Trafficking victim)^{xiii}



...the word trust is a big word for us as we came from an experience of being tricked. (Child trafficking victim)^{xiv}

Many victims come from countries where corruption is acute and their experiences with authorities are negative, making them legitimately suspicious and fearful in their interactions with anti-trafficking practitioners.



Victims experience a wide range of feelings during protection and support. It is important that practitioners understand the different reasons for victims' feelings so that they can address their concerns. They can work with victims in ways that take into account their desire to return home and reunite with family members. Practitioners can help victims by reassuring them that trafficking is not their fault, that they are safe and will be able to recover from trafficking, and that they understand why trafficking victims may be suspicious of protection and support and work to overcome their distrust. Using trauma-informed techniques and providing on-going reassurance and encouragement can help to better support victims.

What other feelings and reactions do trafficking victims have during protection and support? What can you do to address their feelings and concerns?

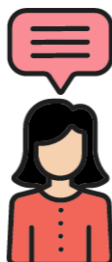




Protection and support not what victims want or need

A victim's decision as to whether to seek out or accept protection and support depends on what is offered in practice and whether this meets their specific and individual needs. Some forms of protection and support are not what trafficking victims want or need. For example, many victims are not assisted in finding work when staying in shelters, leading some to avoid identification and protection so that they can continue to work, provide for their families and pay debts.

Some forms of protection and support are underpinned by gendered assumptions and biases, which means that these will not be responsive to all victims' needs. For example, women are commonly offered support in closed or restrictive shelters with



[A practitioner told me] I must attend the training in [the shelter], like entering a prison. I did not go... I did not want to be trapped over there. [I feared that] I may not be able to go home again.
(Trafficking victim)_{xv}

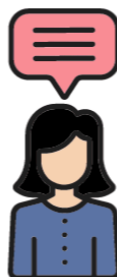
a focus on psychological support and limited options for employment. By contrast, protection for males is more commonly offered in open shelters, with freedom of movement and access to jobs, with little attention to counseling or psychological support.

Some trafficking victims do not want to be treated as a trafficking victim or protected in the anti-trafficking framework. Some victims prefer not to receive trafficking-specific support as they worry that this may identify them as trafficking victims in their families and communities, leading to stigma and discrimination. Others may worry about how they are perceived if they receive any assistance.



Yes, at least where we live, people don't regard you well, if you ask for assistance from state organisations... Usually, assistance is requested by drunkards or people that don't want to work to maintain themselves. (Trafficking victim)^{xvi}


Some trafficking victims do not need the support offered to them by anti-trafficking organizations and institutions. They also may not be at risk of further harm once they leave their trafficking situation and so do not require protection. Other victims have access to other forms of support (for example, from their family, social network, community, religious organization or general protection services). In such cases, victims may not need trafficking-specific protection or support.



...all of my neighbors were watching me over... Some of them gave me food... they also knew that I was a widow. Sometimes one of them gave me [some money]. Maybe once in a month [I receive a donation]. If they have more money to donate, they will give me. (Trafficking victim)^{xvii}



It is important that all victims have access to support that meets their individual needs, either from anti-trafficking agencies or other service providers. Victims should not be forced to accept protection and support that they do not want. Support should be voluntary and with the victim's informed consent. Engaging victims in the design of services helps to ensure that protection and support measures meet victims' needs. It is also important to monitor and adapt interventions to the changing needs of different victims.

List the protection and support services available in your country/region, including what types of victims they assist. 			
Type of support	Provided by?	Target group (male/female, adult/child, type of TIP)	Location



Protection and support not understood

Many trafficking victims do not fully understand what is meant by protection and support, nor their right to access it. They are also often uncertain of where they can find this support. Trafficking victims cannot make decisions about their future, including whether to accept protection and support, until they fully understand their rights and the options available to them. The following factors impact victims' understanding of protection and support.

Factors impacting victims' understanding of protection and support



Shock, confusion, trauma, stress. After trafficking, many victims are shocked, confused and traumatized and unable to understand and process information about protection and support. When initially offered protection and support, many victims feel ill-equipped and unprepared to make informed decisions. They are often unable to sufficiently process information about what protection and support is being offered and whether it is what they want and need. They need time to recover from the immediate shock and to consider information and options. This should ideally be part of a formal reflection period where victims are able to make considered and informed decisions about their options. Children should be additionally supported in the decision-making process, ensuring their best interests and that their views are taken into account.

Comprehension issues and how information is conveyed. Victims have different levels of education and literacy and do not always fully understand the trafficking designation nor their right to protection and support. In many situations victims are told verbally about their trafficking status and the support that this entitles



The policeman was saying something to me but I couldn't understand... I didn't even understand that I was supposed to wait there for a while so that a lady from a non-governmental organisation could come there... I was a bit stressed because I waited for almost two hours without comprehending what was going on. (Trafficking victim)^{xviii}



I was in a state of shock, I was having nightmares. I was afraid to stay there. I thought that the traffickers were coming after me, to look for me (Trafficking victim)^{xix}



...no matter how much they told me to relax I was not able to control my anger. I was crying and all. It hurt so much. I tried suicide and was lonely and so on. (Trafficking victim)^{xx}



Language and cultural barriers

Many trafficking victims face language barriers in interactions with practitioners. Foreign trafficking victims often do not speak the language in the destination country; some victims come from a minority culture group and may not speak the majority language of their home country.

Language barriers can inhibit trafficking victims' ability to understand their rights and the protection and support they are entitled to. Even when victims speak a language, they are not always sufficiently fluent to understand complex information (for example, their legal status, medical issues, decisions about protection and involvement in the criminal justice process). Not being able to communicate with practitioners is stressful, frightening and isolating for victims.

Language barriers also interfere with the provision of some forms of support (for example, counseling and psychological assistance), leaving urgent needs unmet. While interpreters are sometimes available, interpretation is expensive and many institutions and organizations do not have resources for interpretation services.

Moreover, interpretation is not always high quality and some interpreters may be insensitive in interacting with victims. Victims are sometimes also reluctant to share their experiences with people from their home country or culture group.

Protection and support is also not always sensitive to and accommodating of cultural norms. This may be especially an issue for foreign trafficking victims or victims from different ethnic or culture groups in their home countries. For example, speaking about personal problems or experiences of violence is not acceptable in some cultures and may serve as a barrier to victims accepting protection and support.



[Victims] need a person who truly understands where [they've] been - either by being a survivor themselves or immersing oneself in the culture, language, experience. (Practitioner)^{xxii}



Afterward two more girls came [to the shelter] and they were [from my country] too, and it was also helpful to have girls from my country. It's different when you are with somebody from your country. I was having all the time the impression that I am not understood, if they are of another nationality, language. (Trafficking victim)^{xxiii}



I couldn't understand [their language] well at that time. I only understood that it was an emergency centre and people were going to talk with me about what I could do further on. (Trafficking victim)^{xxiv}



She needed counseling with... a native speaker because something is missing when it goes through the interpreter. The facts can be passed on, but you cannot always pass the emotions, no matter how good you are as an interpreter. (Practitioner)^{xxv}



I did not feel comfortable. I didn't feel that they could understand me and I needed to speak with somebody else...In [that language] I couldn't say everything. I didn't know all the words. .. [It was] not just the language, maybe it was also not being [from that country]. (Trafficking victim)^{xxvi}

Cultural norms also inform roles and behaviors of individuals based on their gender and age as well as their interpersonal relationships, such as between children and parents and the importance of community. Understanding different victims' cultures and customs is important in providing culturally appropriate protection and support and can facilitate trust and comfort.



The people to use are the interpreters. They can tell you so much about the background, the culture of the place [where victims are from]. You've really got to tap into them. A good interpreter is key... (Practitioner)^{xvii}



It is important that practitioners understand how language and culture may be barriers to accepting protection and support and develop strategies to overcome them. This requires designing culturally appropriate services that take into account issues of privacy, stigma and shame, gender and relationships with family and community, including how this differs from person to person and group to group. It might also involve engaging interpreters and cultural mediators in working with trafficking victims.

**How and where can you find qualified interpreters in your work environment?
Where can you find cultural mediators to assist you with cultural barriers you may encounter in your work with trafficking victims?**



Guidance for Practitioners



Identify victims' risk of harm at different stages and from different people. This may include traffickers and their associates, authorities and individuals in victims' families and communities. Put in place protection measures that address victims' individual situations and guard their safety and well-being. Assess risk and protection needs on an on-going basis. Implement additional protections in the case of trafficked children when deemed in their best interests.



Recognize that victims have reasons to fear authorities, which may interfere with their willingness to accept protection and support. Work with victims to understand their feelings and concerns and earn their trust.



Avoid revictimizing or retraumatizing trafficking victims. Ensure that protection and support is trauma-informed, victim-sensitive, child-friendly, gender-sensitive and culturally appropriate. Provide victims with protection and support in line with their self-identified and individual needs, including based on age, gender, sexual orientation, nationality, ethnic or social origin, disability or other characteristics.



Victims should have the right to make decisions about protection and support, including to decline measures that are offered. Ensure that victims are fully informed of and have consented to protection and support, taking into account a victim's mental state immediately after trafficking as well as issues of comprehension, age, language and culture. Victims should not be forcibly assisted; support should not involve infringement on victims' rights and freedoms. Guard victims' confidentiality and privacy. While different considerations apply in the case of children, children should still be engaged in decisions about protection and support and what they consider to be in their best interests.



Victims have valid reasons for refusing protection and support. Engage with trafficking victims and practitioners to design and tailor interventions that better meet the needs and interests of trafficking victims including services that are victim-centered and trauma-informed.



Be sensitive to victims' feelings of shame and embarrassment about trafficking and needing support. Understand victims' barriers to trust including the specifics of their trafficking experiences and negative experiences of authorities. Reassure victims that they are not to blame for what has happened and that they are safe, when this is the case.



Understand how victims' family situations impact their decisions about protection and support, including providing victims with the option to return home without undue delay, particularly in the case of children separated from their families. Provide protection and support in victims' home countries and communities so that they are able to return home.



Provide victims with clear and comprehensive information about all forms of protection and support in a language and format that they understand, verbally and in written form. Tailor information to different trafficking victims, including to children of different ages and stages of development. Engage victims in developing information materials to ensure that they are clear and accessible.



Identify qualified and sensitive interpreters to work with victims. Ensure that protection and support measures are culturally sensitive and appropriate and take into account privacy, stigma, shame and the importance of family and community. Consider engaging cultural mediators to facilitate communication, build trust and offer culturally appropriate protection and support.



Structural and institutional challenges during victim protection and support



Availability, accessibility and appropriateness of protection and support

While many trafficking victims receive protection and support, many others are unprotected and unsupported after trafficking, both abroad and at home. Many victims are not given legal status in the destination country (for example, a reflection period and/or residence permit). Many victims are arrested and detained and even prosecuted for acts they were forced to commit while trafficked. Being arrested and imprisoned is frightening, stressful and traumatizing for trafficking victims. Some victims are threatened, intimidated and even abused while detained.

Some “protection” is not protection at all. Victims are “protected” in prisons, detention centers and criminal justice and other facilities, where they receive little to no assistance or support. This includes trafficked children. In other cases, victims are detained in shelters and not adequately supported (for example, services are not trauma-informed, victim-sensitive, child-friendly, gender-sensitive and culturally appropriate).

Physical protection is not always available to trafficking victims and, when it is available, is often of limited duration (immediately after exit or during legal proceedings). Physical protection is often not available in victims’ home communities or in the longer-term.

Limited or unavailable. Many trafficking victims are under-assisted – that is, they do not receive all of the immediate support provided for in anti-trafficking laws and policies. Others receive only the most basic support (for example, funds to return home or emergency supplies such as clothes, hygiene goods, basic food stuffs). Many victims receive only short-term support, without any link to longer-term reintegration planning or services. Some trafficking victims are entirely unassisted in the destination country and once home. Gaps in victims support are often the result of insufficient resources (of government institutions and civil society organizations) as well as available resources not being allocated for support services.



Thank God, [protection] was granted...The staff call once a week or once a month. [He asks] “How is your position? Healthy? Are you still at the same address?” Sometimes they called me when I was at work. They watched all the time. (Trafficking victim)^{xxviii}



We were in detention for more than two months. We didn’t eat well. They fed us porridge and gave us rice once a day. We had to queue to get food. Sometimes inmates fought for food. The warden electrocuted us if we were not in order... (Trafficking victim)^{xxix}



At least they should make sure that the protection offered by the police is real because, for example, my sister received calls from the traffickers. (Trafficking victim)^{xxx}



There was assistance but it was a mere help. It wasn’t full assistance. I know there was someone who helped, there must be. Pardon me, not that I was lacking assistance, but there is a limit to assistance, it didn’t cover everything. (Trafficking victim)^{xxxi}



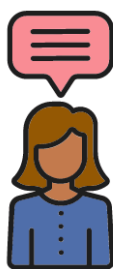
The last financial year there was no mandate for or a lot of funding to be put aside for victims of trafficking. Obviously it wasn’t a lot and it’s very costly and we all know that [the] government is stretched for funds... (Practitioner)^{xxxii}

Not available for some victims. Some victims cannot access protection and support because they are not included in the country's definition of trafficking in persons. Early anti-trafficking legislation was often narrowly defined (for example, trafficking for sexual exploitation or trafficking of women and children). While many countries have since revised their anti-trafficking laws, protection and support measures have not always kept pace and some victims are less protected or even unprotected. In many countries, support for men and boys is limited, as is support for victims of labor trafficking. Often programs are designed only for a specific type of victim or victims of a specific form of trafficking (for example, trafficked children and youth or victims of trafficking for sexual exploitation).

Support is not always designed for the needs of trafficked children. For example, many trafficked children are not appointed a legal guardian to ensure that they receive appropriate care (for example, shelter, health care, psycho-social support, education and language support) and to inform them of their rights and assist in identifying sustainable protection solutions in the child's best interests.

Not individually tailored. Organizations and institutions often offer a standard package of services. It is not generally tailored to victims' individual needs, situation, interests or capacities. Some victims require support that is unavailable (for example, related to physical disabilities, mental disabilities, trauma, chronic health conditions and lack of literacy and numeracy), leaving them unassisted. Other victims receive ill-fitting support that does not meet their needs, wasting resources and frustrating victims and practitioners alike.

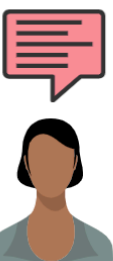
Not available in some locations. Some countries offer more comprehensive victim protection and support. Even within a country, though, protection and support services are often unevenly distributed across geographical areas, with more services in larger cities and capitals and fewer services in the towns and villages where most victims live. Some victims are un- or under-assisted because of where they live.



Organizations only focus on girl children but boys are being victimized and abandoned too. So there should be a shelter home for boys as well. Where they could stay, they could get education. (Child trafficking victim)^{xxxiii}



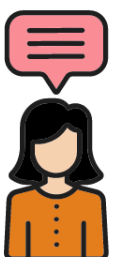
I don't think there are any safe houses for men. That was my frustration. Some were injured... and there was no place to refer them to because places only take women. (Practitioner)^{xxxiv}



The [organizations and institutions] support training for work, for example, in a salon. But the fact is that not all victims have an interest in this [work]... this not what she wants or needs in her life. (Practitioner)^{xxxv}



Many victims suffer mental illness and they have to go to the [specialized] hospital for treatment... Here [in the district] we have...limited facilities and services...not focused on trafficking victims. They do not have a budget. So we want a mental hospital at the [district] level, so they do not have to go to [the capital]. (Practitioner)^{xxxvi}



It is very necessary that I work, because my husband and I owe a lot of money, and they are now exerting pressure on us, especially now they know I'm abroad... That is the reason why I do not want to go home without money because my life is in danger. (Trafficking victim)^{xxxvii}



I do not know where to find assistance; there is no organization that can help me. My relatives also do not know. For other people, I think they might not know because I heard that they faced the same situation as me but they did not know where to find assistance. (Trafficking victim)^{xxxviii}



It is important that protection and support is available to all trafficking victims, immediately after trafficking as well as at various stages of their reintegration. A thorough needs assessment allows practitioners to tailor support to the specific and individual needs of each victim. Attention is needed as to how to reach underserved populations of trafficking victims and underserved geographic areas.



Access to information about protection and support

Access to information is a precondition for gaining a victims' meaningful, informed and written consent to receive protection and support. Victims need time to process information in order to make informed and carefully considered decisions. And yet, many victims receive insufficient, unclear and even inaccurate information about their right to protection, different support options and how to access these services, including the right to refuse or later opt out of protection and support.

Information is not always tailored to the victim's education, state of mind, language and capacity or presented in a manner that is appropriate to them (including written and verbal information). Information is seldom tailored to trafficked children's age, education and stage of development.

Some victims receive no information at all about protection and support. Some victims would have declined assistance had they been fully informed of what receiving protection and support meant and required of them.

Trafficking victims also have limited information about non-trafficking specific protection and support. For many victims, this means that their options are limited to the services of one anti-trafficking organization or institution rather than the full range of services available in a country or area. Victims should receive information about all options for protection and support.



I didn't know what to expect. I didn't know where I would go. They should have explained to me a little bit better what would happen. When I went to police, I didn't know anything. I didn't know that there is this kind of house. (Trafficking victim)^{xxxix}



[We] need someone who can explain to us what is really happening. We don't know about processing center and all. (Trafficking victim)^{xi}



Yes, the woman clearly explained to me what services I could benefit from in the shelter. Everything was very clear. She gave me a brochure in [my language], where also everything was explained. (Trafficking victim)^{xli}



Victims require clear, comprehensive and accurate information about their status as a trafficking victim and their options for protection and support, as well as time to process this information and make informed and carefully considered decisions. Information must be tailored to different profiles of trafficked persons, including adults and children, foreign and country nationals. Engage trafficking victims in determining how to design and provide written and verbal information to victims in the best possible way.

List the types of information that should be included in information shared with trafficking victims.





Conditional and restrictive in protection and support

Protection and support often have substantial conditions. Victims may decline protection and support when they do not feel safe and comfortable with these conditions.

Closed shelters with controls and restrictions. In many countries, victims are accommodated in closed shelters without freedom of movement or contact with family for months and even years. When communication is allowed, it is often controlled or monitored.

Some shelters use gates, guards, high walls and fences, locked doors and barbed wire. Others are geographically isolated to limit access, as well as impede escape. These restrictions are generally justified as necessary because of the risk of retribution from traffickers, because foreign victims lack legal status to move freely in the country, and/or to ease access to victim-witnesses for criminal justice procedures.

Closed shelters are often seen as a form of “protective custody” as it is considered to be in the victims’ best interests. However, restrictions are often used even when legal and security issues are not a concern.

Many of those accommodated in closed shelters are children who stay for long periods of time in inappropriate conditions (for example, with adults as well as victims with different needs). They are often in destination countries and living apart from their family members.



It turned out that I stayed in the shelter for seven or eight months... I did not understand why I had to stay for such a long time at the shelter. (Child trafficking victim)^{xliii}



This was not good for me. I felt like I suffocated there. It would have been good if shelter staff could arrange for us to go outside once or twice a week. (Child trafficking victim)^{xliiii}



I have only one objection – I can’t phone my family. Only once a month. This is not enough. Everything else is ok. I wish it were possible to speak more often with children and family. (Trafficking victim)^{xliv}



It was very disappointing because we wanted to go home and we were not allowed to call home [in the shelter]. My friends and I yelled at the teachers, “Why do you keep us here? Why don’t you send us home?”. (Child trafficking victim)^{xliv}

Being confined in shelters and without family contact is a source of considerable stress and anxiety, especially for children. In some cases, victims may face penalties or sanctions when they break rules or are perceived as uncooperative. Many victims decline and even escape from this type of assistance because it is controlling, restrictive and does not support their recovery.

Forced protection and support. Some forms of protection and support are essentially forced. Victims are not given full information about their status and options, which means their consent is not informed. Written informed consent is not always sought or required. Very often there is also no mechanism to withdraw consent after accepting support. Some victims are placed in protection programs, most commonly closed shelters, without being informed of their option to decline.

Many trafficking victims are forced to stay in destination countries for some time after trafficking. Often this is to serve as victim-witnesses in legal proceedings against their traffickers. Being “forcibly assisted” for long periods of time is a source of considerable stress for victims, especially when stays are not accompanied by appropriate services and support. Long, compulsory shelter stays prevent victims from moving forward with their recovery. The impact of this forced support on children is especially damaging as it means being unable to return home and to family in a reasonable time.

Conditional on legal cooperation. Many victims do not accept protection and support that is contingent on cooperation with law enforcement or involvement in the legal process, even when it entitles them to a residency permit, the right to work and other services. In some countries, authorities make protection and support conditional on victims’ participation in the legal process. Practitioners often do not clearly explain what this entails (such as the time involved) or their right to refuse. Many victims are told or are under the impression that they are legally required to provide statements and testimony against their traffickers. Some victims regret being assisted because it is



I think I stayed too long in the shelter for the prosecution process. I understood that I have to finish [the case] first but during that time I could not contact my family, which upset me a lot. It would be nice if the prosecution process did not take that long. (Trafficking victim)^{xlvi}



Yes, the [police] said if I wished to be assisted in re-obtaining my passport, I had to give testimony against the traffickers. Otherwise, they would even place me into prison for falsifying documents. (Trafficking victim)^{xlvii}



It was unpleasant to be tormented with questions. I wanted to go home. But they explained to me that I should stay there several days, in order to give testimony against the man, who sold us into slavery... Yes, they told me that I had to cooperate with police. (Trafficking victim)^{xlviii}



This is not good when you are manipulated by someone or when there are some conditions to accepting assistance. It should be sincere, from the bottom of one’s heart. (Trafficking victim)^{xlix}



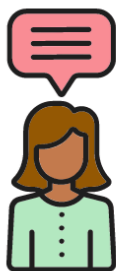
I had to go to the court. There was no choice for me. (Child trafficking victim)ⁱ



[In one case, the victim changed her mind about participating in legal proceedings], suddenly the trafficking [victim] said that she does not want to continue with the process because of pressure from her family, because the perpetrator is a relative of the victim. (Practitioner)ⁱⁱ

linked to the legal process, which they do not feel is in their best interest.

Trafficked children have limited options to decline to be involved as victim-witnesses in the legal process, and the circumstances of their involvement (often in shelters in destination countries away from family) make this even more taxing, as do the way in which legal proceedings are conducted (for example, being obliged to give multiple statements and testimonies, testifying in court in the presence of their exploiter and/or legal proceedings taking place in a language they do not speak or understand).



[The police] threatened me. They banged their hand on the table whilst telling me to be honest. They threatened to arrest me if I did not give a statement. (Child trafficking victim)ⁱⁱⁱ

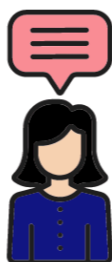


It is important that protection and support is unconditional and meets the self-articulated needs of victims. Victims should not be forced to participate in legal proceedings. Trafficking victims should not face controls or restrictions that interfere with the enjoyment of their rights and should be fully informed about protection and support, including any restrictions. Written informed consent should be obtained before providing protection and support to victims.

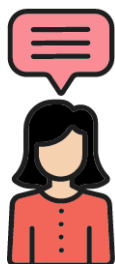


Insufficient knowledge, skills and sensitivity of practitioners

Many victims receive high quality support services from skilled, knowledgeable and sensitive practitioners, which plays an important role in their recovery. This, however, is not always the case. Not all protection and support is of a sufficient standard. Some trafficking victims are accommodated in shelters with poor living conditions and inadequate services. Other services are not high quality. Some victims receive medical care that does not resolve their illness or injury or counseling that is inappropriate and ineffective. Overall, there is a need to improve the quality of protection and support provided to trafficking victims. This requires improving the knowledge, skills and sensitivity of practitioners.



All assistance I was received to date is very valuable to me. [Social work] staff treated me in a polite and sympathetic way. (Trafficking victim)ⁱⁱⁱ



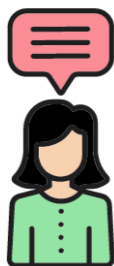
Staff in the shelter treated us badly... They looked down on us and did not care for us. (Trafficking victim)^{iv}

Knowledge and skills of practitioners. Not all practitioners are trained or educated in victim protection and support. Many lack professional training and accreditation. This is often because such education and training are not available or have only recently become available.

Many practitioners only receive short-term, on-the-job training at a basic or general level. Many are not trained in working specifically with trafficking victims. Practitioners need tools and resources to guide their work on victim protection and support, which do not always exist in their countries. Various barriers (including language, internet access and the cost of printing) may prevent practitioners from accessing resources from other countries.

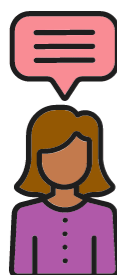
Special considerations arise in the protection and support of trafficked children who may be of different ages, stages of development, gender, nationality and ethnicity and exploited for various forms of trafficking. Practitioners with education, training and skills in working with children are especially scarce in some countries and institutions or organizations.

Sensitivity of practitioners. Some victims face negative and insensitive treatment from the practitioners tasked with protecting and supporting them. This includes disrespectful and insensitive comments and attitudes, as well as discriminatory behaviors by practitioners.



[The shelter staff] said that if we could not learn from our experiences and continue being stupid, we should be killed by stabbing a knife in ourselves. And she said that she couldn't teach us anything because her mouth got dry just talking to us. (Trafficking victim)^{iv}

Victims describe some practitioners as “unfriendly”, “brusque and business-like” and “arrogant”. Many female victims feel discriminated against and have been looked down on as “bad girls” and “prostitutes”, because they came from a “bad family” or because they are “victims”. Some victims describe unequal treatment by practitioners with some victims being “loved” more than others and receiving better treatment and support.



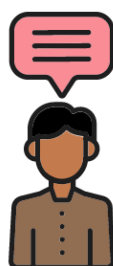
[The practitioners] told me that I was a whore and because of that I have no rights. (Child trafficking victim)^{vi}

Some victims suffer breaches of privacy and confidentiality by practitioners (for example, conducting screening interviews in open settings and in the presence of others, discussing the victim's case without their knowledge and consent, disclosing personal information of victims to the press).



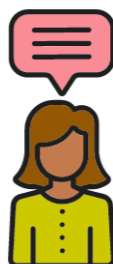
[The police officer] gave a statement to the press. There was my full name... All newspapers were full of that... I couldn't believe that my story reached [the neighboring country]. I was shocked. (Trafficking victim)^{vii}

Negligence, maltreatment and abuse. In some cases, trafficking victims are neglected by practitioners (for example, not provided with adequate food or personal care items, left alone for long periods of time or accommodated in unhygienic living conditions).



Bedding in [the shelter] was filthy and dirty. Since those who came back have gone through so much sufferings and distress, it would be better if we were placed in a clean and comfortable place and environment. (Trafficking victim)^{viii}

Some victims face maltreatment and abuse from practitioners tasked with their protection and support. Children are particularly vulnerable to maltreatment and abuse. Some victims are verbally abused or threatened. Others are physically and sexually abused. In some cases, victims are maltreated or abused by those with whom they are housed or detained after trafficking.



[At the shelter], the kids that used to beg in the street were beaten so bad that they would wet their beds at night. (Child trafficking victim)^{lix}

Negligence, maltreatment and abuse have a severe and debilitating impact on trafficking victims by revictimizing them and creating stress, anxiety, depression and on-going trauma. This works against their recovery, preventing them from regaining a sense of control and safety in their lives. Of particular concern is that trafficked children are exposed to these violations while seemingly protected and

supported. Depending on the circumstance, such acts by practitioners may either constitute a professional breach or a criminal act that requires action on the part of authorities.



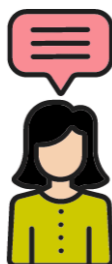
High quality support is needed to support victim recovery and should be regularly monitored and adjusted including from the perspective of trafficking victims. It is important that practitioners are trained and educated in victim protection and support and have opportunities for on-going professional development. It is also important that practitioners are sensitive, respectful and trauma-informed in their interactions with trafficking victims and guard their privacy and confidentiality. Cases of criminal negligence, maltreatment and abuse are to be taken seriously and reported to law enforcement to hold those responsible to account. Reports of wrong-doing should be carefully investigated.



Insufficient coordination and referral

Referral between and within some countries is well-arranged and offers seamless victim protection and support. Overall, though, there is inadequate referral, coordination and cooperation among agencies and institutions when referring between countries, and as well as when assisting trafficked persons within some countries.

Existing procedures and mechanisms focus primarily on return and not referral for support, leaving victims unprotected once they leave the destination country or when they return to their home communities. Some are sent home unaccompanied (or to the border) without any information about whom they might contact for help upon arrival in their home countries. Others are accompanied only to the border and provided with basic information about where to go and who might be able to help.



Before leaving, I phoned [the staff at home] and told her the date when I was traveling and she waited at the airport. And then she explained to me in more detail [about the options] and I understood... The personnel from the shelter paid for the ticket, brought us to the airport and put us on the plane. (Trafficking victim)^{ix}

Often there is little to no coordination between service providers in the country of origin and destination in terms of what services may be useful to continue protection and support. Many victims are not referred for support services in their home countries. Even victims who stay in shelters for a long time are often not necessarily referred for support once they leave the shelter.



No one come to pick us [up]. We just took a motor taxi from the airport to the taxi station. (Trafficking victim)^{ixi}

There is a lack of information and materials about protection and support in victims' home communities to inform them about their rights and options in a comprehensible and clear way and to support the referral process.



It is important that practitioners cooperate and coordinate in the referral of trafficking victims. Protection and support should be available from initial identification and throughout referral, return and reintegration. Practitioners need information about available protection and support options in a victim's home country/area to inform victims and effectively support referral.

Guidance for Practitioners



Provide protection and immediate support to all trafficking victims who want and need it. Immediate support and protection should include, at minimum, shelter or housing, counseling and information, medical care, psychological support, material assistance, financial assistance and legal support, as well as residency and work options and voluntary return in the case of foreign nationals.



Protection and support should not exclude or overlook any categories of trafficking victims (by age, gender, nationality, form of exploitation or other characteristics). Consider how to reach underserved populations of trafficking victims and victims living in underserved geographic areas.



Provide child trafficking victims with appropriate protection and support, in accordance with their special vulnerabilities, rights and needs. Develop skills in working with children and work to guard the best interests of the child in all decisions taken on their behalf.



Assign a case worker to oversee the protection and support of each trafficking victim. Conduct a thorough needs assessment to identify what specific support is needed for each victim. Assess victims' protection needs over time and ensure that services adapt as victims' needs and situations change and in case of victims' involvement in legal proceedings.



Ensure that protection and support is voluntary, unconditional and without controls or restrictions that impede victims' rights. Provide full information about protection and support, including any restrictions and requirements and ensure victims' decisions are fully informed. Support should not be conditional on cooperation with law enforcement or the criminal justice process.



Provide protection and support that is victim-centered, trauma-informed, child-friendly, gender-sensitive and culturally appropriate. Ensure that practitioners are trained in these approaches. Adhere to ethical guidelines and professional codes of conduct for protection and support including do no harm, informed consent, confidentiality, privacy, safety, respect and non-discrimination. Report discrimination, maltreatment and abuse so that those responsible are held to account.



Access on-going professional development opportunities to ensure that all practitioners involved in victim protection and support are trained and educated in working with adults and children. Apply good practice models, standards and guidance on victim protection and support in your work.



Provide clear, comprehensive and accurate information about the status as a trafficking victim and resulting rights and entitlements. Be clear about what protection and support entails and give victims time to process information and to make informed and carefully considered decisions. Tailor information by education and language and in the case of children take into account their age and stage of development. Engage trafficking victims in designing information to reach victims.



Support victims in accessing reflection periods and temporary or permanent permission to stay, when legally possible. Provide support to victims who are not able to return home for safety reasons. Ensure that trafficking victims are not detained, charged or prosecuted for irregularly entering or staying in the country, or for crimes they have committed as a direct result of being trafficked. Protect and support trafficking victims regardless of their migration or other status.



Enhance the referral of trafficking victims within your country and with other countries. Provide victims with information about available protection and support in their home country/area to be able to effectively support referral. Cooperate and coordinate with practitioners in origin and destination areas to improve referrals and victim protection and support.

Other Bali Process and NEXUS Institute resources on trafficking victim protection and support

Bali Process (2015) *Policy Guide on Protecting Victims of Trafficking*. Bangkok: Regional Support Office of the Bali Process (RSO). Available at: <https://bit.ly/37LO6nZ>

NEXUS Institute and Bali Process (2021) *Recovery and Reintegration of Trafficking Victims: A Practitioner Guide*. Washington, D.C.: NEXUS Institute and Bangkok: Regional Support Office of the Bali Process (RSO). Available at: <https://bit.ly/3fdGsom>

NEXUS Institute and Bali Process (2021) *Special and Additional Measures for Child Trafficking Victims: A Practitioner Guide*. Washington, D.C.: NEXUS Institute and Bangkok: Regional Support Office of the Bali Process (RSO). Available at: <https://bit.ly/3fdGsom>

NEXUS Institute and Bali Process (2021) *Trafficking Victim Identification: A Practitioner Guide*. Washington, D.C.: NEXUS Institute and Bangkok: Regional Support Office of the Bali Process (RSO). Available at: <https://bit.ly/3fdGsom>

NEXUS Institute (2020) *Trafficking Victim Protection Frameworks in Cambodia, Indonesia, Lao PDR, Thailand, and Viet Nam: A Resource for Practitioners*. Washington, D.C.: NEXUS Institute, Winrock International and USAID. Available at: <https://bit.ly/39Kav65>

NEXUS Institute (2017) *Supporting the reintegration of trafficked persons. A guidebook for the Greater Mekong Sub-Region*. Washington, D.C.: NEXUS Institute, Bangkok: UN-ACT and World Vision. Available at: <https://bit.ly/3IL1vQz> (available in [Khmer](#), [Laotian](#), [Vietnamese](#), and [Thai](#))

UNIAP and NEXUS Institute (2013) *After Trafficking. Experiences and Challenges in the (Re)integration of Trafficked Persons in the Greater Mekong Sub-region*. Bangkok: United Nations Inter-agency Project on Human Trafficking (UNIAP) and Washington, D.C.: NEXUS Institute. Available at: <https://bit.ly/37KMDwC>

UNIAP, World Vision, and NEXUS Institute (2012) *(Re)integration: Perspectives of Victim Service Agencies on Successes & Challenges in Trafficking Victim (Re)Integration in the Greater Mekong Sub-Region*. Washington, D.C.: NEXUS Institute. Available at: <https://bit.ly/37Huako>

ⁱ See the related Practitioner Guide from this series: Surtees, Rebecca and Laura S. Johnson (2021) *Recovery and Reintegration of Trafficking Victims: A Practitioner Guide*. Washington, D.C.: NEXUS Institute and Bangkok: Regional Support Office of the Bali Process (RSO).

ⁱⁱ Surtees, R. (2007) *Listening to victims: Experiences of identification, return and assistance in South-Eastern Europe*. Vienna: ICMPD and Washington, D.C.: NEXUS Institute, p. 137.

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