Safe Future

A complementary methodology for social workers providing assistance to foreign victims of trafficking and victims of domestic violence, who remain uncertain about whether they can stay in the Netherlands

Opening discussion about future options and counselling for return and reintegration for clients who return to their country of origin

FEDERATIE opvang

Safe Future Methodology

Preface

We proudly present to you the result of a major effort accomplished over a short period of slightly more than a year. The Federation of Shelters and eleven project partners in the Netherlands, Nigeria and Bulgaria have implemented the 'Safe Return' project that aimed to develop a methodology to discuss safe return and reintegration with foreign victims of trafficking and victims of domestic violence or honour-related violence for whom it is difficult to get a residence permit in the Netherlands. The project also aimed to assist clients who choose to return in their preparation for departure and –if possible- support them with the re-integration in their country of origin.

In addition, the Safe Return project aimed to implement research into factors that stimulate or hinder return on the basis of field experience with the developed method. The results of this field research have been incorporated into the final report of the Safe Return project that will be published at the same time as the final methodology. Another important goal of the Safe Return project was to map out possible partners in the Netherlands and abroad with regards to safe return and reintegration. These partner organisations are incorporated into the social map that will be added to both the methodology and the final publication of the Safe Return project.

The methodology, which was named Safe Future, was drafted in the period May to September 2013 and after training the social workers involved in the project, it has been implemented by the partner organisations since October 2013. However its underlying principles were being applied as early as June of 2013. As a result of social workers' practical experiences the methodology has been adapted and it is now available in its final form, for both (women's) shelters and other interested institutions.

Many people have contributed to this publication. First of all we would like to thank the author, Margot Mulders. Margot has put tireless effort into the methodology, using her vast professional expertise and the input of the practical experiences of social workers in the (women's) shelters. The result is an easy-to-use methodology that will provide guidance to professionals from shelters and other relevant organisations. Thanks also goes out to Trijntje Kootstra, the project manager of Safe Return, Liesbeth van Bemmel, project advisor and Janet Rodenburg from Pharos, for their contributions to the methodology, as well as to the Safe Return Steering Committee, consisting of Jerrol Marten (CoMensha), Alice Vellinga (Het Kopland), Frans Klaassen (Jade Zorggroep) and Bram Koppenaal (Federatie Opvang), for their feedback on draft versions. We also would like to thank the ' key persons ' from all the partner organisations. The key persons are experienced staff who were closely involved in the project and who have shared with us their field expertise.

Major sources of inspiration for the Safe Future methodology were the publication 'Facing Return' by Pharos, in collaboration with Janet Rodenburg, and the strengths-based approach that is used in (women's) shelters in the Netherlands and abroad. Special thanks go to Donka Petrova and Nadia Kozhouharova of Animus Association/La Strada Bulgaria who made an essential contribution to Chapter 7 on reintegration in the country of origin, and to Marieke Bekkers of Het Kopland for her presentation of how to incorporate the strength-based approach for this. Our partners from Nigeria, Sister Patricia Ebegbulem and Sister Bibiana Emenaha of COSUDOW shared their practical experience with us during two international meetings. We would like to thank Margreet van den Heuvel of 'Strong at Work' for her contribution to Chapter 4 on the working relationship between counsellor and client. Tamara van Driel and Suzanne de Jong from CoMensha's and Ivonne van de Kar from SRTV have done a tremendous job developing the social map of national and international support organisations. Thanks to Ineke Baas of the Salvation Army and Linda Pool of Fier Fryslân who provided feedback on the very first draft of the methodology. In addition, our thanks goes out to Petra Timmermans, who translated the methodology into English, demonstrating broad knowledge of the field, and to Marcel Vendrig for the professional editing of the video clips that support the methodology. In addition we would also like to thank Anneke Heerma for designing the Safe Return logo and the IVA Group in Rotterdam for the perfect support during the printing process. Very many thanks to all, without you we would not have succeeded!

Finally, we wish to thank the Ministry of Security and Justice for the financing of the Safe Return project and the Ministry of Health, Welfare and Sport, the municipalities of Amsterdam, Alkmaar, Arnhem and Groningen for their co-financing.

It is our hope that the Safe Future methodology will provide a new perspective for the client, in which various scenarios for her/his future can be brought into the picture from the very beginning of the counselling process. Ultimately this should enable the client to make an informed choice about the future; a future where safety is paramount.

Jan Laurier

President Federatie Opvang

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Chapter 1 Introduction

Chapter structure

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1.1 Motivation

Until quite recently, raising the possibility of return to the country of origin with foreign victims of trafficking and domestic violence who are not sure whether they can remain in the Netherlands was not considered part of the regular counselling tasks of shelter social workers. Although there were differences among institutions, and in some the subject of return was higher on the agenda than by others, social workers lacked clear guidelines and tools that would help them to address this subject. Because of this, the subject was either never brought up or only very late in the counselling process, at the moment a negative decision was made on an application for residency in the Netherlands. The longer the subject of return was not discussed the more this was experienced as a predicament for both the clients and the shelter organisations. Clients are unable to adequately prepare for return if this is never part of the counselling process and are unable to avail themselves of the possibilities for support if they are not informed about this. The result is an undesirable situation.

The situation is also not optimal for institutions providing shelter to these clients. Their ability to cope with clients has its limits. If a client no longer needs assistance and her right to access services ends then at some point her stay in the shelter must also end. This presents a difficult dilemma for shelters who do not want to end a client's stay without first being able to offer a decent alternative.

In the current core methodology used by institutions working with this target group,[1] there is no systematic inclusion of methods for broaching the subject of return and talking about return and related necessary support. The core methodology focuses on the different life domains of the client in the Netherlands and offers no pointers to help to deal with an uncertain residency in the Netherlands. At the policy level the Dutch Federation of Shelters has been in ongoing discussions with the Ministry of Security and Justice, the Repatriation and the Departure Service (DT&V) and the Ministry of Health, Welfare and Sport, in order to develop a joint approach to this issue. The result is the 'Safe Return for Victims of Trafficking and Victims of Domestic Violence without or with an Uncertain Residence Permit' project implemented between May 2013 and September 2014.

The main objective of the Safe Return project is to develop a methodology that makes it possible to broach the subject of return and reintegration in the country of origin as a possible future option for the client. The project is intended to support foreign victims of trafficking and of domestic violence who do not know if they want, or are able, to remain in the Netherlands. It provides the social worker with tools to raise this subject with confidence with the client, and not – as is currently often the case – from a sense of failure because they are unable to offer the client anything better. The methodology is called Safe Future. The name emphasises that the future of the client will be considered in the broadest sense, including looking at the option of return as a dignified alternative to a life in illegality. Safety is central. Clients who do indeed wish to leave receive pre-departure preparation assistance, and if possible they are supported in their reintegration in the country of origin by a local organisation.

1 The core methodology used by most Safe Return project partners is Strength and Recovery work. In some cases the 8-phase model is used.

In addition, experiences gained in the practical implementation of the developed methodology in this project have helped to build a picture of the factors that stimulate or hinder return. These results are incorporated in the final report of the Safe Return project that will be published simultaneously to the final methodology. Potential cooperating partners in the Netherlands and abroad are also mapped.

Along with the coordinating organisation, the Dutch Federation of Shelters, eleven partner organisations committed themselves to the Safe Return project. The partners are:

- CoMensha (Dutch Coordination Centre Traffic in Human Beings)
- Three Dutch categorical shelters for victims of trafficking: HVO Querido, Humanitas Rotterdam, Jade Care Group
- Three Dutch women's shelters:, Blijf Groep, Moviera, Het Kopland
- Pharos (Dutch expertise centre on migrants, refugees and asylum seekers)
- Dutch Foundation Religious against Trafficking in Women
- The Nigerian Committee of the Support of Dignity of Women (COSUDOW), specialised in providing shelter to returnee victims of trafficking from Nigeria
- Animus Association/La Strada, specialised in providing shelter to returnee victims of trafficking from Bulgaria

With the Safe Return project, and Safe Future methodology developed within the project, the sector, (the Dutch Federation of Shelters, her members and general partners involved in the project), takes responsibility for assisting clients with residency problems. By implementing the new methodology clients are supported to be able to make an informed choice about remaining in the Netherlands or returning to the country of origin. They are also supported to consider from within the various options how to optimally manage their own safety and that of any children. The approach is implemented in close cooperation with relevant network partners. In addition the project contributes to the improved cooperation and learning exchange between shelter and return organisations.

Implementing the Safe Future methodology offers clients a new perspective. By making it possible to talk about the future from the onset the clients can explore appropriate options early in the process and are able to prepare themselves for making a decision.

The Safe Return project was originally submitted to, and approved by, the European Return Fund (ERF). Support for the project was taken over by the Dutch Ministry of Security and Justice under the Migration Policy Department in order to be able to provide support to East-European (EU) victims. The project is co-financed by the Dutch Ministry of Health, Welfare and Sport and the municipalities of Amsterdam, Alkmaar, Arnhem, and Groningen in the Netherlands.

1.2 Target group and goal of the methodology

The target group of the Safe Return project are foreign victims of trafficking and victims of domestic violence and honour related violence that are not sure if they can remain in the Netherlands, clients with a so-called 'uncertain residency'.

This can apply to:

- **Foreign victims of trafficking** who fall under the trafficking regulations or are in another application procedure for obtaining a residence permit.

  In the Netherlands, foreign victims of trafficking that press charges against their traffickers are entitled to a temporary residence permit for the duration of the criminal investigation against their traffickers. After legal proceedings end clients should either return to their country of origin or apply for continued residency status on humanitarian grounds, but these are rarely granted. Consequently, practice shows that many of them have to take into account that they will receive a negative decision on their application.

- **Foreign victims of domestic or honour-related violence** for whom it will be difficult to obtain a residence permit in the Netherlands. In particular this is the case for clients who start the counselling process without a (valid) resident permit. It concerns clients that cannot (sufficiently) demonstrate that they have been victims of domestic violence or honour-related violence, or who for other reasons are not eligible for a residence permit. This can for example be the case if the Immigration and Naturalization Service considers that their stay in the Netherlands has been too short, that they have no ties with the Netherlands and/or they can return safely to their country of origin.

  The majority of victims with a dependent residence permit (when their residence status is related to their partner or family) are eligible for an independent residence permit if they can demonstrate the domestic or honour-related violence. Still, also for these clients it is advised to explore whether they wish to return to their country of origin and, if this is the case, to inform her about possible support. Also for these clients the Safe Future instruments and possibilities can be applied to prepare them for return and support their reintegration.

Consequently, it is important to thoroughly assess the rights and opportunities of the client at the start of the counselling process and to discuss with the client her/his wishes regarding residency in the Netherlands or in the country of origin.

Safe Future can help clients to evaluate their options for the future in the Netherlands and the country of origin and to reach an informed decision as a result.

The legal status of the different members of the target group is discussed further in section 2.2.

Goal of the methodology

The goal of the methodology is to support clients to be able to make an informed choice and to be able to optimally manage their own safety in relation to this choice. In light of the uncertain residency of the client in the Netherlands, and the anticipated difficulties associated with an illegal stay, prospects for the future in the Netherlands, and in the country of origin, are raised for discussion. The aim of this is to prepare the client to be able to make an informed choice when it is necessary, and given the context, about what the best and safest option is for her and any children she may have. Safe Future offers tools for critically exploring return as a dignified alternative, in cooperation with network partners in the Netherlands and partner organisations in the country of origin[2]. If clients do indeed wish to return they will receive pre-departure preparation assistance. Following return to the country of origin, where possible and if desired, they are supported by the partner organisation in their reintegration process. The strengths-based methodology is a common thread in the counselling provided in the Netherlands and in the country of origin.

Safe Future is a strengths-based methodology which focuses on the attitudes, knowledge and skills of the social worker to assist clients by:

- Exploration of future options and raising the subject of return
- Helping to prepare them for return to the country of origin
- Providing support for reintegration in the country of origin

Safe Future supports social workers in the Netherlands and in the countries of origin. In the Netherlands it can be used to complement the core methodology in use in institutions. In countries of origin it can be used to complement their own methodologies of strengths-based service provision to clients while supporting them in the reintegration process.

2 For this project there was cooperation with partner organisations in Nigeria en Bulgaria. For clients from other countries, the kind of support that is available is investigated on a case basis through the networks of return organisations and the networks of the partner organisations. It is the intention to expand the network of local organisations in the future.

1.3 Developing and adapting the methodology

During the period from May to September 2013 the first draft methodology 'Safe Future' was developed along with practical tools to help broach the subject of return to country of origin with victims of trafficking and domestic violence. A meeting to launch the project was held with all the international and national project partners in early July 2013 helping to establish a broad platform of support for the further development of the methodology. During the meeting attention was paid to the needs of social workers and the reasons why they found it difficult to raise the topic of return. The results from this meeting are highlighted in chapter four on working relationships. Network partners such as the Repatriation and the Departure Service (DT&V), International Organisation for Migration (IOM), Maatwerk bij Terugkeer and Fier Fryslân also provide input at this meeting.

The Netherlands section of Safe Future is built on the methods found in the Facing Return methodology[3] developed by Pharos for asylum seekers who are facing a return migration. The instruments from Facing Return have been somewhat adapted and incorporated into Safe Future. That said, Safe Future builds on the strengths-based methodology being used within women's shelters and some categorical shelters for trafficking victims in the Netherlands and fits well with empowerment-based approaches implemented by international partner organisations in the project. Those parts pertaining to reintegration in the country of origin are built on the National Mechanism for Referral in Bulgaria, initiated by project partner Animus Association/La Strada Bulgaria[4] and on the strengths-based approaches of the partner organisations. The strengths-based method is a common thread in the Safe Future methodology and forms the basis for counselling support in the Netherlands and in the countries of origin.

Two key individuals from each project organisation partner were involved in the development of the methodology. These are experienced social workers and/or trainers with knowledge of the target group. They not only provided input for development of the methodology, but also trained social workers from project organisations in the Netherlands, Bulgaria, and Nigeria.[5] In September and October of 2013 social workers from project organisations in the Netherlands received training in using the methodology in close cooperation with Pharos. Afterwards it was put into practice in three participating women's shelters, (Moviera, Blijf Groep en Het Kopland), and three categorical shelters for victims of trafficking, (COSM's: PMW Rotterdam/Stichting Humanitas, HVO Querido en Jade Zorggroep) from October 2013 to the end of September 2014. It should be noted that the underlying principles behind the new methodology were already being implemented within the women's shelters since June 2013. CoMensha has also implemented the methodology in their contacts with (counsellors of) clients.

Social workers from the international partner organisations received training in applying the methodological principles of strengths-based counselling for the reintegration of returnee victims in March and April of 2014. These trainings took place in Nigeria with COSUDOW and in Bulgaria with Animus Association/La Strada Bulgaria.

Throughout the entire project period feedback was gathered from key individuals and social workers, who began using the methodology in their work. Other network partners and experts also contributed their input. Fier Fryslân and The Salvation Army provided feedback on the draft methodology. Training bureau Sterk op het Werk[6] provided external expert advice and consultation with regard to chapter 4. Expert knowledge was also sought from the IOM, Stichting Maatwerk bij Terugkeer, Bridge to Better, Stichting Wereldwijd, and Stichting LOS (National support centre for undocumented migrants/Landelijk Ongedocumenteerden Steunpunt).

On the basis of experience and knowledge gained during the pilot phase, the methodology was adapted and from October 2014 it is available in its final form to other organisations working with this target group.

3 Facing Return: An approach for psychosocial assistance to (former) asylum seekers and undocumented migrants, Diana Geraci, Pharos, 2011

4 National Mechanism for Referral and Support of Trafficked Persons in Bulgaria, Sofia (2010)

5 See the appendices for the list of key individuals.

6 Sterk op het Werk (Strong at Work), provides (physical and mental) assertiveness training for clients in women's shelters, and coaching and supervision for social workers and managers within shelter and care institutions. www.sterkophetwerk.eu (NL)

1.4 Underlying principles

The Safe Future methodology is based on a set of underlying principles described briefly below.

Human rights-based approach

Safe Future follows a human rights-based approach. This means that counselling provided to this target group is founded in the rights and obligations as described in international human rights treaties. One essential aspect of this is that the interests of victims and the counselling assistance are the priority and may not be made subordinate to the interests of the justice system in locating and prosecuting offenders.

The international La Strada network has elaborated crucial elements of a rights-based approach for victims of trafficking, which are also valid for victims of domestic violence and/or honour violence. It stipulates that a rights-based approach:

- Is based on the recognition that trafficking in persons is both a cause and effect of the violation of human rights
- Is based on the recognition that states are accountable for violations of human rights, including forced labour and practices akin to slavery
- Allows the root causes of trafficking, such as gender and ethnic discrimination, to be addressed by empowering potential victims
- Addresses the consequences of trafficking by promoting respect for the protection of the human rights of trafficked persons and by opposing the use of trafficked persons solely as instruments for the prosecution
- Includes assistance and support of trafficked persons so as to allow them to regain control over their lives and reduce the risk of re-trafficking
- Opposes anti-trafficking measures which adversely affect or infringe upon the human rights of trafficked persons or other affected groups; it integrates the norms, standards and principles of the international human-rights system into legislation, policies, programs and processes.

Within the scope of the Safe Return project a social map has been developed of supporting organisations in the countries of origin. Only those organisations that adhere to the rights based approach have been incorporated into the social map.

Voluntary return

The Safe Future methodology helps clients to make an informed choice and respects the choice they may eventually make. The methodology supports voluntary return. Its focus then is on people who make an independent decision to return. Even if they would have preferred to stay in the Netherlands and the choice to still leave is motivated because there are no (more) possibilities for legal residence, they choose to work on preparing for return. This could be people who are still in the application process for residency, people who must leave, or people who have a residence permit but still decide to return.

The Repatriation and the Departure Service (DT&V) of the Netherlands government uses the term 'independent' return instead of voluntary return because the degree of 'voluntariness' can be questioned for the group that no longer has the legal right to stay in the Netherlands and who are then obligated to leave the country.[7]

If someone who (no longer) has the legal right to remain in the Netherlands does not leave independently, the government can force them to leave. This is called forced return. The government then takes responsibility for deporting the foreigner. Safe Future does not focus on this group.

7 Terugkeervoorzieningen bij vrijwillige terugkeer voor vreemdelingen zonder verblijfsvergunning in vergelijkend perspectief, Beltman, D., Sdu Uitgevers (2012)

Legal rights

The legal residency status of victims of domestic violence, honour-related violence, and trafficking is laid down in laws and regulations. These offer victims the possibility of gaining a residence permit if certain conditions are met. An underlying principle of the Safe Future methodology is that organisations providing services to victims are aware of these laws and regulations and offer appropriate assistance enabling clients to exercise their rights.

Clear information

It is considered important that victims are well informed as to what is possible and impossible so they are able to make decisions on the basis of clear information about an eventual return or to stay in the Netherlands. In addition, it is essential that there is clarity and transparency about what organisations can and cannot offer victims.

1.5 Terms and definitions

Trafficking in human beings

The National Rapporteur on Trafficking in Human Beings (Nationaal Rapporteur Mensenhandel (NRM)) defines trafficking as: "forcibly recruiting, transporting, moving, accommodating or sheltering another person with the intention of exploiting that other person. (The intention of) exploitation is at the core of human trafficking."[8] This definition is based on the UN Palermo Protocol (2000) which is used as the international standard definition of trafficking. Human trafficking can occur in several ways. Article 2.3 in the 2011/36/EU Directive of the European Parliament outlines five forms of exploitation, where such means as coercion induce victims to act:

- Sexual services
- 'Forced' labour or services
- Begging
- Criminal activities
- The removal of organs

In the Netherlands the crime of human trafficking is outlined in Article 273f of the Penal Code.

Domestic violence (including honour-related violence)

The Government of the Netherlands defines domestic violence as: violence committed by someone within the domestic sphere of the victim. The domestic sphere includes: (former) partners, family members, relatives, and housemates. The term 'domestic' refers to the relationship between offender and victim, whereby there is often a dependency relationship. Domestic violence may be physical, sexual, and psychological in nature, including threats and stalking. Domestic violence does not only mean violence committed within the home but also includes offences committed whereby (former) partners, family members, relatives, and housemates cause harm to each other outside the home. It can also be directed towards children, against adult men and women, as well as the elderly. Forms of domestic violence are: intimate partner violence, former partner violence, child abuse, elderly abuse, female genital mutilation, and honour-related violence.

Honour-related violence is psychological or physical violence justified as necessary to repair the damaged honour of the family. Honour killing is the most extreme form of honour-related violence. The term honour killing refers to the murder of an individual because they are considered to have offended the honour of the family. There are different forms of honour-related violence: psychological pressure (degradation and threats), abuse, forced marriage (forcing someone to marry against his or her wishes with a partner they did not choose), abandonment, and honour-killing (murder). In most cases victims of honour-related violence are girls and women, but boys and men can also be victims. For example, if a man has an affair with a married woman, does not agree to an arranged marriage, is homosexual, or refuses to participate in committing honour-related violence against another. In contrast, women may also be actively involved in (violent) forms of restoring honour. The family of the victim plays an important role in honour-related violence: more often than not they agree to it, and sometimes actively participate in the honour cleansing.

8 http://www.hetccv.nl/dossiers/Mensenhandel/achtergrond (NL)

Victim

In this methodology the term victim is used often. The term refers to the situation of exploitation and violence as formulated above under the term trafficking in human beings. The term does not refer to the experience of those who are involved, nor is it an opinion of the authors of this methodology about the state of well-being of those involved. There can be some drawbacks in using the term 'victim' as it risks reinforcing stereotypical notions about victims as pitiful and vulnerable people who need rescuing. Victims are not seen in this way within the Safe Future methodology. They are recognised as a diverse group of women and men who were in a situation of exploitation and/or domestic violence and who will all deal with this in their own way. They have survived the violence and exploitation, and by rediscovering their strengths (again), they are able to break free of the situation and once again regain control of their lives. The term victim does little justice to the diversity of experiences, but it does refer to a shared experience where because of violence and/or exploitation individuals lose control over their lives to a greater or lesser degree. This loss of control and the feeling of powerlessness that this creates is a core experience of these victims. The more people regain control over their lives, the less appropriate the term victim. 'Survivor' is also often used; it emphasises the strength of victims to be able to rise above the situation of exploitation and take control over their own lives.

Strengths-based method

This is a method of working where the professional tries to connect to the strengths and drive of the client in order to empower her to gain more control over her actions and the situation. The practitioner focuses on the capabilities of client and what she wants. She tries to nurture the client's confidence in their own capabilities and helps her to gain insight into her personal and social resources of support. She supports her to use these social resources to secure her own safety and that of her children and to achieve the changes she wants to see happen.

1.6 Inspiration for the methodology

Safe Future is a strengths-based methodology used to explore future options with foreign victims of trafficking and foreign victims of domestic violence who are uncertain if they will be able to stay in the Netherlands. To this regard return is explored as a possible option, and those who want to return are assisted in the pre-departure preparations and in the reintegration in the country of origin.

Safe Future builds on:

- 'Facing Return' by Pharos: a methodology for supporting (former) asylum seekers returning to their countries of origin. The Facing Return methodology ends with making a personal action plan for return while Safe Future covers the entire trajectory, from arriving in the shelter in the Netherlands to reintegration in the country of origin.
- The strengths-based approach implemented in counselling victims of trafficking and domestic violence in the Netherlands. In the women's shelters this is called the Strengths method and in (some of) the categorical shelters it is called the Recovery method.[9] The recovery-based methodology originated from the strengths-based approach of Rapp and Goscha,[10] and is adapted for the Netherlands context by Professor Judith Wolf. The Strengths method is an approach suited to the specific needs of victims of domestic violence while the Recovery method is an approach suited to the specific needs of vulnerable people in social care. Both focus on recovery in the context of the Netherlands.

9 Krachtwerk, basismethodiek in de Vrouwenopvang, J. Wolf en C. Jansen, Onderzoekscentrum Maatschappelijke Zorg, UMC St. Radboud, (2011); Herstelwerk, een krachtgerichte basismethodiek voor kwetsbare mensen. Nijmegen: Onderzoekscentrum maatschappelijke zorg, Wolf, J., (2012)

10 The Strengths model, A Recovery-Oriented Approach to Mental Health, Third edition, Rapp, C.A., Goscha, R.J. Oxford University Press, (2012)

1.7 Composition of this report

Chapter One provides background information about how this methodology came to be and describes the underlying principles.

Chapter Two describes the target group and the context within which the methodology is used. It highlights the relevant laws and regulations, shelter services and counselling in the Netherlands and the organisations in the Netherlands involved in providing return assistance. The second part of this chapter describes the organisations involved in the international context regarding return and reintegration in the countries of origin. In addition, it details how the international network would ideally be shaped to support safe return: which services should organisations ideally offer, and what should the underlying vision and principles ideally be?

Chapter Three looks at which factors play a role in thinking about the future and in the decision-making process about an eventual return to the country of origin. It also looks at those factors which support sustainable return to, and reintegration in, the country of origin. Or in other words, which factors play a role in preventing someone from being re-victimised. In this theoretical chapter the foundation is laid for working with the instruments used in the Safe Future methodology.

Chapter Four covers the working relationship between the social worker and the client as the basis for effective assistance and as the basis for making it possible to talk about return openly as one of the future options to explore during counselling in the Netherlands.

Chapters Five, Six, and Seven are the methodology chapters. Chapter five describes how different future options can be explored with foreign clients who are still uncertain about their residency in the Netherlands. At the heart of this chapter are the instruments which can be used to raise and explore the subject of return as one available option; with the goal of assisting clients in their decision-making process. The different instruments are used to complement the core methodology used in the shelter. The main aim of the instruments is to assist the client to be able to make an informed decision.

Chapter six and seven cover the trajectory of return to, and reintegration in, the country of origin for those who voluntarily decide to return. Chapter six describes the development of the Personal Plan for Return and finally, chapter seven provides strengths-based guidelines for reintegration in the country of origin.

And so the circle is complete, the strengths-based counselling begins when someone enters the shelter in the Netherlands and continues in the country of origin following return. Where chapter five primarily brings additional support to the strengths-based core methodology, making it possible to raise the subject of return as a possible future option, chapter seven provides methodical support to the strengths-based approach after return. In addition, chapter seven also outlines the services that are available or should be available if clients, after an often difficult and traumatic time abroad, decide to return to their home country.

Finally, a comment about language: For the sake of readability, where clients are referred to by using the words ‘she’ and ‘her’, this should be read to also include ‘he’ and ‘his’.

Chapter 2 The context

Chapter structure

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2.1 The target group

Victims of trafficking

Worldwide the majority of identified victims of trafficking were involved in sexual exploitation. More than a third of all cases are a situation of labour exploitation and in almost two-thirds of the cases the victim of trafficking is a woman.[11]

Trafficking can take place internally or across borders. Safe Future focuses on the counselling provided to victims from outside of the Netherlands. They come from a long list of countries. In the Netherlands clients from Bulgaria and Nigeria are in the 'top 5', with Hungary, Romania, Sierra Leone, and Guinea also high up on the list and followed by countries such as China, Poland and the Philippines.[12]

In the countries of origin, poverty, unemployment, gender inequality, or traditional power structures, are often the reasons behind people falling into the hands of traffickers. In destination countries the demand for cheap labour plays an important role, as well as the fact that traffickers see opportunities to put victims to work in circuits where there is a lack of oversight or which are out of sight of the police and the judiciary.

Victims of sexual exploitation are mostly women and girls, but it can also affect boys and men. According to statistics from CoMensha, 79% of female victims of trafficking are exploited in the sex sector. The majority of male victims are exploited in the labour sector, but 23% are victims of sexual exploitation.[13]

Victims of trafficking frequently accept work under false pretences only to discover afterward that they are forced to work under conditions which they never could have imagined. Some victims of sexual exploitation knew they would work as prostitutes but not under which circumstances. They are often subjected to exploitive practices such as the use of threat and violence to force them to work seven days per week and 12 to 16 hours per day, having their freedom of movement restricted, and being under constant control. Victims are also often manipulated into a situation of debt by traffickers, who invent costs that must be repaid. They feel forced to hand over almost all of their earnings to their traffickers and pay much more to them than was agreed. Threats of violence against them or their family ensures that is difficult for victims to get out of the situation.

Outside of the sex sector there are countless examples of victims who accepted work under false promises who then find themselves in a situation of exploitation. This involves sectors such as agriculture and horticulture, the hospitality industry, cleaning work, domestic labour, and other sectors. Victims of trafficking are kept in the situation of exploitation by using various tactics. Often multiple forms of coercion are used: confiscating passports, threats, physical (including sexual) violence, captivity, forced abortion, threats to family, and intimidation through ritual practices. A study conducted by Intervict indicates that in cases of sexual exploitation confiscating a person's passport, threats, and threatening family members with physical violence is more frequently common. Coercion through captivity happens more often in non-sexual forms of labour exploitation. The research suggest that in cases of sexual exploitation there is often an arsenal of methods used to terrorise victims such that it makes holding someone captive unnecessary. In labour exploitation captivity is a means to prevent escape.[14]

11 IND, Ministry of Security and Justice 2014
12 CoMensha data
13 CoMensha 2012
14 Mensenhandel: het slachtofferperspectief. Een verkennende studie naar behoeften en belangen van slachtoffers mensenhandel in Nederland. Rijken,C., Dijk, v.J., Klerx-van Mierlo,F., International Victimology Institute, University of Tilburg (Intervict, 2013)

Victims of trafficking come to the attention of police and/or social services in different ways: contact with police is often the result of a raid, sometimes victims are picked up on the street. Sometimes victims go to the police after they have managed to escape on their own, while in other cases they are brought to the police by a client, or another third party. Contact with social services also happens through many different avenues. Often it is the police who register them with CoMensha, at which point CoMensha looks for an appropriate shelter space. Contact with ambulant services happens through even more diverse routes: this can be via a shelter organisation, but it may also be through churches, refugee organisations, and organisations that offer assistance to undocumented migrants. Doctors and others may also bring victims in contact with support services. Research shows that African victims are more likely to attempt escape and then go to police or to support services than to be found by the police.[15]

Victims of non-sexual labour exploitation come into contact with support services via inspections conducted by the Ministry of Social Affairs and Employment, usually after a workplace raid, or they initiate contact themselves after receiving information from others. If they contact the union to enquire about their status under labour law they may be brought into contact with support services through the union.

Victims of domestic violence

If victims of domestic violence or honour-related violence are dependent on their partner for their residence permit then they face a difficult barrier to getting away from an unsafe situation. The fear of not being able to remain in the Netherlands is even greater if there are children in the Netherlands. Victims are often in a very dependent situation on their partner and/or in-laws. Besides the partner, the family (in-law) can also be violent toward the victim. Most often this happens to women, but there are also men who experience violence or threat of violence by their partner or family (in-law).[16]

Foreign victims of domestic and honour-related violence on a partner dependent residence permit may be eligible for an independent residence permit if they can show that there is evidence of domestic violence in the relationship. In practice, the application for residency is successful in the majority of the cases.

Things are more complicated for victims of domestic violence who reside in the Netherlands without a residence permit. It could be that they entered the Netherlands without valid papers, or that their partner did not apply for a residence permit, or missed the deadline to extend a residence permit. In order to be eligible for an independent residence permit they must among other things also be able to prove that it would be unsafe to return to their country of origin. This is discussed further in section 2.2.

Domestic violence and trafficking

Domestic violence in the country of origin can be a factor leading someone into a situation of trafficking. In many countries victims of domestic violence and female genital mutilation cannot rely on the state for protection. Among the victims of trafficking in the shelter system in the Netherlands, there are women who tried to flee a situation of domestic violence or threat of female genital mutilation in their country of origin, who ended up in the hands of traffickers promising them a better life.

15 Ibid

16 Because of the strong social taboo around violence against men there is much less known about the scope of the problem but that domestic violence affects men who are abused by their wife or male partner is a fact. It also affects men who are victims honour-related violence, for example, men who 'come out of the closet' as homosexual, or men who refuse to participate in honour revenge and are therefore in danger of becoming victims of honour-related violence. In general there are few statistics available about male victims of domestic violence with a partner dependent residency status or who are without the legal right of residency but it can be assumed that this issue also plays a role with this group.

A victim from Sierra Leone:

> *"It is normal for women to experience violence in their family. In my family there was also a lot of violence. My uncle murdered my niece because she refused to enter into an arranged marriage. He beat her so badly that she had to go to the hospital where she died. This same uncle forced me to marry my husband. When I refused him he beat me badly and so I did marry. When my husband died my uncle wanted to force me to marry the older brother of my husband. I did not want to so he beat me badly again. That is where this scar on my face is from. I was also meant to undergo female circumcision. With the help of God I have been able to avoid that until now but my uncle will never accept it. I ran away. S. promised to help me if I went with him to Europe. I believed in his noble intentions."*

A victim from Nigeria:

> *"Where I come from it is normal to circumcise girls when they are around the age of two. That happened to me too, but because it was not done properly I had to be circumcised again when I was eight. My first daughter was also circumcised according to our tradition but she lost a lot of blood during the circumcision and died. When I had a second daughter I did not want her to be circumcised and decided to flee."*

Exploitation within marriage

Reports of the National Rapporteur on Trafficking indicate that marriage can also play a role in trafficking in the Netherlands. The rapporteur states: "'Brides' in marriages that are not based on consensus constitute a high-risk group for human trafficking. A marriage that the bride and groom initially enter into consensually can later result in a situation of exploitation, if it emerges in retrospect that the groom or his family wants to use the bride as a 'domestic slave', for example. The degree to which there is consent to the choice of partner varies in forced marriages. A forced marriage is defined as a religious or legal marriage in which the (preparatory) negotiations of marriage have taken place against the free will of at least one of the marriage candidates and to which consent has been given under a certain kind of force. There are also different manifestations of forced marriages, one of the most common being the marriage arranged by family members. This is a marriage where the parents seek a partner for their child. The degree to which the child is able to influence this process or have a say in the choice of partner varies from considerable to very limited. Women or men who become the victim of exploitation in a marriage are extremely vulnerable because the exploitation occurs within the domestic sphere – concealed from the outside world. Further, that victims of exploitation in marriage usually come from abroad and therefore do not speak the language very well, or know how to approach agencies, makes this group particularly vulnerable to exploitation."[17] That applies to an even greater degree for those staying without a residence permit in the Netherlands. How victims eventually find their way to support services varies from situation to situation. In her report the National Rapporteur gives an example of an 'imported bride' who managed to escape from her situation after attending a citizenship course and seeing a film about two women who had been mistreated and locked up for years.[18]

2.2 The Netherlands context

Law and regulation regarding trafficking

Victims or witnesses of trafficking without a residence permit fall under a special regulation: the Victims of trafficking regulation, formerly the B9 regulation, now called the B8/3 Vc. regulation, (laid down in Chapter B8 of the Aliens Act Implementation Guidelines). This determines that victims have the right to a three-month reflection period to consider whether they will make a statement to police. The reflection period is designed to allow the victim time to recover and to come to a carefully weighed decision about this or whether they will cooperate in the investigation in another way. During this period victims are legally in the Netherlands and have the right to shelter, and the right to receive RvB

17 The Seventh report of the Dutch National Rapporteur on Trafficking. C.E. Dettmeijer-Vermeulen (2009)
18 Ibid

financial assistance[19]. If the victim decides to press charges against her trafficker the Immigration and Naturalisation Service (IND) extends the (presumed) victim a temporary residence permit for the duration of the investigation and prosecution process. If the victim is of the opinion that returning to the country of origin presents unacceptable consequences for her she can, after receiving a temporary residence permit, apply for a non-temporary residence permit on humanitarian grounds. This was previously known as a 'continued residence'. The IND can extend this residence permit based on the individual circumstances and providing that at least the following three factors are met: (1) risk of reprisals and the degree of protection against reprisals that the authorities in the country of origin are prepared and in a position to offer, (2) risk of persecution in the country of origin, and (3) the possibilities for social and community reintegration in the country of origin.

Law and regulation regarding domestic violence and/or honour-related violence

Victims of domestic and/or honour-related violence with a dependent residence permit (dependent on a partner or parents) may be eligible for an independent residence permit. They must make either a report or notification to the police and/or be able to show a statement from social services, or make a plausible claim that there is a case of domestic violence. They can then obtain a residence permit for five years.

Victims of domestic violence in the Netherlands without a valid residence permit may also be eligible for a residence permit. They must be able to show that there is a case of domestic violence and show that they would be unable to escape the threat of violence in the country of origin. If successful, they can obtain a residence permit for one year after which an investigation will be conducted to determine if the threat to safety is still present.

Each case is judged on its own merits. Factors that may play a role in the determination are:

- Connections to the Netherlands through family, work, studies, or otherwise
- The social status of women
- Whether someone can evade (the threat of) violence in the country of origin
- Whether someone can manage on their own as an individual in the country of origin
- If it is possible to get family shelter in the country of origin
- If there has been evidence of (sexual) violence
- If there are children who were born in the Netherlands and who go to school here
- If children will be able to continue their (school) education in the country of origin
- If the children have Netherlands nationality

Victims of honour-related violence without a valid residence permit may be eligible for a residence permit in connection to the honour-related violence. If there is evidence of threat with honour-related violence in the Netherlands and the country of origin, then she may be eligible for a residence permit for one year after which an investigation will be conducted to determine if the threat to safety is still present.

If the threat of domestic or honour-related violence is only present in the Netherlands and the victim is able to settle safely in the country of origin then it may be that she will not be permitted to remain in the Netherlands. Each case is judged on its own merits.

Children

The determination process, to see whether a victim of domestic violence without a residence permit is eligible for a residence permit, always includes looking if there are children involved and/or if the victim may have rights under Article 8 of the European Convention on Human Rights (right to respect for private and family life). Then a balancing of interests is made, where the interests of the children and their right to family life is an important factor taken into account. It will also be assessed whether there are any objective obstacles to the possibility of re-establishing family life outside of the Netherlands.

19 The Regulations for the provisions for particular categories of foreign nationals (RvB) is a monthly benefit for the provision of the necessities of life. RvB benefits are administered through the Central Agency for the Reception of Asylum Seekers (COA).

Shelter

Depending on the situation of the client there are different forms of shelter provision for victims of trafficking and domestic violence:

- **Categorical shelters for victims of trafficking** (COSM): since 2010 there are three facilities for categorical shelter available that focus on providing (frontline) shelter and counselling to victims of trafficking: Jade Zorggroep in Assen (men's shelter), HVO Querido in Amsterdam, and PMW Rotterdam/Stichting Humanitas in Rotterdam. HVO Querido and PMW Rotterdam/Stichting Humanitas offer shelter mainly to women, and ambulant services to women and men. The conditions to be able to be placed in a categorical shelter are whether the possible victim is an adult, is in the reflection period, has not yet made a report to police, and does not possess Netherlands citizenship.
- **Regular shelter**: this is mainly women's shelters which more recently also have facilities for male victims of domestic violence and trafficking.[20] Next to shelter, ambulant support is also offered to women, men, and families to help with recovery and to restore safety after domestic violence. The target group of women's shelters is comprised mainly of victims of domestic violence. In addition, women's shelters also offer assistance to victims of trafficking. A few shelters have specialised in this area.
- Along with the women's shelters other **social institutions providing shelter** also play a role. Their main focus is shelter provision to the homeless but victims of trafficking and domestic violence sometimes also stay in these shelters.
- **Emergency shelter**: this is temporary emergency shelter (for people without valid papers), offered by individuals or religious organisations motivated by social responsibility. If people have ended up here it is usually because they have no right to official services and there is no prospect of legal residency in the Netherlands. What these organisations are able to offer is limited.
- **Family locations** (GL) or restrictive accommodation locations (VBL) are basic COA-facilities where asylum seekers who have been refused residency are offered so-called accommodation. In these locations the assumption is that the asylum seeker is responsible for their departure from the Netherlands if they have no (more) right to remain. Family locations are intended for families with minor children, who no longer have a legal right to stay or who are in an application process that provides no rights to COA-facilities under the RvA 2005 provision. VBL is for foreign nationals without children who have been refused a residence permit and who are in the last phase prior to departure to the country of origin. Placement in a VBL or family location happens after a determination by the DT&V, which imposes a freedom restricting measure on the foreign national under Article 56 Vw 2000. The assistance within the VBL and family locations is focused on repatriation to the country of origin. The duration of stay depends on the individual situation. Within the VBL it is assumed that, in principle, the foreign national will leave within 12 weeks of entering the facility. The accommodation of families with minor children in a family location ends when the family leaves the Netherlands or the youngest child in the family turns eighteen.

Counselling

Service provision in the women's shelters, and in (some of) the categorical shelters, is based on the principles of the strengths-based approach. In the women's shelters this is called the Strengths Method and the categorical shelters it is called the Recovery Method. The strengths-based approach is currently employed in many areas of social services. This approach is characterised by its positive outlook: focusing attention on wishes and possibilities rather than problems. Supporting people to get control over their situation, by highlighting their strengths and qualities and mobilising these to achieve the change they desire.

20 Since 2008 the four largest cities offer shelter space for male victims of domestic violence, honour-related violence and trafficking. In that framework over the last few years a gender specific method has been developed for male victims of violence in dependent relationships. This builds on the general principles of strengths-based methods and offers tools for dealing with gender specific aspects in assistance to male victims. Moviera: methodische richtlijnen voor een genderspecifieke begeleiding van mannelijke slachtoffers van geweld in afhankelijkheidsrelaties (2014)

From research[21] it appears that while social workers and clients value the strengths-based approach in general, they find it inadequate for clients with residency problems. Although using a strengths-based approach is not bound by the background of the client, in practice, social workers have difficulty applying it in the case of clients who do not know yet if they can stay in the Netherlands.

The Safe Future methodology supports social workers to deal with this predicament. It offers tools which, in light of the uncertainty over residency, offer a way to explore the different future options with a strengths focus and to support clients to be able to make their own choices. Social workers who do not yet work with a strengths-based methodology can supplement their own core methodology by using the instruments to raise the topic of return. The experience during the Safe Return project was that this stimulated enthusiasm for strengths-based working in general.

Support for return

If the Netherlands sends a victim back to the country of origin they are subject to a number of international agreements in order to ensure a safe return for victims. The preference must be for voluntary return. Because the return of a victim of trafficking or domestic/honour-related violence is not always without risk, it must happen with the utmost regard for the rights, safety, and dignity of that person. According to these international agreements it is not enough to simply ensure safe return to the country of origin, there also needs to be possibilities offered for reintegration into society in the country where the victim returns to.[22]

In the Netherlands different organisations are involved in the (preparations for) return of victims of trafficking and domestic violence. Which organisation can/must play a role is determined for each situation:

- Immigration and Naturalisation Service (IND): foreign nationals must apply for a permit in order to remain in the Netherlands. The IND checks to determine if the applicant satisfies the conditions for obtaining a residence permit. At various IND locations 'gender' specialists are available for the evaluation of applications for permits made by victims of 'gender based violence', including trafficking, domestic and honour-related violence, and female genital mutilation.
- DT&V: the Repatriation and the Departure Service is the implementing body for the return policies of the government. The DT&V evaluates on an individual basis what the possibilities and conditions are for the departure from the Netherlands. Every foreign national who comes under the responsibility of the DT&V is assigned a case manager. This person leads, among other things, discussions about return with the foreign national, makes a tailor-made plan for return, if necessary, arranges for temporary travel documents 'laissez-passer', and maintains contact with network partners, social support organisations, and legal advisors. The DT&V is also responsible for evaluating whether someone meets the criteria for placement in a VBL or family location.
- COA: Central Agency for the Reception of Asylum Seekers houses and assists asylum seekers. The COA manages different types of shelter locations including family locations (see above under shelter).
- IOM: International Organization for Migration is an intergovernmental organisation established to assist governments in the area of migration and to support migrants in the migration process. One of the activities of the IOM is to offer support to migrants who want to voluntarily return to the country of origin. The support focuses on sustainable reintegration and involves providing information and counselling, arranging travel and travel documents, as well as stimulating reintegration. The IOM has an international network through which individual support for reintegration can be offered, for example, by helping with setting up income generating activities or providing financing for training. There is specific assistance for special target groups, including, victims of trafficking. The IOM can offer individual mediation, depending on the concrete need and the services available in the country of origin. For example, this could be for temporary shelter along with assistance with

21 Slachtoffers mensenhandel: een krachtige terugkeer, Sanderman, A. en Kusters, R. Afstudeeropdracht Maatschappelijk Werk en Dienstverlening, Academie voor Sociale Studies, Hanzehogeschool Groningen (2013)
See also: Cahier 2012-14, Evaluatie van de pilot 'Categorale Opvang voor Slachtoffers van Mensenhandel', M. van Londen, L. Hagen, m.m.v. N. Brenninkmeijer; WODC, Ministerie van Veiligheid en Justitie (2012), and see also: "Ver Vertrouwen, hoe hulpverleners in de begeleiding aan slachtoffers mensenhandel terugkeer naar het land van herkomst bespreekbaar kunnen maken", eindscriptie voor de opleiding maatschappelijk werk en dienstverlening, Christelijke Hogeschool Ede, N. Maris en M. Weijs-de Jong (2011)

22 In the 9th trafficking report for the Netherlands (2013) the relevant agreements are referred to, for example, under art. 8 VN-Protocol regarding the prevention, suppression, and punishment of human trafficking, in particular of women and children, supplementing the United Nations Convention against cross-border organised crime (New York, 15 November 2000), Trb. 2001, 69 and 2004, 35 (VN Palermo Protocol); art. 16 Convention of the Council of Europe Convention against Trafficking in Human Beings (Warsaw, May 16, 2005)

reintegration. In order to be able to offer the best possible support the IOM signed a covenant with Fairwork, Foundation of the Religious against Trafficking in Women (SRTV), and CoMensha (Dutch Coordination Centre Against Human Trafficking) to be able to take advantage of each others networks in order to meet the needs of victims.

- Community organisations (non-governmental organisations) that offer support to asylum seekers who have been refused stay and undocumented migrants who want to return to the country of origin. Victims of trafficking are a special target group. These include for example, Maatwerk bij Terugkeer (Mediation Agency for Return), Wereldwijd, and Bridge to Better:
- Maatwerk bij Terugkeer: asylum seekers who have been refused stay, undocumented migrants, but also victims of trafficking and/or domestic violence can go to Maatwerk bij Terugkeer for information and counselling for return. Based on their wishes and the (im)possibilities in their country of origin, they receive appropriate support for their reintegration, for example, to find housing, medical (after)care, or in setting up a business. For a maximum of one year Maatwerk bij Terugkeer keeps an eye on the person concerned to check how the reintegration process is going. This happens in close cooperation with local partner organisations in more than forty countries.
- WereldWijd manages the project "World Tools Plus" which helps clients carefully prepare to return to their country of origin wherever that is in the world. World Tools Plus helps with making and implementing a plan, for example, to be able to start a business. Based on this plan an evaluation is made as to what steps are necessary for this, (training, contacting other organisations, etc.) As well as which 'TOOLS' are required, (materials, tools, and equipment). Used hand tools, machines, equipment, and or materials are repaired by the client and volunteers and later packed in a shipping crate to send to the country of origin. If training is necessary then a course trajectory is agreed to in consultation.
- Bridge to Better offers counselling to people who cannot stay in the Netherlands who want to return; with a special empowerment trajectory and coaching sessions. Attention is given to issues of trauma and very vulnerable people. Clients are also counselled in how they, given their situation, can return to their family, who may or may not know about their experiences in the Netherlands. Bridge to Better works together with medical teams in the Netherlands when necessary. Also following return to the country of origin, Bridge to Better ensures proper follow-up and counselling. They have contact in approximately seventy countries.

The Safe Future methodology brings the world of social services and the world of return organisations together, benefitting clients with residency problems. For information about the aims and methods of working of the different organisation refer to the social map in the appendices.

2.3 The international context

Involved organisations

In general there are also organisations involved with return and reintegration of victims of trafficking and domestic violence in the countries of origin. Aside from the International Organization for Migration (IOM) there are government institutions and community organisations (NGOs). Ideally at the local level there will be community organisations involved with knowledge of the target group that can offer (temporary) shelter and support for reintegration.

Within the context of this methodology it is important to point out that there is cooperation in the Safe Return project with partner organisations in Nigeria and Bulgaria, two countries where many victims of trafficking are from. These organisations – working from a human rights approach – have a proven track record when it comes to the care of victims of trafficking and domestic violence. They make their services available from the moment of contact while the victim is still residing abroad and wants to think about their future options. Their services include a broad spectrum of activities: information and advice, psychological help, legal support, safe shelter, and support for reintegration. In their own countries they work together with all of the relevant organisations involved in the return processes of migrants.

The cooperation between partner organisations in the Netherlands and in the countries of origin is supported by the methodological approach of Safe Future and can be described as flexible, informal, and with a focus on individually tailored assistance.

International network for a safe return

Member organisations, project- and network partners in the country, and abroad, all have contacts in various international networks that are currently providing support to victims of trafficking. For information about these networks refer to the appendices.

In order to provide good support to clients with an uncertain residency status it is important to properly map contacts and further expand the international network for a safe return. For this it is also important that the organisations in the international network for Safe Return have a shared vision about service provision to victims of trafficking and domestic violence, and that they are in a position to be able to provide specific services:

- They share the vision that trafficking in human beings, domestic violence, honour related violence and other gender based violence is a severe violation of human rights
- They work from a human rights approach and empower persons to have access to human rights and exercise their rights
- They respect the rights of all persons to make decisions about all aspects of their lives
- They consider it crucial to offer all possible adequate, effective and efficient support to trafficked persons and victims of domestic or other gender based violence
- They are able –by itself or in cooperation with other organisations- to provide shelter, support, advice and advocacy for victims of human trafficking and domestic or other gender based violence
- They are able –by itself or in cooperation with other organisations- to support a safe reintegration process of the returnee

It is also important that they work on the basis of the same principles. For this, the principles outlined by La Strada International are applicable[23]. They match with the rights-based and strengths-based approach of the Safe Future methodology and can be considered as 'best practices' for organisations working with victims of trafficking and victims of domestic violence. The supporting organisations listed in the appendices all subscribe to this rights-based approach.

General principles of work are:

Confidentiality

Anonymity and confidentiality are the most important conditions in work with victims of trafficking or domestic violence. The stories victims tell about their lives, especially those involved in forced prostitution, are often associated with intense feelings of shame. They are worried, and with good reason, that they will be rejected by their communities. The fear of stigmatisation and marginalisation is very strong. On the other hand, these survivors of trafficking or domestic violence have information about their perpetrators, and this makes them very vulnerable. Therefore, the clients should be certain that everything they share will remain absolutely confidential.

Safety

Many of the victims who have managed to escape from trafficking or domestic violence have risked their lives in the process. They have experienced extreme situations and have been subjected to serious physical and emotional violence. Every day may have been a struggle for survival. All this destroys those feelings of safety and security that human beings need to function normally. Stabilisation of these emotions is the first step in the process of recovery. Procedures and practices of the social assistance programme should aim to guarantee the safety of its clients. In many cases, this requires working in cooperation with the police and other competent institutions.

Informed agreement and choice

In a trafficking or domestic violence situation, victims are not in control of their lives; they have no choice and are acting under pressure. Resuming their independence is related to opportunities for making choices about the future. In order to be able to do this, they need to have reliable information and a clear idea of the possibilities open to them. Support

23 La Strada International is a European network of anti-trafficking NGOs that was originally developed by the Dutch Foundation against Trafficking in Women (STV, now CoMensha)

and partnership for taking important decisions and making plans for the future should be offered by social workers who act from the premise that the victims themselves are the most competent judges of their own situation and undertake to respect and accept all their decisions.

Non-victimizing attitudes

Holding victims rather than the perpetrators responsible is a widespread mechanism for explaining violence. Similar victimising attitudes exist towards the victims of trafficking or domestic violence: the women were "looking for it; they are silly and naive"; "they knew they were going to work as prostitutes"; "they were looking for easy money"; or "they did nothing to escape"; etc. Victims of trafficking experience unsympathetic condemnation and victimisation from people who should be helping them. Therefore, they prefer to be silent and keep their suffering a secret. However, the people responsible for the suffering of the victims are the perpetrators who committed the violence. The victims should not be accused, as they acted under circumstances of deceit and abuse. They should be supported and strengthened in order to prevent re-victimisation.

Empowering and strength based

Life in a trafficking situation or a situation of domestic violence destroys the idea of a person's own value and self-confidence. Support aims to restore the confidence of the survivors, helping them discover their strong points and qualities. Clients are treated with respect, and their human dignity is recognized. They are regarded as people who have a proven capacity to survive in extremely difficult conditions. The objective is to help the survivors believe in their own abilities, to support them to strengthen their personal and social resources and to help them regain control of their lives.

Support for returnees

In practical terms organisations in the international network for Safe Return should be able to offer the following services (or referral services), by itself or in cooperation with other organisations:

- Partnership in making decisions and preparation of a safety plan and a plan for action
- Organising safe return to the country of origin
- Assistance in getting passports and other documents
- Meeting survivors at the airport, railway station, or bus station
- Accommodation in a shelter (either one belonging to the own organisation or another organisation)
- Taking care of immediate medical needs, assistance in referral to medical services;
- Referral to lawyers
- Legal assistance
- Counselling programs, psychological and emotional support
- Crisis intervention
- Assistance in looking after children (in cases where clients have children)
- Assistance in getting in touch with family (in cases where the client wishes to do so)
- Assistance in finding employment or other income generating activities
- Education and other vocational training
- Advocacy with other organizations: police, municipalities, consular sections, etc.
- Support in dealing with authorities

Referral Mechanism

In various countries there is or will be a National Referral Mechanism for victims of trafficking drafted. In Bulgaria, Animus took the initiative for this already a number of years ago. In the Netherlands there is now such a National Referral Mechanism in development. This mechanism is a guide that sets out who is responsible for what and when. It describes how the various network partners should act in order to protect, support, and if necessary shelter victims, from

the moment they are identified up to and including follow-up care. It relates to state network partners as well as those from community organisations (NGOs). Return to the country of origin is one of the themes covered in the Referral Mechanism.

The National Referral Mechanism sets a standard for tackling human trafficking and for the provision of support to victims. Because it is clear that in order to protect victims it is necessary to have international cooperation there is lobbying at the international level advocating for a Transnational Referral Mechanism, TRM. This would link the national referral mechanisms to each other. The transnational referral mechanism is an instrument which will soon make clear to all the internationally involved partners about who is responsible for what and when, and how to better identify victims, to refer them, protect them, and to offer assistance.[24]

24 Ninth Report of the National Rapporteur on Trafficking in the Netherlands (2013)

Chapter 3 Thinking about the future

Chapter structure

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3.1 Future options by an uncertain residency status

For victims of domestic violence or trafficking who are in a residency procedure there are in general the following future options:

- A life in the Netherlands with a right to residency following a positive decision in the residency procedure or with a (non-temporary) residence permit obtained through other channels, for example, as a dependent
- A life in illegality as an undocumented migrant by which rights to services are (largely) denied
- Return to the country of origin in order to build a new life there
- For a few there will be the possibility to migrate to another country, but in general the possibilities for this are very limited.

For the parties involved the residency procedure comes with a lot of stress and uncertainty, not only for the applicants, but also for their children. Returning to the country of origin is an option that many victims are reluctant to discuss. Often they choose to make use of all the available legal procedures they have a right to, even if the chance of a positive outcome is slim. After all: the reasons why an individual left their country of origin are often still present if that person goes back. And the fear for their own safety and/or family members is strong for many. Returning does not seem to be obvious nor will it be found appealing.

Still, in view of the uncertainty, and the chance that the outcome in a residency procedure will ultimately be negative, it is a good idea to think about the different future options at an early stage. How do you want your future to look like? What do you want to do with your life? How long are you willing to 'stand in line' for residency? What are your dreams and do you dare to think about them? What possibilities are there? What risks?

Safety is an important theme for victims of trafficking and domestic violence. Can you manage your own safety? How can you avoid being re-victimised? How can you create a safe future for yourself and your children? Here or in your country of origin? These are important questions, and thinking about them with a view to the different future options can help clients regain control over their lives.

Most important is that clients are able to make an informed decision about either staying in the Netherlands or returning to the country of origin, and that, with proper support they are able to prepare themselves for eventual return. So that they are in a position to take steps, given the circumstances, which provide the best conditions for a safe future for themselves and their children, the moment a decision is made on their application for residency.

If a client's application for residency is approved they receive further counselling in accordance with the core methodology of the shelter. Drawing attention to the possibility for assistance to return is still important because return is not dependent on a residence permit in the Netherlands. Clients with a residence permit may also choose to return to their country of origin.

If a client chooses a life in illegality it is important that they are well informed about what this may mean in practice. In such a vulnerable situation there lurks the risk of being exploited again putting added stress on being able to manage one's personal safety and health, and that of any possible children. For information about practical issues related to living in illegality please refer to the appendices.

This chapter goes into more detail on the aspect of return. From the literature and experiences from the Safe Return project this chapter describes what is known about factors that play a role in thinking about return and the decision-making process related to return for victims of trafficking and domestic violence.

3.2 Factors that play a role in thinking about return

"Thinking about return migration is inherent to migration."[25] Whether someone also actually returns depends on a number of factors such as safety, health, family circumstances, income prospects in the country of origin and in the Netherlands, as well as work and the support of a network. Generally, push and pull factors are at play around either staying in the Netherlands or returning to the country of origin. The balance between these factors can change over time and due to other internal and external influencing factors. People are not always aware of all the factors that (can) play a role, or that perceptions can also affect things. By investigating the perceptions it is possible to get an idea about which factors impact on the specific situation of an individual and whether those factors can be influenced.

There can be many factors impacting on someone's decision to return to the country of origin. This could be a negative determination on a residency procedure where the perspective of being able to live a decent life in the Netherlands vanishes. It could be because of homesickness and missing those who stayed behind. People may come to realise that their perception about opportunities in the Netherlands was too rose-coloured. Having the feeling they are not (anymore) welcome can be a factor in thinking about returning, as well as the desire to leave bad experiences behind and to start fresh.

On the other hand there can be any number of factors whereby someone may indeed decide not to return. Clients may not feel safe or see no prospects in the country of origin, or there may be a damaged reputation or honour. There is also the possibility that clients still owe money to family or others who paid for their travel to Europe and they are unable to repay this debt to them. These factors can be so strong that illegality offers a more 'agreeable' outlook than return.

In general, it can be said that factors play a role on different levels in thinking about return:

- Socioeconomic and social factors: these influence the possibility to foresee work, income and housing and to look forward to this. The expectation of protection and support from the state is also an important factor.
- Environmental factors: the social support resources that someone has at their disposal. This relates to support and protection people can expect from family and/or from their social network and immediate environment.
- Personal factors: this relates to the personal resources of an individual such as health, education, work experience, and experiences gained during the various phases of the migration process.

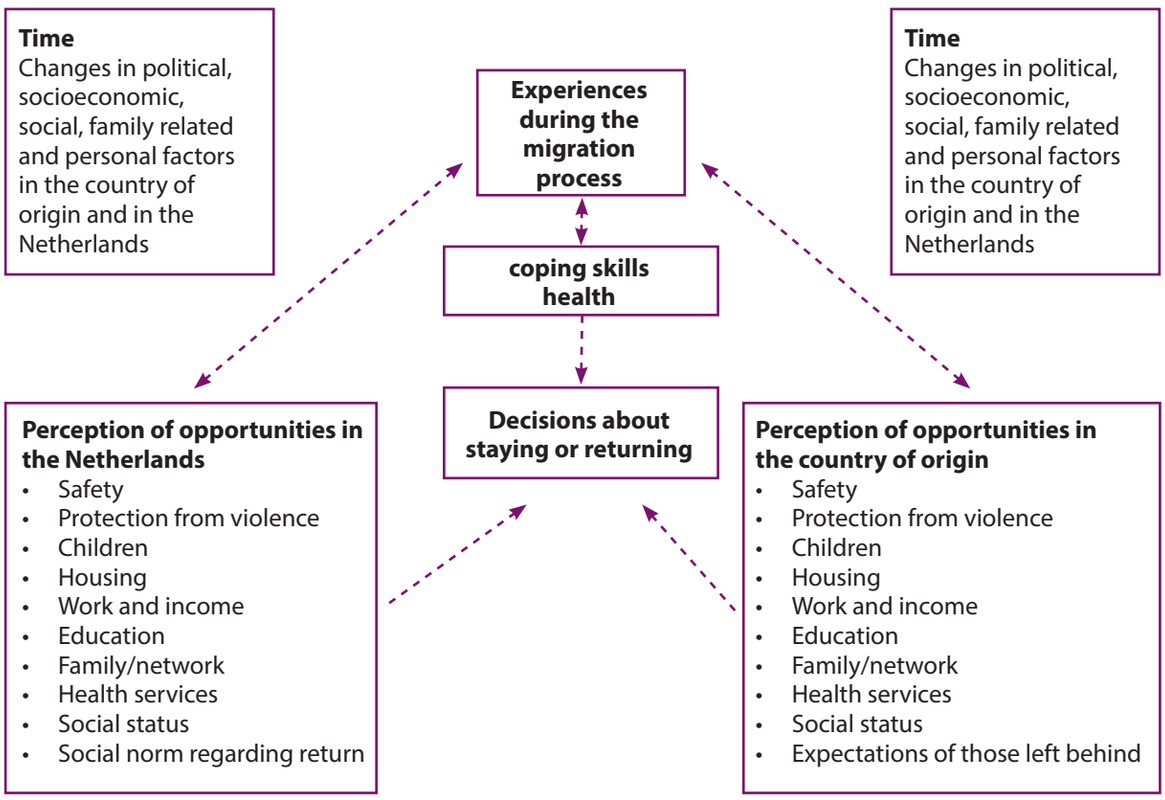
The phases in the migration process are characterised by moments of transition and can be classified as in the following:[26]

- Pre-migration: how was the socioeconomic and psychological embeddedness in the country of origin preceding migration? Why and how did someone leave to go abroad? Who was involved in this and how did the process begin?
- Transition: how was the journey?
- Post-migration: how have the experiences in the new country been? What were the expectations and how was the reality? What was the residence status of the person involved and what were the experiences with the residency procedures? Was there a statement to the police and did this result in a case and the prosecution of the perpetrator; was there a compensation determination, did the person receive a compensation payout and how much was it?
- Transition and return migration: how did the process to return to country of origin begin, how was the journey, and how was the arrival and reception following return?
- Reintegration: has socioeconomic and psychological embeddedness in the country of origin happened? A new cycle may follow depending on the degree of embeddedness in the country of origin and personal circumstances.

25 Facing Return: An approach for psychosocial assistance to (former) asylum seekers and undocumented migrants, Diana Geraci, Pharos, 2011

26 For help in the classification of phases use is made of the Embeddedness Model from van Houte and de Koning: Towards a better embeddedness? Monitoring assistance to involuntary returning migrants from Western countries. A report prepared for Bureau Maatwerk bij Terugkeer (Mediation Agency for return) Cordaid, The Netherlands Marieke van Houte MSc. & Mireille de Koning MSc. (2008)

In the following diagram the factors and their interdependencies are reproduced:[27]



The diagram shows the factors which play a role in thinking about returning or remaining. Decision-making is a result of the interaction between these factors at the micro and macro level, whereby the factors may change over time. The experiences during different phases of the migration process, the skills needed in dealing with difficult situations (coping skills) and health are factors that impact on the decision-making process of the client.

The experiences of foreign victims of trafficking and domestic violence are deeply coloured by dependency relationships on different levels during the various phases of the migration process: dependency on the trafficker, the violent offender, family and network, and dependency on the state. These dependency relationships influence to a greater or lesser degree the perception of possibilities in the Netherlands and in the country of origin.

In addition, the possibility to be able to live in safety is a crucial factor in the decision-making process of clients with an uncertain residency. Having enough income at one's disposal and a supportive network are other important factors. The consequences attached to an eventual return on the children are also very important for those with children. This chapter describes what is known about these factors from the literature and the Safe Return project.

What is known from the literature about the impact of a number of specific factors on decision-making is dealt with in the following paragraph. These are: experiences during the (different phases of) the migration process, coping skills, and the health of the client.

27 This diagram is borrowed in adapted form from: Facing Return: An approach for psychosocial assistance to (former) asylum seekers and undocumented migrants, Diana Geraci, Pharos, 2011

Safety and protection from violence

Safety and protection from violence are often the most important factors that are named by victims as a reason to return or not to return. As long as a client believes that her safety is at stake and no adequate protection can be offered to prevent (new) violence, she will choose for the place where she feels most protected. The follow factors can play a role:

- Fear of the traffickers, who may be a part of the direct living environment or family network of the victim in the country of origin.
- Fear of their partner and members of their own family or the family in-law: they can be involved in the trafficking situation or be involved as offenders in the case of domestic violence.
- Fear of the reaction of the family and the social environment should the experiences of the victim become known. In many countries where victims are from, people are dependent on a social network for support and protection. This is often more true for women than for men. Women who live without the protection of a male family member can be more vulnerable. Fear of stigmatisation and of being excluded on return plays a major role for many victims. Also that the family has often helped to get the money together for the journey and/or the trafficker can be a factor. The hope of the family is vested in the person whose income will flow back to the family. If that does not happen then loss of face and reprisals may play a role.
- Fear of losing children: in some countries children of divorced parents over a certain age are required to live with the family of their father.[28]
- A woman's fear of (re) circumcision: it is often difficult to escape the control of the family in order to evade the operation. Also the fear that this will happen to their daughters will be a factor that influences thinking about return.
- Intimidation through the use of ritual practices: It is known from the experiences of Nigerian victims that the almost impossible to repay debts to traffickers keep victims in a tight grip. Often they have made a contract, with or without the knowledge of their family, with the trafficker who then takes care of the travel costs to Europe. Often the traffickers have a big hand in the use of intimidating ritual practices. The goal of these rituals, which can also take place in homes in the Netherlands, is to create a threatening context where the women and girls come under tremendous stress, pressuring them to indeed pay off the debt. This ritual context of fear is coupled with physical threats and violence, and may also involve the violent removal of bodily substances such as nails, hair and the like. These practices have come to be known under the common term of 'voodoo practices'[29].
- Fear of traditional law. Victims from the Roma community are an example how this factor can operate. They feel they are vulnerable because in their justice system of 'mesheres' (courts), the victim may be judged guilty if she has disgraced the family. Victims can be punished for example, by being forced to pickpocket or beg.[30] Victims from areas where Sharia law applies feel this same vulnerability.
- Lack of trust in the police: many victims have had bad experiences with the police in the countries of origin and do not trust them very much. Victims are often scared away from the police by the trafficker or her/his accomplices by leading victims to feel that they have connections with the police.
- Lack of trust in authorities: many victims do not feel the law protects them. Even if there is, for example, a law against domestic violence, as in Nigeria,[31] or against female trafficking as in Guinea, victims often feel that the police often do nothing or they are treated as the guilty party.[32]
- Fear of being seen or treated as a criminal instead of as a victim: when someone returns they may encounter problems because they either left or entered the country illegally. If the authorities are not aware of her situation or they come to a different assessment, she could be put on trial under immigration or prostitution law when she returns.[33]

28 "Van je Familie moet je het hebben", een verkennend onderzoek naar achtergronden en (on)mogelijkheden voor terugkeer van Guineese slachtoffers van mensenhandel, Werkdocument, CKM en Terre Des Hommes (2014)

29 According to researchers this is not a correct term. See: Een schijn van voodoo. Culturele achtergronden van de handel in Nigeriaanse meisjes voor de Nederlandse prostitutie; een verkenning, Rijk van Dijk, Thera Rasing, Nina Tellegen, Wim van Binsbergen, Afrika- Studiecentrum (2006)

29 Ibid

30 Thematic Official Bulletin Bulgaria (2006)

31 Facing Return, perceptions of repatriation among Nigerian women in prostitution in Norway, Skilbrei, M. and Tveit, M. Fafo Report 2007:01

32 "Van je Familie moet je het hebben", een verkennend onderzoek naar achtergronden en (on)mogelijkheden voor terugkeer van Guineese slachtoffers van mensenhandel, Werkdocument, CKM en Terre Des Hommes (2014)

33 "Een toekomst in Hongarije", Werkdocument, Fyr Frieslan (2014); Good practices on (re)integration of victims of trafficking in human beings in six European countries. Talens, C. & Landman, C. Bonded Labour in the Netherlands, Novib/Humanitas, Change-Anti trafficking Programme, Oxfam GB (2003)

For all the above reasons, regarding safety and protection from violence, it is very important to properly map the security situation of a client, and to check with the client how safe she is: how does she feel about her safety, what are her fears, how real are the fears and what are the risks? What can she do to achieve lasting security? An important follow-up question is what she needs for support and if that support is available. In the countries where there is contact with partner organisations they can play an important role in providing information. In the framework of client's perception of safety this is very important, because partner organisations are able to assess the situation together with the client and see what is necessary by an eventual return. This may be reception and counselling at the airport on arrival, temporary shelter, and mediation with the family or other kinds of support depending on the individual situation.

It is important to look at every situation independently to see whether, and if so, what type of support can be expected from the authorities and how the client feels about this. Local partner organisations or the IOM can play an important role in the provision of information about this. In Bulgaria for example, there is legal witness protection taken care of by the police, and the IOM can also offer protection to victims who are witnesses in a trafficking case.[34] The local partner organisation, Animus, can assist and counsel clients in this process.

In Nigeria the National Agency for Prohibition of Traffic in Persons and Other Related Matters (NAPTIP) is responsible for the shelter, protection, and reintegration of (potential) victims of trafficking, and for tracing and charging traffickers. Women also have the possibility to press charges in situations of trafficking. In practice this does happen, but distrust of authorities and a fear of possible consequences play a big role in preventing victims from doing so.[35] It is not unusual that victims who had decided to be a witness in a case against the traffickers either change their statement, or withdraw it entirely under pressure from these criminals. For witnesses there is not yet any protection programme.[36] It is very important for local partner organisations to provide effective counselling.

In the framework of safety and protection from intimidation through ritual practices, the question is how to stop or counter the intimidation of traffickers, both in Nigeria and/or the Netherlands. Victims are often scared, especially if they have not yet repaid their 'debt' that they and/or family members will be struck by a curse from the juju-priest[37]. Research by the African Studies Centre findings shows that belief can play a large role in this and that victims in the Netherlands can benefit from membership in Christian churches. Going to church regularly provides support and a feeling of belonging. Many victims are convinced that the Christian God is stronger than the influence of 'voodoo' that they claim to encounter.[38] According to the research faith leaders are in a position to play a role in reducing anxiety if they themselves take an interest in the fate of these women.[39] This is also the experience of the sisters of COSUDOW. Social workers from the shelter have the experience that it can also help to call in a voodoo priest for assistance.

Income and support network

Being able to provide an income for oneself is another important factor influencing thinking about the future. The kinds of considerations clients make around income may be related to:

- Their own and their family's economic situation: often this is the same as before they left, and often worse because of accumulated debts they owe to the trafficker for papers and travel costs
- The expectations of the family in regard to the income that was to be earned abroad: if very little money has flowed back to the family and the expectations were high, how will the client deal with this when they return? Moreover, if the client is returning in bad health and possibly adding an extra financial burden on the family, how can the client deal with this?
- Belonging to a socially marginalised ethnic group, whereby there are fewer chances on the labour market: victims from the Roma community are particularly impacted by marginalisation. Often it is because of a precarious economic and social status, coming from a poor family, having received little or no education, and with few support resources, that these victims fall into the situations of exploitation.

34 Terug bij af? Remigratie van Bulgaarse vrouwen na uitbuiting in de Nederlandse prostitutiesector. Kersten, L. Erasmus Universiteit Rotterdam (2009)

35 General official bulletin Nigeria (2012)

36 Ibid

37 Also known as voodoo priest

38 Een schijn van voodoo. Culturele achtergronden van de handel in Nigeriaanse meisjes voor de Nederlandse prostitutie; een verkenning Rijk van Dijk, Thera Rasing, Nina Tellegen, Wim van Binsbergen, Afrika- Studiecentrum (2006)

39 Stop Trafficking in women and children. It is a crime against humanity. P. Ebegbulem, COSUDOW, 2012

A part of the support provided by partner organisations in Bulgaria (Animus) and Nigeria (COSUDOW) is in initiating discussions with family members, and/or the partner, of a returnee. This only occurs with permission or at the request of the client. The aim of these conversations is to investigate if there is support and whether someone can get the support they need from the family. Shelter centres can, if that is appropriate to the situation, also play a mediating role between the victim and the family. If the family was involved in the situation of exploitation a risk assessment can be conducted to judge whether it is safe to go back to the family. Research on return migration of Bulgarian women, after being exploited in the sex sector in the Netherlands, indicates that almost half of victims return home to the family. The rest cannot return to their families either because of shame, a violent dysfunctional family situation, or for other reasons.[40]

In order to stimulate return in the personal network it helps if clients return with financial support. This may also help to reduce stigmatisation. [41]

From research by the IOM, on return migration by asylum seekers who must return, it appears that voluntary return through the IOM increased at the moment that extra measures for return migration were introduced, including extra financial support becoming available.[42]

In other research the role played by partner NGOs was listed as the decisive factor for sustainable reintegration. What is important is that the NGOs have strong networks that can be put into action to enable them to (be able to) provide many kinds of assistance. [43]

CoMensha emphasises that it is important to always inform victims about their rights regarding compensation. Compensation can be for material and/or immaterial damages to a victim. Compensation is important as a form of recognition for what has been done to the victim and for the victim's sense of satisfaction over how her situation was handled. This can help to support the recovery process of the victim. "Financial compensation can form an important foundation on which to build a new life."[44]

Psychologists at Animus, the Bulgarian partner organisation, suggest that a successful return is primarily dependent on 'internal factors', such as personality and a stable supportive environment, and then reliant on external factors such as work, education, and housing. First the internal factors must be worked on in order to be able to take optimum advantage of external factors.[45] It is important to provide support for this so that clients can (again) regain control over their lives. In a strengths-based approach this is one of the main goals in counselling and it is therefore extremely important to initiate this as soon as possible, starting with counselling the client in the Netherlands, and ideally following up after return, continuing this counselling with the client in the country of origin.

40 Terug bij af? Remigratie van Bulgaarse vrouwen na uitbuiting in de Nederlandse prostitutiesector. Kersten, L. Erasmus Universiteit Rotterdam (2009)

41 Good practices on (re)integration of victims of trafficking in human beings in six European countries. Talens, C. & Landman, C. Bonded Labour in the Netherlands, Novib/Humanitas, Change-Anti trafficking Programme, Oxfam GB (2003)

42 Afgewezen en uit Nederland vertrokken. Een onderzoek naar de achtergronden van variatie in zelfstandige terugkeer onder uitgeprocedeerde asielzoekers. Leerkes, A.S., Boersema, E. et all. WODC, Cahier 2014-3

43 "Ik vind het leven hier zo moeilijk". Evaluatie van het project Terugkeer en RE-integratie van ongedocumenteerden, Maatwerk bij Terugkeer/SMS (2009-2012), MDF, Zanen,S., Spoelder,M. (2012)

44 Under material damages are understood capital losses through, for example, non-payment of wages, damage to property, or medical costs. This can be compensated through a financial indemnity. Immaterial damages are understood as damages as a result of a trafficking situation, such as, psychological or other heath problems. From: Compensatie voor slachtoffers van mensenhandel. Heemskerk, M. & Stichting Fairwork (2013); see also: Right to a Remedy in: OSCE/ODHIR Guide to human rights in the return of trafficked persons, OSCE/ODHIR Return Guide, revised draft, (January 2014)

45 Terug bij af? Remigratie van Bulgaarse vrouwen na uitbuiting in de Nederlandse prostitutiesector. Kersten, L. Erasmus Universiteit Rotterdam (2009)

Children

Many clients have children in the Netherlands and/or in the country of origin.[46] In the decision-making process over staying in the Netherlands or return to the country of origin this is an important factor which involves many different aspects:

- Possibilities for the children in the Netherlands and the country of origin regarding education and services
- Safety and social acceptance
- A longing to be with children in the country of origin again
- Psychological wellbeing of children
- Fear of being separated from the children
- Fear of stigmatisation and exclusion in the country of origin of children born outside of marriage, or from a relationship with a trafficker or client

Custody and access rights

In the determination of an application for residency the status of children is always considered as a factor. The IND looks at, among other things, the residency rights of the children, their age, nationality, and the residency rights of the other parent. Important questions are whether the other parent (also) has custody and if there is, or will be, an arrangement concerning parental access. Further, whether someone may have rights under Article 8 of the European Convention on Human Rights (the right to respect for private and family life) is also checked.

The different interests in a particular case that will be taken into consideration depend on the factual situation of that specific case. This is a complex legal matter, possibly with great emotional consequences for parents and children. Expert advice should always be consulted in these situations so that the client is in a position to be able to carefully consider the different options and to make an informed decision.

3.3 Decision-making

Health

As a result of research on asylum seekers, who have exhausted all possible (legal) remedies for residency, it is accepted that people with health problems are less able to inform themselves about return possibilities. Research confirms that there is a connection between health status and return. "(..) The healthier people are the more positive they are regarding return, and their opportunities in the country of origin. Health contributes to the (self) confidence people need for a successful return".[47] This research also shows that medical problems can also hinder return[48]. This may be because of several reasons: a less adequate level of health services in the country of origin, people do not want to burden their families when they return with their illness and the additional attached medical costs, or people have absolutely no network to rely on and returning in bad health seems too great a risk.

It is not unusual for victims of trafficking in the sex sector to often have serious health problems: STI's, complications as a result of abortion, and psychological problems. In these cases the availability of adequate care is very important. This is certainly the case when a client is infected with HIV, but also if there has been serious traumatisation. Research conducted among Bulgarian trafficking victims who return illustrates the extent of the impact that a situation of violence and abuse can have on victims who reported headaches, exhaustion, dizziness, stomach pain, and memory problems. Of the victims 44% stated they had received treatment for STI's and 2% for HIV, while 17% had undergone at least one abortion during the period that they were working in the sex sector.[49]

46 From the Field Research of the Safe Return project it appears that almost 40% of the 377 clients who received counselling using the Safe Future methodology have children.

47 Facing Return: An approach for psychosocial assistance to (former) asylum seekers and undocumented migrants, Diana Geraci, Pharos, 2011

48 Ibid

49 Terug bij af? Remigratie van Bulgaarse vrouwen na uitbuiting in de Nederlandse prostitutiesector. Kersten, L. Erasmus Universiteit Rotterdam (2009)

In addition, the evaluation of the categorical shelter for victims of trafficking pilot period showed that female victims need longer-term shelter more often because of their health situation or due to pregnancy[50]. Research conducted by Judith Wolf in 2006 shows that 84% of women in women's shelters showed symptoms of traumatisation.[51]

Take health factors properly into account when the subject of return is being raised in the counselling process.

Coping style

From research with refugees it is also known that the way someone deals with adversity – someone's coping style – influences the way they are able to orient themselves to the future. Researchers distinguish between constructive and destructive, and active and passive, coping styles. It will not come as a surprise that people with constructive and active coping styles are generally better able to focus on the future than people with passive and destructive styles.[52]

Coping is always a reaction based on the assessment of a problem and within this personal and cultural factors play an important role. How someone assesses a situation depends on how they see the situation, what it means to them and how they assess the consequences flowing from the situation.

A long-term stay in the shelter can impact on an individuals coping behaviour. Researchers conclude that coping styles depend partly on an individual's own resources, but that the shelter stay also has significant influence. "Treating people as victims undermines their autonomy as individuals. Just the fact alone that people have taken steps to leave their country may be taken as a sign of strength and an entrepreneurial spirit". A long-term stay in a shelter with limited possibilities for work, education, and meaningful activity slowly but surely undermines the coping skills and strength of people. [53]

Although this research focused on refugees it offers interesting points of departure to the similarities of clients in women's shelters, with the additional fact that clients in the women's shelters have often experienced serious violence, were recently in a situation of trafficking or domestic violence, but also often have a history of violence in their childhood or previous relations. It is known that the experience of violence has an influence on an individual's coping behaviour. In order to survive a situation of violence people develop survival mechanisms or – strategies that are the most effective in the situation but which are not necessarily effective in other situations, or may indeed be a hindrance to someone. Certainly if someone experienced violence already at a young age survival mechanisms can be deeply embedded. Becoming aware of these mechanisms is a theme for counselling and can help people to develop other skills that are more effective in dealing with the current situation.

Experiences during the migration process

The experiences gained during the various phases of the migration process play a role in decision-making about eventual return. This begins with the motivation to leave the country: what are the underlying experiences? After this the period of transition; how did it go, and how did they experience the transition? And finally in the post-migration period in the new country: what were the expectations and how did these relate to what actually happened?

Research on Nigerian sex workers shows how experiences during the different phases of the migration process can impact on thinking about return. Although all of the women dealt with the problems they encountered after migrating in different ways, they shared the same starting point, namely that they wanted to improve life for themselves and their families.

Many of them knew of the possibility that they would have to work in prostitution but had no information about what this would mean in reality. At a certain point they were all confronted with the fact that because of the high debts owed to traffickers and/or family they had no other alternative except to work in the sex sector. And for all of them there

50 Cahier 2012-14, pilot project evaluation 'Categorale Opvang voor Slachtoffers van Mensenhandel', M. van Londen, L. Hagen, m.m.v. N. Brenninkmeijer; WODC, Ministerie van Veiligheid en Justitie (2012)

51 Maat en Baat van de vrouwenopvang. Onderzoek naar vraag en aanbod, Wolf, J., Jonker, I., Nicholas, S., Meertens, V. & Pas, S. te. Amsterdam: SWIP (2006)

52 Facing Return: An approach for psychosocial assistance to (former) asylum seekers and undocumented migrants, Diana Geraci, Pharos, 2011

53 Ibid

was the risk that if they returned they would be stigmatised as prostitutes and shamed as 'failures'. This offered them few choices other than to try to migrate again, outside of the official channels, where they again were at risk of ending up in a situation of exploitation.

Based on the needs and attitudes the experiences of the women during the period they resided in Europe are classified into four groups:

- Those who recently arrived in Europe and had not yet realised the plans which motivated their migration. For them return was not an option
- Those who had tried to accumulate income but were unsuccessful. They had the experience that the situation was more difficult than they had expected and were not negative about return as long as they would be certain about making an income if they returned
- Those who after a number of years lost hope that they would be able to realise their plans. They work in forced prostitution and do not see a way out. This group needs substantial support in order for a successful return to Nigeria, not only because they return without money, but also because they have lost their self-confidence and are often depressed
- The last group are those who have more or less been successful in their goal. Their goals have probably been adjusted, but they are convinced that their situation is better now than had they not migrated to Europe. They feel they have the freedom to choose to return. These are the women who often serve as role models for those who dream about migrating to Europe. [54]

What this research shows is that in particular phases of the migration process victims are more open to the idea of return than in other phases. It is important to provide focused support that fits their needs at that moment. The fear of returning empty-handed without prospects for work and income can keep victims in a hopeless situation in the Netherlands. For this group in particular the possibility of material assistance should be well researched, so they can support themselves when they return to the country of origin. In addition, support for psychological problems must be looked into. Information about return programmes and the possibility of support from local partner organisations is also important.

Staged response

Research on the decision-making processes of refugees indicates that it usually follows a 'staged response', or in other words a "phased response".[55] By this it is meant that the decision whether or not to return is not dependent on a single factor but rather that first the most important condition (safety) must be first met before the second condition can be considered (work), and then the third and so on. Problems need to be solved sequentially according to importance before the next step can be taken.

54 Facing Return, perceptions of repatriation among Nigerian women in prostitution in Norway, Skilbrei, M. and Tveit, M. Fafo Report (2007:01)

55 Facing Return: An approach for psychosocial assistance to (former) asylum seekers and undocumented migrants, Diana Geraci, Pharos, (2011)

3.4 Sustainable return

In the 2010 result of exploratory research published by the IOM it appears that mainly women, children and young adults are vulnerable to the risk of re-trafficking.[56] According to this report victims are at greater risk of re-trafficking within the first two years after they have been rescued from, or have escaped a trafficking situation. It is not unusual that they then go to a new destination, either abroad or in their own country. If victims return to their country of origin from abroad they seem to be more vulnerable of being re-trafficked in the country of origin.

Causal factors as to why someone ends up being re-trafficked overlap in most cases with the causes that led to them being trafficked in the first place. However, the research shows that there are a few specific factors relating to the experiences from earlier phases in the migration process that contribute to a greater risk that someone will again find themselves in a situation of exploitation:

- Un-paid debts to family and/or others from the personal network, related to costs incurred during the previous situation
- Lack of protection against the people who were involved in the previous situation. Some victims are still under the control of traffickers after they have returned. Sometimes family members are threatened
- Family and/or people from the personal network were involved in the previous situation and the victim feels obligated to go back to the same family and environment
- If the first trafficking situation happened when the victim was younger than eighteen, then there is a greater chance that they will find themselves in the same situation again as an adult
- Exclusion by the family and/or community because of experiences during the previous situation of exploitation. This is often the case if it becomes known that there was sexual exploitation involved
- The former victim of trafficking tries to migrate again and because of a lack of legal means for migration makes use of informal and clandestine networks
- Drug and alcohol addiction
- Lack of appropriate help: organisations that do not have adequate funding and other resources to be able to address the broad range of economic, cultural, and psychological problems of this group.

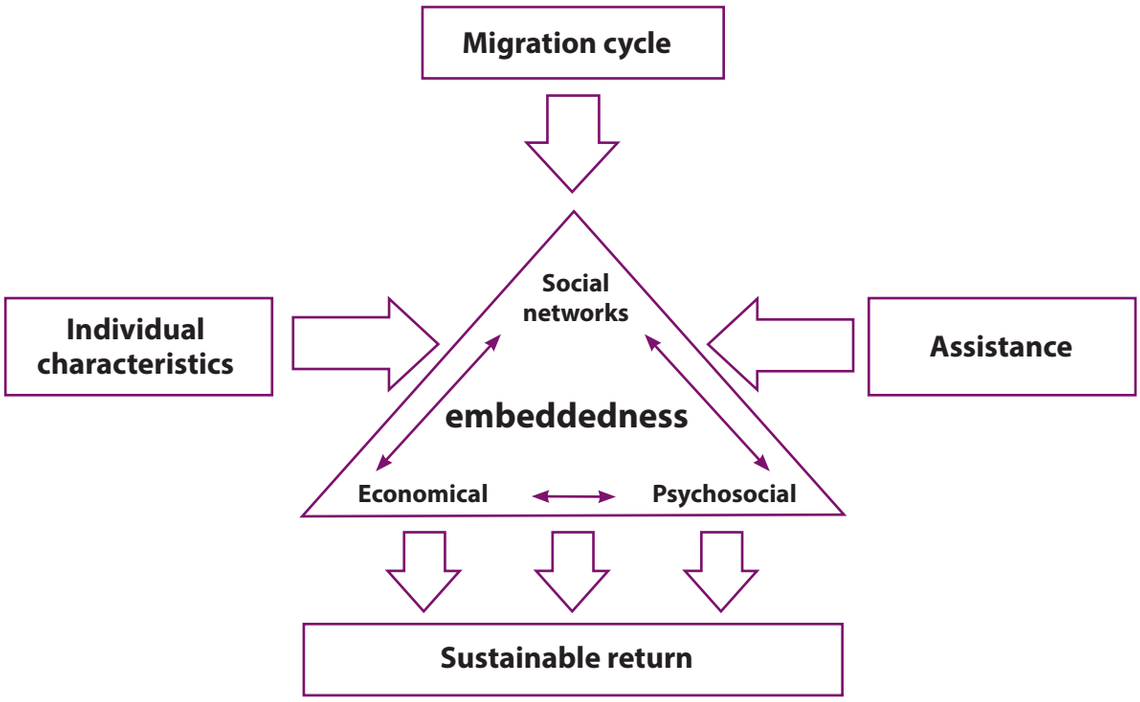
Another study shows that in cases where victims of trafficking are forced to return there is a high risk that they will again find themselves in a trafficking situation. [57]

The term embeddedness is often used as a measure of sustainability in return. The more a person is embedded the more sustainable the return will be, and the smaller the chance that the person will again land in a situation of exploitation. Embeddedness has socioeconomic factors and psychological factors. The psychological factors say something about a person's feeling of safety and wellbeing. The socioeconomic factors say something about the degree to which someone is in a position to support themselves financially and to participate in social networks.

56 The Causes and Consequences of Re-trafficking: Evidence from the IOM Human Trafficking Database, IOM, Alison Jobe, (2010)

57 Good practices on (re)integration of victims of trafficking in human beings in six European countries. Talens, C. & Landman, C. Bonded Labour in the Netherlands, Novib/Humanitas, Change-Anti trafficking Programme, Oxfam GB (2003)

Van Houte en de Koning[58] have illustrated the factors influencing the degree of embeddedness in the following diagram:



Economic embeddedness is about work, income, housing and access to education and healthcare. Psychosocial embeddedness has to do with a feeling of psychological wellbeing, safety, welfare, and feeling 'at home'. Embeddedness in social networks relates to (adequate) social contacts, emotional and material support from networks, and membership in associations or organisations.

The degree of embeddedness is influenced by context specific factors:

- Individual characteristics (personal and social support resources)
- The support someone receives
- The phase in the migration cycle (the experiences during the different phases of the migration process)

The study conducted by van Houte and de Koning (2008) shows that the support someone receives is an important factor. 'Pre-departure support' is important in the phase preceding return and 'post-arrival support' is important in the phase following return. For a sustainable return, van Houte and de Koning emphasise the importance of clients needing to be able to make an informed decision about return, and that they need to be able to prepare for return. If family or people from their own network can play a role in this then it is beneficial to the sense of wellbeing, and to feeling able to participate in social networks. What is important in every case is that information comes from trusted sources.[59]

58 Towards a better embeddedness? Monitoring assistance to involuntary returning migrants from Western countries
A report prepared for Bureau Maatwerk bij Terugkeer (Mediation Agency for return) Cordaid, The Netherlands Marieke van Houte MSc.
Mireille de Koning MSc. (2008)

59 Ibid

The same study presents interesting information about making informed choices, in relation to the legal status of migrants and their process of decision-making around return. Those who had exhausted all legal options for residency felt under pressure to leave, but those who were still in a residency procedure felt as if they had made an independent decision to return, even if there was no other alternative present. This feeling of control about the individual choice had a positive impact on the degree of psychosocial embeddedness following return, because they were able to prepare themselves mentally and practically.[60]

Also of interest in this context is that people who do not expect they will have to return to the country of origin invest less in maintaining their social networks there. In contrast, those who consider the possibility that their time in the Netherlands may be temporary, maintain contacts with people from their networks in the country of origin. In the study by van Houte and de Koning 96% of the migrants who assumed they would be here temporarily kept in touch with people back home. Of them 54% sent money to those who stayed behind. Of those who did not take into account that they may have to return this was 67% and 35% respectively. Investing in personal networks insured people that they would find emotional and material support upon returning.[61]

To summarise it can be said that sustainable return, i.e. the reintegration process in the country of origin, is more successful, and the client is in a better position to lead a life in safety according to her own wishes and ambitions a life in safety to lead, when she is able to make use of her personal and social resources. Strengths-based counselling in the Netherlands, as well as in the country of origin, is intended to support this process.

60 ibid
61 ibid

Chapter 4 The working relationship

Chapter structure

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4.1 Introduction

A strengths-based method is based on a number of principles. To begin with each individual has the capacity to recover, to take control of their own lives, and to develop further. An additional important principle is that a good relationship between the client and the social worker is crucial in the recovery process. The social worker supports and the client makes the decisions. The focus in counselling rests on an individual's strengths and possibilities and not on their shortcomings. In a strengths-based approach the social worker assists the client to gain an understanding about their own resources so they are able to put these in to action for their own safety and for the changes they want.

Although social workers value the strengths-based approach in general, research also shows that they experience the victim's uncertain residency status as a predicament in counselling62. The legal procedures take a lot of time and working in a future oriented way with this target group was found to be difficult given the uncertain consequence (continued stay in the Netherlands or a return to the country of origin). Other research shows that in practice, social workers have much more difficulty raising the topic of return with clients when their residency procedure is still underway. The client's intense emotions around this holds them back, as does the lack of knowledge about the situation in the country or origin. Many social workers also experience being resistant to talk about return because they have the feeling that they will take away their client's hope for a future in the Netherlands and cannot offer any alternative future prospects.63

The dilemmas identified relate to the attitude, knowledge, and skills of the social worker. These same dilemmas were also raised by the social workers from the organisations involved in the development of the Safe Future methodology. They were discussed and elaborated on in joint meetings along a number of themes. These themes are at the basis of every good working relationship but they take on new meaning when working with this specific target group. They are explained further below.

4.2 Trust and feeling safe

In general as a social worker you must have confidence in your own knowledge and abilities. It is important for clients to feel this because when you are confident in your own professional capabilities this gives the clients a sense of safety. This is certainly true for clients whose trust in people has been seriously damaged by their experiences.

For the client knowing for certain what they can expect is the basis for a good working relationship. It is important to be clear from the beginning about what the client can expect and what you as their social worker, and organisation, can offer. The same counts for explaining why attention is being paid to talking with the client about a range of future

62 Cahier 2012-14, Evaluatie van de pilot 'Categorale Opvang voor Slachtoffers van Mensenhandel' M. van Londen, L. Hagen, m.m.v. N. Brenninkmeijer; WODC, Ministerie van Veiligheid en Justitie (2012)

63 "Ver Vertrouwen, hoe hulpverleners in de begeleiding aan slachtoffers mensenhandel terugkeer naar het land van herkomst bespreekbaar kunnen maken", eindscriptie voor de opleiding maatschappelijk werk en dienstverlening, Christelijke Hogeschool Ede, N. Maris en M. Weijs-de Jong (2011). See also: Slachtoffers mensenhandel: een krachtige terugkeer, Sanderman, A. en Kusters, R. Afstudeeropdracht Maatschappelijk Werk en Dienstverlening, Academie voor Sociale Studies, Hanzehogeschool Groningen (2013)

options from the start of the counselling process. Make it clear that one of the options that will be investigated is return, not with the goal of sending the client back, but in order to support her to make an informed decision at the moment when it is necessary. That means that in counselling attention will be paid to looking at future options in the Netherlands and in the country of origin using various methods: in the so-called 'future discussion', through information from the IOM or another return organisation, and if possible through contact with a partner organisation in the country of origin (these details are discussed in the following chapter).

The open and honest attitude of the social worker fosters the growth of trust and lets the client know what she can expect.

4.3 Personal attitude

As a social worker it is important that you are conscious of your own attitudes in relation to the situation of your client. Are you able to investigate different future options with your client in a neutral manner? What is your attitude regarding trafficking and domestic violence? And what is your attitude about return migration? Are you able to talk about return in an open way or are you hindered by your own beliefs or emotions regarding the subject? If so then it is important to look at this first and to talk about it, either with a work supervisor or colleague.

In discussing return it is not your role to pass judgement on the desirability or possibility of this. Your role is to help give the client the opportunity to mentally and practically prepare for possible future options by exploring all options early on. Then she can take control over her own decisions. Sooner or later there will come a moment that the client is faced with an inevitable reality at the moment a determination is made on the application for residency. Return is then one of these options. By not speaking about this you create a false reality and deprive the client of the possibility to prepare themselves.

4.4 Addressing feelings of incompetence

Social workers indicate that they find it difficult to talk about return if:

- They have the feeling that they cannot offer any prospects for the future in the country of origin
- They don't see return as a real option and cannot speak about this in a believable way
- They have no idea what could happen to the client if they return, and do not feel able to get into a conversation about this.

What may be blocking the social worker is a feeling of incompetence: she takes no action, doubts whether to act or does not know how to act, even when the situation requires this. Feeling incompetent is normal if you are asked to do something that you are not able to do (yet). It comes from the social worker's own hesitations and her feeling that she is not able to achieve a responsible result. Lack of knowledge or experience, fear of conflict and friction in the relationship with the client can be underlying causes.[64]

If you have the idea that this is happening then it is important to talk about it, to investigate the cause, and to look for a solution that fits for you.

It can be that you have views that form a barrier to your ability to talk about return. This is discussed above and it is important to first look at this. If a lack of knowledge is the problem then it is important that you make the effort to acquire the knowledge you need.

In order to be able to discuss return, and to eventually be able to assist in making plans for return, it is important to have knowledge of the background situation in the country of origin. There are information sources that you can access for this and it is important to take the time to learn more. [65]

Don't forget that your client is also an 'expert' about her country. You can talk together about the country of origin by asking her questions about ordinary things, by showing interest in what her life was like there.

64 Omgaan met handelingsverlegenheid of professionele aarzeling, Congres Jeugdzorg Zo, M. Kluft en M. Haitsma, 11 juni 2012

65 For this see also the social map in the appendices.

A social worker:

> *"I always look together with my client to the internet for information about the place where she comes from. We look for images, and sometimes we use Google Earth to look for her birthplace or where the client lived. That usually gives us plenty to talk about, and it makes talking about the country of origin really just ordinary"*

In the Safe Future methodology a lot of importance is attached to contact with partner organisations in countries of origin. A conversation with someone from a local partner organisation in the country of origin or from another (international) organisation is a way to get very direct answers to questions. Certainly, it is important to seek contact if it is to get current information or specific information about the situation and rights of victims of trafficking and domestic violence. You can also make use of the films developed in the framework of the Safe Return project about the partners in Nigeria and Bulgaria[66]. These films are intended for clients, to inform them about what the partner organisations can do regarding return. Both social workers and clients are represented. The films can also be helpful to social workers to get an idea what return can mean for the client.

Certain culturally specific beliefs around family and family honour, single parenting, sexuality, female circumcision, work, and gender relations can play a vital role in counselling, especially for victims of trafficking and domestic violence. It is important to inform yourself about this.[67]

Knowing how to interact with clients from diverse backgrounds influences communication. Intercultural communication skills are important to understand why people react the way they do. This knowledge helps you initiate dialogue from your own value position and at the same time connect with the values of your client.

4.5 Addressing resistance

Resistance is often seen as a defensive measure and it is often perceived as a lack of motivation to change something. The approach of motivational interviewing helps to look at things differently. In this approach resistance is a sign to the social worker that you need to change the way you react to the client.

"A client's resistance behaviour is a sign of discord in the care relationship."[68] It is a sign that something is not right. An important cause of discord can be that the client and the social worker have different agendas, but a lack of consensus about the roles of the client and social worker can also cause discord. This means you hold divergent implicit assumptions as social worker and client about who is in charge and who decides what the client should do. This often manifests in an 'I know what's best for you' attitude.

You cannot assume that you completely understand what is important for your client, or that you can make assessments for someone else. You can stimulate change and diminish resistance by allowing an individual to think for themselves about the advantages change will bring for her.[69] Once this is established the client can move forward and you can fulfil your supportive role in this process.

If you come across resistance while trying to discuss and explore return while looking at the different future options, it is important to know which phase (of behavioural change)[70] the clients find themselves in:

- **Pre-contemplation**: is the client aware of the importance of talking about different future options? In this phase it is the task of the social worker to use non-directive interventions: ask open questions, reflective listening, and logical summing-up. It is the job of the social worker to make it clear that it is important to explore the different future options because of the possibility of a negative outcome on a residency procedure and an eventual necessity to return to the country of origin.

66 The video clips can be found at: www.comensha.nl

67 FairWork has brochures about communicating with Nigerian and Chinese victims of trafficking where specific attention is paid to family, socialisation, cultural values and return, and where tips are given to help promote good communication. See: www.fairwork.nu

68 Motiverende gespreksvoering, een methode om mensen voor te bereiden op verandering, Miller, W.R., Rollnich, S., Ekklesia (2005)

69 Ibid

70 Reference to the stages of behavioural change of Prochaska and DiClemente (1983) with thanks to Marian Kievitsbosch (het Kopland) who developed these further in a 'Motivational Interviewing' training in order to assist clients in making thoughtfully considered choices to change behaviour based on their own motivation (8 October 2013)

- **Contemplation**: Is she aware but does she have doubts or negative views? In this phase it is about the advantages and disadvantages of return and other future options. The client has doubts about the point of it. Now the task of the social worker is to talk about the views the client has regarding return and to provide objective information (starting with the instruments from the Safe Return methodology: Overview 1 (see Chapter 5). You can also, for example, ask the client to participate in an informative meeting with the IOM, or to look at a film about the experiences of clients who have returned.[71] In this phase the interventions are of a more directive nature. The main idea is to give the client the feeling that it is possible to talk about future options.
- **Decision**: is the client now motivated to talk about future options and/or to explore return? Interventions in this phase are both directive and non-directive: clients help with making the assessment, make an action plan together with the client and propose clear goals.
- **Action**: is the client ready for active change? (i.e.: in discussion about future options or actually carrying out decisions made). Now the task of the social worker is to become actively involved with the 'process of change', implement the action plan together, map risk situations, and encourage the client.
- **Persistence**: does the client maintain the changed behaviour? Stay nearby as her support, and keep up the encouragement.
- **Relapse**: has the client fallen back into *'old behaviour patterns'*? This is not a failure but a learning moment. Options can be reconsidered and together with the client you can re-evaluate risks and which measures eventually need to be taken around this.

In order to get an idea about how motivated a client is to explore the option of return, you can ask them to give a score on a scale of 1 to 10. Experience has shown that there are two groups of people who give a score of 0: people who are depressed (then the depression needs to be dealt with), and people who have already decided that return is not an option for them.[72] If people give a score of 7 or higher then they are motivated and it is time for action.

If people find a path to change which they believe is achievable and accessible to them, then with the help of behavioural change techniques they will often take this path. On the other hand: if someone is able to see the importance of change, but cannot see a way to achieve this, then exactly the opposite can occur and their reaction may be to withdraw.

People who contradict themselves are ambivalent and have doubts. If you as the social worker push too hard then you will be met with resistance. The resistance is a sign that you need to change the way you react to the client.

Ambivalence is a normal stage in the process of change (weighing up the pros and cons, I want it, I don't want it). When people are rid of this ambivalence then they are in a position to make a decision and to change. Exploring ambivalence helps to deal with the core issue, which is that the people involved feel stuck.

4.6 Addressing doubts

Sometimes social workers indicate that they find it uncomfortable dealing with the feeling that the client is not being completely honest. Sometimes they will say it but sometimes not which means the feeling is still there only in the background where it can impact on the trust in the counselling relationship. If the client is not honest this may evoke different reactions such as indignation and disappointment for the social worker.

It is important to realise that the client may not be telling the whole story, or cannot (right away), because of any number of factors. The client has her own motives for doing things in her own way and for reasons that do not necessarily need to be clear to the social worker. You can assume that the client's behaviour can also stem from a (serious) trauma.

What clients have experienced is often literally unspeakable. Some clients may be silent for years about what happened, or may minimise what happened to them saying it was 'not so serious or horrible'. The social worker may also influence this by not believing 'stories', not reacting, or they feel 'now it is enough' and stop the client from talking about it.

Distrust can also play a role. Victims may not dare to tell their stories because there is a lack of trust. In some cases victims are simply 'fed' a story by their trafficker that they are supposed to tell. This does not mean that they are not victims, only that you are not getting the 'real story'.

71 For the video clips see www.comensha.nl

72 Rik Bes, zie: www.motivationalinterview.nl

By being aware of your own reactions and in being open and honest with the client you will be able to support her in her recovery process. If you do not believe something the client tells you, you can let her know. That is what it means to have an open, non-judgemental attitude. Ultimately it is the client's responsibility for what she does or does not tell. It is your job to make the possible consequences of this clear.

4.7 Addressing trauma and emotions

An expert from the field:

> *"If you experience violence the world is one big threat. Nothing is as it should be. You can't make your own decisions, your feeling of autonomy is violated, and your life has been violently taken over from you. You have no ability to say anything about it. This is often accompanied by feelings of shame. Often people carry trauma and keep it a big secret."*

Powerlessness and isolation are core experiences of violence in a dependency relationship. This is why recovery for victims of trafficking and domestic violence needs to focus primarily on restoring control over one's life and repairing the sense of connectedness with others. Renewed connectedness with others rebuilds client's psychological capacities damaged by the violence within the dependency relationships. These capacities are in the area of trust, autonomy, initiative, competence, identity, and intimacy.[73]

Not everyone who experiences violence becomes traumatised, but plenty of research shows that experiencing violence has a big influence on the lives of those involved.74 It is also known that victims that are traumatised may often function successfully for years but that at a certain moment can exhibit delayed post-traumatic reactions. This is even more so if the violence that took place happened within the intimate sphere of physicality and sexuality.

In your role as social worker you are not a trauma therapist, however, it is important to have an understanding about trauma-related reactions. Signs of trauma can be jumpiness, anxiety, depression, headaches, stomach complaints, lack of enjoyment and interest, flashbacks, diminished emotional life, avoidance and isolation, sleep problems, concentration problems, memory problems, feelings of guilt, shame, and a feeling of being different.

The consequences of trauma and stress can be that people:

- Have difficulty concentrating and processing information
- Are plagued by memory loss
- Give conflicting information
- Are chaotic
- Disassociate: go into a state of consciousness where the mind withdraws temporarily from reality in order to block a traumatic experience. From the outside the behaviour of the person may appear indifferent or impassive.

The directions problems may take depend on many factors:

- The seriousness of the events
- How these were experienced
- Physical vulnerability
- Age at the time of trauma
- Personal characteristics
- Ability to manage stress/tensions
- Reaction from the environment
- Previous traumatic experiences
- Care after the traumatic experiences[75]

73 J.L. Herman, Trauma en Herstel, de gevolgen van geweld, van mishandeling thuis tot politiek geweld, Uitgeverij Wereldbibliotheek (1993)

74 See also: J.L. Herman, Trauma en Herstel, de gevolgen van geweld, van mishandeling thuis tot politiek geweld, Uitgeverij Wereldbibliotheek, 1993 and Trauma, Diagnostiek en Behandeling, P.G.H. Aarts en W.D. Visser, Cogis, Bohn Stafleu van Loghum (2007)

75 Krachtwerk, basismethodiek in de Vrouwenopvang, Judith Wolf en Carinda Jansen, UMC St. Radboud, Nijmegen (2011)

It is good to be aware of trauma-related reactions because people who are traumatised can, as one trauma specialist states: "be easily overwhelmed when they are asked to trust where there is no trust and for willpower where at that moment there is no willpower."[76] For the social worker this means that you need to constantly keep an eye on the balance between strength and vulnerability. And that as the social worker you watch the balance between not doing enough, or in fact doing too much and taking over responsibilities where it is not necessary.

For clients, talking about return can be so stressful that they fall silent or become very emotional. Thinking about future options – if you don't see many possibilities as a result of everything you have been through – can be too much to ask. It may recall traumatic experiences or bring past trauma to the surface. It is a normal reaction for the clients to want to distance themselves from this. It is also important to be able to spot this. It can help to build trust if the client has the feeling that she can express her emotions and that you understand her.

It may be that your client indicates that she does not want to talk about this now but that later space does open up to talk about it. It is normal that a client cannot talk about everything right away and that she shares information over time, represents herself differently, or that she gives conflicting information. This means that you may also often need to repeat things and that the client does not retain all the information or changes her mind on earlier made decisions.

Social workers working with victims of violence also come up against their own emotions and reactions. Wanting to shut oneself off from the violence or indeed identifying with victims is a normal human reaction to violence. Social workers also exhibit these reactions. They are normal reactions if you are confronted with violence and certainly if this is something that happens a lot.

The important thing is to be aware of your own reactions because these can influence your working relationship.

A trauma specialist offers the following:

> *"During their training many social workers learn methodologies for processing and maintaining feelings of closeness, openness and empathy. When this is less successful they experience it as a deterioration of the care relationship (…) and they often look for the 'mistake' in themselves. Certainly, if they can't pinpoint the 'mistake', they may experience feelings of inadequacy, shame and guilt."*[77]

In fact what happens is that the social worker identifies with the powerlessness of the victim. In reaction to this, to fight against the feeling of powerlessness, there are often two ways people react: to take distance or to become over involved.

> *"As the social worker you often go back to relying on your strongest competences. For one person this may be a (too) business-like manner of addressing the situation, while for someone else it may be an emotional and (too) involved manner. In reality the result is that the situation of powerlessness is maintained."*[78]

By being aware of these mechanisms you can adapt your behaviour and prevent yourself from damaging the working relationship with your client.

76 J. Truyens en J. van Essen, Systemische therapie bij ernstige posttraumatische klachten. In: Trauma, Diagnostiek en Behandeling, P.G.H. Aarts en W.D. Visser, Cogis, Bohn Stafleu van Loghum (2007)

77 Het Labyrint van Ares. Werkbelasting door hulpverlening aan geweldsgetroffenen, Ton Haans, Stichting Pharos (1998)

78 Interview with M. van den Heuvel, trainer fysieke en mentale weerbaarheid, Sterk op het Werk, n.a.v. training 'omgaan met grensoverschrijdend gedrag in de opvang' (2013)

4.8 Transference and counter-transference

In social services the concepts of transference and countertransference are used in order to explain the actions and reactions between client and counsellor. If the actions are those of the client then this is called transference. If they emanate from the social worker then it is called countertransference.

In transference reactions the client redirects her emotions onto you as the social worker. Often experiences from the past play a role in how the client acts. If you then project your reactions to the behaviour of the client, for example, of anger or anxiety, onto the client, then this is considered countertransference. A social worker's unresolved emotions and unconscious problems play a role. If you are not aware of this you may find yourself in a dynamic that damages the working relationship with your client because your reaction is either to become (too) distant or you become (too) involved.

A response that is not a countertransference reaction is when you talk with your client about their behaviour and let them know what you find unpleasant about it. You can show understanding but maintain your boundaries.[79] Doing so keeps things clear.

Signs of transference reactions alerting to distancing behaviour:

- You negate parts of your client's story
- You minimalise the experiences and feelings of your client
- You distort the content of the story
- You avoid the painful details of the story
- You are indifferent and reserved with the client
- You keep your distance and withdraw

Signs of transference reactions alerting to over involvement:

- You become dependent on the client
- You get caught up in the story of the client
- You start identifying with the client
- You develop a rescuer complex and an excessive drive to help the client
- You emphasise in too strong a manner the role of the trauma in your client's life[80]

It is important as a social worker to be aware of your reactions to your client and her story; to the mechanisms of countertransference, and to stay in control of the balance between distance and over-involvement. You need to work on this, for example during intervision, supervision or discussions about the client with your colleagues.

79 Het Labyrint van Ares. Werkbelasting door hulpverlening aan geweldsgetroffenen, Ton Haans, Stichting Pharos (1998)

80 Countertransference in the treatment of PTSD, Wilson, J.P. en Lindy, J.D. (1994)

4.9 Self-care and organisational care

Last but not least it should not be forgotten that good support to clients can best be given by workers who know how to take care of themselves and organisations that know how to take care of their workers.

People who decide to work with survivors of human trafficking and domestic and sexual violence often do so out of "great commitment, idealism, solidarity, a deep wish to set something straight, to heal what was broken". And many of them have experienced that working with survivors of violence is not only healing for the survivors but also for themselves, because – in the face of suffering and injustice - it reduces the feeling of helplessness. But what many do not realize is the impact this work can have on themselves and their personal lives. The suffering of clients, together with limited resources and possibilities for support, can be overwhelming, and can cause various forms of professional stress, like burn out syndrome and indirect traumatisation.[81] When there is a similarity between the worker's experiences and the client's, trauma countertransference reactions can cause additional stress.

If an individual's reactions are not taken care for it will not only lead to personal suffering, but it can also 'infect' whole teams, as well as the organisation. Going deeply into this issue is beyond the scope of this methodology and a short description would do the importance of this issue no justice. Still, the importance of self-care and organisational care cannot be emphasised enough. [82]

Collegial exchange, a positive psychosocial climate, a shared vision, group spirit and team commitment, self-help skills, and professional and personal support are just a few important aspects for creating a healthy and supportive environment in which workers can give their best to their clients.

4.10 Bridge to the methodology

In conclusion it can be said that social workers require a certain attitude, knowledge, and skills, in order to be able to provide proper counselling to their clients:

- She can rely on her own knowledge and skills
- She is aware of her own attitudes regarding trafficking, domestic violence and return, and can discuss this with her client in a way that fosters trust
- She is aware of her own assumptions, principles, values and norms, and she possesses the skills to set these aside in her interactions with the client
- She accepts that the client may have another perspective or opinion about the (im)possibility of return
- She is able to explain to the client what support and services can be offered, both in the Netherlands and in the country of origin
- She can explain the framework, vision, mission, and role of the organisation where she works
- She possesses the skills to make wishes, fears, and expectations clear
- She can manage emotions such as fear and anger
- She recognises trauma-related reactions
- She knows how to address resistance and possesses the skills for motivational interviewing.
- She recognises her own countertransference reactions and can discuss these in intervision sessions
- She is up-to-date with the social map: she knows which organisations are involved with return and reintegration, therefore she can offer adequate information and assistance to the client
- She has a respectful attitude towards the choices the client makes

81 Work for Care, A Trainers Manual, Sexual and Domestic Violence During and After War, Admira, Training and consultancy to support survivors of war and gender based violence, Utrecht (2005)

82 For more info see Donk, A.J. (2002). Als hulpverlenen je teveel wordt. Werkboek voor (trauma)hulpverleners, Transact, Utrecht.

Chapter 5 Assistance in the Netherlands

Chapter structure

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Introduction

Safe Future complements the strengths-based methodology used in counselling victims of trafficking and victims of domestic violence in the women's and categorical shelter system.[83] The starting point of these methods assumes that everyone possesses strengths and options that can be tapped into to help in the healing process and to improve one's quality of life. "The formula is simple: mobilise the client's strengths so they can be used to help reach the goals and insights they want to achieve and clients will experience a better quality of life from their own perspective."[84] Moreover, recovery is viewed as a process that is focussed on shaping a life with safety, a meaningful life with hope and a vision for a better future. Safe Future is in line with this.

This chapter lays out a roadmap for providing assistance to victims of trafficking and victims of domestic violence with residency problems who are in the shelter system (or accessing ambulatory support services) in the Netherlands. It is a complementary methodology providing additional support above the core methodology to these target groups. Understood within this is that issues related to residency status are taken into account from the start of the counselling process and steps are taken to make it possible to discuss and investigate return to the country of origin as a future option.

In terms of counselling for these clients the importance is that they be supported to be able to make an informed choice about remaining in the Netherlands or returning to the country of origin. Of equal importance is that they – regardless of the decision they make – are empowered to arrange for their own safety, and that of any children, as optimally as possible. In relation to providing support this means working with the client to look at safety in the broadest sense: how safe is she, what protections does she need, how can she protect herself, and how can she avoid re-victimisation, how can her children be raised in a safe environment, and how can she realise a safe existence for herself and her children?

The roadmap describes all the steps in providing support with a focus on those steps that will be used in addition to the core methodology. In particular these are the steps relating to reflecting on future options, both in the Netherlands and in the country of origin, and making it possible to discuss the possibility of return. It is assumed that social workers will already be familiar with the core methodology so steps related to this will be described only briefly with references provided to relevant handbooks.[85]

83 Krachtwerk (2011) en Herstelwerk (2012), J. Wolf

84 Saleebey, D. (2006). The Strengths perspective in social work practice. Boston: Pearson Education, Inc.

85 The Strengths model, A Recovery-Oriented Approach to Mental Health, Third edition, Rapp, C.A., Goscha, R.J. Oxford University Press, 2012; Krachtwerk (2011) en Herstelwerk (2012), J. Wolf

This chapter ends with the decision of the client to either return to the country of origin or to remain in the Netherlands. In the last case there are three possibilities:

- The client has been granted a residency permit and will continue with counselling following the core methodology of the institution, (where returning may still be a choice and where support using the Safe Future methodology is appropriate)
- The client continues pursuing legal options
- It is no longer possible to remain legally in The Netherlands and she decides not to return to the country of origin

In the last two cases the institution will make clear which forms of support they can still offer and how long the client will be able to remain in the shelter.

For those who decide to return chapters 6 and 7 describe the follow-up steps for preparing for return and reintegration in the country of origin.

In order to be able to effectively discuss return and for sustainable return some recommendations from Facing Return are included in the design of Safe Future:

- Give sufficient time and opportunity for the client to thoroughly inform and prepare themselves: ensure that the client can make an informed decision;
- Provide for the safety of the client;
- Seek out cooperation with local social support organisations that can assist returning clients with advice, information over the local situation, psychosocial counselling and reintegration;
- Create opportunities for returnees so they do not go home with empty hands: for example, through learning a profession or by supporting other initiatives that may lead to income.

Step 1 Primary needs and safety

An initial need of clients when they first enter a shelter is to regain a level of calm in a safe environment. In addition, attention is paid from the start to any health problems and safety.

It is possible that clients may either underestimate or even overestimate the extent of risk to safety because they are under tremendous stress. If the client is anxious about retaliation if they talk they may also choose to remain silent about traffickers/perpetrators in reaction to threats and violence they have experienced. In other cases clients might display risk behaviours which could increase danger to themselves. It is important to talk with the client about the anxieties and concerns they have and to consider what they need to secure their safety. In line with the core methodology it is important to look at what sources of help they can access in order to adequately manage threats to safety. It helps to concretely identify the threats as much as possible, including, talking about the measures you can take to minimise them. In a personal safety plan safety measures are clearly outlined and the client must be provided the opportunity to agree with any measures to be taken. This is generally already a part of the strength-based methodology implemented normally in counselling within shelters.

If there are changes in the situation of the victim or if, for example, there has been contact with the trafficker/perpetrator, the risk analysis and safety plan must be reviewed and adapted.

Points to consider:

- What is the concrete threat at this moment?
- Is the person being threatened with retaliation?
- What specific indicators are there at this moment?
- Are family members or other significant people within the client's network being threatened?
- Are there family members involved as traffickers or (co)perpetrators?
- Are people looking for the client, is she/he being followed?
- Has the client pointed to suspected persons in her/his environment?
- Are there places where the client either does not dare to go or cannot go?
- Are there any other relevant issues?

In addition, it is also important to thoroughly discuss practical concerns about safety. Sometimes the client unconsciously 'betrays' her location while going about her daily business, for example, using her mobile telephone, social media, or when withdrawing money from cash points close to the shelter location.

Step 2 First counselling sessions and information

After responding to the initial basic needs of the client, and any children, and determining if there are any direct threats present for the client or her situation that require action, the first counselling session will take place shortly after entering the shelter or starting ambulant assistance.

In this session the client explains why she is seeking help or has come to the shelter. The social worker explains what professional assistance she is able to offer the client, her children and significant others in her environment[86]. During this meeting it will also be explained to the client the reasons for considering future options early in the counselling process:

- She needs to take into consideration the possibility that she may not be permitted to stay in the Netherlands. The insecurity about staying or returning will have a serious impact on her life for the coming period and will therefore be addressed as a theme
- Because we want to support the client to be able to make an informed decision the moment that a determination is made over her residency status
- Because staying in the shelter is temporary and we want to provide a safe place for the client to be able to think about what steps to take for a safe future
- Because we want to make sure she is in a position to prepare herself for possible return.

There are also clients who know they want to return from the beginning. It is also important for them to look as soon as possible into what is needed so they are able to return safely. For these clients immediate use can be made of the personal action plan for return, (see Overview 3 in the appendices).

During the first counselling session an explanation will also be given about the procedure to obtain a residency permit. Victims of trafficking in particular often feel re-victimised when they come up against the lack of transparency in the system of rules and procedures[87]. The feeling of powerlessness that they have experienced in the situation of trafficking can be reinforced by the uncertain situation they now find themselves in. This can have a big impact on how they envision the future.

Safe Future recommends taking up certain activities as part of the required counselling. This includes coordinating an orientation information session with IOM and/or another organisation assisting with return.[88] Watching an educational film involving social workers and returning clients from Nigeria and Bulgaria can also be included in the activities programme.[89] It may also be possible to coordinate contact with a partner organisation in the country of origin if there is good contact. It is then important to keep informed about the available opportunities as well as about the policies of your organisation so that you are able to properly inform the client.

It is also important to recognise that the client may access other sources of information outside of counselling, for example, lawyers. Ideally the relationships between the counsellor and other important people such as lawyers should be one of cooperation and collaboration but in reality this is not always possible. It may be that a lawyer still believes there are possibilities for continuing procedural action but that the client actually requires no further support from the shelter. The shelter may decide that the client cannot remain in the shelter in this case and will support the client to find alternative accommodation.

86 Krachtwerk, basismethodiek in de Vrouwenopvang, Judith Wolf en Carinda Jansen, UMC St. Radboud, Nijmegen, 2011, p.56

87 For information about residency procedures see the appendices

88 For information about the IOM see the appendices

89 The video clips can be accessed via www.comensha.nl

Some shelters end the shelter stay for victims of domestic violence or honour violence without residency permits at the first negative decision on an application for permanent residency because then financial benefits provided by the state (RvB)[90] end and it is no longer viable for the shelter to continue providing counselling support to the client. Of course only when the safety of the client is not at stake anymore.

Transparency about how things work and the goal of counselling support is very important. Take care that the information is clear and that the client is well informed from the beginning about what they can expect from the shelter and what the shelter expects from the client. In this way the client knows where she stands from the beginning.

Step 3 Strengths inventory: assessing wishes, aspirations, strengths, and sources of support

Drawing from ones own strengths and utilising personal and social sources of support is at the core of the strengths-based methodology. The management of this lies in the hands of the client and plans are made based on the wishes and aspirations of the client, preferably in their own words.

This phase is about creating an inventory of wishes and aspirations (or needs) that will be linked to goals for counselling. Wishes and aspirations are related to the different aspects of life[91] and indicate what the client wants for herself in life. The inventory is therefore a continuous process with short and long-term goals. Organisations that work according to a strength-based approach often use the strengths inventory tool within the core methodology. This instrument allows the client to create an inventory of what she wants and what her personal and social resources for support are, in other words what her strengths are, in each area of life.

The social worker helps support the client by talking with her about her wishes and resources for support in the different areas of life. Doing so helps the client to build a picture of her own strengths that she can utilise to both overcome problems and for continued self-development. The main questions for each area of life are: who (or what) are you? What are you able to do? What do you want? Who is your support? What do you know? (See chapter 7 for further explanation on making a strength inventory)

It is important to continue asking questions. Furthermore, when discussing each area of life it is important to pay attention to what the situation was for the client when she was still in her own country. Which sources of support did she access? What were her strengths? What was her network like? Doing so makes it possible to talk informally about the country of origin without having to bring up the subject of return, to gain insight into available sources of support in the country of origin, and to get an idea of how the client experienced these.

It may be that a client comes already with a desire to return to her country of origin, or that she quickly feels this is her best option. Research shows that victims of trafficking who return to their country of origin most often do this shortly after they have escaped or have been rescued from the trafficking situation.[92] It is therefore important to immediately work with these clients to determine what they want, what they need, and to inform them properly about their options relating to return and the support they can get to help with this.

90 The Regulations for the provisions for particular categories of foreign nationals (RvB) is a monthly benefit for the provision of the necessities of life. RvB benefits are administered through the Central Agency for the Reception of Asylum Seekers (COA).

91 The strengths inventory is comprised of 10 life areas (safety and protection from violence, housing and daily life, finances and social security, children and care for children, (former) partner, social network, activities related to work and education, leisure and recreation, health and self-sufficiency, personal fulfilment). In an 8 phase model and 8 life areas (housing, financial, social functioning, psychological functioning, personal fulfilment, physical functioning, practical functioning, daily activities).

92 Source: If Our Skirt Is Torn, Safe Return and Social Inclusion of Victims of Traffic in Human Beings; An Inventory of Neglected Aspects in Ten European and Asian Countries, T. Kootstra en X. Commandeur, ICCO, 2004

Step 4 Action plan for short-term goals

In the action plan for short-term goals,[93] concrete goals will be established flowing directly from the strengths inventory. The client and social worker will come to mutual agreement for implementing short-term goals and make a written record of who is responsible for what and when.

Goals established during this phase will often be related to the situation in the Netherlands. For victims of trafficking, who are still in the reflection period, this means they must often make a decision as to whether or not they will proceed with charges against their trafficker in this phase.[94] Victims of domestic violence must decide if they will move forward with charges against their (former) partner and/or if they will apply for an (independent) residence permit.

Goals may also relate to the country of origin, even in cases where the client does not (yet) want to, or is unable to, explore the option of eventual return. For example, if from the strengths inventory it appears that one of the things the client wants is to renew contact with family then one short-term goal may be to determine how to organise this and to find out who could assist with this. Partner organisations in the countries of origin could potentially play a role and it is important that the client be informed about the available options.

Step 5 Future Sessions

The 'future sessions' are two or more meetings with the client where opportunities in the Netherlands and in the country of origin will be explored. The goal of these meetings is to help the client gain better insight into what is best for her.

The vision the client has of her opportunities and those of her children – in the Netherlands and in the country of origin – will be mapped out and future options discussed with the help of two survey instruments. Information gained from the strengths inventory made earlier can offer starting points for the discussion about the future. During the inventory it was already discussed how the client views her current options, which current and past personal and social sources of support she can access, and which skills she has learned either in the country of origin or in the Netherlands.

For many clients talking about their country of origin, coupled with the possibility of (involuntary) return, is a very stressful and emotional matter. For this reason it is important to explain that this phase is not about making a decision to stay or to return. It is an initial exploration of factors that may play a role in reflecting on the future for the client. Factors relating both to the Netherlands and to the country of origin will be explored because in reality the client needs to be aware of, and take both possibilities into consideration. In addition, considerable emphasis is placed on the theme of safety as it is important within counselling to support the client to be independently capable of managing her security and that of her children as best as possible, regardless of where she ends up.

93 Action plans for short-term goals and similar guidance plans are part of the core methods of the organisations and are therefore not included in this book.

94 Victims of trafficking are supported, after fleeing or being rescued from a situation of trafficking, in a reflection period of three months to decide whether they will proceed with charges against their trafficker. Organisations for categorical accommodation and assistance for victims of trafficking in human beings (COSM) provide shelter for these victims during the first three months. Whether clients end up in a COSM or another shelter is dependent on a number of factors, including, among others, space availability.

Overview 1 Discussion about the future: factors that influence perception of opportunities in the country of origin and in the Netherlands.

In filling Overview 1 the client will be stimulated to think about the many known circumstances and strengths which are important to consider when thinking about staying or returning.

How to use

Talk with the client using the overview below about how she sees her possibilities in the Netherlands and in the country of origin. Think of the overview 'merely' as a helpful tool. What is most important is that there is a discussion with the client about the different aspects that play a role in thinking about the future. The overview serves to support this discussion. In the columns on the left and right you can indicate for each factor if the client is positive or negative about the factor. If the client is very negative or very positive you can indicate this by using - - or + + but the goal is that you help to bring the concerns to the surface which at that moment play a role for the client.

Opportunities -	Starting point	Opportunities +
	Residence status: Reflection period B8/3 / B8/3 / Application for residency permit not on temporary humanitarian grounds / partner dependent residency status / undocumented / other, e.g.,……..	
	Use this space to give an explanation for this factor:	
-	**(Perceived) Opportunities in the Netherlands**	+
	1. Safety in the Netherlands (personal and for family)	
	2. Protection from violence	
	3. Children and care for children	
	4. Housing	
	5. Work, income and education	
	6. Feeling 'at home'	
	7. Family/network	
	8. Health care	
	9. Social status	
	10.Social norm with respect to return	
-	**(Perceived) Opportunities in the country of origin**	+
	1. Safety in country of origin (personal and for family)	
	2. Protection from violence	
	3. Children and care for children	
	4. Housing	
	5. Work, income, and education	
	6. Feeling 'at home'	
	7. Family/network	
	8. Health care	
	9. Social status	
	10. Social norm: expectations of those who stayed behind	
Total -		**Total +**

Strive to give every factor a score so that you build a picture that is as complete as possible of what is going on in the different areas for the client.

The scores provide a snapshot of the client's perceived opportunities at that moment. It is important to continue to ask about the experience and perception behind the scores. Thus, an image of the strengths and vulnerabilities of the client is created which can provide important themes for counselling.

On each factor ask the client how they experience or assess this factor. When this is difficult for the client you can play a more active role by assuming a greater coaching role. Be aware that you do not put words in the client's mouth and allow the responses to come from the client herself.

It is also important to be alert that you do not interpret the responses. When in doubt ask the client whether you have understood correctly and be aware that this discussion can evoke stress and strong emotions. Be alert for signals from the client.

1. Safety

Safety and protection from harm are important issues for all clients. It is important to take the time to think about this and to continue to ask what the client is indicating. Also take a look at the risk analysis to see what safety risks have been identified.

What kinds of opportunities does the client perceive in order to manage her own safety? What is her perception of this in the Netherlands and how does she see this in the country of origin? Also pay attention to the difference between perception of safety or danger and actual experiences. Ask about this and map the potential dangers as concretely as possible.

There are many vulnerable groups among potential returnees. It is important to consider the client within the context of the country to where she may return. Ascertain whether she belongs to one of the vulnerable groups. The most common traits that may identify someone as a member of a vulnerable group are: gender and sexual orientation, ethnicity, health status, and past experience (previous victim of trafficking, domestic violence, or genital mutilation).

The gender of a person can have a direct impact on the extent to which one feels (un)safe when considering returning to the country of origin. For single women, and certainly for unwed mothers, it can in some cases be dangerous in fact to return to certain countries. Ask the client to elaborate how she perceives the possibilities and what factors influence her perceptions.

Some victims of trafficking were trafficked by their own family. How does she perceive her security should she return? What might the reaction of the family be? Can she count on protection? Is she afraid of circumcision for herself or her possible daughter(s)?

Partner organisations in the country of origin can play a role around ensuring safety. They have access to temporary shelter space and have contact with agencies that can be important in such matters. Is the client aware of the possibilities?

2. Protection from violence

Protection from violence is directly linked to the perception of safety as discussed in the previous point. This section is about gaining insight as to the possibilities for protection should they experience violence again or to prevent future violence. What possibilities does the client see in the Netherlands and in the country of origin?

For many clients it is a new experience to be able to turn to the police in the Netherlands for protection. Depending on the experiences they have had with police during their stay in the Netherlands will they assess the possibility to access protection either more positively or negatively.

For many clients the fact is that they have had very bad experience with police in their own country resulting in a great distrust of police. This means they are then completely reliant on other sources of protection. Does the client have an idea as to who may be able to help her? Ask what she thinks she needs in terms of protection and who could be relied on for this in the Netherlands and in the country of origin. Also investigate whether the partner organisation can do something to eliminate this distrust, for example, because of positive experiences in working with the police and other local institutions they may know who they can trust to call on behalf of the client.

3. Children and care for children

The prospects for development for children will play an important role for clients when considering whether to remain in the Netherlands or to return. Which rights and opportunities does a child have in the Netherlands and in the country of origin? How safe is it for them? What are their education prospects? Is there childcare, what is the environment like where they will grow up? Do they speak, read, and write the language from the country of origin? And if the child is born outside of marriage or the result of a relationship with the trafficker or a client, where will it have the best opportunities for development? The perspective the client has for her children in the Netherlands should be compared with the perspective in the country of origin.

In this case it is also important how the residency status of the client, the other parent, and the children, is organised. One of the things the IND takes into consideration in their determination of an application for residency is how the relationship is with the other parent and if there is, or will be, an arrangement concerning parental access. It may be that the other parent and children do have a right of residency in the Netherlands and that the client is afraid to be separated from her children. Expert legal support is important. The IND always considers when making a determination if there are so-called 'objective obstacles' to continuing family life in the country of origin. A custody arrangement (with someone who is a Dutch or EU citizen or who has right of residency in the Netherlands for another reason) can be an objective obstacle. Another obstacle may be if the family is under the supervision of the Child Protection Agency. If the client has children with someone who is a legal resident of the Netherlands then deportation is difficult to realise. In an extreme case it can happen that someone does not receive the right to residency but also cannot be forced to leave because then she would have to relinquish her child (who does have legal residency). Then she will have to make a choice between staying illegally in the Netherlands, or returning to the country of origin without her child.

If the right of residency of the children is dependent on the client's residency status then it is possible that both the client and her children will ultimately be refused legal residency in the Netherlands and that the client must consider then where she and her children will stay.

There are an estimated 30,000 undocumented children in the Netherlands. Just as other children in the Netherlands they have the right to shelter, food, and clothing. In addition, they have the right to an education until the age of 18 and to emergency medical care. Other than that the right to services is limited, for example, there is no right to social money or child benefits.

Research shows that undocumented children are at a relatively higher risk to physical violence, neglect, and sexual abuse, than other children. In addition, hygiene and privacy within the living situation is also often a cause for concern.[95] Some undocumented children suffer from the same problems as their documented peers living in poverty. Next to this they face a number of specific problems related to not having right of residency and when they are older will be unable to many things that other children can do such as work, getting their car or moped licence, go to events that require showing you identification, or go on vacation abroad.

There are a number of other problems for undocumented children that are even more persistent. From research it appears that the often experience serious psychological stress resulting from the lack of documents and the fear of being discovered or arrested. A 'life with the secret' of their 'illegal status' is arduous for many children, as is the uncertainty about the future.[96]

Growing up in poverty and with fear and worry due to an illegal residency asks a lot from the resilience of children and parents. The combination of stress and uncertainty (in all areas of life) also demands a great deal of parenting skills. The personal and social resources that she has are very important in such a situation.

The lack of prospects in the Netherlands for the children can be a reason to return. As well the consideration that is a broader network of support for the children in the country of origin can be a factor.

It is not unusual that clients also have children in the country of origin. The desire to be reunited with her children there can be an important factor in the client's decision-making process. Ask how the client sees the possibilities and what factors might play a role.

95 Mensinga, M. & Bommel, H. van (2010) Ongedocumenteerde kinderen en de toegang tot ziekenhuiszorg. Onderzoeksrapport, Stichting Pharos.

96 Kinderen buiten Beeld. Een onderzoek naar de leef- en woonsituatie van ongedocumenteerde kinderen, uitgevoerd door de Hogeschool van Utrecht, Defence for Children en Stichting LOS (2014)

4. Accommodation

What opportunities does the client see for herself in the Netherlands? How realistic are these? Undocumented migrants often live in sub-standard housing which can have an impact on their health. Does the client have a good idea what her possibilities are should she remain illegally, that she will always be dependent on others and vulnerable for abuse and exploitation? How does she perceive the possibilities in the country of origin? What factors are influential? What sources of support does the client have in relation to accommodation in the Netherlands and in the country of origin?

5. Work, income, and education

Having enough income is a crucial condition to self-sufficiency and to avoiding becoming dependent on others. Dependency is a risk-factor for violence and the extent of dependency can either increase or decrease risk of violence. Therefore, expanding personal and social resources for support is a vital aspect of the strength-based approach in counselling, a part of which is equipping someone to work. How does the client perceive her opportunities for generating income? What are her chances in the labour market in the Netherlands and in the country of origin? What skills does the client possess that she can make use of in order to secure employment? What work opportunities are there either in employment or as self-employed? What kind of work has she done in the past? In what kind of a situation did she grow up in and how did she see her working life and the working life of significant others in her network? What do/did her father or mother do to earn an income? The importance in asking these questions is to paint a picture of the opportunities within the context of the client.

Does the client have an idea who can support her to help increase her chances for work and income? In relation to preparation for return, are there opportunities for vocational training and support to start a small business in the country of origin? (See the appendices for information about possible return support.) Is the client aware of the available opportunities? Does the client need training? What kind of training? Does she need education or training to increase her chances in the labour market? Would she benefit from targeted professional training to increase her opportunities in the country of origin?

If there is cooperation with a partner organisation in the country of origin, they can also play a role in supporting returnees to find work. Is the client aware of the available opportunities? It is advised that they are put in contact with the partner organisation (if possible) in order to get information about these possibilities.

6. Feeling 'at home'

This is a factor that raises a lot of emotions. Many clients experience miss a feeling of embeddedness in a family network, the 'smells and colours' of home. But also a lack of respect or a feeling of being a 'nobody' in a strange country affects many clients. The feeling of not being welcome here or being treated like a second-hand citizen colours the experiences of many clients.

Many clients avoid talking about homesickness because it is too painfully emotional. Still it is important to raise the topic here. Try to encourage the client to talk about it in a way that 'triggers' what was good. Pay attention to what made her feel fortunate and what made her happy.

How is this in the Netherlands and how was it in the country of origin?

7. Family/network

The degree of social embeddedness in the Netherlands can have an impact on the decision to return. With social embeddedness it is meant the quality and scale of the social network of the client: do they have friends, family and acquaintances here and can they rely on their social network? In the same way having no family or friends in the country of origin or the quality of contact can impact on the decision to return in different ways. If there are family members who had remained this may result in homesickness and the desire to be reunited. In contrast there is also the possibility that the client feels ashamed regarding family and friends because of the work that she may have done or because she did not succeed in the Netherlands and may return 'empty handed'. In some cases those who remained in the country of origin may have taken on debt in order to pay for her travel to Europe and the client may be unable to repay this

debt. It may also be the case that the client fears her family. If the family played a role in the circumstances leading to her victimisation it is important to take a good look at the risks and the possibility of repairing broken relationships as well as the (im)possibility of reunification.

8. Health care services

For those with health issues it is important to compare the differences between access and quality to health care services in the Netherlands with those available in the country of origin. In this case a person's residency status is also important. According to the Aliens Act undocumented migrants have a right to emergency health care. Despite the fact that people have this right it is known that undocumented migrants wait unnecessarily long before they seek help through emergency services at a hospital.

If the client has health issues it is important to investigate what the possibilities are for recovery here in the Netherlands as well as what is possible in the country of origin. In the appendices you will find an overview with helpful questions for checking the presence of, availability of, and affordability of emergency health services in the country of origin. In the case of serious life-threatening illness the client can make an application to remain under Article 64 of the Aliens Act. This article states that a client may not be deported as long as it is not safe to travel in connection with the poor health of the client or that of a family member.97

Psychological problems can influence or distort thoughts and actions, especially when someone has a mental illness. If the client has an anxiety disorder this may result in the overestimation of actual anxieties, for example, about one's personal safety. Someone who suffers from depression may possibly have no interest in how or what lies in her future. For those diagnosed with schizophrenia an assessment should be made to ascertain the extent to which they are able to judge reality.

9. Social status

How does the client perceive her social status in the Netherlands and in the country of origin? Does this have an impact on her opportunities in the Netherlands or in the country of origin? How? Ask the client what it would mean for her should she return to her country of origin.

In many countries divorced women and single mothers are in a very weak social position. What is the situation for the client? Does this impact on her situation and how might it determine her available opportunities? Working as a prostitute is considered very taboo in many countries and is not socially accepted. Even if you were forced into it there may still be serious consequences affecting your social position. Is this the case for the client?

On the other hand it may be for some clients that their social position in the Netherlands is a factor for deciding to return. For example, because they have the feeling that they are not welcome here and will never really count in the Netherlands.

97 For aliens who, because of medical or health reasons, are unable to travel outside of the Netherlands the Repatriation and Departure Service (DT&V) can appeal to Article 64 of the Aliens Act. Article 64 prohibits deportation as long as travel is determined to be medically irresponsible. An appeal under Article 64 does not result in the legal right to stay (residency permit), but postpones departure. If an appeal under Article 64 is successful the alien receives a temporary right to stay in the Netherlands. This stay lasts until the medical situation has improved and it is determined that the alien is able to leave the Netherlands. The DT&V provides advice about medical situations to the Medical Advice Board (BMA) of the Immigration and Naturalisation Service (IND). The BMA determines if there is evidence of an emergency medical situation and if the necessary care exists in the country of origin. It does not check whether the necessary care is available and accessible. For more information on this subject see: Bloemen, E. (2007). Een briefje van de dokter… Medische zaken in de asielprocedure. Stichting Pharos.

10. Social norm

How do significant others think about returning to the country of origin? Who are they and where are they located, either in the Netherlands and/or in the country of origin?

Are those who stayed behind in the country of origin positive regarding return? Will they support the client or are they one of the factors that would make returning more difficult? For example, because they cannot accept what has happened in the life of the client? Has the client had contact with them and does she have an idea how they will react?

What do significant others think about staying in the Netherlands?

Overview 2 Possibilities in relation to changes in factors

Over time factors can change. For this reason it is important to monitor the situation by including Overview 1 in the counselling process and going through the assessment process again, re-scoring each factor, if there are any changes in circumstances or moments where re-evaluation is necessary.

Overview 2 can be useful to gain insight into the areas where the client thinks there is room for change when considering her future.

How to use

Assess (together) if and which factors from Overview 1 might possibly change, for example, through additional or new information, or because of support from personal or professional networks. Describe what and possibly who is needed to influence the score for this factor.

Factor	Score	Describe in which way, under what conditions and with the support of who/which organisation, could change the score for this factor.

When filling in Overview 1 the client has thought about circumstances and strengths that are important for making choices in regards to the future.

The follow-up step is to consider together within which factors is there the possibility of positive movement. Which factors, which are now assessed as 'negative' could possibly shift to become 'positive'? This may be because of new information, or through arranging practical matters. If someone, for example, has indicated that a lack of security, work and housing are important factors that may limit future possibilities in the country of origin then it is possible to consider with the client which actions are possible to undertake that may change this for them. Don't forget that partner organisations in the countries of origin can play a role in this by informing the client about the possible support they can offer. In this way the client is not left to fend for herself after returning. If safety considerations are of crucial importance, then the conviction of the trafficker or perpetrator of domestic violence could radically change the perceptions of the client.

Make as much use as possible of the possibilities presented by local partner organisations by including them in the process at an early stage and by bringing them in contact with the client. This can be accomplished using Skype or the telephone or by first checking their website and then arranging an appointment to make personal contact. In the framework of the Safe Return project there are short educational films created for clients from Bulgaria and Nigeria that give an idea about how the local partner organisations can support them in the event of return. Likewise an informal information meeting with IOM or another organisation offering (preparation) support for return can be included in this phase.

Overviews 1 and 2 highlight the most significant factors in the consideration of future options. This also provides information about the strengths and vulnerabilities of the client. Strengths can be utilised, while vulnerabilities indicate where protection or reinforcement is needed.

Based on the information gathered from Overviews 1 and 2, in the following step, the action plan for short-term goals, concrete goals are formulated and work can quickly begin on achieving them within the counselling process.

Step 6 Adding to the action plan for short-term goals.

In the action plan for short-term goals (Step 4) concrete goals are included flowing from the strengths inventory. Now it is possible to supplement the action plan, adding in information from the discussions about future options. Keep in mind possible goals related to the information gathered through the local partner organisations or making contact with social workers from the local partner organisation using Skype.

In addition, a meeting with IOM or another return organisation providing information about possibilities for support can be included as part of the action plan. As could participating in group sessions bringing the topic of return up for discussion, for example, through IOM or another organisation supporting return hosting an information meeting.[98] Further group activities might also include viewing the educational films from the Bulgarian and Nigerian partner organisations.

The experience of the Safe Return project demonstrates that paying attention to the theme of return is helpful in both the individual and group counselling context. After all, clients live together in the shelter and share information with each other. By creating room for group sessions clients are able to openly share experiences with each other. It provides social workers the opportunity to provide information as needed and to get a feel for the dynamic within the group around this theme. Furthermore, group sessions can help to avoid confusing misinformation from circulating. The sharing of information can be supportive for clients, certainly if they are in different phases regarding residency status or the decision making process over whether to stay or return. Later this can be taken up in individual counselling sessions.

98 For an overview of organisations see the appendices

Step 7 Changes during the process and evaluation

During the counselling period things can change. They can take on a different importance through new information or a change in circumstances.

One important change is a decision by the Immigration and Naturalisation Service (IND) impacting on the application for residency. If the client has been granted the applied for residence permit the choice to stay or return to the country of origin will be unencumbered. Counselling can focus on which goals the client wants to pursue and what support is necessary. In addition, other instruments from the core methodology of the shelter can be employed.

In the case of a negative ruling from the IND the situation is different. This has a direct impact on the possibilities available to the client in the Netherlands and requires the client make decisions about what actions she will undertake. If there is the possibility of appeal she will need to weigh the pros and cons of doing so. Whether an appeal is in her interest must be discussed in counselling with the client. This is true in particular if it is already known that probability of gaining a permanent residency permit is slim. Lawyers in practice often advise their clients to make maximum use of all the procedures open to them. This may influence clients to change their mind about a previous decision to return. For the purposes of providing counselling it is important to discuss this with the client in detail, to determine which step(s) are in her best interest.

An on-going situation of uncertainty can have a serious impact on the psychological well-being of clients. From research among refugees[99] it is known that lengthy asylum proceedings can have a traumatising effect. It is also important to think about what the situation means for any children: what is the impact of uncertainty over residency on them? What is the impact on them of a long-term stay in a shelter? An additional issue is whether the client can remain in the shelter while waiting for a decision over an application for permanent residency. If there is no more need for counselling or other social support, and shelter is no longer a necessity, then the organisation may decide to terminate the stay. In this eventuality the client will need to reflect on her life, and that of her children, outside of the shelter.

A negative decision on residency and issues around shelter make the option of return a more concrete topic for discussion. However, if the client is (not) yet open for such a discussion it is still possible to talk about what living in a situation of illegality might mean. It is especially important that the client understands what a living in an illegal status means if children are in the picture.

By revisiting Overviews 1 and 2 a new picture may develop, certainly, if under possibilities in the Netherlands, the option of staying on as an undocumented migrant is taken into account. It is important that the client has a clear idea what this will mean and that she considers the impact of her decision on her own safety and that of her children. How does she view this and how does she assess the possible risk of re-victimisation? Does she have a clear understanding what this may mean for her children? Also check how the client assesses her opportunities if living as an undocumented migrant. Does she have an understanding of what the (im)possibilities might be? Does she have contacts from her country or other people who are living as undocumented migrants or with organisations that can provide support? How does she assess her ability to guarantee her own security and that of her children? How does she assess her risk of re-trafficking? What possibilities does she have to provide for herself? (For information on the rights of undocumented migrants see the appendices)

On the basis of new information the client may reconsider her choices for the future. In this phase it is important to arrange contact (again) between the client and the partner organisation in the country of origin and/or IOM so that the client can discuss her anxieties related to returning. The partner organisation may also be able to provide up-to-date information and explain how they can support the client in relation to security, shelter, health, and work and income. This direct contact can be a source of support for the client and the decision she must make. It will be important to make it clear to the client that the partner organisation cannot be expected to immediately solve all of the client's problems and that there is the expectation that the client actively engages.

A decision from the IND is not the only event that may require revisiting the options. Other changes in the personal life of the client or that of family might also impact and require the client to re-prioritise.

99 From: Facing Return: An approach for psychosocial assistance to (former) asylum seekers and undocumented migrants, Diana Geraci, Pharos, 2011. See also....research Ombudsman for Children

In addition, in order to make it an integral component of client support it is important that the subject of return and other future options become a standard element in the evaluation of counselling plans. Also do not forget that a change in circumstances for the client makes it is important to re-visit and make any necessary changes to the risk analysis and safety plan.

Step 8 Provisional moment of decision

Every important change or moment of evaluation can potentially lead to the need to reconsider a decision about staying in the Netherlands.

If many compelling factors score negatively, especially in relation to perception of safety in the country of origin, then the chance is small that the client will want to return.

Possible consequences resulting from changes are taken up in the counselling and if necessary translated into concrete goals in the action plan for short-term goals.

If the client no longer has the right to legally remain in the Netherlands and will not or cannot return to the country of origin then the shelter has little more to offer. It may be possible for clients with children to find shelter in a so-called family location in consultation with the Repatriation and Departure Service (DT&V). Policy in the Netherlands requires shelter to be provided to families with minor children who have exhausted all legal remedies to residency, but who have not yet left the country. There are family shelters established in different localities in the Netherlands. Shelter is offered until the family returns or until the youngest child reaches the age of eighteen. The family shelters provide only for basic needs. The client must also report daily, (except weekends,) and the focus of support activities is on return. Clients without children, who are expected to return within three months, may also be provided with shelter, usually in a location with limited freedom. The facilities are also generally basic, there is a reporting obligation and counselling is likewise focussed on return.[100]

There is also the possibility someone decides to (temporarily) stay as an undocumented migrant. During counselling sessions these options will be discussed with the client with a strong focus on the theme of safety. The consequences of living illegally for the client and her children that were mapped out earlier in the counselling process will be discussed again. If the client still decides for this option then she can make use of the Social Map of organisations to whom she can turn to for support (For more information see the appendices)

It is also good to keep in mind that returning is not always dependent on whether or not one obtains a residency permit. There are also clients who are either still in the application phase or who possess a residency permit, who still decide they want to return to the country of origin after some time has passed. Personal considerations and circumstances lead to the decision that return is the best option for the client and any children.

If the client opts for return, Step 10, the personal action plan for return can be implemented in order to prepare for eventual return. All other clients should move on to Step 9.

Step 9 Revisit action plan for short-term goals

As long as it remains possible to provide shelter the role of the social worker is to support the client to reach the main goal, that of moving beyond the shelter and being able to live independently without threat of violence. In the Action Plan concrete short-term goals are formulated to achieve this. Monitoring is a continuous process with smaller and bigger goals. This continues either until the goals are achieved or until there are external changes that require re-evaluating decisions about staying or returning.

In relation to short-term actions it is important to keep in mind actions by which the client must actively engage with her prospects for the future outside of the shelter.

100 Source: www.dtenv.nl

Chapter 6 Preparing for Return

Chapter structure

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Introduction

There are many different ways a client may leave. In some cases a client will not want to make any use of available services and silently slips away. This is often prompted by feelings of shame that family and friends in the country of origin will come to learn what happened to them in the Netherlands. As their social worker you can still offer to contact them by telephone after a little while and you should (always!) provide contact information for a local organisation in case a client wants support at some later point.

If a client does want support in relation to, (the preparation for), departure and/or reintegration then there are different options available.[101] The partner organisations of the Safe Return project in Bulgaria or Nigeria are able to offer support for preparing for return already in the early stages of counselling. In particular, they can play an important role in the area of safety, shelter, and psychosocial support. Depending on the wishes of the client, her country of origin, and the possibilities presented by different organisations, it is also possible to request support from the International Organisation for Migration (IOM), Maatwerk bij Terugkeer (Mediation Agency for Return), Wereldwijd (Worldwide Foundation), and Bridge to Better and/or other organisations offering support in relation to (the preparation for) return. Moreover, you can consult the social map with organisations in the countries of origin that are specialised in return and reintegration support for victims of trafficking and victims of domestic violence.

From the experiences with returnees within the Safe Return project, it appears that almost 80% of them make use of the services of IOM in one way or another. IOM has offices ('missions') in more than 120 countries, and regardless of the reasoning behind the migrant's voluntary decision to leave the Netherlands, IOM is able to support migrants who voluntarily choose to leave, but who do not have the financial means to do so. IOM has managed the Return and Emigration from the Netherlands (REAN) programme since 1991, through which basic support is offered for voluntary departure from the Netherlands. IOM offers counselling regarding the possibility to return voluntarily, including, among other services, providing current information about the situation in the country of origin and by answering an individual's questions. IOM takes care of and pays for travel, provides pre-departure counselling, and also during transit and at arrival if desired. They are also able to provide support to obtain travel documents. In principle EU citizens are not eligible for support under the terms of REAN, but there is an exception made for victims of trafficking. In addition to the above IOM offers certain target groups extra (financial) support or individual counselling. For victims of trafficking this means that within various IOM offices extra expertise is available to provide reintegration support and counselling in collaboration with local NGOs.[102]

Organisations such as Maatwerk, Wereldwijd and Bridge to Better also often bring IOM in to arrange travel and documents. Some also have their own contacts in the countries of origin and in some cases, for example, with Maatwerk, an international network of cooperating partners is in place. In addition, some partners have specialised expertise in providing support to returnees who were victims of trafficking. Returnees who were victims of domestic violence can often also make use of this specialised support.

'Pre-departure counselling' organisations such as Bridge to Better and Stichting Wereldwijd can provide psychological support during the preparation stage but also practical support, for example, to begin a small business in the country of origin. This is applicable mainly for clients from countries outside of the EU who are eligible for financial support. For

101 Within the Safe Return project period a (modest) financial benefit was available to each returnee to be used to support their reintegration in the country of origin or for pre-departure preparations, for example, for an intensive study or course.

102 Source: www.iom-nederland.nl

clients from outside of the EU it is also sometimes possible to arrange this kind of support through Maatwerk or IOM. Always consider what is best for the client. For more information on the support available from different organisations please see the appendices.

Financial support is often given 'in kind'. This means that the client does not receive a cash benefit but that it is made available to them to pay for previously agreed to activities and/or services in the country of origin. An individual case file is created for each returnee and includes financial benefit information and information about the organisation supporting his/her return. The money is then transferred to the organisation in the country of origin responsible for counselling the client and agreements are made for post-return monitoring.

The wishes of the client are key in deciding which organisation the client wants to return with, next to the practical opportunities that may or may not be present. Whatever the client decides, as her social worker, you can provide support by filling out the Personal Action Plan for Return together and by discussing the related actions that can be taken. Always investigate in what way the various organisations in the Netherlands and if applicable in the country of origin may be able to support the client.

The Personal Action Plan for Return is an important document for the client that he or she can take with them to their country of origin. In countries where there is contact with a partner organisation, and providing the client has consented, the Action Plan can be shared with the local organisation. This organisation will provide reintegration counselling support and work with the client to realise the goals established in the Action Plan.

It is advisable to encourage the client to independently make contact with the partner organisation in the Netherlands and/or in the counry of origin. This can help in making plans more concrete and provides an opportunity to talk about fears and concerns. It is also advisable in this phase to get in touch with the partner organisation yourself in order to inform them about the current situation in the counselling process, to look at what agreements need to be made in relation to the transfer, and for the implementation of the goals within the Action Plan. The partner organisation can contribute their thoughts on the specific situation of the client and make clear what they are able to offer in terms of support. In addition, it is important to make clear agreements about who the primary contact person will be within the shelter as well as in the return organisation and/or the supporting organisation in the country of origin.

It is preferable to write the Action Plan in English, or have it translated into English, so that it can be shared with the partner organisation in the country of origin, should the client consent to this (for the format see appendices).

Step 10 Personal action plan for return

Once the client has decided to return to the country of origin, plans can be worked out in greater detail and practical matters can be organised. Making a personal action plan for return provides the client with a frame of reference to help with planning for return (see the appendices). An action plan also helps social workers stay alert to the strengths and vulnerabilities of the client. This chapter provides information for each section of the Personal Action Plan for Return.

How to use

Complete the action plan (Overview 3) together with the client. The action plan is based on the principles of activating, stimulating of social support and pro-active coping, i.e. on trying to work out possible solutions to potential problems beforehand. In those cases where, more family members are involved their preferences, ideas and doubts as to the future and return migration should be mapped out. Where possible you should talk to each member of the family separately, enabling each of them to feel free to express their own preferences.

Ask yourself whether you have the right skills to engage in a conversation with children. Involve a colleague with the appropriate expertise if possible.

Preferably the action plan is written in English or translated so that it can be shared with the partner organisation in the country of origin, should the client consent to this

For some parts of the personal action plan for return, information is already available from the strengths inventory and earlier Safe Future counselling sessions. You should make use of these to avoid unnecessary work, and so that the client does not have to repeat themselves.

Personal background

By explicitly naming the client's capabilities, skills and talents, you speak to the client's potential and strength. It is also important to map their experience and talents in order to better provide insight into work opportunities in the country of origin. Use the information gathered in the inventory of wishes and aspirations (Step 3) and/or from the future discussion sessions (Step 5). After returning, work and income is an important condition for sustainable reintegration. The following are a few recommendations:

- Together with the client create a list of strengths and talents and work with them to see how they can make more and better use of these.
- Create an overview of all previous work experience and work with the client to prepare a resume/CV.
- The opportunities of the client in the country of origin will be improved if they are able to complete a training programme before leaving. Ensure they have as many certificates and qualifications as possible. Whenever possible alert the client to available learning opportunities that can prepare the client for life and work in the country of origin.[103]
- Some matters can only be worked out in detail after return. Clients may have been away for a long time and the local situation can have changed. If there is a local organisation present to support the client after return they can take over matters. Even in this case it remains vital to fill in the Personal Action Plan for Return as accurately as possible.

Personal goals

In thinking of personal goals each client should try and find a balance between dreams and reality. It is good to keep goals as specific as possible in order to help check wishes and aspirations against reality. The following questions are helpful for this:

- What exactly do you want to do?
- When do you want to do this?
- Why do you want to do this?
- What would you need in order to achieve this plan or goal? This could involve training, time, money, and other resources.
- Who can help you?

In order to improve the chances of formulating goals that are realistic and achievable, it is advisable to get in touch with an organisation which can provide support. This can be a partner organisation in the country of origin, but it can also be the IOM, Maatwerk, Stichting Wereldwijd, or Bridge to Better (see the appendices). It is often the case that contact has already been made in an earlier phase with a return organisation or partner organisation in the country of origin. Use these contacts and discuss support options with them from the beginning.

Next, work on the client's perceived barriers in relation to accommodation, work, training, family, etc., in the country of origin. Take all of the barriers seriously and work together with the client to find possible solutions.

To help with this it is very important to clearly map out what resources the client can get to support her return and reintegration into the country of origin. What financial amounts are available, how can this be used, which organisation has primary responsibility for this? Clients from outside of the EU can appeal for financial support through one of the return organisations. Clients from within the EU who are victims of trafficking can apply for IOM REAN-funds. It also makes a difference if the client has children who will return with her. The possibilities are different for each client and customising support to suit the client is essential. Return organisations can help with this.

Alongside financial support for return and reintegration, organisations such as Bridge to Better and Wereldwijd also offer opportunities for gaining skills, and sometimes even the chance to follow a training programme before departing. Find out what the client wants and needs so she can make an informed choice from the available options.

103 Beyond Borders. Take control of your own future. Future training/Ondernemen in je eigen toekomst. Training toekomst

Support and social network

Within the normal counselling process a lot of attention is paid to mapping and strengthening a supportive network in the Netherlands and in the country of origin. Take the time to make this mapping more concrete and brainstorm together on what these networks could mean for the client.

Remember that in this phase it is important to properly inform the client about the possible support for return, by organisations such as IOM, DT&V, Maatwerk bij Terugkeer, Wereldwijd, or Bridge to Better and in the country of origin.

In the Netherlands

- The social network of many clients in this target group in the Netherlands is small and is often made up of people who are in the same situation. Together with the client think about how the network can be expanded in respect to planning for return. If it reflects the views of your client, consider also church or other religious communities or community organisations.
- Together with the client investigate the (pre-departure) counselling possibilities provided by return organisations. See the Social Map in the appendices for more information about this.

In the country of origin

- Check with the client what contacts they (still) have in the country of origin.
- If a client has lost contact with family members, or contact has been broken, local partner organisations can play a role in locating and re-establishing contact with relatives. For example, both COSUDOW and Animus have experience with this. For more information regarding this see Chapter 7, paragraph 7.4. Other organisations in the countries of origin specialised in the support of victims of trafficking or victims of domestic violence often have the same expertise.
- Other organisations such as the Red Cross may also be able to help. Because safety is a specific issue when considering trafficking and domestic violence, it is important to discuss whether or not the proper expertise is available.[104]
- If it is possible, encourage the client to renew contact with family members or other people she trusts from her network. Depending on how much longer the client will remain in the Netherlands, and the personal situation of the client, you could discuss whether the option of transferring a small monthly financial contribution to the family is possible and if it could be supportive. This could help to restore contact and prepare the family for the client's eventual return. Often clients already do so if possible.
- Sometimes relatives are involved in the situation of trafficking or domestic violence. In that case, it needs to be carefully considered whether restoring contact with the family is achievable or desirable. Consult the partner organisation to see what help they can offer. For more about this see Chapter 7, paragraph 7.4.
- Ask partner organisations or other organisations supporting return, if there are support networks in the country of origin for women, (and men and/or children), for example, via faith communities or NGOs. The client can also be active in doing this.
- Together with the client look into the ways that local partner organisations in the country of origin can provide support.

104 The Red Cross Tracing Agency can help with tracing and reuniting family members: Afdeling Opsporing en Contactherstel van het Rode Kruis in Den Haag, telefoon 070 4455 888, info@redcross.nl.

Children

To ensure the psychosocial well-being of children following return, it is important to investigate available options by considering the following questions and to make arrangements in advance if possible:

- What is access to education like in the country of origin? What school or schools will the children attend? Find out as much as possible about the specifics prior to departure and find out if your client can contact the school or schools of choice in advance.
- To what extent do the children speak and write the language of the country of origin? Can the children be given any remedial language classes at this point?
- Does the child require any special medical or psychological care? Is this available in the country of origin?
- Is there a big difference in social etiquette between the Netherlands and the country of origin? Can parents prepare their children for this?
- Will the child(ren) be accepted by family members and others?
- Is it possible for children to get in touch with their age group peers in the country of origin beforehand?
- Who might be able to help with childcare, are there childcare facilities available?

Safety

A (feeling of) lack of safety is often a barrier to return. Fear of reprisals at the hand of the trafficker or perpetrator, and in some cases even family, can be a dissuasive factor. Even in cases where a client does decide to return they may still have concerns about their safety or that of their children or family.

Together with the client create a list of their perceived risks, fears and uncertainties and brainstorm around possible ways to manage these, for example:

- Partner organisations in the countries of origin that work with victims of trafficking and domestic violence have special knowledge in formulating safety plans. Seek their support as early as possible. They can help to estimate the level of safety and what is necessary to manage this in the best way possible. Return organisations such as the IOM also have experience in this area. Make as much use of these organisations as possible and be certain the client receives clear information. This can help to alleviate feelings of fear.
- Consult with the client as to what extent the decision of where to return to can increase a feeling of safety. Are there some areas in the country of origin that are safer than others? Does the client have family or other contacts there?
- Partner organisations can help with finding appropriate accommodation in an area where the client feels safe.
- Make use of what the partner organisations have to offer. Include them at the earliest possible stage in the plans for return and encourage the client to contact them personally.
- It is important to have as clear a picture as possible of the safety situation, and to be able to share this information with the partner organisation if the client consents to this. In this way the partner organisation in the country of origin can tailor the safety plan to suit the local situation.

Information

It is advisable to consult as many sources of information as possible when preparing for the situation in the country of origin. This is especially important where clients have lived in the Netherlands for an extended period and have had little contact with the country of origin.

Encourage clients to seek out information about the situation in the country of origin. To help with this make use of the network of return organisations and establish contact with partner organisations in the country of origin to get up-to-date information.

The situation that clients may find themselves upon return to the country of origin varies from country to country. For returnees it is important to have an idea of what they can expect when they return and they will likely have many questions: Are the police informed that I am returning? Do the police have the right to interrogate me after returning?

Am I obliged to cooperate? Are there special services that I am entitled to as a victim of trafficking or domestic violence? Who can help me in case of emergency? Is there a risk that I will be investigated because I was involved in criminal activities related to the trafficking situation or because I was an undocumented migrant? In the case of domestic violence and parental rights: what are my rights and what protection is there for my children if it is needed?

For safety and well-being it is important the clients are aware of their rights. Refer to the available resources and always consult with the partner organisation in the country of origin or with the IOM whenever possible. Along with the partner organisations in the countries of origin organisations such as Amnesty International and Human Rights Watch can provide specific country reports. This information is usually general so an individual assessment must always be made for each client to determine which information applies to them and how this can be responded to.

Health

If the client has health problems it is important to find out what healthcare services are available in the country of origin and if the client can get the necessary care. In the appendices there is a checklist with questions to verify the availability, accessibility and affordability of the necessary healthcare in the country of origin.

Expectations of those who stayed behind

- Try to find out what the expectations are of those who stayed behind in the country of origin. Together with the client, think of ways of dealing with these expectations. Clients may be able to modify their expectations by making contact and keeping in touch with those who stayed behind in the country of origin.
- Feelings of embarrassment, guilt and fear of losing face may dissuade clients from returning. These same feelings can also hinder reintegration in the country of origin, and prevent the client from feeling at home again. The (alleged) expectations of those who stayed behind play a role in this. Take these feelings seriously. Together with the client, have a look to see what would be needed to restore someone's sense of honour. It is possible that speaking with a social worker in the country of origin can help. Alternatively, a social worker in the country of origin may be able to help with the contact with family. (For more information see Chapter 7, paragraph 7.4).
- It may be helpful for the client to save some money to take back with them, or to send money in advance, if possible. Talk with the client to see how she feels about this and if this could be a supportive contribution to alleviate the expectations of those who stayed behind.

Personal expectations regarding return

- Talk with the client about problems they might have adapting in the country of origin, especially after an extended period living in the Netherlands. The economic and political situation, opportunities for employment, infrastructure, food supply, social and healthcare services, and opportunities for education and accommodation can be radically different from the situation in the Netherlands; moreover, a lot can change, especially over an extended absence.
- Talk with the client and reassure them that it may take some time before she feels she has reintegrated in the country of origin. It may help if the returnee can make a (positive) contribution to the family or community. Discuss together how the client can manage any stigma and negative image problems.
- Identify fears and uncertainties and think of ways to deal with them, for example, through exercise, a hobby and relaxation techniques[105].

Practical matters

Arranging for someone to return involves a large number of practical matters, including applying for the necessary documents and flight tickets. The current approach does not offer an overview of all practical issues related to return. Therefore there is collaboration with relevant agencies that can offer support in this area (see the Social Map in Appendices for a description of their services).

105 For tips see: Vloeberghs, E. & Bloemen, E. (2005). Uit lijfsbehoud. Lichaamsgericht werken met vluchtelingen in de GGZ. Stichting Pharos

Transfer and organisations involved

In order for the client to retain control over the return process, it will be good to check and properly map out which organisations will be involved in her return. Also describe what the responsibilities are of each organisation. In addition, it is important to make clear agreements about who the primary contact person will be within the shelter as well as at the return organisation and/or the partner organisation in the country of origin.

The client should play an active role in the transfer and coordination process. If the client has given consent, the completed surveys and personal action plan for return using the Safe Future methodology can be part of the transfer arrangements between organisations.

It is important that it is clear who the primary contacts are for the organisations involved, both in the Netherlands and in the country of origin.

Make an agreement with the client as to how she will inform you that she has arrived safely at her destination and talk with her about the possibility of getting in contact after a month to see how things are going. This contact can also be facilitated by the local partner organisation. Agreements about this are recorded in the action plan (see 6.13).

Monitoring following return

It is important to agree about monitoring the client's reintegration and well-being following return. Ask how the client feels about this. Sometimes returnees want to reintegrate into society as soon as possible following their return and may not wish any special attention.

Find out which organisation is able to take on monitoring and for how long this is possible. Make agreements with partner organisations in the country of origin about monitoring and feedback of information if that is desired or necessary.

Agreements

The list of agreements in the personal action plan for return helps in establishing concrete agreements and to hand control to the client.

Step 11 Update risk analysis

If a client returns, it is important to have a clear picture of their safety situation. This is also important for the potential partner organisation in the country of origin, so they are better able to adapt support provision to the needs of the client. Having an updated risk analysis is important.

Section 5 of the personal action plan for return deals with the concerns of the client about her safety and looks at what the client can do to increase her feelings of safety.

Do you have concerns about your safety or the safety of your children in relation to returning to your country of origin? What are you worried about?
Was your family involved in your trafficking situation and/or experience of violence?
Is your family under threat? Are you afraid this will happen (again)?
Do you think the trafficker is aware of your return and that they know where to find you?
Are you afraid that you will experience problems because of religious or social attitudes about single mothers, domestic violence, and/or prostitution? What are your fears?
Are you afraid that you may be re-victimised?
What do you need to feel safer?
Who can help to support you?
What can you do yourself to increase your safety?
Have you already had contact with an organisation in your country of origin that can help you? How are they able to help you? Have you already made agreements with them? Do you need more information from them?
If you have not yet had contact, is this something you would like to do?

The analysis sheds light on the safety situation of the client and her network and highlights the risks she might encounter. It answers the following questions:

- Is there a risk of re-victimization?
- Is there a risk the client may be a victim (again) of female genital mutilation?
- Was the family involved in the situation of trafficking or violence against the victim?
- Are any of the perpetrators from the country of origin and (how) are they involved in the network of the client?
- Is the family of the victim under threat?
- Does the trafficker/perpetrator know that the victim is returning and where they will be staying?
- Does the victim still have debts owing to the trafficker and/or family (network)?
- Is there a risk that the victim will be stigmatized and will be socially excluded? Which religious, social or cultural factors constitute a danger in this respect?
- Does the victim have a network of support? Who is this?
- Does s/he have skills to deal with problems and difficulties?
- Is there a risk of re-trafficking or violence because of poverty or unemployment?
- Does the victim run a risk that (s)he will be prosecuted for criminal activities related to the situation of trafficking or because (s)he has been an undocumented migrant?
- Any other relevant issues?

If section 5 of the personal action plan for return provides enough information it can be used as the updated risk analysis, supplemented if necessary, with new or additional information. If it is not then an updated risk analysis can be made that provides answers to the questions above.

Step 12 Transfer, departure, reception, and monitoring

If a client returns with the support of a local partner organisation in the country of origin earlier contact will have been made with the partner organisation and there will also be agreements regarding transfer, departure, and reception following return.

Transfer

- With the consent of the client the updated risk analysis and the Personal Action Plan for Return will be shared with the local partner organisation. Make sure the client has printed or digital copies
- The primary contact from the support organisation in the Netherlands and the primary contact at the partner organisation in the country of origin are in contact to arrange the transfer of documents and to confirm agreements
- The client has the relevant information about who her primary contact is at the local partner organisation in the country of origin
- If applicable, agreements have been made with the local partner organisation about the use and accountability of resources for reintegration in the country of origin and the client is aware of these agreements.

Departure and reception

- There are clear agreements between the support organisation in the Netherlands and the local partner organisation regarding reception after arrival in the country of origin
- If it is desired or necessary that the client is picked up at the airport then it is clear to all parties who will do this. The client has the contact information for the partner organisation in the country of origin, or another organisation, that she can contact in the case of emergency, for example, the IOM

Monitoring

- There is an agreement with the client as to how she will inform you that she has arrived safely at her destination
- There is an agreement over getting in contact with the client, and after what time period, to see how things are going
- There is an agreement with the partner organisation about monitoring during the first year and regarding how the social worker in the Netherlands will be informed about how it is going with the returnee.

Chapter 7 Supporting reintegration in the country of origin

Chapter Structure

7.1 *Introduction*
7.2 *Formulating wishes and goals*
Step 1 *Addressing safety and immediate needs*
Step 2 *Addressing legal issues*
Step 3 *Making a strengths inventory*
Step 4 *Setting goals and making action plans*
Step 5 *Strengthening personal and social resources*
Step 6 *Monitoring*
7.3 *Strengthening individual and personal resources*
7.4 *Strengthening resources in the socio- economic environment*
7.5 *Strengthening resources in the relational environment*
7.6 *Strengthening institutional resources*

7.1 Introduction

Strengths-based approaches fit perfectly with empowerment approaches already in use by many support organisations in the field of domestic violence and human trafficking. They are based on a shared language and similar assumptions:

- Regardless of the difficulties people encounter in their lives, they all have strengths, skills, and capacities to enhance and improve the quality of their lives
- The focus shifts from people's problems to their strengths. Empowering people means creating an environment in which they can develop their personal strengths
- Discovering strengths is a process involving cooperation on several levels: between a person in need and a social worker, between a social worker and a broader professional community, between a person in need and her environment
- Empowering a person means: "To demonstrate respect for the person, to value (life) experiences, to affirm what he or she wants, and to see her as a 'whole' person and not only as a victim".[106]

Strength-based approaches support the process of recovery and quality of life improvement by:

- Reinforcing self-confidence, social functioning, and support from the environment
- Supporting clients to reclaim a positive sense of self
- Supporting clients in their process to develop a safe existence for themselves and their children.

This chapter focuses on how to support returnees in the process of reintegration from a strengths-based perspective. It is important that victims find their own strengths and build on their inner resources. Having a 'resourceful' perspective will not only help to create new possibilities for a safe and meaningful life, but it will also help to reduce the risk of re-victimisation. The social worker has an important role in this by working with the client to help strengthen her personal and social resources.

106 Work for Care, A Trainers Manual. Sexual and Domestic Violence During and After War, Admira Training and Consultancy to Support Survivors of War and Gender Based Violence, Utrecht (2005)

This chapter is informed both by the experiences of providing support to trafficked persons and victims of domestic violence and on the training experience gained in Nigeria and Bulgaria implementing the strengths-based methodology during the Safe Return project[107].

The first part of this chapter describes the steps that the social worker and the client take to:

- Address immediate issues
- Formulate the client's wishes and goals.

The steps highlight the issues that require addressing, however, the possible actions that are related to these issues are not elaborated in detail. In order for this information to be relevant to different organisations and in many diverse countries of origin, context specific elaboration is left to local organisations.

The strengths inventory and the resulting action plans, (see also chapter 5,) are core instruments that give direction to the process of formulating wishes and goals with the client.[108] These instruments are more than just 'paperwork'. Their value lies in how they are used in the process: to empower and support returnees to formulate what they really want, and to strengthen their resources that will help them achieve this. The relationship between client and social worker is crucial throughout this process.

When a victim decides to make a change in his or her life (s)he may face many internalised obstacles. These are often voices from the past, from abusers, a parent or other relative, teachers, or others, preventing victims from recognising and using their strengths to change their situation.

Furthermore, the circumstances that contributed to victimisation often have not changed: economic needs, family circumstances and/or personal factors, and background. The combination of internalised obstacles and difficult circumstances form a serious risk for re-victimization and should be addressed to ensure successful reintegration.

Modules designed to help work on internalised obstacles and difficult circumstances are described in the second part of this chapter with elaboration on how to support victims of trafficking and domestic violence to strengthen their resources in different areas of life:

- Individual and personal resources
- Resources in the socio-economic environment
- Resources in the relational environment
- Institutional resources

107 Training on the methodological principles of the strengths-based approach was provided to Animus (Bulgaria) and COSUDOW (Nigeria) by trainers of partner organisations from the Netherlands. From feedback it is clear that: "These trainings enriched the work of both the trainers and the trainees". The methodological principles of the strengths-based approach and the experience with the empowerment approach reinforce each other. An important factor in such trainings is that they help to develop a shared language.

108 Safe Future uses instruments from The Strengths Model, A Recovery-Oriented Approach to Mental Health, (Third edition, Rapp, C.A., Goscha, R.J. Oxford, University Press), but other instruments are available. It is important that the instruments used support an empowerment-focussed, client-driven approach.

7.2 Formulating wishes and goals

Recognising that the client plays the lead role in a strengths-based approach is vital to understand within the social worker/client relationship: "An important part of the recovery process (of victims of trafficking and domestic violence) is the restoration of the feeling of autonomy and control over the person's own life. For this reason the person should participate in the decisions and planning of all steps of the rehabilitation process."[109]

It is important to keep this in mind when implementing the following steps.

Step 1 Addressing safety and immediate needs

The first priority following return to the country of origin is to make sure all immediate needs are met, including, accommodation, safety, health, and informing the client of their rights. Availability of services will vary in the different countries and local service providers have developed their own methods to support returnees. For example, returnees that come to COSUDOW in Nigeria are given a 'welcome home party'.

Usually partner organisations can provide shelter, a safe place for the first period from where the returnees can start working on their process of reintegration. Together with the returnee they will make an assessment of immediate needs addressing the following[110]:

- The client's safety (based on the updated risk analysis, see Step 10 of the personal plan for return)
- The client's state of health
- Whether he/she has any illnesses that requires hospitalisation
- The client's emotional state
- Any immediate and emergency needs, such as shelter, food, medicines, rest
- If there are any (pending) legal proceedings
- The client's plans for the near future
- The presence or absence of family relationships
- The client's available resources for coping, including income
- Other individually determined emergency matters

The assessment of immediate needs results in an agreement with the client on follow-up steps and a safety plan. Providing clear information is important. If the client remains with the receiving organisation she will be provided with clear information about what she can expect and any expectations of her. In the event that the client is referred to another organisation information will be transferred with the consent of the client. If no further help is needed the client will always be given the contact details of the organisation in case of need.

If the client has consented the information related to safety and health from both the Personal Action Plan for Return (see Chapter 6, step 10) and the updated risk analysis (Chapter 6, step 11) can be used as input to address immediate needs and to build the safety plan.

Step 2 Addressing legal issues

There are always many things that need to be arranged regarding return. Victims often lack information regarding the law and their rights in relation to their own situation. Although legislation varies, there are generally similar issues that need to be addressed. Information provision about legal issues should be initiated early in the counselling process in the Netherlands. To facilitate information sharing contact should be established with stakeholders in the country of origin who have the relevant expertise on the current laws and procedures relevant to the client's situation.

109 Quote from National Mechanism for Referral and Support of Trafficked Persons in Bulgaria, 61, Sofia (2010)

110 Source: National Mechanism for Referral and Support of Trafficked Persons in Bulgaria, 2010, Sofia (prepared by a working group with representatives of governmental and non-governmental organisations competent on different aspects of the work with trafficked persons, coordinated by Animus Association Foundation)

Main issues to be addressed in the Netherlands prior to return:

- Are there anti-trafficking laws and/or laws against domestic violence in the country of origin?
- In the case of trafficking, what legal rights do victims have? For example, do they have to collaborate with the police when they enter the country, (usually at the airport,) or can they legally refuse to cooperate? Is there a reflection period available and how long is it?
- In the case of domestic violence how are parental rights regarding children protected? Are there legal provisions for child protection or restraining orders?

Main issues to be addressed in the country of origin upon return of trafficked persons:

- The rights and possibilities attached to a victim's status
- The right to a reflection period and duration. For example, in Bulgaria victims are protected from having to give testimony during the 30-day reflection period
- The process for pressing charges against perpetrators
- Access to legal advice and availability of programmes, institutions or NGOs that offer free legal aid, that victims should be informed about
- Access to free legal representation and any eligibility and application procedures
- Information about the process once charges have been laid and about the differences between criminal and civil court proceedings
- Information about the victim's role in the proceedings and about how (possible) witness interviews/interrogations are conducted, where and how often
- Available legal protection related to cooperating with police, giving testimony or pressing charges;
- The right to shelter accommodation for the duration of the trial
- Measures provided by the laws against traffickers/abusers and for protection of the victim
- Right to compensation and how to apply for compensation
- Victim support for those with literacy problems or intellectual disabilities

Main issues to be addressed in the country of origin upon return of victims of domestic violence:

- What is the legal definition for domestic violence in the country of origin and what are a victim's rights?
- What is the process for pressing charges against perpetrators?
- In obtaining restraining orders and dealing with children, does the restraining order include them, (usually this is not the case), and if not then how can this be ensured?
- Is there a right to shelter accommodation for the duration of the trial?
- Is there access to free legal representation and what are the eligibility requirements and application procedures?
- What are the parental rights concerning guardianship, upbringing, parental home etc.?
- Is child protection available if the children are at risk?

Most victims are not really aware of the victims and human rights available to them. They need a lot of information to build awareness and empowerment support to believe that there are people and institutions prepared to help and protect them. Past traumatic experiences and difficult life histories undermine trust, in particular of the police or other institutions.

Legal procedures are complicated and often difficult to understand, providing particular challenges for people with no or only a basic education. Special attention should be paid to providing precise, accessible, and clear information.

Step 3 Making a strengths inventory

What the client wants in life is at the heart of the strengths inventory. It is about supporting them to dream again, and to offer hope and a new perspective where change is possible. The strengths inventory encourages the client to formulate wishes and aspirations. These wishes and aspirations are translated into concrete goals linked to the client's available resources and those in their environment.

Making a strengths inventory is an opportunity to understand what the client has learned about herself, others, and about the world in which they have defended themselves against violence, maltreatment, isolation, homelessness and trauma.

The client's life experience is a resource that the counsellor can refer to. Examples from the client's story can reveal the strengths she was able to tap into to cope with difficulties in the past and these same strengths could be helpful to the client in her present situation and her process of recovery. What strengths can client draw on to realize her goals? Who are important people in her network that could help? What gives meaning for the client? Focussing on strengths instead of problems also contributes to a positive work relationship between client and social worker.

The strengths inventory is comprised of 10 life areas:

- Safety and protection against violence
- Housing and daily life
- Finances and social security
- Children and care for children
- (Former)partner
- Social network
- Activities related to work and education
- Leisure and recreation
- Health and self-sufficiency
- Personal fulfilment

The inventory provides insight to the following questions:

- What are the client's wishes and the aspirations for the near future?
- Which personal and social resources does the client have at this moment that can help to fulfil those wishes?
- Which personal and social resources did the client use in the past to deal with difficult situations?

Focuses on different types of strengths:

- Personal qualities (I am)
- Talents and skills (I can)
- Strengths in the environment (I have)
- Interests and aspirations (I want)
- Knowledge and experience (I know)

Builds a picture of available individual and environment based resources:

- Individual and personal resources: health, skills, talents and resilience.
- Resources in socio- economic environment: work, school, training, religious community and sports.
- Resources in relational environment: children, (former) partner, family and friends, neighbours.
- Institutional resources: social organisations, specialised care (child welfare, mental health care, etc.,) and the legal system.

Helps to understand how resources:

- Give hope and support recovery
- Offer individual needs-based support
- Promote the development of relationships for long-term support
- Enhance possibilities for social participation

In this process of formulating wishes and assessing resources, the personal plan of action for return, (made prior to return, Chapter 6, Step 10), and the updated risk analysis (Chapter 6, Step 11) can be used as input for discussions with the client.

Two other instruments, a genogram and/or ecogram, can help to gain insight into the client's family and social networks. A genogram gives insight into family relations and can be used to ask context related questions to help make it clearer which family members are able to support the client or who may be dangerous.

An ecogram gives insight into the client's supportive network. It is broader than family and helps to map people as potential resources, both family and others, who either support the client already or who the client could call on for support. (See appendices for more information about genograms and ecograms).

Step 4 Setting goals and making action plans

Flowing from the strengths inventory and discussion, the client and social worker make an agreement elaborating the client's aspirations and her expectations for support.

This is translated into an action plan which:

- Summarises the (long-term) goal, based on the wishes and aspirations of the client
- Translates, in the client's words, the long-term goal into concrete short-term goals and actions
- Describes the available resources
- Indicates who is responsible for which action

A long-term goal:

- Is a passion statement of a person's deepest wishes, it reflects dreams, and desires of a person
- Derives from the wishes in the strengths inventory
- Has been written in the words of the client
- Is exactly as the client means and understands it. It is not questioned but accepted, examined, and developed.

By breaking down the long-term goals into short-term goals the social worker supports the client to:

- Make goals explicit
- Formulate goals that are important and meaningful
- Believe that it is possible to make the firsts steps to achieve goals
- Formulate goals that give direction to the client/social worker relationship
- Separate a long-term goal into smaller, measurable steps and activities (action plan).

Step 5 Strengthening personal and social resources

Making a strengths inventory supports the client to formulate wishes and goals, which in the process can help to strengthen her as a person. It helps to (re)discover personal and social resources in the different areas of life and highlights where they need to be to be reinforced.

An individual's support system relies on resources; strengths-based approaches put considerable effort into identifying and strengthening a client's available resources. Doing so supports the process of recovery and helps to increase the client's safety. Not doing so means the client has access to fewer resources, is more vulnerable, and at greater risk of exploitation and re-victimization. With more available resources clients are able to, and will dare to, make other choices. Resources are indispensable to the client's safety and quality of daily life[111].

The specific elements where victims of trafficking and domestic violence will often need (extra) support in order to strengthen resources are:

- Strengthening individual and personal resources such as inner resources and social skills
- Strengthening resources in the socio- economic environment, for example, by increasing skills for the labour market
- Strengthening resources in relational environment, for example, by building a supportive network
- Strengthening institutional resources
- Increasing the feeling of autonomy and safety

These will be described in further detail in Sections 7.3 to 7.6.

Step 6 Monitoring

Organisations usually have their own policies regarding monitoring and evaluation of assistance trajectories. In strengths-based approaches short-term action plans are established with the client throughout the counselling process. It is important that any agreements are monitored.

Furthermore in the framework of Safe Future it is important to keep an eye on:

- How it is going for clients who have returned
- The results from reintegration trajectories
- Expenditures of return budgets.

Preferably the client will be monitored for a longer period to see how it is going with her. In practice this is often not possible. Clients may not want this and often the organisations involved do not have sufficient financial and human resources.

For each situation it is important to look at what is possible. The preference is that the partner organisation will monitor the client for one year and that they will inform the organisation in the Netherlands after six months, and one year, about the client's progress.

If there is a budget provided for return and reintegration there must be clear agreements between the involved organisations, and the client, about where accountability lies and who is responsible for reporting on how (financial) resource were used.

It is preferable that budget reporting results be included by the partner organisation in the information they provide to the client's support organisation in the Netherlands at the six month point.

111 Krachtwerk, basismethodiek voor de Vrouwenopvang, J. Wolf en C. Jansen, Onderzoekscentrum Maatschappelijke Zorg, UMC St. Radboud, 2011

7.3 Strengthening individual and personal resources

The following is a description is given about different kinds of strengths- based support that may be helpful for clients in their process of recovery and reintegration. Based on the needs and wishes of the client, the personal plan of action may include some of the following elements:[112]

Strengthening inner resources

For safety and well-being it is important to address the psychological needs of returnees. Victims of trafficking and domestic violence have often gone through psychological trauma that can have negative implications for the reintegration process. Recovery from trauma requires time and perseverance. With psychological counselling the client can be supported to strengthen her inner resources and to restore her emotional resilience, sense of trust, coping abilities and capacity to establish intimate relationships. This can help the client to adapt as much as possible to her environment.

There are three identified stages for the process of recovery from severe psychological trauma and recovery may take from a few months to several years, passing through several stages:

- Stage 1: restoration of feelings of safety and security
- Stage 2: remembering and grieving the trauma
- Stage 3: returning to normal life

Paradoxically it is not always 'weakness' that causes someone to remain in an abusive relationship. Sometimes it is her strength to endure, or her conviction that she could change the situation. Such personal inner strengths may also interfere with her ability to acknowledge feelings of vulnerability, grief, and anger, making it more difficult to ask for help, overcome feelings of shame, or to recognise she cannot change her (abusive) partner. Non-judgemental psychological counselling can help survivors to understand this mechanism and to begin taking steps to change it.

Strengthening social skills

In surviving traumatic experiences, victims of trafficking or domestic violence often manifest risk behaviours increasing vulnerability of re-victimisation, including:

- Problems with initiative and planning
- Passivity and helplessness
- Extremes in relationships
- Repeating victimisation
- Entering into other abusive relationships

The aim in strengthening social skills is to help the client become more resilient to re-victimization. This is achieved through:

- Increasing awareness of her human rights and stimulating skills to protect them
- Improving self-confidence and overcoming internalised victimhood
- Developing skills to manage and control her life
- Developing realistic life plans and persistence in trying to achieve them.

Social skills include:

- Problem solving skills
- Critical thinking skills
- Communication skills
- Skills for establishment of positive relationships and attitudes

112 Sections 7.2 to 7.5 are derived from the National Mechanism for Referral and Support of Trafficked Persons in Bulgaria, Sofia (2010) and reflect support that is provided by Animus Association Foundation (Bulgaria). Animus chaired the work group responsible for formulating the National Mechanisms.

- Emotions and stress management skills
- Planning and decision making skills
- Self-reaffirmation skills
- Skills and habits for individual life (self-care, healthy life style, personal and sexual health etc.)
- Skills for managing one's own household (managing finances etc.)

Strengthening social skills for victims of violence focuses on the:

- Development of skills to communicate without violence and abuse
- Acquisition of basic knowledge about social norms/rules, institutions and laws
- Improving trust of social institutions
- Development of skills for better self-representation
- Development of skills for keeping information relating to their experiences of trafficking confidential
- Other relevant issues

7.4 Strengthening resources in the socio-economic environment

Strengthening income generating skills

Dependency is a risk factor for violence and exploitation. It is important that victims of domestic violence and trafficking are supported to become as economically independent as possible. Further they have specific characteristics and needs in relation to the labour market. The aim of 'empowerment counselling' is to help clients adequately assess their own strengths in order to improve their labour opportunities.

Counselling focuses on:

- Developing job search skills or other skills related to generating income, for example, by starting a small business
- Orienting the client to the labour market
- Developing a realistic strategy, based on the qualities and abilities of the person, for finding work or other income generating opportunities.

Empowerment counselling sessions can be both individual or in a group. It begins with an assessment of the risk of re-trafficking or re-victimisation and follows a step-by-step process towards seeking and finding a job or other income generating opportunity. The client has the opportunity to share and discuss all practical aspects she must undertake and any difficulties she may face. An important aspect of this counselling is to help the client understand how she can adapt any preconceived ideas to better match the actual labour situation so that she can secure long-term employment or potential business opportunities. .

During the counselling sessions, the client should develop sensitivity towards potential high-risk situations she may encounter in the process of looking for work or other income generating opportunities, and develop skills for objective assessment of real-life scenarios.

"Very often trafficked persons return to Bulgaria with high expectations to find a well-paid job. As a compensatory mechanism after the survived violence, they develop unrealistic ideas about their own skills and knowledge and take their chances with inappropriate professions which do not correspond to their education and abilities. They experience great disappointment and dissatisfaction with the low payment (compared to payment in the sex industry, for example) they can receive for unqualified labour. The empowerment consultations are to a large degree related to developing a realistic assessment of their own qualities and their relevance within the labour market."

It is often very difficult for people who have survived the violence of trafficking or domestic violence to find and keep a job. It can therefore be very helpful to continue empowerment counselling after the client starts a new job for an extended period until she settles in.

7.5 Strengthening resources in the relational environment

Strengthening a supportive network

Victims of trafficking and/or domestic violence often have difficulties to face their families or to mobilise support from them. Feelings of shame, guilt, fear may impede them from rejoining family.

Providing counselling to the client's, family, partner, and/or other relatives can be helpful. The aim of such counselling is to create a supportive and tolerant environment for the person to return to and to avoid further victimisation. Where possible it helps to mobilise the natural support systems of family, friends, and partner.

The involvement of the client's personal network should only happen with explicit consent of the client and after conducting a thorough risk assessment to determine:

- Whether the family and/or friends were directly or indirectly involved in the trafficking process or domestic violence
- Whether there is any other threat of violence against her
- Whether she has witnessed violence in the family in the past
- What the family's attitude towards the person is: are they inclined to blame her, is there risk of social exclusion is there risk of abuse; could she be rejected on religious grounds
- Whether those closest to the client have the necessary social and emotional competencies to be able to support her
- Whether they are able to financially support themselves
- Other relevant issues

Family counselling can take several forms:

- With the client
- Without the client
- Individual counselling of family members.

Depending on the purpose, counselling can be provided by the client's social worker or by another specialist. In either case, client consent must be confirmed as to how much and what information, about her experiences, can be shared with the family.

During family counselling, family members:

- Receive emotional support to deal with possible feelings of shame, guilt, or helplessness;
- Receive information about the circumstances around the client's victimisation and her experiences, if the client consents to this
- Receive information about the potential effects of psychological trauma so they can better understand the client, be more tolerant, and avoid being judgemental
- Are prepared for the possible negative impact this experience may have on the client's behaviour
- Receive supportive tips on how to behave towards the client
- Become involved in the action plan.

In some trafficking cases family counselling is initiated by the family. This may happen if they seek help when they suspect that a family member may have been trafficked, for example, if the person disappeared, or called from abroad but was behaving strangely, or they received information from someone that the person was a victim of trafficking or domestic violence. In other cases, family members may seek help because they cannot cope with the behaviour and/or emotional outbursts of a trafficked person who has returned home. In this event they are supported to encourage her to seek help.

7.6 Strengthening institutional resources

Strengthening the feeling of autonomy

Many victims have feelings of fear and vulnerability in relation to institutions. They often lack the necessary information and skills to be able to independently organise their affairs. Where victims were once dependent on their partner or trafficker they often feel as if they are now at the mercy of institutions.

A client:

> *"He kept telling me: 'You are nothing without me, your useless,' and then he threatened me. No one tells me anything".*

Learning how to organise one's affairs and dealing with institutions is part of the broader counselling process for reintegration. Having a solid material basis is a minimal requirement to empowering the client, returning the control of her life and decisions to her. This concerns (arranging) affairs around children, income, taxes, insurance, divorce, and place of residency, housing, and any other specific matters. Within a strengths-based approach the social worker should focus on active engagement and commentary, providing clients with good information, confronting them if necessary, encouraging them, and extending positive feedback.

When anxieties can be transformed into achievable actions, learning to overcome barriers to accessing institutions can help build clients self-confidence. On an emotional level when clients feel empowered when they see they are being taken seriously and receiving the information they need in a respectful manner. It is comforting to the client to know that her affairs are in order and that she has been able to take independent responsibility for this.

Once basic needs are taken care of, and people are aware of what needs to be dealt with in the future, more space opens up to talk about, and work through, the experience of trauma and to work on a safe future.

Appendices Safe Future Methodology

September 2014

Appendix 1 References

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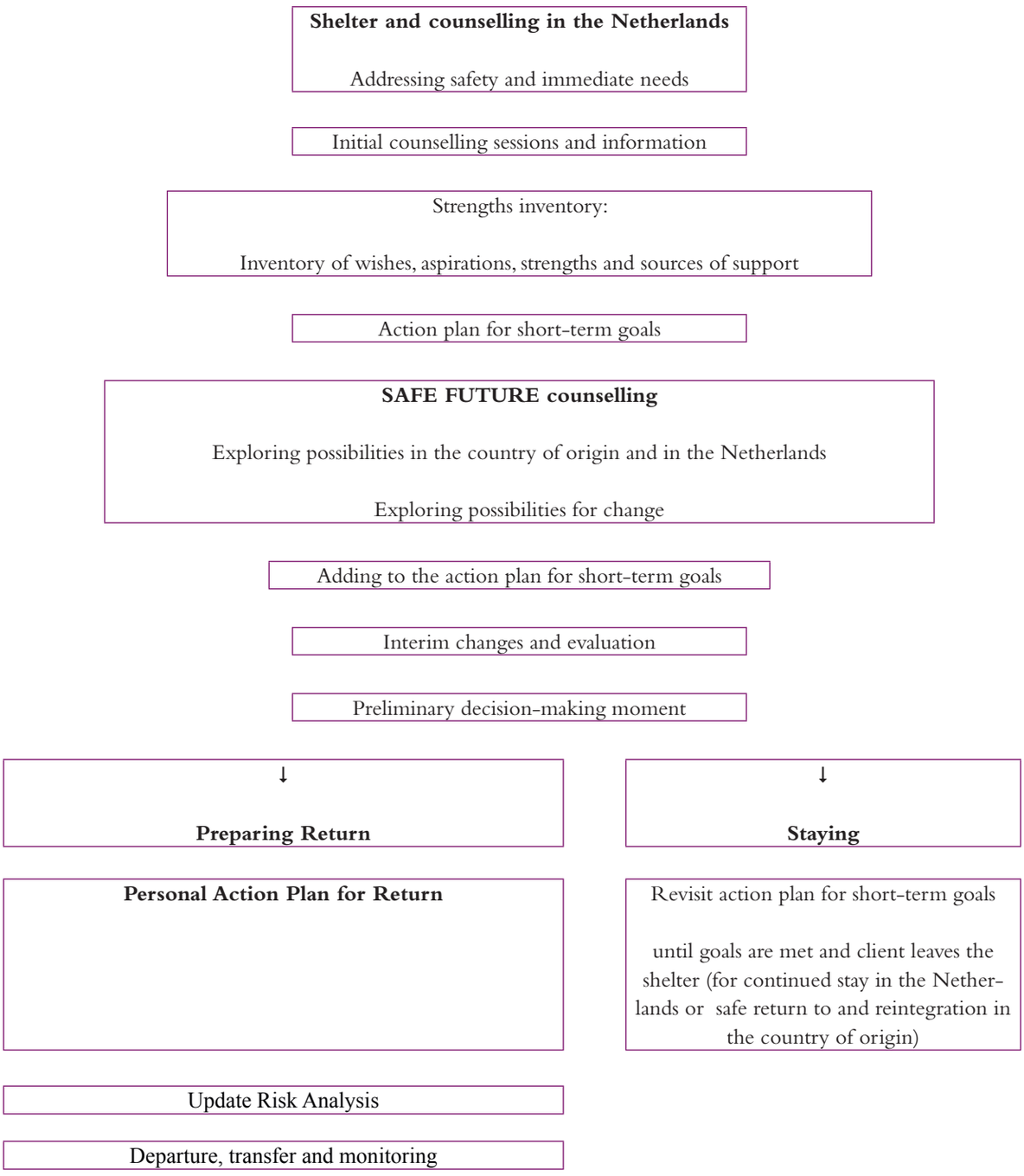
Appendix 2 Safe Future Methodology Flowchart



Reintegration in the country of origin↓

Addressing safety and immediate needs

Addressing legal issues

Strengths inventory:

Inventory of wishes, aspirations, strengths and sources of support

Setting goals and making action plans

Strengthening personal and social resources

Strengthening individual and personal resources of support

Strengthening resources in the socio- economic environment

Strengthening institutional resources

Monitoring

Appendix 3 Overview 1: Factors that influence perception of opportunities in the country of origin and in the Netherlands

Opportunities -	**Starting point**	**Opportunities** +
	Residence status: Reflection period B8/3 / B8/3 / Application for continued stay / Partner dependent residence status / undocumented / other, e.g.,……..	
	Use this space to give an explanation for this factor:	
-	**(Perceived) Opportunities in the Netherlands**	+
	1. Safety in the Netherlands (personal and for family)	
	2. Protection from violence	
	3. Children and care for children	
	4. Housing	
	5. Work, income and education	
	6. Feeling 'at home'	
	7. Family/network	
	8. Health care	
	9. Social status	
	10.Social norm with respect to return	
-	**(Perceived) Opportunities in the country of origin**	+
	1. Safety in country of origin (personal and for family)	
	2. Protection from violence	
	3. Children and care for children	
	4. Housing	
	5. Work, income and education	
	6. Feeling 'at home'	
	7. Family/network	
	8. Health care	
	9. Social status	
	10. Social norm: expectations of those who stayed behind	
Total -		**Total +**

Appendix 4 Overview 2: Possibility of changes in certain factors

How to use this overview

(Together with the client) see if any of the factors listed in overview 1 might be subject to change, for instance because more or new information has come to hand, or because the client is supported in arranging new contacts or rekindling previously existing contacts. Write down what and who might be needed to change the existing score allocated to this factor.

Name of factor	Score	Write down in what way, under what conditions and with the assistance of what individual/organisation the existing score given to this factor could still change.

Appendix 5 Overview 3: Personal Action Plan for Return

Client's name	
Name of counsellor	
Date	

Client's personal details	
Name	
Date of birth	
Telephone number	
E-mail	
Address	
Country of origin	

1 Personal background information: what have you done to date and what are your interests		
Where	Country of origin	The Netherlands
Education		
Work experience		
Interests/hobbies: What gives you pleasure in life? What do you enjoy doing?		
Talents: What are you good at?		

2a Personal goals: accommodation, employment, training
What sort of **work** would you like to do if you return to your country of origin?
Where (house, accommodation) would/can you **live** in your country of origin?

Are there any **other goals** you would like to achieve if you were back in your country of origin?

2b Personal goals: think about what you would need in order to achieve your goals Think about the following: money, facilities, opportunity, checking to see if this is achievable, training, time.
Work
Housing
Other goals

3 Think about which people/organisations can help you and how Both in the country of destination and in the country of origin		
	Who?	How?
Family		
Friends		
Organisations		
Religious communities		
Internet groups/ social media/ chat rooms		
Organisations providing assistance with (preparation for) return in the Netherlands and partner organisations in the country of origin (see the Safe Future social map for information)		
Other		
Is it necessary to get in touch again with or find new contacts? With whom? How will you go about this?		

4 Children School, education and training, child care, services, prospects for development, safety
(Where) Will children be able to attend school? Has there already been contact with the school?
Are the children able to speak and write the language spoken and written in the country of origin? How can they learn the language better?
Are there big differences in social etiquette between the Netherlands and the country of origin that you want to/can prepare your child(ren) for?
How can children get in contact with age group peers in the country of origin? What activities can the children participate in?

5 Safety
Are you worried about your safety or that of your children/family if you return to your country of origin? What are you worried about?
Was your family involved in the trafficking situation and/or the violence?
Is your family under threat? Are you afraid that this will happen (again)?
Do you think that the trafficker/perpetrator knows about your return and that they know where you will stay?
Are you afraid that because of religious or social attitudes about single mothers, domestic violence and/or prostitution that you will encounter problems? What are you afraid of?
Are you afraid of being a victim of trafficking or domestic violence again?
What do you need to feel safer?
Which people can support you?
What can you do yourself to increase your safety?
Have you already had contact with an organisation in the country of origin that can help you? What kind of help can they offer you? Have you already made agreements with them? Do you need more information from them?
If you have not yet had contact, would you like to do this?

6 Information
How do you get information about the situation in your country of origin and what you could expect?
Think about the possibilities to consult with local NGOs and return organisations. If possible think of some other sources of information.

7 Health
Have you got any physical health problems? Is the necessary care available? Is the necessary care affordable? Is the necessary care accessible?
Have you got any mental health problems Is the necessary care available? Is the necessary care affordable? Is the necessary care accessible?

	8 Expectations from those who stayed behind in the country of origin
1.	Did family/relatives in your country of origin have expectations from your departure and what you would accomplish in the Netherlands? What expectations?
2.	Do they still have these expectations? Why or why not?
3.	What do these expectations mean for you? (e.g. embarrassment, fear of losing face, feelings of guilt)
4.	If applicable: think of what you might be able to do in order to modify these expectations.
5.	If applicable: think of a partner organisation in the country of origin that might be able to help you, for example, making contact with your family and/or by mediating between you and your family. Are there others that can help you with this?

9 Your own expectations with regard to returning
What are you most looking forward to, what makes you the happiest if you imagine yourself back in your country of origin?
What are you least looking forward to if you imagine yourself back in your country of origin?
Think how you could deal with these/respond to these. In other words: think of solutions for problems you expect/fear or unpleasant situations.
Think of who might possibly be able to help you cope with the problems you anticipate/fear or with unpleasant situations.

10 Practical matters (*laissez-passer*, accommodation, employment, flight)
What practical matters need to be taken care of?
Who is going to do that?

11 Organisations involved and the transfer of client
Do you have contact with an organisation in the country of origin that will assist you in your return? Which?
Who is your contact person at the organisation?
What concrete agreements have you made with them?
Do you want to be assisted following your return? In what areas?
Which organisations are involved in you return?
Which organisation is responsible for what?
How will the transfer between the organisations happen? What is your role in the transfer between organisations?

12 Monitoring following return
Can you let us know when you have arrived? How?
Do you mind if we get in touch with you to find out how things are going at various points in time following your return?
For what period and at which points in time?

13 Appointments
Our next appointment is for: 1. 2. 3. 4. 5. 6.
What actions will you undertake between now and our next appointment in order to realise your plans for return? Who will you contact? What will you try to find out?
What actions will you undertake between now and our next appointment in order to realise your plans for return? Who will you contact? What will you try to find out?
What actions will you undertake between now and our next appointment in order to realise your plans for return? Who will you contact? What will you try to find out?

Appendix 6 Check list in case of health problems: Availability, accessibility and affordability of care

Any answers to the questions below need to be obtained from reliable and verifiable sources of information, preferably from the country of origin. The questionnaire below can be used to check whether medication and care are available, accessible and affordable. The answers to these questions can be part of the handover file.

Condition and symptoms

- What is the name of this condition in French/Spanish/etc.?

Medication

- What medication is required? Write down the generic name.
- Are there any alternatives in case medication is not available (anymore)?
- Is this medication available in the country of origin?
- Where will medication be available? Will this be accessible for the client?
- What is the cost of this medication? Is this affordable for the client?
- How much will transport to the pharmacy cost?

Healthcare services

- What healthcare services will the client need?
- Where will these healthcare services be located?
- What will these services cost?
- Will the person be able to afford this care?

Network/volunteer aid work

- Is a social network available to welcome, support and take care of the client?
- Is this network already aware of the client's health status?
- Please note: in the absence of a social network, return migration can become extremely problematic. Consult the Mediaton Agency for Return, HealthNet TPO (in the Netherlands) or IOM in order to contact organisations which may be able to support the client on the spot.

Decision-making ability /mental competence

- Is there any doubt about a client's decision-making ability/mental competence?
- If yes, then please get this assessed by a doctor/psychiatrist.

Transfer

- Have arrangements been made for a transfer between the client's medical practitioner in the country of destination and a physician/care facility in the country of origin? How?
- Who will take over client care and health records? [Name of medical practitioner and care facility]
- Will the client's medical practitioner in the country of destination be able to provide supply of medication?
- Will the client need medical supervision during the trip? This will need to be assessed by a medical practitioner.
- Ensure that all relevant information is included in a medical passport, preferably in a language used in the country of origin. The medical practitioner can arrange for such a medical passport.

Appendix 7 Risk Analysis and Updated Risk Analysis

When a victim of trafficking or domestic violence enters into the shelter a risk analysis is made in order to assess whether or not there is a threat of violence or the risk of landing in a situation of trafficking or domestic violence again. In the analysis the following items are addressed:

- What is the concrete threat at this moment?
- Is the person being threatened with retaliation?
- What specific indicators are there at this moment?
- Are family members or other significant people within the client's network being threatened?
- Are there family members involved as traffickers or (co)perpetrators?
- Are people looking for the client, is she/he being followed?
- Has the client pointed to suspected persons in her/his environment?
- Are there places where the client either does not dare to go or cannot go?
- Are there any other relevant issues?

The updated risk analysis (prior to return) addresses the following questions:

- Is there a risk of re-victimization?
- Is there a risk the client may be a victim (again) of female genital mutilation?
- Was the family involved in the situation of trafficking or violence against the victim?
- Is the family of the victim under threat?
- Does the trafficker/perpetrator know that the victim is returning and where they will be staying?
- Is there a risk that the victim will be stigmatized and will be socially excluded? Which religious, social or cultural factors constitute a danger in this respect?
- Does the victim have a network of support? Who is this?
- Does s/he have skills to deal with problems and difficulties?
- Is there a risk of re-trafficking or violence because of poverty or unemployment?
- Does the victim run a risk that (s)he will be prosecuted for criminal activities related to the situation of trafficking or because (s)he has been an undocumented migrant?
- Any other relevant issues?

Appendix 8 Genogram and ecogram

There are different tools available for mapping social resources. Below describes the genogram and ecogram. The ecogram is frequently used in the strength-based approach. In place of the ecogram it is also possible to work with the so-called network diagram. For more information links are provided to information available on the internet.

Genogram

A genogram is a graphic representation of a family tree that displays detailed data on relationships among individuals.[113] The family tree is composed of three or four generations and their inter-relationships:

1. The previous generation parents (in-law)
2. The generation of the client with brothers and sisters, and any brothers and sisters in-law
3. The offspring: (grand)children and any (grand)nephews and nieces.

The genogram encourages asking context related questions. These are questions about the system. By creating a genogram with the client and then asking questions about specific topics that are important it is possible to gain insight into the structure, relationships, roles, and history of the family. Making a genogram can also help to highlight where the strengths and weaknesses lie hidden in the system and how it may be possible to mobilise sources of strength.

In the genogram important family events can be recorded such as deaths, moves, conflicts, and severed contacts. It is a good tool for visualising important themes in the family context. The genogram can vary in complexity from a simple structure to a detailed map. It is not always necessary to find out all the details of everyone but it makes sense to at least map out the structure, the size, and the composition of the family.

The aim is to map the network and to encourage informal support. Working with a genogram originated within contextual therapy.

A genogram can be particularly useful if there are:

- Conflicts in the family/extended-family or in the family/extended-family's history
- Specific coping styles that may be traced back to the family history and established role patterns
- Specific life events in the family/extended-family's history that continue to have an impact.

113 This information is from: "Aan de slag met sociale netwerken. De 44 meest bekende methoden verzameld". Utrecht: Movisie, Vilans en Actiz. Kruijswijk, W., Veer, van der, M., Brink, C., Calis, W., Maat, van de, J.W., & Redeker, I. (2014). The themes and example questions come from de Oranjehuis methodiek van de Blijf Groep.

Below are a number of themes with example questions that you could use in order to talk about the themes.

Sources of strength and support

- What makes your family unique?
- What fond memories do you have of your family of origin?
- Who are the 'heros' of the family? For whom?
- How important is religion in your family? And for you?
- Have there been major events or difficult moments in your family?
- How did everyone react? And you?
- What is the strength of your family in dealing with problems?

Problems in the family

- Has there been illness (including mental illness), violence, and/or substance use?
- Has your family been involved with the police?
- Can this be openly discussed or is it taboo?
- Which kinds of problems are not talked about?
- How were these problems solved?
- What does your family think about social care?

Migration

- Who has migrated/immigrated, when was this and what was the reason?
- Who still lives in the country of origin? Who lives here?
- What about your culture makes you happy?
- And what does not?
- How would you deal with your problems if you still lived in your country of origin?
- Who would help you then or intervene?

Violence/relationship problems

- What experiences do you have of violence or conflict in your family?
- What role does this have in your family history?
- How is conflict dealt with in your family?
- Who knows about the problems and violence that your (were) are dealing with now?
- Who has had the same kind of problems?
- What solutions did they find?
- What would the person who you think is wise do or advise you to do?

Ecogram

An ecogram is a visual overview of the sources of support of the client. The difference between a genogram and a ecogram is that the genogram maps the family network and an ecogram not only maps the family but also includes other people with whom the client has an important personal connection such as peers, friends, (any) roommates, acquaintances, colleagues, spiritual advisors, and others. In an ecogram practical contacts such as social workers and other professionals who are important can also be recorded. By using symbols it is possible to show what kind of support a relationship offers: practical support, advice, companionship, or emotional support.[114]

A supportive social network simultaneously performs these four functions. These four functions spell the acronym PAGE.[115]

P= Practical support (material function)

This applies to all forms of concrete support.

E.g.: Who would you ask to borrow money from, for an emergency babysitter, help with tasks.

A= Advice (Information function)

People can only take care of themselves if they have some basic knowledge. What you need to know depends from one society to the next. African countries for example, require different knowledge than in Western European countries. Adults also learn from each other what they have tackled successfully. You get reactions from others that correct your behaviour so that you try out other things to try to get out of trouble.

E.g.: Who can you go to for reliable information? Who would you ask for advice for filling out documents? Whose advice would you seek if you had to make a difficult decision?

G= Group belonging (connective function)

People want to belong, to feel part of a group and connected with others.

E.g.: Where do you go to look for enjoyable company, with whom do your share common interests?

E = Emotional support (affective function)

People look to others for recognition, appreciation, understanding and trust.

E.g.: Who do you talk with about confidential and intimate matters? Who do you blow off steam with, where do you turn to for comfort in crisis situations?

114 Zie voor uitgebreide informatie Judith Wolf, Krachtwerk (2011)

115 Stef, H. (2009) Het ecogram. Sociale netwerken in kaart gebracht. Politeia, Brussel

Appendix 9 Residency Regulations on Domestic Violence and Trafficking in Human Beings

Domestic violence

- For people who want to apply for a residence permit and who:
- Are a victim of domestic violence, or:
- Are a victim of honour-related violence, or:
- Are a victim of trafficking, or:
- Are a victim of abandonment.

See: 'Domestic violence, honour-related violence, human trafficking, abandonment and your residence permit', a brochure provided by the Netherlands Immigration and Naturalisation Service with information about:

- The conditions you must fulfil to obtain a residence permit
- How you can prove that you fulfil these conditions
- How you can apply for benefits for the time you spend in a (women's) shelter
- How and where you can apply for an identity document.

For more information see: www.ind.nl

Residency regulation for victims of trafficking

The Residency regulation[116] states that the victim or the witness can press charges on the situation of trafficking to the police (or can in another way cooperate with the police or the Public Prosecution Service regarding the investigation and prosecution of the trafficker(s)), after which the IND will extend a temporary residence permit to the victim or witness for the duration of the investigation and prosecution process. The victim or witness will receive a temporary residence permit (temporary humanitarian residence permit).

The residence permit is issued on the condition that the victim has pressed charges about the trafficking situation and there is an on-going criminal investigation against the trafficker(s).

Victims do not have to press charges immediately. If there is even the slight indication of trafficking, the police, or the Royal Netherlands Marechaussee at Schiphol Airport, must offer a reflection period (maximal three months) to the presumed victim of trafficking. During the reflection period the person involved is given time to recover and to think carefully about whether they will press charges or cooperate in another way with the investigation.

During the reflection period the IND suspends the removal of the illegal foreign national from the Netherlands, whereby the presumed victim is considered to be residing legally in the Netherlands. Witnesses of trafficking who press charges cannot make use of the reflection period.

The residency regulation is also applicable to victims who either cannot or will not press charges because of a serious threat or medical problems.

Victims and witnesses of human trafficking can apply for a permanent residence permit on humanitarian grounds, after they have been extended a temporary residence permit on humanitarian grounds,

For more info see: www.ind.nl

116 The regulation used to be called the B9 regulation after the relevant chapter in the Aliens Act Implementation Guidelines 2000. With the arrival of Modern Migration Policy, the Aliens Act Implementation Guidelines have been renumbered and the regulation for victims and witnesses of human trafficking reporting to the police is now laid down in Chapter B8(3) of the Aliens Act Implementation Guidelines (B8/3Vc). What used to be called the B9 regulation is now the Residency Regulations Human Trafficking. The content of the regulation has not changed.

Residency EU/EER nationals

An EU-national is someone from one EU country who resides in another EU country. This applies also for nationals from EEA countries (European Economic Area) and Switzerland. The following countries belong to the EU/EEA, plus Switzerland:

EU/EEA countries				
Austria	Denmark	Hungary	Lithuania	Romania
Belgium	Estonia	Iceland	Luxemburg	Slovenia
Bulgaria	Finland	Ireland	Malta	Slovakia
Croatia	France	Italy	Norway	Spain
Cyprus	Germany	Latvia	Poland	Sweden
Czech Republic	Greece	Liechtenstein	Portugal	Switzerland
				United Kingdom

EU nationals have right of residency in the Netherlands and also the right to work here. Their valid passport or ID card from the EU/EEA country they are from is evidence for legal residency in the Netherlands. They are not required to register with the Immigration and Naturalisation Service (IND).

With a stay longer than four months an EU/EEA national is required to register with the personal records database (BRP). A Citizen Service Number is then issued.

After five years of lawful residence EU/EEA nationals can apply for a document for permanent residence barring contraindications (public order and safety, and public health)

After ten years of lawful residency permanent residency can only be refused if there is serious risk to public safety.

Residency for nationals from EU candidate member states

Other rules apply for nationals from countries that are in negotiations for membership to the EU, (candidate member states, and potential candidate member states), such as Turkey, or from countries outside of Europe.

This can be different for each country.

For information see:

www.minbuza.nl
www.europa.nu
www.ind.nl
www.rijksoverheid.nl
www.juridischloket.nl

Appendix 10 If you don't have the right to stay in the Netherlands (anymore)

If a person does not have the right to stay in the Netherlands (anymore) then that has many consequences for the ability to access services.

In the Netherlands undocumented migrants have a right to:

- Emergency medical care
- Schooling for children until they are 18 years of age
- Legal assistance

Further rights are limited. That can lead to many different consequences such as:

- Vulnerability for exploitation and abuse in the labour and housing markets
- Homelessness
- Risk of becoming a victim of trafficking again
- Dependency on others which can be a risk factor for violence
- Health risks
- High degree of stress
- Increased pressure on parenting skills
- Fear of (undocumented migrant) detention and deportation.

Support organisations involved in this field often have their own policies on what is possible or not if a person's right to access services ends. For social workers it is important that these policies are clear so that it does not fall to the individual employee to have to make a choice about how and how long he/she can provide support. It is also important that a worker can properly inform the client about the consequences of a life in illegality.

The National Support Centre for Undocumented Migrants (Landelijk Ongedocumenteerden Steunpunt (LOS)) is one of the organisations that provide information about the rights of undocumented migrants. Below is an overview of relevant questions. The answers to these questions can be found on the LOS website. At the end of this appendix is a list of other relevant organisations for further information:

- Work: Are undocumented migrants allowed to work? What rights do they have?
- Social Services: Can an undocumented migrant get benefits such as welfare or child benefits?
- Healthcare: How can undocumented migrants get access to medical care? What is there that can be done about the bill?
- Parenting and education: Do children with a residence permit have access to education? Can they study? Can they access youth services?
- Family and births: May an undocumented migrant marry? What needs to happen if an undocumented migrant has a baby?
- General rights: Can undocumented migrants register at the municipal office, or report a crime to the police?
- Government checks: When can the state ask for identification or a residence permit?
- Criminalisation: Is staying without a residence permit a crime? And assistance with illegal residency? Is it a crime to rent a room, or if you do (volunteer) work somewhere?
- The detention of foreigners: When can the police detain someone? What are someone's rights if they are in a detention centre?

On the LOS website you will also find information about organisations (by province) that offer emergency shelter and care to people who do not have the right to stay in the Netherlands anymore. See: www.stichtinglos.nl (Landelijk Ongedocumenteerden Steunpunt). For more info see also:

www.basisrechten.nl (Basic rights of undocumented migrants in the Netherlands), www.ilegaalkind.nl (Rights of children without papers), www.*i*Legalevrouw.nl (Basic rights of women without a residence permit), www.lampion.info (National Information and advisory centre for health care provision to undocumented migrants), www.doktersvandewereld.org (Access to health care for people excluded from this), www.picum.org (Migrants Platform for International Cooperation on Undocumented)

Appendix 11 Safe Return partner organisations

Federatie Opvang (The Federation of Shelters)

The Federation of Shelters is the branch organization for 62 shelter organisations (homeless and women's shelters) throughout the Netherlands. These shelter organisations support people in a socially vulnerable or unsafe situation. The Federation of Shelters provides lobby and advocacy on behalf of its members, as well as specialised services, expertise and information, monitoring of trends and developments, education and communication and work on joint projects on various topics. The Federation of Shelters and CoMensha cooperate extensively on the issue of trafficking.

- @: www.opvang.nl
- T: (+31) (0) 33 461 5029
- E: secretariaat@opvang.nl

CoMensha (Dutch Coordination Centre for Human Trafficking)

CoMensha registers data about the nature and extent of the population of victims of trafficking in the Netherlands. CoMensha uses this information to identify specific problem areas, trends and success factors in the implementation of the legislation on human trafficking. Within the Netherlands, specialized categorical shelters offer shelter and assistance to foreign victims of trafficking during the first months after they have come out of the trafficking situation. CoMensha coordinates shelter and social and legal assistance for victims of trafficking.

CoMensha is the Dutch member organisation of La Strada International (LSI): European Network Against Trafficking in Human Beings. The overall aim of LSI is to prevent trafficking of human beings in Europe, in particular trafficking of women, and to protect the rights of trafficked persons. La Strada embodies eight member organisations in Belarus, Bulgaria, Czech Republic, Macedonia (FYROM), Moldova, The Netherlands, Poland and Ukraine and an international secretariat based in Amsterdam, The Netherlands.

- @: www.comensha.nl
- T: (+31) (0) 33 448 1186
- E: info@comensha.nl

SRTV (Religious Foundation Against Trafficking in Women)

SRTV works on the issue of trafficking since 1991. SRTV is part of a global network of religious against trafficking, and aims at prevention and raising awareness with regards to trafficking. SRTV offers occasionally practical support to victims in the Netherlands and provides assistance to victims who want to return to their country of origin in cooperation with local partners in, among others, Nigeria, Ghana, Brazil, Kenya, Uganda, Dominican Republic, Philippines, Thailand, Albania, Romania and the Czech Republic.

- @: www.srtv.info
- T: (+31) (0) 73 615 4444
- E: srtv@srtv.info

Pharos (Dutch centre of expertise on health disparities)

Pharos has over 30 years of experience in supporting a broad range of organisations in reducing health disparities. Their mission is to improve the quality and effectiveness of care and prevention for vulnerable groups, such as migrants, refugees and people with limited health literacy. Apart from transferring knowledge, Pharos provides tailor-made training and advice. Among its collaboration partners are municipalities, (local) health organisations, refugee and migrant organisations and health insurance companies.

- @: www.pharos.nl
- T: (+31) (0) 30 234 9800
- E: info@pharos.nl

HVO Querido ACM (categoral shelter for victims of trafficking)

HVO Querido ACM is a.o. one of three specialised (categorical) crisis centres for victims of human trafficking where safe shelter, psychosocial, legal and practical support, guidance, information and advice is given on a 24/7 basis to female victims of trafficking and their children.

- @: www.hvoquerido.nl/acm.html
- T: (+31) (0) 20 626 3800
- E: acm@hvoquerido.nl

Humanitas PMW (categorical shelter for victims of trafficking)

Humanitas PMW is one of three specialised (categorical) crisis centres for victims of human trafficking where safe shelter, psychosocial, legal and practical support, guidance, information and advice is given on a 24/7 basis to female victims of trafficking and their children.

- @: www.humanitaspmw.org
- T: (+31) (0) 10 221 1715
- E: pmw@stichtinghumanitas.nl

Jade Zorggroep (categorical shelter for victims of trafficking)

Jade is one of three specialized (categorical) crisis centres for victims of human trafficking where safe shelter, psychosocial, legal and practical support, guidance, information and advice is given on a 24/7 to male victims of trafficking.

- @: www.jadezorggroep.nl
- T: (+31) (0) 858 771 590
- E: cosm@jadezorggroep.nl

Blijf Groep (shelters and varying services aiming to end domestic violence)

Blijf Groep has 40 years of experience in campaigning against domestic violence, in several ways and offering varying services. Blijf Groep has 7 shelters for women and children and a shelter for men who are victims of domestic violence, human trafficking and honour-related violence. Blijf Groep also operates ambulatory services in three cities, such as hotlines (24/7), group activities and specialised programmes for children who have witnessed domestic violence. The services Blijf Groep provides focus on safety planning and aim towards ending domestic violence and breaking the cycle of violence, by addressing family-members both individually and as a whole, making us of of the systemic-approach. Blijf Groep, Moviera and Het Kopland cooperate extensively on an international level within 'Federation of Shelters International: Safety, Women and Children' (FO International).

- @: www.blijfgroep.nl
- T: (+31) (0) 20 521 0150
- E: info@blijfgroep.nl

Moviera (shelters)

Moviera offers information, advice and help to everyone affected by domestic violence and human trafficking and honour related violence. Not only to victims, but also to offenders, witnesses or other parties involved. Moviera also operates ambulatory services. Furthermore, Moviera coordinates care for victims of human trafficking and offers shelter to male and female victims of human trafficking.

- @: www.moviera.nl
- T: (+31) (0) 30 271 1724 (Head Office)
- E: csmu@moviera.nl

Het Kopland (shelters)

Het Kopland provides counselling, treatment, safe shelter, assistance with housing, work and relationships for victims of human trafficking, domestic violence and homeless people. Het Kopland also shares information and educates professionals.

- @: www.hetkopland.nl
- T: (+31) (0) 50 599 1420
- E: info@hetkopland.nl

COSUDOW Nigeria (Committee for the Support of Dignity of Women)

The Committee for the Support of the Dignity of Women (COSUDOW) is established in 1999 as a counter-trafficking project. COSUDOW works to prevent human trafficking and to protect and reintegrate those who are already victims. COSUDOW has its head office and shelter in Benin City from where about 95% of trafficked women come from and another office and shelter in Lagos, the main port of entrance of returnees. COSUDOW works in collaboration with local communities, other NGOs both within and outside Nigeria in reintegrating returnees. Returnees come from other African countries and from European countries such as Italy, Spain, Germany, the Netherlands, Denmark and Switzerland. COSUDOW also provides help to Nigerian victims that have been trafficked within Nigeria.

- @: -
- T: +234 80 6555 6555 (Sister Patricia Ebegbulem), +234 80 3670 6043 (Sister Bibiana Emenaha)
- E: pnegbulem@gmail.com (Sister Patricia Ebegbulem), justicennenna@gmail.com (Sister Bibiana Emenaha)
- Skype: pnebegbulem, pnebegbulem1

Animus/La Strada Bulgaria

Animus/La Strada International is the Bulgarian member organisation of La Strada and works both on the issue of trafficking and domestic violence since 1998. Animus works in three main areas: provision of psychological and social support, lobby and prevention activities, and training of different professionals on identifying and working with victims of violence.

Animus cooperates closely with CoMensha and with shelters throughout Europe that prepare victims of trafficking for return to their country of origin.

For the last 20 years Animus Association Foundation (AAF) has proved to be the biggest and one of the most reliable providers of social services in Bulgaria. Presently the organisation operates the following programmes for victims of violence and children at risk: 24-hour National Helpline; 24-hour Crisis Centre; Trauma Centre for Children and Families; Centre for Reintegration, Counselling and Psychotherapy; 24-hour National Helpline for Children 116 111; Sofia Municipality Social Services Complex for Children and Families, including a Mother & Baby Unit.

- @: www.animusassociation.org
- T: (+35 9 2) 983 5205 / (+35 9 2) 983 4505
- E: animus@animusassociation.org

Appendix 12 Social Map: International Organization for Migration (IOM)

The International Organization for Migration (IOM) has become the most important international, independent organization in the field of migration. The IOM is an international intergovernmental organization and therefore is not a part of the Dutch government. The IOM encourages together with its partners orderly and humane migration, including international cooperation, implementing initiatives and projects and the provision of humanitarian assistance to migrants in need, including refugees and people seeking refuge within their own borders (internally displaced persons). The IOM has 480 offices in over a 150 countries.

In the Netherlands IOM supports migrants who wish to return and do not have the necessary financial resources with the so-called REAN program (for full conditions: www.iom-nederland.nl). The IOM offers migrants information about the possibility of voluntary return, including current information on the situation in the country of destination and by answering individual questions. The IOM provides the journey and offers guidance on departure and, if desired, during transit and upon arrival. The IOM also can assist in obtaining travel documents. In addition, the IOM provides certain target groups extra (financial) support or individual counselling. In recent years, the IOM has developed projects supplementary to the REAN program that support reintegration upon return. This reintegration support is designed to help build a new life in the country of origin.

IOM Netherlands works with two contacts in the field dealing specifically with victims of human trafficking. When a victim of human trafficking considers return or has already taken the decision to return one of these two contacts can be contacted. They will discuss the case with the social worker and then refer to a specific employee who will assist the returnee. The IOM has twenty employees (project officers) to conduct regional interviews and intakes and to provide information about returning. For general information on the IOM's assistance to victims of human trafficking the main office also can be contacted.

Contact person for victims of human trafficking in North of the Netherlands	Contact person for victims of human trafficking in West, Central and South of the Netherlands	General information
Rini Fokkema Email: rfokkema@iom.int Mobile: +31 (0) 6 27 000 560	Marianne van Bulck Email: mvanbulck@iom.int Mobile: +31 (0) 6 27 000 565	Ilse Waindrich Email: iwaindrich@iom.int Tel: +31 (0)70 3181 512

At the moment there are no specific contact persons for victims of domestic violence at the IOM. In case of return of a victim of domestic violence an appointment with a project officer can be made via the general telephone number of the IOM.

IOM contact: + 31 88 746 44 66

Appointments with a project officer can be scheduled at one of the regular office hours, taking place in the region at various locations. If desired, a victim may be visited in a different location, for example, in a shelter. In addition, it is possible to ask for a female employee.

Finally, there is the possibility to have the initial contact via a project officer who speaks the language of the client. He or she conducts the first interview, with both the social worker and the client, and then refers to a regional project officer. The IOM project officers speak the following foreign languages: Spanish, French, Portuguese, German, English, Russian, Chinese, Arabic, Kurdish and some African languages (Tigrinya, Kiswahili, Kinyarwanda, Amharic, Lingala). Apart from that it is always possible to make use of an interpreter by telephone. For more information clients can visit the IOM website for clients:

www.buildyourreturn.nl (information for clients in 6 languages)

In the following countries, the IOM provides reintegration assistance. This list is not exhaustive, these are countries with which IOM Netherlands has contact regarding return. In the purple coloured countries, the IOM has specific experience in providing assistance to victims of trafficking. This may be direct assistance by the IOM to returned victims of trafficking and / or referral to authorities in the country of origin that can provide immediate assistance. Also, this list is not exhaustive. In other countries, IOM Netherlands can always, in addition to assistance with reintegration, outsource a request for help for victims of trafficking, The possibilities of providing assistance always depend on the budget made available for this purpose, and any service fee that the concerned IOM mission may receive for the services it provides.

Europe	Asia	Africa	America
Albania	Afghanistan	Angola	Argentina
Armenia	Bangladesh	Benin	Brazil
Azerbaijan	China	Burkina Faso	Bolivia
Belarus	India	Burundi	Chili
Bosnia	Indonesia	Cameroun	Colombia
Bulgaria	Iran	Cape-Verde	Cuba
Georgia	Iraq	Democratic Republic Congo	Dominican Republic
Hungary	Kazakhstan	Djibouti	El Salvador
Kosovo	Kyrgyzstan	Egypt	Ecuador
Macedonia	Lebanon	Ethiopia	Guatemala
Moldova	Mongolia	Gabon	Guyana
Romania	Nepal	Gambia	Jamaica
Russia	Pakistan	Ghana	Mexico
Serbia	Philippines	Guinea-Bissau	Nicaragua
Slovakia	South-Korea	Guinea-Conakry	Paraguay
Turkey	Sri Lanka	Ivory Coast	Peru
Ukraine	Tajikistan	Kenya	Suriname
	Uzbekistan	Liberia	Venezuela
	Vietnam	Libya	
	Yemen	Mali	
		Mauretania	
		Morocco	
		Niger	
		Nigeria	
		Rwanda	
		Senegal	
		Sierra Leone	
		Somaliland	
		South-Africa	
		Sudan	
		Tanzania	
		Togo	
		Tunisia	
		Uganda	
		Zimbabwe	

Appendix 13 Social Map: Organisations in the Netherlands with a specific focus on providing return and reintegration assistance

DT&V (The Repatriation and Departure Service)

The Repatriation and Departure Service (DT&V) coordinates the actual departure of foreign nationals who do not have the right of residence in the Netherlands. The DT&V the implementing body for the repatriation policies of the government.

The DT&V takes the initiative to ensure that the departure is performed carefully, with dignity and in time. They do this in close cooperation with all government agencies and social organisations involved. Each foreign national who comes under the responsibility of the DT&V is assigned a supervisor. This supervisor is the point of contact for the foreign national (and/or his authorised representative), and for the (associated) partners with which the DT&V cooperates.

The supervisor holds so called departure interviews, develops a tailor-made plan of departure, and if necessary applies for a "laissez-passer". The DT&V is also responsible for the assessment to see if a foreign national meets the criteria for a placement in restrictive accommodation.

Contact details

Name	Position	Department	Telnr. + 31 (0)	E-mail
H. (Henriët) van Dijk	Sr. Staff	VRIS (DC Schiphol and Ter Apel)	06- 53710602	h.v.dijk@dtv.minvenj.nl
H. (Harold) Crama	Staff	DC Zeist	0880-777395	h.crama@dtv.minvenj.nl
J.N.G (John) van der Plas	Sr. Staff	DC Rotterdam	06-13351029	j.plas@dtv.minvenj.nl
R. (Ruud) van Lieshout	Staff	Preparing Departure DB2/ Brabant	06 -13669433	R.Lieshout@dtv.minvenj.nl
G. (Gerda) van der Vaart	Staff	Preparing Departure Zwolle 1/Friesland, Flevoland	06-13640863	g.v.d.vaart@dtv.minvenj.nl
A. (Arnold) Molier	Staff	Preparing Departure DB1/ Limburg-Gelderland	06-21134199	a.molier@dtv.minvenj.nl
W. (Willem) Schraa	Staff	Preparing Departure Zwolle 3/Overijssel-Drenthe	06-55116875	w.schraa@dtv.minvenj.nl
N. (Nathalie) Zwegers	Sr. Staff	Preparing Departure Hoofddorp / N-Holland/ Utrecht	06-13364650	n.zwegers@dtv.minvenj.nl
H. (Hessel) de Vries	Sr. Staff	Groningen	06-22565975	h.d.vries@dtv.minvenj.nl
R. (Ruud) Droog	Sr. Staff	Preparing Departure Rijswijk / Z-Holland and Zeeland	06-51839850	r.droog@dtv.minvenj.nl

Maatwerk bij Terugkeer (Mediation Agency for Return)

Rejected asylum seekers, irregular migrants, victims of human trafficking and victims of domestic violence wishing to return to their country of origin, can ask Maatwerk bij Terugkeer for information about assistance.

Based on their wishes and the possibilities in country of origin the client receives adequate support for reintegration, for example, in finding a home, medical care or setting up a business. This is done in close cooperation with a local partner organisation.

Maatwerk bij Terugkeer monitors the reintegration process of the client up to one year after returning.

Maatwerk bij Terugkeer collaborates with Fier Fryslân, Fair Work, Maatschappelijke Opvang's Hertogenbosch, Caritas Belgium, Pag-Asa, Idia Renaissance (Nigeria), Projeto Resgate (Brazil), and the Christian Brother's Development Office (Sierra Leone) to develop adequate support to victims of trafficking. In this collaboration, guidelines are developed for professionals who work with victims of human trafficking that possibly want to return to their country of origin. These guidelines can be integrated into existing methodologies to prepare and assist the client before and after return. The guidelines are available at www.mensenhandelweb.nl.

Maatwerk bij Terugkeer supports returns to Angola, Armenia, Azerbaijan, Benin, Bolivia, Brazil, Burkina Faso, Burundi, Chile, Colombia, Democratic Republic of the Congo, Ecuador, Ethiopia, Philippines, Georgia, Ghana, Guinea, India, Iraq, Ivory Coast, Cameroon, Kenya, Kosovo, Morocco, Mongolia, Nepal, Nigeria, Uganda, Ukraine, Pakistan, Peru, Russia, Rwanda, Senegal, Serbia, Sierra Leone, Somalia, Suriname, Tanzania, Togo, Vietnam and South Africa.

Contact details

Maatwerk bij Terugkeer
Goeman Borgesiuslaan 77, 3515 ET Utrecht
Contact person: Santje Geuze, programme officer
Email: s.geuze@maatwerkbijterugkeer.nl
Tel: +31(0)30-7551580
Fax: +31(0)30-7551582
www.maatwerkbijterugkeer.nl
www.facebook.com/maatwerkbijterugkeer

Stichting Wereldwijd (Worldwide Foundation)

Wereldwijd is a training centre, aiming at foreign nationals and others who have poor job prospects. The foundation organises short-term courses which offer improvement of employability, like: Dutch language courses, knowledge of the Dutch society and other employment focussed courses.

Wereldwijd carries out the "World Tools Plus" project, which enables clients to prepare themselves to return to their country of origin. They help clients to draw up a well worked out business plan, which describes what the client will do once returned to the country of origin. The business plan includes all the activities that need to take place to come to the set objective (schooling, contact with organisations etc.). The foundation also will look at, which "TOOLS" (including materials and machines) will be needed in order to start the enterprise.

Second hand tools, machines, materials and equipment will be repaired together with volunteers. These tools will be collected and send to the country of origin. If schooling is necessary, a time frame will be discussed.

After returning to the country of origin, support can be provided through partner organizations, for example in housing, education or starting the business.

Contact details

Stichting Wereldwijd
Klompenstraat 1a
6251 NE Eckelrade
The Netherlands
Contact persons: Ed Peters and Matje Mattheij
E-mail: wwijd@xs4all.nl
Tel: +31 (0)43 – 4083122

Bridge to Better

Foundation Bridge to Better offers personal social and psychosocial support to participants in preparation for their departure to their country of origin (or other country). The aim is to empower the participant so that he/she is able to create a better future for him- or herself and also for the community to which he / she returns. During the project there is protection against detention, assistance in obtaining documents, and an allowance for travel costs and sustenance. In addition to personal counselling there is a weekly training: empowerment, small business, computer classes, preparation for return through a return and/or business plan. Where possible, and/or required, a traineeship will be sought prior to return. The complete programme of Bridge to Better takes 4 to 5 months. In-kind support is possible. After returning there is a tailor-made follow up.

Bridge to Better provides assistance in (preparation of) return to the following countries:

Afghanistan, Albania, Algeria, Angola, Armenia, Azerbaijan, Bangladesh, Benin, Bolivia, Burundi, Burkina Faso, Central African Republic, China, Colombia, Congo, Ecuador, Eritrea, Ethiopia, Philippines, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, India, Indonesia, Iran, Iraq, Ivory Coast, Cape Verde, Cameroon, Kazakhstan, Kenya, Kyrgyzstan, Kosovo, Lebanon, Liberia, Macedonia, Mali, Morocco, Moldova, Mongolia, Nepal, Niger, Nigeria, Uganda, Ukraine, Uzbekistan, Pakistan, Russia, Rwanda, Senegal, Serbia, Sierra Leone, Somalia, Sri Lanka, Sudan, Suriname, Syria, Tajikistan, Tanzania, Tunisia, Togo, Turkmenistan, Turkey, Vietnam, Zambia, Zimbabwe, South Sudan.

Contact details

Bridge to Better Foundation
Schippersgracht 3 1011 TR Amsterdam
Contact person: Marion Groen in't Woud (project leader)
Email: marion@bridgetobetter.org
Tel: +31 (0)6 151 29 289

Appendix 14 Social Map: International organisations specialised in return and reintegration support to victims of trafficking and victims of domestic violence

Country	ALBANIA
Name of organisation	**"Different & Equal"**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	• Information on existing services in community and necessary contacts/the map of services • Income generation programs • Monitoring and follow up of the beneficiaries
Contact details contact person	
E-mail	different&equal@icc-al.org
Name of contact person	Mariana Meshi, Executive Director
Phone number	Tel. 00355 (4) 2221892
General contact details	Organisation "Different & Equal" Address: Rr. Milto Tutulani, P.Alb-Milenium, Shk.6, Ap.30,36 Tirane/ Albania
Website	www.differentandequal.org http://www.differentandequal.org/english/index.htm
General phone number (hotline etc.)	+355 (4) 222 18 92
General mail address	different&equal@icc-al.org

Country	ALBANIA
Name of organisation	**IBVM (Loreto)**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	
Other service:	Training for Roma women all over Albania, also work for other women
Contact details contact person	
E-mail	imelda@albaniahope.com
Name of contact person	Sr. Imelda Poole (British sister)
Phone number	+355 692912687
General contact details	
Website	www.albaniahope.com
General phone number (hotline etc.)	+355 4 230088
General mail address	info@albaniahope.com

Country	ALBANIA
Name of organisation	**Psycho-social Centre "VATRA"**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Establishment of contacts with family members/ Reunion with family	✓
Other service:	• Socio-cultural activities within and outside the shelter. • Referrals to Centres and other agencies of the same type. • Referrals to mechanisms which realize witness' protection • Support for semi-independent living (in rented apartments). • Support for socio-economic empowerment for the family of the beneficiary (especially for cases of minors) • Support for establishment of micro businesses • 24 hours shelter security
Contact details contact person	
E-mail	qvatra@icc-al.org; qvatra@abcom.al; brikena_puka@yahoo.com
Name of contact person	Brikena Puka, Executive Director
Phone number	Tel.&fax. +35533 224078 Mob: +355 69 20 83 339
General contact details	Qendra Psiko- Sociale "VATRA" Lagjia: Isa Boletini Rr.Nermin Vlora Falaski, Pall 13, Shk I. kt 3 Vlore- Shqiperi
Website	www.qendravatra.org.al
General phone number (hotline etc.)	Tel.&fax. +35533 224078 116 006
General mail address	info@qendravatra.org.al

Country	ALBANIA
Name of organisation	**Sh.K.B.Sh.**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	we don't really offer this service, but we're ready to support if necessary
Shelter	we don't really offer this service, but we're ready to support if necessary
Psychological help	✓
Medical help	we don't really offer this service, but we're ready to support if necessary
Legal help	we don't really offer this service, but we're ready to support if necessary
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓

Reunion with family	✓
Other service:	Support for vulnerable women, victims of human trafficking and women at risk for trafficking
Contact details contact person	
E-mail	f.westerink@shkbsh.com
Names of contact person	Fred Westerink
Phone number	00355 (0) 68 20 13 940
E-mail	o.hinaj@shkbsh.com
Names of contact person	Ornela Hinaj Zaimi
Phone number	00355 (0) 68 60 47 429
General contact details	
Website	www.shkbsh.com
General phone numbers (hotline etc.)	mob. 00355 (0) 68 20 19 860 mob. 00355 (0) 69 40 90 676
General mail address	reception@shkbsh.com

Country	ALBANIA
Name of organisation	**Tjeter Vizion association**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	dkasa@hotmail.com
Name of contact person	Ardiana Kasa, Program manager
Phone number	00355695203299
General contact details	
Website	www.tjetervizion.org
General phone number (hotline etc.)	0035554252919
General mail address	dkasa@hotmail.com; tjetervizion@gmail.com

Country	ARMENIA
Name of organisation	**Hope and Help**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓

Help for children/Parenting skills	
Reunion with family	
Contact details contact person	
E-mail	hopehelp@web.am / shatvoryanm@gmail.com
Name of contact person	Maria Shatvoryan, "To Help Children- United Knowledge and the Best Practices to Protect Armenian Children"; Project coordinator
Phone number	Tel:+ 374 10 531-770 Mob:+374 91 206 -274
General contact details	Address: 37 Pushkin str. Apt.5, 0002 Yerevan, Armenia
Website	www. hopehelp. am
General phone number (hotline etc.)	Tel:+ 374 10 534 834 Fax :+ 374 10 531 770
General mail address	hopehelp@web.am

Country	AUSTRIA
Name of organisation	LEFÖ- Information, Education and Support for Migrant Women LEFÖ- Intervention Centre for Trafficked Women
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service: please specify	re/integration assistance gaining compensation safe return
Contact details contact person	IBF: Evelyn Probst Lefo: Ana Maria Garza
E-mail	ibf@lefoe.at
Name of contact person	Evelyn Probst
Phone number	Tel: +43 (0)1-79 69 298 Fax: +43 (0)1-79 69 299
General contact details	LEFÖ: Kettenbrückengasse 15/2/4 , 1050 Vienna- Austria IBF: Floragasse 7a/7, 1040 Vienna - Austria
Website	www.lefoe.at
General phone number (hotline etc.)	Tel: +43 (0)1-79 69 298 /+43.1.5811881 Fax: +43 (0)1-79 69 299
General mail address	ibf@lefoe.at / office@lefoe.at

Country	AUSTRIA
Name of organisation	**MIRIAM-Projekt**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	
Medical help	✓

Legal help	✓
Training of skills/education	
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	
E-mail	miriamoe@tpoint.at
Name of contact person	Sr. Petra
Phone number	+43-1-87812-0, +43 02243 33007
General contact details	MIRIAM-Projekt, Langstgergasse 5-7/22, A-3400 Klosterneuburg, Austria
Website	http://www.caritas-wien.at
General phone number (hotline etc.)	+43 1-24836-85383 Police hotline 142 Caritas hotline
General mail address	office@caritas-wien.at

Country	BELARUS
Name of organisation	**IPA "Gender Perspectives" /La Strada Belarus**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	
E-mail	
Name of contact person	
Phone number	
General contact details	IPA "Gender Perspectives" Timyryazeva str, 65-314, Minsk 220035, Belarus
Website	www.lastrada.by
General phone number (hotline etc.)	Tel/fax: +375 17 211 02 51
General mail address	lastrada@infonet.by

Country	BELGIUM
Name of organisation	**PAG - ASA**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	
Legal help	✓
Training of skills/education	
Finding jobs/secure income	
Financial help	

Help for children/Parenting skills	
Reunion with family	
Other service:	Education and awareness raising on trafficking in Brussels
Contact details contact person	
E-mail	info@pag-asa.be
Name of contact person	Sarah Dehovre
Phone number	00 32 2 511 64 64
General contact details	Cellebroersstraat 16b, 1000 Brussel
Website	www.pagasa.be
General phone number (hotline etc.)	
General mail address	info@pag-asa.be

Country	BELGIUM
Name of organisation	**Payoke**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	
Legal help	✓
Training of skills/education	
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	Patsy Sörensen, Director Payoke
E-mail	admin@payoke.be
Name of contact person	Patsy Sörensen
Phone number	tel: +32 (0)3 201 16 90
General contact details	Payoke, Leguit 4, 2000 Antwerpen
Website	http://www.payoke.be/
General phone number (hotline etc.)	tel: +32 (0)3 201 16 90 fax: +32 (0)3 233 23 24
General mail address	admin@payoke.be

Country	BRAZIL
Name of organisation	**Casa Brasil Holanda**
Services provided	
Pick-up at the airport	upon demand
Going through immigration/talk to the police or immigration services	✓
Shelter	
Psychological help	✓
Medical help	
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	

Other service:	CBH does not only support and offer explanations, but also assist and inform Brazilian nationals (with or without papers) (temporarily) living in the Netherlands, by referring them to adequate authorities in the Netherlands and by doing so guarantying a dignified and healthy life. In Brazil the CBH fosters and reinforces information, prevention and action campaigns together with partner organisations (NGOs, government, and academics). CB-H's principles and actions are based on human rights approaches.
Contact details contact person	
E-mail	info@casabrasilholanda.nl
Name of contact person	Clivia Caracciolo
Phone number	
General contact details	Casa Brasil Holanda Postbus 2111 3800 CC Amersfoort
Website	www.casabrasilholanda.nl
General phone number (hotline etc.)	06 84 31 28 65
General mail address	info@casabrasilholanda.nl

Country	**BRAZIL**
Name of organisation	**Projeto Atitude Legal**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	
Other service:	
Contact details contact person	
E-mail	michelle@projetolegal.org.br
Name of contact person	Michelle Gueraldi
Phone number	(21)2232 3082/ 2252 4458
General contact details	Av. Mem de Sá, Centro - Rio de Janeiro CEP 20230-152
Website	www.projetolegal.org.br
General phone number (hotline etc.)	(21)2232 3082/ 2252 4458
General mail address	

Country	BRAZIL
Name of organisation	**Projeto Trama**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Trama is a big social institution, working i.e. anti trafficking
Contact details contact person	
E-mail	frans@projetotrama.org.br
Name of contact person	Frans Nederstigt
Phone number	+55-21-250 76 464 ext. 215/222
General contact details	Projeto Trama venida Marechal Floriano, 199 / sala 502 CEP 20080-005 - Centro - Rio de Janeiro/RJ, Brazil
Website	www.projetotrama.org.br
General phone number (hotline etc.)	+55 (0) 21 2507 6464
General mail address	projetotrama@projetotrama.org.br

Country	BRAZIL
Name of organisation	**Sociedade De Defesa Dos Direitos Sexuais Na Amazônia (Sodireitos)**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	They work with many vulnerable girls in the region, youth prostitution is high
Contact details contact person	
E-mail	sodireitos@gmail.com
Name of contact person	Marcel Hazeu
Phone number	+55- 91- 32247338
General contact details	Rua 28 de Setembro, 503, bairro Reduto, Belém – Pará 66053-350, Brazil
Website	
General phone number (hotline etc.)	
General mail address	sodireitos@gmail.com

Country	BULGARIA
Name of organisation	**'Animus Association' | La Strada Bulgaria**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	nadia.bk@gmail.com
Name of contact person	Nadia Kozhouharova
Phone number	
General contact details	85 Ekzarh Yossif St. 1000 Sofia
Website	www.animusassociation.org
General phone number (hotline etc.)	+359 2 983 5205, +359 2983 5305, +359 2 983 5405
General mail address	animus@animusassociation.org

Country	BULGARIA
Name of organisation	**Caritas Bulgaria**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	r.hadjieva@caritas-bg.org
Name of contact person	Radosveta Hadjieva
Phone number	+359 2944 1858
General contact details	Obroshite Str. 9, 1504 Sofia
Website	www.caritas-bg.org
General phone number (hotline etc.)	
General mail address	migration@caritas-bg.org

Country	BULGARIA
Name of organization	**The A21 Campaign**
Services provided	Please tick appropriate box
Pick-up at the airport	x
Going through immigration/talk to the police or immigration services	x
Shelter	x
Psychological help	x
Medical help	x
Legal help	x
Training of skills/education	x
Finding jobs/secure income	x
Financial help	x
Help for children/Parenting skills	x
Reunion with family	x
Other service: please specify	The A21 Campaign can also offer return services in Greece, Ukraine, South Africa, United Kingdom, and USA.
Contact details for internal use of Safe Return partners	
E-mail	Kyra.g@thea21campaign.org
Names of contact persons	Kyra Gordon
Phone numbers	+359 888 987 876
Contact details for external use (to be published in Desk Research & Methodology), only general details such as:	
Website	www.thea21campaign.org www.a21.bg
General phone numbers (hotline etc.)	1109 (Greece)
General mail addresses	The A21 Campaign Triaditsa Str. 5Б, fl.2 office 226 Sofia, 1000 Bulgaria

Country	CAMEROON
Name of organisation	**CIPCRE – Cameroun**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	
Reunion with family	
Other service:	CIPCRE is an educational organisation on environment and social work, (Justice and Peace) they have also educated thousands of youth and teachers about sexual violence. CIPCRE – Benin CIPCRE – Chad & Togo
Contact details contact person	
E-mail	cipcre_dg@cipcre.org
Name of contact person	Fr. Jean-Blaise Kenmogne
Phone number	00237 – (3)344 66 68
General contact details	CIPCRE – Cameroun B.P. 1256, Bafoussam
Website	www.cipcre.org
General phone number (hotline etc.)	00237 – (3)344 66 68
General mail address	cipcre_dg@cipcre.org

Country	COLOMBIA
Name of organisation	**Centro De Capacitación Hermanas Adoratrices**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	chelamar15@yahoo.com
Name of contact person	
Phone number	+57(6)1000000
General contact details	
Website	http://www.adoratrices.com
General phone number (hotline etc.)	
General mail address	chelamar15@yahoo.com

Country	COLOMBIA
Name of organisation	**Hermanas Oblatas Del Santísimo Redentor Medellin**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	
Other service:	
Contact details contact person	
E-mail	mariainmaculada5@yahoo.es
Name of contact person	
Phone number	
General contact details	Sede piedecuesta: Km. 13 Vía piedecuesta 6550558
Website	
General phone number (hotline etc.)	
General mail address	

Country	CZECH REPUBLIC
Name of organisation	**La Strada Czech Republic**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	
E-mail	
Name of contact person	
Phone number	
General contact details	P.O. Box 305 - 111 21 Praha 1 - Czech Republic
Website	www.strada.cz
General phone number (hotline etc.)	Tel/Fax. +420 222 721 810
General mail address	lastrada@strada.cz

Country	CZECH REPUBLIC
Name of organisation	**Caritas Czech**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Outreach work in streets of Praha
Contact details contact person	
E-mail	sekretariat@charita.cz
Name of contact person	Mrs Jana Polásková
Phone number	+420 296 243 330 +420 251 552 790
General contact details	Vladislavova 12 Prague 1 110 00
Website	www.caritasczech.org
General phone number (hotline etc.)	+420 737 234 078 Magdala NONSTOP hotline
General mail address	sekretariat@charita.cz

Country	CZECH REPUBLIC
Name of organisation	**Caritas Czech Magdala Project**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Also working on labour exploitation
Contact details contact person	
E-mail	magdala@praha.charita.cz
Name of contact person	Jindriska
Phone number	+420 251 552 790
General contact details	Renoirova 7/614, Prague 5 – Hlubočepy
Website	http://praha.charita.cz/en/social-services/project-magdala
General phone number (hotline etc.)	Magdala Project Non-stop Hotline: 737 234 078
General mail address	praha@praha.charita.cz

Country	DENMARK
Name of organisation	**Pro-Vest**
Services provided	
Pick-up at the airport	-
Going through immigration/talk to the police or immigration services	-
Shelter	-
Psychological help	-
Medical help	-
Legal help	-
Training of skills/education	-
Finding jobs/secure income	-
Financial help	-
Help for children/Parenting skills	-
Reunion with family	-
Other service:	Pro-Vest is assisting in identifying victims of human trafficking. When a person is identified Pro-Vest hands over the woman or man to The Danish Anti- trafficking Centre.
Contact details contact person	Adress: Sjællandsgade 98 B st.tv., DK 7000 Fredericia, Denmark
E-mail	vnn@provest.dk
Name of contact person	Vibeke Nielsen
Phone number	Mobile: + 45 2169 3414
General contact details	
Website	www.provest.dk
General phone number (hotline etc.)	Tel. : +45 2169 3414
General mail address	vnn@provest.dk

Country	DOMINICAN REPUBLIC
Name of organisation	**COIN**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	✓
Other service:	Work with returned victims of trafficking
Contact details contact person	
E-mail	coin@codetel.net.do
Name of contact person	
Phone number	
General contact details	Calle Anibal Espinoza 352,Villas Agricolas, Santo Domingo, Dominican Republic
Website	www.coin.org.do
General phone number (hotline etc.)	+809-6811515 +809 538-8535
General mail address	coin@codetel.net.do

Country	ESTONIA
Name of organisation	**MTÜ Living for Tomorrow/NGO Living for Tomorrow**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	Partially (can provide primarily counselling on migration legislation, rights and responsibility via hotline)
Shelter	No (can refer victim to service providers if available)
Psychological help	No (can refer victim to service providers if available)
Medical help	No (can refer victim to service providers if available)
Legal help	✓ (legal aid via hotline service, but do not represent clients in court or other institutions)
Training of skills/education	No (can refer victim to service providers if available)
Finding jobs/secure income	No (can refer victim to service providers if available)
Financial help	No (can refer victim to service providers if available)
Help for children/Parenting skills	No (can refer victim to service providers if available)
Reunion with family	No (can refer victim to service providers if available)
Other service:	• advice for people going abroad to work or study; • consequences of illegal employment; • contacts of NGOs abroad, that provide the help or consultations for victims; • contacts of governmental and non-governmental institutions involved in human trafficking fight and prevention in Estonia; • rules of entrance for Estonian citizens, persons without citizenship and foreigners living in Estonia to European Union member countries and other countries; • legislation of other countries concerning foreigners, migrants, trafficking in persons.
Contact details contact person	
E-mail	info@lft.ee, olena@lft.ee
Name of contact person	Ms Olena Valdenmaiier
Phone number	+ 372 6607320 (hotline)
General contact details	F.R. Kreutzwaldi 24, 10147, Tallinn
Website	www.lft.ee
General phone number (hotline etc.)	Tel. +372 6607320 (hotline)
General mail address	info@lft.ee

Country	FRANCE
Name of organisation	**Caritas France (Secours Catholique)**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	genevieve.colas@secours-catholique.org
Name of contact person	Mrs. Genevieve Colas
Phone number	+33 145 49 74 40
General contact details	106, rue de Bac F - 75007 Paris
Website	www.secours-catholique.org
General phone number (hotline etc.)	+33 (0)1 454 97 300
General mail address	dept.publications@secours-catholique.org

Country	GEORGIA
Name of organisation	**Anti-Violence Network of Georgia**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	antiviolence@avng.ge
Name of contact person	Mrs. Nato Shavlakadze
Phone number	+995 32 2950679
General contact details	9 Chavchavadze street, Tbilisi
Website	www.avng.ge
General phone number (hotline etc.)	Hotline: (832) 2 72 67 17
General mail address	antiviolence@ip.osgf.ge

Country	GERMANY
Name of organisation	**Ban Ying Coordination Center**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	✓
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	Focus on migrant women in Berlin and victims of trafficking
E-mail	info@ban-ying.de
Name of contact person	Nivedita Prasad Suteera Nittayananta
Phone number	+49 30 4406373 or +49 30 4406374
General contact details	Anklamer Strasse 38 10115 Berlin, Germany
Website	www.ban-ying.de
General phone number (hotline etc.)	
General mail address	info@ban-ying.de

Country	GERMANY
Name of organisation	**Beratungsstelle Nachtfalter Caritas Essen**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	
Other service:	
Contact details contact person	
E-mail	renate.hildburg@caritas-essen.de
Name of contact person	Renate Hildburg
Phone number	+49 201 364 55 47 201 320 0375
General contact details	Franziska-Schervier-Haus Niederstrasse 12-16, 45141 Essen
Website	www.caritas-e.de
General phone number (hotline etc.)	+49 0201-32003-0
General mail address	info@caritas-e.de

Country	GERMANY
Name of organisation	**IN VIA Berlin** **Koord. & Beratungs. Frauen Menschenhandel**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	
Other service:	Centre works esp. for women from Eastern Europe
Contact details contact person	
E-mail	moe@invia-berlin.de
Name of contact person	Mrs. Barbara Eritt
Phone number	+49-30 66633 487 · Mobil: +49-177 7386276
General contact details	Große Hamburger Str. 18· 10115 Berlin
Website	http://www.invia-berlin.de/
General phone number (hotline etc.)	+49 030 85784 286
General mail address	info@invia-berlin.de

Country	GERMANY
Name of organisation	**Kassandra e.V**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	
Psychological help	
Medical help	
Legal help	
Training of skills/education	
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	Counselling centre for sex workers
E-mail	kassandra@kassandra-nbg.de
Name of contact person	Andrea Weppert
Phone number	
General contact details	Breite Gasse 1, 90402 Nürnberg
Website	www.kassandra-nbg.de
General phone number (hotline etc.)	+49 911 3765277
General mail address	kassandra@kassandra-nbg.de

Country	GERMANY
Name of organisation	**KOK- Bundesweiter Koordinierungskreis gegen Menschenhandel / German NGO Network against Trafficking in Human Beings**
Services provided	KOK is the German network of anti trafficking NGOs engaged in political and lobby work and does not provide direct counselling to trafficked persons. However, most of KOK's member organisations (37 in total) are specialised counselling centres for trafficked persons. They can be contacted through the web link below. Please note that not all members may provide the same services. Therefore it is advisable to contact them directly in case of return of a victim.
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	KOK's activities: To combat all levels of human trafficking To ensure humane treatment of victims of human trafficking To improve the judicial and social situation of people affected by human trafficking The implementation of political and social arrangements for affected people and against trafficking of human beings on a provincial and national as well as on a European and international level To rise awareness for the complex topic of human trafficking To network the member organisations of KOK e.V. To optimise the labour effectiveness of KOK e.V. and its members, especially in communication structures and professional solution strategy in order to ensure quality management KOK's main emphasis of work: • Collection of specialist knowledge • Coordination • Committee and networking activities • Political lobbying • Public relations • Increasing awareness
Contact details	
Website	General: www.kok-buero.de Link to members: http://www.kok-buero.de/en/member-organisations-counselling-centres.html
General phone number (hotline etc.)	Tel.: + 49 30-263 911 76
General mail address	info@kok-buero.de

Country	GERMANY
Name of organisation	**Nadeschda Counselling Centre**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	
Other service:	
Contact details contact person	
E-mail	info@nadeschda-owl.de
Name of contact person	Corinna Dammeyer
Phone number	+49-5221840200 +49-5221840201
General contact details	Bielefelder Straße 25 D- 32051 Herford Nordrhein-Westfalen
Website	www.nadeschda-owl.de
General phone number (hotline etc.)	
General mail address	info@nadeschda-owl.de

Country	GERMANY
Name of organisation	**Solwodi; Solidarity with Women in Distress**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	
Reunion with family	
Other service:	This German Religious organisation has many shelters all over Germany (specialised in victims of trafficking). Now 17 offices with shelters and social workers.
Contact details contact person	Org. helps victims but is against prostitution
E-mail	info@solwodi.de
Name of contact person	Sr. Lea Ackermann (Managing Director)
Phone number	+49 6741 2232
General contact details	Propstelstrasse 2 D- 56154 Boppard-Hirzenach
Website	www.solwodi.de
General phone number (hotline etc.)	
General mail address	

Country	GHANA
Name of organisation	**Friends of Suffering Humanity (FSUHU)**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	
Medical help	✓
Legal help	
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	FSUHU is a small Muslim organisation in central/north of Ghana
Contact details contact person	
E-mail	humanityngo@live.com
Name of contact person	Omar Mahamoud (CEO / Director of Programmes)
Phone number	+233-243-150-752 (Mobile phone)
General contact details	Bolgatanga, Upper East Region Ghana, West Africa
Website	http://fsuhu.org
General phone number (hotline etc.)	
General mail address	

Country	HUNGARY
Name of organisation	**Anonymous Ways Foundation/ Névtelen Utak Alapítvány**
Services provided	
Pick-up at the airport	Via IOM
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Offers a program between 6 months to 1 year, or if needed, up to 7 years.
Contact details contact person	Ildiko Doncsecs; Program Director / Anonymous Ways Foundation / Budapest Hungary
E-mail	nevtelenutak@gmail.com
Name of contact person	Ildiko Doncsecs
Phone number	+ 36 70 66 49 49 7 skype:anonymouswaysfoundation
General contact details	
Website	https://safoundation.com/sa-foundation/locations/hungarian_project http://www.nevtelenutak.com
General phone number (hotline etc.)	+ 36 70 66 49 49 7
General mail address	nevtelenutak@gmail.com

Country	HUNGARY
Name of organisation	**Good Shepherd Sisters Shelter**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Dutch sister started a shelter for Roma women in a small village in Hungary
Contact details contact person	
E-mail	sr--regina-janssen@live.nl
Name of contact person	Sr. Regina Janssen
Phone number	+36-37 36 90 87
General contact details	Kossuth Lajos utca 61, H- 3211 Gyöngyösoroszi
Website	
General phone number (hotline etc.)	
General mail address	

Country	IRELAND
Name of organisation	**APT Ireland + Ruhama**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	✓
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	
E-mail	info@aptireland.org + admin@ruhama.ie
Name of contact person	Sr. Mary Mangan Ms. Edel McGinley
Phone number	+ 353 1 836 0292
General contact details	Senior House, All Hallows College, Drumcondra, Dublin 9
Website	www.ruhama.ie
General phone number (hotline etc.)	
General mail address	

Country	ITALY
Name of organisation	**Associazione On the Road**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	Social assistance
Contact details contact person	
E-mail	oriana@ontheroadonlus.it
Name of contact person	Oriana De Caro
Phone number	
General contact details	Via delle Lancette 27 A, 64014 Martinsicuro (TE) - Italy
Website	www.ontheroadonlus.it
General phone number (hotline etc.)	Tel. +39 0861-79.66.66 | Fax +39 0861-76.51.12
General mail address	info@ontheroadonlus.it

Country	ITALY
Name of organisation	**USMI Nazionaale Settore "Tratta"** **(Italian superiors org. Anti Trafficking desk)**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Return to home country is possible Visit in prison (migrants removal centre)
Contact details contact person	USMI is the religious network; they have over 120 shelters in convents all over Italy.
E-mail	ebonettimc@pcn.net
Name of contact person	Sr. Eugenia Bonetti (coordinator) Sr Monica Chikwe
Phone number	+39-0668400555 mob +39-3391934538
General contact details	USMI - Settore "Tratta donne e minori" Presidente di "Slaves noMore" Via Zanardelli, 32 - 00186 ROMA
Website	http://www.slavesnomore.it/
General phone number (hotline etc.)	800 290 290 (National Anti-trafficking hotline)
General mail address	tratta@usminazionale.it, slavesnomore@libero.it

Country	KENYA
Name of organisation	**HAART Kenya**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	Awareness raising in the slums of Nairobi
Contact details contact person	
E-mail	mary@momaley.or.ke
Name of contact person	Sr. Mary O'Malley Mr. Radoslaw Malinowski
Phone number	+254 20 550 583
General contact details	P.O. Box 26893 - 00504 Nairobi, Kenya
Website	http://haartkenya.org
General phone number (hotline etc.)	+254 738 506 264
General mail address	info@haartkenya.org

Country	LATVIA
Name of organisation	**Marta Recourse Centre for Women**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Youth groups, awareness raising on trafficking
Contact details contact person	
E-mail	guna@marta.lv ; guna@delfi.lv
Name of contact person	Guna
Phone number	+371-67378539
General contact details	Marta Recourse Centre for Women 49 Matisa St 3, Riga
Website	www.martha.lv
General phone number (hotline etc.)	Helpline: 8000 2012
General mail address	centrs@marta.lv

Country	LEBANON
Name of organisation	**Caritas Lebanon, Migrant Centre**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	www.caritas.org.lb
Name of contact person	Mrs. Najla Chahda
Phone number	+961 1 502550
General contact details	Office: 5th floor, Takla Centre Sin El Fil, P.O.Box 40061 Beirut
Website	www.caritas.org.lb
General phone number (hotline etc.)	
General mail address	carimigr@inco.com.lb

Country	LITHUANIA
Name of organisation	**Missing Persons' Families Support Centre**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	
Legal help	
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	
Reunion with family	✓
Other service:	Reintegration of victims of trafficking in human beings and forced prostitution: • primary assistance – initiating a contact, finding primary support demand; • long-lasting social reintegration activities; • social assistance (counselling, intermediation, representation, etc.) • social competence groups, purposeful leisure time activities; • self-help groups.
Contact details contact person	
E-mail	natalja@missing.lt
Name of contact person	Natalja Kurčinskaja
Phone number	+370 (5) 248 33 73
General contact details	Dingusių žmonių šeimų paramos centras/ Missing persons' families support centre Žalgirio g. 133, LT - 08217,Vilnius Lietuva/ Lithuania
Website	http://www.missing.lt
General phone number (hotline etc.)	Tel: +370 (5) 248 33 73 Fax: +370 (5) 248 33 73
General mail address	centras@missing.lt

Country	LUXEMBOURG
Name of organisation	**Fondation Maison de la Porte Ouverte**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓ (in the shelter)
Finding jobs/secure income	We can help with information, how and where to seek jobs
Financial help	✓ (for the time in the shelter)
Help for children/Parenting skills	✓ (for the time in the shelter)
Reunion with family	✓
Contact details contact person	Foyer Maternel 38, Rue d'Anvers, L-1130 Luxembourg, Luxembourg
E-mail	fmaternel@fmpo.lu
Name of contact person	Ms. Åsa Sundin
Phone number	Tel: +352 405834, Fax: +352 26897983
General contact details	Fondation Maison de la Porte Ouverte 2, Rue Fort Elisabeth, L-1463 Luxembourg, Luxembourg
Website	www.fmpo.lu
General phone number (hotline etc.)	Tel: +352 406001-1, Fax: +352 409779

Country	MACEDONIA
Name of organisation	**Open Gate La Strada Macedonia**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	jasmina@lastrada.org.mk
Name of contact person	Jasmina Dimishkovska Rajkovska
Phone number	
General contact details	Str. Sava Kovacevic 1a 1000 Skopje R. Macedonia
Website	www.lastrada.org.mk
General phone number (hotline etc.)	tel: + 389 2 2700 107 fax: + 389 2 2700 367
General mail address	lastrada@lastrada.org.mk

Country	MOLDOVA
Name of organisation	**International Center for Women Rights Protection and Promotion "La Strada"**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	(facilitating access/via referral)
Psychological help	✓
Medical help	(facilitating access/via referral)
Legal help	✓
Training of skills/education	(facilitating access/via referral)
Finding jobs/secure income	(facilitating access/via referral)
Financial help	
Help for children/Parenting skills	
Reunion with family	✓
Other service:	Counselling via Hotline and mediation assistance in covering other identified needs by referral to (in/out of country) partner organisations
Contact details contact person	
E-mail	tbuianina@lastrada.md
Name of contact person	Buianina Tatiana, Drop-in-Center Manager Victoria Dochitcu, Hotline Manager
Phone number	Tel.: + 373 22 234 906 Fax.: + 373 22 234 907
General contact details	International Center for Women Protection and Promotion "La Strada" P.O. Box 259, Chisinau, MD-2012, Moldova
Website	www.lastrada.md
General phone number (hotline etc.)	Tel: + 373 22 23 49 06 Hotline: +373 22 233309 (for international calls); 0 800 77777 (toll free, for national calls)
General mail address	office@lastrada.md

Country	NEPAL
Name of organisation	**Shakti Samuha**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	Shakti is an organisation of former victims of HT
E-mail	shaktisamuha.nepal@gmail.com
Name of contact person	Sunita Danuwar (President)
Phone number	
General contact details	P.O. Box 19488, Chabahil, Kathmahdu, Nepal
Website	samuha@wlink.com.np
General phone number (hotline etc.)	+977-1-4494815
General mail address	shaktisamuha.nepal@gmail.com

Country	NETHERLANDS
Name of organisation	**CoMensha**
Services provided	CoMensha registers data about the nature and extent of the population of victims of trafficking in the Netherlands. Co-Mensha uses this information to identify specific problem areas, trends and success factors in the implementation of the legislation on human trafficking. Within the Netherlands, specialized categorical shelters offer shelter and assistance to foreign victims of trafficking during the first months after they have come out of the trafficking situation. CoMensha coordinates shelter and social and legal assistance for victims of trafficking. CoMensha is the Dutch member organisation of La Strada International (LSI): European Network Against Trafficking in Human Beings. The overall aim of LSI is to prevent trafficking of human beings in Europe, in particular trafficking of women, and to protect the rights of trafficked persons. La Strada embodies eight member organisations in Belarus, Bulgaria, Czech Republic, Macedonia (FYROM), Moldova, The Netherlands, Poland and Ukraine and an international secretariat based in Amsterdam, The Netherlands.
Contact details contact person	
E-mail	
Name of contact person	
Phone number	
General contact details	
Website	www.comensha.nl
General phone number (hotline etc.)	(+31) (0) 33 448 1186
General mail address	info@comensha.nl

Country	NETHERLANDS
Name of organisation	**SRTV**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	
Psychological help	
Medical help	
Legal help	
Training of skills/education	
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	Awareness raising, inform about trafficking, assistance in finding shelter/returning
Contact details contact person	
E-mail	ivonne@srtv.info
Name of contact person	Ivonne van de Kar
Phone number	+31-73-615 44 44
General contact details	St. Janssingel 92, NL 5211XJ Den Bosch
Website	www.srtv.info
General phone number (hotline etc.)	
General mail address	srtv@srtv.info

Country	NIGERIA
Name of organisation	**COSUDOW**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	COSUDOW is leading the African network of religious against HT
Contact details contact person	
E-mail	pnebegbulem@gmail.com / justicennenna@gmail.com
Name of contact person	Sister Patricia Nnenna Ebegbulem, SSL / Sister Bibiana Nnenna Emenaha, DC
Phone number	+ 234 80 65 55 65 55 / + 234 80 36 70 60 43
General contact details	Shelter address: Bakhita Villa, 13 Leye Omoniyi Close, Off Odubakin Street, St. Ferdinand's Catholic Church, BOYS'TOWN, P.O Box 1970, IPAJA, Lagos, NIGERIA
Website	-
General phone number (hotline etc.)	-
General mail address	pnebegbulem@gmail.com

Country	PERU
Name of organisation	**Movimiento El Pozo**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	
Psychological help	✓
Medical help	
Legal help	
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	
Other service:	Education centre on migration (The Well)
Contact details contact person	
E-mail	creapozo@terra.com.pe
Name of contact person	
Phone number	+(511) 423-5852 / +(511) 424-5183
General contact details	Av. República de Portugal 492, Breña, Lima 5 – Perú
Website	http://movimientoelpozoperu.org
General phone number (hotline etc.)	
General mail address	

Country	PHILIPPINES
Name of organisation	**Kaagapay OFW Resource and Service Center, Inc**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	
Other service:	Center for Migrant workers and returnees.
Contact details contact person	
E-mail	kaagapaycotabato98@gmail.com
Name of contact person	Ms. Villalyn 'Belen' Lachica
Phone number	(063) (064) 421-5024
General contact details	349 Sincuat Ave,Ante Compound Rosary Heights 4, 9600 Cotabato City, Mindanao, Philippines
Website	www.kaagapaycotabato.org
General phone number (hotline etc.)	
General mail address	

Country	PHILIPPINES
Name of organisation	**WCIRAC (Women and Children International Relief Assistance Center)**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	✓
Reunion with family	
Other service:	Work with Filipino migrant workers and women in prostitution, member of Philippine Alliance of Human Rights Advocates (PAHRA). Was started by Dutch Sr. Louisa, who is now in Eindhoven
Contact details contact person	
E-mail	wcirac@skyinet.net
Name of contact person	Teresita Atienza
Phone number	+63 2 435 23 12/00 51 or +63 2 4352002
General contact details	26 D Mabuhay Street Barangay Central, Diliman, Quezon City P.O. Box 10203, 1112 Quezon City
Website	
General phone number (hotline etc.)	+63 2 435 23 12/00 51 or +63 2 4352002
General mail address	

Country	POLAND
Name of organisation	**La Strada Foundation against Trafficking in Persons and Slavery**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	
E-mail	
Name of contact person	
Phone number	
General contact details	P.O. Box 5 00-956 Warsaw 10
Website	www.strada.org.pl
General phone number (hotline etc.)	Tel/Fax +48 22.622.1985
General mail address	strada@strada.org.pl

Country	POLAND
Name of organisation	**PoMoc, Katowice**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Shelter also for victims of Violence Against Women (domestic violence)
Contact details contact person	Works with LaStrada Poland
E-mail	pomoc@po-moc.pl
Name of contact person	Sr. Anna Balchan, Ms Magda Lasota
Phone number	+48 32 255 38 69; +48 694 489 187
General contact details	Association Po MOC ul. Krasińskiego 21, 40 – 019 Katowice, POLAND
Website	www.po-moc.pl
General phone number (hotline etc.)	+48-32 255 38 69
General mail address	biuro@po-moc.pl

Country	ROMANIA
Name of organisation	**The Association for Developing Alternative Practices for Reintegration and Education (ADPARE)**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓ ADPARE assists Romanian victims
Shelter	✓ Protective apartment for medium-long term assistance – 3 rooms; collaborates with other shelters;
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓ ADPARE assists minors in their families and wherever the case works on consolidating parenting skills
Reunion with family	✓
Other service:	Social assistance
Contact details contact person	
E-mail	adpare@adpare.eu
Name of contact person	Gina-Maria Stoian, President
Phone number	tel/fax: 004 (0)21 253 29 04
General contact details	The address of both the counselling centre and the protective apartment are secret
Website	www.adpare.eu
General phone number (hotline etc.)	tel/fax: 004 (0)21 253 29 04 0 800 800 678 – Romanian anti-trafficking Hotline
General mail address	adpare@adpare.eu

Country	ROMANIA
Name of organisation	**Aidrom**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Aidrom also runs the program SENS Work with Orthodox Church
Contact details contact person	
E-mail	et@aidrom.eunet.ro
Name of contact person	Elena Timofticiuc Sonia Aldea
Phone number	+40.21.210.46.87 / +40.21.007.98
General contact details	Asociaţia Ecumenică a Bisericilor din România—AIDRom Str. Halmeu, nr. 12, S2, 02118, Bucureşti
Website	www.aidrom.ro
General phone number (hotline etc.)	
General mail address	aidrom@gmail.com

Country	ROMANIA
Name of organisation	"Generație Tânără (Unga_Liv) Association - GTR
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓ GTR owns shelters for THB victims and for victim of domestic violence (both adults and minors). It provides the necessary assistance; also for men (THB victims). These shelters are the following types: an emergency shelter, protected apartments, but also a large shelter on a farm belonging to GTR.
Psychological help	✓ We established contacts with psychologists who work for free; otherwise the psychological assistance is very expensive.
Medical help	✓ Medical help and insurance is expensive too
Legal help	✓ Healthcare and insurance are also expensive
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	office@generatietanara.ro
Name of contact person	Mariana Petersel, President
Phone number	Tel/Fax +40 256 282 320 Mobil. 0723545255
General contact details	GTR - Generatie Tînără Romania Timisoara , Str. Molidului, nr.8, RO 300262
Website	http://www.generatietanara.ro
General phone number (hotline etc.)	Tel/Fax +40 256 282 320 Mob. 0723545255
General mail address	office@generatietanara.ro

Country	ROMANIA
Name of organisation	**Solwodi Romania**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Sr. Adina can also shelter women from Moldova
Contact details contact person	
E-mail	secretariat@solwodi.ro
Name of contact person	Sr. Adina Balan, Sr. Adina is a lawyer; she runs the small shelter for women and children.
Phone number	+40 213 325 020
General contact details	
Website	www.solwodi.ro
General phone number (hotline etc.)	+40 213 325 020
General mail address	secretariat@solwodi.ro

Country	SERBIA
Name of organisation	**ASTRA – Anti-trafficking action**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Assistance in finding accommodation (as alternative to shelter accommodation)
Contact details contact person	
E-mail	oo@astra.rs / astra@astra.rs
Names of contact person	Olivera Otasevic Krsmanovic – Coordinator of ASTRA SOS hotline and direct victim assistance program
Phone number	
General contact details	
Website	www.astra.rs
General phone number (hotline etc.)	SOS Hotline: +381 11 785 0000
General mail address	sos@astra.rs

Country	SLOVAKIA
Name of organisation	**Caritas Slovakia**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	This organisation has 5 shelters in different parts of the country.
Contact details contact person	
E-mail	stoptrafficking@charita.sk
Name of contact person	sr. Bohdana Bezáková
Phone number	
General contact details	Caritas Slovakia Kapitulská 18 SK-814 15 Bratislava
Website	www.charita.sk/eng
General phone number (hotline etc.)	+421-2-5443 1506, -5443 2503
General mail address	stoptrafficking@charita.sk

Country	SPAIN
Name of organisation	**Fundación de Solidaridad Amaranta**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	info@fundacionamaranta.org
Name of contact person	Sr. Pilar
Phone number	Tel. 0034 91 519 67 49 / Mob: 0034 669 637 636
General contact details	Ramírez de Arellano, 11 28043 Madrid
Website	www.fundacionamaranta.org
General phone number (hotline etc.)	
General mail address	

Country	SPAIN
Name of organisation	**RED, Spanish Network against HT**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	
Reunion with family	
Other service:	Big network of social and religious organisations.
Contact details contact person	
E-mail	confer@confer.es www.confer.es
Name of contact person	Sr. Pilar (Confer member)
Phone number	+34-915.193.635
General contact details	CONFER (Conferencia Española De Religiosos), C/ Nuñez De Balboa, 115-Bis, 28006 – MADRID
Website	www.redcontralatrata.org
General phone number (hotline etc.)	
General mail address	comunicacion@redcontralatrata.org

Country	SWEDEN
Name of organisation	**Platform Civil Society in Sweden Against Trafficking. (Foundation Safer Sweden, Stiftelsen Tryggare Sverige)**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓ (to some degree)
Legal help	✓
Training of skills/education	✓ (to some degree)
Finding jobs/secure income	✓ (to some degree)
Financial help	✓ (to some degree)
Help for children/Parenting skills	✓ (to some degree)
Reunion with family	✓ (to some degree)
Other service:	Help to connect to NGOs in other countries. As a Platform we cooperate to facilitate the victims. We also work with awareness raising, strengthen rights and monitoring and reporting.' Ninna Mörner coordinates a Platform with 17 Swedish NGOs cooperating to assist victims of trafficking and strengthen their rights. In the Platform we may offer the kind of assistance ticked in the boxes. The Platform is initiated by Foundation Safer Sweden. The Platform gathers data and cooperates with the authorities as a Platform, but is yet without financial support.
Contact details contact person	
E-mail	ninna.morner@gmail.com
Name of contact person	Ninna Mörner
Phone number	46 (0)76 59 74 199
General contact details	Eastmangatan 8, Box 45407, 104 31 Stockholm - Sweden
Website	www.manniskohandel.se
General phone number (hotline etc.)	Tel. +46 8 55535290
General mail address	info@tryggaresverige.org

Country	SWITZERLAND
Name of organisation	**FIZ; Fachstelle Frauenhandel und Frauenmigration**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	by referral
Legal help	✓
Training of skills/education	by referral
Finding jobs/secure income	by referral
Financial help	✓
Help for children/Parenting skills	by referral
Reunion with family	✓/ by referral
Other service:	• We provide crisis intervention. • We accompany women to any criminal proceedings and help them to integrate into Swiss society. • Evaluation of risks involved in remaining in Switzerland and returning to the country of origin • Assistance with criminal proceedings • Organisation of daily routine • Collaboration with specialized lawyers, doctors and therapists • Support with any possible return to the country of origin, collaboration with authorities in the country of origin • If the proceedings last and the survivor has already returned to her home country, FIZ Makasi represents the survivor's rights in case of a return to Switzerland
Contact details contact person	
E-mail	kelechi.mennel@fiz-info.ch
Name of contact person	Kelechi Mennel (Head of FIZ Makasi) Carminha Pereira
Phone number	Tel +44 44 436 90 02
General contact details	FIZ, Badenerstrasse 682 (at Lindenplatz), ch-8048 Zürich
Website	http://www.fiz-info.ch/
General phone number (hotline etc.)	Tel +44 44436 90 00
General mail address	contact@fiz-info.ch

Country	THAILAND
Name of organisation	**Good Shepherd Sisters Fountain of Life Center**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	The sisters go into the brothels to teach sex-workers English. Teach Cambodian women about their own traditions
Contact details contact person	
E-mail	supapornmarie05@yahoo.com
Name of contact person	Sr. Supaporn Marie Chatiphol 3/199 M. 6 Naklua, Amphur Banglamung 20150Chonburi Pattaya
Phone number	00638361720; mobile 0066815885430
General contact details	4128/1 Din Daeng Rd, Bangkok 10400 916 Prachak Rd, Nongkhai 43000
Website	
General phone number (hotline etc.)	
General mail address	

Country	UKRAINE
Name of organisation	**International Women's Rights Center/La Strada Ukraine**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	✓
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	
Contact details contact person	
E-mail	t.taturevych@la-strada.org.ua
Names of contact persons	Tetyana Taturevych
Phone numbers	+38 0665649194
General contact details	P.O. Box 26, 03113 Kyiv, Ukraine
Website	www.la-strada.org.ua
General phone numbers (hotline etc.)	tel: +38 044 205 36 95/ fax: +38 044 205 37 36
General mail addresses	info@la-strada.org.ua
Facebook	www.facebook.com/lastradaukraine
Skype	lastrada-ukraine

Country	UKRAINE
Name of organisation	**Caritas Ukraine Human Trafficking Desk**
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Caritas, Catholic help service has many shelters for women, children, and the elderly. Also centres for food, washing machine, computer lessons, etc.
Contact details contact person	
E-mail	karitas@mail.lviv.ua ksena_caritas@ukr.net
Name of contact person	Oksana Ustynova is head of the anti-trafficking department of Caritas Ukraine. National office is in Lviv (Lvov)
Phone number	+38 32 227 47 70 (Lviv) +38 44 467 60 80 (Kyiv) +38 98 58-32-353 (Khmelnytsky)
General contact details	Caritas Ukraine Human Trafficking Desk vul.Ozarkevycha, 4, 79016 Lviv
Website	www.caritas-ua.org
General phone number (hotline etc.)	
General mail address	caritas@caritas-ua.org

Country	UNITED KINGDOM
Name of organisation	The Medaille Trust
Services provided	
Pick-up at the airport	✓
Going through immigration/talk to the police or immigration services	✓
Shelter	✓
Psychological help	✓
Medical help	✓
Legal help	✓
Training of skills/education	✓
Finding jobs/secure income	✓
Financial help	
Help for children/Parenting skills	✓
Reunion with family	✓
Other service:	Network of religious in the UK, have several shelters, also for men They offer help for Returning ofVictims, also male
Contact details contact person	
E-mail	enquiries@medaille-trust.org.uk
Name of contact person	Mike Emberson
Phone number	
General contact details	The Medaille Trust C/O Caritas Diocese of Salford Cathedral Centre, 3 Ford Street Salford, M3 6DP
Website	http://www.medaille.co.uk
General phone number (hotline etc.)	
General mail address	enquiries@medaille-trust.org.uk

Country	UNITED KINGDOM
Name of organisation	**Women@ the Well / Mercy Sisters**
Services provided	
Pick-up at the airport	
Going through immigration/talk to the police or immigration services	
Shelter	
Psychological help	
Medical help	
Legal help	
Training of skills/education	
Finding jobs/secure income	
Financial help	
Help for children/Parenting skills	
Reunion with family	
Other service:	
Contact details contact person	
E-mail	lynda.dearlove@watw.org.uk
Name of contact person	Sr. Lynda Dearlove
Phone number	+44 20 7520 1710
General contact details	54/55 Birkenhead Street London WC1H 8BB
Website	www.watw.org.uk
General phone number (hotline etc.)	
General mail address	

In addition to social map: Other contacts of the Foundation Religious against Trafficking in Women (SRTV)

To be contacted via contact person Ivonne van de Kar
Tel: + 31 73 615 44 44
Email: srtv@srtv.info
Website: www.srtv.info

- **Australia**: Sr. Pauline Coll, Srs.of the Good Samaritan
- **Belarus**: Caritas Belarus, Mrs. Gennadiy Vishnevskiy, 3-39 pr.-t- Masherova, 22004 Minsk
- **Brazil**: Sr. Ursula, Movimento de Promoção da Mulher, Cabedela
- **Bulgaria**: Caritas Russe
- **Chili**: Religiosas Adoratrices, Sr. Teresa Valenzuela, Santiago, Chili
- **Ghana**: Mrs. Florence Bobi, Municipal Education Office, Bawku, Ghana
- **Ghana**: Sr. Marcelline Noorah, Sisters of Mary Immaculata, Box 9, Yendi N/R, Ghana
- **Malawi**: Sr. Rita Moyo, Office of Lay Apostolate, Mzuzu, Malawi, Africa
- **Russia**: Caritas Moskou, Mrs. Eloisa Sioutch, P.B. 93, 127434 Moskou, Russia,
- **Slovenia**: Sr. Andreja, Daughters of Charity Ljubljana, Caritas Slovenia
- **South Africa**: Ms.Loek Goemans, The Grail, Joannesburg, South Africa
- **South Korea**: Good Shepherd Sisters, South Korea
- **Tanzania**: Grail Centre Kiseki Baha, Same, Tanzania (contact SRTV first)
- **Uganda**: Ms Clotilde Bukirwa, Grail House, Masaka, Uganda, Africa.
- **Uganda**: Mrs. Juliana Bezuidenhout, Kampala, Uganda, Africa

SRTV has contact with several congregations working in HT or social projects in: India, Philippines, Indonesia, Mexico and many other countries.

China: few contact with a congregation, no shelters or work in anti-trafficking known

Networks; members of Talitha Kum:

- **Asia Pacific**: Women Religious Against Trafficking in Human(APWRATH)
- **Australia**: Australian Catholic Religious Against Trafficking in Human (ACRATH)
- **Bolivarian Countries**: Red Kausay
- **Brazil**: Rede Um Grido Pela Vida
- **Canada**: Comité D'action Contre la Traite Humaine à L'interne et à Internationa (CATHII)
- **Dominican Republic**: Red de Religiosas/os Contra la Trata y Trafico de Personas
- **Europe**: The European Network of Religious Against Trafficking (RENATE)
- **Indonesia**: Counter Women Trafficking Commission of IBSI (women religious of Indonesia)
- **Italy**: Ufficio Tratta Donne e Minori (USMI)
- **Portugal**: Commissão De Apoio As Vittimas Do Trafico De Pesssoas (CAVITP)
- **South Asia**: Asian Movement of Religious Women Against Trafficking in Persons (AMRAT)
- **South Africa**: Southern African Women Religious Against Trafficking in Persons (SARWATIP)
- **Thailand**: Women Religious of Thailand
- **West Africa**: Mains dan le main

In addition to social map: International and European networks

Country	Global
Name of organisation	**Global Alliance against Trafficking in Women (GAATW)**
Services provided	The Global Alliance Against Traffic in Women (GAATW) is an Alliance of more than 100 non-governmental organisations from Africa, Asia, Europe, Latin America and the Caribbean and North America. The GAATW Secretariat is based in Bangkok, Thailand, and co-ordinates the activities of the Alliance, collects and shares information, advocates on behalf of the Alliance at regional and international levels. A list of member organisations can be found on the website
General contact details	
Website	www.gaatw.org
General phone number (hotline etc.)	+ 66 2 864 1427 / + 66 2 864 1428
General mail address	gaatw@gaatw.org

Country	EUROPE
Name of organisation	**La Strada International**
Services provided	La Strada International (LSI) is a European NGO network against trafficking in human beings comprising eight member organisations in Belarus, Bulgaria, Czech Republic, Macedonia (FYROM), Moldova, The Netherlands, Poland and Ukraine and an international secretariat based in Amsterdam, The Netherlands. All La Strada members provide shelter and counseling, as well as a number of other services (please check the social map of individual organisations for more details). La Strada International works from a human rights perspective in support of trafficked persons to ensure a world without trafficking in human beings where human rights are respected. La Strada's primary goal is empowering trafficked persons, improving their position through promoting their universal rights, including the right to choose to emigrate and work abroad and to be protected from violence and abuse.
General contact details	**La Strada International** De Wittenstraat 25 1052 AK Amsterdam The Netherlands
Website	www.lastradainternational.org
General mail address	info@lastradainternational.org
	Tel: + 31 (0) 20 688 1414 Fax: + 31 (0) 20 688 1013

Country	EUROPE
Name of organisation	**RENATE (Religious in Europe Networking against Trafficking and Exploitation)**
Services provided	16 European countries are member (Albania, Belgium, Czech, France, Germany, Ireland, Italy, Lithuania, Netherlands, Poland, Romania, Slovakia, Slovenia, Spain, Portugal, UK.) some have shelters, all are religious organisations
Contact details contact person	
E-mail	renatenetwork@gmail.com
Name of contact person	Chair is Sr. Imelda Poole, working in Albania Ms. Aneta Grabowska (secr.)
General contact details	
Website	www.renate-europe.net
General mail address	renatenetwork@gmail.com

Country	International Caritas network
Name of organisation	**COATNET**
Services provided	• COATNET—Christian Organisations Against Trafficking in Human Beings—is a network that links together many Christian groups which are fighting human trafficking. COATNET members work together across borders to: • Raise public awareness about trafficking in human beings; • Fight the root causes of vulnerability, such as poverty and lack of job alternatives; • Advocate for migration and economic policies that reduce the vulnerability of people to trafficking; • Advocate for better anti-trafficking laws that more effectively protect victims and punish traffickers; • Cooperate with authorities, churches, and relevant civil society actors to challenge the phenomenon of human trafficking; • Help trafficking survivors start a new life.
Contact details contact person	
E-mail	martina.liebsch@caritas.va
Name of contact person	Mrs. Martina Liebsch / Ms. Olga Zhyvytsya
General contact details	Palazzo San Calisto,V-00120 Vatican City State
Website	www.caritas.org/resources/Coatnet
General phone number (hotline etc.)	Reception Desk: +39 06698 797 99 COATNET coordinator: +39 06698 797 41
General mail address	Email: coatnet@caritas.va

Country	International network of Religious against HT
Name of organisation	**Talitha Kum**
Services provided	Members are sisters all over the world working in HT
Contact details contact person	
E-mail	-
Name of contact person	Sr. Estrella Castalone
Phone number	+39 6 68 400 20
General contact details	International network of Religious against HT Piazza di Ponte Sant' Angelo, 28 00186 Roma, Italia
Website	www.talithakum.info

Country	International A21 Campaign
Name of organization	The A21 Campaign, Europe Headquarters in Greece
Services provided	The A21 Campaign can offer return services in Bulgaria, Greece, Ukraine, South Africa, and USA.
Pick-up at the airport	x
Going through immigration/talk to the police or immigration services	x
Shelter	x
Psychological help	x
Medical help	x
Legal help	x
Training of skills/education	x
Finding jobs/secure income	x
Financial help	x
Help for children/Parenting skills	x
Reunion with family	x
Other service: please specify	
General contact details	The local offices of the A21 Campaign can be contacted through the Europe Headquarters in Greece
Contact details contact person	
E-mail	Phil.h@thea21campaign.org
Name of contact person	Philip Hyldgaard
Phone number	1109 (Greece – Hotline) Tel: + 30 23 10 537 690
General contact details	The A21 Campaign, P.O. Box 10218 TK 54110 Thessaloniki, Greece
General mail address	Info@thea21campaign.org
Website	www.thea21campaign.org

Colophon

Publication

Safe Future
A complementary methodology for social workers providing assistance to foreign victims of trafficking and victims of domestic violence, who remain uncertain about whether they can stay in the Netherlands
Opening discussion about future options and counselling for return and reintegration for clients who return to their country of origin

Federatie Opvang, Federation of Shelters
September 2014

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English translation
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Ministerie van Veiligheid en Justitie

Ministerie van Volksgezondheid,
Welzijn en Sport

Gemeente
Amsterdam

alcmaria victrix
gemeente ALKMAAR

GEMEENTE
Arnhem

Gemeente
Groningen

FEDERATIE
opvang

comensha
mensenhandel in beeld

Blijf
groep
Thuis in
huiselijk
geweld

moviera
AANPAK HUISELIJK GEWELD

Het Kopland

hvoquerido

JADE
zorggroep

stichting humanitas

SRTV

PHAROS
EXPERTISECENTRUM GEZONDHEIDSVERSCHILLEN

20 YEARS
ANIMUS
ASSOCIATION
FOUNDATION

COSUDOW