



0800 222 777

SOUTH AFRICAN NATIONAL HUMAN TRAFFICKING RESOURCE LINE

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ABOUT US

The South African National Human Trafficking Resource Line (SANHTRL) was officially launched on 30.08.2016 by A21 South Africa and in partnership with government and civil society. A21 South Africa is a branch of A21, an international non-profit organization aiming to abolish modern day slavery. The Resource Line is operated by A21 South Africa staff and runs 24/7.

WHY A RESOURCE LINE?

The SANHTRL:

- was launched for the purpose of the line serving as a service provider for all those working with Human Trafficking.
- is there to provide a guide on next steps to callers who come across cases of Human Trafficking.
- is there to connect callers to services in their province
- to be a monitoring and evaluation tool that can measure and track prevention efforts as well as intel on cases that can assist with more reliable statistics to indicate the reality of Human Trafficking in South Africa.
- Data Analysis (Intel)
- Referral Protocol and Tracking
- Follow up

Disclaimer: This is the work and content of the NHTRL and has been shared for the sole purpose of being a resource to key stakeholders and may not be shared, copied or changed without the prior knowledge and permission of the NHTRL.

WHAT TYPE OF CALLS DOES THE SANHTRL RECEIVE AND WHICH SERVICES ARE RENDERED?

CRISIS CALLS: This category includes calls received from self-identifying victims of trafficking in need of immediate assistance or calls from individuals calling on behalf of a potential victim in need of immediate assistance. Calls referencing potential victims of trafficking who are minors may also fall into this category even if the situation is not an emergency.

VICTIM ASSISTANCE: Our call specialists provide assistance to victims in crisis through safety planning, emotional support and/or immediate connections to emergency services through our network of trained service provider and law enforcement partners.

REPORTING TIP-OFF'S: Call specialists are available 24/7 to take reports of potential human trafficking. All reports are confidential and you may remain anonymous. Tips include calls received from individuals wishing to report information related to potential trafficking victims, suspicious behaviors and/or locations where trafficking is suspected to be occurring. The NHTRL facilitates reporting to anti-human trafficking and organized crime departments, local law enforcement, and service providers throughout the country.

TRAINING AND TECHNICAL ASSISTANCE: Calls requesting training and technical assistance on anti-trafficking topics often include, but are not limited to, requests for: specialized information, guidance on next steps, materials, trainings/presentations, and field trainings/presentations, as well as requests for joint activities.

We offer training and technical assistance to law enforcement, medical professionals, airport staff, government agencies and other practitioners. Alternatively, we refer to government departments or organizations in your province. Through partnerships we aim to strengthen local and national structure and protocols to improve the nationwide response to human trafficking as a united front.

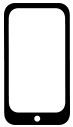
REFERRALS: This call category includes requests for referrals to organizations working to combat human trafficking, specified by name, geographical area and/or type of service provided.

Through our partner referral database the SANHTRL helps connect callers to Human Trafficking service providers. The SANHTRL provides access to emergency, transitional, and long-term social services for victims and survivors of human trafficking. Examples of service referrals include case management, shelter, transportation, legal services mental health and counseling services, and much more.

GENERAL INFORMATION: This category includes calls requesting general information on the issue of human trafficking, such as legal definitions, scope, statistics, trends, prevalence, etc.

WHO CAN CALL THE SANHTRL AND WHY?

You can contact the SANHTRL to:



Report suspected trafficking: Can be done by speaking to one of our call specialists.



Submit an online tip.



When you require Victim Assistance: If you think you are a victim of trafficking and need help.

Anyone can call 0800 222 777.

Past callers have included:

- Victims of human trafficking
- Friends and family members of victims
- Social service providers
- Law enforcement
- Medical professionals
- Legal professionals
- Government employees
- Public prosecutors, lawyers and judges
- Educators and students
- Community members
- Anyone who comes into contact with a potential victim
- Anyone who wants to learn more or get involved

ARE CALLS TO THE SANHTRL CONFIDENTIAL?

Yes. The caller may choose to remain anonymous. The SANHTRL strives to abide by the highest ethical standards. Calls received by the line are anonymous unless the caller chooses to provide the line with his/her name and contact information and authorize the use of the information. This information is not given to law enforcement, other individuals, or other agencies without prior consent. In limited circumstances, we may be required to inform certain authorities of information if we suspect

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child abuse, have reason to believe the caller may harm his/her self or others, or if we are required by law to do so.

In other circumstances, where a caller prefers to remain anonymous, his/her privacy will be protected while the information they have conveyed about a situation of human trafficking will be shared with appropriate authorities.

WHAT HAPPENS AFTER I REPORT A TIP?

After receiving a tip, the SANHTRL team jointly conducts a thorough internal review process to determine appropriate next steps. Crisis calls and urgent tips receive immediate follow-up. Before reporting, the NHTRL team will consider the needs and stated preferences of the caller as a primary consideration.

Additional considerations include: the specificity of the information provided, the presence of indicators of severe forms of trafficking in persons, the involvement of minors, and the anti-trafficking services and law enforcement available in the callers' area. The preferences, when known, of the potential victims involved will also be taken as a primary consideration. Follow-up may involve any of the following actions:

- An additional call to the caller to confirm the accuracy of information (with the callers consent);
- Provision of materials and/or referrals to organizations in the caller's area serving trafficking victims;
- A report to a local anti-trafficking organization, service provider, or law enforcement.

WHAT ARE THE SANHTRL HOURS OF OPERATION?

The NHTRL is available to answer all urgent calls, 24 hours a day, 7 days a week, every day of the year. For informational calls, please call within general office hours.

IS THE RESOURCE LINE TOLL- FREE?

The NHTRL is free to call from a Telkom landline or mobile device. If you call from another service provider you will be charged according to your local mobile or landline operator plan. Callers are welcome to ask the Call specialist to contact them back.

HOW CAN I GET INVOLVED WITH THE SANHTRL?

Help us promote the line by sharing it in your sphere of influence. Get creative with how you can promote the number. Contact us for materials and resources to generate awareness in your community.

HOW DO I ADD MY ORGANIZATION TO THE NHTRL'S REFERRAL DATABASE:

To add your organization to our database, contact our team and tell us about the services you provide and the target groups that you serve. The NHTRL is looking for organizations that provide a variety of services and resources to assist victims of human trafficking, including the following:

- Shelter
- Legal assistance
- Transportation
- Counseling
- Awareness initiatives
- Training / Education
- Job opportunities

HOW WILL THE NHTRL BE A SUCCESS?:

The line will be a success through having strong referral partners in each Province and through Provincial Coordinators/Champions who help promote the line and establish relationships in each province.

The focus of the line is to ensure:

- Coordinated referrals and responses
- Mobilization of services for victims
- Accountability in responses to cases
- Strong cases and data

The aim of the SANHTRL is not to take away from and contacts or processes, but to enhance the Rapid Response protocol in each province and ensure that the right people are contacted for cases. The Line is there to formalize it and to promote the replication of the process in each province using key stakeholders.

TELE-INTERPRETATION:

The SANHTRL has access to an accredited tele-interpretation service where callers can be assisted in over 200 languages. We have utilized this service by having three way teleconference discussions in order to communicate with callers who speak another language so that key information can be obtained and assistance can be rendered.

CONNECT WITH US:

Call: 0800 222 777

Email: info@0800222777.org.za

Website: www.0800222777.org.za

Facebook: South African National Human Trafficking Resource Line

Instagram: SA_ResourceLine

Twitter: SA_ResourceLine