

Norway is an attractive market for human trafficking in prostitution. We live in a rich country with purchasing power, and so far few cases have been uncovered and brought to court. However, the police are now prioritising investigation of human trafficking cases. Victims' rights and support structures have also improved, and are under continuous development.

This guide was made in particular for the potential first helpers. The first helpers are the ones who notice the problem and are in a position to find help for the person concerned.

The guide describes what to do if one suspects a human trafficking situation. Care, safety and guidance are available fast. There are ways out of the forced situation. And importantly: It is worth caring.

The Secretariat of the Shelter Movement

GUIDE TO ASSISTING

- women who are victims of human trafficking



▼ Contents

3. Preface
4. Introduction

5. **Part 1: Being noticed**
6. Why me?
7. Noticing the signs
8. Approaching the subject
9. Taking action. About ROSA
10. Making contact: what happens?

11. **Part 2: Getting to safety**
- 12-13. What the crisis centres can offer
14. Health care and social services

15. **Part 3: Making the options clear**
16. Free legal aid
17. Period of reflection – six months
18. Residence or asylum in Norway
19. Returning to the home country
20. Reporting the traffickers/pimps
- 20-21. About human trafficking
23. Contact information

▼ Preface

ROSA is a Norwegian acronym that stands for reestablishment, organizing safe places to stay safety and assistance. It is the name of a project that is being carried out by the the Secretariat of the Shelter Movement. The project was begun on the 1st of January 2005 and is financed by the Ministry of Justice and Police. The aim is to coordinate a nationwide service to provide safe places of residence for victims of human trafficking, and to advise women who have been exploited, staff at crisis centres, and other aid organisations.

This guide is intended for:

- people who may come into contact with trafficked women and who want to know what they can do.
- staff in organisations who want an overview of rights and contact possibilities.
- women who are victims of human trafficking and who want/consider receiving help.

Find updates

In December 2006, the government published a new revised action plan for combating human trafficking (2006-2009). At the time of writing, several new initiatives are being planned. The ROSA project website (www.rosa-help.no) will be updated continuously with new information on changes in the rules and offers of assistance.

Oslo, April 2007

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&
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Director of the Secretariat of the Shelter Movement

▼ Introduction

This leaflet is about trafficking in women for the purpose of prostitution. You can read more about this subject at the end of the leaflet. The text goes straight to the point: how to give these women help. And what are the rights of the women who are in our country and want to escape their situation?

More can be helped

In the first two years of its existence, ROSA was contacted on behalf of more than 150 women. For various reasons, only about a third of these women was able to accept – or believed they would benefit from – the help they were offered by the organisation. Thus, although there is not a lack of information, there is reason to believe that there are many women who want help but need to be noticed by someone. The circumstances in the situations of the trafficked persons mean that these people are rarely identified as victims on their own initiative. They are dependent on

outreach work by the police and aid organisations – or, if they are lucky, their situation is noticed by someone who cares.

The government's new action plan 'Stop Human Trafficking' was published in the autumn of 2006. The plan introduces a number of new initiatives designed to give victims better aid and protection.

It is important to give information from the beginning

The first helpers will have better chances to succeed if they can communicate concrete and realistic information about the victim's possibilities. A person who lives under coercion and with threats hanging over her may have good reason to be hesitant about telling her life story. Certainty that there is a safe way out can be necessary for the victim to dare to take the first step.

Using an interpreter

If it is necessary to use an interpreter in some of the situations described in this leaflet, it is crucial to choose an interpreter the woman fully trusts (more about this on page 13).

Calling cards

The ROSA project has had calling cards with telephone numbers printed. You can order as many cards as you like by calling **22 33 11 60**.



▼ Why me?

– Because you might have an opportunity to help

You might be the one who happens to be present at the right time. If you have an opportunity to communicate with a woman who is trying to reach out to you or who is open to receiving new information, then take it! You can do it without risk of getting in trouble yourself. Nor do you need much knowledge. You only need to know where to go to get help.

As this guide shows, as soon as you care, others are ready to take over the responsibility. They are available 24 hours a day. You can be one of the few with an opportunity to make the contact.

– Because it is your duty

Section 139 of the criminal law obligates all citizens to report or in some other way seek to avoid serious punishable acts such as rape, immoral

interference with minors, restraint of liberty, and life-threatening acts. The duty of confidentiality, whether statutory or self-imposed, does not limit this obligation to report. However, in cases where human trafficking is suspected, it is crucial to proceed with caution – otherwise you may put others' lives and safety at risk. See page 8.

Who should be on the lookout for women who may be victims of human trafficking?

Everyone – anywhere. Especially:

- Healthcare staff
- Police
- Staff at asylum centres
- People who work on initiatives to help prostitutes
- People in the travel industry
- Customs officials
- Customers of prostitutes
- Taxi drivers

▼ CASE

01



A woman is helped by a male passer-by on the street during an escape.

A woman asks the police for help about another problem. The police find the story suspicious and contact ROSA.

A doctor contacts ROSA after having treated a wounded woman who arrived with an 'aunt' and seemed nervous and cautious during the conversation.

▼ Noticing the signs

01

Why is identification so important?

Trafficked women often do not have a clear understanding of what human trafficking is, and do not see themselves as victims of it. They may perceive their situation as a consequence of their own bad decisions, and feel obliged to live up to the agreements they have made. For this reason, they are often dependent on someone identifying them as victims of the criminal act that is human trafficking. Here the word 'victim' is not intended to refer to a person's characteristics or behaviour, but rather to the circumstances they live in.

Noticing the signs

Usually, one cannot tell by looking at her that a woman has been a victim of human trafficking. It is rare that a woman bears visible signs that she is

living under coercion. The government is producing a list of indicators to identify victims of human trafficking in women for the purpose of prostitution. Specific indicator lists for different professions will also be made. This shows how difficult it can be to uncover human trafficking. The following are some indicators that have been mentioned:

- The woman does not know what her residence status in Norway is.
- The woman is not allowed to be alone with health care staff.
- The woman's story seems lacking and incoherent. Many have been instructed in what to say about their background.
- The woman has been given false information about prostitution in Norway, about rights, duties and offers

of support, and about the police and immigration authorities.

Be aware of your own attitudes

You should be aware of signs that victims may be trying to hide or cover up. But you should also be on guard against prejudices both in yourself and in the society you are part of. The fact that many prostitutes are of certain nationalities does not mean that all women from these countries sell sexual services. It is also important to be aware that women who are married and arrive with children may be victims of human trafficking.

▼ CASE



Joyce arrives at the asylum centre from an Eastern European country. She has a new mobile phone that she is still contacted on. She seems nervous and frightened and avoids contact with staff at the centre.

A woman goes to a doctor to get treated for serious wounds she sustained after being thrown out of a car. She has no identity papers and only speaks poor English. Her home address turns out to be in an area that is known for prostitution. She does not want to report the event.

▼ Approaching the subject

Be careful

The people who are controlling the woman do not want her to talk to third parties about her situation. The woman may not always be aware of the danger she will expose herself and others to by revealing what is happening. Even an ‘innocent’ conversation can put her and her family in danger. Be especially aware of this if other people are present, whether it is an interpreter or someone who is described as a brother, friend, etc.

Give her a sense of security

Approaching the subject means that as a helper you both receive and give information. If you are doing this in a professional capacity, then explain what the duty of confidentiality means. Remember the woman may have had experience with corrupt public officials.

Approach the problem indirectly

Asking someone directly if they are a

victim of human trafficking is not usually the right approach.

Misinformation, threats, dependence on the trafficker, or other circumstances may make it impossible for her to talk directly about the problem initially. Instead, try to get an idea of the conditions in which she lives and works. Ask openly if she needs help with anything. Listen to what is said – including what is said between the lines.

Do not make promises or give advice

The legal status of these women is still unclear. Do not promise that everything will be all right. She may ask: Can I stay here? Can I work? Can I have a place to live? Money? As the first helper you do not have to give answers or advice.

Tell her about ROSA

Stress that ROSA is a project run by a women’s organisation (the Secretariat of the Shelter Movement) whose purpose is to help women in difficult

situations. Emphasise that they will not contact the police or anyone else without her consent. They will offer her secure housing while she reflects upon whether she wants to report to the police or not. She will also be offered qualified advising.

Illegal documents are not a hindrance

As a helper, you do not need to examine the woman’s papers. The lawyer will take care of that. A woman who is a victim of human trafficking has a right to assistance even if she has illegal documentation or is involved in other illegal situations. It is important to get across that she is the victim of a criminal act, and not responsible for the situation she is in.



01

▼ Taking action. About ROSA

Does the woman want to escape from the pimps and get to a safe place?

Call ROSA: 22 33 11 60

Call straight away – with the woman’s consent. After she closes the door or turns the corner, it may be too late. ROSA’s telephone line is open 24 hours a day, and ROSA can facilitate contact with crisis centres across the country that are ready to receive new people in need of help.

If the woman is in immediate danger, ROSA will ask the police for help, but note: Such contact does not entail any obligation on the part of the woman to report criminal activities or collaborate with the police. It is only a question of safety.

Does the woman want more information, but is unsure whether she wants help?

Call ROSA: 22 33 11 60

If the woman does not want you to contact ROSA

Do not contact ROSA if the woman does not want you to.

- Give her a ROSA card or a piece of paper with the number on.
- Assess whether you are able to maintain contact with her. Ask her to contact you again. For example, if you are a doctor, book a new appointment. In the meantime, you can call ROSA and ask for advice – without giving the woman’s name.

Do not act on your own. Do not take the woman home with you or try to make a plan for her. This can put both of you in danger.

Is the woman sure that she does not want to or is unable to break out of her environment? Provide information about the options for care, rest and guidance. (See next page.)

Well done!

It is important that people who are able to help do not get scared and pull out before they have passed on the baton. When you call ROSA, others will take over and you can be pleased with what you have done.

▼ CASE

01



A woman has been raped by the police in her home country. She gets help from ROSA. It takes several months before she dares to talk to the police.

A man calls ROSA and tells them he has met a woman who is involved in prostitution and is being threatened by her pimps. He reassures the woman that she can contact ROSA without putting herself in danger.

▼ *Making contact: what happens?*

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ROSA is a national support organisation that helps trafficked women. The telephone is manned 24 hours a day. Outside office hours, the telephone is transferred to the Oslo crisis centre. An enquiry to ROSA will result in the woman being brought to safety in one of the country's crisis centres (if she is willing), where she will have access to various forms of assistance.

ROSA is in continuous contact with authorities that work to prevent trafficking in women and prostitution. Here are some of them. See contact information at the end of the leaflet.

THE POLICE

THE POLICE DIRECTORATE (PD)

THE CRISIS CENTRES

THE HEALTH CARE SYSTEM

THE NORWEGIAN DIRECTORATE OF IMMIGRATION (UDI)

THE INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM)

EXPERIENCED LAWYERS

NADHEIM CENTRE FOR WOMEN IN OSLO ALBERTINE IN STAVANGER

THE PRO CENTRE

VARIOUS INITIATIVES TO PREVENT PROSTITUTION AND PROVIDE CARE AND ADVICE

NORWEGIAN ORGANISATION FOR ASYLUM SEEKERS (NOAS)

THE MIRA CENTRE



02

Getting to safety

▼ What the crisis centres can offer

Practical and emotional care
Physical security, rest, food and emotional support are the first things to focus on. An evaluation of the ROSA project shows that the crisis centres provide very good care for the women who come there via the project. As one of them says: “They make me feel as though I belong among people”. Women can live with their children in the crisis centre.

Assessing the situation and the need for help

The staff at the crisis centres is experienced in evaluating the users’ situations and need for help. Through repeated conversations, the pieces of the story gradually fall into place, and the way forward becomes clearer. In this phase it may be necessary to remind and reassure the woman about the staff’s duty of confidentiality. A description of the woman’s situation can be useful to the police in case a report is filed.

Be realistic about the outlook for the future

The positive human relationships that are built at the centres are very valuable. But at the same time, it is important not to exclude difficult practical issues from the conversations. Early on, the helper must inform the woman of the risk that the application for residency may be rejected, and of the need to prepare for the possibility of a return to the home country.

The importance of staying active

Experience shows that it can take a long time before the women’s residency situation is clarified, and many stay at the crisis centres for a long time. The days can seem long, which can lead to negative thoughts and few opportunities to move on from a traumatic past. This can result in stress and frustration. As far as possible, the crisis centres try to organise meaningful projects and activities. Women who have been

granted reflection period have a temporary work permit and the opportunity to find employment.

Safety

The need for protection varies. All the crisis centres have routines and physical mechanisms that maintain security both outdoors and indoors. The staff at the centres is very experienced in ensuring the residents’ safety. The police have the main responsibility for assessing threats in order to protect the women. For example, the police can ensure that the woman is accompanied by an undercover police officer during transport, set up emergency alarms in case of violence, organise secret addresses, changes of identity, etc.

Use of interpreter

Trafficked women come from many different countries. In some cases it may be difficult to find an interpreter who

speaks the language. To use an interpreter when talking to a woman subjected to abuse is important to ensure her right to due process. The first commandment is therefore: Use an interpreter. However, even if a professional interpreter is used, the woman may feel uncomfortable with the situation because of her experiences and cultural background. The second commandment is therefore: Listen to the woman’s request regarding the interpreter. She might prefer either a woman or a man. Or she might request a Norwegian interpreter who speaks her language. In some cases it may be relevant to ask the police to assess whether a given interpreter may pose a threat to the woman. There is a national register of state-authorised interpreters (see www.tolkeportalen.no).

▼ CASE

02



Mina was a prostitute for a short while. She has at times been very depressed. At the crisis centre she is assigned a permanent contact person whom she gradually comes to trust. This helps her see her own situation clearly and free herself from some of the guilt she has felt.

Halina arrives at ROSA’s office with her lawyer. Halina has been sold by her husband and forced into prostitution. She speaks poor English, and an interpreter is therefore booked for the conversation. After the conversation, Halina says that she does not trust the interpreter. Therefore, another interpreter is used for the next conversation.

▼ Health care and social services

Great need

Trafficked women can have a great need for health care services. Many ask to talk to a psychologist. They report sleeping problems, frequent nightmares, anxiety, depression, suicidal thoughts and intense worry about their future. Many suffer from post-traumatic stress disorder (PTSD).

Different rights

The woman's right to health care and social services depends on her residence status in Norway. The government's 2006-2009 plan of action 'Stop Human Trafficking' states that a clear health care and social services programme must be drawn up for victims of human trafficking. It emphasises that the initiatives must be coordinated.

Things usually work out

The crisis centres are skilled in guiding victims further into the health care system and support structure. Those who need it get help. So far, a number of health care services have been financed thanks to flexibility on the part of the ROSA programme, some municipalities and the police. The announced health care and social services programme is expected to provide greater predictability.

▼ CASE

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Olga has escaped from many years of prostitution and is very depressed. She is referred to a psychologist with experience in treating violence and abuse against women. With the help of medicine and therapy, Olga's depression starts to clear up, and she looks forward to the therapy session every Wednesday.

When Jelena arrives at the crisis centre, she is quiet and introverted and does not want to talk. After some weeks, she suddenly wakes up one night, runs around screaming and attacks the staff and residents. The staff is forced to call the police to help them admit her to a psychiatric clinic.

03

Making the options clear

▼ Free legal aid

Five hours' free legal aid

A woman who is assumed to be a victim of human trafficking has a right to five hours' free advice from a lawyer. The lawyer will seek reimbursement from the district governor for the hours he or she works. This legal aid is provided without need assessment and retention – and regardless of whether the woman chooses to report a crime or not. The woman does not need to make any decision during these five hours. If she requests a period of reflection, she will have six months to think about it.

Which lawyer?

In principle, the woman can contact any lawyer, but it is recommended to use one with experience of human trafficking cases. The ROSA project is in contact with experienced lawyers who know the rules and have met people in similar situations.

How can the lawyer help?

Anyone who is subjected to human trafficking has rights, though the rights vary somewhat depending on the person's residence status. The lawyer will sketch out the woman's choices and what they entail, for example:

- apply for a period of reflection
- seek asylum
- report those who have exploited her
- return to her home country

The lawyer can also write and send applications to the appropriate authorities.

Complete confidentiality

The lawyer naturally has a duty to maintain complete confidentiality. This is stipulated in the legislation and the ethical guidelines for legal practice. The lawyer may not discuss the case with anyone at any time, including the time after it has been fully processed.

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▼ Period of reflection – six months

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What is a period of reflection?

The period of reflection is a six-month residence and work permit. Applications for a period of reflection are made to the police. It will then be sent to the Norwegian Directorate of Immigration (UDI), which will fast-track it and process it within a few days. When applying for a period of reflection, the woman may be asked a number of questions, but she will not be required to give information that will put her in danger (name of traffickers, telephone numbers, addresses, etc.). The crisis centre staff and the lawyer will give the woman the help she needs with the application.

Who is eligible for a period of reflection?

Foreigners who are assumed to be victims of human trafficking and who are willing to receive help, including the offer of a safe place of residence. She is not required to prove that she is a victim; indications are sufficient. Nor is she required to report those who are behind the trafficking. She can use the six months to reflect.

Who is not eligible?

There are many who will fall outside the reflection period scheme, since it only applies to people who do not have a legal residence status in Norway.

- EU citizens, since they already have legal residence status in Norway.
- Women who have applied for asylum or been given a final rejection of asylum in another EU country. (There are possible exceptions to this.)
- Women who have been given a final rejection of asylum in Norway – unless information emerges about the human trafficking situation that would have produced another result in the asylum case if it had been known to the immigration authorities.

Possibility of extension – up to a year (and possibly an additional year)

The work and residence permit can be extended beyond six months. However, the woman will then be required to report the people behind the trafficking.

The criteria are as follows:

- The woman must have cut off contact with the people behind the trafficking.
- The woman must have reported the traffickers to the police.
- The police/prosecuting authority must regard the woman's presence in Norway as necessary to the investigation or the criminal case.



▼ Residence or asylum in Norway

Many seek asylum

Experience shows that many victims wish to stay in Norway. Most victims of human trafficking who have sought help in our country also seek asylum. If there is a genuine risk that the woman will be in danger if she returns to her home country, it may be better for her to seek asylum than to apply for a period of reflection. Applications for asylum can also be made during the period of reflection, or at the end of the extended temporary work and residence permit.

Long processing time and uncertain outcome

All asylum cases are processed on an individual basis. The outcome is uncertain, and the case may last a long time. Many also take advantage of the opportunity to appeal, so many applicants must wait a long time for a final answer.

Complex rules

There are several criteria that must be met before the applicant can be granted asylum or a residence permit on a humanitarian basis. Immigration law is one of our most complicated legal areas. It is important that as a helper you do not try to give advice in this area if you do not have a good understanding of it. The legal aid lawyer and immigration authorities should be the ones to provide information and advice in this area.

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▼ Returning to the home country

A vulnerable situation

Women whose asylum applications are rejected will be returned to their home countries. Some choose to return of their own volition. In any case, the return will be the start of a demanding transition for women who have been victims of human trafficking. Some have not been to their home countries for many years. Many struggle with health problems and debt. Human trafficking and prostitution are taboo-ridden subjects, and this can make it difficult to find support.

A programme for voluntary repatriation

It is part of the Norwegian policy to focus on enabling repatriation. Based on an agreement with the Foreign Ministry, the International Organization for Migration (IOM) aims to reduce the risk of women being recruited for prostitution or human trafficking again. The repatriation programme offers assisted return journeys and help with reestablishment and reintegration in the home countries.

Women who have applied for a period of reflection or asylum in Norway can change their minds anytime and instead apply for participation in the repatriation programme. Those who wish to participate in this programme can contact either the IOM or KOM, the Police Directorate's coordination unit for victims of human trafficking. (See contact details at the end of this leaflet).

International cooperation

Has the woman previously applied for asylum in another European country? Norway is bound to follow international rules (called the Dublin Convention) for returning such asylum applicants to the country where they first applied for asylum. This only applies to countries that have signed the Dublin Convention. The women to whom this applies can also choose to stop the asylum process and seek voluntary return directly to their home countries from Norway with the IOM. The Council of Europe's Convention on Action against Trafficking

in Human Beings (signed by Norway in May 2005) contains binding regulations on repatriation and sets a common standard for 46 countries. There are also special regional schemes, such as a Nordic-Baltic repatriation programme.



▼ Reporting the traffickers

The police can advise

There are many things to consider when deciding whether to report traffickers. The woman is entitled to a non-binding conversation with the police, without having to file a report. It is also possible for the police to start a public prosecution in very serious cases, for example if the victim is a minor. This means that the authorities prosecute the traffickers without the woman herself or others reporting the situation.

Reporting: what happens?

When the woman files a report, she will be questioned by the police. First she will be asked to talk freely about what has happened. Then the investigator will ask her questions to find reference points for investigating the case. During the investigation, the police will work to establish proof in order to press charges. Without proof, there can be no case, and the file will be closed.

Will she be able to cope with the stress?

For many women, it is very stressful to file a report and to have to talk about what has happened. The woman must be prepared for a tough examination by the defence lawyer during the court case. Some find that it is not worth it, while others speak of the great relief of telling the truth and being listened to. In any case, it is important that the woman is prepared for the questioning and examination, that she is clear about her own story, and that she sticks to the truth.

Support from the legal aid lawyer

Usually, a legal aid lawyer will be appointed for the woman. The lawyer will provide help and support and ensure that the process shows as much consideration to the woman as possible. The legal aid lawyer will serve as a link between the client and the investigator and give information and advice during the process. The lawyer will also proceed with any compensation claims.

What can be achieved by filing a report?

- Justice
- Preventing harm to other women
- Various forms of compensation
- Exemption from punishment for acts committed under duress (e.g. illegal entry into the country)

What is the risk?

- Stress involved in giving evidence often several times
- Not being believed or the case being dismissed due to lack of proof, which has happened in many cases.
- Retaliation. The police will assess the threat and take the necessary measures. People who are subjected to human trafficking can be given varying degrees of secret identities in public registers if needed.

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▼ About human trafficking

What is it?

In 2000, the UN approved a document on trading in human beings, known as the Palermo Protocol. According to this protocol, human trafficking is characterised by three main elements (in cases where the victim is not a minor):

- Exploitation.
- Coercion/deception. Human trafficking entails that one person takes control of another through various forms of threats, violence, coercion, deception or abuse of a vulnerable situation.
- Removal. Human trafficking involves recruitment, transport, reception and housing of people.

The Palermo Protocol affirms that the degree of voluntariness on the part of the victim is not relevant if it can be demonstrated that the person was or is in a vulnerable situation and/or was deceived. Regardless of what choices she made before she became a victim of human trafficking, she must be given the same rights.

Exploitation of others through prostitution, which is what this leaflet is about, is only one form of exploitation covered by the definition of human trafficking. But in Norway – so far – it is mainly this area we have had to deal with and which we have knowledge of. The police are beginning to focus on the exploitation of people in forced labour, begging and the removal of organs.

Assumed increase in Norway

Norway is an attractive market for human trafficking in prostitution. We are a rich country with purchasing power, and so far relatively few cases have been uncovered and brought to court. The huge increase in telecommunication services via mobile phones and the internet have led to a rise in prostitution in Norway, including mobile prostitution services. The indications are that, on the whole, the number of women who are subjected to human trafficking for the purposes of prostitution in Norway is on the rise. Part of the job of the

Police Directorate's coordination unit for human trafficking is to estimate the number of victims of human trafficking in Norway.

Women tell their stories

Many of the women describe life in prostitution as tough. They often feel worn-out and afraid, and experience their situation as completely hopeless. The degree of coercion and violence varies. Many describe serious violations such as rape, threats, inhuman living conditions and generally a hard life. Some have been kept locked up under constant surveillance. These women are dependent on a failure in the captors' surveillance routines or help from the outside to escape. For others, help is available, yet they do not escape. This can be due to their fear of what can happen to their family if they accept help, or they may be under pressure from family members who are dependent on them for sending money home. Many foreign women in

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▼ CASE



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After a great deal of doubt, a woman chose to report the traffickers. When the case was dismissed, she was afraid and in despair.

A woman who chose to report her traffickers said: It was a happy day, even though it was tough. I was listened to, I was taken seriously.

▼ CASE



When Irina was recruited for prostitution, she was 19, penniless, and had just been thrown out of her home after a conflict with her family. The Norwegian Supreme Court established that human traffickers had exploited her for prostitution by abusing her vulnerable situation.

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prostitution come from conditions in their home countries that they may experience as comparatively worse than the conditions under which they live in here in Norway. They may feel that they are better off than before and may not want to leave the prostitution environment and report the people who are exploiting them. It is important to explain to them that it does not matter to the Norwegian authorities whether they personally feel that they are better off than before. They are nevertheless regarded as victims of human trafficking and have a right to aid and protection. Here the Norwegian norms and the UN's human rights apply, not the norms of what is acceptable in their home countries.

In practice, it can be difficult to distinguish between victims of human trafficking and other foreign women working as prostitutes. A common characteristic is that factors such as poverty, lack of equality and social

marginalisation make the women feel compelled to turn to prostitution because of a lack of alternatives. Many are therefore preoccupied with questions of money. They ask about the chances of getting a job in Norway so they can pay back the debt they owe the criminals in other ways than through prostitution.

Recruitment

Often the first contact with the traffickers is made through a person the woman already knows and trusts. This may be a friend of the family, the woman's boyfriend or a female friend who helps her travel abroad to find work. In some cases the decision to work abroad is made by the family collectively.

Rights set out in the Palermo Protocol
The Palermo Protocol provides a framework for determining what kind of assistance to give victims of human traffickers:

- appropriate lodging

- advice and information, especially about legal rights – in a language the victims understand
- medical, psychological and material aid
- activities, education and training

The rights of victimised women in Norway have improved as a result of a succession of plans of action produced by the government (most recently in December 2006). Many initiatives and schemes are still being prepared. The phenomenon of human trafficking is continuously changing, and rules and initiatives must be adapted to new developments.

Sources:

www.rosa-help.no
www.prosentret.no
www.sexhandel.no

The government's plan of action 'Stop Human Trafficking'
KOM – the coordination unit for victims of human trafficking (at the Police Directorate)

ROSA

The Secretariat of the Shelter Movement
Address: Storgata 11, 6. etasje, 0155 Oslo
Telephone: (+47) 22 33 11 60
Email: stopp.kvinnehandel@online.no
Website: www.rosa-help.no (Includes links to reports and information material, e.g. the WHO Ethical and Safety Recommendations for Interviewing Trafficked Women)

Police

Emergencies: 112
Other enquiries: 028000
The Police Directorate (POD) coordinates support and protection for victims of human trafficking. The work is done by the coordination unit for victims of human trafficking (KOM)
Enquiries: Birgitte Ellefsen. Telephone (+47) 92 41 55 62
Email: birgitte.ellefsen@politiet.no
Website: www.politiet.no

UDI – The Norwegian Directorate of Immigration (Utlendingsdirektoratet)

Visiting address: Hausmannsgt. 21, 0182 Oslo
Postal address: Postboks 8108 Dep., 0032 Oslo
Telephone: (+47) 23 35 15 00
Website: www.udi.no

IOM – International Organization for Migration

Visiting address: Storgata 10 A, Oslo
Postal address: Postboks 8927 Youngstorget, 0028 Oslo
Telephone: (+47) 23 10 53 20
Email: iomoslo@iomoslo.no
Website: www.iom.no

NOAS – Norwegian Organisation for Asylum Seekers (Norsk organisasjon for asylsøkere)

Visiting address: Torggata 22, 2. etasje. Oslo

Postal address: Postboks 8893, Youngstorget, 0028 Oslo
Telephone: (+47) 22 36 56 60
Email: noas@noas.org
Website: www.noas.org

The Pro Centre (Pro Sentret)

Address: Tollbugata 24, 2. etasje, 0157 Oslo
Telephone: (+47) 23 10 02 00
Email: prosentret@sby.oslo.kommune.no
Website: www.prosentret.no

The Church City Mission (Kirkens Bymisjon)

Operates support initiatives in Oslo (e.g. Nadheim Centre for Women, telephone: (+47) 22 05 28 80), Bergen and Stavanger
Website: www.bymisjonen.no

Useful websites:

- www.tolkeportalen.no (interpreting portal)
- The office of compensation for victims of violence: www.voldsoffererstatning.no
- www.regjeringen.no (the government's plan of action 'Stop Human Trafficking') See links at www.rosa-help.no
- www.sexhandel.no
- www.fokuskvinner.no (good list of international links)
- www.imdi.no

The Advisory Unit for Victims of Crime (Rådgivningskontoret for kriminalitetsofre)

Telephone: (+47) 815 20 077
Website: www.kriminalitetsofre.no

If you know or suspect that someone is a victim of human trafficking:

Contact ROSA: (+47) 22 33 11 60



▼ CASE



Anna's boyfriend took her to Spain for a holiday, but it turned out to be something quite different. Anna was forced into prostitution by her boyfriend shortly after arriving in Spain.