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QUICK REFERENCE GUIDE

for the identification of Gender-Based
Violence in Trafficked Persons

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ABBREVIATIONS

CCPA	Child Care Protection Act, 3 of 2015
CLLL	Childline Lifeline
FCP	First Contact Persons
FH	Friendly Haven
GBV	Gender-Based Violence
GBVPU	Gender-Based Violence Protection Unit
LGBTQI	Lesbian, Gay, Bisexual, Transgender, Queer and Intersex
MDT	Multi-Disciplinary Team
MGEPESW	Ministry of Gender Equality, Poverty Eradication and Social welfare
MLREC	Ministry of Labour, Industrial Relations and Employment Creation
MOHSS	Ministry of Health and Social Services
NAMPOL	Namibian Police Force
NCS	Namibia Correctional Services
NGO	Non-Governmental Organisations
NRM	National Referral Mechanism
OFL	Office of the First Lady
OOJ	Office of the Judiciary
OPG	Office of the Prosecutor General
QRG	Quick Reference Guide
SOP	Standard Operating Procedures
TiP	Trafficking in Persons
UNODC	United Nations Office on Drugs and Crime
VoT	Victims of Trafficking

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FOREWORD


Let me express my sincere appreciation to the United Nations on Drugs and Crimes (UNODC) for their technical and financial support they rendered to the Namibian Police Force and its stakeholders to develop a Namibian Quick Reference Guide for identification of Gender Based Violence in Trafficked Persons.

I believe the Namibian nation at large will have a clear picture and understanding of the concept of identification, reporting and assisting any person suspected to be a victim of Trafficking in Namibia.

Moreover the guide will enable individuals to define and identify incidences, signs, indicators and forms of GBV in trafficked persons in our society.

Approved by the Inspector-General of the Namibian Police Force


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INTRODUCTION

There are two major links that exist between Gender-Based Violence (GBV) and Trafficking in Persons (TiP):

- a. Certain forms of TiP target or affect women and girls disproportionately, and therefore constitute a form of GBV themselves. According to the UNODC Global Report on Trafficking in Persons, women make up 67% of detected victims of trafficking for sexual exploitation and most victims trafficked for the purpose of forced marriages are women and girls.
- b. Among trafficking victims, there are often persons who experience different forms of GBV before, during or after the trafficking. This may include physical and mental abuse, including rape, deprivation of liberty or forced abortion by traffickers. It may also include violence, abuse and exploitation at the hands of persons not typically considered as 'professional' criminals but rather as members of the household where the victim ends up, e.g., as a domestic servant or bride in a forced marriage.

1. What is the Quick Reference Guide (QRG)?

This Guide is aimed at assisting First Contact Persons (FCP) on supporting victims of Gender-Based Violence (GBV) in trafficked circumstances, to identify and assist suspected victims. The guide supports First Contact Persons on the identification, referral, protection and assistance of victims.

2. How to use the Quick Reference Guide

This QRG is structured into four (4) distinct but related parts which are: Gender-Based Violence, Trafficking, Protecting Children from GBV and TIP, and Assisting Victims of GBV in the context of TIP. The guide outlines and summarises relevant aspects of identifying and responding to GBV in the context of Trafficking in Persons (TiP). First Contact Persons (FCP) will be enabled to understand, support, identify, listen to, and appropriately refer victims to relevant first responders. It is hoped that first contact persons can use this guide as a quick resource to know immediate first steps, and referral pathways to consider when supporting a victim. It should not be used as a conclusive or exhaustive source, but merely to guide First Contact Persons in identifying GBV within circumstances of TiP.

3. Objectives of the Quick Reference Guide

- Enable First Contact Persons to identify incidences, signs, indicators and forms of GBV.
- Enable First Contact Persons to define and identify GBV and its convergence with TiP.
- Equip First Contact Persons with knowledge of resources and referral pathways for assisting suspected GBV victims in the context of TiP.
- Highlight the roles of first responders with reference to victim support and assistance.
- Provide information on the forms and indicators of TiP.

4. Definition of First Contact Persons and Responders

4.1 Who is a First Contact Person?

- Generally, First Contact Persons refer to any individuals who may interact with suspected victims of GBV within the context of TiP but may not have the legal responsibility or authority to respond or act (as first responders).
- A First Contact Person may not be affiliated to any formal or legal structures, institutions or mechanisms designed or designated to act or respond to counter, prevent or address GBV and/or trafficking. First Contact Persons may be members of the community, community leaders, religious leaders, traditional authorities, community-based organisations, self-help groups, youth forums, etc.

4.2 Who is a First Responder?

- First Responders are legally specified authorities, who have a responsibility to locate, identify potential or suspected victims of GBV and TiP, and ensure that

they receive appropriate support. Such support includes referrals to relevant agencies that are designated and equipped to provide assistance and logistical support, as well as to design action plans for the case management of identified victims. In Namibia, first responders in the context of GBV and TiP include law enforcement agencies such as the Namibian Police Force (NAMPOL). The NAMPOL plays a pivotal role in crime prevention, investigation, and apprehension of suspected traffickers and perpetrators of GBV. Referrals to relevant departments and institutions may include:

- *Namibian Police Force (NAMPOL)*
- *Ministry of Gender and Equality
Poverty Eradication and social Welfare
(MGEPESW)*
- *Ministry of Health and Social Services
(MOHSS)*
- *Office of the Prosecutor general*
- *Accredited non-governmental
organisations (NGOs)*

5. General Namibia legal framework in combating Gender-Based Violence (GBV) and Trafficking in Persons (TiP)

- The Namibian Constitution
- The Combating of Rape Act, Act no 8/2000
- The Combating of Immoral Practices Act, Act no 21/1980 as amended by Act 7/2000
- The Combating of Domestic Violence Act, Act no 4/2003
- The Child Care and Protection Act, Act no 3/2015
- The Combating of Trafficking in Persons Act, Act no 1/2018
- The Criminal Procedure Act 51 of 1977, as amended by Act no 24/2003
- Married Persons Equality Act, Act no 1 of 1996
- Arms and Ammunition Act, Act 7/1996
- Communications Act, Act 8 of 2009
- Common Law

6. Part I: Gender-Based Violence (GBV)

GBV is violence that is directed at or disproportionately affects individuals based on their biological sex. Often occurring in relationships, GBV also results from normative gender role expectations coupled with unequal power relations between genders or groups. Thus, GBV affects not only women and girls, as men, boys, gender non-conforming individuals and persons with disabilities may also experience GBV – from intimate partners, family members, peers or other members of society. GBV takes many forms, including physical, sexual, verbal, psychological, emotional, financial or structural abuse, threats, coercion, and economic or educational deprivation, whether occurring in public or private life.

6.1 Forms of Gender-Based Violence (GBV)

Sexual violence	Sexual violence includes rape, sexual assault, sexual exploitation by someone in a position of power.
Physical violence	Physical violence refers to an act of violence that results in physical harm, such as assault, whether occurring in public or in private spaces.

Emotional and physical violence	Emotional and psychological violence refers to the infliction of mental or emotional pain or injury. This form of violence is perpetrated in a non-physical manner, for example by threats, coercion or by an individual exercising power over the victim.
Socio-economic violence	Socio-economic violence is also not physical. At the interpersonal level, typical forms include having economic power over the victim for instance, taking away the earnings of the victim or not allowing them to have a separate income. In the public sphere, it is perpetuated by laws, policies, social practices and harmful cultural beliefs and practices that treat women and girls unequally and unfairly. For instance, although prohibited by law, arresting victims of trafficking, who are primarily women and girls, for illegal immigration and then denying them the required assistance such as access to health, legal services, and financial assistance.

6.2. How to identify incidents of Gender-Based Violence (GBV)

The following questions are helpful:

- Are the victims targeted because of their biological sex?

- Are the victims targeted because of harmful cultural beliefs and practices?
- Is sexualised violence involved?
- Is the violence part of a pattern indicating gender violence?
- Is the violence perpetrated by an intimate partner or family member?
- Is the violence driven by the need of the perpetrator to assert control or power, enforce gender roles, or prevent, discourage or punish what is considered to be unacceptable female (or other) behaviour and or distorted myths?

6.3 Indicators of Gender-Based Violence (GBV)

While the list of GBV warning signs is endless, as some forms of GBV are subtle and some may not necessarily have visible signs, the impacts on victims are severe. These may include:

- ill health or signs of physical injury, disability, or other physical impairment;
- psychological, physical and emotional trauma – including fear or anxiety, guilt and shame;
- sleeping or eating disorders;
- unwanted pregnancies;

- sexually-transmitted infections, including HIV infection;
- suicide or death resulting from harm inflicted;
- depression, low self-esteem;
- denial of abuse and defence of abusers (Stockholm syndrome);
- educational delays with studies, including dropping out of school.

The following are some of the most common indicators of GBV under the different forms of GBV:

6.3.1 Sexual indicators of Gender-Based Violence (GBV)

- forcing a partner to have sex with other people;
- pursuing sexual activity when the victim is not fully conscious or is afraid to say 'no';
- hurting partner physically during sex;
- coercing partner to have sex without protection
- sabotaging a partner's birth control.

6.3.2 Physical indicators of Gender-Based Violence (GBV)

- hitting, slapping, punching, kicking;
- burning;
- strangulation;
- refusing medical care and/or controlling medication;
- coercing partner into substance abuse;
- use of weapons.

6.3.3 Emotional indicators of Gender-Based Violence (GBV)

- name-calling and insulting;
- incessantly blaming the partner for everything;
- extreme jealousy;
- intimidation;
- shaming, humiliating – both privately and publicly;
- isolation – in a location and/or from other relationships in the victim's life;
- controlling what the partner does and where the partner goes;
- stalking – physically and/or technologically (phone/internet, etc.).

6.3.4 Financial or socio-economic indicators of Gender-Based Violence (GBV)

- inflicting physical harm or injury that would prevent the person from attending work;
- damaging personal property;
- harassing partner at their workplace;
- controlling financial assets and effectively putting partner on an allowance;
- damaging a partner's credit score.

6.3.5 Technological indicators of Gender-Based Violence (GBV)

- hacking into a partner's e-mail and personal accounts;
- using tracking devices in a partner's cell phone to monitor their location, phone calls and messages;
- monitoring interactions via social media;
- demanding to know a partner's passwords.
- Publication of private information i.e. pictures, chats, video content.

7. Part II: Trafficking

Definition

Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons using the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or a position of vulnerability, or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation. Such exploitation could be for sexual, labour-related or domestic servitude purposes, among others.



There is no single entity dedicated to assisting victims of trafficking who have also experienced GBV. Thus, a multi-sectoral institutional response is promoted based on collaboration among a number of agencies – a blend of government and civil society – that act as First Contact Persons and responders and implement on-the-ground operations to address GBV and TIP.

7.1 Victims of trafficking

- is any person who is subjected to TiP;
- may be misidentified as an illegal or a smuggled migrant. These two categories attract different obligations on the states in which they are found. Thus, investigations must be conducted to determine who is an illegal worker, a smuggled migrant or a victim of trafficking;
- could be an abused woman/individual, accompanied by a controlling companion who insists on speaking for the former;
- could be a fearful individual who quietly slips in and out of a place of worship, or a child who lives in the neighbourhood, yet does not go to school or play outside;
- may also suffer gender-specific forms of violence, including sexual assault, forced abortion, and sexually transmitted infections and diseases.



7.2 Common behaviours of Victims of Trafficking (VoT)

- helplessness and/or hopelessness;
- guilt and shame;
- humiliation and self-blame;
- fear and low self-esteem;
- addiction to drugs and/or alcohol;
- engaging in self-destructive or self-defeating behaviours;
- denial of harm done, and defence of traffickers.

7.3 Human Trafficking Indicators

Indicators of TiP are non-conclusive and non-exhaustive, and a combination of several ones may be required to determine whether or not a person is a victim of trafficking. Below are some indicators, in different contexts, that a person may be a victim of trafficking.

7.3.1 General indicators

These indicators of human trafficking include, but are not limited to the following:

- Suspected victims believe that they must work against their will and, are unable to leave their work environment, and they show signs of their movements being controlled/monitored.
- Suspected victims feel that they cannot leave their place of residence and show signs of fear and anxiety.
- Suspected victims are subjected to violence or threats of violence against themselves or against their family members and loved ones. As a consequence, they may suffer injuries that appear to be the result of an assault or application of control measures (punishment). They may also suffer injuries or impairments typical of certain jobs or control measures.

- Suspected victims are distrustful of the authorities, they exhibit fear of being handed over to the authorities, and they are afraid of revealing their immigration status for fear of deportation.
- Suspected victims are in most cases not in possession of their travel or identity documents or have false identity or travel documents.
- Suspected victims are unfamiliar with the local language and in some cases may not know their home or work address.
- Suspected victims allow others to speak for them when addressed directly and sometimes act as if they were instructed by someone else.
- They are forced to work under inhumane conditions and are unable to negotiate working conditions. They receive little or no payment and/or have no access to their earnings. They may be required to work excessively long hours over long periods and have no days off.
- Suspected victims live in poor or substandard accommodation.
- Suspected victims lack access to medical care and have limited or no social interaction.

- Suspected victims have limited contact with their families or with people outside of their immediate environment and may be unable to communicate freely with others.
- They may be under the perception that they are bonded by debt – because they may have had the fees for their transport to the country of destination paid by facilitators, whom they must pay back by working or providing services in the destination, be in a situation of dependence and have to act on the basis of false promises.

7.3.2 Sexual exploitation indicators

- Suspected victims may be any age, although the age may vary according to the location and the trafficking market.
- Suspected victims who are females may move from one brothel to the next or work in various locations. They may be escorted, whenever they go to and return from work and other outside activities; they may even sleep where they work.
- They may have tattoo marks or other marks indicating “ownership” by their exploiters.



- They may live or travel in a group, sometimes with other women who do not speak the same language.
- Suspected victims may have very few items of clothing. Their kind of clothing is typically related to that of sex workers.
- They may only know how to say sex-related words in the local language or in the language of the client group.
- They may have no cash of their own and be unable to show an identity document.
- Their environment may bear evidence of pornography, stripping, or exotic dancing.
- They may be the subjects of sexual services publicised on the internet or in newspapers.

7.3.3 Labour exploitation indicators

- Suspected victims may:
 - *live in groups in the same place where they work and leave those premises infrequently, if at all;*
 - *live in degraded, unsuitable places, such as in agricultural or industrial buildings;*

- *not be dressed adequately for the work they do: for example, they may lack protective equipment or warm clothing;*
- *be given only leftovers to eat;*
- *have no access to their earnings;*
- *have no labour contract;*
- *work excessively long hours;*



- be employed in business-like hotels, nail salons or home cleaning services;
- perform domestic labour (cleaning, childcare, eldercare, etc. within a home);
- work in restaurants, bars, cuca shops or shebeens;
- resort to begging, street peddling, or door-to-door sales;
- depend on their employer for a number of services, including work, transportation and accommodation.



7.3.4 Domestic servitude indicators



- Suspected victims may:
- live with a family, but not eat with the rest of the family;
- have no private space and sleep in a shared or inappropriate space;
- never or rarely leave the house for social reasons;
- never leave the house without their employer;
- be given only leftovers to eat;
- be subjected to insults, abuse, threats or violence;
- have no choice of accommodation;
- be unable to move freely;
- be subject to security measures designed to keep them on the work premises;
- be disciplined through fines;

8. Suspicion that a person might be a Victim of Trafficking (VoT)

What: The suspicion that someone might be a VoT can arise in many situations. It can be at any place. Such a suspicion usually arises when a person shows some physical signs of abuse or behaves in an unusual manner. Also, the mere fact of being of a certain gender, age or nationality in a certain place might already lead to the suspicion that a person might be a VoT.

A suspicion is not based on well-established facts or a clear situation but it is a mere reaction by a person to some alerting signs that a person might have been trafficked for the purpose of exploitation or is in the process of being trafficked.

When: At any time in the trafficking process or even after.

Who: All the actors as well as the general public can face a situation where they might have the suspicion that a person might be a VoT.

How: If an individual of any public or private institution or any individual has a suspicion that a person might be a VoT, the information must be shared either with the police or the helpline on TiP.

- 116 Lifeline/Childline
- 106 Lifeline/GBV
- 10111 NAMPOL

8.1 Confirmation of the suspicion that a person might be a Victim of Trafficking (VoT)

What: The confirmation of a suspicion that a person might be a VoT means to assess the initial signs in order to see whether or not the suspicion can indeed be confirmed or if the person in question might be a victim of another crime or otherwise in a difficult situation needing assistance.

The confirmation of a suspicion that a person might be a VoT is not based on well-established facts or a clear situation but it is a basic assessment that the person in question might be a potential victim of the crime of TiP.

When: At any time after a suspicion that a person might be a VoT has arisen.

Who: It is the responsibility of Nampol in collaboration with a designated social worker to confirm a suspicion that a person might be a VoT.

How: If a person that might be suspected to be a VoT is referred to Nampol, it is Nampol's task to investigate the suspicion.

8.2 Initial identification of a potential Victim of Trafficking (VoT)

What: The initial identification allows the potential VoT to have immediate access to the support structures and services as set out in the NRM and GBV SOPs.

When/Who: The initial identification of a potential VoT is performed at the earliest appropriate moment after a suspicion that a person might be a VoT has arisen and after this suspicion has been confirmed by Nampol in collaboration with a designated social worker.

How: The initial identification is performed on the basis of:

- Initial informal conversation with the potential VoT.
- Observations of the person's behaviour and appearance.
- Information provided by the referring person/institution.
- Observation and analysis of the circumstances in which the person was found.
- Self-identification of the potential VoT.
- Interview with the potential VoT.
- Others.

Children:

Who: A person under the age of 18
- Regarding the determination of a child's age – if there are reasons to believe that the victim is a child, that presumption should determine how the victim is to be treated before an accurate estimation is made. It is also preferred that a child who may be a victim of trafficking is presumed to be a victim unless or until another determination is made.



As with adult victims of trafficking, it remains essential for children's right to privacy to be upheld and to enable them to reintegrate into society either in their destination country or country of origin.

According to the CCPA, a child who is a potential VoT is considered to be a child in need of protective services.

Therefore, the following actions should be taken:

- A social worker/police officer must make an initial assessment within 24 hours to establish the child's safety and wellbeing.
- Request a warrant of removal from the Magistrate of the child from the care and supervision of that particular individual; OR

- Request a warrant of removal of the alleged offender from the premises where the child resides.
- A member of the police or a designated social worker may without a warrant enter premises and remove a child and place the child in a place of safety or other temporary safe care.
- Inform the parent/guardian of the child within 24 hours. (if it does not pose any significant risk).
- Recommend to the court that the child be placed in suitable alternative care/place of safety pending the outcome of the criminal case.

Sample questions:

- Do you live with your employer?
- Can you leave your job if you want to?
- Are you in debt to your employer?
- Can you come and go as you wish?
- Have you been hurt or threatened for trying to leave? (Will you be ... if you tried to leave?)
- Has your family been threatened/is your family being threatened?
- Where do you sleep and eat?
- Do you have your passport/identity document? (If not, who has it?)

9. Interview guide on Trafficking in Persons (TiP)

First Contact Persons who get the chance to speak privately and discreetly with suspected VoT, in case the trafficker is watching, may ask any of the sample questions in the box below, to follow up on their suspicions.

Sample questions:

- Do you live with your employer?
- Can you leave your job if you want to?
- Are you in debt to your employer?
- Can you come and go as you wish?
- Have you been hurt or threatened for trying to leave? (Will you be ... if you tried to leave?)
- Has your family been threatened/is your family being threatened?
- Where do you sleep and eat?
- Do you have your passport/identity document? (If not, who has it?)

10. Part III: Protecting children from Gender-Based Violence (GBV) and Trafficking in Persons (TiP)

10.1 Special needs of child victims of GBV/trafficking

Child victims of trafficking (VoTs) require special treatment because of the physical, psychological and psycho-social harm suffered.



The Ministry of Gender Equality, Poverty Eradication and Social Welfare (MGEPSW) is generally responsible for the welfare of children in Namibia. Other stakeholders include the Namibian Police Force (NAMPOL).

10.2 Child trafficking indicators

The following are some indicators of child trafficking:

The Child:

- does not have access to the parents or guardians;
- looks intimidated and does not behave in a way typical of children of that age;



- does not have friends of a similar age (except in the ‘workplace’);
- does not have access to education;
- does not have free time to play;
- lives apart from others in the home;
- is given only leftovers to eat;
- is engaged in work that is unsuitable for children;
- is unaccompanied by adults while travelling;
- is travelling in a group with people who are not relatives;
- is wearing child-sized clothing typically worn for doing manual or sex work.

Other indicators include:

- toys, beds and children’s clothing are found in inappropriate places, such as “brothels” and factories;
- an adult claiming that they ‘found’ an unaccompanied child;
- unaccompanied children are found carrying telephone numbers for calling taxis;
- evidence of illegal adoption;
- indicators of abuse (e.g., goes missing/truancy, secretive, experimenting with drugs/alcohol, unexplained money/gifts, associating with older people/grooming).

10.3 Guiding principles to support child victims

a. Ensure best interest of the Child

Legislative frameworks promote the best interest of the child in all circumstances.

- *Ensure non-discrimination*

In dealing with children, there should be sensitivity in providing support, due to their age or vulnerability.

- *Ensure confidentiality*

It is important to ensure safety and trust of the child when engaging with them. Do not share any information received, even with those known by the child, except a police official and a designated social worker.

b. Ensure the safety of the child

The physical and emotional safety of children is crucial, particularly within the context of GBV and Trafficking. Thus, First Contact Persons/Responders must ensure safety and well-being of the child in every interaction and in every step to be taken.

11. Part IV: Actions in Assisting victims of Gender-Based Violence (GBV) in the context of Trafficking in Persons (TiP)

11.1 First Contact Persons

Generally, First Contact Persons are not designated to do an in-depth interview with suspected victims. As a first contact person familiarise yourself with police and designated social workers in your area and make a referral. Some police officials and designated social workers are located in public hospitals within communities, and are specially trained to provide a variety of professional services. Additional service providers may include; medical doctors, prosecutors, etc.

11.2 Support that can be provided by First Contact Persons

11.2.1 What can you do?

if someone shares an experience of gender based violence.....

- Say calming words, but don't instigate physical touch to comfort them (e.g. don't try to hug them or hold their hand)
- Do not try to solve their problem yourself

- Inform the person that you can refer them to someone who may be able to advise or assist them
- Listen but never judge
- Maintain confidentiality and respect their wishes— if someone has experienced physical or sexual violence, encourage them to access health services
- Always seek the person's consent before referring

11.2.2 Examples of what to say...

- - “How can I support you?”
- - “I will try to support you as much as I can, but I am not a counselor. I can share any information that I have on support available to you.” “Please share with me whatever you want to share. You do not need to tell me about your experience in order for me to provide you with information on support available to you.”
- - “I’m sorry this happened to you.”
- - “What happened was not your fault.”
- - “You seem to be in a lot of pain right now, would you like to go to the health clinic?”
- - “Does this place feel OK for you? Is there another place where you would feel better? Do you feel comfortable having a conversation here?”
- - “Would you like some water? Please feel free to have a seat.”
- - “I am not a counselor, however, I can provide you with the information that I have. There are some people/organizations that may be able to provide some support to you and/or your family. Would you like to know about them?”

- - “Here are the details of the service including the location, times that the service is open, transport options and the person’s name for who you can talk to.”
- - “Is there anyone that you trust that you can go to for support, maybe a family member or a friend? Would you like to use my phone to call anyone that you need at this moment?”
- - “When it comes to next steps, what you want and feel comfortable with is the most important consideration.”
- - “Do not feel pressure to make any decisions now. You can think about things and always change your mind in the future.

11.3 Service Providers



Once a report is made, victims/survivors are assisted to receive immediate medical, psycho-social support, legal and other services they require.

Legal assistance, including guaranteeing the rights of the victim at all times in both civil and criminal matters that might arise from trafficking; in

this regard, it is important to note that criminalisation is contradictory to a survivor-centred approach; thus, trafficked persons should not be detained,

charged or prosecuted for their illegal entry into or residence in countries of transit or destination or for their involvement in unlawful activities, provided their involvement is a direct consequence of being trafficked.

Additional Services provided may include:

- explanation of the processes to be followed;
- ensuring the physical safety and comfort of the victim;
- respect for confidentiality and privacy of the victim;
- signing of a consent form for medical examination (to secure informed and voluntary consent);
- case management by a social worker;
- transportation;
- place of safety;
- follow-up visit, treatment, medication, etc.

However, there is no order of priority for the logistical support that survivors of GBV and trafficking may need, as this will be determined by the circumstances of individual victims.

12. Roles and responsibilities of Service Providers

There is a need for all first responders and stakeholders to work together in a coordinated manner to develop an effective and comprehensive protection structure for victims and survivors of GBV in the context of trafficking. This will ensure successful arrests, prosecution and convictions. The Criminal Justice System sets out the anti-trafficking coordinating structure. The purpose is to ensure a coordinated response across departments and civil society organisations. Below is an overview of the major roles and responsibilities of key first responders for addressing GBV in the context of trafficking.

Service Providers	Roles and responsibilities
Namibian Police force (NAMPOL)	<ul style="list-style-type: none">• Investigation of any alleged crime• Accompanying victims to hospital and place of safety in case of GBV & TiP• Provide safety at all times• Referrals to relevant service providers• Arrest of perpetrators• Accompany victims to collect property where applicable• Assistance in applying for Protection Orders• Issue formal warnings

Service Providers	Roles and responsibilities
Office of the Prosecutor General (OPG)	<ul style="list-style-type: none"> • Provide Prosecution Guided Investigations • Prosecute criminal matters (resulting from TiP and GBV) • Provide witness protection during the legal process • Prepare victim for participation as a witness in the trial, if one goes ahead (court preparation) • Facilitate and ensure survivor-friendly environment
MOHSS & MGEPSW	<ul style="list-style-type: none"> • Provide psycho-social support • Conduct family tracing and home visits, if necessary (Case Management) • Identify victims with special needs and collaborate with other stakeholders to provide appropriate services • Court Preparation • Prepare Trauma Impact Report • Support Person • Placement at place of safety
MOHSS	<ul style="list-style-type: none"> • Provide emergency and long-term medical assistance to victims

Service Providers	Roles and responsibilities
Ministry of Labour, Industrial Relations and Employment Creation (MLREC)	<ul style="list-style-type: none"> • Identify potential VoT when conducting labour inspections. • Refer to relevant service providers. • Promote appropriate labour legislation and regulations; carry-out inspection, compliance monitoring and enforcement
MHAISS Immigration	<ul style="list-style-type: none"> • Conduct an initial investigation to determine the immigration status of survivors • Refer survivors to other service providers • Ensure access to consular support (to assist with relevant documentation) • Issuing of temporary/permanent residence permit to VoT (Non-Namibians) • Regulate returns and repatriations (facilitate return of the survivors to their home countries, if appropriate)

ANNEXURE 1: CONTACT DETAILS - EMERGENCY AND SUPPORT SERVICES

Namibian Police Force	Toll free	10111
number		

ANNEXURE 2: LIST OF SERVICE PROVIDERS FOR GBV AND TIP

Police emergency number	10111
Windhoek City Police	44402
Windhoek City Police	061 302302
Life line/Childline	061 226889
GBV line	116
	106

[illegible]

[illegible]

[illegible]



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