
2010

Guidelines for NGOs

Working with trafficked people
Second Edition

A publication by the Working Group
of the National Roundtable on
People Trafficking to assist
Non-Government Organisations
working with trafficked people

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Contents

Foreword	2
The important role of NGOs in combating people trafficking	4
Ten principles for working safely and ethically with trafficked people	6
Guidelines for working safely and ethically with trafficked people	8
1. Understand and protect the rights of trafficked people	8
2. Always act to protect people’s safety	11
3. Negotiate informed consent	12
4. Provide appropriate referral information	15
5. Protect privacy and confidentiality	17
6. Provide culturally appropriate services	18
7. Provide professional and ethical services	19
8. Know how to respond to subpoenas and other requests for information	22
9. Know how to support witnesses in court proceedings	25
10. Recognise families and children have special needs	27
Acronyms and abbreviations	29
Glossary of terms	30
Referral Guide	35
Anti-trafficking NGOs	35
Emergency services	36
Australian Federal Police	36
Immigration advice and information	37
Support for Victims of People Trafficking Program	38
Government agencies and statutory bodies	38
Embassy information	40
Domestic violence and sexual assault help lines	41
Refuge services	42
Immigration advice and information	42
Sex worker organisations including bilingual projects	43
Translating and interpreting services	45
Unions	45
Victim support services	45
Useful resources	46
Multilingual resources for trafficking victims	46
Professional Guidelines for Service Providers	46
International resources	46

Foreword

Trafficking in persons is a complex, clandestine and abhorrent crime that blights the lives of men, women and children around the world. Such is the magnitude and extent of this crime that it cannot be stopped by government alone.

The Australian Government works in partnership with other governments, domestically and internationally, with international and regional organisations, and with civil society to prevent trafficking, investigate and prosecute offenders, and support and protect victims.

Non-government organisations (NGOs) are integral to Australia's fight against trafficking and play an especially important role in assisting victims.

The Guidelines for NGOs Working with Trafficked People were developed by a Working Group established at the first meeting of the National Roundtable on People Trafficking in 2008 and published later that year.

Developed by NGOs for NGOs, the Guidelines are an important resource for any organisation, whether they are an NGO well established in this area, or one working with trafficked persons for the first time.

The Guidelines promote the best interests of victims of trafficking including the importance of informed consent, privacy protection and culturally appropriate services. They provide practice advice to NGOs dealing with victims of all forms of trafficking, including sexual servitude and labour exploitation. To facilitate this important work, the Guidelines will be translated into Chinese, Korean, Tagalog, Tamil, Thai and Vietnamese.

This edition updates the Guidelines to reflect important reforms in victim protection and the trafficking visa framework introduced by the Australian Government in 2009, and to reflect the evolving body of good practice in this field.

Assisting victims to deal with, and recover from, the impact of being trafficked is both challenging and confronting. The Government appreciates the considerable expertise and experience NGOs bring to this work. I hope these Guidelines will continue to provide practical help to NGOs and others who work in our community to support victims of people trafficking. I am particularly pleased to offer my congratulations to everyone involved in the development of this important practical resource.

Copies of these guidelines can be found on the Attorney General's Department website:
www.ag.gov.au/peopletrafficking.

The Hon Brendan O'Connor MP
Minister for Home Affairs and Justice

Acknowledgments

These Guidelines were developed in 2008 by a Working Group of the National Roundtable on People Trafficking. The Working Group was chaired by Elizabeth Broderick, the Sex Discrimination Commissioner and Commissioner Responsible for Age Discrimination.

The members of the Working Group are:
Anti Slavery Project, the University of Technology, Sydney
Australian Catholic Religious Against Trafficking in Humans
Scarlet Alliance, Australian Sex Workers Association
Project Respect
Salvation Army
Victim Support Australasia
NSW Rape Crisis Centre
Josephite Counter Trafficking Project
Australian Government Attorney General's Department
Australian Government Department of Immigration and Citizenship
Australian Government Office for Women
Fair Work Ombudsman, and
Australian Human Rights Commission.

Currency

The information contained in these Guidelines is current as at 8 October 2010.

The important role of NGOs in combating people trafficking

Australia has an international obligation to prevent trafficking and protect trafficking victims. In 2005 Australia ratified the United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children supplementing the Convention on Transnational Crime (the Trafficking Protocol).

The Trafficking Protocol defines trafficking in persons as:

...the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation or the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

Under the Trafficking Protocol the consent of the victim is irrelevant where it is obtained by any of the coercive, deceptive or abusive means described in the definition of trafficking. Children can never consent to being exploited.

As well as the Trafficking Protocol, there are international treaties that prohibit different forms of exploitation that may occur in a trafficking situation including slavery, debt bondage, forced labour, child labour and forced marriage.

Around the world, men, women and children are trafficked into many different industries, including agriculture, construction, domestic work, hospitality, sex work and factory work. In Australia there is greater public awareness about trafficking into the sex industry than trafficking into other industries. This does not mean that labour trafficking or other forms of trafficking do not happen in Australia. Any kind of trafficking is a crime in Australia.

In Australia, slavery, sexual servitude, deceptive recruiting for sexual services, people trafficking and debt bondage are all criminal offences. Victims of these offences may be able to receive victim support under a program administered by the Australian Government Office for Women. There are also special visa arrangements for trafficking victims who do not hold a valid visa.

The first National Roundtable on People Trafficking was established in 2008 by the then Minister for Home Affairs, the Hon Bob Debus MP, with the support of the then Minister for Immigration and Citizenship, Senator the Hon Chris Evans, and the then Minister for the Status of Women, the Hon Tanya Plibersek MP. It was convened again in June 2009, by the Minister for Home Affairs, the Hon Brendan O'Connor MP, with the support of the then Minister for Immigration and Citizenship, Senator the Hon Chris Evans, the then Minister for the Status of Women, the Hon Tanya Plibersek MP and the then Parliamentary Secretary for International Development Assistance, the Hon Bob McMullan MP.

The Roundtable brings together NGOs, unions, victims of crime support organisations and key government agencies. One of the outcomes of the 2008 Roundtable was the establishment of a Working Group to develop guidelines to provide practical guidance to NGOs working with trafficked people. This is the second edition of those Guidelines.

NGOs have a vital role in supporting trafficked people and improving public understanding of trafficking. One of the challenges for NGOs and government alike is to raise awareness about all forms of trafficking so that people who are trafficked are identified, supported and protected. Trafficked persons are usually non-citizens and may have little or no information about their rights under Australian law. They may not self-identify as being trafficked and may be afraid of engaging with Australian 'authorities'.

NGOs might come into contact with trafficked people through the services they provide to migrant workers or because they offer specialised services to trafficking victims. If there is reason to believe someone has been trafficked that person should be treated as a victim unless, and until, a different conclusion is reached. However, some trafficked people may not wish to be identified or referred to as a victim of trafficking. When an NGO believes that a person may have been trafficked, the NGO should give that person information about their rights and entitlements, including the rights of victims of crime. Legal and immigration advice should only be given by qualified people.

People who have been trafficked have often suffered physical and psychological abuse. They may be victims of sexual assault. Trafficked people have short-term and long-term needs, including the need for interpreters, housing, food and clothing, medical care, health education, health care, legal and immigration services, safety planning, English language classes, assistance in finding employment and education and information about the Australian legal system, their human rights and legal entitlements including compensation and financial assistance. These needs must be met in a professional and culturally appropriate manner.

NGOs may provide services while a person is still in a trafficking situation or when a person is involved in court proceedings. NGOs must be careful that their actions do not further harm the rights or dignity of individuals who may have been trafficked. Trafficked persons have a right to refuse help. Services offered by NGOs must be non-judgemental and respect the dignity and human rights of the trafficked person including the right to privacy, confidentiality and self-determination. NGOs should focus on helping to meet the individual needs of each trafficked person.

These Guidelines aim to help NGOs provide services for trafficked people in a way that is safe, ethical and respects the human rights of trafficked people. They should be read in conjunction with other relevant laws and guidelines including those listed in the **Resources** section of these Guidelines.

10 principles for working safely and ethically with trafficked people

1. UNDERSTAND AND PROTECT THE RIGHTS OF TRAFFICKED PEOPLE

Trafficking, slavery, sexual servitude, deceptive recruiting for sexual services and debt bondage are criminal offences under Australian law. All trafficked people have access to the Government's Support for Victims of People Trafficking Program, at least initially. Those who do not hold a visa are entitled to a bridging visa which can be extended where appropriate. Trafficked people who contribute to, and co-operate with, the investigation of trafficking offences and who would, in consequence, be in danger if they returned to their home country, may be eligible for a visa to allow them to remain in Australia permanently. Trafficked people who cannot help police may be eligible for other visas. NGOs should tell people what services are available to them and how they can get advice about their legal rights and entitlements, including compensation and financial assistance.

2. ALWAYS ACT TO PROTECT PEOPLE'S SAFETY

If someone is in danger, always dial 000. Information about a trafficked person should only ever be publicly disclosed with that person's informed consent.

3. NEGOTIATE INFORMED CONSENT

To conduct an interview with a trafficked person or act on their behalf you need that person's informed consent. Informed consent is when a person freely agrees to a course of action (which may include doing nothing) after receiving and considering all the facts and information they need to make a decision.

4. PROVIDE APPROPRIATE REFERRALS

Always give people who may have been trafficked information about the services that can help them as soon as possible. This should include information about how to contact the Australian Federal Police and the Department of Immigration and Citizenship and how to obtain independent legal advice.

5. PROTECT PRIVACY AND CONFIDENTIALITY

Information about a trafficked person should only ever be publicly disclosed with that person's informed consent. Only collect information which is necessary to provide services to trafficked people. Only use personal information for the purposes you collected it. Know the risks of recording information about trafficked people and keep all records secure.

6. PROVIDE CULTURALLY APPROPRIATE SERVICES

Trafficked people come from culturally diverse backgrounds. Know how to provide culturally appropriate services. Consider whether you need to use accredited interpreters or provide information in a person's preferred language. In particular, this should be noted when seeking informed consent and for providing information regarding the legal process.

7. PROVIDE PROFESSIONAL AND ETHICAL SERVICES

Do not promise help you cannot deliver. Train staff and volunteers how to provide safe and ethical services to trafficked people.

8. KNOW HOW TO RESPOND TO SUBPOENAS AND OTHER REQUESTS FOR INFORMATION

If your NGO is served with a subpoena (an enforceable court order to produce documents and/or to attend court and give evidence) get legal advice straight away. Tell the trafficking victim a subpoena has been served. Do not take any further action until you have received legal advice.

9. KNOW HOW TO SUPPORT WITNESSES IN COURT PROCEEDINGS

NGO staff may accompany trafficking victims to court when they give evidence in court proceedings. When you attend court do not discuss the case with the victim if they are to be a witness, or behave in any way which may suggest that you are coaching the victim when she or he is giving evidence. After the victim has given evidence and been excused by the judge or magistrate, the victim should not remain in the courtroom. After leaving the court, you and the victim should not talk with any other witnesses about the case. If a suppression order is made to protect the victim's identity, make sure you know the terms of the suppression order.

10. RECOGNISE FAMILIES AND CHILDREN HAVE SPECIAL NEEDS

The United Nations Children's Fund guidelines on the protection of child victims of trafficking are available at: www.unicef.org/ceecis/0610_Unicef_Victims_Guidelines_en.pdf.

If a trafficked person has dependent children in Australia, consider any support services needed. If the person has dependent children and/or a partner in their country of origin, they may need legal advice about opportunities for family reunion.

Guidelines on working safely and ethically with trafficked people

1. Understand and protect the rights of trafficked people

1.1. Understand the rights of trafficked people

People who have been trafficked are victims of human rights abuses and victims of crime. The **United Nations Recommended Principles and Guidelines on Human Rights and Human Trafficking** provide guidance on protecting the rights of trafficked people. The **United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power** sets out minimum standards for the treatment of victims of crime.

As victims of crime, trafficked people may have legal rights and entitlements under Australian law. Trafficking, slavery, sexual servitude, deceptive recruiting for sexual services and debt bondage are criminal offences under Criminal Code Act 1995 (Cth) (the Commonwealth Criminal Code). Under the Migration Act 1958 (Cth), it is an offence for an employer to knowingly or recklessly allow a non-citizen without work

rights to work or to refer them for work. It is an aggravated offence to do so in circumstances where the worker is being exploited.

A trafficked person may be able to make a complaint under the Fair Work Act 2009 (Cth) or relevant State or Territory laws. A trafficked person may be eligible for compensation under State or Territory statutory compensation schemes or may be able to pursue a civil claim for damages.

1.2. Understand the People Trafficking Visa Framework

The People Trafficking Visa Framework was established by the Federal Government on 1 January 2004, and amended on 1 July 2009. The visas under the Framework may be available to any person identified by the police as a suspected victim of trafficking, regardless of the industry into which they are alleged to have been trafficked.

Suspected victims of trafficking who do not hold a valid visa when identified may be granted a Bridging F visa valid for 45 days. Where a Bridging F visa has been granted, a further Bridging F visa may be granted for a further 45 days if a person is willing to assist the police but is unable to do so, e.g. due to trauma.

At the end of the Bridging F visa period, a trafficked person who is assisting the police in an investigation, and who would otherwise have no lawful basis to remain in Australia, may be eligible for a Criminal Justice Stay visa under the People Trafficking Visa Framework, as may their immediate family members in Australia.

A trafficked person who has contributed to and cooperated closely with an investigation or prosecution of an alleged trafficking offender may be eligible for a Witness Protection (Trafficking) visa if they would be in danger if they returned to their home country. Their immediate family members in Australia and overseas may also be eligible for this visa.

In addition to the People Trafficking Visa Framework, a trafficked person may be eligible for other visas. For example, a trafficked person who would be at risk of violation of their fundamental human rights if they returned home may be able to apply for a protection visa. (See Section 4 provide Appropriate Referral Information).

1.3. Understand the Support for Victims of People Trafficking Program

The Support for Victims of People Trafficking Program (the Program) is a national support program for victims of people trafficking in Australia, administered by the Australian Government Office for Women (OfW). The Program is available to people who are identified as victims of people trafficking irrespective of the visa they hold or, initially, whether or not they are willing and able to assist with an investigation and prosecution of a people trafficking offence.

The Australia Federal Police (AFP) is responsible for determining whether a person is a suspected trafficking victim and for referring them to the Support for Victims of People Trafficking Program. The Department of Immigration and Citizenship and some NGOs refer suspected trafficking victims to the AFP. All trafficked people who hold a valid Australian visa (including a Bridging F visa) are eligible to receive an initial 45 days of support under the Program's Assessment Stream. Support includes social support, accommodation, food and a living allowance as well as access to counselling, medical treatment, and legal and migration advice. A dedicated case manager coordinates these services and interpreters are engaged if necessary.

A trafficked person who is willing, but not able, to participate in the criminal justice process may be eligible

for a further 45 days of support under the Support Program's new Extended Intensive Support Stream. This extended period of support will be provided on a case-by-case basis and is designed to provide additional assistance to victims suffering from medical conditions such as trauma.

Victims are also assisted to exit the support program during a 20 day transition period.

Ongoing assistance is provided to victims who are willing and able to assist with people trafficking investigations or prosecutions. Their immediate family members in Australia may also be eligible for this further support. Trafficked people in this instance may be eligible for Centrelink, Medicare and pharmaceutical benefits depending on the type of visa they hold.

Victims who return to Australia from overseas in order to give evidence in relation to a people trafficking prosecution also receive support. The support includes short-term accommodation and a weekly food and living allowance, as well as case managed compassionate support.

1.4. Tell trafficked people about their rights

NGOs have an important role in helping people who may have been trafficked to:

access legal advice about their rights and entitlements, including compensation and financial assistance, and understand what support services are available and how they can access these services.

NGOs should offer to refer a person who may have been trafficked to a service that can provide legal advice about their rights and entitlements (see Provide Appropriate Referral Information at 4). A trafficked person may also need access to social services, health care and accommodation. The needs of each trafficked person will differ depending on his or her individual situation. Some of the services which may be required include:

legal advice about immigration status

legal advice about pursuing compensation and or/civil remedies

housing

food and clothing

medical care (emergency and long term)

health education

culturally sensitive mental health care

safety planning

English language classes, and

assistance in finding employment and education.

The services an NGO can offer may depend on the trafficked person's immigration status. For example, if a person does not hold a visa that allows him or her to work legally in Australia, the NGO should not assist that person to find employment.

Legal advice should only be given by qualified legal practitioners. The Migration Act 1958 (Cth) requires that advice about migration matters, including advice about visa options or assistance with visa applications, should be provided by a registered migration agent.

Agents who are providing advice should have the trafficked person sign a Form 956 Appointment of a Migration Agent or other authorised recipient. This form should be sent to: people.trafficking@immi.gov.au

NGOs working with people who may have been trafficked must:

provide a respectful, non judgemental and non discriminatory service

protect privacy, confidentiality and safety

give the person all the relevant information about their rights in a form that the person can understand

listen to a person's views about their past and current circumstances

respect the person's right to self determination, and

only act on a person's behalf with that person's informed consent.

NGOs should support and respect the ability of people who may have been trafficked to make informed choices. This involves providing culturally appropriate services (See Provide Culturally Appropriate Services at 6).

The Fair Work Ombudsman (previously known as the Workplace Ombudsman) received a complaint about conditions of employment of four 457 visa holders. After arriving in Australia, the four men spent two weeks living and sleeping at the office where they worked. There was no shower and they were expected to wash at a basin in the workplace or at the local swimming pool. When formal accommodation was arranged, it was a rented share house owned by the employer, within 300 metres of the workplace. The men felt they were constantly 'on call' for duties.

Working conditions for the men were very different to those of other workers. They worked longer hours and money for medical expenses, rent, and immigration costs was taken from their wages without their consent. After an investigation, the Workplace Ombudsman determined that a total of \$93,667.66 in unpaid wages was owed to the four workers. The Workplace Ombudsman brought proceedings in the Federal Magistrates' Court against the company and company director.

The company was placed into liquidation but the Workplace Ombudsman persisted with the claim against the company director. The Federal Magistrates Court ordered him to pay total penalties of \$9,240, from a maximum of \$26,400. The \$93,667.66 in underpayments was provided to the workers within a matter of weeks of the breaches being determined by the Workplace Ombudsman.

1.5. Do no harm

The UN Recommended Human Rights Principles and Guidelines on Human Trafficking state that 'anti-trafficking measures shall not adversely affect the human rights and dignity of persons, in particular the rights of those who have been trafficked, and of migrants, internally displaced persons, refugees and asylum seekers'.

Although NGOs want to help trafficked people, if an NGO fails to act safely and ethically, they may harm the person they want to help. Staff and volunteers at NGOs must avoid:

re-traumatising a person through inappropriate or unnecessary questioning – see Conduct an Interview Carefully and Respectfully at 3.4

exposing a person to danger by breaching their privacy – see Protect Privacy and Confidentiality at 5

providing incorrect advice or referring a person to authorities without their informed consent – see Provide Appropriate Referral Information at 4

miscommunication and misunderstandings as a result of cultural differences and failing to provide culturally

appropriate services – see Provide Culturally Appropriate Services at 6

arranging interviews between a person and media/researchers without obtaining informed consent of the trafficked person – see Deal with the media and researchers ethically at 7.4

promising services that cannot be delivered or promising services on behalf of another organisation/ agency or imposing the values and views of the NGO on the trafficked person, and

failing to provide adequate training for volunteers and staff – see Train NGO staff and volunteers at 7.2.

2. Always act to protect people's safety

An NGO should only ever publicly disclose information about a trafficked person with that person's informed consent. **See Protect Privacy and Confidentiality at 5.**

2.1. Protect a person's safety in a crisis

If someone is in danger dial 000 straight away. The person who may be in danger may be the trafficked person, their child, or an NGO worker. It may be you. In a crisis situation you do not need to get a person's informed consent to call 000. Crisis situations may arise where:

- a person is at risk of physical injury
- children are at risk
- a person feels suicidal, or
- a person requires immediate medical attention.

2.2. Do not jeopardise a person's safety

An NGO should only ever publicly disclose information about a trafficked person with that person's informed consent. See Protect Privacy and Confidentiality at 5.

3. Negotiate informed consent

To conduct an interview with a person who may have been trafficked or act on that person's behalf, you need informed consent from the person. Informed consent is when a person freely agrees to a course of action (which may include doing nothing) after receiving and considering all the facts and information they need to make a decision.

To be able to make an informed decision people must receive clear, unbiased, accurate information about their rights and options in a form they can understand. This may involve using interpreters or material which has been translated into a person's preferred language.

Do not pressure a person to make decisions quickly. Consider providing a cooling off period to let a person consider the information they have received. See Provide Culturally Appropriate Services at 6.

3.1. Provide all relevant information

If you believe that a person may have been trafficked, give that person information about their rights and options as soon as possible. Make sure this information:

- is accurate and up to date
- includes information about both community and government services, and
- is culturally and linguistically appropriate.

Make sure the person feels comfortable asking for further information. Answer any questions as soon as possible.

One NGO will not have the resources and expertise to meet all the needs of a trafficked person. This is why you need to know how to make appropriate referrals. Only refer a person to another service with their informed consent. See Referral Guide at page 35, Provide Appropriate Referral Information at 4, Provide Culturally Appropriate Services at 6.

3.2. Consider whether an interview is necessary

An interview with a trafficked person may help an NGO obtain the information they need to assess which services or referrals will help that person. However, conducting an interview is not always necessary. Conducting an interview can have negative consequences, including:

re-traumatising the individual through inappropriate questioning, and
information from the interview being stored unsafely or later subpoenaed.

Instead, you may refer the person to another service without conducting an interview.

Before you ask a person to participate in an interview, think about whether:

your NGO needs further information to determine what services to offer the person or to make an appropriate referral

your NGO can conduct the interview in a culturally appropriate manner and in an appropriate language

your NGO has privacy systems in place to store information, and

another NGO or government agency is already providing services to the person.

3.3. Request consent to conduct an interview

The person the NGO proposes to interview must always have the final say on whether the interview occurs. Before you ask a person if they want to participate in an interview, tell the person:

the purpose of the interview

who will see the information, what it will be used for, and how it will be recorded and stored, and

the risks of being interviewed.

Make sure the person knows receiving services from your NGO is not conditional upon participating in an interview. Explain the services your NGO can provide without conducting an interview. Tell the person it is their right to:

decide not to be interviewed

terminate the interview after it begins

require that the interview is not recorded

restrict how information obtained in the interview is used, and

ask a support person to accompany them to the interview.

Sometimes it may be necessary to use a qualified interpreter to negotiate informed consent from a person to participate in an interview.



During an interview with a new client you form the view that the person may have been trafficked to Australia. You think the AFP should be contacted immediately. What should you do before contacting the AFP? Would your response be different if the client became alarmed after seeing a person who had threatened violence against them or if they spoke to anyone about their experiences? For advice on what to do read section 3.3 and 5.3

3.4. Conduct an interview carefully and respectfully

Always tell the person being interviewed:

the content of the interview will be private (but bear in mind the possibility of a subpoena, discussed below)

the interview can be stopped or paused at any time, and

when advice will be given about services that may help.

Some of the following questions may help NGOs decide if a person may be a victim of trafficking and to identify services that may help that person.

How did you make the arrangements to travel to Australia?

Did an agent help you?

Was it expensive for you to come to Australia?

Can you tell me about the passport you used?

Did you obtain a visa yourself? If not, how did you obtain your visa?

Do you have your passport now?

What did you think you were coming to Australia to do?

What amount of money did you think you would be paid in Australia?

Do you have a debt or a contract? If so, what are the arrangements?

Did the arrangements change after you arrived in Australia?

What have you been doing since arriving in Australia?

How soon after arriving in Australia did you begin working?

Could you leave the job if you wanted to?

Have you ever been threatened or hurt?

What are your working and living conditions like?

Do you have to ask permission before going out?

Did you ever think you needed to see a doctor? If yes, were you able to see a doctor?

Has anyone ever threatened your family?

What would you like to do now?

Do not ask every question on this list. Only ask questions on a 'need to know' basis; collect only the information that you need in order to provide your services to the person (for example, if you need to know the answer to be able to provide services to the person or make an appropriate referral). To reduce the risk of re-traumatising a trafficked person during an interview you should:

conduct the interview in a culturally appropriate way

conduct the interview in a safe place where the person feels comfortable

only include people who need to attend – this may include someone the person being interviewed wants to attend

avoid repetitive or judgmental questions

let the person being interviewed answer questions at their own pace without being interrupted.

look for signs of anxiety such as consistently avoiding eye contact, evading questions, trembling, shaking or crying, severe headache, dizziness or nausea, difficulty breathing or becoming flushed. Stop the interview if these symptoms occur or if for any reason it becomes unsafe to continue the interview.

Do not conduct multiple interviews unless absolutely necessary. Always take a trafficked person's assessment of their own safety seriously. If someone is in danger, call 000 immediately.

Written interview records can be subject to a subpoena. Make sure you only record information with the informed consent of the trafficked person and if recording the information is necessary. See Protect Privacy and Confidentiality at 5; Know how to respond to subpoenas and requests for information at 8.

Read more about how to make appropriate referrals at 4. Contact details for NGO services, including sex worker organisations, accommodation and refuge services and Government agencies are listed in the Referral Guide. Australian legislation can be accessed at www.austlii.edu.au. Specific information about the laws in relation to the sex industry in each State and Territory is available from www.scarletalliance.org.au/laws.

A person tells you that they have been told they owe their workplace a debt. The person did agree to a debt, but the amount of the debt was increased without the person's agreement. The person believes they have already paid the debt. They want to know what they can do.

Consider

Does the person feel that their safety is at risk?

What exactly does the person wish you to do? Can you offer the things they are seeking?

Does the person wish to continue working at the workplace?

Does the person need information about their visa and/or immigration status?

Does the person need a referral to an anti-trafficking support organisation?

Does the person need a referral to their country's embassy?

Does the person want a referral to a trade union or other workers' association?

Does the person want the police involved?

Does the person know their rights as an employee in Australia?

Does the person understand that they are a victim of a crime?

If the person is identified as a suspected victim of trafficking, they may be eligible for a visa and victims support for at least 45 days. See Understand the Support for Victims of People Trafficking Program at 1.3. They may wish to give information to police but may not wish to give a formal statement or take part in an investigation or prosecution. If this is the case, they will still be eligible for an initial period of victim support.

4. Provide appropriate referral information – tell people who can help

4.1. Prepare referral information

NGOs that provide services to people who may have been trafficked need to know how to make appropriate referrals. The Referral Guide at page 37 of these Guidelines contains contact details for government agencies and NGOs that provide support and assistance to trafficked people.

Prepare referral information that contains accurate, up-to-date information about the services provided by NGOs and government agencies. If possible, prepare this information in the preferred language of the trafficked person.

4.2. Provide referral information as soon as possible

Once an NGO identifies a person as someone who may have been trafficked, that person should be given information about relevant services as quickly as possible. Providing this information will help trafficked people make informed choices about which services, if any, they want to access. Areas of need may include:

- victim support
- legal, immigration and visa advice
- accommodation or refuge services
- financial support
- translation services
- psychological support
- medical treatment, and
- police intervention.

A trafficked person may have difficulty trusting an NGO. Do not promise help that your NGO can not deliver or give a person unrealistic expectations about what might happen to them. Be clear about what is possible and what is not.

Be responsive to the individual needs of the person. Listen to their story and consider what support – if any – they have received to date, whether they are involved in legal proceedings and the stage of those proceedings. Consider the facts to decide the appropriate referrals. Remember, a person must give informed consent to a referral made on their behalf.

4.3. Provide information about the Australian Federal Police

If you suspect a person has been trafficked, always tell that person how they can contact the Australian Federal Police (AFP). The AFP can assess whether a person may be a victim of trafficking and contact the Government's Support for Victim's of People Trafficking Program service provider so that the trafficked person can access support under the Program. See understand the Support for Victim's of People Trafficking Program at 1.3. The AFP can also support an application for a Bridging F visa if the person does not already hold a substantive visa. See Understand the People Trafficking Visa Framework at 1.2.

The Department of Immigration and Citizenship refers suspected trafficking victims to the AFP, as do some NGOs.

Many people who have been trafficked may be reluctant to contact authorities. This can be because of:

a lack of trust in police or government

- fear of removal

- prior threats made by their trafficker, or

a lack of understanding about what will happen after authorities have been contacted.

Before a trafficked person is referred to authorities, the person must be given information about what may happen if they contact the authorities. In some cases it may be appropriate for an NGO to anonymously contact the AFP to learn more about what will happen if that person contacts the AFP. In these circumstances, you should not give the authorities information that identifies the person.

Where a trafficked person is fearful about contacting authorities, the NGO should offer to support and accompany them to meet with authorities if this would help the person feel safer. A person's belief that contacting authorities will be dangerous should be taken seriously. An informed decision not to contact authorities should be respected.

4.4. Provide referral information in a safe and culturally appropriate way

The safety of the trafficked person must be the primary concern of the NGO. If a person is still in a trafficking situation, only provide written information if it is safe to do so.

Where possible, provide referral information in the preferred language of the trafficked person. See Provide Culturally Appropriate Services at 6.

Only share personal information about a person who may have been trafficked with another NGO or agency with the informed consent of that person. See Negotiate informed consent at 3, Develop Networks with other service providers at 7.3.

5. Protect privacy and confidentiality

Always protect the privacy and confidentiality of people who may have been trafficked. The safety of a trafficked person may be unintentionally threatened by the careless disclosure of information by staff or volunteers at the NGO. One way this can happen is by using email systems that are not secure.

5.1. Protect privacy and confidentiality

Do not disclose the personal information of a person who may have been trafficked. To keep personal information confidential NGOs should:

- require staff and volunteers to sign a confidentiality agreement

- ensure all staff understand the risks of breaching the privacy of trafficking victims

implement a policy for recording and storing information about trafficking victims and take disciplinary action in response to breaches of this policy

- obtain legal advice before responding to demands to hand over documents – See Know how to respond to subpoenas and other requests for information at 8

understand the implications of protecting a victim's identity where a suppression order has been made in court proceedings – see Know how to Support Witnesses in Court Proceedings at 9, and

- make sure public presentations or interviews do not disclose personal information about a trafficked person without that person's consent.

If a trafficking victim wants to make their identity public, the NGO should tell them about the risks of doing so.

Breaches of privacy can occur if you:

- use the trafficked person's name in a media interview

- transmit, store or dispose of information via non-secure means such as putting information in a general rubbish bin or giving it to a journalist

- publish photos or films where the identity of a trafficked person is disclosed – if a trafficked person is filmed, you may need to conceal their face and surroundings

- disclose information about the country of origin or circumstances of a particular case that enable the trafficked person to be identified, or

make public recordings of a trafficked person – if a person is recorded, best practice is to obscure their voice using revoicing techniques.

Under the Privacy Act 1988 (Cth) Government and some private sector organisations are required to protect the privacy of personal information. Although small NGOs may not be legally required to comply with the Privacy Act, all NGOs should take the following steps to protect people's personal information:

- only collect information that is necessary. If your NGO can provide effective services to an individual without collecting their personal information, then allow that person to interact with your NGO anonymously and do not keep records of their personal information

- do not collect personal information about an individual just because you think it may come in handy later. Only collect personal information you need. If you need further information later, collect it then

- tell people what you are going to do with the personal information you collect about them

- only use personal information for the purpose you collected it

- consider whether you need to disclose personal information. You should not disclose personal information without the informed consent of the trafficked person

- if people ask, give them access to the personal information you hold about them

- keep personal information about people who may have been trafficked secure

- don't keep information you no longer need. If you no longer need the information and there is no legal reason to keep it, then destroy it

- keep records containing personal information about people who may have been trafficked accurate and up-to-date

- consider making someone in your organisation responsible for privacy compliance, and

- if you receive a subpoena to produce documents which relate to someone's personal information, seek legal advice before producing the documents. See Part 8 Know how to respond to subpoenas and other requests for information.

These guidelines are adapted from a publication from the Office of the Privacy Commissioner, 10 steps to Protecting Other People's Personal Information. More information is available at www.privacy.gov.au/publications/steps_orgs.html

5.2. Record and store information safely

There are significant risks in recording the personal information of trafficking victims. Prosecutors report that the existence of prior inconsistent statements has been a major challenge in prosecuting traffickers. Prior inconsistent statements from a person who has been trafficked may be used by defence lawyers to challenge the credibility or believability of that person.

NGOs should only collect information that is necessary to provide services to the trafficked person. Personal information about a trafficked person should be de-identified. This means that names and personal details

should not be linked to the interview records.

Paper records should be kept in a secure place where they are not visible or accessible to members of the public. If you are using computers, put security systems in place to protect any confidential material stored electronically. Change computer passwords regularly. Install firewalls, cookie removers and anti-virus scanners. Do not share confidential data by non-secure email.

Volunteers and staff at NGOs should only have access to files on a 'need to know' basis. If an NGO is no longer legally required to keep information and it is not necessary to keep the information, it should be safely destroyed. Paper records should be shredded. Electronic records or files should be deleted in a way that ensures they cannot be retrieved.

6. Provide culturally appropriate services

People who have been trafficked into Australia come from culturally diverse backgrounds. They may not speak English or be familiar with the Australian legal system. They may have difficulty accessing services because:

- they are not aware that all forms of trafficking, slavery, sexual servitude and debt bondage are illegal

- they lack an understanding of the Australian legal system, Australian society or the services that are available to trafficking victims

- they are not aware of the rights of migrant workers in Australia

- they don't know that sex work is legal in Australia

service provision may not be culturally appropriate, or

they are fearful of people in positions of authority, such as police, because of negative experiences in their country of origin.

6.1. Provide information in appropriate languages

Where possible, NGOs should provide information in the preferred language of the trafficked person. If an NGO is unable to provide information in the preferred language of the trafficked person, the NGO should refer the person to a culturally appropriate service.

You must have informed consent from a trafficked person before making a referral on their behalf. If an NGO staff member does not speak the preferred language of the trafficked person, obtaining informed consent may be difficult. In these circumstances it may be necessary to use an interpreter.

6.2. Consider using interpreters

NGOs need to consider whether it is appropriate and practical to seek the services of an accredited interpreter. Using interpreters can help the trafficked person feel at ease, understand their options and tell their story.

However, trafficked people may feel ashamed or distrustful talking about their experiences to someone from the same cultural background. They may also fear (or know) that the interpreter has links to their traffickers.

One risk of using volunteer translators is that the translator may know the traffickers. Another risk is that inaccurate translations may inadvertently insult or misinform people who may have been trafficked. This is why you should only use accredited interpreters who agree to keep information obtained in the interview confidential. Where possible, NGOs should use interpreters of the same gender as the trafficked person.

Wherever possible, NGOs should obtain training in using interpreters and interpreter services, including the

Commonwealth Government's Translating and Interpreting Service (TIS) which is available 24 hours a day. You can find out more at www.immi.gov.au/living_in_australia/help_with_english/help_with_translating/index.htm.

6.3. Provide culturally inclusive services

NGOs should consider:

- translating resources into different languages
- obtaining copies of multilingual resources, particularly if the NGO does not have the funding to translate its own materials
- proactive hiring of multilingual staff
- staff training to improve cultural awareness and understanding
- training in the use of interpreters and interpreter services, including the Commonwealth Government's Translating and Interpreting Service (TIS) and on site interpreters
- becoming aware of multilingual anti-trafficking service providers
- providing referrals to, and networking with, culturally appropriate services
- promoting services within culturally diverse communities
- seeking assistance from interpreters, bilingual and cross cultural workers.

7. Provide professional and ethical services

Staff and volunteers at NGOs need to make sure that the relationships that they maintain with trafficked people are professional, ethical and safe. NGOs working with trafficked people should seek to comply with the minimum standards set out in these Guidelines.

7.1. Maintain professional relationships

Recognise the limitations of your NGO. Do not promise services or assistance that your NGO is not able to provide or overstate your ability to help a trafficked person. Do not promise services or support on behalf of another agency or person.

The relationship between you and the trafficked person should be professional, not personal. It is not appropriate to have a trafficked person stay at the homes of NGO staff and volunteers. This is an unsustainable arrangement which could jeopardise the safety of both the trafficked person and the NGO worker.

You should not act as intermediary in discussions between a trafficked person and his or her employer. This may expose both you and the person you are trying to help to danger.

Tell people how they can make a complaint if they are unhappy with the services your NGO provides.

7.2. Train NGO staff and volunteers

NGOs need to train staff and volunteers about how to provide safe and ethical services to trafficked people. All staff and volunteers should read these Guidelines before starting to work with people who may have been trafficked.

Where possible, training should be ongoing. NGO case managers or senior staff should provide appropriate supervision of junior staff and volunteers.

7.3. Develop networks with other service providers

A victim of trafficking may be receiving services from both government agencies and community organisations. In some circumstances, it may help to communicate with other NGOs and Government agencies about an individual case.

NGOs may need to form referral networks to ensure that each trafficked person has access to comprehensive and appropriate physical, legal and psychosocial care. However, informed consent must be obtained from the trafficked person to share their personal information with other organisations and agencies.

See Negotiate Informed Consent at 3.

7.4. Deal with the media and researchers ethically

NGOs may often be asked by journalists or researchers to share their expertise about trafficked people. While NGOs may wish to make public comments about trafficking issues, NGOs should not:

- make public statements that disclose the personal information of trafficked people without the consent of the victim

- pressure trafficking victims to participate in interviews with journalists or researchers.

- give trafficking victims the impression that NGO or Government services may be withdrawn or denied to them if they refuse to be interviewed by the media or researchers

- give trafficking victims the impression that NGO or Government services will only become accessible to them if they agree to be interviewed by the media, or

- speak on behalf of other NGOs without permission.

NGOs are sometimes asked to facilitate interviews with trafficked people in order to raise public awareness about trafficking. A trafficked person may agree to media interviews because they don't want to disappoint the NGO. Make it clear that you will not be disappointed if a person declines a request to speak to a researcher or a journalist.

If a survivor of trafficking makes an informed decision to speak publicly about their experience, that choice must be respected. That person should be given information about how they can protect their identity, should they wish to do so. This may include measures such as use of a pseudonym, not disclosing their place of origin, or the location of their exploitation.

Comments made to the media during, or in the lead up to, a court case, can interfere with the administration of justice and may constitute a contempt of court. NGOs may wish to seek legal advice before providing information to the media in these circumstances.

Stories about trafficking for exploitation in the sex industry can foster stereotypes about the sex industry. It is important to differentiate between migrant sex workers and trafficking victims and avoid sensationalist language – for example 'sex slave', 'contract girls', 'girls' and 'plying their trade'. Use language that recognises the humanity of the individuals involved – for example 'sex worker,' 'sex workers on contract,' 'women' and 'working.'

7.5 Use safe and ethical research practices

NGOs may wish to engage in research for a number of reasons. For example, they may wish to find out about available services for people who have experienced trafficking or slavery, or to understand what is happening in their community. Research may involve face-to-face interviews, over-the-phone questionnaires, or other methods which include the participation of others, such as a survey, observation or oral history. Research of this nature requires great care and attention to ensure that there is no risk of harm to those

undertaking the research and to those being studied, and to ensure that there are no damaging consequences as a result of the research.

If an NGO wishes to engage in any research involving contact with people, including with victims of trafficking, it is advisable to seek advice from a reputable research institution, such as a university or hospital, in order to ensure sound research and ethical practice, or to consider partnering with an established research group.

Some forms of research are best conducted with the advice of a steering committee or reference panel. Best practice approaches may include having members of the affected community (e.g. a person from within the sex industry or the construction industry, or from a relevant association or union, as appropriate) on a steering committee or reference panel to advise the research project. Such a committee or panel may contribute to the development of the aims and methodology of a research project, draft and/or advise on survey methodologies including questionnaires or interview questions, or be involved in collecting the data. Such a committee or panel may also be consulted in analysing the results of the project, and editing and approving the final research report. In any case most experienced researchers consult with relevant communities to ensure the appropriateness of the research methodology and interpretation of the findings.

Before beginning any research project, an NGO should undertake a risk assessment to ensure all potential consequences are considered. Risks to the individual may include physical risks (such as threats of assault), psychological consequences (from recounting and hearing life stories), social isolation, stigma, and legal risks (including those resulting from direct or inadvertent release of information to authorities). NGOs must ensure that the confidentiality, security, health and well-being of all individuals involved are safeguarded.

Risks may also be of a broader nature, such as interference with public health initiatives, existing anti-trafficking projects or law enforcement investigations. Research should only be undertaken if the benefits outweigh the risks. If a project does go ahead, NGOs should have mechanisms in place to deal with any risks, such as appropriate training (see Train NGO staff and volunteers at 7.2), reporting, accountability and referral practices (see Provide Appropriate Referral Information at 4), as well as adequate storage of confidential material (see Record and store information safely at 5.2).

Research may involve covert methodologies which range from limited disclosure of the aims or methods of observational research in public contexts to an active concealment of information and deception of participants. These methodologies may be considered necessary in order to produce true results. However, in the area of human trafficking, covert research is a high-risk activity as people who may have been trafficked are particularly vulnerable and issues of consent become problematic. NGOs should always consult with a reputable research institution or ethics body before commencing any research of this nature.

Research and investigations to identify criminal acts should always be left to local authorities. If an NGO decides to undertake research, it should ensure that it is not interfering with any police investigations, other research operations or government monitoring bodies. See Develop networks with other service providers at 7.3. If the research uncovers illegal activity, it is best to refer the information to local authorities and be sure not to disclose it to others, including the media. See Deal with the media and researchers ethically at 7.4.

If the research identifies particular incidents of concern, careful consideration should be given to whether any elements of those incidents should be made public. De-identification of an individual may be extremely difficult if a small population of trafficked individuals is under the media microscope. Information reported out of context, and sometimes even in the correct context, may harm individuals and may undermine the development of the sound evidence base needed to build an effective trafficking response. Great care must be exercised to avoid misrepresenting the nature of research or survey findings.

If you are unsure about any aspect of a research project, your NGO can seek further advice from:

- university researchers

- area health services / tertiary hospital research committees

law enforcement authorities
the Australian Institute of Criminology
relevant ethics committees or bodies
relevant community organisations, and
relevant unions, employer groups and industry bodies.

The following documents also provide information about appropriate research methods:

the National Health and Medical Research Council's National Statement on Ethical Conduct in Human Research (2007)
the Australian Code for the Responsible Conduct of Research, and
the WHO Ethical and Safety Recommendations for Interviewing Trafficked Women (2003).

8. Know how to respond to subpoenas and other requests for information

8.1. Understand what a subpoena is

All NGOs should have a policy in place that states what to do and who to contact for legal advice in the event the NGO is served with a subpoena.

A subpoena is an enforceable court order to produce documents and/or notice to attend court and give evidence.

An NGO served with a subpoena is legally required to comply with it, unless there are legal grounds on which a court decides to set a subpoena aside or vary the order for production.

To have a subpoena set aside or have the order to produce documents varied, an NGO must make an application to the Court.

NGOs that work with trafficking victims can be served with a subpoena:

to produce documents by a certain date – for example, an NGO may receive a subpoena to produce documents that relate to a trafficking victim's interaction with the NGO, such as notes taken during interviews or counselling sessions

to give evidence in court on a certain date – for example, an employee or volunteer at an NGO may receive a subpoena to appear in court and give evidence about their interaction with the victim, and

to produce documents and appear in court.

Subpoenas can be issued by the parties to criminal and civil court proceedings.

In criminal proceedings both the prosecution and the defendant can serve a subpoena. The prosecution in trafficking matters will usually be represented by the Commonwealth Director of Public Prosecutions (CDPP). As a practical matter, an NGO is more likely to be served with a subpoena issued by the defence rather than the CDPP, although the CDPP also has the power to issue subpoenas.

The Fair Work Ombudsman may commence court proceedings against employers who contravene the civil penalty provisions of the Fair Work Act 2009 (Cth).

Trafficking victims may also be involved in civil proceedings to claim compensation.

Do not give access to third parties until instructions have been sought from the client and/or legal advice taken. See Record and store information safely at 5.2.

8.2. Always get legal advice if served with a subpoena

If issued with a subpoena, obtain legal advice immediately and before responding to the subpoena in any way. These Guidelines do not provide legal advice on what to do if an NGO is served with a subpoena. Different States and Territories apply different laws in relation to subpoenas.

Make sure all staff and volunteers are aware that if a subpoena is served they should always seek legal advice as soon as possible. This is important to identify whether there is any ground for objecting to the subpoena.

The CDPP is unable to provide legal advice to NGOs or act for NGOs on the return of the subpoena. However, if the subpoena relates to a criminal court proceeding then the NGO should consider telling the CDPP that they have been served with the subpoena.

Identify all the documents that you think may fall within the terms of subpoena and give them to your legal adviser. It will also be important to identify who owns the documents that have been subpoenaed and who can properly object to the production of the documents. Depending on the document sought, the document may belong to the NGO or to the trafficking victim.

The law about objections to subpoenas is complex. For example, you may be able to object to the production of documents because they are subject to a counselling communication privilege. The operation of 'protected counselling communication' privilege differs in different State and Territory jurisdictions.

Any records on NGO premises that you believe are subject to privilege should be securely stored and labelled with a warning that their contents may be privileged. For example: Warning: these notes may be privileged.

You should always follow legal advice about how to respond to the subpoena. Your legal adviser will advise whether there are any grounds to object to the production of any or all of the documents. If you are advised that the documents are privileged, you will need to assert the claim to privilege to the court in person or by letter. You may still be required to present the documents to the court so the court can decide if the objection is justified.

The party who issues the subpoena should provide money to enable the NGO to meet the reasonable costs of complying with the subpoena.

You have been helping a trafficked woman find a job and accommodation. A few months ago you spoke to the woman about her experiences which included episodes of personal violence against her. The woman was very distressed and you arranged for a sexual assault counsellor to meet her. You always keep good file notes of your conversations with clients and store notes carefully. The AFP has investigated the case and the CDPP is preparing for trial. When you got home today a person gave you a notice requiring you to give copies of all your files to the court. What should you do? For advice on what to do read sections 8.1 and 8.2.

8.3. Always advise the trafficking victim about the subpoena

If an NGO has been served with a subpoena, the NGO must inform the trafficking victim as soon as possible. This is because the documents that have been subpoenaed may belong to the victim.

If a client's counselling notes are sent to court without the consent of the client there may be legal consequences for an individual worker or the NGO. A client could take legal action against the worker,

counsellor or NGO if they are not notified of the existence of the subpoena.

8.4. Requests from statutory bodies, media and researchers

If an NGO receives a letter from a statutory body to produce information, the NGO should seek legal advice about whether the NGO is required by law to comply with the request.

Some Government agencies have statutory powers to require the production of documents. For example, to investigate breaches of Commonwealth workplace relations laws, the Fair Work Ombudsman has statutory powers to require the production of documents. Workplace Inspectors from the Fair Work Ombudsman also have the right to enter, without force, premises on which they believe that:

- work governed by Commonwealth workplace relations laws has been or is being conducted, or
- there are documents the Workplace Inspector is authorised to inspect, make copies of, take extracts from or retain, which may include documents held by an NGO in relation to a trafficked person.

Workplace Inspectors have the right to enter such premises and:

- inspect any work, material, machinery, appliances, article or facility
- take samples of any goods or substances

interview any person

require a person to produce documents to the inspector and inspect, make copies of or take extracts from the document, and

require a person to tell the Workplace Inspector who has custody of a document.

If your NGO receives a request for information which is not legally binding, remember that the personal information of a victim of trafficking is confidential and should not be shared with third parties. If information is provided, it should only be done with the informed consent of the person who is being supported.

9. Know how to support witnesses in court proceedings

9.1. CDPP Witness Assistance Service

In November 2008, the Commonwealth Director of Public Prosecutions (CDPP) Witness Assistance Service Pilot Project commenced with the employment of one Witness Assistance Officer. The Witness Assistance Officer provides information and support to victims and witnesses of Commonwealth crimes prosecuted by the CDPP, including victims of trafficking, sexual slavery, sexual servitude, debt bondage and labour trafficking.

This assistance includes:

- providing information about the court process

- where appropriate, keeping victims and witnesses informed of key developments in the case, and

- liaising with NGOs as appropriate.

The Witness Assistance Officer is based in Sydney.

9.2. Guidelines for accompanying witnesses to court

People who have been trafficked may be able to give evidence as a witness in the prosecution of those who have committed criminal offences. NGO staff may wish to accompany victims to court when they give evidence.

(a) Pre-trial conference

Prior to the witness giving evidence before court, a CDPP case officer will often seek to meet with the witness to discuss their evidence and make sure the witness understands what will happen when attending court.

If you, as an NGO case manager, intend to attend court with the witness, it may also be appropriate for you to attend the pre-trial conference. At the pre-trial conference you should:

- introduce yourself to the prosecutor and advise the prosecutor that you intend to attend court with the witness, and
- ask the prosecutor any questions you may have about the court process and your responsibilities.

(b) Suppression orders

In some jurisdictions, a court can make a suppression order to protect a victim's identity. The Court may order that witnesses be addressed and referred to by pseudonyms and/or prevent information about the proceedings, including evidence, from being published.

Different States and Territories have different laws for granting suppression orders. If a suppression order is made, NGO staff should make sure they know the terms of the suppression order so they can protect a victim's identity in accordance with that order.

(c) Attending court

The witness will usually be required to give evidence before a court on at least two occasions – the committal and the trial. The time delay between the committal and the trial can be lengthy, usually many months, and on some occasions there may be more than one trial.

Always be on time when you attend court.

Advise the prosecutor that you and the witness have arrived and how long you intend to be present. For example, you may intend to stay for as long as the witness is required.

The prosecutor will advise where the witness needs to sit while waiting to give evidence. A witness will usually be required to wait outside the courtroom until they have given their evidence. You should wait with the witness during this time.

The prosecutor will try to give the witness an indication of when he or she will be required to give evidence. This will only be an estimated time. The witness may have to wait for hours or even days.

You can talk to the witness but cannot discuss the case or the witness's evidence. You should not tell the witness about anything that has been asked of previous witnesses in the courtroom. Keep conversations with other witnesses and interpreters to a minimum. Do not discuss the case.

The witness should not be made aware of evidence that another witness has given or is going to give under any circumstances.

An NGO staff member or a witness should not have any contact with a member of the jury under any circumstances.

(d) Inside the court

A court officer will advise when the witness is required to enter the court to give evidence. At this time you can also enter the court and sit in the public seating area. You should bow to the judge or magistrate when you enter the court. Before you enter the courtroom, make sure your mobile telephone is turned off and, if you are wearing a hat or cap, remove it.

You may look at the witness while he or she is giving evidence. However, make sure that you do not behave in any way which may suggest that you are coaching the witness. Keep your facial expressions and body language neutral. Do not nod or shake your head, mouth words or do anything else that could be perceived as attempting to influence the witness.

While the witness is being cross-examined by the lawyers for the defendant(s), the witness is not able to discuss any aspect of the case with members of the prosecution team. This means that the witness is not able to discuss the case with members of the prosecution team from the time the cross-examination starts to the time the cross-examination finishes, even if the cross-examination continues over a number of days. NGO staff should not discuss the case with the prosecution team during this period either.

(e) After the witness gives evidence

After the witness has given their evidence and been excused by the judge or magistrate, the witness should not stay in the courtroom or be in a position to hear the evidence of other witnesses. This is because:

- if the matter is a committal proceeding it is only the first step in the trial process and the witness is likely to have to give evidence at the trial

- the witness may be recalled to give evidence at the same hearing, and

- if there is a successful appeal, there may be a re hearing or re trial.

Following this rule will avoid any suggestion of collusion between witnesses or the tailoring of evidence by the witness.

The prosecutor will advise when the witness is no longer required to attend the court hearing. When you leave court, you and the witness should not talk with any other witnesses about the case, whether that other witness has given evidence or not.

(f) Further information

Further information about giving evidence in court and the prosecution process can be found on the CDPP website at www.cdpp.gov.au in Steps in the Commonwealth Prosecution Process and Guide to Witnesses of Commonwealth Crime – Giving Evidence in Court.

The Australian Federal Police (AFP) investigates offences against Commonwealth legislation including slavery, sexual servitude and people trafficking. The Office of the Commonwealth Director of Public Prosecutions (CDPP) is responsible for the prosecution of Commonwealth crimes.

The AFP gathers evidence and compiles the evidence into a brief. This brief is then referred to the CDPP where it is assessed in accordance with the Prosecution Policy of the Commonwealth to determine the appropriate criminal charges and decide whether a prosecution should proceed.

The CDPP prepares the matter for court, presents the prosecution case on behalf of the Commonwealth and makes submissions to the court on sentencing. The CDPP may appeal a sentence imposed by the court if it considers that the sentence is not in accordance with the law. The evidential and procedural laws applied to the proceedings are dependent on State or Territory jurisdiction.

10. Recognise families and children have special needs

10.1. Child victims of trafficking have special rights

Child trafficking is a specific offence in the Criminal Code. A child cannot, in any circumstances, consent to being exploited. A victim of child trafficking is any trafficked person who is under 18 years of age. If a person's age is unclear, the person should be treated as a child. A child who may have been trafficked should be treated as having been trafficked unless, and until, a different determination is made.

The best interests of the child (including the right to physical and psychological recovery and social integration) must be paramount at all times. The United Nations Children's Fund (UNICEF) guidelines on the protection of child victims of trafficking are available at www.unicef.org/ceecis/0610Unicef_Victims_Guidelines_en.pdf.

10.2. Make appropriate referrals for child victims of trafficking

If you suspect that a child is being exploited or trafficked, or is at risk of exploitation or trafficking, contact the AFP immediately. You do not need informed consent from a suspected child victim of trafficking before contacting authorities.

Child protection is a State and Territory responsibility. Child victims that come to the attention of the AFP may be supported by the Victim Support Program until the child can be transferred to the care of the relevant State or Territory authority. It is also likely a guardian will be appointed.

Providing services to child victims of trafficking requires special skills and training. In most cases services will be provided by specially trained service providers from government agencies and departments, not NGOs.

If an NGO is assisting a child trafficking victim, the child's safety is your number one priority. Child victims should be accommodated with a caregiver separate from other adults not related to the child. Public comments by NGOs must never identify child victims and every effort must be made to protect the victim's privacy. Children do not have the capacity to consent to the distribution, publication or presentation or any written or visual material which would identify them as victims of trafficking. NGOs should avoid using any images of trafficked children that could identify the child.

10.3. The children of trafficked people have special needs

The United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power states that the term 'victim' includes, where appropriate, the immediate family or dependants of the direct victim.

If a trafficked person has a dependent child or children in Australia, NGOs should consider what support services the child needs. Alternatively, if the trafficked person's children or partner are in their country of origin they may need legal and immigration advice about opportunities for family reunification.

Acronyms and abbreviations

AFP	Australian Federal Police
AGD	Attorney-General's Department
CDPP	Commonwealth Director of Public Prosecutions
DIAC	Department of Immigration and Citizenship
MARA	The Migration Agents Registration Authority

NGO	Non-Government Organisation
OFW	Australian Government Office for Women
WHO	World Health Organisation
Trafficking Protocol	
The United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children	
TSETT	Transnational Sexual Exploitation and Trafficking Teams
UNICEF	United Nations Children's Fund

Glossary of Terms

Child

A child is anyone under 18 years of age. A child victim of trafficking is anyone who was under the age of 18 at the time he or she was trafficked.

Compensation

A victim of trafficking may be entitled to financial compensation under a government-funded statutory compensation fund for victims of crime. A trafficked person may also seek compensation through the civil court system for damage caused through a civil wrong, such as a breach of a duty of care in negligence, false imprisonment or breach of contract. Trafficked people may also be eligible for assistance from the Office of the Fair Work Ombudsman.

Complementary protection

Complementary protection refers to a State's obligation to provide asylum to a person in need of protection in circumstances where the person's status does not satisfy the criteria for the grant of refugee status as defined by the 1951 UN Refugee Convention.

Criminal Code

The Criminal Code Act 1995 (Cth) (the Criminal Code) includes offences of trafficking, trafficking in children, slavery, sexual servitude, debt bondage, and deceptive recruiting for sexual services.

Debt bondage

The Criminal Code defines debt bondage 'as the status or condition that arises from a pledge by a person:

of his or her personal services

or of the personal services of another person under his or her control

as security for a debt owed, or claimed to be owed, (including any debt incurred, or claimed to be incurred, after the pledge is given), by that person if:

the debt owed or claimed to be owed is manifestly excessive

the reasonable value of those services is not applied toward the liquidation of the debt or purported debt,
or

the length and nature of those services are not respectively limited and defined.

Deceptive recruiting for sexual services

Section 270.7 of the Criminal Code makes deceptive recruiting for sexual servitude an offence. Deceptive recruiting occurs where a person, with the intention of inducing another person to enter into an engagement to provide sexual services, deceives that other person about:

the fact that the engagement will involve the provision of sexual services

the nature of sexual services to be provided (for example, whether those services will require the person to have unprotected sex)

the extent to which the person will be free to leave the place or area where the person provides sexual services

the extent to which the person will be free to cease providing sexual services

the extent to which the person will be free to leave his or her place of residence

if there is or will be a debt owed or claimed to be owed by the person in connection with the engagement—the quantum, or the existence, of the debt owed or claimed to be owed, or

the fact that the engagement will involve exploitation, debt bondage or the confiscation of the person's travel or identity documents.

Domestic Trafficking

The Criminal Code defines domestic trafficking as taking place if:

a person organises or facilitates the transportation or proposed transportation of another person from one place in Australia to another place in Australia

the first person uses force or threats, and

that use of force or threats results in the first person obtaining the other person's compliance in respect of that transportation or proposed transportation.

Forced labour

Under the Criminal Code forced labour is defined as the condition of a person who provides labour or services (other than sexual services) and who, because of the use of force or threats:

is not free to cease providing labour or services, or

is not free to leave the place or area where the person provides labour or services.

International law defines forced labour more broadly as work or services exacted from a person under the menace of a penalty and performed involuntarily.

Informed consent

Informed consent occurs where a person agrees to an act after being given all the relevant information about the consequences of that act.

Labour trafficking

See Trafficking in Persons.

Migrant worker

A migrant worker is a person who works, has been working or will work in a remunerated activity in a state

where he or she is not a national.

Personal information

Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about a natural person whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

People Trafficking Visa Framework

The People Trafficking Visa Framework was established by the Federal Government on 1 January 2004 and amended on 1 July 2009. The framework allows a person identified by the police as a suspected victim of trafficking to be given a visa and support. See Understand the People Trafficking Visa Framework at 1.2 and Understand the Support for Victims of People Trafficking Program at 1.3.

Office of the Privacy Commissioner

The Office of the Privacy Commissioner is an independent office which has responsibilities under the Privacy Act 1988 (Cth). The Act provides protection for: personal information that is handled by Australian and ACT government agencies, personal information that is held by all large private sector organisations, all private sector health service providers and some small businesses, credit worthiness information held by credit reporting agencies and credit providers and personal tax file numbers used by individuals and organisations.

Refugee

A person who is outside his/her country of nationality and who has a well founded fear of persecution as a result of his/her race, religion, nationality, membership of a particular social group or political opinion; and for fear of this persecution, is unable or unwilling to avail himself/herself of the protection of that country, or to return to it.

Repatriation

The return of a trafficked person to their country of nationality.

Restitution

The United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power states that offenders or third parties responsible for their behaviour should, where appropriate, make fair restitution to victims, their families and their dependants. A court can make an order that an offender pay restitution to a victim of crime.

Sexual servitude

Section 270.4 of the Criminal Code defines sexual servitude as the condition of a person who provides sexual services and who, because of the use of force or threats is not free to cease providing sexual services or is not free to leave the place or area where the person provides sexual services.

In this context the word 'threat' means:

- a threat of force

- a threat to cause a person's deportation, or

- a threat of any other detrimental action unless there are reasonable grounds for the threat of that action in connection with the provision of sexual services by a person.

Slavery

The Criminal Code defines slavery as the condition of a person over whom any or all of the powers attaching to the right of ownership are exercised, including where such a condition results from a debt or contract

made by the person.

Smuggling

People smuggling is different from people trafficking. Article 3(a) of the United Nations Protocol against Smuggling of Migrants by Land, Sea or Air defines smuggling of migrants as the procurement, in order to obtain, directly or indirectly, a financial or other material benefit, of the illegal entry of a person into a State Party of which the person is not a national or a permanent resident. People smuggling is an offence under the Criminal Code.

Subpoena

A subpoena is a court order to produce documents and/or notice to attend court and give evidence.

Support for Victims of People Trafficking Program (the Program)

The government funded and administered Support for Victims of People Trafficking Program is part of the Commonwealth Government's Anti People Trafficking Strategy. The Program's initial period of support is available to people who are identified as victims of people trafficking irrespective of the visa they hold or whether or not they are willing and able to assist with an investigation and prosecution of a people trafficking offence. Ongoing assistance is provided to victims who are willing and able to continue assisting with people trafficking investigations and prosecutions until the investigation and prosecution of a people trafficking matter is finalised. See Understand the Support for Victims of People Trafficking Program at 1.3.

Temporary visa holder

A temporary visa holder is a non-citizen who has obtained a valid Australian visa which permits that person to remain in Australia and engage in some activity, for example work or study, for a limited period of time.

Trafficking in persons

The Trafficking Protocol defines trafficking in persons as the recruitment, transportation, transfer, harbouring or receipt of persons by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation.

The Criminal Code makes trafficking an offence. It also contains offences of domestic trafficking and trafficking in children.

Trafficking in children

Section 271.4 of the Criminal Code makes trafficking in children an offence. This offence has a maximum penalty of 25 years imprisonment.

Trafficked person

Under international law a trafficked person is a person who has been recruited, transported or transferred by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of that person, for the purpose of exploitation.

A victim of trafficking is a person who has suffered physical or emotional injury, or financial loss because of a crime of trafficking.

Unlawful non-citizen

The term 'unlawful non-citizen' refers to a non-citizen in Australian territory who does not hold a valid Australian visa entitling them to stay in Australia.

Victim of crime

The United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power defines victims of crime as persons who, individually or collectively, have suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, through acts or omissions that are in violation of criminal laws operating within Member States, including those laws proscribing criminal abuse of power. In Australia, different States and Territories have different definitions of a victim of crime.

A person should be considered a victim regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted and regardless of the familial relationship between the perpetrator and the victim. The UN Declaration also states that the term victim includes, where appropriate, the immediate family or dependants of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimisation.

Victim impact statement

A victim impact statement is a written statement that provides details to the court of the harm suffered by a victim resulting from the offence. Generally a victim impact statement is a written statement. However, in some jurisdictions the information can be presented to the court orally. The shape, form and content provided in a victim impact statement varies between jurisdictions.

Visa protection

Visa protection is the mechanism by which non-citizens gain legal permission to remain in Australia by relying on a protection or humanitarian response by Government.

Vulnerable witness

Vulnerable witnesses are witnesses or victims of crime who, due to personal attributes or the circumstances of the crime, may be intimidated by giving evidence in a courtroom or in front of an accused person. Child witnesses and victims of sexual assault are often considered to be vulnerable witnesses. Vulnerable witnesses are often entitled to give evidence in criminal trials using alternative arrangements, such as closed circuit television.

Witness protection

Witness protection is protection and assistance provided by the police to people who have given or have agreed to give evidence in criminal proceedings, made a statement in relation to a criminal offence or who otherwise require protection or are perceived to be in danger by reason of their evidence (see also Understand the People Trafficking Visa Framework at 1.2).

Referral Guide

Anti-trafficking NGOs

Anti-Slavery Project, University of Technology, Sydney: The Anti-Slavery Project is a specialist legal service providing legal advice and representation to trafficked and enslaved people. The Anti-Slavery Project is dedicated to eliminating all forms of trafficking and slavery through direct service and advocacy programs. Services to

Jennifer Burn, Director

T: 02 9514 9662

E: antislavery@uts.edu.au

<p>trafficked people include: legal advice and representation on identification of trafficked people, trafficking visa framework, other visas, review processes and other immigration issues. Related legal services include citizenship advice, housing, Centrelink payments, civil compensation etc. Social support services are also provided. The Anti Slavery Project assists individual people to identify their situation and assists NGOs to assess whether a person has been trafficked and can make appropriate referrals.</p>	<p>W: www.antislavery.org.au</p>
<p>Australian Catholic Religious Against Trafficking in Humans (ACRATH): ACRATH is a national organisation comprised of members of different religious congregations and a number of consultant experts. Its aim is to make a stand against all forms of trafficking in humans. ACRATH is actively campaigning against trafficking on three fronts – lobbying for a human rights-based approach to visas rather than a criminal justice based approach, raising awareness about trafficking by conducting community and school education programs and supporting those who have been trafficked by supporting safe housing in Australia and in repatriation programs.</p>	<p>Sister Louise Cleary T: 03 9686 3637 E: clouise@brigidine.org.au W: www.acrath.org</p>
<p>Josephite Counter Trafficking Project (JCTP): The JCTP is a congregational ministry that responds to the needs of people who are trafficked. Members of the JCTP are Asian women and women who have had experience in Asia or in working in cross cultural situations. They offer flexible culturally-sensitive support to women of Asian origin who have been trafficked into Australia. They also offer collaboration with religious, government and NGO groups involved in providing services in Australia and globally. Awareness raising programs in the community and at Villawood Immigration Detention Centre provide information on trafficking to staff and detainees who are then able to access services for people who have been trafficked.</p>	<p>Sister Margaret Ng T: 02 9929 7344 M: 0432 084 249 E: enquiries@sosj.org.au W: www.sosj.org.au</p>
<p>Project Respect: Project Respect challenges exploitation of, and violence against women in the sex industry. Project Respect began direct service work in March 2000. They conduct outreach and offer services to women in brothels, especially where there is a high concentration of women from non English speaking backgrounds. Support includes social support, court and police support, counselling, accessing services, referrals for health care, legal advice, employment assistance, education and English classes.</p>	<p>T: 03 9416 3401 W: www.projectrespect.org.au</p>
<p>Samaritan Accommodation: Samaritan Accommodation provides services and support to migrant women who have experienced situations of human trafficking, slavery and/or slavery-like practices. Support can include referrals and information about legal and medical assistance, learning English, finding a job and a place to live. Staff</p>	<p>T: 02 9211 5794</p>

<p>can help residents to understand their situation, get information about their rights, assist with daily living and provide support in making decisions about the future.</p>	
<p>Scarlet Alliance, Australian Sex Workers Association: Scarlet Alliance is the peak body of sex workers and sex worker organisations in Australia and specialises in peer based service delivery. This includes individual and systemic support for migrant sex workers, national research with migrant sex workers, close relationships with sex workers and sex worker organisations in Asia and the Pacific, capacity building projects in Papua New Guinea, Fiji and Timor Leste, policy analysis of migration and sexual health data and two national symposiums annually presenting contemporary Australian and international data.</p>	<p>T: 02 9326 9455 E: info@scarletalliance.org.au W: www.scarletalliance.org.au</p>

Emergency Services

<p>The Triple Zero (000) service is the quickest way to get the right emergency service to help you. Dial 000 to contact Police, Fire or Ambulance Services in life threatening or emergency situations. If you have hearing or speech impairments, call emergency services on 106 directly through a TTY (teletypewriter or textphone) or computer connected to a modem. You cannot contact emergency services via SMS.</p>	<p>T: 000</p>
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Australian Federal Police

<p>AFP Transnational Sexual Exploitation and Trafficking Team (TSETT): The AFP has the lead role in investigating trafficking offences. The AFP works with State and Territory police in accordance with the Australian Policing Strategy to Combat Trafficking in Women for Sexual Servitude. TSETT is a specialist unit responsible for investigating offences related to trafficking in persons. The TSETT Intelligence Team is located in Canberra. TSETT Investigation Teams are located in Sydney and Melbourne where operational resources are currently required. A Human Trafficking, Sexual Servitude and Slavery Information Report form is available online.</p>	<p>T: 1800 813 784 E: TCCC-OMC@afp.gov.au W: www.afp.gov.au</p> <p>In an emergency, dial 000</p>
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Immigration advice and information

Department of Immigration and Citizenship (DIAC)

DIAC is the agency responsible for granting visas to enable people to stay lawfully in Australia.

Under the whole-of-government strategy to combat trafficking in persons, the Government has established a visa framework that enables suspected victims of trafficking and their immediate family members to remain lawfully in Australia. The People Trafficking Visa Framework comprises the Bridging F visa, the Criminal Justice Stay visa and the Witness Protection (Trafficking) visa. The Witness Protection (Trafficking) visa provides a victim and their immediate family members in Australia and overseas to remain permanently in Australia if they have contributed to an investigation or prosecution and would be in danger if they returned to their home.

(For more information see understand the People Trafficking Visa Framework at 1.2).

DIAC has offices in all states and territories of Australia.

T: 131 881

E:
people.trafficking@immi.gov.au

W: www.immi.gov.au

Support for Victims of People Trafficking Program

Australian Government Office for Women

OFW administers the Support for Victims of People Trafficking Program, a national support program for victims of people trafficking in Australia, irrespective of the visa they hold. The Support Program provides individualised case management and a range of support services to victims around Australia who meet the eligibility criteria. The Program is one component of the Commonwealth Government's Anti People Trafficking Strategy, which is a whole-of-government initiative led by the Attorney General's Department.

Intensive support is available for 45 days after a person has been registered as a client of the Program. Victims of trafficking who are willing but not able to participate in the criminal justice process may be eligible for a further 45 days of support.

Ongoing assistance is provided to victims who are willing and able to continue to assist with people trafficking investigations and prosecutions until the investigation and prosecution of a people trafficking matter is finalised. Victims are also assisted to exit the support program during a 20-day transition period.

Australian Red Cross is the current service provider for the Support for Victims of People Trafficking Program. They commenced the program in February 2009. The program aims to provide intense casework support to people made vulnerable through the people

T: 1800 808 863

E: women@fahcsia.gov.au

W:
www.fahcsia.gov.au/sa/women/overview/Pages/default.aspx

<p>trafficking process and who have been referred for assistance by the Australian Federal Police. Australian Red Cross maintains a primary duty of care role for clients and focuses on the provision of complex casework support, including coordinated assistance around housing, living expenses, legal advice, health care, education and community support.</p>	
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Government agencies and statutory bodies

<p>Attorney-General’s Department (AGD): The Attorney-General’s Department is responsible for leading Australia’s whole-of-government anti-people trafficking strategy. The Department works with AusAID, the Australian Crime Commission, the Australian Institute of Criminology, the Australian Federal Police, the Commonwealth Director of Public Prosecutions, the Department of Immigration and Citizenship, the Department of Foreign Affairs and Trade, the Australian Government Office for Women, the Department of Education, Employment and Workplace Relations and the Department of Prime Minister and Cabinet who deliver a range of measures that support trafficked people under the strategy.</p>	<p>W: www.ag.gov.au/peopletrafficking</p>
<p>Australian Human Rights Commission: The Commission can investigate complaints of discrimination, harassment and bullying based on a person’s sex, disability, race and age. In the area of employment, the Commission can investigate complaints of discrimination based on sexual preference, criminal record, trade union activity, political opinion, religion or social origin. The Commission can also investigate complaints about alleged breaches of human rights against the Commonwealth and its agencies. The Commission’s Complaints Guide has been translated into 15 languages and is available in HTML and PDF formats.</p>	<p>T: 1300 656 419 SMS: 0488 744 487 (0488 RIGHTS) W: www.humanrights.gov.au</p>
<p>Centrelink Employment services Disability, Sickness and Carers Family Assistance Centrelink International Services Centrelink Multilingual Call</p>	<p>W: www.centrelink.gov.au/ T: 13 2850 T: 13 2717 T: 13 6150 T: 13 1673 T: 13 1202</p>
<p>Commonwealth Director of Public Prosecutions (CDPP): CDPP is an independent prosecuting service that was established to prosecute alleged offences against Commonwealth law and to</p>	<p>T: 02 6206 5666 W: www.cdpp.gov.au</p>

<p>deprive offenders of the proceeds and benefits of criminal activity. CDPP aims to provide an effect national criminal prosecution service to the community that is fair and just and operates with integrity. Prosecutions are conducted in accordance with the Prosecution Policy of the Commonwealth. CDPP is not an investigative agency. It can only prosecute, or take confiscation action, when there has been an investigation by an investigative agency such as the Australian Federal Police. However, CDPP regularly provides legal advice to investigators at the investigative stage. CDPP has offices in each capital city and sub-offices in Townsville and Cairns.</p>	
<p>Fair Work Ombudsman: The Fair Work Ombudsman is an independent statutory office created by the Fair Work Act 2009 (Cth). The Fair Work Ombudsman appoints workplace inspectors empowered to investigate and enforce compliance with Commonwealth workplace relations laws. If an NGO believes that an overseas worker has not or is not receiving minimum employment entitlements, the worker or NGO may contact the Fair Work Ombudsman. Complaints can be made on an anonymous or confidential basis. However, where insufficient employment records can be obtained from the employer, an investigation may be difficult without the complainant's identifying details. The Fair Work Ombudsman's website can be accessed in Vietnamese, Chinese, Arabic, Persian, Turkish, Spanish, Korean, Russian, Bahasa, Indonesian, Dari, Italian, Serbian, Thai and Croatian.</p>	<p>Fair Work Infoline: 13 13 94 W: www.fairwork.gov.au</p>

Embassy Information

<p>Royal Embassy of Cambodia 5 Canterbury Crescent, Deakin, ACT 2600</p>	<p>T: 02 6273 1259 or 02 6273 1154 E: cambodianembassy@ozemail.com.au W: www.embassyofcambodia.org.nz/au.htm</p>
<p>Embassy of the People's Republic of China 15 Coronation Drive, Yarralumla ACT 2600</p>	<p>T: 02 6273 4780 E: Chinaemb_au@mfa.gov.cn W: www.au.china-embassy.org/eng/</p>
<p>High Commission of the Republic of the Fiji Islands 19 Beale Crescent, Deakin ACT 2600</p>	<p>T: 02 6260 5115 E: admin@aus-fhc.org W: www.fijihighcom.com</p>

<p>High Commission of India 3-5 Moonah Place Yarralumla ACT 2600</p>	<p>T: 6273 3999 W: www.hcindia-au.org</p>
<p>Embassy of the Republic of Indonesia 8 Darwin Avenue Yarralumla ACT 2600</p>	<p>T: 6250 8600 W: www.kbri-canberra.org.au/</p>
<p>Embassy of the Republic of Korea 113 Empire Circuit, Yarralumla ACT 2600</p>	<p>T: 02 6270 4100 E: embassy-au@mofat.go.kr W: www.korea.org.au</p>
<p>Embassy of the Lao People's Democratic Republic 1 Dalman Crescent, O'Malley ACT 2606</p>	<p>T: 02 6286 4595 E: laoemb@bigpond.net.au W: www.laosembassy.net</p>
<p>High Commission of Malaysia 7 Perth Avenue Yarralumla ACT 2600</p>	<p>T: 02 6120 0300 E: malcanberra@malaysia.org.au W: www.malaysia.org.au</p>
<p>Embassy of the Union of Myanmar 22 Arkuna Street, Yarralumla ACT 2600</p>	<p>T: 02 6273 3811 E: mecanberra@bigpond.com W: www.myanmarembassycanberra.com</p>
<p>High Commission of the Independent State of Papua New Guinea 39-41 Forster Crescent, Yarralumla ACT 2600</p>	<p>T: 02 6273 3322 E: kundu@pngcanberra.org W: www.pngcanberra.org</p>
<p>Embassy of the Philippines 1 Moonah Place, Yarralumla ACT 2600</p>	<p>T: 02 6273 2535 E: cbrpe@philembassy.org.au W: www.philembassy.org.au</p>
<p>Embassy of the Socialist Republic of Vietnam 6 Timbarra Crescent, O'Malley ACT 2606</p>	<p>T: 02 6286 6059 E: vembassy@webone.com.au W: www.au.vnembassy.org</p>

Royal Embassy of Thailand 111 Empire Circuit Yarralumla ACT 2600	T: 02 6206 0100 E: thaican@mfa.go.th W: www.canberra.thaiembassy.org
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Domestic Violence and Sexual Assault Help Lines

Domestic Violence and Sexual Assault Help Line (Australia wide)	T: 1800 200 526
Sexual Assault Help Lines	ACT: 02 6247 2525 NSW: 02 9819 6565 NT: 08 8951 5884 QLD: 1800 010 120 SA: 08 8226 8787 TAS: 03 6231 1811 VIC: 1800 806 292 WA: 08 9340 1828
Sexual Health Information Lines	ACT & NSW: 1800 451 624 QLD: 07 3837 5611 SA: 1800 806 490 TAS: 1800 675 859 VIC: 1800 032 017 WA: 1800 198 205

Refuge Services

Canberra Emergency Accommodation Service (CEAS): 24 hour Crisis Line	T: 02 6257 2333
NSW Women's Refuge Resource Centre: The WRM is a network of 53 women's refuges that provide support and accommodation for	T: 1800 65 64 63

women and children in NSW escaping domestic violence.	E: admin@wrrc.org.au W: www.wrrc.org.au
Centre Against Sexual Assault: The centre is located at 210 Lonsdale Street, Melbourne, Victoria.	T: 1800 806 292 E: ahcasa@rwh.org.au W: www.casa.org.au
Project Respect: See description in specialist trafficking services section	T: 03 9416 3401 W: www.projectrespect.org.au
Samaritan Accommodation: See description in specialist trafficking services section	T: 02 9211 5794
Women's Domestic Violence Crisis Service of Victoria: 24 hour crisis support	T: 1800 015 188 E: wdvcs@wdvcs.org.au W: www.wdvcs.org.au

Immigration advice and information

Office of the Migration Agents Registration Authority Find a registered migration agent by searching the Register of Agents on the MARA website.	T: 1300 22 62 72 W: www.mara.gov.au
Immigration Advice and Rights Centre (NSW)	T: 02 9262 3833 (advice) 02 9279 4300 (all other Information) W: www.iarc.asn.au
Welfare Rights & Legal Centre (ACT)	T: 02 6247 2177 W: www.welfarerightsact.org E: wrlc@netspeed.com.au
National Welfare Rights Network	W: www.welfarerights.org.au
Queensland Welfare Rights Centre	T: 1800 358 511 or 07 3847 5532

	<p>E: wrcqld@wrcqld.org.au</p> <p>W: www.wrcqld.org.au</p>
South Australia Welfare Rights	<p>T: 08 8223 1338</p> <p>E: volunteer@wrca.org.au</p> <p>W: www.wrca.org.au</p>
Law Institute Victoria-Welfare Rights Unit	<p>T: 03 9416 1111 (Melbourne/Geelong) 1800 094 164 (outside Melbourne/Geelong)</p> <p>W: www.welfarerights.org.au/offices/Melbourne.aspx</p>
Welfare Rights and Advocacy Service (WA)	<p>T: 08 9328 1751</p> <p>E: welfare@wraswa.org.au</p> <p>W: www.wraswa.org.au</p>

Sex Worker Organisations including bilingual projects

<p>Scarlet Alliance, Australian Sex Workers Association specialises in peer based service delivery by and for sex workers in Australia. This includes individual and systemic support for migrant sex workers, national research with migrant sex workers, close relationships with sex workers and sex worker organisations in Asia and the Pacific, capacity building projects in Papua New Guinea, Fiji and Timor Leste, policy analysis of migration and sexual health data, and two national symposiums annually presenting contemporary Australian and international data. See Anti-trafficking NGOs</p>	<p>T: 02 9326 9455</p> <p>E: info@scarletalliance.org.au</p> <p>W: www.scarletalliance.org.au</p>
<p>Australian Capital Territory Sex Workers Outreach Project (SWOP) is open 10am – 5pm, Wednesday to Friday. SWOP provides an outreach service to sex workers in the ACT, offers written information in a variety of languages and participates in national research with migrant sex workers.</p>	<p>T: 02 6247 3443</p> <p>E: aacswop@aidsaction.org.au</p> <p>W: aidsaction.org.au/swop</p>

<p>NSW SWOP is open Monday to Friday 10am–6pm, except Wednesday when it opens at 2pm. Located in Chippendale, Sydney, SWOP promotes the health, safety and wellbeing of sex industry workers. SWOP provides an outreach service across NSW, and has regional staff in northern NSW and the Illawarra. The SWOP Multicultural Project offers migrant sex workers direct support and service delivery in Chinese, Korean and Thai. SWOP participates in national research with migrant sex workers.</p>	<p>T: 02 9319 4866 (Sydney) 1800 622 902 (outside Sydney) E: infoswop@acon.org.au W: www.swop.org.au</p>
<p>Northern SWOP is a peer based project that provides an accessible, ethical and effective service to empower and advocate for improvement of the Northern Territory sex workers lives by addressing holistic health issues that include human rights as working rights. SWOP provides an outreach service to all of Darwin’s escort agencies, as well as regular visits to Alice Springs and other regional locations.</p>	<p>T: 08 8941 1711 T: 08 8944 7777 W: www.ntahc.org.au/index.php?page=Sex-Worker-Outreach</p>
<p>South Queensland Crimson Coalition is a volunteer unfunded group of sex workers that advocates for sex workers and provides political representation.</p>	<p>T: 0421 569 232 E: admin@crimsoncoalition-queensland.org</p>
<p>United Sex Workers North QLD provides peer-based support and education.</p>	<p>E: usnq.org.au@optus.com.au</p>
<p>South Australia Sex Industry Network (SIN) is open from Tuesday-Friday 9:30–5pm. SIN provides confidential peer support, a referral service and information about issues that concern sex workers. SIN provides an outreach service to Adelaide brothels and private sex workers and runs a multicultural project for migrant sex workers.</p>	<p>T: 08 8334 1666 E: info@sin.org.au W: www.sin.org.au</p>
<p>Tasmania Scarlet Alliance CASH Project offers advocacy, information and resources to sex workers across Tasmania and conducts regular outreach visits to private sex workers in Hobart and Launceston.</p>	<p>T: 03 6234 1242</p>
<p>Resourcing Health & Education in the Sex Industry (RhED) is open From Monday to Friday from 1pm or by appointment at other times. RhED conducts regular outreach visits to legal brothels in Victoria, and runs a drop in centre for street based sex workers. RhED’s printed resources are available in a variety of languages.</p>	<p>T: 03 9534 8166 or 1800 458 752 E: sexworker@sexworker.org.au W: www.sexworker.org.au</p>

<p>Western Australia Magenta is open Monday to Thursday from 9am–4pm. Magenta provides information, support and referral including to sex worker friendly lawyers and doctors via outreach, in the office or over the phone. SWOPWA provides outreach to street based sex workers in the inner city and operates Monday to Thursday 11am–3:30pm plus 2 hours on Friday and Saturday afternoon/evening, 2 out of 3 weeks.</p>	<p>T: 08 9328 1387 W: www.fpwa.org.au/services/magenta/</p>
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Translating and Interpreting Services

<p>Translating and Interpreting Service (TIS National): The Department of Immigration and Citizenship provides TIS National for people who do not speak English and for English speakers who need to communicate with them. TIS has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, 7 days a week for any person or organisation in Australia requiring interpreting services. TIS National charge structure is available at: www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/service-charges.htm NGOs can apply for a fee exemption for calls through TIS National by completing the 'Application for exemption from TIS charges' form and faxing it to TIS for assessment. Further information, including the application form and fax number, can be found at: www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/free-services.htm</p>	<p>T: 131 450 W: www.immi.gov.au/living-in-australia/help-with-english/help_with_translating</p>
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Unions

<p>Sex Workers Union, Surry Hills NSW</p>	<p>T: 0425 716 744 E: sexworkerunion@gmail.com</p>
<p>The Australian Workers' Union is a national union made up of state, regional and industry based branches. It represents more than 130,000 members across Australia in a diverse range of industries.</p>	<p>T: 02 8005 3333 E: members@nat.awu.net.au W: www.awu.net.au</p>
<p>Australian Liquor, Hospitality and Miscellaneous Workers' Union (LHMU)</p>	<p>T: 02 8204 3000 W: www.lhmu.org.au</p>
<p>Australian Council of Trade Unions (ACTU)</p>	<p>T: 1300 362 223 W: www.actu.org.au</p>

Victim Support Services

Victim support help lines	ACT: 1800 822 272 NSW: 1800 633 063 NT: 1800 672 242 QLD: 1300 139 703 SA: 1800 182 368 TAS: 1300 663 773 VIC: 1800 819 817 WA: 1800 818 988
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Useful resources

Multilingual resources for trafficking victims

Attorney-General's Department People Trafficking Website
www.ag.gov.au/peopletrafficking

Australian Federal Police, Stopping Human Trafficking
www.afp.gov.au/international/human_trafficking.html
This website contains an online form for reporting people trafficking

Fair Work Ombudsman
www.fwo.gov.au

Professional Guidelines for Service Providers

The national guidelines produced by Victim Support Australasia
www.victimsupport.org.au/policies.php

Recommendations by Empower Chiang Mai
www.nswp.org/mobility/mpower-0306.html

International resources

Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, Supplementing the United Nations Convention against Transnational Organized Crime
www.uncjin.org/Documents/Conventions/dcatoc/final_documents_2/convention_%20traff_eng.pdf

UN Office of Drugs and Crime Toolkit to Combat Trafficking in Persons
www.unodc.org/documents/human-trafficking/HT_Toolkit08_English.pdf

Office of the United Nations High Commissioner for Human Rights, United Nations Declaration of Basic

Principles of Justice for Victims of Crime and Abuse of Power
www.unhchr.ch/html/menu3/b/h_comp49.htm

The International Victims Assistance Handbook on the Use and Application of the UN Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power (1998)
www.uncjin.org/Standards/9857854.pdf .

World Health Organisation Ethnical and Safety Recommendations for Interviewing Trafficked Women (2003)
www.who.int/gender/documents/en/final%20recommendations%2023%20oct.pdf

UNICEF Guidelines on the Protection of Child Victims of Trafficking (2006)
www.unicef.org/ceecis/0610-Unicef_Victims_Guidelines_en.pdf

Office of the United Nations High Commissioner for Human Rights, International Principles and Guidelines on Human Rights and Human Trafficking (2002)
www1.umn.edu/humanrts/instree/traffickingGuidelinesHCHR.html

Asia Regional Trafficking in Persons Project Publications and resources page
www.artipproject.org/14_links/links.html