




Human Trafficking: WHAT TO DO?

*A Directory of European Hotlines and
Information Points about Human Trafficking*

Published by Payoke
with the financial support of the European Commission
DG Home ISEC Programme (HOME/2010/ISEC/AG/062).



Sincere gratitude is hereby extended to the following individuals and organizations without whose kind support and engagement the “*Joint efforts of Police and Health Authorities in the EU-Member States and Third Countries to Combat and Prevent Trafficking in Human Beings and Protect and Assist Victims of Trafficking*” project would not have been possible.

First and foremost our thanks to the European Commission for the financial and administrative support of this project.

We are grateful to our project partner, the Danube University of Krems, to the members of the Project Expert Group and Steering Committee for their guidance and insights as well as for providing necessary information regarding the project and also for their support in completing the project. We are thankful to Soroptimist International for their financial support and engagement. Our special thanks to all organisations and institutions featured in this Directory for their continuous efforts, hard work and dedication to combat Trafficking in Human beings and assist the victims.

We would like to express our gratitude towards our partners in Albania, Belgium, Hungary, Sweden, Luxembourg, The Netherlands, Portugal, Romania, Austria, Moldova, UK, and Norway as well as selected third countries for their kind co-operation and encouragement which have helped us in completion of this project.

The Payoke Project Team

Jan Broers, President Payoke

Patsy Sörensen, Director Payoke

Peter von Bethlenfalvy, Project Coordinator

Jelena von Helldorff, Project Quality Evaluator

Helga Telegdi, Project Manager

Dominique Foubert, Financial Manager

Martine Messiaen, Project Administrator

Content

FOREWORD **4**

DIRECTORY OF HOTLINES

I. Albania	6
II. Austria	12
III. Belgium	16
IV. Hungary	20
V. Luxembourg	24
VI. Moldova	28
VII. Norway	32
VIII. Portugal	38
IX. Romania	42
X. Sweden	50
XI. The Netherlands	54
XII. United Kingdom	58

COLOPHON **64**

Foreword

Commission's Home Affairs 2010 ISEC Programme. Set within the current EU policy framework, especially the EU Directive on preventing and combating trafficking in human beings and protecting its victims and the EU 2012-2016 Strategy towards the Eradication of Trafficking in Human Beings, this project provided a basis for a successful multidisciplinary cooperation between law enforcement, border guards, health authorities, NGOs and social workers.

While raising awareness among law enforcement, social and health sector in relation to the identification and referral of victims of human trafficking the project contributed to strengthening cooperation of different stakeholders which come into contact with victims of trafficking.

In this way the project greatly contributed to promoting and protecting human rights aspects of the fight against trafficking while at the same time improving chances for successful judicial proceedings. As highlighted in the EU Strategy the multi-disciplinary, coherent policy against trafficking in human beings requires the involvement of a more diverse group of actors than before in policy making.

Beyond raising awareness and promoting best practices through a series of training sessions, the project offers concrete results in providing a set of training materials for all relevant stakeholders at operational level. It also delivers pocket cards for health officials with information on basic trafficking indicators and information on whom to contact if there is reasonable doubt that the patient is a victim of human trafficking.

In this context the following directory of hotlines in all project participating countries may help in quicker and more efficient victim protection and recovery. It will allow the practitioner to identify and contact the right country partner whom the victim needs to be referred to in order to ensure their recovery and rehabilitation and initiate their reintegration into society.

Payoke Belgium in partnership with the University of Krems, Austria has accomplished a two years project on *“Joint efforts of Police and Health Authorities in the EU Member States and Third Countries to Combat and Prevent Trafficking in Human Beings and Protect and Assist Victims of Trafficking”* (HOME/2010/ISEC/AG/062) supported and funded by the European

National rapporteur and government agencies

Ministry of Labour, Social Affairs and Equal Opportunities

Rruga e Kavajës 1001, Tirana

Tel: +355 4 222 5051

Web: www.sociale.gov.al

NGOs and support centres

Counselling Centre for Women and Girls

Kutia Postare 2416/1, Tirana

Tel: +355 42 33409

Mail: aida@lcfwg.tirana.al

Counselling Centre for Women and Girls

P.O. Box 2416/1, Tirana

Tel: +355 42 33409

Fax: +355 42 33409

Mail: silva@lcfwg.tirana.al

Counselling Centre for Women and Girls

Rr. Islam Dani, P.155, Pogradec

Tel: +355 42 08322745

Fax: +355 42 08322745

Mail: viti@adanet.com.al

Different & Equal

Rr. Milto Tutulani, P. Alb-Milenium, Shk. 6, Ap. 39, Tirana

Tel: +355 4 222 18 92

Mail: different&equal@icc-al.org

Web: www.differentandequal.org

Fountain House

Rr. Dervish Hekali 73, Tirana

Tel: +355 38220787

ICMC (International Catholic Migration Commission)

Pr. Skenderbeu 41, Tirana-Shqiperi

Tel: +355 4 257 482 or 376 404

Fax: +355 4 232 754

Mail: icmcled@icc.al.eu.org

Web: www.icmc.net

IOM (International Organisation for Migration)

Pruga Brigada e VIII, Vila 3 Tirana

Tel: +355 42 57 836

Fax: +355 42 57 835

Mail: iomtirana@iomtirana.org.al

Joshua Trauma Centre

Rr Punetoret e Rilindjes P2, Sh. 3 Ap. L, Tirana

Tel: +355 4221634

Korca's Women Association

Rr. Kico Drenova P.39 Sh.A H.6, Federata e Gruas Shqiptare

Tel: +355 8243563

Morava Foundation

Volunteer Centre, Cagonj, Devoll

Mail: moravacentre@yahoo.com

Refleksione

Rr. Elbasanit, Pallatete e Fratarit

P.3, SH 2, K 1 P.O.Box 2412/1, Tirana

Tel: +355 4 34033

Fax: +355 4 34033

Mail: refleksione@albnet.net

Save the Children

Rr. "Komuna e Parisit", Lagjia 8,

Pallatet 1 Maji, Vila "Lami"; P.O. Box 8185

Tel: +355 4 2261840 / +355 4 2261929 / +355 4 2266227

Fax: +355 4 2263 428

Mail: info.albania@savethechildren.org

Web: www.albania.savethechildren.net

The Hearth of Albanian Women

Rruga Pirro Bisha, Lagjia "Rilindja " Pall.1406, Vlore

Tel. +355 3327509

Fax. +355 3327509

Mail: QPS-Vatra @aul.sanx.net

The Hearth-Psycho-Social Centre

Lagjia "1 Maji" Rruga Transballkanike, Vlore

Tel: +355 3323336 Fax: +355 3323336

Mail: Qvatra @icc-al.org

Women 2000

Mail: mfishka@icc-al.org

Women and Emigration

Rr. Mihal Grameno Sh.2 Ap.27, Tirana

Women in Development Association

Rr. Abdyl Frasherit. P.9 SHk.5 Ap.42, Tirana

Tel: +355 4 25 50 55

Fax: +355 4 25 50 55

Mail: jkatro@albmail.com/ j_katro@hotmail.com

Women Lawyers Association

Rr. Vellezerit Manastirliu P11Sh1 Ap 12, Tirana

Tel: +355 829751

Mail: juriste@women-center.tirana.al



*“ I had to work in sub-zero temperatures.
Take care of the cattle. Sleep in a freezing
stable. My fingers turned black because I couldn't
keep them warm.”*

Women's Advocacy Centre

Tel: +355 4 260 605

Fax: +355 4 260 605

Mail: avokatore@albmail.com

Women's Centre

RR. Reshit Collaku, P.O.Box 2418, Tirana

Tel: +355 4 255515

Fax: +355 4 255515

Mail: tina@women-center.tirana.al

Women's Legal Group

Rr.Myslym Shyri P54 Sh1 Ap3

Tel: +355 32149

II. Austria

National rapporteur and government agencies

Crisis Centre for Victims of Child Trafficking

Tel: +43 1 33134 20397

Mail: drehscheibe@ma11.wien.gv.at

Web: www.wien.gv.at/menschen/magelf

Federal Ministry of the Interior/Criminal Intelligence Service Austria

Central Service Combating Alien Smuggling and Trafficking
in Human Beings

Tel: +43 1 24836 85383

Fax: +43 1 24836 85394

Mail: humantrafficking@bmi.gv.at

Web: www.bmi.gv.at

Ministry for European and International Affairs

Ambassador Ms. Elisabeth Tichy-Fisslberger

Director General, National Coordinator on Combating Human Trafficking

Head of the Legal and Consular Section

Minoritenplatz 8, 1014 Vienna

Tel: +43 501150 3887

Mail: abtiv.4@bmeia.gv.at

Web: www.bmeia.gv.at

Human Trafficking Hotline

Tel: +43 1 24836 85383 (24/7)

Mail: humantrafficking@bmi.gv.at

III. Belgium

National rapporteur and government agencies

Centre for Equal Opportunities and Opposition to Racism

Rue Royale, 138, 1000 Brussels

Tel: +32 2 212 31 19

Mail: patricia.lecocq@cntr.be

Web: www.diversiteit.be

Immigration Service - FPS Home Affairs

Chaussée d'Anvers, 59 B, 1000 Brussels

Tel: +32 2 793 80 00

Mail: helpdesk.dvzoe@dofi.fgov.be

Website: www.dofi.fgov.be

Ministry of Justice

Porte de Hal, 5-8, 1060 Brussels

Tel: +32 2 542 74 20

Mail: jean-francois.minet@just.fgov.be

Web: www.politiquecriminelle.be

The Board of Prosecutors General, Federal Public Service Justice

Mail: secr.colpg@just.fgov.be

The Department of Criminal Police

Porte de Hal 5-8, Brussels

Tel: +32 2 542 74

Web: www.dsb-spc.be

NGOs and support centres

Caritas International

Rue de Pascale, 4-6, 1040 Brussels

Tel: +32 2 28 00 280

Mail: info@caritas-europa.org

Web: www.caritas-europa.org

Child Focus – Foundation for Missing and Exploited Children

Avenue Houba - de Strooper 292, 1020 Brussels

Tel: +32 2 475 44 11

Mail: site@childfocus.org

Web: www.childfocus.be

Churches' Commission for Migrants in Europe (CCME)

Ecumenical Centre, 174, Rue Joseph II, 1000 Brussels

Tel: +32 2 234 68 00

Mail: info@ccme.be

Web: www.ccme.be

ECPAT Belgium

Boulevard Paepsem, 20, 1070 Anderlecht

Tel: +32 2 522 63 23

Mail: info@ecpat.be

Web: www.ecpat.be

European Women's Lobby

Rue Hydraulique 18, 1210 Brussels

Tel: +32 2 217 90 20

Mail: ewl@womenlobby.org

Web: www.womenlobby.org

PAG-ASA

Cellebroersstraat 16, 1000 Brussels

Tel: +32 2 511 64 64

Mail: info@pag-asa.be

Web: www.pag-asa.be

Payoke

Leguit 4, 2000 Antwerp

Tel: +32 3 201 16 90

Mail: admin@payoke.be

Web: www.payoke.be

Samilia Foundation

Boulevard Brand Withlock 66, 1200 Brussels

Tel: +32 2 733 00 94

Mail: info@samiliafoundation.org

Web: www.samiliafoundation.org

Save the Children Alliance

Avenue des Arts 1, 1210 Brussels

Tel: +32 2 512 78 51

Mail: info@savethechildren.be

Web: www.savethechildren.net/brussels

Sürya

Rue Rouveroy 2, 4000 Liège

Tel: +32 4 232 40 30

Mail: info@asblsurya.be

Web: www.arca-asbl.org

Terre des Hommes Liaison Office with the European Union

Rue d'Edimbourg 26, 1050 Brussels

Tel: +32 2 893 09 51

Mail: brussels@terredeshommes.org

Web: www.terredeshommes.org

IV. Hungary

National rapporteur and government agencies

Hotline telephone number for victims of Domestic Violence or Trafficking

In Hungary: 06 80 20 55 20

Abroad: +36 80 20 55 20

Ministry of Interior

Anti-Trafficking Contact Point

Mail: thb@bm.gov.hu

Web: www.thb.kormany.hu

The Institute for Social Policy and Labour

Tüzér u. 33-35, 1134 Budapest

Tel: +36 1 237 67 00

Web: www.szmi.hu

NGOs and support centres

European Roma Rights Centre

Madách tér 4, 1074 Budapest

Tel: +36 1 4132200

Fax: +36 1 4132201

Mail: office@errc.org

Web: www.errc.org

Family Child Youth Association

Podmaniczky 75, 1064 Budapest

Tel: +36 1 225 3526

Mail: csagyi@csagyi.hu

Web: www.csagyi.hu

National rapporteur and government agencies

Luxembourg National Contact for Expertise in the Field Combating and Preventing of Trafficking in Human Beings

Police Grand-Ducale / Service de Police Judiciaire

Tel: +352 4997 6210

Fax: +352 4997 6229

Mail: spj.co@police.etat.lu

Ministry of Justice

Rue Erasme 13, 1348 Luxembourg

Tel: +352 247 84042

Mail: Sophie.Hoffmann@mj.etat.lu

Web: www.mj.public.lu

NGOs and support centres

Amnesty International a.s.b.l.

Rue des Etats-Unis 23, 1019 Luxembourg

Tel: +352 48 16 87

Fax: +352 48 36 80

Mail: info@amnesty.lu

Web: www.amnesty.lu

ASTI Luxembourg a.s.b.l.

Rue Auguste Laval 10-12, 1922 Luxembourg

Tel : +352 43 83 33 1

Mail: ensemble@asti.lu

Web: www.asti.lu

ECPAT Luxembourg a.s.b.l.

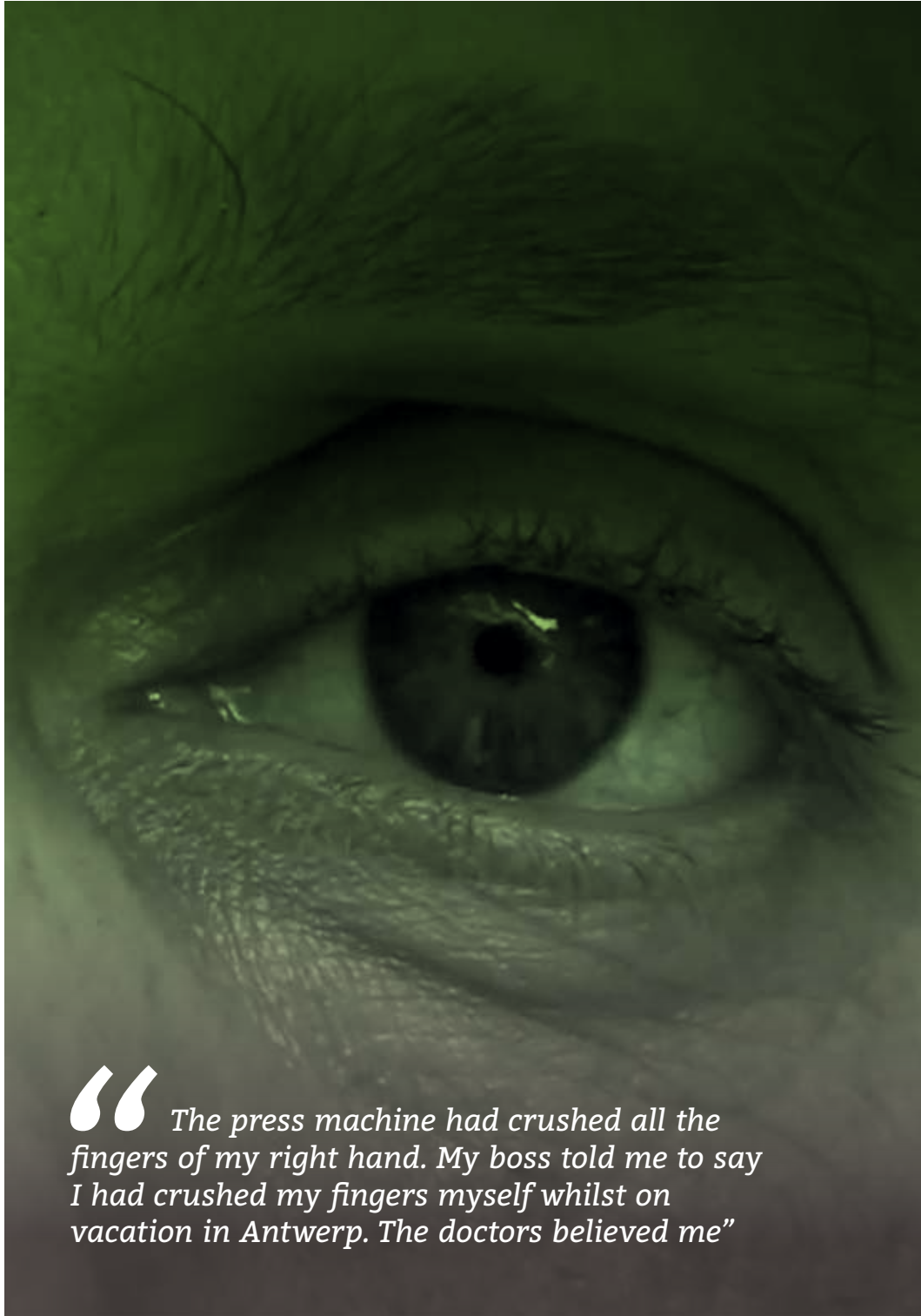
Rue des Bains 3, 1212 Luxembourg

Tel: +352 26 27 08 09

Fax: +352 26 20 06 22

Mail: ecpat-luxembourg@ecpat.lu

Web: www.ecpat.lu



“ *The press machine had crushed all the fingers of my right hand. My boss told me to say I had crushed my fingers myself whilst on vacation in Antwerp. The doctors believed me*”

Femmes en Détresse a.s.b.l

Rue de Bonnevoie 1, 1260 Luxembourg

Tel: +352 40 73 35

Mail: organisation@fed.lu

Web: www.fed.lu

VI. Moldova

National rapporteur and government agencies

Ministry of Labour, Social Protection and Family

Str. Vasile Alecsandri 1, 2009, Chisinau

Tel.: +373 22 26 93 01

Fax: +373 22 26 93 10

Mail: secretariat@mmpsf.gov.md

Web: www.mmpsf.gov.md

NGOs and support centres

International Women Rights Protection and Promotion Center

P.O. Box 259, 2012 Chisinau

Tel: +373 22 23 49 06

Fax: +373 22 23 49 07

Mail: office@lastrada.md

Web: www.lastrada.md

IOM Moldova

Str. 31 August 82, 2012 Chisinau

Tel: +373 2 232 940

Fax: +373 2 232 862

Mail: iomchisinau@iom.int

La Strada Moldova

PO Box 259, 2012 Chisinau

Tel.: +373 2 23 49 06

Fax: +373 2 23 49 07

Mail: Lsmoldova@ls.moldline.net

Médecins du Monde Moldova

Web: www.medecinsdumonde.org/gb/International/Moldova

VII.

Norway

National rapporteur and government agencies

Inter-ministerial Working Group against Human Trafficking

Chair: Ministry of Justice and Public Security

Akersgt 42, Oslo

Tel: +47 22 24 90 90

Mail: postmottak@jd.dep.no

Web: www.regjeringen.no

Norwegian Directorate of Immigration

Pb. 8108 Dep., 0032 Oslo

Tel: +47 23 35 15 00

Web: www.udi.no

NGOs and support centres

City Mission

Norbygt 45, 0190 Oslo

Tel: +47 22 05 28 80

Fax: +47 22 05 28 88

City Mission

Postboks 2676, St Hanshaugen, 0131 Oslo

Tel: +47 22 46 46 78

Fax: +47 22 46 22 75

City Mission – Albertine

Kongsgt. 48, 4012 Stavanger

Tel: +47 51 52 55 11

City Mission Bergen

Tel: +47 55 32 97 70

Fax: +47 55 32 97 71

Feminist Group Ottar

Postbox 4676, Torshov 0405, 0131 Oslo

Tel: +47 22 71 80 47 or +47 95 15 74 22

Mail: ottar@newmedia.no

Web: www.home.newmedia.no/~ottar

FOKUS

Storgt 11, 0155 Oslo

Tel: +47 23 01 03 00

IOM Norway

Skippergata 33, 0154 Oslo

Tel: +47 800 37484

Likestillingssentret

P.O Box 8049 Dep., 0031 Oslo

Tel: +47 22 24 25 71

National Resource and Social Service Centre: Pro Sentret

Tollbugata 24, 0157 Oslo

Tel: +47 23 10 02 15

Fax: +47 22 41 05 44

Mail: liv.jessen@gamle-oslo.oslo.kommune.no

Natthjemmet, Stiftelsen Kirkens Bymission

Box 2676, ST. Hanshaugen, 0131 Oslo

Tel: +47 22 46 46 78

Fax: +47 22 46 22 75

Mail: prostnat@online.no

Nordic Institute for Women's Studies and Gender Research

University of Oslo, P.O. Box 1156 Blindern, 0317 Oslo

Tel: +47 22 85 89 31

Fax: +47 22 85 89 50

Mail: jill.lewis@nikk.uio.no

Web: www.uio.no/forskning/forskningsomraadel

Oppsøkende avd KAIA-teamet

Postboks 818 Sentrum, 5807 Bergen

Tel: +47 55 31 71 70

PION

P.O Box. 6851 St Olavs plass, 0130 Oslo

Tel: +47 22 38 29 23

Red Cross

Postboks 1, Grønland, 0133 Oslo

Tel: +47 05003

Fax: +47 22 05 40 40

Mail: Post@redcross.no

Web: www.rodekors.no

ROSA Project

Storgata 11, 0155 Oslo

Tel: +47 223 311 60

Fax: +47 230 103 01

Mail: stopp.kvinnehandel@online.no

Web: www.nordicbaltic-assistwomen.net

Salvation Army

Kommandør T. I. Øgrims plass 4, 0165 Oslo

Tel: +47 22 99 85 00

Fax: +47 22 20 84 49

Mail: post@frelsesarmeen.no

Save the Children

Storgata 38, 0182 Oslo

Tel: +47 22 99 09 00

Mail: giverservice@reddbarna.no

Web: www.reddbarna.no



“ I work form 6 pm till 6 in the morning.
I don't know what city I'm in.
I don't have a passport.”

The Norwegian Association for Outreach Work With Youth

Postboks 26, 5838 Nygårdstangen

Tel: +47 97 58 96 88

Mail: post@losu.no

Web: www.losu.no

Women's Front of Norway/Kvinnefronten

Holsts gate 1, 0473 Oslo

Tel: +47 22376054

Mail: kvinnefronten@online.no

VIII. Portugal

National rapporteur and government agencies

Hotline against trafficking

Tel: 800 202 148

National Rapporteur for Trafficking in Human Beings

Commission for Citizenship and Gender Equality

Rua Ferreira Borges 69, 4050- 253 Porto

Tel: +351 222 074 370

Mail: cig@cig.gov.pt

Web: www.cig.gov.pt

Observatory on Trafficking in Human Beings

Director of the Observatory on Trafficking in Human Beings

Av. D. Carlos I, nº134, 6º, 1249-104 Lisbon

Tel: +351 21 391 33 11

Mail: otsh@otsh.mai.gov.pt

Web: www.otsh.mai.gov.pt

SOS Imigrante, hotline for all migrant situations

Tel: 808 257 257

NGOs and support centres

AMCV

Rua João Villaret nº 9, 1000-182 Lisbon

Tel: +351 21 3802160

Fax: +351 21 3802168

Mail: sede@amcv.org.pt

Web: www.amcv.org.pt

APAV - Serviços Centrais de Sede

Rua José Estêvão, 135 A, Pisos 1/2

1150-201 Lisbon

Tel: +351 21 358 79 00

Fax: +351 21 887 63 51

Mail: apav.sede@apav.pt

Web: www.apav.pt

Associação ComuniDária

City of Horta 14B Street, Room 8, 1000-102 Lisbon

Web: www.comunidaria.org/index.php

Associação “O Ninho”

Rua Luciano Cordeiro nº 59 4º, 1150-212 Lisbon

Tel: +351 213 530 273

Mail: geral@oninho.pt

Web: www.oninho.pt

Centro Anti-Violência

Tel: +351 21 3802165

Fax: +351 21 3802169

Mail: ca@amcv.org.pt

Comissão Nacional de Justiça e Paz (CAVITP)

Quinta do Cabeço, Porta D, 1885-076 Moscavide

Tel: +351 218 855 480

Fax: +351 218 855 475

Mail: comissaonjp@gmail.com

Web: www.ecclesia.pt

Conferência dos Institutos Religiosos de Portugal

Avenida 5 de Outubro, 156, 1050-062 Lisbon

Mail: secgeral.cirp@gmail.com

Web: www.cirp.pt

OIKOS - Cooperação e Desenvolvimento

Rua Visconde Moreira de Rey, nº 37

Linda-a-Pastora 2790-447 Queijas

Tel: +351 218 823 630

Fax: +351 218 823 635

Mail: oikos.sec@oikos.pt

Web: www.oikos.pt

Saúde em Português

Av. Elísio de Moura nº 417, 1º. E

3030-183 Coimbra

Tel: +351 239 702 723

Fax: +351 239 705 186

Mail: info@saudeportugues.org

Web: www.saudeportugues.org

Sede Central MDM

Av. Almirante Reis, 90, 7º A

1150-022 Lisbon

Tel: +351 218 153398

Fax: +351 218 138137

Mail: geral@mdm.org.pt

Web: www.mdm.org.pt

Serviço Jesuíta aos Refugiados

Rua 8 ao Alto do Lumiar, Lote 59, 1750-342 Lisbon

Tel: +351 217 552 790

Web: www.jrsportugal.pt

IX. Romania

National rapporteur and government agencies

Ministry of Interior and Administrative Reform

National Agency against Trafficking in Persons

6, Mihai Voda St., sector 5, Bucharest

Tel: +40 21 311 89 84

Mail: anitp@mira.gov.ro

Web: www.anitp.mira.gov.ro/en

NGOs and support centres

ADPARE

Str. Pop de Basesti nr. 49-51, Sc. 2 Ap. 11, Sector 2, Bucharest

Tel: +40 21 253 29 04

Fax: +40 21 253 29 04

Mail: adpare@adpare.eu

AIDROM

Str. Halmeu, nr. 12-14, Sector 2, CP021118, Bucharest

Tel: +40 21 212 48 68

Fax: +40 21 210 72 55

Mail: aidrom@gmail.com

Alternative Sociale

Str. Cuza Voda, nr. 8A, Sc. B demisol Iasi,

Str. Niculina, nr. 24 Bl. 949, Iasi.

Tel: +40 332 407 178

Fax: +40 332 407 179

Mail: office@alternativesociale.ro

Arad County Council - Centre for Assistance and Protection of the Victims of Trafficking in Persons

Tel: +40 257 210 055

Mail: dgpdc@arad.ro

ARCA

Str. Austrului, nr. 23, Sector 2, Bucharest

Tel: +40 21 252 73 57

Fax: +40 21 252 08 15

Mail: office@arca.org.ro

Artemis Cluj

Str. Renne, Descartes, nr. 6, Cluj Napoca

Tel: +40 264 598 155

Fax: +40 264 598 155

Mail: afiv-artemis@cluj.astral

Asociatia Nationala Mutuala România-Franta “Louis Pasteur”**Filiala Craiova**

Str. Sfintii Apostoli nr. 94, Craiova

Tel: +40 351432 042

Fax: +40 351432 042

Mail: anmrf_craiova@yahoo.com

Asociatia Nationala Mutuala România-Franta “Louis Pasteur”**Filiala Braila**

Sediul General - Str. Împaratul Traian nr. 7, Braila

Sediul Social - str. Plevna nr. 12, Bl. A5, Ap. 6, Braila

Tel: +40 239 612 074

Fax: +40 239 631 730

Mail: anmrf_braila@yahoo.com

Betania Bacau

Str. Nordului, Nr. 19 Bis, Bacau

Tel: +40 234 206 016

Fax: +40 234 206 017

Mail: office@asociatiabetania.ro, george@asociatiabetania.ro

Bethany Social Services Foundation

Filiala Bucuresti

Str. Biserica Amzei, nr. 29, et. 3, sector 1, Bucharest, cod 010393

Tel: +40 21 313 5675

Fax: +40 21 313 5674

Botosani County Council - Centre for assistance and protection of the victims of trafficking in persons

Tel: +40 231 537 993

Mail: dgaspcbt@yahoo.com

Caritas Bucuresti

Str. Gh. Pripu nr. 22-36, Sector 1, Bucharest

Tel: +40 21 233 21 35

Fax: +40 21 233 21 36

Mail: office@caritasbucuresti.org.com

Center for Equal Partnership

Bd. Natiunile Unite nr.4, bl. 106, sc.A, ap. 11, sector 5, Bucharest

Mail: info@cpe.ro

Centre for assistance and protection of the victims of trafficking in persons

Tel: +40 256 282 320

Mail: office@generatietanara.ro

Web: www.generatietanara.ro/en/

Centrul „Ratiu” Pentru Democratie

Pta 1 Dec. 1918, nr. 1, Turda, Cluj

Tel: +40 264 317 555

Fax: +40 264306 350

Mail: office@ratiudemocracycenter.org

Web: www.ratiudemocracycenter.org

Centrul Român Pentru Copii Disparuti Si Exploatati Sexual - Focus

Str. Biserica Amzei nr. 29, Et III., Sector 1, Bucharest

Tel: +40 21 310 31 16

Fax: +40 21 312 71 16

Mail: focus@copiidisparuti.ro

Community Support Foundation

Str. Marasti nr. 32 bis, Bacau

Tel: +40 0234 585658

Fax: +40 0234 585658

Mail: fsc@fsc.ro

Conexiuni Deva

Bl. Dorobanti, Bl. 25 ap.12, Deva

Tel: +40 254 232 120

Fax: +40 254 232 120

Mail: social@fundatiaconexiuni.ro

EuroDEMOS

Str.Pacurari, nr. 20, bl. 4, parter, cod 700511, Iasi

Tel: +40 332 803 634

Mail: eurodemos@yahoo.com

Web: www.eurodemos.org

Filiala Timisoara

Calea Dorobantilor, nr. 4, Cod 300298

Tel: +40 256 4909 4031

Fax: +40 256 49 943

Filiala Iasi

Str Varianta Uzinei, nr. 1, cod 700013

Tel: +40 23227 98 56

Fax: +40 232 27 85 35

Fundatia Columna

Str. Mihai Viteazu nr. 32, Piatra Neamt

Tel: +40 233 497 942

Fax: +40 233 497 942

Mail: fundatiacolumnaneamt@gmail.com

Fundatia Filantropia Timisoara

Bl. C.D. Loga, nr. 7, Timisoara

Tel: +40 256 309 588

Fax: +40 356 801 673

Mail: mitropoliabanatului@yahoo.com

Fundatia Internationala Pentru Copil si Familie

Str. Occidentului nr. 44, Sector 1, CP010982, Bucharest

Tel: +40 21 318 85 81

Fax: +40 21 311 23 05

Mail: office@ficf-romania.ro

Web: www.ficf-romania.ro

Fundatia „Sos Copiii Gorjului”

Str. Tudor Vladimirescu, nr. 75, Târgu Jiu, Jud. Gorj.

Tel: +40 253 216 772

Fax: +40 253 217 061

Mail: soscgorj@yahoo.fr

Galati County Council - Centre for assistance and protection of the victims of trafficking in persons

Tel: +40 236 311 086

Mail: dgaspc_gl@yahoo.com

Generatie Tânara

Str. Molidului, nr. 8, Timisoara

Tel: +40 256 282 320

Fax: +40 256 215 659

Mail: office@generatietanara.ro

Iasi County Council - Centre for assistance and protection of the victims of trafficking in persons

Tel: +40 232 477 731

Mail: dasiasi@iasi.rdsmail.ro

ILO-IPEC

Intrarea Cristian Popiateanu, nr. 1-3, sector 1, Bucharest

Tel: +40 21 313 29 65

Fax: +40 21 312 52 72

Mail: patrick@yahoo.com

Liberare

Web: www.eliberare.com

Mehedinti County Council - Centre for assistance and protection of the victims of trafficking in persons

Tel: +40 252 324 460

Mail: dgaspcmehedinti@yahoo.com

People to People Foundation

str. Republicii nr. 36, 410159 Oradea

Tel: +40 359411700

Fax: +40 359411700

Mail: nicugal@people2people.ro

Web: www.people2people.ro/index.php

Pro Refugiu Association

Calea Crangasi, nr. 56, sector 6, Bucharest

Tel: +40 732 623 218

Mail: office@prorefugiu.org

Web: www.prorefugiu.org

“Reaching Out”

Str. Câmpineanu Bl. 2, Sc. C, ap. 14, Pitesti, Arges

Tel: +40 248 290 686

Fax: +40 248 290 686

Mail: reachingoutrom@yahoo.com

Romanian Association Against AIDS

Piata Presei Libere 1, corp B2, et. III, ap. 323, Sector 1, 013701, Bucharest

Tel: +40 21 210 07 71

Fax: +40 21 210 82 51

Mail: aras@arasnet.ro

Web: www.arasnet.ro

Save The Children România

Intrarea Stefan Furtuna nr. 3, Sector 1, Bucharest

Tel: +40 21 316 61 76

Fax: +40 21 312 44 86

Mail: rosc@salvaticopiii.ro

Scop Timisoara

Str. Milcov nr. 4, Bl. 10, ap. 6, Timisoara

Tel: +40 256 293 176

Fax: +40 256 293 176

Mail: scopro@mail.dnttm.ro

SatuMare County Council - Centre for assistance and protection of the victims of trafficking in persons

Tel: +40 261 768 077

Mail: djpc@cjsm.ro

The National Authority for the Protection of the Children’s Rights

Tel: +40 213 100 789

Mail: office@anpca.ro

World Vision România

Str. Rotasului, nr. 7, Sector 1, Bucharest

Tel: +40 21 222 91 01

Fax: +40 21 224 29 72

Mail: rom_office@wvi.org

National rapporteur and government agencies

Ministry of Integration and Gender Equality

Tel: +46 8 405 10 00

Web: www.sweden.gov.se/sb/d/8366

National Coordinator against Prostitution and Trafficking

County Administrative Board of Stockholm

Contact: Patrik Cederlöf

Tel: +46 8 785 40 20

Mail: patrik.cederlof@lansstyrelsen.se

National Rapporteur

Kajsa Wahlberg

National Police Board

P.O. 12256, SE- 10226 Stockholm

Tel: +46 8 401 4687

Mail: wahlberg@polisen.se

Web: www.polisen.se/en/english/startpage/

The Crime Victim Compensation and Support Authority

Box470, 901 09 UMEÅ

Tel: +46 90 70 82 00

Mail: registrator@brottsoffermyndigheten.se

Web: www.brottsoffermyndigheten.se

NGOs and support centres

ECPAT Sweden

S-111 48 Stockholm

Tel: +46 8 611 99 34

Mail: info@ecpat.se

Web: www.ecpat.se



“ *The evil spirit has made me sick.
But I won't go to the doctor, because I fear the
spirit will also make my family sick.*”

Nationellt centrum för kvinnofrid (NCK)

Akademiska sjukhuset, 751 85 Uppsala

Tel: +46 2 050 50 50

Mail: info@nck.uu.se

Web: www.nck.uu.se

Save the Children Sweden

107 88 Stockholm

Tel: +46 8 698 90 00

Mail: info@rb.se

Web: www.savethechildren.se

Terrafem

Box 891, 101 37 Stockholm

Tel: +46 2 052 10 10

Mail: info@terrafem.org

Web: www.terrafem.org

XI. The Netherlands

National rapporteur and government agencies

Dutch National Rapporteur on Trafficking in Human Beings

Schedeldoekshaven 131, 2511 EM The Hague

Tel: +31 70 370 45 14

Mail: secretariaat@bnrm.nl

Web: www.english.bnrm.nl

Ministry of Security and Justice

Postbus 20301, 2500 EH The Hague

Tel: +31 70 3 70 79 11

Web: www.government.nl/ministries/venj

NGOs and support centres

Comensha (Coordinating Centre for Human Trafficking)

Johan van Oldenbarneveltlaan 34-36, 3818 HB Amersfoort

Tel: +31 33 4481186

Web: www.comensha.nl

Defence for Children-ECPAT Netherlands

Hooglandse Kerkgracht 17 G, 2312 HS Leiden

Tel: +31 71 516 09 80

Mail: info@defenceforchildren.nl

Web: www.ecpat.nl

Dutch Foundation of Religious Against Trafficking in Women

Sint Janssingel 92, 5211 DA 's-Hertogenbosch

Tel: +31 73 615 44 44

Mail: srtv@srtv.info

Web: www.srtv.info

Equator Foundation

Nienoord 5, 1112 XE Diemen
Tel: +31 20 840 76 76
Fax: +31 20 625 35 89
Mail: info@equatorfoundation.nl
Web: www.equatorfoundation.nl/en/

Foundation Federation of Shelters

Regenteselaan 31, Amersfoort
Tel: +31 33 461 50 29
Hotline: +31 33 448 11 86
Mail: lastrada@opvang.nl
Web: www.opvang.nl

La Strada International

De Wittenstraat 25, 1052 AK Amsterdam
Tel: +31 20 6881414
Web: www.lastradainternational.org

Fairwork

Web: www.fairwork.nu

Fier Fryslan

Holstmeerweg 1, 8936 AS Leeuwarden
Web: www.fierfryslan.nl/pages/home.aspx

HVO Querido

Wibautstraat 133 d, 1097 DN Amsterdam
Tel: +31 20 561 90 90
Fax: +31 20 561 90 91
Mail: info@hvoquerido.nl
Web: www.hvoquerido.nl

Scharlaken Koord

Web: www.totheildesvolks.nl/en/scharlaken-koord/home.html

Toevluchtsoord

Antillenstraat 9, 9714 JT Groningen
Tel: +31 50 31 80 741
Mail: info@toevluchtsoord.nl
Web: www.toevluchtsoord.nl

Prostitutie en Gezondheidscentrum 292

Nieuwezijds Voorburgwal 292, 1012 RT Amsterdam
Tel: +31 20 531 86 00
Fax: +31 20 531 86 01
Web: www.pg292.nl

Nederlands Rode Kruis

Leeghwaterplein 27, 2521 CV The Hague
Tel: +31 70 44 55 678
Fax: +31 70 44 55 777
Mail: service@redcross.nl
Web: www.rodekruis.nl

Not For Sale

Oudezijds Voorburgwal 63, 1012 EK Amsterdam
Tel: +31 618 384 101
Web: www.notforsalecampaign.org

Slachtofferhulp

Web: www.slachtofferhulp.nl

Vluchtelingenwerk Nederland

Surinameplein 122, 1058 GV Amsterdam
Mail: info@vluchtelingenwerk.nl
Web: www.vluchtelingenwerk.nl

XII.

United Kingdom

National rapporteur and government agencies

Home Office

OFCU, OIC Team

2 Marsham Street, London SW1P 4DF

Tel: +44 20 7035 4848

Mail: public.enquiries@homeoffice.gsi.gov.uk

Web: www.homeoffice.gov.uk

NCA - National Crime Agency

1-7 Old Queen Street , London SW1H 9HP

Web: www.nationalcrimeagency.gov.uk

The Gangmasters Licensing Authority

PO Box 8538 , Nottingham, NG8 9AF

Tel: +44 845 602 5020

Mail: enquiries@gla.gsi.gov.uk

Web: www.gla.gov.uk

UK Human Trafficking Centre

Tel: +44 114 252 3891

Mail: UKHTC_Admin@southyorks.pnn.police.uk

Web: www.ukhtc.org

NGOs and support centres

AFRUCA - Africans Unite Against Child Abuse

Unit 3D/F Leroy House, 436 Essex Road, London N1 3QP

Tel: +44 844 660 8607

Web: www.afruca.org

Amnesty International - International Secretariat

1 Easton street, London WC1X 0DW

Tel: +44 20 74135500

Web: www.amnesty.org/en

Anti-slavery International

Thomas Clarkson House
The Stableyard, Broomgrove Road, London SW9 9TL
Tel: +44 20 7501 8920
Mail: info@antislavery.org
Web: www.antislavery.org

Barnardo's

Tanners Lane, Barkingside, Ilford, Essex
Tel: +44 208 550 8822
Fax: +44 208 551 6870
Web: www.barnardos.org.uk

BAWSO Cardiff - Head Office

9, Cathedral Road, CF11 9HA, Cardiff
Tel: +44 29 20644 633
Fax: +44 29 20644 588
Mail: Info@bawso.org.uk
Web: www.bawso.org.uk

Bristol Counter-Trafficking Coalition

Easton Community Centre
Kilburn Street
Bristol, Avon BS5 6AW
Tel: +44 117 954 1409
Mail: info@migrantrightscentre.org.uk
Web: www.migrantrightscentre.org.uk

Child Exploitation and Online Protection Centre

33 Vauxhall Bridge Road, London SW1V 2WG
Tel: +44 870 000 3344
Web: www.ceop.police.uk

Dalit Freedom Network

DFN UK, PO Box 24, Oswestry
Tel: +44 1691 776709
Mail: info@dfn.org.uk
Web: www.dfn.org.uk

ECPAT UK

Grosvenor Gardens House
35 – 37 Grosvenor Gardens
London SW1W 0BS
Tel: +44 207 233 9887
Fax: +44 207 233 9869
Mail: info@ecpat.org.uk
Web: www.ecpat.org.uk

Helen Bamber Foundation

5, Museum House
25 Museum Street
London WC1A 1JT
Tel: +44 20 7631 4492
Fax: +44 20 7631 4493
Web: www.helenbamber.org

International Organisation for Migration (IOM)

11 Belgrave Road, London SW1V 1RB
Tel: +44 20 7811 6011
Fax +44 20 7811 6043
Mail: help@nspcc.org.uk
Web: www.iomuk.org

Kalayaan

St Francis of Assisi Community Centre
13 Hippodrome Place, London W11 4SF
Tel: +44 207 243 2942
Fax: +44 207 792 3060
Web: www.kalayaan.org.uk

Colophon

Human Trafficking: What to do? A Directory of European Hotlines and Information Points about Human Trafficking.

Project: “Joint efforts of Police and Health Authorities in the EU-Member States and Third Countries to Combat and Prevent Trafficking in Human Beings and Protect and Assist Victims of Trafficking” (HOME/2010/ISEC/AG/062).

NGO Payoke

Leguit 4
2000 Antwerp
Belgium
www.payoke.be

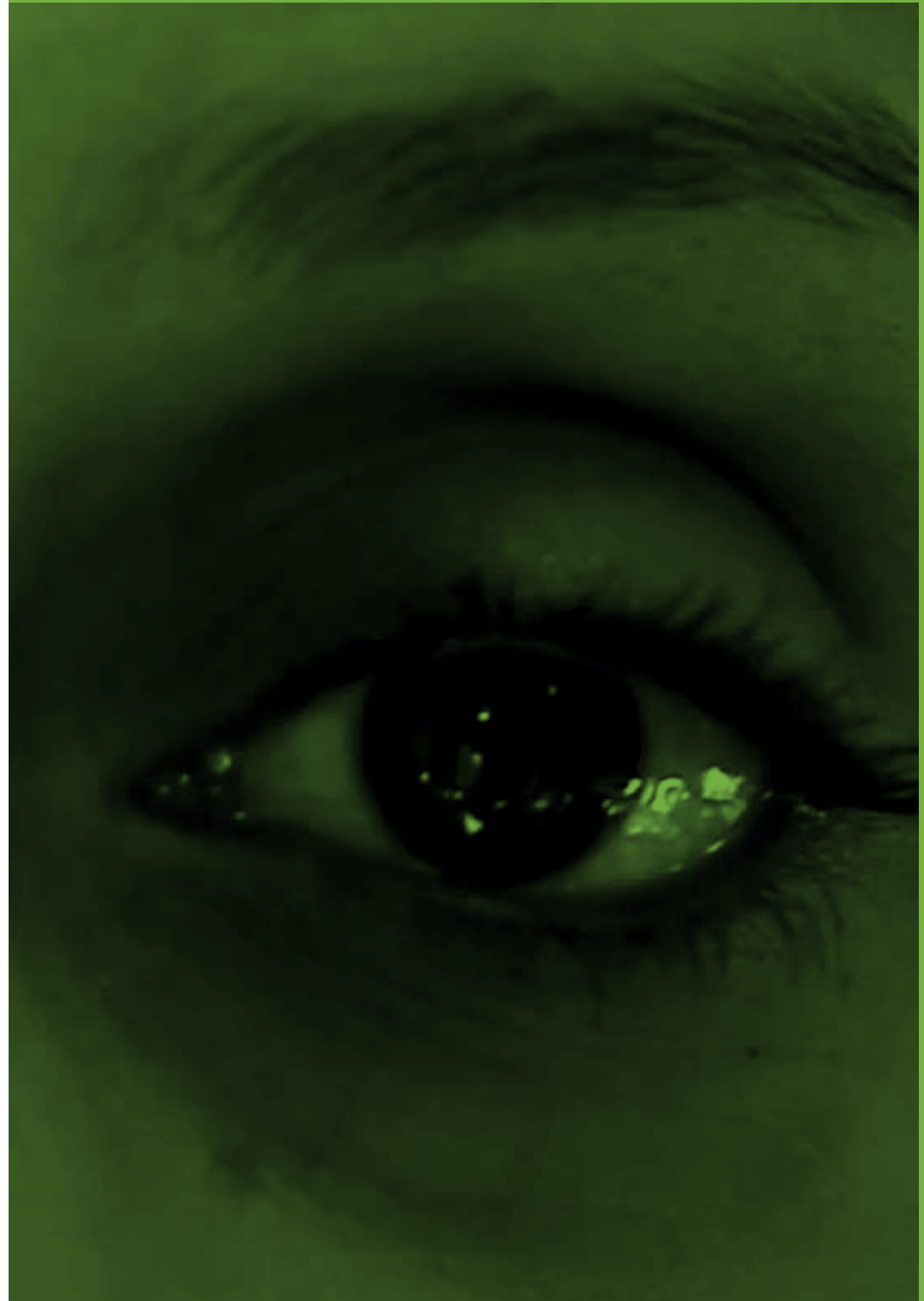
Danube University of Krems

Doktor-Karl-Dorrek-Straße 30
3500 Krems an der Donau
Austria
www.donau-uni.ac.at

Production: Payoke
Graphic Design: Sharon Neiryneck
Printing: Nevelland

ISBN: 9789081243445

© 2014, Payoke / Danube University Krems



Trafficking in Human beings is widespread. Forced labour, sexual exploitation and child labour are an ongoing reality for many people around the globe. Every year children, women and men fall into the hands of traffickers, whether it be within their own countries or abroad. Almost every country in the world is affected by such activities and the trade is highly lucrative. Therefore, combating Trafficking in Human beings calls for enhanced cooperation among countries, professionals and all actors in the field.

We hope that this Directory of Hotlines will provide those who come in daily contact with the victims – law enforcement officials, healthcare professionals, social workers and border guards – with an indispensable tool needed to combat human trafficking, as well as enable them to provide better assistance, medical protection and victim support with the help of pocket cards and the Guide for Professionals.



With financial support from
the Prevention of and Fight against Crime programme
of the European Union, European Commission
– Directorate General Home Affairs

This publication reflects the views only of the authors,
and the European Commission cannot be held responsible
for any use which may be made of the information contained therein.