




# Human Trafficking: WHAT TO DO?

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

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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.

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# 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.

**P**ayoke 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](http://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](mailto: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](mailto: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](mailto: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](mailto:different&equal@icc-al.org)

Web: [www.differentandequal.org](http://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](http://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](mailto:humantrafficking@bmi.gv.at)

Web: [www.bmi.gv.at](http://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](mailto:abtiv.4@bmeia.gv.at)

Web: [www.bmeia.gv.at](http://www.bmeia.gv.at)

### **Human Trafficking Hotline**

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

Mail: [humantrafficking@bmi.gv.at](mailto:humantrafficking@bmi.gv.at)



## NGOs and support centres

### **Caritas Kärnten**

Sandwirtgasse 2, 9010 Klagenfurt  
Tel: +43 463 555600  
Fax: +43 463 55560 30  
Mail: [direktion@caritas-kaernten.at](mailto:direktion@caritas-kaernten.at)

### **ECPAT Austria**

Alserstrasse 21/5, 1080 Vienna  
Tel: +43 1 293 16 66  
Mail: [info@ecpat.at](mailto:info@ecpat.at)  
Web: [www.ecpat.at](http://www.ecpat.at)

### **Footprint für Betroffene des Frauenhandels**

Tel: +43 1 920 85 86  
Mail: [office@footprint.or.at](mailto:office@footprint.or.at)  
Web: [www.footprint.or.at](http://www.footprint.or.at)

### **Herzwerk Wien**

Mail: [herzwerk.office@gmail.com](mailto:herzwerk.office@gmail.com)  
Web: [www.herzwerk-wien.com](http://www.herzwerk-wien.com)

### **IBF -Intervention Centre for Victims of Trafficking in Women**

Floragasse 7a/7, 1040 Vienna  
Tel: +43 1 796 92 98  
Mail: [ibf@lefoe.at](mailto:ibf@lefoe.at)  
Web: [www.lefoe.at](http://www.lefoe.at)

### **IOM Österreich**

#### **(IOM - International Organization for Migration in Austria)**

Nibelungengasse 13/4, 1010 Vienna  
Tel: +43 1 585 33 22  
Web: [www.iomvienna.at](http://www.iomvienna.at)

### **Ludwig Boltzmann Institute of Human Rights**

Freyung 6, 1. Hof, Stiege II (Schottenstift), 1010 Vienna  
Tel: +43 1 4277 27420  
Mail: [bim.staatsrecht@univie.ac.at](mailto:bim.staatsrecht@univie.ac.at)  
Web: [www.bim.lbg.ac.at](http://www.bim.lbg.ac.at)

### **Ngo EXIT - Organization to combat human trafficking from Africa**

Florisdusgasse 50/2/2, 1210 Vienna  
Tel: +43 650330 8521  
Mail: [office@ngoexit.org](mailto:office@ngoexit.org)  
Web: [www.ngoexit.org](http://www.ngoexit.org)

### **Salvatorianerinnen**

Seuttergasse 6, 1130 Vienna  
Tel: +43 1 87844 6311  
Mail: [provinz.leitung@salvatorianerinnen.at](mailto:provinz.leitung@salvatorianerinnen.at)  
Web: [www.salvatorianerinnen.at](http://www.salvatorianerinnen.at)

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# 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](mailto:patricia.lecocq@cntr.be)

Web: [www.diversiteit.be](http://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](mailto:helpdesk.dvzoe@dofi.fgov.be)

Website: [www.dofi.fgov.be](http://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](mailto:jean-francois.minet@just.fgov.be)

Web: [www.politiquecriminelle.be](http://www.politiquecriminelle.be)

### The Board of Prosecutors General, Federal Public Service Justice

Mail: [secr.colpg@just.fgov.be](mailto: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](http://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](mailto:info@caritas-europa.org)

Web: [www.caritas-europa.org](http://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](mailto:site@childfocus.org)

Web: [www.childfocus.be](http://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](mailto:info@ccme.be)

Web: [www.ccme.be](http://www.ccme.be)

**ECPAT Belgium**

Boulevard Paepsem, 20, 1070 Anderlecht

Tel: +32 2 522 63 23

Mail: [info@ecpat.be](mailto:info@ecpat.be)

Web: [www.ecpat.be](http://www.ecpat.be)

**European Women's Lobby**

Rue Hydraulique 18, 1210 Brussels

Tel: +32 2 217 90 20

Mail: [ewl@womenlobby.org](mailto:ewl@womenlobby.org)

Web: [www.womenlobby.org](http://www.womenlobby.org)

**PAG-ASA**

Cellebroersstraat 16, 1000 Brussels

Tel: +32 2 511 64 64

Mail: [info@pag-asa.be](mailto:info@pag-asa.be)

Web: [www.pag-asa.be](http://www.pag-asa.be)

**Payoke**

Leguit 4, 2000 Antwerp

Tel: +32 3 201 16 90

Mail: [admin@payoke.be](mailto:admin@payoke.be)

Web: [www.payoke.be](http://www.payoke.be)

**Samilia Foundation**

Boulevard Brand Withlock 66, 1200 Brussels

Tel: +32 2 733 00 94

Mail: [info@samiliafoundation.org](mailto:info@samiliafoundation.org)

Web: [www.samiliafoundation.org](http://www.samiliafoundation.org)

**Save the Children Alliance**

Avenue des Arts 1, 1210 Brussels

Tel: +32 2 512 78 51

Mail: [info@savethechildren.be](mailto:info@savethechildren.be)

Web: [www.savethechildren.net/brussels](http://www.savethechildren.net/brussels)

**Sürya**

Rue Rouveroy 2, 4000 Liège

Tel: +32 4 232 40 30

Mail: [info@asblsurya.be](mailto:info@asblsurya.be)

Web: [www.arca-asbl.org](http://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](mailto:brussels@terredeshommes.org)

Web: [www.terredeshommes.org](http://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](mailto:thb@bm.gov.hu)

Web: [www.thb.kormany.hu](http://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](http://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](mailto:office@errc.org)

Web: [www.errc.org](http://www.errc.org)

### Family Child Youth Association

Podmaniczky 75, 1064 Budapest

Tel: +36 1 225 3526

Mail: [csagyi@csagyi.hu](mailto:csagyi@csagyi.hu)

Web: [www.csagyi.hu](http://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.**

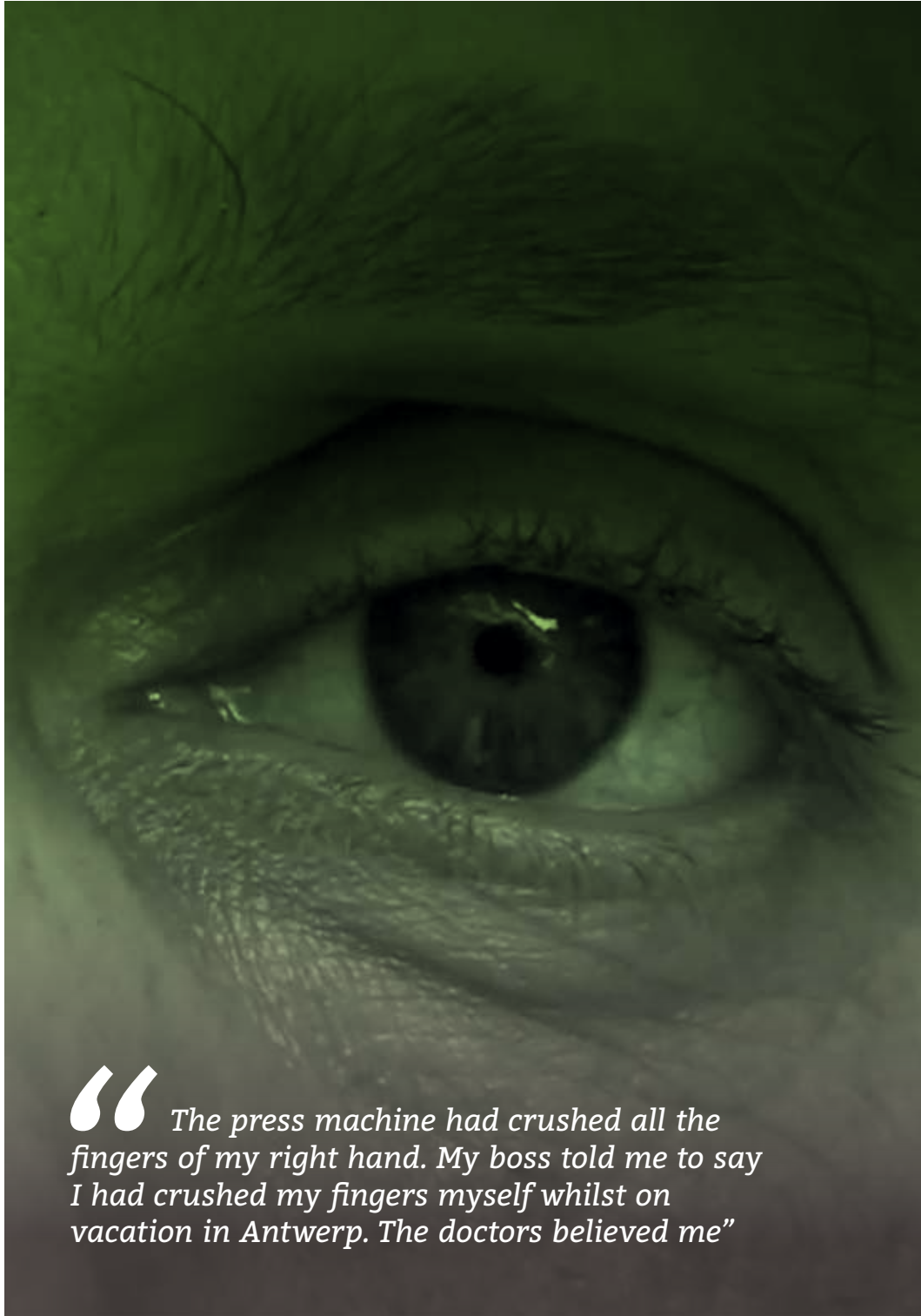
Rue des Bains 3, 1212 Luxembourg

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](mailto:organisation@fed.lu)

Web: [www.fed.lu](http://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](mailto:secretariat@mmpsf.gov.md)

Web: [www.mmpsf.gov.md](http://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](mailto:office@lastrada.md)

Web: [www.lastrada.md](http://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](mailto: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](mailto:Lsmoldova@ls.moldline.net)

### Médecins du Monde Moldova

Web: [www.medecinsdumonde.org/gb/International/Moldova](http://www.medecinsdumonde.org/gb/International/Moldova)



**National Center for Child Abuse Prevention**

Calea Iesilor street 61/2, 2069 Chisinau  
Tel: +373 22 75 88 06  
Fax: +373 22 74 83 78  
Mail: office@cnpac.org.md, ajutauncopil@cnpac.org.md

**National Council of Women**

Bd. Stefan cel Mare 134, PO Box 23, 2012 Chisinau  
Tel: +373 2 56 16 26  
Fax: +373 2 23 43 40  
Mail: ceneфе@mailcity.com

**NGO Interaction**

Zelinsky str., 3300 Tiraspol  
Tel: +373 533 89977  
Fax: +373 533 89977  
Mail: interaction2002@mail.ru ,interaction@riseup.net

**OSCE Mission to Moldova**

Tel: +373 22 887812  
Fax: +373 22 223496  
Mail: eugenia.benigni@osce.org

**Save the Children SCM**

Constantin Stere St., 2009 Chisinau  
Tel: +373 2 232 582  
Fax: +373 2 232 582  
Mail: salcop@moldnet.md  
Web: www.scm.ngo.moldnet.md

**Terre des Hommes Moldova**

Str. Nicolae Iorga, Nr. 6, ap. 3, 2009, Chisinau  
Tel: +373 22 23 80 39  
Fax: +373 22 23 85 77  
Mail: office@tdh-moldova.md

**Women’s Organisation of Moldova “Civic Initiative”**

Chisinau St. P. Zadnipru 3/1, 2044 Chisinau  
Tel: +373 499783  
Fax: +373 331303  
Mail: irina@womci.mldnet.com

A vertical stack of 18 horizontal green lines, serving as a form for additional information.

# 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](mailto:postmottak@jd.dep.no)

Web: [www.regjeringen.no](http://www.regjeringen.no)

### Norwegian Directorate of Immigration

Pb. 8108 Dep., 0032 Oslo

Tel: +47 23 35 15 00

Web: [www.udi.no](http://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](mailto:ottar@newmedia.no)

Web: [www.home.newmedia.no/~ottar](http://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](mailto: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](mailto: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](mailto:jill.lewis@nikk.uio.no)

Web: [www.uio.no/forskning/forskningsomraadel](http://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](mailto:Post@redcross.no)

Web: [www.rodekors.no](http://www.rodekors.no)

**ROSA Project**

Storgata 11, 0155 Oslo

Tel: +47 223 311 60

Fax: +47 230 103 01

Mail: [stopp.kvinnehandel@online.no](mailto:stopp.kvinnehandel@online.no)

Web: [www.nordicbaltic-assistwomen.net](http://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](mailto:post@frelsesarmeen.no)

**Save the Children**

Storgata 38, 0182 Oslo

Tel: +47 22 99 09 00

Mail: [giverservice@reddbarna.no](mailto:giverservice@reddbarna.no)

Web: [www.reddbarna.no](http://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](mailto:post@losu.no)

Web: [www.losu.no](http://www.losu.no)

**Women's Front of Norway/Kvinnefronten**

Holsts gate 1, 0473 Oslo

Tel: +47 22376054

Mail: [kvinnefronten@online.no](mailto: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](mailto:cig@cig.gov.pt)

Web: [www.cig.gov.pt](http://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](mailto:otsh@otsh.mai.gov.pt)

Web: [www.otsh.mai.gov.pt](http://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](mailto:sede@amcv.org.pt)

Web: [www.amcv.org.pt](http://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 Qoutubro, 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](mailto:anitp@mira.gov.ro)

Web: [www.anitp.mira.gov.ro/en](http://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](mailto: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](mailto: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](mailto: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](mailto: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**

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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

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Fax: +40 232 27 85 35

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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”**

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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**

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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](http://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](mailto:patrik.cederlof@lansstyrelsen.se)

### National Rapporteur

Kajsa Wahlberg

National Police Board

P.O. 12256, SE- 10226 Stockholm

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Mail: [wahlberg@polisen.se](mailto:wahlberg@polisen.se)

Web: [www.polisen.se/en/english/startpage/](http://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](mailto:registrator@brottsoffermyndigheten.se)

Web: [www.brottsoffermyndigheten.se](http://www.brottsoffermyndigheten.se)

## NGOs and support centres

### ECPAT Sweden

S-111 48 Stockholm

Tel: +46 8 611 99 34

Mail: [info@ecpat.se](mailto:info@ecpat.se)

Web: [www.ecpat.se](http://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](mailto:info@nck.uu.se)

Web: [www.nck.uu.se](http://www.nck.uu.se)

**Save the Children Sweden**

107 88 Stockholm

Tel: +46 8 698 90 00

Mail: [info@rb.se](mailto:info@rb.se)

Web: [www.savethechildren.se](http://www.savethechildren.se)

**Terrafem**

Box 891, 101 37 Stockholm

Tel: +46 2 052 10 10

Mail: [info@terrafem.org](mailto:info@terrafem.org)

Web: [www.terrafem.org](http://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](mailto:secretariaat@bnrm.nl)

Web: [www.english.bnrm.nl](http://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](http://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](http://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](mailto:info@defenceforchildren.nl)

Web: [www.ecpat.nl](http://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](mailto:srtv@srtv.info)

Web: [www.srtv.info](http://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](mailto:public.enquiries@homeoffice.gsi.gov.uk)

Web: [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

### NCA - National Crime Agency

1-7 Old Queen Street , London SW1H 9HP

Web: [www.nationalcrimeagency.gov.uk](http://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](mailto:enquiries@gla.gsi.gov.uk)

Web: [www.gla.gov.uk](http://www.gla.gov.uk)

### UK Human Trafficking Centre

Tel: +44 114 252 3891

Mail: [UKHTC\\_Admin@southyorks.pnn.police.uk](mailto:UKHTC_Admin@southyorks.pnn.police.uk)

Web: [www.ukhtc.org](http://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](http://www.afruca.org)

### Amnesty International - International Secretariat

1 Easton street, London WC1X 0DW

Tel: +44 20 74135500

Web: [www.amnesty.org/en](http://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](mailto:info@antislavery.org)  
Web: [www.antislavery.org](http://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](http://www.barnardos.org.uk)

**BAWSO Cardiff - Head Office**

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Tel: +44 29 20644 633  
Fax: +44 29 20644 588  
Mail: [Info@bawso.org.uk](mailto:Info@bawso.org.uk)  
Web: [www.bawso.org.uk](http://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](mailto:info@migrantrightscentre.org.uk)  
Web: [www.migrantrightscentre.org.uk](http://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](http://www.ceop.police.uk)

**Dalit Freedom Network**

DFN UK, PO Box 24, Oswestry  
Tel: +44 1691 776709  
Mail: [info@dfn.org.uk](mailto:info@dfn.org.uk)  
Web: [www.dfn.org.uk](http://www.dfn.org.uk)

**ECPAT UK**

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London SW1W 0BS  
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Fax: +44 207 233 9869  
Mail: [info@ecpat.org.uk](mailto:info@ecpat.org.uk)  
Web: [www.ecpat.org.uk](http://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](http://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](mailto:help@nspcc.org.uk)  
Web: [www.iomuk.org](http://www.iomuk.org)

**Kalayaan**

St Francis of Assisi Community Centre  
13 Hippodrome Place, London W11 4SF  
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Web: [www.kalayaan.org.uk](http://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**

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2000 Antwerp  
Belgium  
[www.payoke.be](http://www.payoke.be)

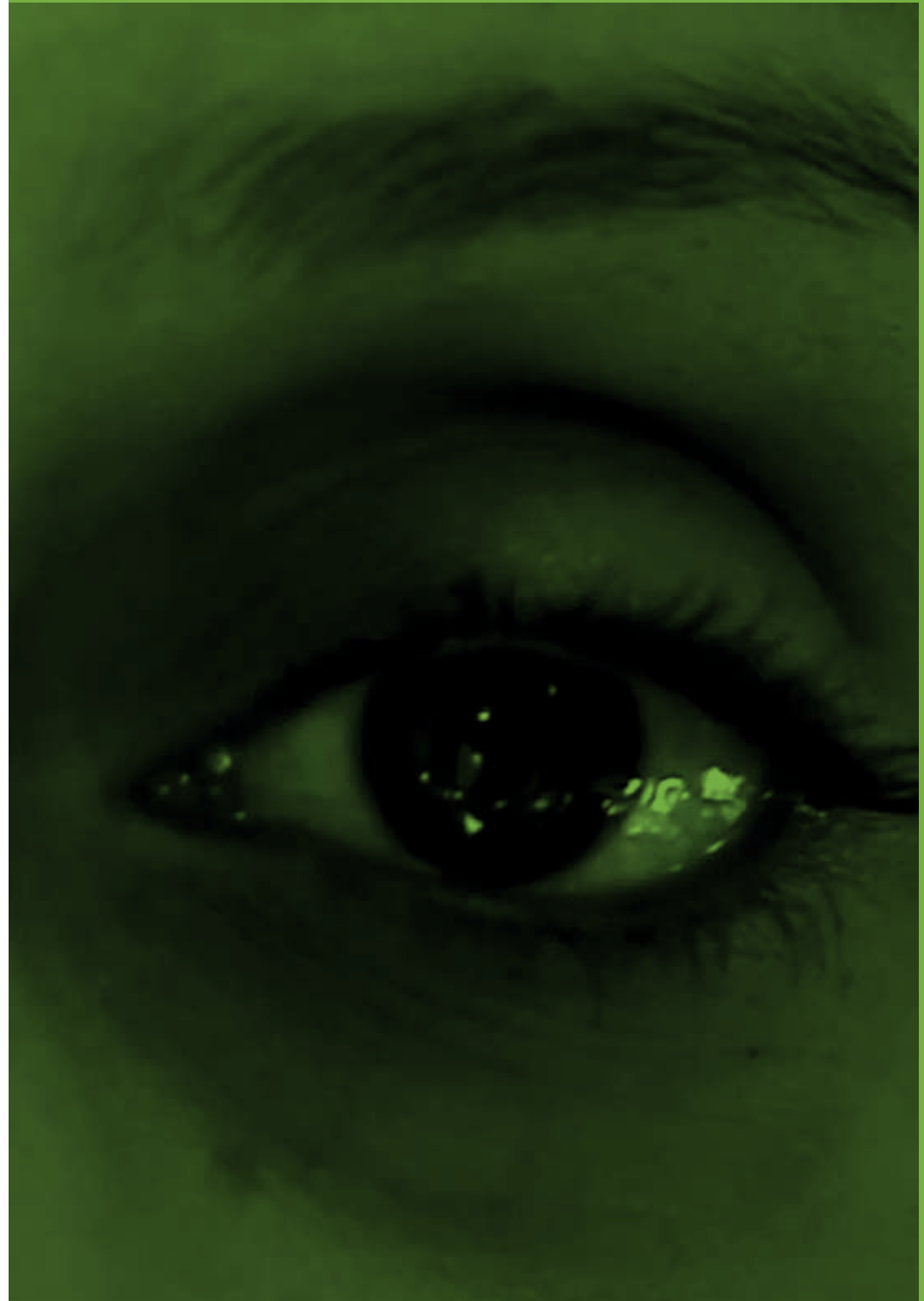
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Trafficking in Human beings is widespread. Forced labour, sexual exploitation and child labour are an ongoing reality for many people around the globe. Every year children, women and men fall into the hands of traffickers, whether it be within their 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.



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– Directorate General Home Affairs

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