



Greek National Referral Mechanism
for the Protection of Victims of Human Trafficking



Handbook

of the Greek National Referral Mechanism for the
Protection of Victims of Human Trafficking

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Foreword I



In the past 20 years the global community has tried to face the increasingly worsening problem of trafficking and exploitation of human beings, and has been called to create and operate the appropriate mechanisms that would allow the effective response to the numerous challenges related to this major threat against Human Security. The first goal is to create the appro-

priate mechanisms on an administrative and institutional level that would reinforce the rule of law and simultaneously motivate the organised civil society. The ultimate goal is to save the millions of defenseless victims, enslaved by the organised crime and of course, the prosecution and punishment of the perpetrators of this criminal phenomenon.

Our country is a contracting party in all the international conventions and action plans developed by the global community to combat human trafficking. In this toolkit of best practices, the National Referral Mechanisms ensure the application of standardized procedures for detecting and identifying presumed victims, as well as for referring them to accommodation facilities and provision of psychosocial and legal assistance as they are entitled to. The Office of the National Rapporteur as the National Coordinating Authority responsible for the formulation, coordination and application of the national strategy for combating human trafficking, took the necessary steps to secure funds and include the creation of the National Referral Mechanism for Victims and Presumed Victims of Human Trafficking (NRM) in the policy planning of the competent Ministries.

The NRM was officially established in September 2016 (GG 3003/2016) and constitutes a leading cooperation among two ministries and dozens of state bodies, international organisations and the civil society. Being responsible for coordinating the NRM, the National Rapporteur's Office was based on its long term and successful cooperation with the National Centre for Social Solidarity (EKKA) as the most competent and trustworthy authority to take on the complex coordination of the Mechanism. Now the NRM constitutes the national "tool" for collecting all the necessary information on detecting and protecting the victims, while it is also the framework for developing a stable cooperation among all the partners involved (competent authorities, international organisations and humanitarian agencies).

This handbook describes the basic procedure in which such a policy is realized, being a useful guide not only for those implementing it, but also for the recipients of a similar active intervention, which is found to be materialized through the pertinent sol-

idarity and social welfare mechanisms. This issue allows me to congratulate all those responsible for compiling it, the EKKA Board of Directors and of course the NRM's excellent staff for putting their heart and soul each day into this effort.

The National Rapporteur on Combating Human Trafficking

Dr. Hercules Moskoff

Foreword II

It is with great pleasure and joy that I introduce the Handbook of the National Referral Mechanism for the Protection of Victims of Human Trafficking (NRM), edited by the NRM's staff. This handbook is a necessary tool for all first-line professionals wishing to touch upon basic notions and subjects related to Human Trafficking and, more specifically, the protection of its victims in Greece. It mainly consists a targeted tool of the NRM as it presents in detail its operation and its Standard Operating Procedures as well as the process for exercising the victims' rights and the victims' protection. At the same time, it covers the theoretical knowledge of the phenomenon, the relevant definitions, the conceptual variations and of course, the legal framework.

The National Centre for Social Solidarity has been assisting human trafficking victims since 2004, offering psychosocial support and accommodation. This experience rendered our Organisation competent to manage the operation of the National Referral Mechanism effectively and always aiming at improvements, closely cooperating with the Office of the National Rapporteur on Combating Trafficking in Human Beings at the Ministry of Foreign Affairs. What constantly worries those of us working at the heart of protection services is to fully comprehend the trafficking phenomenon, mainly in order to be able to fulfill our mission which is the effective protection of the victims, with the ultimate aim of enjoying the rights they have been deprived of.

This handbook is part of the aforementioned mission as its readers will be able to clarify several issues of victims' protection and will be aided in dealing with them. I am certain that professionals will be using it on a daily basis, to check their theoretical knowledge or clarify practical issues related to their work. I hope that this Handbook will be another step towards reinforcing the intersectional, coordinated cooperation among bodies taking part in the National Referral Mechanism, ultimately achieving the holistic support of human trafficking victims. Finally, I would like to congratulate the team behind this handbook: Theodora Gianni, Irini Vlahou, Zoe Kafeiva, Maria Keramida, Aggeliki Serafim, Evangelia Skafida, Marianna Christou, Katerina Psimoulaki.

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**The President of NCSS
Dr. Artemis Anagnostou-Dedouli**



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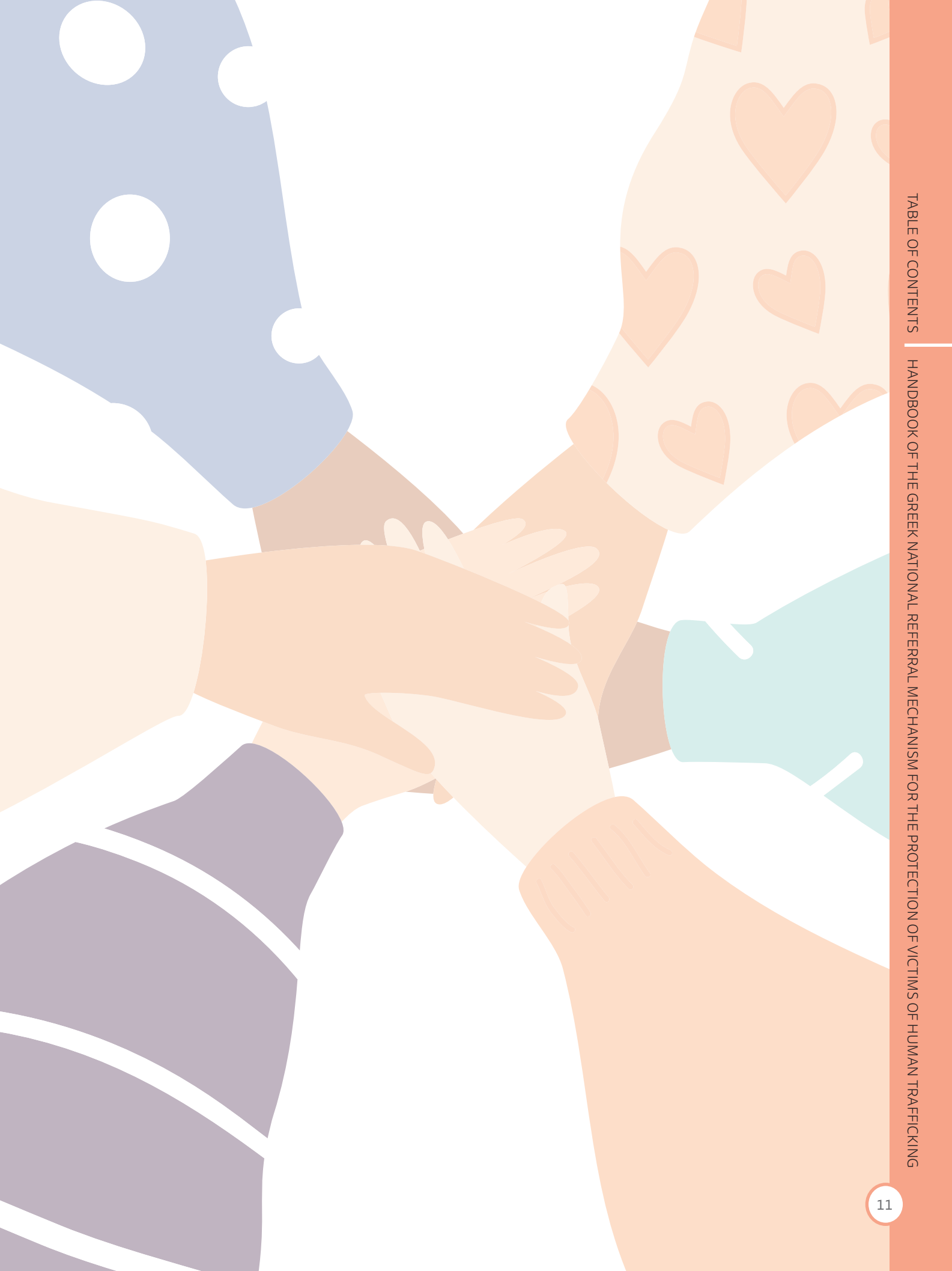
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Introductory Note

Trafficking in human beings is a crime that often goes beyond national borders and constitutes a gross violation of fundamental human rights. It constitutes the third most profitable criminal activity worldwide following the illicit trafficking of weapons and drugs, and it responds to the existing demand for illegal or quasi-legal services which the exploited victims are forced to provide¹. Today, although combating human trafficking is a declared priority of states worldwide, many people continue to be victims of exploitation and traffickers remain unpunished, a fact which calls for the intensification of state efforts worldwide.

At European Union (EU) level, five main priorities are identified for the development, coordination, and implementation of the European policy on the elimination of the phenomenon (EU Strategy towards the Eradication of trafficking in human beings – “the Strategy”):

1. **Identifying, protecting, and assisting** victims of trafficking;
2. **Stepping up** the prevention of the phenomenon;
3. **Increased Prosecution** of traffickers;
4. **Enhanced Coordination and cooperation** among key actors and Policy Coherence and

5. **Increased knowledge of and effective response to emerging concerns** related to all forms of trafficking in human beings².

The first pillar of the European strategy with the implementation of actions for the detection and identification of victims as well as their protection requires the cooperation of governmental and non-governmental actors, which will share a common starting point on the **respect and protection of the victims’ human rights**. All actors are called upon to act in a coordinated and complementary manner, in order to maintain the coherence of the strategy, by avoiding discontinuities and/or overlaps, and focus on the main objective of holistic approach towards the protection of human trafficking victims, as well as combat the “culture of impunity” of traffickers, referred to by the European Commission, highlighting the small number of arrests and subsequent convictions³.

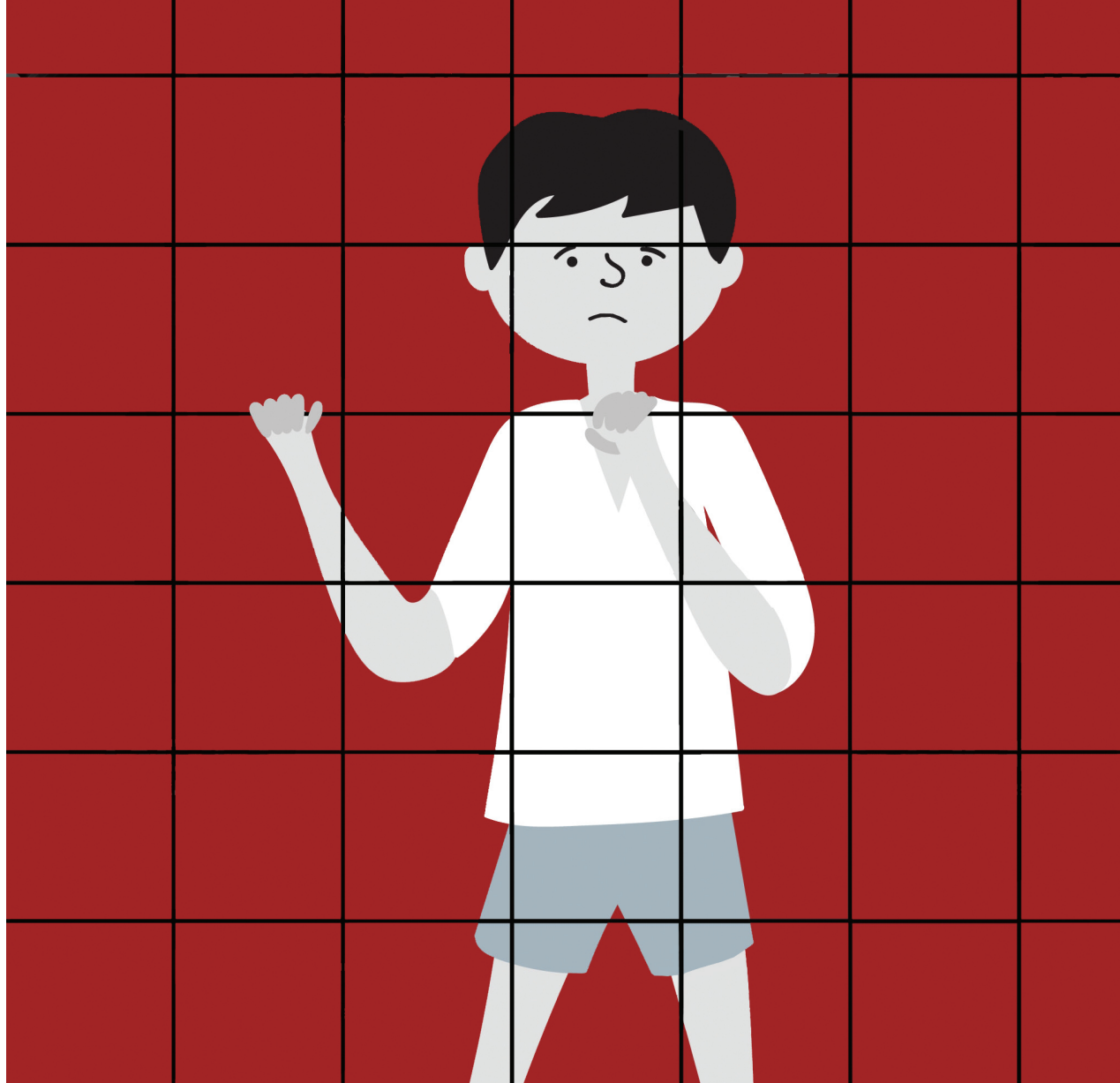
In pursuing this objective, the international and European institutions consider the functioning of a coordination mechanism essential- namely of a “National Referral Mechanism” (NRM)-, with a view to monitoring the provision of assistance and protection of victims⁴ in the country in all its stages: starting from the initial detection and identification, the provision of protection and support services during

1. European Commission, Working Together to Address Trafficking in Human Beings-Key Concepts in a Nutshell, https://ec.europa.eu/anti-trafficking/sites/antitrafficking/files/key_concepts_in_a_nutshell.pdf

2. COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS The EU Strategy towards the Eradication of Trafficking in Human Beings 2012–2016, Brussels, 19.6.2012 COM (2012) 286 final, page 5 <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2012:0286:FIN:EN:PDF>

3. REPORT FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL, Brussels, 3.12.2018 COM(2018) 777 final, page 6 https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-security/20181204_com-2018-777-report_en.pdf

4. “Victims” can be distinguished in three categories: «Potential» - at risk of being exploited, “Presumed” - who according to their records have been subject to trafficking in human beings but not identified yet - and «Identified» i.e., victims with official identification by the competent authorities - in Greece with the issuance of a recognition Act by the Prosecutor of the Court of First Instance. The term “victims” herein shall mean presumed and identified victims which are reported to the NRM.



the criminal proceedings that may be in progress, to the assistance for a smooth social (re)integration, or assisted voluntary return to the country of origin.

In Greece, such a mechanism was established pursuant to Law 4198/2013 “Prevention and combating human trafficking and protection of such victims and other provisions” (transposition of Directive 2011/36 / EU), which provides for the operation of the «National System for the Identification and Referral of victims of human trafficking” under the supervision of the Office of the National Rapporteur for Combating Trafficking in Human Beings (Ministry of Foreign Affairs). According to the Joint Ministerial Decision No. 30840 (Government Gazette 3003/20-9-2016), the NRM was established (as a National Referral Mechanism for the Identification and Referral of Victims of Human Trafficking), while the supervision

and coordination were assigned to the Office of the National Rapporteur for Combating Trafficking in Human beings, and its management to the National Centre for Social Solidarity (Greek abbr. **“EKKA”**)- a public entity supervised by the Ministry of Labour and Social Affairs.

A. What trafficking in human beings means

Trafficking in human beings means⁵ “the recruitment, transportation, transfer, harbouring or reception of persons, including the exchange or transfer of control over those 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 control⁶ over another person, for the purpose of exploitation.”

A1. DEFINITION OF HUMAN TRAFFICKING

In establishing the crime of the trafficking in human beings at least one action must have occurred, with at least one **means** and with the **purpose** of exploitation (with the exclusion of the case of child- victims, in which the use of any of the following means is not required in establishing human trafficking, as long as at least one action has taken place, with the purpose of exploitation⁷).

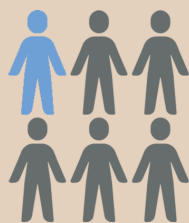


Human trafficking



Greek National Referral Mechanism
for the Protection of Victims of Human Trafficking

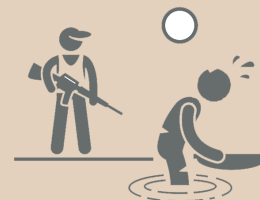
Trafficking in human beings means



the recruitment, transportation,
transfer,
harbouring or
reception



With the means of threat or force
and other forms of coercion,
abduction, fraud/deception, abuse
of power
or of position of vulnerability,
payment/benefits



With the purpose of exploitation.

*Even if the exploitation did not
take place.

ATTENTION!

It should be noted that in our national legal framework, only the Article 323A of the Penal Code follows the above scheme of “action- means – purpose” in defining the crime of trafficking in human beings. Nevertheless, no. 1 par. 1 (ia) of L. 4251/2014 also defines as victims of human trafficking the victims of other criminal offences, for detailed information of which see Annex I.

5. Article 2 par. 1 Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA

6. The English original of the Directive refers to the phrase «has control over», which we consider that it would be better translated into Greek as «exercise of control», a term broader than the possession of power, as rendered in the Greek translation of the Directive.

7. Ibid Article 2 par. 5 of Directive 2011/36 / EU

Actions

Actions in the context of human trafficking are the following:

- recruitment,

- It is the act of procuring people for the purpose of exploitation.
- It can take place in the victim's country of origin or in the country of residence.
- This **action** constitutes the initial phase of the human trafficking process. In some cases, this may be an initial labour agreement with the victim which then will lead to the revelation of exploitation conditions. Recruitment can be achieved without direct contact with the victim, through an employment agency or via the Internet for example.

- transfer/ Transportation,

- In human trafficking, a shift from one location to another is usually observed; nevertheless, it is not a necessary element for every case of trafficking in human beings.
- The transfer, if any, may be from one country to another, or it may concern internal transfers within the same country (e.g., from city to city), always with the aim of exploiting the individual for financial gain.
- It can be carried out legally or illegally, by air, land, or sea; the victim may be accompanied by the trafficker or her/his accomplices or members of the criminal group, but it may also occur without (an) escort(s), with the apparent consent of the victim (e.g., the victim travels alone, but they have already been deceived in the initial phase of recruitment).

- harbouring

- It means any action to provide the victim accommodation, so that they remain isolated and exposed to exploitation.
- It is often associated with isolating the victim and concealing their location.
- It may take place before and during the exploitation of the victim.

- or **receipt** of persons, including the exchange or transfer of control over those persons

- It means the action of receiving the victim from another person or delivering them to another person, during which control over the victim is transferred

to another individual while remaining within the group's control.

- The exchange/ transfer of control over the victim to another person is also included.
- For example, a person picks up the victim from the airport to take them to the "hosting" house.

Means

The means through which the above actions can be performed are the following:

- threat of use or use of force or other forms of coercion

Invoking imaginary or real debt is a means of coercion. Threats or violence may be directed against the victim indirectly, for example by targeting relatives or in a covert manner, for example through a magic ritual that «binds» the victim and instils fear.

- abduction,

-fraud,

- deception,

Deception means the verbal or non-verbal misleading of a person, or their guidance regarding the nature of the work or services they will provide (i.e., promises for specific/ legal work), working conditions and the degree to which the person will be free to choose the cooperation and/or its duration. In some cases, the victim may receive a payment or another consideration for the provision of the service, in order to create the illusion of compliance with the terms of the agreement made with the exploiter. In this way, the apparent consent of the victim is ensured. Deception is not just about providing false information, but also about concealing information. For example, the type and place of work may be communicated, but the working conditions are concealed.

- abuse of power,

The trafficker, a holder of power over another person or group, acts under the guise of their role, exceeding the limits of their competence, for their own benefit or for an illegal purpose. It is clarified that power in this case is not exercised "de facto", but ex officio or ex lege; thus, this case encompasses the parent of the child victim, the state official, etc. but not every authoritarian condition that may develop within interpersonal relations.

- abuse of a position of vulnerability,

The situation in which the person concerned has no real or acceptable alternative but to submit to the abuse involved⁸.

There are expected to be special characteristics of the victim or the circumstances in their life which make them vulnerable to promises for a better life or threats or to any other means of recruitment. Vulnerability may consist of either the possible dependent relationship of the victim/trafficker, or the victim's financial situation, his/her family status, their legal status within the country, past difficulties, personal traits, difficulties in adapting to a foreign environment, their medical condition or in any dependence on addictive substances. For example, adults without support, a woman who heads a one-parent family, people with disabilities, the illiterate, people with low social and economic status, members of minorities, unaccompanied minors, etc.

- or obtaining of consent from a person exercising control over another individual by paying or accepting money or other benefits.

In this case, the means is the obtaining of consent from the person exercising control over the victim, and not the bending of the victim's will by using one of above-mentioned means. For instance, this may apply to a parent for their child.

Therefore, it is clear that human traffickers do not only resort to coercing the victim with obvious means of violence (e.g., use of force, abduction). In many cases, the victim's consent is often obtained by other means, such as deception or threats or even (low) remuneration in exchange for their services. Or again, the victim himself/herself sought the trafficker's «help», while looking for a way to move illegally or work for instance. Additionally, it is possible that the victim “has foreknowledge” of the fact that they will provide sexual services or work in miserable conditions. In any case and regardless of what impression is created on an outside observer (i.e., if the victim appears satisfied, without awareness of the exploitation or without a request to

change his/her situation), provided that one of the above-mentioned means has been used, the existence of consent is not taken into account. And this is because, consent is not genuine, but apparent.

On that account, it is important to consider the use of the aforementioned means for the manipulation of the victim's will and eventually the obtaining of their consent. The use of these means precludes the existence of «genuine consent», the concept of which is analysed below:

For genuine consent, the following conditions must be satisfied cumulatively:

- *The person must be an adult with mental clarity;*
- *The person must have an actual opportunity to reject the proposal or withdraw their Consent at any time;*
- *The person must be aware of all the information concerning the consequences of giving consent, the consequences of each of their decisions and the terms of any cooperation;*
- *Relations are set on an equal footing between the two parties.*

It is possible for the victim to feel guilty about their situation, especially if their consent has been obtained by covertly coercive means or by deception. For this reason, when contacting the victim, it is important to provide an explanation of the conditions under which a genuine and valid consent is given, in order to deconstruct the false impression that they are equally responsible for the situation they were found in.

The existence of the victim's (apparent) consent is irrelevant whether any of the above means has been used.

The evidence mentioned above will emerge upon receipt of the victim's background. Evidently, the victim is not familiar with this specific terminology and as a result the professional will need to subsume the actual events to the concepts defined above. It is important that the questions be posed to the victim in simple terms and without the use of legal terminology.

8. No. 2 par. 2 Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA

In many cases, it is not easy for the professional to determine whether the offences they are notified about constitute trafficking in human beings. In fact, sometimes the victim of the crime has suffered grave damage to their legal interests (e.g., physical integrity, health, sexual decency), or their rights have been so severely violated that professionals may be led to the false assumption that they are faced with a case of trafficking in human beings, even though it is actually about another crime. Conversely, in many cases the frequency of a phenomenon (e.g., a great number of victims of extensive labour exploitation) or the lack of the victims' awareness that they are being exploited, or even the existence of an apparent consent may lead the professional to a failure in identifying the elements of human trafficking. However, it is important to identify the victims of human trafficking in a timely manner, in order for the necessary protection to be provided and the traffickers to be effectively prosecuted.

The fact that the victim has not requested help is different from the fact that they are a victim of human trafficking. The fact that the victim does not express their will to change their situation does not thereby deprive them of their status as victim and rights holder.

Purpose

The purpose of performing the actions described above is the exploitation of victims.

Provided that the perpetrator acts⁹ having this purpose, an exploitation does not necessarily have to take place in order for trafficking in human beings to be established.

In the event that not all of the above elements (act – means – purpose) are present, there is no case of trafficking in human beings, but probably of another criminal act.

A2. FORMS OF EXPLOITATION

The exploitation according to the Directive 2011/36/EU (article 2 par. 3) includes, as a minimum, the exploitation of prostitution or other forms of sexual

exploitation, forced labour or services, including begging, slavery, or practices similar to slavery, such as domestic slavery and servitude, the exploitation of criminal activities, or the removal of organs.

In the Greek legal framework, the purpose of exploitation is linked to the “acquisition of unlawful economic benefit” (Article 323^A of the Penal Code).

Sexual exploitation

It is the acquisition of unlawful economic benefit from prostitution or sexual services of another human being, including the production of pornographic material. Sexual exploitation includes, but is not limited to, the exploitation of prostitution on the street/ at home/in hotels/ at brothels, pornography, escort services, massage, striptease, etc.

Labour exploitation

It is the acquisition of the unlawful economic benefit from the victim's labour. It is often accompanied by dire working conditions and very low remuneration or absence of remuneration. All work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered themselves voluntarily, shall mean forced labour.¹⁰

Debt Bondage/ Bonded Labour

It is a form of forced labour with the prominent feature of treating the victim as an object which is the property of the exploiter. It consists of trapping the person in a state of slavery, with the excuse that they have to repay real or alleged debts, the amount of which remains unclear and the course of their repayment is unclear. In these cases, the victim is low-paid or not paid at all for their services. Most of the time, the victim does not understand the state in which they are and does not know exactly the balance of the debt.

Servitude

Servitude contains an individual's forced obligation to provide services¹¹. In addition to the above, the concept of servitude includes the obligation of the “serf” to live in another person's property and the inability to alter their condition¹². The European Court of Human Rights (ECHR), in the case of C.N. and V. against France, defined servitude as a special (aggravated)

9. That is, to perform any of the aforementioned actions.

10. ILO Forced Labour Convention, 1930 (No. 29)

11. Decision of Siliadin v. France (2005) § 124

12. Commission report in the Van Droogenbroeck case, § 79

type of forced labour. An element that distinguishes servitude from forced labour is the victim's sense that their condition is permanent and that a change is unlikely to happen. It is sufficient for this sense to be based on objective criteria or to be created or maintained by the person responsible for this situation. It differs from slavery in that it does not entail the feature of ownership on the victim¹³.

Slavery

Slavery is defined in article 1, paragraph 1 of the International Convention against Slavery as "the status or condition of a person over whom any or all of the powers attaching to the right of ownership are exercised." Purchase, sale etc. are such powers.

Forced Marriage

It is any marriage that takes place without the full and free consent of one or both parties and/or in which one or both parties are unable to dissolve the marriage or abandon the spouse as a result of a threat of violence, or intense social or family pressure. The force may be physical or psychological¹⁴. Forced marriage constitutes trafficking when it gathers the elements of the definition of trafficking as extended. Most of the time it develops into a similar situation of control and exploitation of the victim.

Exploitation of criminal activities

It is any unlawful act committed intentionally or inadvertently through coercion, violence, or deception. For example, drug trafficking with or without the victim's awareness that they are transporting drugs, pick-pocketing etc.

The expression "exploitation of criminal activities"¹⁵ should be understood as the exploitation of a person to commit, inter alia, petty theft, shop-lifting, drug trafficking and other similar activities which are subject to penalties and imply financial gain¹⁶.

Illegal adoption

Not every illegal adoption is considered trafficking in human beings; it should be characterized by the elements of the definition of trafficking.

Removal of organs, cells and tissues

Ova trading, for example, falls into this form of exploitation (in the "cells" category).

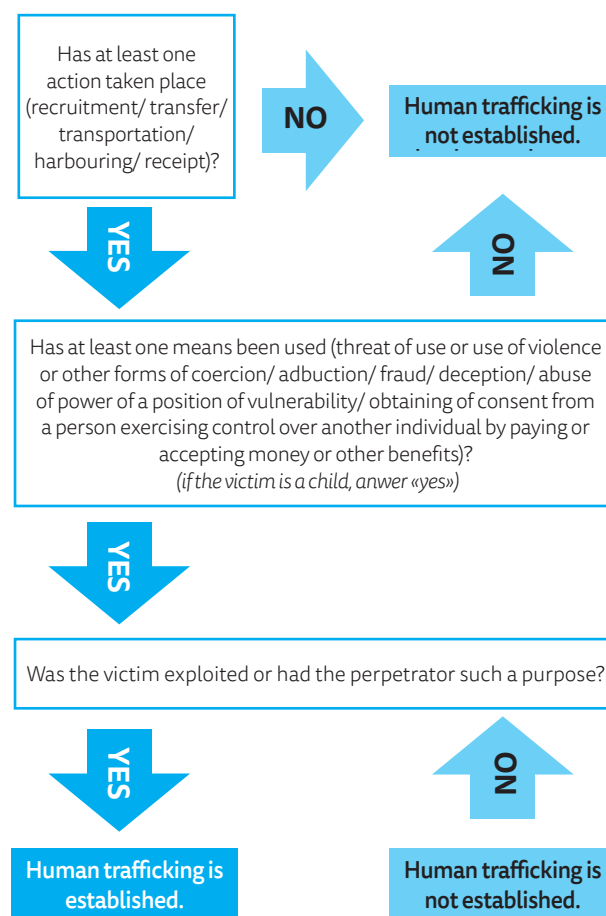
Exploitation of begging

Begging can be accompanied by the sale of small items or the use of musical instruments as well.

Recruitment of minors in armed operations

Minors are often, but not exclusively, exploited in war zones (e.g., by terrorist organizations).

For variants of the crime of trafficking in human beings that are explicitly defined in the **Greek** penal code, see Chapter B, Section B1.



13. Explanatory Report to the Council of Europe Convention on Action against Trafficking in Human Beings, CETS 197, Warsaw, 16.V.2005, σκ. 95, σελ. 17

14. par. 196 Explanatory Report to the Council of Europe Convention on Preventing and Combating Violence against women and Domestic Violence

15. Term used in Directive 2011/36/EU (art 2 par. 3)

16. No. (11) Preamble of the Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA

A practical line of reasoning that can help the professional to infer whether the victim's history data may establish the crime of human trafficking is the following:

1. Has at least one action taken place (recruitment/ transportation/transfer/ harbouring/receipt of persons)?
 - a. If yes, answer question 2.
 - b. If yes and in case of a child victim, answer question 3.
 - c. If no, human trafficking is not established.
2. Which means have been used to carry out the above actions?
 - a. If you find even one means, such as threat of use or use of force or other forms of coercion/abduction/ fraud/deception/abuse of power or of a position of vulnerability /giving or receiving payments or benefits to achieve the consent of a person having control over another person, then answer question 3.
 - c. In the case of an adult victim, if you do not find a means, trafficking of human beings is not established.
3. Has the exploitation taken place or was there a purpose to exploit the victim?
 - a. If yes, human trafficking is established.
 - b. If no, human trafficking is not established.

A3. EXAMPLES

Example 1:

An adult female citizen from Afghanistan turned to a smuggler in Turkey to transport her illegally to Greece, but she does not have the money demanded by the smuggler. The latter suggests intercourse between them as an exchange for her transportation. The woman "accepts", and the smuggler indeed transports her to Greece, abandons her in the Greek territory and leaves.

In the example above, the action, means and existence of a purpose of exploitation must be investigated, in order to determine if the criminal act of trafficking in human beings is established. In this case, there seems to be an **action** as mentioned in the definition, i.e., transportation to Greece. Exploiting the vulnerable position of the victim (a single woman who does not have the choice of legal movement) is a **means** of extracting the consent of sexual intercourse. However, there is **no purpose of exploitation** in the sense of acquisition of economic advantage, in which case the commission of rape but not trafficking is to be investigated.

EXAMPLE 2:

A female citizen from Afghanistan turned to a smuggler in Turkey to transport her illegally to Greece, but she does not have the money demanded by the smuggler. The latter "offers" to transport her for free, but when they arrive in Greece, he delivers her to person B and the woman is informed that she owes money for her transfer and that she must repay this debt by providing sexual services to clients that will be indicated to her by person B.

In the example above, the connection of the smuggler with person B (exploiter) is not obvious from the narration. It does, however, imply the transfer of control over the victim from the trafficker to person B and the connection of the "debt" to the smuggler with the "services" that the victim is forced to provide to customers indicated by B. Thus, a single scheme is reflected, in which transfer is followed by the next stages of reception, and the purpose of exploitation. In this example, the **actions** of transfer (from Turkey to Greece) and reception (from person B in Greece) took place, while the following **means** were also used: exploitation of the victim's vulnerable situation, deception (related to the woman's transfer without payment of money), and "debt repayment" obligation (coercion). In addition, the above data of the example, indicates the **purpose of exploitation**, i.e., gain of financial benefit from the provision of sexual services. So even at this stage, when the exploitation of the woman has not begun, trafficking in human beings is established.

EXAMPLE 3:

A male citizen of Bangladesh is an irregular migrant in Greece in a bad economic situation, looking for a job. A fellow compatriot suggests employment in agricultural works, and he agrees. He goes to a provincial Greek town, where he is given accommodation in a makeshift shed which is located within the working settings. Gradually, his employer demands 14-hour work per day and when the payment day comes, he gives him little money and demands that he should continue working without protest, otherwise he threatens to call the police to arrest and deport him.

In the example above, the **actions** of recruitment (recruitment for employment in agricultural work) and harbouring (provision of accommodation) took place, while the **means** used for recruitment is the abuse of the vulnerable (poor financial) position of the victim,

but also deception (in terms of working conditions). It should be noted that deception does not only consist of presenting false facts as true, that is, false information about working conditions, *but also in concealing or disguising working conditions*, therefore the consent of the victim is irrelevant. Harboring was also conducted through coercion, with the threat of reporting the lack of legal documents to the Authorities. Also, based on the information of the example above, it can be inferred that the **purpose of labour exploitation** from the employment in agricultural work took place with the means of coercion (threat of reporting to the Authorities). Therefore, this is a case of (a presumed victim of) trafficking in human beings.

Example 4:

A. is a 15-year-old male citizen of Bulgaria who moves to Athens, Greece accompanied by his uncle. There, his uncle together with another adult (an unknown person to him) force him to steal small things from shops. A. hands the objects he steals over to the two adults.

In this example, we have the **action** of (cross-border) transportation, but this specific information does not show the means used to extract the consent of A. However, due to the fact that he is a **minor**, one action plus **the purpose of the exploitation** is enough for trafficking in human beings to be established. So,

since we have the action and the purpose of exploitation (exploitation of criminal activities) the child A. is a presumed victim of human trafficking.

A4. HUMAN TRAFFICKING AND SMUGGLING

In many cases, smuggling and human trafficking can be combined or cross each other, or smuggling may evolve over time into trafficking.

For example: A smuggler transports a woman in exchange for an agreed amount of money, and in the process, he unilaterally changes the agreement and demands more money from the woman. He ends up forcing the woman into prostitution in order to collect extra money for himself.

Although these are different and distinct criminal offences, in both cases the exploitation of the position of vulnerability of the individual takes place and is done for the purpose of illegal profit (in the first case from the exploitation of the victim, and in the second from the transfer), often within the framework of an organized crime group.

Smuggling is defined as the criminal offence of facilitating (with or without financial compensation) illegal entry into a country or exit from the country¹⁷ of a person who is not a national of the said State.

TRAFFICKING	SMUGGLING
The person may be of foreign origin- with or without legal documents- or a national.	The person is of foreign origin and undocumented.
The action of transfer is carried out for the purpose of exploitation.	The sole purpose is the implementation of the transfer..
The person remains under the trafficker's/ group's control after transportation.	The contact of the person with the smuggler ends upon completion of the transfer.
Crossing borders is not necessary.	Crossing borders is required.

17. See No. 29 par. 5 of L. 4251/2014 "Whoever facilitates third-country nationals to enter or exit the Greek territory without being subject to scrutiny provided for by Article 5, shall be punished by up to ten (10) years of imprisonment and a fine of at least twenty thousand (20,000) euros." If the above acted for profit or on a professional or systematic basis or the crime is committed jointly by two (2) or more persons, imprisonment of at least ten (10) years and a fine of at least fifty thousand (50,000) euros is imposed."

B. Legal Framework Overview



The first legally binding document to criminalize trafficking in human beings is the **United Nations Convention against Transnational Organized Crime and its supplementing Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children**, which was opened for signature in Palermo, Italy on 12-15 December 2000¹⁸. With the above international Convention, also known as **Palermo Convention**, an international framework was established detailing criminal offences related to membership in criminal organization, including trafficking in human beings. The aforementioned Protocol explicitly secured a number of rights for victims, both at the stage of any criminal proceedings and in the process of their protection and (re)integration, by establishing an obligation for States to consider the possibility of taking

measures to ensure the victim's physical, psychological and social rehabilitation.

The above have been ratified and constitute an integral part of our domestic law, prevailing over any other contrary provision of law¹⁹, pursuant to L. 3875/2010 (GG A '158/ 20.9.2010). The above law also brought changes to the domestic legislation (mainly amendments to articles of the Penal Code, the Code of Criminal Procedure, the Law 3064/ 2002, the Presidential Decree 233/2003 and the L. 3386/ 2005 then in force which regulated immigration issues), in order to achieve both prosecution of the crime of trafficking in human beings, as well as protection of the victims.

A series of important amendments to the Penal Code had already been made by L.3064/2002 (GG A'

18. Two other Protocols supplement the Convention: The Protocol against the Smuggling of Migrants by Land, Sea and Air, and the Protocol against the Illicit Manufacturing of and Trafficking in Firearms, Their parts and Components and Ammunition.

19. Pursuant to Article 28 par. 1 of the Constitution.

248/ 15.10.2002), which standardized the crimes of sex trafficking (art. 351 of Penal Code, in force before 30.6.2019) and trafficking in human beings (art. 323A of Penal Code, in force before 30.6.2019).

In line with the above Protocol, the Committee of Ministers of the Council of Europe adopted the **Convention on Action against Trafficking in Human Beings** on May 3, 2005, in effect from February 1, 2008. Pursuant to Article 36 of this Convention, the Group of Experts on Action against Trafficking in Human Beings (GRETA) is responsible for monitoring Contracting Parties on its implementation. This Convention, in addition to reiterating the protective provisions already introduced by the Palermo Protocol, which highlights even more emphatically the victim-centred and protective nature of the legal framework for the protection of trafficking victims, sets out for the first time the obligation of Member States not to depend the assistance and protection they must provide to victims on the fact that the latter cooperate or not with the Authorities as witnesses in the prosecution of perpetrators. This provision has formulated and governs, as we will see below, the protection of victims in the Greek legal system.

It should be noted that the **Charter of Fundamental Rights of the European Union**²⁰, which is legally binding for all EU Member States since 1, December 2009, prohibits slavery, servitude, forced or compulsory labour and trafficking in human beings (Article 5).

Pursuant to L. 3811/2009 the Greek legislation has been aligned with the Directive 2004/80 / EC of the Council of the European Union of April 29, 2004 on the compensation of victims of violent intentional crimes, which have been committed after January 1, 2006 (no. 18 par. 1) This law established the “Hellenic Compensation Authority”, which operates in the Ministry of Justice, Transparency and Human Rights and was further amended by L. 4267/2014 (A’ 137/12.6.2014) which renamed the above Authority to “Hellenic Authority for Compensation of Victims of Criminal Acts”, explicitly including the offences of

human trafficking. Further amendments were introduced by L. 4531/2018 (A’ 62/5.4.2018)²¹.

Directive 2011/36/EU of the European Parliament and of the Council on preventing and combating trafficking in human beings and protecting its victims established rules on the definition of criminal offences and sanctions in the field of trafficking in human beings, the prevention of specific crimes and the protection of victims. For the purpose of harmonizing the Greek legislation with the above Directive, the L. 4198/2013 was introduced, which amended the relevant articles of the Penal Code, provided for the imposition of severe administrative penalties against legal persons, ensured the protection of victims of trafficking within the framework of criminal investigations and proceedings, ensured access of victims to compensation schemes, and established the Office of the National Rapporteur along with the responsibilities and tools specifically mentioned in the law²².

Also, as analysed below, with the Penal Code that was ratified by the L. 4619/2019, article 323A of the new Penal Code was amended in accordance with the standards of Directive 2011/36/EU and now includes the forms of exploitation provided for in the Directive, covering gaps left by the said article of the abolished Penal Code.

B1. CRIMINAL TREATMENT OF HUMAN TRAFFICKERS

In the Greek penal law, the basic provision criminalizing trafficking in human beings as defined by Directive 2011/36/EU and the Council of Europe Convention on Action against Trafficking in Human Beings (2005) is the Article 323A of the Penal Code, which in its current form after its recent modification reflects in a more complete way the forms of exploitation²³.

The articles of the Penal Code, which standardize offences under the concept of trafficking in human beings are listed below. *The articles of the Penal Code which are listed below have been selected based on the criterion of legal provision for the issuance of an act of a trafficking victim official recognition for the victims of these offences*²⁴

20. EUR-Lex <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:12012P/TXT>

21. In relation to what the compensation covers and the provision of the right to appeal to the Administrative Court of First Instance within 4 months, while the article 54 par. 4 of Law 4689/2020 provides the reduction of the fee cost to 50 euros.

22. The function of the National Rapporteur’s office is now regulated by the articles 76-79 L. 4781/2021 (Government Gazette v. A 31/28.2.2021)

23. The most recent amendment of the art. 323A P.C. was made by the L. 4855/2021 and concerns only the sentence frame.

24. Article 1(ia) of Law 4251/2014 as amended by the art. 2 L. 4666/2020 (Government Gazette v. A’ 35/19.02.2020), provides for the issuance of an act of officially recognising a victim of the offences referred to therein, as victim of trafficking in human beings.

Trafficking in Human Beings

Article 323A of the Penal Code

The article 323A of the new Penal Code has been formulated in accordance with the standards of Directive 2011/36/EU and now includes the forms of exploitation provided for in the Directive, covering gaps left by the indeterminate article of the abolished Penal Code.

In the first seven paragraphs it specifically provides for the following (the **8th paragraph of Article 323A** of the Penal Code provides for the application of the principle of non-punishment for the victim of trafficking in relation to the offences committed in connection with the fact that they were exploited; for a comprehensive analysis see below):

“1. Anyone using **violence, threat** of violence or **other coercive means** or through **force** or **abuse of power** recruits, abducts, transfers, illegally retains, harbours, delivers or receives another individual for the purpose of their exploitation, shall be punished with imprisonment and a fine.

2. The same penalty shall apply to the culpable that for the fulfilment of the same purpose- commits the actions of the previous paragraph by obtaining the consent of another individual using **fraudulent** means or misleading them, taking advantage of the position **of vulnerability** they are found in.

3. The action of the previous paragraphs is punished with at least ten (10) years imprisonment and a fine when: a) it is performed as a profession; b) it is performed by an employee who during the exercise of his service or by taking advantage of their capacity commits or participates in any way in the action; c) it is connected with the victim’s illegal entry, stay or exit from the country; or d) it resulted in the victim’s severe bodily harm. If the action resulted in death, life imprisonment is imposed.

4. The penalties of the previous paragraph shall apply to the action of paragraphs 1 and 2 when it is directed against a **minor**, even when performed without the use of the means referred to therein. The same penalties apply to anyone who recruits a minor by using the means of paragraphs 1 and 2 for the purpose of using him in armed operations.

5. The concept of “exploitation” in the preceding paragraphs includes the acquisition of unlawful economic advantage from: A) victims subject to the status of **slavery** or practices similar to slavery; b) victims subject to the status of **servitude**; (c) the victim’s work or begging (**labour exploitation**); d) the committed by the victim **criminal** acts; e) the **removal** of cells, tissues or organs from the victim’s body; (f) the performance of sexual activities, actual or pretentious, or the provision of work or services having as sole purpose the sexual arousal (**sexual exploitation**); or g) forcing the victim to **marry**.

6. Imprisonment of at least three years and a fine shall be imposed on anyone who knowingly, without using the means of paragraphs 1 and 2, employs a person who is a trafficking victim, accepts the services of that person, performs sexual intercourse with them, or accepts income from their exploitation.

7. Anyone who forces minors into begging, without using the means of paragraphs 1 and 2, with the purpose of exploiting their income, shall be punished with imprisonment and a fine.”

It appears from the foregoing that a comprehensive definition was chosen, which includes the actions that (alternatively) constitute trafficking, provided that the perpetrator uses one of the (alternative) means mentioned²⁵, always having the purpose of exploitation, i.e., the “acquisition of unlawful economic benefit” by exploiting the victim using any of the forms listed in paragraph 5.

A key element is the explicit reference to slavery, other practices similar to slavery (e.g., debt bondage) and servitude as forms of exploitation. Also, the above modification closes a big gap; that is the non-prior provision of the exploitation of criminal activities as one of the forms of exploitation. The exploitation of criminal activities may include, for instance, drug trafficking, smuggling, and petty theft, in which perpetrators often involve child victims.

In addition, sexual exploitation was added to Article 323A of the Penal Code as one of the forms of exploitation, after the abolition of article 351 of the Penal Code on sex trafficking.

25. With the exception of trafficking in minors, for which there is no need to investigate the means of committing the action.

An increased (in relation to the corresponding abolished provision) penalty (imprisonment of at least 3 years plus a fine) is provided for users/recipients of the services of trafficking victims, who are aware of the exploitative condition in which the victims are.

Sexual Acts with or in front of Minors

Article 339 par. 1 and 3 of the Penal Code

The offences of impairing the morals of minors and forced presence before sexual acts between third persons are standardized in paragraphs 1 and 3 of article 339 of the Penal Code which provide for the following:

“1. Anyone engaging in sexual acts with a person under the age of fifteen, or misleads the said person with the result of committing such an act shall be punished as follows (provided that there is no possibility to be more severely punished under articles 342 and 351A: a) with imprisonment of at least ten (10) years, in case the victim has not reached the age of twelve (12); b) with imprisonment, in case the victim has reached the age of twelve (12) (...)

3. Anyone who forces or misleads a minor under the age of fifteen to be present before sexual acts, without participating in it, shall be punished with imprisonment of at least two years plus a fine if the minor is younger than fourteen years old, and with imprisonment of up to three years or a fine if the minor has reached the age of fourteen.”

Child Abuse

Article 342 par. 1 and 2 of the Penal Code

Indecent assault of minors is standardized in the first paragraph of article 342 of the new Penal Code:

“1. An adult who engages in sexual acts with a minor, whom they have been entrusted to supervise or guard, even temporarily, is punished as follows:

a) with imprisonment of at least ten (10) years and a fine, in case the victim has not reached the age of fourteen (14);

b) with imprisonment and a fine, in case the victim has reached the age of fourteen (14); (...)

2. The adult, who makes gestures, proposals or narrates or depicts or presents acts of a sexual nature towards a minor that he has been entrusted for his

supervision or guard, even temporarily, is punished with imprisonment of at least six (6) months.”

Facilitating Offences Against Minors

Article 348 para. 2 of the Penal Code

Article 323B of the Penal Code on sex tourism with child victims is standardized as an offence in the **2nd paragraph of article 348 of the new Penal Code**, which provides for the following:

“(…) 2. Anyone organizing, financing, directing, supervising, advertising, or mediating- in any way or means-in conducting trips with the purpose that the participants commit sexual acts against a minor, is punished with imprisonment of up to ten years. Anyone who participates for the above purpose in trips of the previous paragraph shall be punished with imprisonment of at least one year, regardless of their responsibility for the commission of other criminal acts.”

Child Pornography

Article 348A

1. Any person who intentionally produces, distributes, publishes, displays, imports to the Greek Territory or exports from that, transports, offers, sells or in any other way disposes, buys, is supplied with, acquires, or possesses child pornographic material or disseminates or transmits information in relation to the commission of the above acts, is punished with at least one (1) year of imprisonment and a fine.

2. Any person who intentionally produces, offers, sells or in any way possesses, distributes, transmits, buys, is supplied with, or possesses child pornography material or disseminates information about the above acts through information systems, is punished with at least two (2) years of imprisonment and a fine.

3. The representation or the real or virtual impression in an electronic or another medium of the genital organs or the body of a minor in a manner that clearly causes sexual arousal, as well as of the real or virtual sexual act conducted by or with a minor, comprises child pornography within the meaning of the preceding paragraphs.

4. The acts of paragraphs 1 and 2 are punishable with imprisonment and a fine:

a. if they are performed as a profession;

b. if the production of child pornographic material is

connected to the exploiting of the need, mental or intellectual weakness or corporal dysfunction of the minor due to organic disease, or by exercise or threat of violence, or using a minor under the age of fifteen, or if the production of child pornographic material endangered the life of a minor, and

c. if the perpetrator of the production of child pornographic material is a person entrusted with the supervision or guarding, even if temporary.

5. If the production of child pornographic material is linked to the use of a minor under the age of twelve, imprisonment of at least ten (10) years and a fine shall be imposed. The same penalty is imposed if the act of cases b and c of the previous paragraph resulted in the grievous bodily harm of the victim, and if this resulted in death, life imprisonment is imposed.

6. Any person who knowingly gains access to child pornographic material through information systems is subject to imprisonment of up to three (3) years or a financial penalty.

Procuring Children for sexual purposes

Article 348B

Any person who intentionally, through information systems, proposes to a minor who has not reached the age of fifteen, to meet themselves or a third person with the aim of committing against the minor the offences of articles 339 par. 1 and 2 or 348A, when this proposal is followed by further actions leading to such a meeting, the person will be punished by imprisonment of at least two years and a fine."

Pimping

Article 349 of the Penal Code

After the deletion of the adult women's pimping from the offense of article 349 with the L. 4619/2019, the offence of pimping was limited to forced prostitution of a minor or to such facilitation. With the L. 4855/2021 the adults' pimping was restandardised as an offence at the third paragraph of this article, as set out below.

The differentiation of the objective nature of this offence from the sexual exploitation of a minor (323A of the Penal Code) consists in the absence of the purpose of the "acquisition of unlawful economic advantage" in the case of pimping.

"1. Anyone who, in order to serve the obscenity of oth-

ers, forces a minor into prostitution or coerces or facilitates or participates in the prostitution of minors, shall be punished with imprisonment of up to ten years and a fine.

2. The perpetrator shall be punished with imprisonment and a fine if the crime is committed: a) against a person under the age of fifteen; b) with fraudulent means; c) by blood relatives in the ascending line or relative-in-law or step-parent, spouse, custodian or any person who has been appointed to raise, teach, supervise or guard the minor, even temporarily; d) by an official who, while performing duties or taking advantage of this capacity, commits or participates in any way in the act; e) with the use of electronic means of communication; f) by offering or promising to pay money or any other consideration.

3. Apart from the article 323A cases, whoever by profession or by speculation, promotes or incites or forces another person into prostitution or exploits the income by another person's prostitution is punished with imprisonment of at least eighteen (18) months and a fine. If the action is performed by an employee who during the exercise of his service or by taking advantage of their capacity commits or participates in any way in the action, this constitutes an aggravating factor."

Sexual Act with a Minor Against Payment

Article 351A of the Penal Code

The relevant article of the Penal Code defines the following:

"1. A sexual act with a minor committed by an adult for financial or other material benefits, or a sexual act between minors instigated by an adult in the same manner and performed in front of them or another adult is punishable:

a) with imprisonment of at least ten years and a fine, in case that the victim has not reached the age of twelve;

b) with imprisonment and a fine, in case that the victim has reached the age of twelve, but not the age of fifteen and;

c) with imprisonment of at least three years and a fine, in case that the victim has reached the age of fifteen;

2. If the act of the first paragraph resulted in the death of the victim, life imprisonment shall be imposed."

ATTENTION!

It should be noted that illegal adoption is not in all cases a form of exploitation²⁶ nor “baby trade” is standardised in the Greek Penal Code as trafficking in human beings (although there is also the interpretation that trafficking in human beings could be conditionally linked to the concept of “slavery” - since the latter is related to the exercise of powers associated with the concept of ownership, such as buying and selling). Illegal adoption is criminalized in the chapter “CRIMES RELATED TO THE FAMILY” in article 360A of the Penal Code (Infringements related to the adoption of a minor) as follows: 1. *Any person who adopts a minor in order to engage them in activities which put their health at risk shall be punished with imprisonment of at least one (1) year plus a fine, unless there is another criminal act that is more severely punished.* 2. *Imprisonment and a fine shall be imposed on any person who gives up their child for adoption, who adopts, as well as on any person who mediates in the adoption by obtaining or providing unjust benefit to another individual.* 3. *Whoever commits the criminal actions of the previous paragraphs as a profession is punished with imprisonment of up to ten (10) years and a fine.*

Illegal adoption will therefore be a form of exploitation, as long as it entails the elements of trafficking in human beings as discussed above.

B2. THE PRINCIPLE OF UNIVERSAL JURISDICTION AND THE NON-PUNISHMENT PRINCIPLE

The Principle of Universal Jurisdiction Article 8, case (j) OF THE PENAL CODE

It is noted that the article 8 of the Penal Code provides that the Greek criminal laws are applied regardless of the location of perpetration and the perpetrator’s and the victim’s nationalities, making an explicit reference to human trafficking.

Additionally, the article 348D of the Penal Code provides that the following provisions of the articles of the Penal Code: **339** (sexual acts against minors or before them); **342** (indecent assault of minors); **348** (including sex tourism with minors as victims); **348^A** (child pornography); **348^B** (procuring children for sexual purposes); **348^C** (pornographic shows of minors); **349** (pimping); and **351^A** (Indecent assault of minors

against payment) also apply to actions committed abroad by nationals, regardless of whether they were criminal offences or not according to the laws of the country where they were committed.

Non-Punishment Principle (Abstention from criminal prosecution) - 323A par. 8 of the Penal Code and 59 par. 4 of the Penal Procedure Code

As mentioned above, the 8th paragraph of Article 323A of the Penal Code provides for the application of the principle of non-punishment of the victim of trafficking for offences committed in connection with the fact that he was exploited:

“8. For any person who reports criminal acts committed against them by the perpetrator of the actions of the previous paragraphs, the Prosecutor of the Court of First Instance- if the complaint is considered valid and after the approval of the Prosecutor of the Court of Appeal- may temporarily abstain from criminal prosecution for law infringements on foreigners’ law and prostitution, as well as for infringements due to their participation in criminal activities, provided that this participation was a direct consequence of the fact that they were victims of the offences of the previous paragraphs, until an irrevocable decision is issued for the reported acts. Should this complaint prove to be founded, abstention from the criminal prosecution becomes definite.”

However, the non-punishment principle remains to be applied only to victims who report the trafficking they have suffered, while their non-prosecution depends on the outcome of the criminal case of trafficking that they reported (as provided for by the article 187B para. 3 of the abolished P.C.).

Example: A. I., a young woman from Nigeria is arrested in Athens for smuggling cigarettes in Omonia square. During her detention, she reports to the police that she was in a state of trafficking, as a group of her compatriots forced her into prostitution, but due to a health problem, she was forced to smuggle cigarettes so as not to be inactive during the periods when it was not possible to be sexually exploited. Following the woman’s detailed complaint, which gives the police information about the whole group, as well as meeting points and residences, the Public Prosecutor of the Court of First Instance, with the consent of the Public Prosecutor of the Court of Appeal, temporarily abstains from the woman’s criminal prosecution for smuggling cigarettes. The traf-

26. OHCHR, Abolishing Slavery and its Contemporary Forms, 2002 available at <https://www.ohchr.org/Documents/publications/slaveryen.pdf>

fickers were convicted by definitive judgement and therefore the Prosecutor permanently suspended the criminal prosecution for the smuggling of cigarettes against the woman.

According to article 350A of the Penal Code, the same provision (victims' abstention from criminal prosecution) applies accordingly to the victims of the offences of articles 348A, 348B, 348C, 349 of the Penal Code.

In addition to that, the provision of article 59, paragraph 4 of the Code of Criminal Procedure is also relevant:

"In the case of any of the criminal offences of illegal entry into and exit from the country, of possession and use of travel documents or identity cards or residence permits or other forged or original documents which have been issued for another person, of illegal labour and prostitution or other action of their facilitation, allegedly committed by a victim of the offences referred to articles 323A, 348 par. 2, 348A, 348B, 348C, 349 and 351A of the Penal Code, article 29 par. 5 and 6 and article 30 of Law 4251/2014, because of the trafficker's conduct which is to the detriment of the offender of the actions described above, the public prosecutor of the Court of First Instance, following the preliminary examination or the ex officio preliminary investigation, adjourns with an act any further action against the victim until the end of the criminal prosecution for the crime committed against them, upon consent of the public prosecutor of the Court of Appeal. After the final judgement of any of the above offences which have been committed to the detriment of the victim, if the sentence is final, no criminal proceedings shall be brought against the latter for their actions mentioned above. Having received the assent of the public prosecutor of the Court of Appeal, the public prosecutor of the Court of First Instance may, however, abstain permanently from the criminal prosecution, even if the judgement is not final or the complaint is filed in the record of unknown offenders, provided that based on the evidence they deem that the criminal act committed was a consequence of the fact that the alleged offender was a victim of human trafficking."

The above provision refers to restrictively listed offences allegedly committed by the victim of human trafficking, having a differentiation from the above provision of the Penal Code which refers to "infringements due to their participation in criminal activities". The offences mentioned in the Penal Procedure Code are the illegal entry into and exit from the country; the possession and use of forged or original documents which have been issued for another person;

the illegal labour and prostitution; or another action for their facilitation. Once again, abstention from criminal prosecution depends in principle on the conviction of the human trafficker.

The provision of the Penal Procedure Code diverges in three respects from the corresponding provision of the Penal Code;

1) In the above provision of the Criminal Code, the prosecutor of the Court of First Instance (according to the specific formalities mentioned therein) can abstain from criminal prosecution for any offence allegedly committed by the victim of human trafficking, while the aforementioned corresponding provision of the Penal Procedure Code refers to the specific offences presented above.

2) The above provision of the Penal Code applies only to victims of the offences of article 323A of the Penal Code and (according to art. 350A of the new Penal Code) the offences of articles 348A, 348B, 348C, 349 of the Penal Code, while the corresponding provision of the Penal Procedure Code applies to victims of the offences of articles 323A, 348 par. 2, 348A, 348B, 348C, 349 and 351A of the Penal Code (for their analysis see above), article 29 par. 5 (facilitation of a third-country national for the entry into or exit from the country) and par. 6 (facilitation of third-country nationals for illegal residence or obstruction of police investigations in relation to their detection, arresting and deporting), and article 30 (drivers of any means of transport transferring to Greece from abroad third-country nationals who do not have the right to enter Greek territory or who have been denied entry for any reason, as well as those who receive them from entrance points, the external or internal borders, in order to push them into the country or in the territory of another EU member-state or third country, or facilitate their transportation, or provide them with an accommodation for concealment) of Law 4251/2014.

3) A key element of the aforementioned provision of the Penal Procedure Code is the abstention from criminal prosecution, even if the judgement is not final or the complaint is filed in the record of unknown offenders, provided that based on the evidence it is deemed that the criminal act committed was a consequence of the fact that the alleged offender was a victim of human trafficking. However, only the prosecution of these offences referred in this article (see above) are at the discretion of the prosecutor of the Court of First Instance, and not every criminal act.

B3. ACT OF OFFICIAL RECOGNITION (L. 4251/2014)

Article 1 par. 1 (ia) of L. 4251/2014, provides for the issuance of an act recognizing a victim of the offences referred to therein, as victim of trafficking in human beings.

The content of the above article 1, paragraph 1 (ia) of Law 4251/2014, as amended by the L. 4666/2020, is as follows:

“ia) A human trafficking victim may be a natural person for whom there are valid reasons in order to be considered a victim of any of the offences provided for in articles **323A, 339 par. 1 and 3, 342 par. 1 and 2, 348 par. 2, 348A, 348^B, 349 and 351^A** of the Penal Code, before the initiation of prosecution; and the person against whom one of the offences above was committed and for which prosecution was initiated, regardless of whether they entered the country legally or illegally. According to the previous paragraph, a victim of human trafficking is the victim of the crime of article 336 of the Penal Code, when they are minors. **The characterization** “Victim of trafficking in human beings” is attributed by an Act of the competent Prosecutor of the Court of First Instance, both immediately after the initiation of criminal prosecution for a crime provided for **in articles 323A, 339 par. 1 and 3, 342 par. 1 and 2, 348 par. 2, 348A, 348B, 349 and 351A of the Penal Code** and before the initiation of persecution for any of these offences.

In the latter case, the issuance of this Act requires a written opinion, prepared by two professionals with the capacity of psychiatrist, psychologist or social worker, who serve either in a Protection and Assistance Service or Unit of the articles 2, 3 and 4 of the Presidential Decree 233/2003, as applicable, or in the First Reception Service, NGOs, the International Organization for Migration, or in International Organizations or in other assistance bodies specialized and recognized by the state, in accordance with the procedures laid down in articles 2, 3 and 4 of the Presidential Decree 233/2003.

The Act of Recognition is issued regardless of whether the victim cooperates with the prosecuting Authorities, in all cases in which the above Prosecutor deems, after the assent of the Prosecutor of the Court of Appeals, that the conditions of article 1 par. 2 of the Presidential Decree 233/2003 are fulfilled, or that the vic-

tim does not cooperate due to threats against his/her family members located in Greece or in their country of origin or anywhere else and that, if they not protected or if they expelled from the country, the aforementioned persons are in immediate danger. The aforementioned procedure shall also apply in the case of recognition of a person as a “victim of migrant smuggling”, as defined in case (ib) of the present article.”

For the procedures of official recognition, see Section D7.

For whom is an act of recognition issued?

According to article 2 of Law 4251/2014, “the provisions of this Code do not apply to the following categories of persons, **unless otherwise specified in its individual provisions** (...)”. *In principle, therefore, nationals, asylum seekers, beneficiaries of international protection and EU citizens are excluded from the scope of application of Law 4251/2014.* However, in an individual provision of the same law and in particular in article 1, par.1 (ia) cited above, the following is specified: “A human trafficking victim may be a **natural person** for whom there are valid reasons in order to be considered a victim of any of the offences (...)”

Therefore, any natural person is included in the above provision regardless of their residence status and nationality.

B4. REFLECTION PERIOD

Article 49 L. 4251/2014

1. Citizens of third countries who have been recognized as victims of human trafficking or migrant smuggling in accordance with the provisions of cases (ia) and (ib) of article 1 of this Code, provided that they are not subject to the provision of article 1 par. 2 of the Presidential Decree 233/2003²⁷, are provided with a reflection period of three months with an **act of the competent Prosecution Authority**, in order to escape the influence of the offenders of the crimes against them and recover mentally so that they can make a consciously unaffected decision **about their cooperation** with the prosecuting Authorities.

2. Especially for minors - victims of human trafficking or migrant smuggling, the same deadline can be extended for another two months by decision of the competent Prosecutor’s Office and based on the cri-

27. 2. For the purposes of the present, the victims of the above crimes are those persons, nationals, or foreigners, who have suffered direct damage to their physical integrity or personal or sexual freedom or are in serious danger regarding these goods or their lives.

terion of serving the interest of the minor.

3. During the reflection period, the persons of the previous paragraphs **shall not be expelled from the country**. A return decision which has been issued, but not yet executed, shall be suspended.

4. By decision of the competent Prosecution Authority, the reflection period may be terminated before its expiration, in case when:

a. it is ascertained by the relevant Prosecution Authority that the above person actively, voluntarily and on their own initiative reinstated their relations with the offenders of the crimes of Article 1 (ia) and (ib) of the present Code, or the elements which were taken into account during their recognition as a victim of trafficking in human beings or migrant smuggling, and which are required in accordance with the article 1 (ia) and (ib) of the present Code, do not eventually apply; or

b. there are grounds of public order and security.

Rights of Victims - Third Country Citizens during the Reflection Period

(Articles 50, 51, 52 L. 4251/2014)

A victim of human trafficking who is a third-country national has the right to be informed by the prosecutor and the police authorities, as well as social protection institutions, about the possibility of applying for **residence permit** of the respective category, without the payment of a fee. The residence permit is issued by the Ministry of Migration and Asylum to victims who have been officially recognized by a prosecutor's act as victims of human trafficking.

In the case of a third-country national who has been a victim of human trafficking and they are **unaccompanied minors**, the competent Prosecution Authority takes all necessary steps to determine their identity and citizenship and to establish the fact that they are not accompanied, makes every effort to locate their family as soon as possible and immediately takes the necessary measures to ensure their legal representation and, if necessary, their representation in criminal proceedings. The competent Juvenile Prosecutor or the competent Prosecutor of the Court of First Instance- where no Juvenile Prosecutor exists-, may order any appropriate measure for the child's protection until the issuance of a decision by the Court, to which a petition for the appointment of a Guardian must be addressed within thirty (30) days, if the family of the minor is not found or if the Prosecutor deems that under the specific circumstances the minor's repatriation does not serve

their interest. The application of these provisions takes into account the new legal framework for the protection of unaccompanied minors.

During the reflection period, victims of human trafficking are entitled to **medical care** and access to services of **psychological support** offered by the National Health System, the Protection and Assistance Agencies, and Organizations that cooperate with the above, as well as by the First Reception Services.

During the reflection period, victims of human trafficking are also provided with **"appropriate living conditions"** in case they do not have sufficient resources.

The competent prosecution, judicial and police authorities shall ensure, as a matter of priority, the **protection and security** of the aforementioned victims, the provision of translation and **interpretation** services when they do not understand the Greek language, information about their legal rights and the services provided to them, as well as the provision of any necessary **legal assistance (see D3 for Law 3226/2004)**.

For receiving protection services, the competent authorities may refer to the governmental and non-governmental actors referred to in the Supplement.

See Annex I hereto: **RIGHTS OF CRIME VICTIMS IN CRIMINAL PROCEEDINGS**

C. National Referral Mechanism for the Protection of Victims of Trafficking in Human Beings (NRM)



C1. BASIC PRINCIPLES OF THE NRM OPERATION

The establishment and operation of the NRM was based on the definition and guidelines given by the Organization for Security and Cooperation in Europe (OSCE) and are reflected in the relevant specialized handbook²⁸.

According to the OSCE, the National Referral Mechanism is “a co-operative framework through which state actors fulfil their obligations to protect and promote the human rights of trafficked persons, co-ordinating their efforts in a strategic partnership with civil society.”²⁹

In Greece, **L. 4198/2013** “*Prevention and Combating Human Trafficking and Protection of its victims and*

other provisions”, published and entered into force on 11/10/2013, incorporated into the national law the Directive 2011/36/ EU “*preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA*”.

This Law introduced a number of amendments to the Penal Code and provided for the imposition of severe administrative sanctions against legal entities involved in human trafficking offences, as well as for the assurance of their access to compensation for victims of human trafficking.

The same Law established the Office of the National Rapporteur for the preparation, coordination, and implementation of a national strategy in the fight against trafficking in human beings at the levels of

28. T. Kroeger, J. Malkoc, B.H. Uhl, National Referral Mechanisms. Joining Efforts to Protect the Rights of Trafficked Persons. A practical handbook, OSCE-ODIHR, Warsaw 2012

29. *ibid.* p. 15

prevention of the phenomenon, suppression and prosecution of traffickers, as well as protection of human trafficking victims, which reports directly to the Minister of Foreign Affairs.

In addition, two auxiliary “tools” for the accomplishment of the Office of the National Rapporteur’s mandate were established, i.e., the National Database and the National System for the Identification and Referral of Victims of Human Trafficking. According to the explanatory memorandum of the above law, the goal of the National System for Identification and Referral of Victims of Human Trafficking is the organization of the assistance schemes for victims of human trafficking, based on good practices of detecting, identifying, and referring victims, for the purpose of providing protection or safe repatriation services.

The **Joint Ministerial Decision 30840/2016** of the Ministers of Foreign Affairs and Labour, Social Security and Social Solidarity (Government Gazette vol. B’/ 3003 / 20.9.2016) provided for the establishment and operation of the National System for the Identification and Referral of Victims of Human Trafficking, under the name **“National Referral Mechanism for the Identification and Referral of Victims Trafficking in Human Beings”- (NRM)**. The management of the NRM was assigned to EKKA, under the supervision and coordination of the Office of the National Rapporteur for Combating Trafficking in Human Beings.

According to the Joint Ministerial Decision above, the NRM includes:

- a.** The collection and referral of requests for the protection of victims detected/ identified by the competent public Authorities or by cooperating actors which provide reception and social support services to the target group;
- b.** Monitoring case management and
- c.** The creation and operation of a system with the aim of recording the requests for protection of victims (reporting, referral and monitoring of management).

With the monitoring of the process by NRM, victims’ protection is ensured with the coordinated action of Actors, while in addition, useful conclusions can be drawn for the operation of the Mechanism itself, in order for changes and improvement to be promoted. In addition, the maintenance of a data collection system, both quantitative and qualitative, that are ac-

curate and comparable, as well as their analysis, contributes to the up-to-date and accurate portrayal of the dimensions and forms of the phenomenon in the country. The statistical representation of the phenomenon and the services provided to the victims is at the disposal of the Office of the National Rapporteur and all stakeholders, in order to facilitate the design and implementation of effective policies, measures and good practices in the country, and the avoidance of discontinuities and overlaps in the provision of services to the victim.

It is evident that the establishment and operation of the Mechanism does not create new structures or protection services for victims, or that the existence of the Mechanism automatically corrects the vagueness of the field of protection. What is sought, however, is the coordination of existing Services, their optimal utilization for the effective protection of victims, and consequently the identification of gaps and/or negative practices. At the same time, recording and expanding good practices can equally enhance the quality of services provided, as well as victims’ access to them.

For a more efficient operation of the NRM, EKKA systematically develops training and information initiatives for professionals working on the front-line, both in relation to the concept of the Referral Mechanism and the Principles that govern its operation, and in relation to the crime of trafficking in human beings, as well as the protection of its victims.

The basic operating principles of the NRM are the following:

I. State Ownership

State ownership with full participation, responsibility, and accountability of the State for NRM’s operation and results. The State undertakes the responsibility for the sustainability of the Mechanism by securing the resources - financial and human -, adapting it to the new emerging data and entering into partnerships with national and international partners that can promote its operation.

II. The involvement of Civil Society.

The importance of the **involvement of Civil Society** in the NRM is indisputable, not only because its actors are responsible for providing protection services to victims of human trafficking, in parallel or in addition to the operation of public services providing protection services, but also because in all aspects of the


functioning of the modern state, Civil Society is now widely accepted as a necessary partner for promoting participation and pluralism.

Since the designing and organization of the NRM, on the initiative of the Office of the National Rapporteur and EKKA, thematic working groups were set up, in which professionals from all field actors, from the public sector and Civil Society, were invited to participate, with the main object of developing Standard Operating Procedures (SOPs) of the Mechanism and designing its tools.

III. Victim-centred and Human rights-based approach

The basic operating principle of the NRM is **the approach which focuses on the victims themselves and their rights** in shaping and providing services to victims of human trafficking.

That is why the provision of the adult victim's consent occupies a central position for their admission in the NRM, following the provision of information on the Mechanism and their rights.

 But also, in the case of children, briefing and consultation with the child, depending on their age and maturity, before any action that concerns them, is required by the framework for the protection of children's rights.

The preparation of the individualized Action Plan, as provided by the NRM Standard Operating Procedures, presupposes the active participation of the victim and their decision-making (informed decision) based on the knowledge of the protection framework, the procedure to be followed, the consequences of their choices and the range of alternatives as well. That is why, in accordance with EU and national legislation, the victim can choose whether and when to cooperate with the prosecuting Authorities - without this being a precondition for either being admitted to the NRM or exercising their right for the holistic protection guaranteed by law.

IV. Interdisciplinary and cross-sectoral approach

The interdisciplinary and cross-sectoral approach towards the protection of the victim of human trafficking consists a constituent component of the NRM's operation. The complexity of the phenomenon requires the utilization of experience and knowledge of various scientific fields and the different methodology of many operational units (police and judicial Authorities, Social Services, First Reception Service, non-governmental organizations).

The **cross-sectoral approach** goes through the NRM, precisely because the holistic protection of victims of human trafficking presupposes and involves the partnership and coordinated cooperation of professionals of many specializations of public services and Civil Society actors.

Cooperation among Actors should be based on a clear description of responsibilities and the principle of transparency. Given the potential complexity that may arise in legal proceedings, it is recommended that cooperation and specific roles should be included in a written agreement between key actors.³⁰

In the NRM participate public sector and Civil Society actors as well as international organizations, which are involved/participate in every phase of the victim's protection, from the stage of their detection, as described in the operational procedures of the NRM. Each Actor enters the Mechanism, following its own request and invitation from the Office of the National Rapporteur and EKKA to appoint contact persons (official liaisons), who are responsible for disseminating internally any developments or information regarding the NRM; the latter have also the role of liaison between this actor and the NRM/EKKA.

The NRM is not an unchanging mechanism. It is a dynamic and flexible process, which will be adapted inevitably with a view to reflecting changes in national and European legislation and the safety network, being improved towards an integrated response to trafficking victims' needs and including new trends in the crime of human trafficking.

30. United Nations, UNICEF Guidelines on the Protection of Child Victims of Trafficking (2006), pg.13 and Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings, Commentary to the OSCE Action Plan to Combat Trafficking in Human Beings (PC.DEC/557), the 2005 Addendum Addressing Special Needs of Child Victims of Trafficking for Protection and Assistance (PC.DEC/557/Rev.1) and the 2013 Addendum to the OSCE Action Plan to Combat Trafficking in Human Beings: One Decade Later (PC.DEC/1107/Corr.11) (Vienna, December 2015), pg. 75

C2. THE FUNDAMENTALS OF THE NATIONAL REFERRAL MECHANISM FOR THE PROTECTION OF VICTIMS OF HUMAN TRAFFICKING

The **fundamental principles** governing the protection of victims of human trafficking with reference to the respect of their human rights are the following:

a. Any person who is detected and identified by an Actor as a victim of human trafficking will receive the protection services to which they are entitled, from the moment of their detection and regardless of the issuance of a Prosecutor's recognition Act.

It is noted that the identification of the presumed victim of human trafficking is done by a professional of the Actor, which detects or assists the victim and identifies the human trafficking elements in the record given by the victim. The presumed victim of human trafficking, in addition to the rights they have as victims of a criminal act, also has the special rights guaranteed by the Presidential Decree 233/2003 (see Section D3).

b. The victim may consent to co-operate with relevant actors, only after being fully informed on the protection procedure in a language they understand.

At each stage of the victim's support, they must be provided with the necessary information about the services they are entitled to, their rights in general, and the process which must be followed in order to have access to those services, i.e., the conditions and the specific formalities required. It is apparent that this information can only be provided in a way that the victim comprehends its content. For example, a printed booklet may not be enough in the case of a victim who is illiterate or does not understand the language of the booklet adequately. In case of the need for interpretation, an interpreter's physical presence must be ensured. There are, however, cases where the victim may feel more comfortable with telephone interpreting, which ensures anonymity towards the interpreter, who may be member of his/her ethnic community.

Full information on the presumed victim's rights must be provided upon their detection. A distinction must be made between the legal safeguarding of rights and the conditions for exercising those rights. For example, regarding the compensation right, the

victim should be informed that specific formalities, conditions, and a certain procedure are required, which will be explained in a more detailed manner by the lawyer who will provide legal consultation.


c. The victim reserves the right to decide whether to accept assistance, when this assistance will be provided and its type.

Everyone, especially when they have not felt safe yet, is likely to be reluctant to seek specific assistance. It is the responsibility of the professional to ensure that the service to which the victim is entitled is available and accessible and inform the victim accordingly.

It is especially important to give the victim space and time to formulate their request for assistance, and this is because any pressure on the person to accept help, especially when they hesitate or if for any reason does not have such a request, creates a distance between the professional and the victim, by intensifying the power of inequality between them.

d. The individualized action plan for the protection of the victim is formulated together with the victim and includes the support measures that meet his/her special needs.

This plan should be reviewed at regular intervals, both to ensure the validity of the victim's consent and to be adjusted according to any developments of the particular case.

e. In the case of a child victim of human trafficking, the procedures differ from case to case, in order to serve the child's best interests. 

In the case of children - victims of human trafficking, a stricter regulatory framework applies, defined by both legislation and child protection principles. Therefore, the professional must inform the child in every procedure and they must listen to the child's opinion. The responsibility for the handling of their cases, however, lies with the bodies defined by the legislation (e.g., guardian, juvenile prosecutor, supervisory board).

D. Standard Operating Procedures of the National Referral Mechanism for the Protection of Victims of Trafficking in Human Beings (NRM)



The NRM Standard Operating Procedures (SOPs) were formed by working groups, in which professionals from Actors- governmental, non-governmental and international that are actively involved in the identification and protection of victims of human trafficking- participate, as a confirmation of the need for interdisciplinary and cross- sectoral cooperation, timely identification of victims of human trafficking and their holistic support.

The work of these groups continues, as feedback from the operation of the NRM is expected to bring

about new discussions for changes and/or clarifications, in order to optimize the procedures for the benefit of the victims but also to facilitate professionals in their work.

This present guide contains the standard operating procedures of the NRM concerning the fundamental stages for the protection of human trafficking victims:

- I. Identification & Initial Reporting to the NRM
- II. Assumption of the case by the “Reference Actor”

III. First Level Protection, which includes housing, medical care, psychological, social, and legal support for the victim of human trafficking

IV. Social integration

or

V. Voluntary Repatriation or Relocation to a Third Country

Due to the special conditions and operating regulations of the Reception and Identification Centres of the Reception and Identification Service (Ministry of Migration & Asylum) as well as the Health Units of the country, it is planned to differentiate the procedures in order to adapt them to the particularities of the administrative organization and the operating protocols of these Actors, mainly during the stage of identification of a victim of human trafficking (Procedure I), and the stage of first level protection (Procedure III).


The description of the procedures analyses the steps to be followed by professionals to ensure the protection of the victim, by answering four key questions:

📁 **What is it?** (The definition and content of each stage are given)

📁 **When?** (the time point at which each stage begins is specified)

📁 **How?** (the actions to be taken are described))

📁 **By whom?** (the main actors/professionals involved are listed at each stage)

Where necessary, special reference is made to the case of children-victims of human trafficking (using the symbol: ).

In order to monitor the progress of the procedures for the provision of protection services to human trafficking victims, **timely** information to EKKA - the administrator of the NRM - is important to be communicated by the Actor that

each time assists the presumed victim and/or provides one or more protection services to him/her. According to the Standard Operating Procedures, it is foreseen that EKKA is provided with information; firstly, with the sending of the Reporting Form, and then, with the regular sending of the Protection Services' Monitoring Form. The purpose of monitoring the services provided is for EKKA to support the professional who manages the case, with a shared interest of ensuring the smooth flow of protection services' provision, depending on the needs of the victim. Moreover, through this process the services provided by each actor as well as any bottlenecks or gaps in the protection system are identified, paving the way for improvement proposals.

More specifically, EKKA is provided with information:

A. during Procedure (I) by the Identification Actor, with the sending of the Reporting Form (see ANNEX IV)³¹ even if the Actor has not received a detailed history of the trafficking experience, but from the information provided by the victim it appears that s/he is a victim of human trafficking. When EKKA receives the Form in which the entrance code³² has been filled in - which means that the victim has consented to be admitted to the NRM³³ -, gives the professional a registration number for the case, which will henceforth be used to monitor the protection services provided to the victim.

B. during Procedure (II) and thereafter by the Reference Actor.

After the completion of procedure (I), EKKA appoints the Reference Actor, following a consultation with it. Depending on the scope of the involved Organisations, the Identification or another Actor to which the victim may have been referred for protection services, may be designated as the Reference Actor.

For example, in a Refugee Accommodation Facility, a woman-presumed victim of human trafficking is identified, who is informed about the NRM and consents to be

31. With the 11-digit entrance code, if the victim consents to admit to the NRM and without the entrance code, if the victim does not consent.

32. Instructions for the entrance code, you will find in the Reporting Form (see ANNEX IV)

33. In case the adult victim does not consent, EKKA will not give a Registration Number and will not monitor the case.

referred to the Mechanism. The Facility, as an Identification Actor, sends a Reporting Form to EKKA along with the 11-digit entrance code and it is informed by EKKA about the victim's NRM registration number. The victim is referred to a sheltered accommodation in a Municipal shelter for women- victims of violence, while at the same time the Accommodation Facility notifies the victim's NRM Registration Number to the Shelter and EKKA is informed about the referral. Thereafter, EKKA designates the Shelter as the Reference Actor, since it undertakes the victim's protection for a lengthy period. In turn, the shelter, knowing the victim's NRM Registration Number, as a Reference Actor, sends to EKKA a new Reporting Form (within one month from the taking over of the case). The difference between the two Reporting Forms is that the latter indicates an NRM Registration Number instead of an 11-digit code and further information on the record of human trafficking and the victim's protection. Subsequently, the shelter will send the Protection Services' Monitoring Form on a four-month basis for as long as it provides the victim with protection services.

During the victim's cooperation with the Reference Actor, and until the notification for its completion or termination, EKKA will be provided with information via the Protection Services' Monitoring Form, which will be sent by the Reference Actor on a four-month calendar basis (i.e., the months May, September and January).

C. **during Procedure (III) onwards** by sending the Protection Services' Monitoring Form (see ANNEX V), which is primarily sent by the Reference Actor and/or any Actor offering services to a victim of human trafficking. In case of referral, it must be accompanied by the victim's NRM registration number, so that EKKA can communicate with each Actor involved to monitor the progress of the services provided to the victim. If for any reason the notification of the Registration Number has been omitted, the Protection Services' Monitoring Form is sent to EKKA together with the NRM entrance code.

Due to anonymisation of the data of the victim referred to the NRM, EKKA can monitor the progress of the services provided by various actors, only with the use of the Registration Number, and that is why it is important for all actors involved to be aware of it.

It is noted that it is not necessary that every Actor to which a referral is made by the Reference Actor be

informed about the NRM registration number (and consequently about the fact that the referred person is a victim of human trafficking), unless this referral concerns a service provided which is directly related to human trafficking, such as legal counselling or psychological support. On the other hand, the referral of the victim to an Actor for the purpose of learning Greek for example, does not have to be accompanied by the notification of the victim's registration number, because this service is not directly related to their status as a victim of human trafficking. However, the referring Actor (which is usually the Reference Actor) will inform EKKA about the provision of Greek language learning services provided by the third Actor, through the Protection Services' Monitoring Form.

LEGAL FRAMEWORK FOR MANDATORY REPORTING TO AUTHORITIES AND PROTECTION OF CONFIDENTIALITY

A. LEGAL FRAMEWORK FOR MANDATORY REFERRAL TO AUTHORITIES

Public servants, as well as those who have been temporarily assigned public service duties, have the obligation to communicate- without delay- to the competent prosecutor any information brought to their attention in relation to a criminal act that is prosecuted ex officio provided that they were informed about it during the performance of their duties. (**art. 37 par. 2 Code of Criminal Procedure**)

Investigators must communicate- without delay- to the competent prosecutor any information brought to their attention by any means in relation to a criminal act that is prosecuted ex officio. (**art. 37 par. 1 Code of Criminal Procedure**)

In specific cases provided for by Law, even **individuals** are obliged to report to the Prosecutor of the Court of First Instance or any other investigator any criminal act prosecuted ex officio that may come to their notice. (**art. 40 par. 1 Code of Criminal Procedure**)

Anyone, who, despite having been aware in a reliable way of the fact that a felony is intended, or that its execution has initiated, at a time during which its commission or result could have been prevented, fails to notify the authorities in a timely manner, is punished with imprisonment of up to three years or a fine, provided that the felony was committed or attempted. (**art. 232 of the Penal Code**)

B. PROFESSIONAL ETHICS - CONFIDENTIALITY

Clerics, lawyers and all kinds of legal representatives, notaries, doctors, midwives, nurses, pharmacists and other officials or professionals, who are usually entrusted with privacy due to their profession or status, as well as the assistants of these persons, are punished with a fine or imprisonment of up to one year if they disclose private data that have been entrusted to them or that have come to their notice due to their profession or status. **(art. 371 par. 1 of the Penal Code)**

The act is not unjust and goes unpunished if the liable party intended to perform a duty or to protect an essential legitimate interest- of the public or theirs or someone else's-, which could not have been otherwise protected. **(art. 371 par. 4 of the Penal Code)**

CRIMES AGAINST MINORS

Those who have an obligation concerning confidentiality and who come into contact with children during their work, are authorised to report to the competent authority, by way of derogation from the obligation of professional secrecy, any situation for which they have a reasonable reason to believe that a child is a victim of sexual exploitation or abuse. (art. 2 par. 3 of Law 3727/2008)

IN PARTICULAR:

SOCIAL WORKERS

The disclosure of information or facts by the Social Worker is not a violation of professional secrecy, when this action is aimed at preserving human life or protecting the physical and mental integrity of minors as well as adults who are deprived of the possibilities of self-protection. (art. 6 par. 1(e) Presidential Decree 23/1992)

PSYCHOLOGISTS

The Psychologist must keep absolute confidentiality of what comes to their knowledge or understands while practising their profession. Art. 9 of Law 991/1979 provides for the imposition of penalty in accordance with Article 371 of the Penal Code, for which see above, in case of violation of professional secrecy. It is also foreseen that the waiver of confidentiality is not unjust and goes unpunished if the professional intended to perform a duty or to protect an essential legitimate interest- of the State or theirs or someone else's-,

which could not have been otherwise protected.

According to the Psychologists' Code of Conduct of 2019 (Ministerial decision no. Γ5β/Γ.Π. οικ. 42984/2019, Government Gazette 2344/B/18-6-2019), waiver of the obligation of professional secrecy is allowed in exceptional cases where the psychologist has formed the opinion that the life (safety) of their patient, or the life and the physical integrity of third parties is at stake. In this case, the notification is given only to persons or actors concerned (relatives, guardians, the justice).

DOCTORS

Medical confidentiality may be revoked when:

- The doctor intends to fulfil a legal duty. A legal duty exists when the disclosure is required by a special law, such as in cases of birth, death, infectious or other diseases, or by a general law, such as the obligation to notify the authorities in a timely manner in cases that the doctor becomes aware in a reliable way that a **felony** is intended, or that its execution has already initiated, and especially at a time during which its commission or result can still be prevented.
- The doctor intends to protect a legal or other justified, essential public interest or interest of theirs or someone else's, which cannot be protected otherwise.
- When there is a state of emergency or defence. (article 13 par. 3, of Law 3418/2005)

D1. DETECTION AND IDENTIFICATION OF VICTIMS OF HUMAN TRAFFICKING - INDICATORS

General indicators

- Mistrust/fear towards the Authorities (*Lack of trust in the authorities may be related to the individual's previous experiences or to the false impression that the trafficker often tries to create, that is, that they have the cover of corrupt state bodies.*)
- The person acts as if they follow orders
- The person's reactions give the impression that their movements are controlled
- While the person states that they do not reside in a specific place, they refuse the process of housing finding, without stating the reasons

The following reactions may occur when communicating with the person:

- The person avoids giving answers about himself/herself when asked, and only leaves their escort to talk about everything that concerns them
- The person answers in a general and imprecise manner or by repeating the same things, making statements that are vague or that seem to have been dictated to them
- Description of traumatic events without expressing emotions, as if they talk about a third person and not about themselves (emotional detachment)

Physical

- Tattoos or other signs indicating that the person is owned by the trafficker *(It has been recorded as a tactic of traffickers to "mark" with specific symbols the victims that "belong" to them, so that they can be traced by members of the group in another country. However, this practice is gradually being avoided, because now it is easier for the Authorities to identify the "signs".)*
- Signs of injuries on the body that appear to have been caused by abuse or due to harsh working conditions
- Negligence of the individual's personal hygiene and state of health. For example, there may exist injuries that have not been properly taken care of, or health problems (long-term) for which the person has not sought the help of health services.
- Signs of malnutrition
- Signs of lack of sleep and rest (may indicate either a poor psychological state of the person or intensive pace of work)
- Sexually transmitted diseases (may refer to the individual's provision of sexual services)
- Health problems related to the female reproductive system due to unsafe abortions and neglect of reproductive health (may indicate sexual exploitation)

Other general indicators

- The person does not know their exact address or ignores information about the neighbourhood and city they reside, despite the fact that this is not justified considering the period of time they reside in this place.
(may indicate the person's lack of freedom of movement)
- The person refers to an individual who offered to guarantee their exit from the country of origin and their transfer to Greece "unselfishly" and "without something in return".

(This may indicate a person's debt commitment, as this is a commonly used method for the recruitment of human trafficking victims)

- The person is associated with a geographic region which victims of human trafficking are often recorded in or originate from.

(the chances of a person being trafficked increase if their characteristics refer to the usual victim profiles of the specific area, or if in their record there are data which refer to the area's usual recruitment and exploitation methods, as well as if specific indicators of a certain form of exploitation are recorded in this particular region)

- The person cannot change work or place of residence at will

(During the discussion of formulating an action plan or considering alternatives, it is possible that the person appears rigid without explaining their attitude)

- The right to privacy and leisure time is limited or non-existent.

(this may indicate that the person works long hours and they are under the control of another person)

- The person's passport or identification documents are in the possession of another person

(A common excuse is that someone else keeps these documents safe, so they do not get lost. It is useful to investigate whether the individual themselves took this initiative, or whether this was suggested by someone else in the guise of the above excuse. Additionally, in these cases it must be investigated whether the person can at any time request their documents and whether in such a case they should justify the reason for requesting them)

- The person does not know the process or where and how they found the documents in their possession (labour, residence). The possession of forged residence documents is often encountered. (This minimizes the risk of the exploited person's arrest for reasons of illegal residence in the country, thus they remain available for exploitation)

- Restriction of social contacts / isolation - Restriction of communication with their family

(rupturing or preventing the victim from constructing a social network is an important condition for maintaining control and removing the risk of the victim's seeking for help. At the same time, the victim may experience feelings of shame for their condition and avoid being exposed to their social circle)

- The person states that they owe a large amount of money for their transfer, which they cannot repay

(In the case of people who have entered Greece illegally, it is necessary to ask information about the organiser of the trip, the way the expenses were covered, the existence or not of debt and the person this debt is owed to. Victims of human trafficking are often given clear instructions not to disclose information about their trip and report that a good person helped them on a not-for-profit basis)

- The money is withheld by the employer or deducted from the salary, on the pretext that food or housing expenses must be covered

(in this case the person cannot verify the actual amount of expenses supposedly covered by the withholding of their salary)

- No or limited access to sanitation infrastructures
- The living space is unsuitable e.g., basement, warehouse shed, tent, cohabitation with many people etc.
- The person does not know the particulars of the persons with whom they reside or the full name of their boss or supervisor.
- The person has limited or no access to means of communication (e.g., telephone, post, internet) or information (internet, television, radio, magazines, newspapers).



In cases of children-victims of human trafficking, despite that many common indications of exploitation are observed with those of adults, the professional needs to focus on more specialized signs that emerge in childhood. For example:

- Child marriage
- Sexually transmitted diseases or pregnancy
- Sudden changes in the child's style of dress or childcare
- Identical stories often told by children moving in groups
- Attachment to strangers
- Accompanied by an adult who is not their guardian and who insists on being close to them
- Involvement in criminal activities, usually with other children

Additionally, many of the indicators of human trafficking are traced in cases of child abuse, however in combination with the child's record the professional is able to differentiate the cases and conclude whether the child abuse is also associated with human trafficking or not. In any case, it is certain that the professional's action as well as the provision of protection services are necessary.

D2. PROCEDURE I. IDENTIFICATION AND INITIAL REFERRAL TO THE NRM

The early detection and identification of presumed victims of human trafficking should not be considered an easy and short process, as very often they do not see themselves as human trafficking victims and do not always realize that they are being exploited or recruited. This also means that they do not know if they are entitled to assistance and what this assistance entails. On the other hand, we must always keep in mind that human traffickers tend to develop and improve techniques and strategies to keep their victims under control, making it particularly difficult for the latter to escape or reveal details about the group and its action, as well as the abuse they have suffered, even when they are offered protection and support. Thus, they may be convinced that the group is protected by corrupt public officials or they may be afraid of being accused of criminal acts that they may have committed within the context of their exploitation.

With the help of indicators, as described above, and the identification of the elements of human trafficking definition in the person's history (see the line of reasoning, Section A2), their identification as a presumed victim of human trafficking is completed, and the professional follows the following three steps

A. *The first step* includes the basic needs assessment during first contact with the individual, within the responsibilities of each Actor. Quite often, these needs may not allow the victim to cooperate, and as a result the necessary space and time must be given to find a way to face them (e.g., communication with the family, feeding, medical care, etc.).

B. *The second step* includes the provision of information to the presumed victim by the Identification Actor. The update includes:

1. the definition of the phenomenon of trafficking in human beings;
2. the rights of presumed and identified victims of human trafficking (see section "Victims' Rights");
3. the possibility for cooperating with the prosecuting Authorities;
4. the presentation of options and their consequences;
5. the possibility of providing a reflection period (if the victim is a third-country national) and

6. the update on the existence and operational mode of the NRM and the obligation of the professional to send a relevant report to the NRM. (This step also provides information on admitting the NRM.)

The minimum information that the individual should be aware of before deciding to report their case to the NRM is summarized in the following Consent Form proposed by the NRM:

“From the information you have given to the professional with whom you cooperate, there is a serious possibility that you are a victim of human trafficking. Trafficking in human beings constitutes a criminal offence in Greece and includes any act of transfer, deception, coercion, or restriction of a person’s liberty for the purpose of their economic exploitation through physical and psychological violence, threats or in any other way leaving them no other choice. The victims of this crime are entitled to assistance and protection and have the right to address to the competent prosecuting authorities.

The National Referral Mechanism for the Protection of Victims of Human Trafficking (NRM) operates in Greece, by cooperating with all Actors that provide support and protection services to presumed victims of human trafficking. **The purpose of the NRM** is to ensure the access of presumed victims to all services available towards their protection, and to be able to collect statistical data that will help to understand the phenomenon of trafficking in human beings and combat it.

With this form, we ask for your agreement (consent) in order for the professional you cooperate with in the National Referral Mechanism for the Protection of Victims of Human Trafficking to be able to communicate key demographic data (such as country of origin, age, marital status), data on the needs and services you receive, as well as information directly related to the exploitation you have suffered. These data will allow the Greek state to monitor your case as a victim of human trafficking, as well as gain further insight into the crime of human trafficking, in order to help other victims.

We want to assure you that your participation is optional and any personal information that will

be given to the NRM about you by the professional you cooperate with will not be disclosed to another Service, including the Police Authorities.”

In the event that the presumed victim, after the update, consents to cooperate with the prosecuting Authorities, the Police is notified.

See ANNEX III: INFORMING THE VICTIM ABOUT THEIR RIGHTS.



In the cases of children - presumed victims their consent is **not** required to notify the Authorities. However, it is important to inform them about the process, so that they understand the importance of actions carried out by the professional. The Juvenile Prosecutor’s Office (or in case there is none, the Prosecutor’s Office of the Court of First Instance) and the Police (Child Protection Department, if any) are notified. It is also advisable to investigate- in the context of the NRM- the possibility of escorting and the provision of interpretation services to the child by trained staff members.

C. The third step is the reporting to the NRM, which is completed by sending the Reporting Form to EKKA with an entrance code, which is an **11-digit** code formed as follows (capital letters, in Latin characters): using the first 2 letters of the victim’s **first name**, the first 2 letters of his/her **surname**, the 1st letter of his/her **father’s** name, the 1st letter of his/her **mother’s** name, the last 2 digits of the victim’s year of birth, and the three-digit abbreviation of his/her **country** of origin³⁴.

It takes place after updating the presumed victim and regardless of whether they consent to admit to the NRM. In case the victim does not consent, the report to the NRM is made without filling in the entrance code, in which case the registration number is not given. **This means that the case will not be monitored by the NRM.**

The data recorded at this initial detection stage are necessary for the statistical recording of the human trafficking victims located in the country, which is why the Reporting Form is sent even without an entrance code.

34. according to the UN codification (<https://unstats.un.org/unsd/tradekb/knowledgebase/country-code>)

If the presumed victim consents to admit to the NRM and a registration number has been given, it is not required that every Actor cooperating with them obtain their consent again in order to provide EKKA with information. The Actor that will submit the Reporting Form to the NRM, is responsible for disclosing the registration number to any other Actor that the victim will be referred to for protection services.

In case **of non-completion of identification due to insufficient indicators**, that is, when there is insufficient evidence for the commission of at least one action by at least one means for the purpose of exploiting the individual for economic gain, but the probability of having a presumed victim is very high, the following steps are followed:

If the Identification Actor **is not** specialized in providing social support to vulnerable groups or cannot undertake the management of a case (e.g., Hospital Social Service), the individual is referred to a Protection Agency to continue their support. What is considered of crucial importance is the communication and update of the Actor to which the referral is made to ensure cooperation and detection of human trafficking indicators, after the relevant update and consent of the referred person.

In this respect, the information provided to the individual does not need to be as detailed as that given to the presumed victim (regarding their rights and the legal framework for human trafficking). In this case, the professional could point out that they have noticed indications that could lead to the commission of a criminal offence against the individual (e.g., trafficking in human beings) and that it is important that the Actor to which they are referred is aware of them.

At this stage, it is suggested that the professional of the Identification Actor should contact EKKA, which may facilitate the referral procedure, by proposing Organizations that may respond to the specific circumstances.

The Protection Actor, which will eventually take over the case, will have ample time to re-examine the indications of human trafficking. Based on further investigation, if the person is identified as a presumed victim of human trafficking, the second and third steps mentioned above should follow (providing the victim with information and reporting to the NRM). **If based on the investigation no human trafficking is established, then no reporting to the NRM is needed; nevertheless, each Service follows its own Protocol for the protection of people in vulnerable situations.**

D3. RIGHTS OF HUMAN TRAFFICKING VICTIMS

In 2002, the Article 12 of Law 3064/2002 provided, for the first time, special protection for victims of trafficking in human beings,³⁵ while the modification of the 1st paragraph of this article with par. 1 of article 16 of Law 4267/2014 (A' 137/12.6.2014) guaranteed this protection for victims³⁶ of the criminal offences provided but not limited to in Articles 323³⁷, 323A, 323B, 339 paragraphs 1 and 4, 342 paragraphs 1 and 2, 348A, 348B, 348C, 349, 351 and 351A of the Penal Code³⁸. In particular, it was foreseen that *“protection is provided, in particular concerning the protection of their life, physical integrity and personal and sexual freedom, if there is a serious risk to these goods. In addition, assistance for their housing, food, living, care, and psychological support, as well as provision of a legal representative and interpreter is ensured for as long as it is considered necessary. Minors are provided with access to programmes related to their education and vocational training.*

According to the second paragraph of the above article 12 of law 3064/2002, “During protection or assistance, foreign victims within the meaning of the present are not deported. An expulsion decision which has been issued, but not yet executed, **shall be suspended.**”

Pursuant to 3064/2002, the Presidential Decree 233/2003 was issued, “Protection and Assistance according to article 12 of Law 3064/2002 (Government

35. Victims of the offences of the following articles are particularly mentioned: 323 (slave trade), 323A (human trafficking), 349 (pimping), 351 (sex trafficking) and 351A (indecent with minors against payment), in force at that time.

36. Pursuant to Article 1 par. 2 of the Presidential Decree 233/2003, the victims of these crimes are those persons, nationals or foreigners, who have suffered direct damage to their physical integrity or personal or sexual freedom or are in serious danger regarding these goods or their lives.

37. This provision on the slave trade has now been abolished.

38. See analysis of these articles in Chapter B: Legal Framework Overview

Gazette 248 A') to the victims of the crimes of articles 323, 323A, 323B, 348A, 349, 351 and 351A of the Penal Code, and of articles 87 paragraphs 5 and 6 and 88 of Law 3386/2005."

Art. 4 of the Presidential Decree 233/2003:

1. The Protection and Assistance Services and Units listed in the Annex hereto shall take appropriate measures to ensure **security** of the victims as well as the places in which they reside. For the implementation of these measures they can request the assistance of the competent Police Authorities.
2. In case there is an absolute need to transfer the victim outside the Unit where they are hosted and there is a serious danger to their life or physical integrity or to their personal or sexual freedom, assistance is provided by the Greek Police for the **transfer** of the victim.

Art. 5 of the Presidential Decree 233/2003



Victims under the age of 18 have access to public schools operating reception or tutoring classes or intercultural education programs.

"In case there is uncertainty as to whether the victim is a minor, but s/he can reasonably be considered to be under the age of 18, s/he is considered a minor and is given special protection until his/her true age is ascertained."

Art. 6 of the Presidential Decree 233/2003

1. Victims who do not exceed the 23rd year and have the necessary formal qualifications for registration in Technical and Vocational Education and in the educational programs (1st and 2nd cycle) of the Greek Manpower Employment Organization (OAED), are registered in excess of the foreseen number of entrants and without regard to the observed procedures.

Art. 7 of the Presidential Decree 233/2003

1. Victims who are uninsured are provided with immediate and free medical, pharmaceutical and hospital care by the services of the National Health System for as long as the protection and assistance measure last.
2. In order to establish entitlement to medical, pharmaceutical and hospital care, the competent Police Authorities issue a certificate indicating that

the interested party is subject to the provisions of the present.

Art. 8 of the Presidential Decree 233/2003

The Protection and Assistance Services and Units ensure the provision of legal support and interpretation services when the victims do not understand the Greek language. It should be noted that the Public services, Legal Entities Governed by Public Law, Local Authorities and bodies of the wider public sector that can provide protection or assistance are considered as Protection and Assistance Services or Units³⁹.

According to article 1 par. 3 of Law 3226/2004 "Providing legal aid to low-income citizens and other provisions", as replaced by par. 2 of article 17 of Law 4267/2014 (A' 137/12.6.2014) and was further replaced by art. 41 par. 1 of Law 4689/2020 (A' 103/27.5.2020), **beneficiaries of legal assistance regarding any criminal and civil claims** are also the victims of the criminal acts provided in articles 187A, 187B, 323A (human trafficking), 324, 339 (Sexual acts with or in front of minors), 342 (Abuse of minors), 348 par. 2 first sub paragraph (*Facilitating Offences against Minors*), 348A (Child Pornography), 351A Sexual acts with a minor against payment) of the Penal Code and in articles 29 par. 5 and 6 and 30 of Law 4251/2014, as well as the underage victims of the acts provided for in articles 336, 338, 343, 345, 348, 348B (Procuring Children for sexual purposes), 348C and 349 (*Pimping*) of the Penal Code.

It is also important that the article above provides for the ex officio legal assistance by the respective competent body (depending on the stage of the case).

D4. PROCEDURE II. ASSUMPTION OF THE CASE BY THE "REFERENCE ACTOR"

Procedure (II) includes the designation of a Protection Actor which will be responsible for managing the case of a presumed human trafficking victim, after his/her admission to the National Referral Mechanism. This Actor shall hereinafter be referred to as "**Reference Actor**". The Designation of the Actor is made immediately after the identification of the presumed victim and therefore after the completion of Procedure (I).

39. Article 1 par. 3 of the Presidential Decree 233/2003.

The “**Reference Actor**” constitutes the Service or Organization that provides protection and assistance services to the victim of human trafficking and monitors the course of the protection provided to him/her by the network of cooperating Actors. Specifically, a Reference Actor is defined as the one who has the possibility of an immediate and appropriate- for the particular characteristics of the victim (age, marital status, language of communication)- intervention by a professional specialized in protection issues. However, in cases that the presumed victim receives protection services from more than one Actor, the Reference Actor to be designated will be one of the Actors cooperating with the presumed victim that is deemed more appropriate based on the stability of the cooperation.

If it meets the above conditions, the Reference Actor may be the same as the one who identified the presumed victim (i.e., the Identification Actor). Otherwise, EKKA will search for another suitable Actor that cooperates with the presumed victim and agrees to take him/her over.

For example, if a presumed victim of human trafficking receives legal assistance and medical care services from two different Actors, the Actor providing legal assistance will be designated as the Reference Actor, upon consultation with EKKA.

The Reference Actor, in turn, designates internally the professional responsible for managing the case.

After the case is taken over by the professional, the latter will take the following actions:

1st step: Receipt of an extensive record (with the provision of interpretation, if necessary) with a view to getting a complete **needs and risk assessment** and taking the necessary measures.

2nd step: Depending on the needs and the request of the presumed victim, the **Individualized Action Plan** is formulated together with them, which includes all the actions towards

the presumed victim’s protection, support, and rehabilitation.

3rd step: **Scheduling** for the implementation of the individualized Action Plan.

4th step: *Sending of the Reporting Form to the NRM, **with-in one month after the initiation of cooperation with the victim.***

5th step: *Sending of the Protection Services’ Monitoring Form on a four-month calendar basis (April, August and December) and until the “closure” of the case.*

D5. COMMUNICATION WITH THE VICTIM

Basic principles in communicating with the adult victim

Cooperation with the victim is of fundamental importance in order to ensure their protection and assistance with a view to safeguarding their human rights, which is the main purpose of the NRM operation. It is therefore important to set out in this handbook the basic principles in approaching individuals, who are often found in a state of vulnerability not just due to the circumstances of human trafficking. The Handbooks “Cultural Competency: A practical guide for mental health service providers⁴⁰”, “Guidelines for Working Effectively with Interpreters in Mental Health Settings⁴¹”, “Psychosocial dimensions of the refugee condition- A synergic approach.”⁴² were useful sources for data mining.

The principles that must go through all the stages of communication with the victim can be summarized in the following:

1. Setting the framework for collaboration (content-purpose-process-confidentiality)

The professional must confirm that the victim has a clear understanding of the purpose of the co-operation and their rights within this context. S/he should also ensure confidentiality throughout the cooperation, from first contact to its completion.

During the collaboration:

40. Cultural Competency A practical guide for mental health service providers, translation from English: Aggeliki Vlasopoulou, Translation editing: Efrosini Boutou & Zoi Vassilopoulou Scientific editing - adaptation: Nikos Gionakis. The Greek edition is under the responsibility of «Babel» Day Centre for the mental health of Migrants, Syn- Eirmos NGO of Social Solidarity upon approval of the Hogg Foundation (Austin- Texas). Athens 2010.

41. Guidelines for Working Effectively with Interpreters in Mental Health Settings, Greek edition, June 2011 «Babel» Day Centre for the mental health of Migrants, Syn- Eirmos NGO of Social Solidarity.

42. Papadopoulos R.K. (Ed.) Psychosocial dimensions of the refugee condition- A synergic approach Published by the Babel Day Centre (Syn- Eirmos NGO of Social Solidarity) and the Centre for Trauma, Asylum and Refugees (University of Essex). Athens, 2019.

- You explain your role, what it means to be a psychologist, social worker, etc. in the institutional framework of the country, the role and responsibilities of the Agency or Organization you represent, what your position allows and what you cannot do; in short what the victim can expect from this cooperation, as well as the purpose of each meeting. If an interpreter is present, you explain their role (e.g., “they are here to help us communicate and they are obliged to translate what is said in the session”), as well as their duty of confidentiality.
- Assure the victim that they can freely express what they are thinking and their feelings, in complete secrecy.
- Explain what the need is to ask questions, the victim’s right not to answer some questions, or to pause at any time, or to ask for a break and you give the victim control and choice over what to share (e.g., “to better understand what you need, and how we or another Service can support you, it will be required to ask you some questions. If something I ask you is difficult, or incomprehensible, or if you do not want to answer to a certain question, you must tell me. I want you to remember that in this meeting you share with me only what you feel comfortable sharing”).
- Mention and explain, if and why you need to take notes (e.g., “so that I do not forget something important that we may discuss”), and that these notes are kept in the personal file, in a safe place where only the professional has access.
- Define the cooperation frameworks and mutually agree upon certain rules regarding the frequency, time, and place of the meetings.
- Explain the safeguarding of confidentiality of their data and provide (brief) information about the specific internal procedures of the Service that establish the above in practice, as well as the legal framework that obliges certain categories of professionals to maintain confidentiality. Confidentiality is crucial, because it instils a sense of security in the victim and builds a more solid trusting relationship.
- Explain the cases in which you need to share information and with whom, always with the victim’s own consent.
- Investigate, where appropriate, any expectations or requests regarding the victim’s arrival at the Service and try to clarify confusing information (e.g., statements such as “I came here because I was told you could help me return to my country”, “I do not know why I am here, the social worker of

the shelter told me to come).

2. Providing factual and valid information

Rights awareness is not only strengthening for the victim, but it also sets the framework of their support on a proper footing. The professional must be prepared to provide information on rights, legal proceedings, health services, social support, and protection services, as well as referral to other actors, if necessary. By providing factual information about support services, vital assistance can be given and thus the level of trust and reliability between the victim and the professional may increase.

During the collaboration:

- Inform the victim about their rights clearly, without using technical terminology.
- Give detailed but not difficult or complicated information.
- Do not be afraid to say “I do not know” if you actually do not know some information.
- Use a diagram to describe procedures and steps if needed (e.g., check boxes and arrows etc., especially if you need to describe the steps of a process).
- Assure that you can repeat and explain the information you give as many times as necessary.
- Ask if the victim needs further clarification to make sure they understand the information.
- You do not promise things that are not within your power and competence
- Highlight that the support and protection to which the victim is entitled does not depend on the cooperation or non-cooperation with the Police, and that they are not obliged to provide information or further data without being ready to do so.

3. Working with interpreters

Interpretation is an integral part of the protection of victims of foreign origin who do not understand the Greek language adequately, so that the victims are able to express comfortably their needs and feelings and connecting bridges with their culture are built. Communication is of paramount importance for the relationship between a victim and a professional. Insufficient communication with people who have limited knowledge of the language of the country where they reside limits their ability to access services, and significantly affects the quality of services provided. Therefore, as a matter of priority, the Agencies which provide interpretation services for their cooperation with refugees and migrants, should be preferred as

the responsible Protection Actors. Otherwise, there must be an alternative of appointing an interpreter from another Agency.

Interpretation that serves communication and understanding from one language to another is a very difficult task. The obstacles that often arise are related to the interpreter's ability and interpreting skills or to their knowledge on counselling. Distortion of meaning, omission of words, exaggeration, inaccurate translation, culturally incorrect interpretation or lack of translatable words or concepts are some common mistakes.

During the cooperation:

- Cooperate, when possible, with professional interpreters and do not turn to people of the same cultural origin, or people who simply know the language (except in emergencies, where the interpreter's reliability should still be ensured).
- Before the meeting, prepare the interpreter for the purpose and for any other important aspects of the case that they should know.
- Seating arrangement in the meeting room plays a major role and can facilitate or make the communication between the victim and the professional difficult (e.g., place the seats properly so that the victim has direct visual contact with the professional and the interpreter).
- The interpreter's origin should be taken into consideration, as some individuals may not accept interpreters from specific communities for political or religious reasons, or for reasons of confidentiality, if they come from small communities of their country. In addition, in some cases it is very important that the interpreter is of the same gender.
- Explain to the victim why the interpreter is present, what their role is and assure the victim of the protection of confidentiality. (e.g., "s/he is here to help us communicate and they are obliged to translate what is said in the session").
- Keep in mind that the process will take longer and prepare accordingly: working with interpreters usually doubles the duration of the interview.
- Avoid the use of idioms and professional terminology. Use simple, everyday language, adapted to each victim based on their gender, age, and education.

- Use short sentences, speak slowly and in a steady tone of voice. Ask one question at a time and pause at the end of each statement to give the interpreter time to translate.
- Be always in control of the meeting and do not allow the interpreter to analyse the information and decide what should or should not be transferred.
- You address the victim. Use the first person "I" and the second person "you", instead of telling the interpreter "ask him" or "ask her".
- Maintain eye contact with the victim and observe the body language of both the interpreter and the victim.
- Avoid engaging in discussion with the interpreter during the meeting. Everything you communicate with them must be immediately translated for the victim. Even something simple (e.g., "can you get closer because I do not hear you well?") can be misinterpreted if left untranslated making the victim feel neglected.
- Use the interpreter as a "cultural mediator" to understand the idioms or the meaning of specific terms and perceive the victim's cultural context.
- Explain to the interpreter that in the framework of professional relationship with the victim, they should avoid discussing personal matters with them, even if they seek to do so.

4. Avoiding re-traumatization

Trauma affects a person's sense of himself/herself, of others, and of beliefs about the world. The victim's narration of traumatic experiences is often an unpleasant or even traumatic experience in itself. All these can directly affect a person's ability or motivation to reach out, connect and make full use of support services.

An approach focusing on the existence of traumatic background is the provision of Trauma-Informed Care (TIC)⁴³. This approach does not pursue the treatment of symptoms and the victim is not just their "trauma". The objective is to support the individual as holistically as possible, recognizing their wholeness and complexity. We focus on "what happened to them" and not on "what is wrong with this person".

Additionally, a system that applies this approach recognizes the immediate impact of trauma on the indi-

43. See more at: <http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html>

viduals' access to Services and responds to this fact by changing its policies, procedures, and practices accordingly to minimize potential barriers for victims and increase the safety of all those involved (victims and staff).

During the cooperation:

- Make sure that the victim does not have to repeat their story to each professional. This can be addressed by sharing information within the group or by joint professional sessions.
- Respect the victim's concerns and beliefs about the risks to their safety. Do not forget that behind the expression of a seemingly unfounded fear (e.g., harm through magic) there may be a real risk of violence/retaliation against the victim.
- Keep in mind that if you cannot find the purpose of a question you intend to ask, then you should not pose it. For example, if the victim reports rape during their exploitation, the social worker has no reason to ask the details of the rape. However, the lawyer who may undertake the drafting of the lawsuit is required to know additional details. This must be explained to the victim as well.
- Ask open-ended questions in an encouraging and non-critical way and give supportive answers.
- Avoid questions that take the form of interrogation, consecutive closed-ended questions, or questions that begin with "why."
- Listen carefully to what the victim has to say in order to connect with them and create an atmosphere of empathy.
- Follow the victim's pace. Do not force the victim to share information; especially when it comes to narrating traumatic events, do not rush to give answers/solutions, or fill the silence. The silence is also needed.
- Keep the balance between empowerment (focusing on the individual's resilience and strengths/sources of support) and active listening when the victim is in a strong emotional stress, or when they express negative emotions. That means that sometimes you just need to acknowledge that what happened was very difficult and understand the pain expressed in the session, without rushing to recall positive points; to "endure" listening to the traumatic experience, with empathy and respect, as long as the person has chosen to share it with you.
- Do not allow note-taking - if can be done after the session - to prevent contact with the victim. Some-

times it is better to stop writing and be more "present", by actively listening.



Communication and Interview with a child victim

When communicating with child victims of exploitation-abuse, it is essential to follow some key principles that reassure the child, facilitate the professional to build up a relationship of trust with them, and to provide the services that the child needs more effectively. It is recommended, where feasible, that children be interviewed by professionals who are specialized in children's protection and rights.

Here are some basic tips:

- Whenever possible, choose the appropriately trained professional⁴⁴ to talk with the child, depending on their gender, language, and cultural characteristics
- Get yourselves prepared before the interview, find out as much information as possible about the background and profile of the child you are going to talk to.
- Explain who you are, why you are talking together and what will follow
- Start the conversation with a topic which is friendly and familiar to the child.
- Create a safe and warm environment for conversation. Whenever possible, use toys, colours, and books
- Take time to talk and do not rush
- Speak with plain intelligible language by using terms that the child himself/herself uses to express himself/herself.
- Explain the procedures in a way that the child can understand you
- Ask open-ended questions and avoid directing answers, as children tend to give adults the answers, they think they want to hear.
- Be reassuring and supportive. Confirm that what happened to them is not their fault
- Do not push for details
- Take breaks so that the child does not get tired
- Observe your body language as well as the child's before you
- Pay attention, listen, and show respect to the child's views, thoughts, and beliefs
- Close the interview by rewarding the child, confirming that "s/he did well" and that if they want to talk to you again you are available⁴⁵.

D6. PROCEDURE III. FIRST LEVEL PROTECTION

Procedure (III) provides for the provision of protection services to the presumed victim of human trafficking by the Reference Actor, either by its own means or in cooperation with other Protection Actors through referrals. Housing, healthcare, psychological support/psychotherapy, social support and legal counselling and representation are included. The provision of protection services is based on the individualized Action Plan that the victim and the responsible professional create together.

In the Supplement of this handbook the Organisations and Social Agencies that are included in the NRM and provide protection services to human trafficking victims are presented, with analytical information regarding the type of services they provide, the target group as well as contact details, in order for the field professionals to be facilitated in their effort to refer a victim to the most appropriate for their needs Services.

In order to ensure the timely and effective access of the victim to the service to which they are referred, it is advisable that the professional should have previously communicated with the specific Actor.

First level protection services:

► **Social support**⁴⁶ includes the assessment of needs, the formation of the individualized action plan and its implementation in direct and close cooperation with the victim. In the short term, it aims to meet the urgent needs and mitigate the risks, while the long-term objective is to empower the victim by utilizing their own capabilities, skills, and resources.

During the social support, the professional is called upon to mobilize and promote the cooperation of the victim with a range of services and Protection Agencies, in the context of the individualized action plan with coordinated and targeted referral and mediation actions.

As an indication, social support includes mediation in the competent Authorities for the issuance of Social Security Number (in Greek called AMKA), Tax Identification Number (TIN) or the participation in financial support programs (Guaranteed

minimum income, known as KEA) or the appointment of a guardian - in case of children victims.

In addition to these, social support actions are also the referral to a legal adviser to ensure legal residence in the country - in case of foreign victims - or to health-care services for the care of the mental and physical health of the victim.

Finally, the framework of social support also includes further actions which provide assistance for other procedures, such as the preparation of a social report to be submitted to the Asylum Service, or the written opinion for the issuance of a Prosecutor's recognition act designating the person as a victim of human trafficking.

In conclusion, it could be stated that the professional providing social support has a coordinating role in the management of the case for the provision of protection services to the victim.



Child protection

The protection measures provided for children- victims of human trafficking are aimed at focusing on their physical, mental, intellectual, and social development. They should always be personalized, and professionals should adapt them based on the age, gender, cultural background and the needs of each child, providing them with information about each step and taking into account their point of view. These measures can be summarized as follows⁴⁷:

→ **Determining the best interests of the child** must be given priority over any decision to be made for them. The child can express their desires and views, which are taken into consideration depending on their age and maturity. Depending on the results of the assessment of the best interests of the child and the risks incurred, the professional may take action to meet the following needs:

1. Family tracing/repatriation
2. Safe housing
3. Psychological support
4. Access to medical care
5. Education
6. Foster care and adoption

45. https://www.unicef.org/protection/files/IRC_CCSGuide_FullGuide_lowres.pdf p. 59

46. See Table 1 of Supplement: Organisations that provide Social Support

47. Institute of Child Health (2018). Mapping and analysis of the child protection system in Greece with emphasis on refugee and immigrant children, RFPS- 171090-UNICEF, Athens: Institute of Child Health (Unpublished report)

7. Appointment of a guardian for unaccompanied children

→ **Guardianship for the Unaccompanied**⁴⁸

The guardian is an independent person who protects the interests and general well-being of the child and for this purpose they complement their limited legal capacity. The guardian acts as the legal representative of the child in all proceedings, with the same rights and obligations as a parent representing their child. The duty of the guardian⁴⁹ is basically to ensure the best interests of the child and their overall well-being. The guardian informs the child about their rights, obligations, options, and the consequences they may entail. Moreover, in cases of unaccompanied children applying for international protection, the guardian attends their personal interview before the Asylum Service and in any other procedure considered necessary.

Guardians may be professionals, volunteers or, where relevant, relatives of the unaccompanied child. In case a child is suspected of being a victim of human trafficking, then the guardian should refer the matter to the Supervisory Board and notify the National Referral Mechanism for the protection of victims of human trafficking through the guardianship coordinating office.

► **Housing**⁵⁰ means the provision of accommodation in a safe and quiet environment, suitable for the gender, age, and general condition of the presumed victim of human trafficking. The accommodation structure is selected based on the risk and needs assessment of the presumed victim. For example, the site selected is away from the area the exploitation took place or/and where the involved in the case of human trafficking reside.

In conclusion, for safe and appropriate housing the following minimum conditions must be met:

- The presumed victim must be accompanied to the Shelter by the Police, or by a professional of the Actor, or by a trusted person.
- Interpretation (if required) must be provided in or-

der to inform the presumed victim

- The level of risk of the site must be investigated
- The age or other parameters, such as disability, must be taken into consideration.

► **Psychological support**⁵¹ starts with the formation of a relationship of trust and acceptance. The psychologist ensures that an atmosphere of security and respect will be created, a framework in which the victim will be able to freely express their feelings, thoughts and concerns, to process what they went through and to give meaning to it, realizing that their situation is changing: from victim s/he becomes a survivor.

The psychologist undertakes the psychological assessment by assessing both the risks and the needs and after that, they continue with the planning of treatment or the counselling intervention that will aim at the prevention of the victim's re-victimization. If necessary, parallel cooperation with a psychiatrist or child psychiatrist is encouraged.

It is also very important to support the victim of human trafficking in their involvement in criminal proceedings, as the risk of secondary victimization, intimidation or retaliation as well as prejudice is particularly high.

► **Medical care**⁵² begins upon the provision of information to the presumed victim and the receipt of his/her consent about the healthcare acts, and after that, the provision of medical care follows. In cases where the Actor does not provide such services, the professional shall arrange for the necessary appointments to be made in accordance with the national health system and the operation of other healthcare facilities, and they will facilitate the victim towards their access to health services. Finally, it is necessary to consider the need for escort by a representative of the Actor in the healthcare facilities with the provision of interpretation, where required.

► **Psychiatric Care**⁵³ includes psychiatric assessment and treatment. If deemed appropriate by the pro-

48. Handbook on Standard Procedures and Guidelines for Guardians-Institute of Child Health, 2019, p. 23, 94

49. Institute of Child Health (2018). Mapping and analysis of the child protection system in Greece with emphasis on refugee and immigrant children, RFPS- 171090-UNICEF, Athens: Institute of Child Health (Unpublished report)

50. See Table 2 of Supplement: Organisations that provide Shelter and Accommodation

51. See Table 1 of Supplement: Organisations that provide Psychological Support

52. See Table 3 of Supplement: Organisations that provide Medical Care

53. See Table 4 of Supplement: Organisations that provide Psychiatric Care

professional, the presumed victim is referred for a psychiatric assessment provided that they consent so. If medication is deemed necessary, the professional has the responsibility to ensure that the victim understands that the usefulness of the service provided is to meet their own need, at that given time.

► **Legal assistance**⁵⁴ includes both **legal counselling** and **legal representation**. Legal **counselling** provides advice on legal proceedings relating to human trafficking. It starts upon the INFORMATION stage (PROCEDURE I) and continues throughout the cooperation with the Protection Actor. It is provided by Organisations that have a legal adviser and offer legal consulting, guaranteeing interpretation services for the provision of information to the presumed victim. The connection of the presumed victim with the legal adviser is done by the Identification Actor's referral immediately after the identification or after the case is undertaken by the Protection Actor (if the Actor does not have the possibility to provide legal advice and/or legal representation).

Legal **representation** includes support during:

A. the process of designating the presumed victim as a victim of trafficking in human beings by a prosecutor's Act.

Case (A) is divided into two sub-cases:

Case A1: In case the victim consents to cooperate

with the Police, the Police undertakes the transfer of the proceeding's documents formed to the Prosecutor's Office for the issuance of a recognition Act for the presumed victim.

Case A2: In case the victim does not consent to cooperate with the Police:

The procedure for a written opinion, prepared by two professionals with the capacity of psychiatrist, psychologist or social worker is followed, as defined in Article 1 par. 1 (ia) of L. 4251/2014 ("Immigration, Social Integration Code and other provisions").

B. the process of regulating the residence status in the country.

Depending on the case, and as appropriate to the legal status of the presumed victim:

Case B1: filing an asylum application (with reference to history of the trafficking experience)

Case B2: residence permit for humanitarian reasons (subcategory of a trafficking victim, with the prosecutor's act of recognition of the victim as the main supporting document) and renewal based on the existing legal provisions

Case B3: Appeal against any decisions of expulsion/detention/geographical restriction/registration in the National Record of Undesirable Foreigners etc.

Case B4: any other appropriate procedure



54. See Table 5 of Supplement: Organisations that provide Legal Assistance

C. the criminal prosecution of the alleged perpetrators.

If the presumed victim has consented, the legal representative shall submit on behalf of the victim-witness a “declaration to support the charges” and shall ensure the exercise of their rights, including the right to compensation.

D7. PROCEDURE FOR THE ACT OF RECOGNITION OF HUMAN TRAFFICKING VICTIMS

The law provides for two alternative procedures for the issuance of an act of recognition of victims of human trafficking: the first one applies to the victims cooperating with prosecuting authorities, and the second one to non-cooperating victims. This choice of the legislature is in line not only with the international and EU obligations of the Country, but also with the victim-centred and rights-based nature of the process. The victim is treated as a subject of rights and not as a tool/means to fight crime. The victim’s compulsory participation in criminal proceedings would disregard their particularly vulnerable position, it would violate their will, and it would also involve their re-victimization by forcing him/her to provide information -albeit critical- for the prosecution of the perpetrators. However, it cannot be excluded that a victim who has been recognised as a victim of human trafficking without cooperating with the prosecuting Authorities, will at later time give information to the Police, due to their feeling of safety and empowerment, in order the traffickers to be prosecuted.

D7. 1. PROCEDURE FOR THE ACT OF RECOGNITION OF VICTIMS COOPERATING WITH THE PROSECUTING AUTHORITIES

For the victims who **cooperate** with the prosecuting Authorities, that is those who give testimony under oath to the police providing information about the crime they have suffered, the case file is transferred to the competent Prosecutor of the Court of First Instance, who has the authority to issue an act (order) recognizing them as victims of trafficking in human beings.

If criminal proceedings have not been initiated, for the issuance of this Act is required a written opinion, prepared by two professionals with the capacity of psychiatrist, psychologist or social worker, who serve either in a Protection and Assistance Service

or Unit of the articles 2, 3 and 4 of the Presidential Decree 233/2003, as applicable, or in the First Reception Service, a Non-Governmental Organization, or the International Organization for Migration, or in International Organizations, or in other specialized protection and assistance bodies recognized by the State.

D7. 2. PROCEDURE FOR THE ACT OF RECOGNITION OF VICTIMS NOT COOPERATING WITH THE PROSECUTING AUTHORITIES

For trafficking victims who **do not wish to cooperate** with the prosecuting Authorities, that is those who refuse to report to the police the crime committed against them, the Prosecutor of the Court of First Instance is again foreseen as the responsible for the issuance of the act recognizing them as victims of trafficking in human beings. A fundamental prerequisite for the issuance of the Act of recognition is the submission to the Prosecutor of a written **opinion**, prepared by two professionals with the capacity of psychiatrist, psychologist or social worker, who serve either in a Protection and Assistance Service or Unit of the articles 2, 3 and 4 of the Presidential Decree 233/2003, as applicable, or in the First Reception Service, a Non-Governmental Organization, or the International Organization for Migration, or in International Organizations, or in other specialized protection and assistance bodies recognized by the State. In addition, the act of recognition (of non-cooperating) victims of trafficking in human beings is issued provided that the Prosecutor of the Court of First Instance deems, after the assent of the Prosecutor of the Court of Appeals, that the victim is an actual victim of trafficking in human beings, or that they do not cooperate due to threats against members of their family who are located in Greece, or in their country of origin, or anywhere else and that, if they are not protected or if they leave the country, the aforementioned persons will be in imminent danger.

D7. 3. WRITTEN OPINIONS IN THE PROCESS OF RECOGNITION

- The written opinion must reflect in as much detail as possible the real facts that substantiate human trafficking, because this will be investigated by the prosecutor in order to issue the recognition act. This means that general references to either the situation of the victim’s social group or the political situation in the country do not serve the purpose of the opinion unless they are invoked to justify a contradiction/memory gap/refusal of the victim to

provide information etc. It is also not appropriate to refer to the current legislation, to the extent that this analysis can be included in any memorandum submitted by the lawyer in support of the victim's recognition process.



- The opinion aims to form the professional's image as to whether the victim is a victim of human trafficking. Any other reference to the need for residence in the country for example, or the inability to leave the country, or the refugee-profile should not be included in the opinion prepared for the process of recognition.
- It is important that facts are placed with the maximum time accuracy possible.
- It is necessary to identify as precisely as possible both traffickers and accomplices. This means that it is important to report any relevant information given by the victim, even their first names or even, what they called them, their age, as well as their profession or how they made their living.
- The escape and the way out of the trafficking situation in general is a critical stage in the victim's history, and an extensive analysis must be made.
- Any divergence between the opinions of the two professionals, casts doubt on the credibility of the victim or on the competence of the professional. Therefore, it is suggested that the facts are reported as narrated by the person and less as interpreted by the professional.

D8. PROCEDURE IV. SOCIAL INTEGRATION

Procedure (IV) includes supportive actions for persons who have survived human trafficking in the process of their integration into the Greek society, depending on their age, and other special needs related to education, work, health, entertainment, financial support and more. These actions are carried out by the Protection Actor, or through its mediation, by the Actors responsible for each case (e.g., Schools, Greek Manpower Employment Organization).

The social integration of presumed victims includes four fields. In detail, it includes the individual's education-training, employment integration, entertainment, and independent living.

Education- Training

- For child- victims there is a need for immediate  action towards their integration into public education. It is also important for them to take Greek language courses, but also native language courses (which can be done through peer teaching), as well as extra tuition.
- With regard to children over 14 years old, it is proposed to investigate the possibility of enrolment in the Apprenticeship Schools of the Greek Manpower Employment Organization. 
- For adults of foreign origin, learning the Greek language is considered a necessity. In the case of mothers who attend classes, there should be made provision for their children's simultaneous engagement in creative activities, especially when they are pre-schoolers. By learning the language, the aims of integration into the labour market and independent living will be served, while the survivor will be prepared for their living within the Greek reality. For this reason, it would be beneficial to gradually familiarize the individual with the way the administration works, with the bureaucratic procedures and the management of financial issues, as well as with issues of health care (including paediatric care), for the better handling of everyday life. Throughout this process, any cultural peculiarities and/or differences between the victim and the host society are taken into consideration.

Employment integration⁵⁶

Ensuring employment is a prerequisite for the participation of human trafficking survivors in the economic and social life of the country and, consequently, for their integration.

The contribution of a specialized professional is very important, as through individual or group sessions, s/he will be able to highlight each individual's skills. S/he will also help them recognize and use their skills in order to choose the profession that best suits their qualifications. S/he will also inform them about the institutional framework and the process of joining the labour market in Greece, with a view to preparing together their CV and job interview.

In this context, we need to take into account the fact that human trafficking survivors have left their countries, with very few of them having at their disposal those documents certifying the skills they acquired

55. See Table 6 of Supplement: Organisations that organise Greek Language Courses

56. See Table 7 of Supplement: Organisations that provide Employment Counselling Services

before arriving in the host countries. In addition to that, even if in some cases a photo of their degree or certificate may be available, the official bodies for the certification of qualifications will not recognize it in several countries.

In Greece, the official bodies for the recognition of qualifications are the Hellenic National Recognition and Information Centre (Greek abbrev. DOATAP)⁵⁷ and the National Organisation for the Certification of Qualifications & Vocational Guidance (Greek abbrev. EOPPEP)⁵⁸. DOATAP recognizes degrees obtained in foreign countries while EOPPEP certifies the skills and abilities that a person has and defines the occupational profiles.

In order to integrate these people into higher education and the labour market, the Council of Europe Education Department has been implementing since 2017 a pilot program especially designed for the assessment of skills, the **European Qualification Passport for Refugees⁵⁹ or EQPR**. It is a tool that evaluates the qualifications acquired in higher education based on the available documents (where possible) and a structured interview. It is available in three languages at least; English, French and Arabic.

Practising job-seeking and self-presentation skills during the interview

Job- seeking skills, whether they constitute work experience skills or innate skills, are probably the most important resource a person needs/possesses to be integrated much more effectively into the labour market.

Most people are unaware of their skills and focus only on the work experience they may have. Thus, in an interview they end up presenting only the jobs they have had, without mentioning the skills they have developed.

Steps:

- Preparing a Curriculum Vitae (CV): The CV is the first document that the individual will need to compile which should reflect their skills, work and educational experience.
- Writing a cover letter: Unlike CVs, cover letters are

personalized and we use them to justify the reasons why we responded to a specific job advertisement.

- Gathering supporting documents and registration in OAED's Unemployment Register⁶⁰
- Training in job seeking methods: websites or newspapers with job advertisements, employment agencies, human resources companies, OAED's database and social networks.
- Job interview: The interview is the final and most crucial stage in the process of finding an employment. The counsellor provides an interview preparation. S/he explains the structure of the interview and emphasizes the most important points, that is the appearance, the posture, the presentation of the person's strengths and weaknesses, as well as the way of answering the questions about the work experience, the position, the expectations of the person himself/ herself etc.

It is expected, however, that most victims, due to the objective conditions and the immediate need for their livelihood, will resort to a job solution that has little or nothing to do with their qualifications and/or previous work experience. Therefore, the most important asset is to know the working context of the country, their rights in an employment relationship and the ways to claim them.

Entertainment

Program of activities for children and adults (e.g., sports, self-defence, music, art, theatre workshops, cooking, etc.)

Independent living

- Assistance in setting up a programme combining work and personal/family life⁶¹
- Provision for the engagement of infants/pre-schoolers of single- parent families in creative activities

D9. PROCEDURE V. REPATRIATION or RELOCATION TO A THIRD COUNTRY

The **Procedure of voluntary repatriation⁶²** is followed as an alternative to the option of social inte-

57. <http://www.doatap.gr/gr/>

58. <https://www.eoppep.gr/index.php/el/>

59. <https://www.coe.int/en/web/education/recognition-of-refugees-qualifications>

60. <http://www.oaed.gr/>

61. See Table 8 of Supplement: Organisations that provide material assistance

62. See Table 9 of Supplement: Organisations that provide assistance in repatriation procedure

gration and it includes the voluntary and safe return of the foreign presumed victim to their country of origin. Repatriation is the Reference Actor's responsibility in collaboration with Actors of assisted voluntary repatriation and, when necessary, the Embassy/Consulate of the country of origin.

To ensure voluntary and safe repatriation, the following steps should be followed:

1st stage: Informing the victim



Informing child victims is necessary, although their consent is not required. According to the legislation, the child's views should be taken into consideration⁶³.

Primarily, during identification, the victim should be informed about their right to stay in the country or their return to the country of origin, in order to ensure their VOLUNTARY repatriation.

Also, the professional of the Reference Actor must provide information during psychosocial support, in combination with a needs and risk assessment.

Finally, if needed, the cooperation with a competent Organisation (e.g. for legal advice, or the Embassy/Consulate of the country of origin) would take place.

The aim of all the above is to provide comprehensive information to the victim and enable them **to make an informed decision**.

2nd stage: Assessing the risk

In this stage, in order to ensure the victim's SAFE repatriation, a risk assessment, for the possibility of retaliation or re-victimization must be performed.

Establishing a liaison with of the country of origin is an effective way to ensure the continuity of the victim's protection.

It is also important to ascertain the existence of a supportive environment for the victim in the country of origin.

At this point, the Actor responsible for the repatriation must update the administrator of the NRM-EKKA.

3rd stage: Establishing a liaison with a Protection Actor in the country of origin to ensure the continuity of protection.

If needed, cooperation with Services of the country of origin, which can contribute to a better assessment of the victim's needs and risk while being there.

Before any action taken, the victim must consent to the sharing of any personal information. In case of non-consent, the victim is given information about the Agencies available, in order to have it at their disposal, whenever and whether they decide to seek help.

EKKA is in charge of the cooperation with the NRM of the country of origin/destination (if any).

It is also possible to establish communication - with the adult victim's consent - between EKKA (NRM) and the Actor-administrator of the National Referral Mechanism of the country of origin (optional).

4th stage: Preparing for a return trip

During the preparation of the return trip, the appropriate travel documents are to be issued in cooperation with the Embassy/Consulate of the country.

Also, it is very important to choose the safest means of transport and provide for the victim's escort during departure and reception upon arrival.



In the case of a presumed child-victim, it is necessary to inform the Juvenile Prosecutor's Office. By a Prosecutor's act, a social assessment is carried out by the competent foreign authorities, in order to evaluate the living conditions of the family in the country of origin. Alternatively, the possibility of admission to a child care centre of the country of origin is also investigated. The final decision falls in the jurisdiction of the Supervisory Board in accordance with Law 4554/2018.

Relocation to a third country depends on the right of residence in another country held by the survivor and it presupposes contact with the embassy/consulate of that country, or it is subject to established procedures e.g., family reunification. In all other cases, the stages described below shall follow mutatis mutandis.

63. 1 States Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child. 2. For this purpose, the child shall in particular be provided the opportunity to be heard in any judicial and administrative proceedings affecting the child, either directly, or through a representative or an appropriate body, in a manner consistent with the procedural rules of national law.

D10. "CLOSURE" OF THE CASE

The "closure of the case" shall be either the completion of cooperation with the victim, according to the Individualized Action Plan, or the termination of cooperation irrespective of the reason.

When cooperation between the Reference Actor and the victim is completed, the professional who has undertaken the specific case should notify EKKA.

When a case "closes" for the Actor, it also "closes" for the NRM. But the re-opening of the case is not ruled out if the victim cooperates with another Organization and the latter notifies EKKA about it.



E. NRM STANDARD OPERATING PROCEDURES in Reception and Identification Centres (RICs), Temporary reception and temporary hosting facilities for third country nationals or stateless persons, Temporary Accommodation Closed Facilities, Temporary Reception Closed Facilities, Pre-removal Detention Centres, Closed Controlled Facilities on the Islands⁶⁴.

Communication with EKKA - the NRM administrator - is established when the Reception and Identification Service, in consultation with the Director of each Facility stated above, appoints a competent administrative official, whose contact details are communicated to EKKA as the NRM **“reference person”**. This person receives from EKKA any information about the NRM and its operation tools and, s/he undertakes to send EKKA the Reporting Form in case a presumed victim is identified within the structures.

In order to prevent information leakage, the same official should be designated as a reference person for all structure staff members, so that the latter refer to the same person - known to all - when they are presented with any indication that a person may be a presumed victim. If the presumed victim is identified by a professional of a non-governmental Actor operating within the Facilities mentioned above, the Actor will follow its internal procedure for referral to the NRM and the procedures provided for victim's

support. However, it is considered appropriate to inform the respective reference person about the detection of a victim of trafficking in human beings, if the latter consents to this.

At RICs and all the above-mentioned Facilities, the identification of a presumed victim, i.e., the existence of indications that at least one action of human trafficking took place, with at least one means⁶⁵ and the purpose of exploitation (Procedure I), can be carried out by:

- 1) the Police during the identity and citizenship verification process;
- 2) the Medical Examination and Psychosocial Support Unit, during the medical examination, the psychological assessment, or the psychosocial support⁶⁶;
- 3) the Reception and Identification Service, and the Asylum Service during the process of registration and interview;

64. According to L. 4686/2020 (GG A' 96/ 12.05.2020) "Improvement of the migration legislation, amendment of L. 4636/2019 (A' 169), 4375/2016 (A' 51), 4251/2014 (A' 80) and other provisions"

65. With the exception of the case of children- victims, in which the detection of means is not required.

66. General Regulation of Operation of RICs (Joint Ministerial Decision 1/7433 Government Gazette V. B 2219/10.6.2019)

4) the Detention Authorities at Temporary Accommodation and Reception Closed Facilities, Pre-removal Detention Centres, and Closed Controlled Facilities on the Islands;

5) the staff members of Reception and Identification Centres, Temporary Reception, and temporary accommodation Facilities of third country nationals or stateless persons, and staff members of the Actors operating within them during the person's stay.

In the event that the staff (except for the Medical Examination and Psychosocial Support Unit) identifies isolated indicators that there is an act of trafficking in human beings against a person who is within the above structures, the following procedure follows:

1st step: Detection of isolated indicators

A staff member in any capacity of the above Facilities (e.g., cleaning, food distribution, security, etc.), detects indicators that a person may be deprived of their freedom and their independent will, e.g., padlock in a container; a person who does not have their documents in their possession; a person who moves around exclusively accompanied by another person; a person who does not speak to anybody; any other evidence or action indicating that a person is being intimidated or threatened or abused; a person who does not have intimacy with a declared closely related person; a person who has a lot of money from an unclear source.

2nd step: Informing the person designated as the «reference person»

From the first moment any staff member detects an indicator, s/he should provide the reference person with an informal oral notification.

3rd step: Referral to the Medical Examination and Psychosocial Support Unit of the Structure

The reference person, when informed of one or more indications that raise a serious suspicion of the

possibility of human trafficking, should orally inform the Medical Examination and Psychosocial Support Unit, in order to further investigate the case.

4th Step Identifying and informing the presumed victim about their rights

⇒ In case the identification is carried out by the Police during the identity and citizenship verification process, they inform the victim.

⇒ In case the identification is carried out by the Reception and Identification Service and/or the Asylum Service during the process of registration and interview, it should inform the victim.

⇒ In case the identification is carried out by the RIC Medical Examination and Psychosocial Support Unit during the medical examination and the psychosocial support, it should inform the victim.

⇒ In case the identification is carried out by Detention Authorities, they should inform the victim

The victim is informed about the phenomenon of trafficking in human beings (definition); their rights; the options available to them, and their consequences; the possibility of cooperating with the prosecuting authorities⁶⁷; the possibility of being granted a reflection period; and the NRM operation (for example see the form: Victim Rights Information).

5th Step Informing the Head of the Structure

The above Identification Actors, following their internal procedure, should inform the RIC Director immediately after the identification and information of the presumed victim, and under the condition that the latter has been previously given their consent (in the case of an adult victim).

6th Step Informing the Police

In case the Director of the Facility is informed about the detection of a presumed victim, s/he informs the Police⁶⁸.

67. In case the adult victim is identified by the RIC Medical Examination and Psychosocial Support Unit, and if after their information, consents to cooperate with the prosecuting Authorities, both the RIC Head and the Police are informed.

68. According to the Decision No 23/13532/2020 of the Minister of Migration and Asylum (General Regulation of **Temporary Reception and Temporary Hosting Facilities for third country nationals or stateless persons**, which operate under the authority of the Reception and Identification Service), the Director (of the Facility), in case an offence takes place, notifies the competent Prosecutor according to the art 37 of PC., whereas the Units' staff of the Facility and, in general, whoever works even on a voluntary basis within it, in case of offences prosecuted ex officio, are obliged to notify by any appropriate means the Director or the Deputy Director of the Facility, who in turn notifies the competent Prosecutor, according to par. 2 and 3 of art. 37 of the Code of Criminal Procedure.

If the presumed victim does not consent to notify the Police, each Actor involved shall act according to its authority, safeguarding the protection of confidentiality and pursuant to the existing legal framework for the obligation or the possibility of its waiver.

7th Step Needs and risk assessment

The Medical Examination and Psychosocial Support Unit (as well as the Police) will assess the physical and mental condition of the presumed victim, it will investigate whether they or their family environment is under threat, and it will also determine whether it is safe to continue their stay in the Facility. The results of the assessment are sent to the Head, provided that the adult presumed victim consents to that.

8th Step Provision of immediate protection

The Director of the Facility, in collaboration with the Medical Examination and Psychosocial Support Unit and/or the Police⁶⁹ decides to relocate the presumed victim in a safe place, outside the RIC- if possible- or within it (for example in wards exclusively for women).

9th step: NRM Referral and Report⁷⁰

The Actor that carried out the identification undertakes to send EKKa the Reporting Form for the identification of the presumed victim, regardless of whether the presumed victim has granted their consent⁷¹. **In case the identification was made by a RIC staff member, the Form is sent by the RIC Reference Person.**

10th step: Taking further protection measures

Protection measures include:

A. support services, such as: finding an accommodation structure; providing medical surveillance-if necessary- and psychosocial support.

B. the administrative procedures, as they are provided in the operational context of the Facility where the victim is located (see asylum procedure, lifting

of geographical limitations, safe transfer with the assistance of other Actors or the police, etc.)



In the case of unaccompanied children, the Guardian (if appointed), as well as the Juvenile Prosecutor (or in case there is none, the Prosecutor of the Court of First Instance) are notified by the RIC Director, immediately after his/her own notification.

THE CONSENT OF CHILD VICTIMS IS NOT REQUIRED

In order to ensure the monitoring of the case, it is considered necessary to inform EKKa about the actions carried out from the moment of detection and until the case is undertaken by the Reference Actor, which in turn will inform EKKa about any new developments in the services provided.

For victims of human trafficking detected in the above Facilities, ensuring protected accommodation at least initially is considered a great necessity, in particular when it is believed that they are situated in the traffickers' sphere of control.

When the victim is transferred from the Reception and Identification Centre or other Facilities, EKKa is informed, and ensures the continuation of the victim's protection monitoring by designating the appropriate Protection Actor as the Reference Actor, which is responsible for the management of the case, according to the NRM's Standard Operating Procedures (Procedure II).

69. In case that the identification is made by someone other than the Police - and the adult victim consents to cooperate with them.

70. Art. 58 par. 5 of Law 4636/2019 On international protection and other provisions (Government Gazette 169 / A / 1-11-2019) establishes the obligation of the competent Authorities to refer the person they detect and identify as a victim of human trafficking to the NRM.

71. If the presumed victim does not consent to admit to the NRM, the Reporting Form is sent without filling in the entrance code, in which case the registration number is not taken. However, its recording is considered important for mapping the work of the Greek Services for the detection of victims.

F. NRM STANDARD OPERATING PROCEDURES IN THE HEALTH SECTOR



The identification of a presumed victim of human trafficking can be done by the Medical and Nursing staff and the Social Service during the triage or examination process in the Hospital with its emergency department on duty, or during the examination in the on-duty Hospital, or during the examination in the Regular Outpatient Clinics, or during the examination in Primary Health Structure (Health Care Centres, Local Health Care Units).

Communication with EKKA- the NRM administrator- has been assigned to “reference persons” and Hospitals and Primary Health Care Units, with the assistance of the central services of each Health District.

F1. DETECTION OF A PRESUMED VICTIM OF HUMAN TRAFFICKING IN HOSPITALS

1st step: In case that upon receipt of the medical history there are indications of human trafficking (e.g., marks on the body, description of working/living conditions, escort’s suspicious behaviour), removing the person from the trafficker’s sphere of control must be pursued, and:

- ⇒ in the case of **Regular Outpatient Clinics** of the Hospital, the Head Nurse as well as the Social Service of the hospital are notified.
- ⇒ in the case of **Emergency Departments**, the coordinating Doctor on-duty is notified and s/he decides whether the Nurse on-duty must also be

informed. The Nurse on-duty (Nurse in Charge of the Shift) informs the Head's Office (General On-Duty Nurse).

⇒ During the opening hours of the Social Service, a Social Worker is immediately informed. Otherwise, the Psychologist on-duty is called upon (where available).

The above actions make it easier to further investigate the incident, so that the health professional can decide if the person is a presumed victim of trafficking in human beings.

2nd step: The relevant information is given to the victim by the doctor- as a person already familiar to the victim, or in case that this is not possible, by the Social Service.

3rd step: After the victim's informing, the option of informing the Police in order to lodge a complaint is jointly considered.



In the cases of *children victims*, NO CONSENT IS REQUIRED and the Juvenile Prosecutor's Office (or in case there is none, the Prosecutor's Office of the Court of First Instance) and the Police (Child Protection Department, if any) are notified.

4th step:

1st case: In case the victim consents to cooperate with the Police, the Police is informed and decide on the next steps regarding the complaint and the victim's testimony.

2nd case: In case the victim does not consent to cooperate with the Police:

A. If it is considered that it takes time and the risk is high, it is suggested that the victim be admitted for a 48-hour-hospitalization, in order for more time to be given for information and exploring further intervention ways.

B. if there are no security concerns, the victim is referred to a Protection Actor, after telephone contact with the Agency, so that to make the referral known (by ensuring confidentiality, as provided by the current legislation).

5th step: The Head's Office (General On-Duty Nurse), or the Head Nurse, or the Social Service must inform the reference person.

6th step: The NRM reference person informs EKKA by sending the Reporting Form.

The Social Service must be informed of any action taken regarding the victim, even if the presumed victim refuses to continue the cooperation and has left the Hospital.

F2. DETECTION OF A PRESUMED VICTIM OF HUMAN TRAFFICKING IN PRIMARY HEALTH CARE UNITS

1st step: In case that upon receipt of the medical history there are indications of human trafficking (e.g., marks on the body, description of working/living conditions, escort's suspicious behaviour):

⇒ The Scientific Officer is notified.

⇒ If a Social Service operates in the Unit, the Social Worker is immediately informed.

2nd step: The relevant information of the victim is given by the attending doctor- as a person already familiar to the victim, or by the Social Service, if any.

3rd step: After the victim's update, informing the Police about lodging a complaint is jointly investigated.

4th step:

1st case: In case the victim consents to cooperate with the Police, the Police is informed which decide on the next steps regarding the complaint and the victim's testimony.

2nd case: In case the victim does not consent to cooperate with the Police, they are referred to a Protection Actor, after telephone contact with the Actor, so that to make the referral known (by ensuring confidentiality, as provided by the current legislation).

5th step: The Chief of Unit or the Social Service, if any, informs the NRM reference person.

6th step: The NRM reference person informs EKKA by sending the Reporting Form.

Procedures II to V as described above should follow.

ANNEX I: RIGHTS OF CRIME VICTIMS IN CRIMINAL PROCEEDINGS

Law 4478/2017⁷² incorporated into the Greek legal order the Directive 2012/29 /EU “establishing minimum standards on the rights, support and protection of crime victims, and replacing Council Framework Decision 2001/220/JHA”. The above Directive establishes a set of rights for crime victims (including victims of trafficking in human beings), to ensure that they receive adequate information, support, and protection in order to participate in criminal proceedings⁷³. Victims are explicitly identified and treated with respect, sensitivity, individualised professional approach without discrimination on grounds of race, colour, nationality, ethnicity, language, religion, social origin, political or other beliefs, property status, age, gender, sexual orientation, gender identity or characteristics, disability, or any other condition, in any contact with the relevant victim support services or the restorative justice services, in cases where this is provided by law or any other competent authority, operating within the context of criminal proceedings. The rights established with the above L. 4478/2017 shall apply to all victims without discrimination, regardless of their nationality or citizenship and their residence status.

i. Victims’ right to understand and be understood

It presupposes the use of plain comprehensible language in the oral and written speech. To this end, the personal characteristics of the victim are taken into account, and in particular, their age, maturity, mental and intellectual abilities, educational level, language proficiency, any hearing or visual impairments, as well as the victim’s strong emotional stress, which will possibly affect their ability to understand or be understood. For this purpose, a rights guide should

be available in the most commonly spoken languages, as well as in Braille.

Additionally, the victim’s right to be accompanied is established, under certain conditions, by a person of their choice, when, due to the effects of the crime, the victim needs help to understand or to be understood, unless this is against the interests of the victim, or harms the course of the proceedings, or this person is involved in the criminal act under investigation.

ii. Victims’ right to receive information

The information must include: a) the type of support they may receive and their competent provider, including, where appropriate, basic information on access to medical care, any specific support, including psychological assistance and accommodation in shelters; b) the terms and conditions of the admissibility of **criminal complaints** and the right to join a civil action within criminal proceedings⁷⁴ in the course of the penal process; c) the procedure and conditions for the provision of **protection** measures; d) the procedure and conditions for the provision of **legal** assistance; e) the procedure and conditions for claiming **compensation**; e) the procedure and conditions for granting the right of **interpreting** and translation services; f) the procedure and conditions according to which they may exercise their rights if they reside in a third state- member; g) the existing procedures for making **complaints** in the case that their rights are not respected by the competent authority; h) the **contact** details, for the purpose of communication and information regarding their case; i) the existing **restorative** justice processes and the competent authorities; j) the procedure and

72. (...)IV) Incorporation of the Directive 2012/29/EU establishing minimum standards on the rights, support, and protection of crime victims, and replacing Council Framework Decision 2001/220/JHA, and further provisions, Government Gazette 91/A/23-6-2017.

73. It is noted that that victims of trafficking in human beings are not obliged to participate in criminal proceedings or cooperate with the prosecuting Authorities. Specific rights for them are enshrined in the Presidential Decree 233/2003 analysed above, regardless of their cooperation or not with the prosecuting Authorities.

74. Pursuant to the new Code of Criminal Procedure, civil action within criminal proceedings has been abolished and only the declaration to support the charges is now provided.

conditions for reimbursing any expenses incurred in their participation in criminal proceedings.

iii. Victims' right while making a complaint

Victims have the right to lodge a complaint in their own language or through interpretation and receive a copy of the criminal complaint filed.

In addition: Victims who do not understand or do not speak Greek may make a complaint in a language they understand or receive the necessary language assistance in accordance with the Law.

iv. Victims' right to receive information about their case

Victims have the right to be informed whether or not a criminal prosecution has been initiated as a result of their complaint and what the accusations are, when and where the trial will take place, whether or not the perpetrator is detained, and the overall course of criminal proceedings.

In relation to the perpetrator's situation, the victim has the right to receive information regarding their release or escape from detention or furlough granted by the competent bodies of the Detention Centre. In case of the perpetrator's release or escape from prison, the information is provided, following the prosecutor's approval, provided that there is a possible or identified risk of harm to the victim, unless the perpetrator is in danger of being harmed due to the disclosure of this information⁷⁵.

In addition: This information may be sent to a personal e-mail address specified by the victim, or delivered to the victim in person, or to their legal representative, if a declaration to support the charges has been submitted.

v. Right to interpretation and translation

Interpretation is provided free of charge to the victim who does not speak or does not adequately understand Greek, with special provision for people with hearing problems at any stage **of the criminal proceedings, even for communication between the victim and their legal representative.** If interpretation is otherwise impossible, it may be carried out through a third language.

If required, communication technology may be used,

such as video conferencing, telephone, or internet, unless the personal presence of an interpreter is considered necessary.

Upon written request of the victim, the following shall be provided within a reasonable period of time: a) a written translation of the information which is essential for the exercise of their rights during the criminal proceedings, in a language that they understand, free of charge and to the extent that this information is made available to the victims in Greek; b) a written translation into a language they understand of the information and documents related to the ongoing criminal case.

Specific rights are also provided for the translation of case documents when the victim declared "support of the charges".

vi. Right of access to victim support and care services

What it means: Right to access support and care services, free of charge before, during and for a reasonable time period after the end of the criminal proceedings, with respect to the principle of confidentiality.

How it is done: The victim must request it and the Police, or any other competent authority must inform and refer the victim to care and protection services, depending on their needs and the severity of the damage of harm suffered by the crime.

The children of women victims of human trafficking and, under certain conditions, the victim's relatives are also entitled to services.

vii. Support provided by victim support services

General victim support and care services provide at least the following: a) information, advice and support regarding the exercise of the victim's rights, including their ability to claim compensation for the damage suffered by the offence, as well as the mode of participation in the criminal proceedings, either as a bystander for the support of charges, or as a witness; b) information on existing relevant special support services or referral to them; c) emotional and psychological support; d) advice on financial and practical matters arising from the crime; e) advice on the risk and prevention of secondary and recurrent

75. Respective information rights are established by L. 4531/2018 for victims of gender-based violence.

victimization, intimidation and retaliation, unless otherwise provided by other public or private services.

Victim support and protection services must give special attention to the special needs of the victim who has suffered considerable harm due to the gravity of the crime.

Except for the cases otherwise provided by public or private services, special victim support and care Services shall provide at least the following: a) reception centres or other suitable temporary accommodation for victims, who are in need of a safe place of residence due to the immediate risk of secondary and recurrent victimization, intimidation and retaliation; b) targeted and comprehensive support for victims with special needs, including post-trauma support and counselling.

Article 352A of the Penal Code contains a special provision, which stipulates that a child victim of crimes against sexual freedom and crimes of financial exploitation of sexual life is subjected to a special examination of their mental and physical condition, in order to determine whether they need special treatment. The treatment of the child victim is ordered by the competent prosecutor or investigator or by the court, depending on the stage of the case.

viii. Rights of victims residing in another EU Member State

For victims residing in a Member State of the European Union other than the one that the offence took place, more specific procedures are provided to facilitate the lodging of a complaint.

ix. Right to avoid contact between the victim and the offender

What it means: Adoption of measures to avoid contact between the offender and the victim and, where necessary, their family members, within the premises where criminal proceedings are conducted, if the victim requests so. The Three-Member Criminal Court of First Instance of the place where the criminal proceedings are conducted gives a definite ruling of the above request at any stage, judging under the expedited procedure.

According to article 352A of the Penal Code, par. 4, if considered necessary for the protection of the child victim, the prosecutor, the investigator, or the court shall order the removal of the offender

from the victim's environment, or the removal of the victim and their temporary residence in a protected environment, as well as the prohibition of communication between the victim and the offender.


In addition: Provision of separate waiting areas for victims in designing new court premises.

x. Right to victims' protection during criminal proceedings

What it means: To the extent that the effectiveness of the procedure is not compromised, law enforcement, prosecuting and judicial authorities shall ensure that: A) the victim's examination shall be carried out without undue delay after the offence has been reported to the competent authority, with the victim giving the lowest possible number of statements; (b) if they are not represented by a lawyer of their choice or appointed on the court's initiative, victims may be accompanied by their legal representative or another natural person of their choice, unless a reasoned decision has been taken to the contrary in respect of one or both of these persons; (c) medical examinations are carried out to a minimum and only when it is strictly necessary for the purposes of the criminal proceedings and the investigation of the veracity of the alleged facts; d) if the victim is a minor, the examiner shall also record in the report the questions addressed to them verbatim.

Articles 227 and 228 of the Code of Criminal Procedure provide for the appointment and appearance of a (child) psychologist or (child) psychiatrist as an authorized expert. The expert prepares the victim for their examination and decides on the person's perceptive ability and mental state, preparing a relevant written report. It is further envisaged to replace the victim's physical presence in the next stages of the procedure with the audiovisual recording of the victim's testimony and the reading of their written statement, while in case of supplementary investigation after the hearing takes place, the investigation is done without the presence of the accused, at the place where the victim is located. During the criminal procedure, it is also provided to take measures to protect the victim-witness and their relatives from any revenge or intimidation (no. 218 of the Penal Procedure Code). In addition, the Penal Procedure Code (no. 108) guarantees increased rights in relation to their information regarding the development of the case and access to the case file for children-victims of human trafficking, as well as their notification

concerning the trafficker's exit or release from prison.

 Pursuant to L. 4478/2017, independent offices for the protection of child victims, "Houses of the Children" were established in the Offices of Juvenile Probation and Social Welfare of Athens, Thessaloniki, Piraeus, Patras and Heraklion of the Ministry of Justice with the responsibility of the victim's overall support.

xi. Right to protection of privacy

What it means: During criminal proceedings, appropriate measures shall be taken in order to protect the victim's and their family members' privacy and image, and in particular to prevent the dissemination of any information which may facilitate the identification of child victims, or victims who are in need of special protection.

If the publicity of the hearing is detrimental to good morals, or there are special circumstances to protect the private or family life of the parties, or the victim from mental distress or vilification, the court orders the conduct of the trial- or a part of it- without making it public. To exclude publicity, after the prosecutor's and the parties' hearing, the court issues a reasoned decision and pronounces it in a public hearing.

Full or partial television or radio broadcasting, as well as filming and videotaping of the trial before a criminal court is prohibited, unless the prosecutor and the parties agree otherwise and there is a substantial public interest.

It is also forbidden to broadcast on television, or film, or videotape, or photograph the victims who appear before the prosecutor's office, or the police, and other authorities.

xii. Assessment to identify the victim's special protection needs

What it means: Information and referral of the victim, upon their request, to **Services of Juvenile Probation and Social Welfare** of the Ministry of Justice which conduct a timely individual assessment of the victim to identify any special protection needs, in order to decide whether, and to what extent, the victim can benefit from special protection measures during criminal proceedings, in order to avoid the risk of suf-

fering secondary and recurrent victimization, intimidation and retaliation.

- Right to compensation

The competent body to examine the relevant victim's request for compensation is the "Hellenic Compensation Authority" for of Victims of Criminal Acts of the Ministry of Justice, with the specific conditions and procedure provided by Law 3811/2009, as amended and in force, regardless of their place of residence (in or outside Greece or outside the EU).

More specifically in case the victim is unable to be financially satisfied by the perpetrator (provided that a final judicial decision has been issued), or if the case file is archived in the record of unknown offenders due to inability to verify their identity, or if the perpetrator cannot be prosecuted or sentenced and the case is archived or an acquittal is granted, the victim may seek compensation from the above mentioned Authority. The latter constitutes a three-member body appointed by decision of the Minister of Justice which decides on the victim's request for compensation. The relevant application as well as information on its submission is posted on the website of the Ministry of Justice⁷⁶. If the victim resides in another EU Member State, they can submit the application to the Hellenic Assisting Authority⁷⁷. The Hellenic Compensation Authority also has the right to request from the applicant all the necessary supporting documents for his/her claim, as well as their hearing.

Pursuant to Article 8 par. 2 of L. 3811/2009, the compensation covers the medical expenses and hospitalization, the victim's specialized mental and psychological support when there is no public structure of mental- psychological support at their place of residence, the loss of income for a reasonable period of time, the costs of change of environment and residence, and in particular moving expenses and expenses regarding the purchase of essential consumer goods for relocation to a safe environment, and funeral expenses. The amount of compensation for the victim's mental and psychological support is determined by a joint decision of the Ministers of Justice, Finance, and Health, while the type and the extent of costs regarding the change of environment

76. https://ministryofjustice.gr/English/?page_id=765 or https://e-justice.europa.eu/content_if_my_claim_from_another_country_is_to_be_considered_in_this_country-491-el-en.do?member=1

77. https://ministryofjustice.gr/English/?page_id=762

are determined by a joint decision of the Ministers of Justice and Finance. The compensation does not cover the victim's, or their relatives', or a third party's payment of ransoms to the perpetrators of the crimes of kidnapping (article 322 of the Penal Code) and child abduction (article 324 of the Penal Code).

The application for compensation is rejected if until its examination by the Compensation Authority no proof of the payment of the fee- which is set at fifty (50) euros- is supplied.

According to article 9 of the above Law, the victim of a crime of violence is not entitled to compensation in the following cases:

"a) If the act was committed between members of a criminal group, gang or terrorist organization.

b) If they have failed or delayed reporting within three months the criminal act committed against them, and as a result the verification of the perpetrator's identity is difficult to be made. If they have been prevented by force majeure from denouncing the criminal act committed against them, the three-month period shall begin upon the removal of that reason.

c) If in the context of the criminal proceedings, they unjustifiably refused their referral to the competent authorities, and in particular refused to submit, concealed or neglected to provide essential evidence, and as a result the verification of the perpetrator's identity is difficult to be made.

d) In any other case, where in view of the circumstances of the specific case, the victim's claim for compensation constitutes an abuse of right"

ANNEX II: CONSENT FORM FOR THE REPORTING TO THE NATIONAL REFERRAL MECHANISM FOR THE PROTECTION OF VICTIMS OF HUMAN TRAFFICKING

From the information you have given to the professional with whom you cooperate, there is a serious possibility that you are a victim of human trafficking. Trafficking in human beings constitutes a criminal offence in Greece and includes any act of transfer, deception, coercion, or restriction of a person's liberty for the purpose of their economic exploitation through physical and psychological violence, threats or in any other way leaving them no other choice. The victims of this crime are entitled to assistance and protection and have the right to address to the competent prosecuting authorities.

The National Referral Mechanism for the Protection of Victims of Human Trafficking (NRM) operates in Greece, by cooperating with all Actors that provide support and protection services to presumed victims of human trafficking. **The purpose of the NRM** is to ensure the access of presumed victims to all services available towards their protection, and to be able to collect statistical data that will help to understand

the phenomenon of trafficking in human beings and combat it.

With this form, we ask for your agreement (consent) in order for the professional you cooperate with to be able to share within the National Referral Mechanism for the Protection of Victims of Human Trafficking, key demographic data (such as country of origin, age, marital status), data on the needs and services you receive, as well as information directly related to the exploitation you have suffered. These data will allow the Greek state to monitor your case as a victim of human trafficking, as well as gain further insight into the crime of human trafficking, in order to help other victims.

We want to assure you that your participation is optional and any personal information that will be given to the NRM about you by the professional you cooperate with will not be disclosed to another Service, including the Police Authorities.

I,, after I was given information and had the opportunity to ask supplementary questions, and having understood the purpose of the NRM, in a language understood by me, I consent to the disclosure of the relevant required information to the NRM by the Actor, to which I have addressed. I have taken notice that my personal identifying data will not be disclosed, and any other information provided will be used solely for the purposes of the NRM.

YES

NO

Assisted Person's Signature

Interpreter's Signature

Professional's Signature

ANNEX III: INFORMING THE HUMAN TRAFFICKING VICTIM ABOUT THEIR RIGHTS⁷⁸

For adult victims of trafficking in human beings

From the information you have given to us, there is a serious possibility that you are a victim of trafficking in human beings. In Greece, trafficking in human beings is a criminal offence and means that you *have been transferred, deceived, coerced, or your freedom has been restricted, in order to be economically exploited through physical and psychological violence, threats or other means leaving you with no other alternative*⁷⁹.

As a victim of human trafficking, you are entitled to the following and together, we will try to access them:

- free **medical care** in a public hospital
- **psychological** support,
- **translation and interpretation** (if necessary)
- assistance in finding safe **accommodation**,
- police measures to ensure your **security**, if you are in danger and,
- access to a **lawyer** of the free legal assistance program.

You also have the right to report the traffickers to the police, **no matter where they are or where the crime against you took place**, so that they are persecuted and punished. In this case, if you were forced to commit illegal acts during the time you were exploited, the law provides that you will not be punished.

I must emphasize that you are not obliged to cooperate with the police. You will decide if and when you will cooperate with the police. Note that

if you decide to cooperate with the police, there are specific rights that you are entitled to, which will be explained to you by a lawyer, with whom you will be given the chance to discuss your case.

Regardless of whether you decide to report those who exploited you, you have the right to follow the procedure provided by law to be officially recognized by the Prosecutor as a victim of trafficking in human beings.

If the victim is a third-country national: After being recognised as a victim of trafficking in human beings, you are also entitled to a 3-month period to decide whether to cooperate with the police or not. In any case, once you are officially recognized as a victim of trafficking in human beings, you are entitled to a residence permit, which allows you to work.

If you wish, you have the right to return safely to your home country.

If the victim is a third-country national and does not have legal documents: The law provides for your protection against expulsion.



For child victims of trafficking in human beings

From the information you have given to us, there is a serious possibility that you are a victim of trafficking in human beings. In Greece, trafficking in human beings is a criminal offence and means that you have been transferred, deceived, coerced, or your freedom has been restricted, in order to be economically exploited through physical and psychological violence, threats or other means leaving you with no other alternative⁸⁰.

78. This is a proposal for a brief but complete report of the rights of the presumed victim of trafficking in human beings you assist, regarding his/her protection and communication with the Authorities. Please note that each right mentioned here is also broken down into individual rights or procedures. Especially for criminal proceedings, the assistance of a legal representative is necessary to enjoy all the rights granted by the applicable legal framework.

79. adjusted according to the trafficking history of the victim who is getting informed

80. adjusted according to the trafficking history of the victim who is getting informed

Because you are under the age of 18, we are obliged to report this fact to the Authorities, in order to protect you and grant you access to what you are entitled to. As a victim of human trafficking, you are entitled to the following and we will try to access them:

- free **medical care** in a public hospital
- **psychological** support,
- **translation and interpretation** (if necessary)
- safe **accommodation** in a shelter with other minors,
- police measures to ensure your **security**, if you are in danger,
- free **legal assistance**,
- **education**
- **information** on any progress of the process,
- State your opinion about every decision that concerns you.

We will also ensure the appointment of a guardian, who will be responsible for you and the monitoring of your case.

We can also work together to locate your family or find you a solution to return to your home country if you wish so *(you will assess the necessity or even danger of the latter two, in relation to the case of the child victim you assist, depending on the assessment you have conducted to ensure the minor's best interest. For example, if the recruitment started in the country of origin, or if s/he was abducted, etc. are factors that need to be considered in the process of choosing repatriation or not).*

After being recognised as a victim of trafficking in human beings, you are also entitled to a 5-month period to decide whether to cooperate with the police or not, in order to arrest and punish the perpetrators. In any case, once you are officially recognized as a victim of trafficking in human beings by the Prosecutor, you are entitled to a residence permit, and until then you are protected against expulsion.



ANNEX IV: REPORTING FORM OF THE NATIONAL REFERRAL MECHANISM FOR THE PROTECTION OF VICTIMS OF TRAFFICKING - NRM (incl. instructions for completing)

For any further clarification concerning the completion of the form, call 2132039772 or ema.info@ekka.org.gr or ema.helpdesk@ekka.org.gr.

After completing this form, please send it to the National Centre for Social Solidarity at ema@ekka.org.gr.

Attention: The completed Reporting Form is sent in an encrypted format. The professional responsible (in case of a word format file) sets a password for opening the document as follows: File -> Info -> Protect Document -> Encrypt with Password.

Pdf files can also be similarly encrypted.

The professional must send the code at: ema.nomiko@ekka.org.gr or contact 213 2039 772.

All NRM tools, NRM form included, are available at the site of EKKA: www.ekka.org.gr

This Form is completed according to the information obtained during the interview with the victim, which is carried out in order to identify their needs and the provision of a more complete understanding of the human trafficking process/ condition. As victims are often unfamiliar with the concept of trafficking in human beings and the relevant terms, while there is also the possibility of being unaware of the exploitation they suffer, it is advisable to avoid direct questions, such as "when were you recruited?". It goes without saying that only those fields of the Form will be filled for which either the victim has provided information during their narration, or which the submitting Actor has information about in the framework of the provision of services to the victim.

REMINDER:

In order for a person to be considered a presumed victim and referred to the NRM, the Form must indicate evidence of **at least one trafficking action** with **at least one means** (except in the case of a child victim) **with the purpose of exploitation** (even if it did not take place in the end).

The form must be sent within a month from the victim's detection. In any case, for the timely issue of annual and semi-annual statistics all Forms of the corresponding period must be sent within the first month of the following period (i.e., July and January).

REPORTING FORM OF A VICTIM OF HUMAN TRAFFICKING TO THE NATIONAL REFERRAL MECHANISM (NRM)

1. Completion date:.....

2. Professional's Organization/Service:

3. Department/Unit/Structure:.....

Fill in the department/unit/structure that submits the form i.e. Department: Doctors without Borders, Unit/Structure: -Athens Polyclinic. If not applicable, leave blank.

4. Professional's first and last name (for filing):

Fill in the name of the professional who has received the victim's history and who fills in the Reporting Form. This person will be contacted by the NRM official and vice versa, when necessary.

5. Professional's personal phone number:.....

Fill in the telephone number of the person filling in the specific Reporting Form (and not the central telephone number of the submitting Actor), to allow EKKA's **immediate** communication with this person, if there is a need to provide clarifications in relation to the completed fields of the Form.

6. Victim's consent to be reported to the NRM: Yes No Not applicable (child)

It must be noted that if the victim has received a registration number, it means that they have already given their consent to admit to the NRM, in which case re-consent is not required for each subsequent NRM update.

If the victim does not consent, the Reporting Form is filled in and sent to EKKA without an Entrance Code (Question 7).

In this case, EKKA does not provide a Registration Number, and the progress of any protection services provided to the victim will not be monitored.

Nevertheless, if at a later stage the victim consents to be reported to the NRM, the Actor providing services to the victim at that time notifies EKKA of their consent and EKKA respectively gives a registration number.

7. Κωδικός Εισόδου στον EMA:

It is an **11-digit** code formed as follows (capital letters, in Latin characters): Using the first 2 letters of the victim's first **name**, the first 2 letters of their **surname**, the 1st letter of their **father's** name, the 1st letter of their **mother's** name, the last 2 digits of the victim's year **of birth**, and the three-digit abbreviation of their **country** of origin⁸¹.

In case of a statelessness person, the indication «STA» (Stateless) is filled in instead of the abbreviation of the country of origin.

For any item that is unknown fill in (a) dash(es): (-).

8. Case Registration Number:.....

81. According to the UN codification (<https://unstats.un.org/unsd/tradekb/knowledgebase/country-code>)

A. Demographic Information (at the time of the victim's detection)

Demographic information during detection

There are questions about the demographic information during detection (A1 to A13) and at the time of recruitment (A14 to A19).

A1. Sex 1. Male 2. Female 3. Unknown

As stated on documents, regardless of whether the victim currently holds them.

A2. Does the victim consent to the filing of the sex as referred on identification documents?

1. Yes 2. No (specify)

Choose (2) **No** in case the victim does not identify with the sex stated on their documents (whether they have them or not). In practice, in this field it is possible to indicate the victim's social gender

A3. Age (the age is indicated in accordance with the victim's documents. Otherwise, the age stated by the victim is indicated.)

1. Date of birth: ___/___/___ 2. Age: _____ (If under 18) → A4 3. Unknown

A4. Underage child unaccompanied or separated from those who have their custody: A child from a foreign country and is not accompanied or is separated from an adult having their legal and official custody (evidenced by the documentation). In case the child is accompanied by an adult/relative or is married (even if the public prosecutor has designated a third person as caretaker-but not a guardian-usually an elder brother/sister) is registered as unaccompanied. Likewise, children claiming to be accompanied by an adult/relative without an official document (i.e., issued by the asylum authority will also be recorded as unaccompanied.

1. Yes 2. No 3. Unknown

A5. Citizenship

(Choose (3) **Stateless** if the person holds an appropriate document (i.e., certificate of statelessness issued by the UNHCR).

1. 1st citizenship..... 2. 2nd citizenship.....

3. Stateless --> (please note the last country of permanent residence)

4. Άγνωστο

A6. Native language: 1..... 2. Unknown

A7. Other languages of communication:

1..... Basic Knowledge Good Knowledge

2..... Basic Knowledge Good Knowledge

A8. Pregnancy (as declared by the victim). Fill in according to the woman's statement .

1. Yes 2. No 3. Unknown

A9. Children (the total number of children-underage or dependent adults accompanying the victim in Greece)

Fill in a digit for the number of minors and dependent adults located with the victim in Greece.

1. Yes 2. Number of children 3. No 4. Unknown

A10. Place of residence in Greece⁸²: Choose the place where the victim is/resides upon his/her detection

1. Shelter for unaccompanied/separated children 2. Integration Programme HELIOS 3. Hosted by a third person (incl. unaccompanied children) 4. Accompanied child hosted by a third person 5. Rented accommodation
6. ESTIA Programme 7. Shelter for women victims of violence 8. RIC 9. Facility for third country citizens
10. Shelter for homeless 11. Accommodation managed by an NGO 12. Shelter for trafficking victims
13. Detained 14. In protective Custody (children) 15. The accommodation is provided by the trafficker
16. Homeless 17. Other 18. Unknown

**Homelessness is defined as rooflessness (without a shelter of any kind) or with a temporary place to sleep (in institutions or shelter) or living in insecure (e.g., eviction) or adequate (e.g., hosted by acquaintance) housing. (See <https://www.feantsa.org/en/toolkit/2005/04/01/ethos-typology-on-homelessness-and-housing-exclusion>)*

1. City or nearest municipality:..... 2. Unknown

In case of rural areas, state the nearest municipality

A11. Legal status of residence: (even if the appropriate document is lost or withheld by the trafficking group)

1. Asylum application 2. Police note 3. Certificate of documents' submission for residence permit
4. Certificate of documents' submission for a residence permit as a trafficking victim 5. Holder of residence permit
6. Holder of a residence permit as a trafficking victim 7. Recognized refugee 8. Beneficiary of subsidiary protection 9. EU citizen 10. No documents available 11. Other (specify) _____ 12. Unknown

Legal status of residence: based on legal documents, or as declared by the victim in case the documents are withheld by the trafficker(s), or lost.

1. Asylum application: Choose when the asylum application is still pending, so the person has been registered and given the asylum seeker card but a decision has not yet been issued [or was withheld by the trafficker(s)].

2. Police note: Choose when the person has a Note from a Police Authority, which sets a time limit (usually 30 days) within which they must leave the country. It is considered valid if the deadline for voluntary departure has not expired. This note is considered valid if the 30-day period has not expired

3. Certificate of documents' submission for residence permit: This document is of blue color and is given by a Decentralised Administration Authority or by the Ministry of Migration and Asylum.

4. Certificate of documents' submission for a residence permit as a trafficking victim: Choose when the person has a (blue) certificate indicating that they have submitted the supporting documents in the specific category (Note that in these cases the certificate states the following permit category: SPECIAL REASONS - 4251/2014 - DEPENDENT EMPLOYMENT)

5. Holder of residence permit: As stated by L. 4251/2014, which has not expired. (It is usually affixed to passports⁸³)

6. Holder of a residence permit as a trafficking victim: Choose when the person has a residence permit of the category of human trafficking victims of L. 4251/2014 (It is usually affixed to their passport)

82. At the time of detection.

83. The legal provision for the issuance of residence permits to persons without a passport has rarely been applied. In the case of 1st degree relatives of a Greek citizen or permanent residents, the permit is issued in the form of an identity card and is not affixed to the passport.

7. Recognized refugee: Choose when the person has been granted refugee status by a decision (usually a decision extract) from the Asylum Service or when the person holds a Uniform Format for Residence Permits of recognized refugees. In the period between the Asylum Service's issuance of the decision and the issuance of the Uniform Residence Permit, the person has in their possession the Asylum Seeker Card, stamped with the indication: «RESIDENCE PERMIT PENDING».

8. Beneficiary of subsidiary protection: Choose when the person has been granted a subsidiary protection decision by the Asylum Service, or when the person holds a Uniform Format for Residence Permits. In the period between the Asylum Service's issuance of the decision and the issuance of the Uniform Format for Residence Permits, the person has in their possession the Asylum Seeker Card, with the indication: «RESIDENCE PERMIT PENDING».

9. EU citizen: Choose when the person held or holds an identity card or passport of a Member State of the European Union, including Greek citizens

10. No legal document: Chose in case of irregular residence or when the person holds no documents or they have expired.

11. Other: When the victim's document does not fall under none of the above categories, i.e., Residence permit of equal duration for a family member - beneficiary of international protection, in postponement of removal, Police Note for restriction of movement, Police Note for suspension of an expulsion decision, etc.

It should be noted that the progress of the application for granting a residence permit or the application for residence permit renewal can be accessed online through the website of the Ministry of Migration and Asylum at <http://pf.emigrants.ypes.gr/pf> with the person's passport number and surname.

A12. Residence document's expiration date:

1. __/__/____ 2. Unknown

A13. Has the victim ever been arrested in the past by the Greek Police for a crime allegedly committed while trafficked? (as declared by the victim)

i.e., the victim was arrested during human trafficking because they were prostituted without the required documents or were arrested for drug trafficking or possession of forged documents

1. Yes 2. No 3. Unknown

B. RECRUITMENT

The fields are filled in according to the victim's statement and in case they have been a victim of trafficking in human beings in the past, they relate to the most recent.

B.I. Marital status (as declared by the victim)

1. Single 2. Married 3. Partnership 4. Civil Partnership 5. Widow/Widower 6. Divorced
7. Separated 8. Unknown

B.II. Children (according to the victim's statement)

1. Yes 2. Number of children 3. No 4. Unknown

B.III. Form of household (at the time of recruitment)

1. Couple 2. A couple with one or more children 3. Single parent family with at least one child
4. Single person 5. Person residing with parents 6. Person residing with grandparents 7. Person residing with other relatives
8. Person residing with non-relatives 9. Person residing in a child protection unit
10. Homeless 11. Other (specify)..... 12. Unknown

B.IV. Education (completed years of education)

1. Not educated 2. Elementary (1 to 6 years of education) 3. Junior High school (or 6 to 9 years of education)
4. Senior High school (or 9 to 12 years of education) 5. Tertiary education 6. Master's degree 7. Other
(specify)..... 8. Unknown

B.V. Employment status (As declared by the victim, at the time of recruitment.)

1. Employed 2. Pensioner 3. Unemployed 4. School or University student 5. Homemaker
6. Unemployed due to health problems 7. Other (specify)..... 8. Unknown

B.VI. Place of residence

Fill in the country and the city⁸⁴ of habitual residence **at the time of recruitment.**

1. Country 2. City (if not a metropolitan area or municipality please note the closest one)
..... 3. Unknown

B1. Recruitment's starting date

This information will derive during the interview and probably it is not a question that the victim can answer directly.

Fill in the month and year during which the victim was recruited. If the recruitment process lasted for some time, indicate for example, the time at which the victim was abducted or may have responded to a job advertisement or contacted an employment agency, etc. It may be, for example, that given moment when the victim was given an "initial offer" for work/marriage/escape from the country. Most likely, at that time the victim was not aware of the fact that they were being recruited for the purpose of his/her exploitation. If any time indication is impossible to be given, select "Unknown".

Month Year Unknown

B2. Means of recruitment (Select from Table 1 at the end of the Form, the specific means used)

You may choose multiple answers, since the recruiter may have deceived the victim, for example, and exploited his/her vulnerable situation.

1. Coercion 1a 1b
2. Deception 2a 2b
3. Giving or receiving of payments or benefits to achieve the consent of a person having control over the victim (for example, this person may be the parent of a child victim)
4. Abuse of power
5. Exploitation of the vulnerable situation
5a..... 5b
6. Unknown

B3. Recruiter's Sex

1. Male 2. Female 3. Unknown

84. In case of a small community, the nearest city is indicated.

B4. Recruiter's Citizenship 1. 2. Unknown

B5. Recruiter's Age (approximately) 1. 2. Unknown

B6. Recruiter's relation to the victim

Choose the relationship of the victim or their relatives with the person who executed the recruitment. In case the victim suspects that the family member involved in their recruitment may have been aware of the purpose of exploitation, then this family member is considered also a recruiter (the 2nd one).

1. Spouse 2. Sibling 3. Mother 4. Father 5. Daughter/Son 6. Other relative 7. Partner
8. Friend 9. Acquaintance 10. Member of the Community 11. Person unknown to the victim
12. Other (specify)..... 13. Unknown

B7. The recruiter was the same person as:

1. The person involved in the transfer 2. The person involved in the exploitation 3. Both of them
4. Neither of them 5. Unknown

In case a second person was involved in the victim's recruitment fill in questions B8 to B13.

The 2nd recruiter is the 2nd key person who had an important part in the victim's recruitment, as perceived by the victim. For example, the 1st-main recruiter could be the one who promised work abroad and the 2nd one a victim's friend who brought them into contact. Alternatively, the 1st- main recruiter- may be a member of the community, and the victim's father who received money as a "gift" thus contributing to their recruitment, is referred as the 2nd recruiter.

In both examples, in order to state these persons as recruiters, the victim must assume that they knew about the purpose of exploitation.

B8. 2nd recruiter's Sex 1. Male 2. Female 3. Unknown

B9. 2nd recruiter's citizenship 1. 2. Unknown

B10. 2nd recruiter's age (approximate) 1. 2. Unknown

B11. 2nd recruiter's relation to the victim

Choose the relationship of the victim with the person who participated in the recruitment, provided that the victim assumes that this person was involved in the recruitment, while being aware of the purpose of exploitation.

1. Spouse 2. Sibling 3. Mother 4. Father 5. Daughter/Son 6. Other relative 7. Partner
8. Friend 9. Acquaintance 10. Member of the Community 11. Person unknown to the victim
12. Other (specify)..... 13. Unknown

B12. The 2nd recruiter is the same person as

1. The person Involved in the transfer 2. The person Involved in the exploitation 3. Both of them
4. Neither of them 5. Unknown

B13. Relation between the two recruiters :

1. Couple 2. Relatives 3. Friends 4. Acquaintance 5. Other (specify).....
6. Unknown

C. TRANSPORTATION/ TRANSFER

Fill in this section only if the transportation was part of the trafficking process. It does not have to be a cross-border transportation.

C1. Did a cross-border transfer of the victim take place?

1. Yes 2. No 3. Unknown

C2. If yes, to which countries and cities

Fill in the country and the city where the victim was transported, with whom they travelled, and the means of transportation. If the victim stayed for some time in a different country/city or came to Greece through a different country, fill in the cells starting from the first stop and indicating the final arrival at a specific location in Greece. See the following example:

	To country	City	Means of transportation	With whom did they travel?
			Choose: By air By road By sea On foot Other (specify) Unknown	Choose: On their own With other victims With the transporters With other victims & transporters With other people Other (specify) Unknown
e.g., ^{1st}	e.g., Turkey	e.g., Istanbul	1 By air	3. with the transporter
e.g., ^{2nd}	e.g., Greece	e.g., Mytilene	3 By sea	5. with other persons

C3. Was the border crossing point of entry to Greece controlled?

Fill in if the victim entered via a **country's controlled border crossing point**. Airports are always controlled border crossing points of entry. In general, controlled points of entry are those where the traveler must show specific documents to be allowed through. Areas where the passers-by might be located and controlled by the border or coast guard patrols are NOT considered controlled points of entry.

1. Yes 2. No 3. Unknown

C4. If yes, describe the type of documents used at the point of entry

The difference between **(2) false** and **(3) forged** documents (although in criminal law they are in both cases counterfeit) is that the **false** documents are made entirely by the criminal group, while the **forged** ones have been issued by a state authority (hence there is the involvement of a civil servant), but their content has been falsified.

1. Legal documents 2. False documents 3. Forged documents 4. Other (specify)
 5. Unknown

C5. Was the victim transported within Greece?

Select whether the victim was transferred from one location to another for the purpose or during their exploitation.

1. Yes 2. No 3. Unknown

C6. If yes, to which cities/ locations?

	To country	City	Means of transportation	With whom did they travel?
			Choose: By air By road By sea On foot Other (specify) Unknown	Choose: On their own With other victims With the transporters With other victims & transporters With other people Other (specify) Unknown
e.g.,1st	Orestiada	Thessaloniki	1 By road	3. with the transporter
e.g.,2nd	Thessaloniki	Athens	3 By road	3. with the transporter

C7. The person involved in transportation was the same person as:

1. The recruiter 2. The person involved in the exploitation 3. Both of them 3. Neither of them
 4. Unknown

D. RECEPTION

D1. Has the victim’s RECEPTION taken place, including the exchange or transfer of control over the victim?
 (i.e., pick up from a means of transport)

1. Yes 2. No 3. Unknown

D2. If yes, by which means? (You can choose more than one-select from Table 1 at the end of the Form, the specific means used)

Usually, since reception takes place earlier than exploitation or attempt of exploitation (when the victim realizes the perpetrators’ true intentions), the means of reception is/ are the same as that/those of recruitment (e.g., deception).

1. Coercion 1a 1b
2. Deception 2a 2b
3. Giving or receiving of payments or benefits to achieve the consent of a person having control over the victim (for example, this person may be the parent of a child victim)
4. Abuse of power
5. Exploitation of the vulnerable situation
 5a..... 5b
6. Unknown

E. HARBOURING

The victim's harbouring is an act of trafficking in human beings and involves the provision of accommodation by using/applying means⁸⁵ and with the purpose of the victim's further transfer or exploitation.

E1. Was there a kind of harbouring for the victim? (i.e., accommodation)?

1. Yes 2. No 3. Unknown

E2. If yes, how?

(Choose any means used, you can choose more than one -select from Table 1 at the end of the Form, the specific means used)

1. Coercion 1a 1b
2. Deception 2a 2b
3. Giving or receiving of payments or benefits to achieve the consent of a person having control over the victim (for example, this person may be the parent of a child victim)
4. Abuse of power
5. Exploitation of the vulnerable situation
- 5a..... 5b
6. Unknown

F. EXPLOITATION

(In case the exploitation had not taken place, do not answer Question F2)

Fill in even if the exploitation has not started but, as shown by the history, the intention for exploitation was obvious.

F1. Exploitation for the 1st time:

1. Yes 2. No 3. 2nd 4. 3rd 5. Unknown

F2. Exploitation's starting date (most recent)

1. Month:..... Year: 2. Unknown

F3. Locations of exploitation-intended exploitation:

If the exploitation did not take place, the field is filled in with the place where it was to take place, if this is known to the victim.

1. Greece (specify) 2. In Greece and abroad (clarify)
3. Only abroad (clarify)..... 4. Unknown

85. Please note that the means is not sought in the case of a minor victim

F4. Means and forms of exploitation: (up to three options)

Fill in even in case the exploitation was intended but did not take place.

Sexual:

1. Prostitution on the street 2. Window prostitution and/or brothels 3. Strip clubs 4. Prostitution in hotels
5. Creation of Pornographic material 6. Escort Services and Model Agencies 7. Massage Parlour
8. Prostitution at home 9. Other (specify)

Labour:

10. Agricultural Sector 11. Fisheries Sector 12. Construction Sector 13. Industrial/Manufacturing Sector
14. Hotel Industry 15. Catering Industry 16. House work-Care services 17. Servitude
18. Other (specify)

Other forms:

21. Begging 22. Exploitation of criminal activities 23. Removal of body cells/ tissues or organs
24. Forced marriage 25. Baby trade 26. Slavery 27. Other (specify)

If you chose 10,11,12,13,22, clarify.....

F5. Means of control (select from Table 2 at the end of the Form the specific means used)

1. Coercion 1a 1b
2. Deception 2a 2b
3. Giving or receiving of payments or benefits to achieve the consent of a person having control over the victim (for example, this person may be the parent of a child victim)
4. Abuse of power
5. Exploitation of the vulnerable situation
5a..... 5b
6. Unknown

F6. Exploiter's Sex (the main person in touch with the victim during the exploitation)

1. Male 2. Female 3. Unknown

F7. Exploiter's citizenship 1. 2. Unknown

F8. Exploiter's age (approximate) 1. 2. Unknown

F9. Exploiter's relation to the victim

1. Spouse 2. Sibling 3. Mother 4. Father 5. Daughter/Son 6. Other relative 7. Partner
8. Friend 9. Acquaintance 10. Person unknown to the victim 11. Other (specify)
..... 12. Unknown

If there was another exploiter, fill in F10 to F14

F10. 2nd exploiter's sex

1. Male 2. Female 3. Unknown

F11. 2nd exploiter's citizenship

1. 2. Unknown

F12. 2nd exploiter's age (approximate)

1. 2. Unknown

F13. 2nd exploiter's relation to the victim

1. Husband 2. Sibling 3. Mother 4. Father 5. Child 6. Other relative 7. Partner
8. Friend 9. Acquaintance 10. Unknown 11. Other (specify)
..... 12. Unknown

F14. Relationship between the two exploiters

1. Couple 2. Relatives 3. Friends 4. Acquaintance 5. Other (specify)
6. Unknown

F15. Exit/escape from the trafficking situation

1. Yes 2. No 3. Unknown

Escape shall mean the victim's removal from the trafficker's/ traffickers' sphere of control.

F16. Date of exit

1. Month:..... Year:..... 2. Unknown

F17. Means of exit/escape from the human trafficking situation (You can choose more than one).

1. Released by the trafficker 2. Escaped on their own 3. Escaped with the help of a third party (relationship with the victim.....) 4. Victim's arrest 5. Intervention of the Authorities
..... 6. Intervention of the Actor's Professionals 7. Intervention of the Actor's Streetworkers 8. Debt repayment 9. Trafficker's arrest
10. Trafficker's death 11. Other (specify) 12. Unknown

Z. RECOGNITION

The victim's official recognition is made exclusively by a prosecutor's act after cooperation with the police authorities (field 1 of question G1), or without it, through the submission of the written opinion of two experts to the competent Prosecutor (field 2 of question G1).

All the questions of Section G concern the Prosecutor's involvement since the reflection period is also granted by the competent Prosecutor with a relevant provision.

G1. Recognition of the person as a victim of trafficking in human beings: (Select the victim's status at the time of submission)

1. The victim has been recognized, in cooperation with the Police Authorities 2. The victim has been recognized through the expert opinion process, without cooperation with the Police Authorities 3. The victim has not been recognized (specify) 4. The victim is in the process of recognition (specify) 5. Unknown

(3) The person has not been characterized yet: Specify the reason (application rejected, process has not started yet, the police have not transferred the case file of a cooperating victim, or the victim does not wish to be characterized).

G2. When did the victim first contact the Police or other Authorities?

1. ___/___/___ 2. Unknown

G3. Was a reflection period given?⁸⁶ 1. Yes 2. No 3. Unknown

G4. Reflection period

1. Starting date 1^a. ___/___/___ 1^b. Unknown 2. Completed 2^a. ___/___/___ 2^b. Unknown

G5. Note the public prosecutor's office responsible for the recognition procedure or the reflection period

.....

H. PROTECTION

H1. Victim's contact with the Organization

1. Self-reporting 2. The victim addressed for provision of services and was identified by the Organization 3. Detection by the Organisation (street work, authorities' intervention) 4. Referred by another organization (specify) 5. Reported by a third person (specify) 6. Unknown

(1) Self-reporting: In case the victim contacted you as a trafficking victim and requested appropriate assistance

(2) The victim addressed for provision of services and was identified by the Organization: Select in case the victim contacted you on their own, or was referred by another Agency, but not as a victim of trafficking

For example, a woman arrives at the hospital because she is pregnant and during the investigation of the medical history, the

86. Reflection period as mandated by law and given by the public prosecutor's office

doctor or the nursing staff notices that the woman is scared and avoids answering key questions. She also has obvious signs of abuse on her body while she cannot determine who the father of the fetus is. The evidence leads medical and nursing staff to speculate that she is a victim of trafficking in human beings, without the woman identifying herself as such.

(4) Reported by a third person: A third person may be a member of the victim's community, a neighbor, a client etc. Do not state the person's name.

H2. Did the victim receive protection services from your organization?

Protection services include those related to accommodation, psychosocial, psychological, psychiatric, legal support, medical services, provision of relief supplies etc

1. Yes --> q. H54 2. No --> q. H3

H3. If not, why?

1. The Agency does not provide protection services 2. The Agency does not provide the protection services that the victim needs/requests 3. The victim stated that they did not want to receive protection services
4. The Agency did not consider it necessary to provide the services it offers at that moment
5. Other (specify)..... 6. Unknown

H4. In case of a minor, was the Juvenile Prosecutor, or the competent Prosecutor notified?

1. Yes 2. No 3. Unknown

H5. Protection services provided by your Organisation (Choose up to three)

a. Assistance in the appointment of a guardian 1. Yes 2. No

Fill in for unaccompanied/separated children

b. Accommodation of a single person 1. Completed 2. Interrupted 3. In progress

c. Accommodation with children 1. Completed 2. Interrupted 3. In progress

d. Social support 1. Completed 2. Interrupted 3. In progress

e. Psychological support 1. Completed 2. Interrupted 3. In progress

g. Medical care 1. Completed 2. Interrupted 3. In progress

h. Material support 1. Completed 2. Interrupted 3. In progress

i. Support in Legal procedures (i.e., written statement for characterization, certificate for asylum procedure, translation or other fees)

1. Completed 2. Interrupted 3. In progress

For example: a written statement for the recognition process, certificate for asylum application, translation or administrative fees for the issue of a residence permit, etc.

j. Legal Counselling 1. Completed 2. Interrupted 3. In progress

k. Legal Representation 1. Completed 2. Interrupted 3. In progress

l. School Enrollment 1. Completed 2. Interrupted 3. In progress

m. Vocational training/Learning foreign languages 1. Completed 2. Interrupted 3. In progress

n. Learning Greek 1. Completed 2. Interrupted 3. In progress

o. Child protection services (regarding the children that the victim accompanies)

1. Completed 2. Interrupted 3. In progress

p. Job search support 1. Completed 2. Interrupted 3. In progress

q. Job placement 1. Completed 2. Interrupted 3. In progress

r. Alcohol or drug rehabilitation program 1. Completed 2. Interrupted 3. In progress

s. Assistance for Repatriation 1. Completed 2. Interrupted 3. In progress

t. Assistance for the relocation to a third country 1. Completed 2. Interrupted 3. In progress

u. Escort 1. Yes 2. No

v. Other (specify).....1. Completed 2. Interrupted 3. In progress

H6. Was the victim referred to receive protection services?

Fill in when the referral has been officially made after a prior communication with the actor to which the referral is made. When the victim is given simple information about the existence of another actor, this shall be taken into account as a simple "Information" and not as "Referral".

1. Yes --> H7 2. No --> H8 3. Unknown

H7. If yes, to which organization and for what type of services?;

.....

H8. If not, why?

1. The victim stated that they did not wish to be 2. The victim stated that they did not need protection services
3. The victim left the country 4. The victim denied any cooperation 5. It was not considered necessary at the moment 6. Other (specify)
7. Unknown

I. CRIMINAL PROCEEDINGS- VICTIM'S COOPERATION

All questions are about the criminal proceedings; that is, negative answers will be given in case of applying the recognition procedures without cooperation with the Police. It is recommended that the answers in this chapter be filled in by the Organisation that provides legal assistance to the victim.

I1. Did the victim consent to cooperate with the Police?

Before answering this question, it must be ensured that the victim has received **full information**, in their mother tongue or in a language which they understand, regarding the procedures, the rights, the protection services to which they are entitled, as well as their obligations, before consenting or not to cooperate with the Authorities.

In case of a **child**, the process progresses **without** with their consent. The competent Juvenile Prosecutor or the competent Prosecutor of the Court of First Instance- where no Juvenile Prosecutor exists -is notified and orders whether or not to conduct an investigation and provide immediate protection to the minor, unless there is an urgent need for immediate intervention, and therefore the police are notified.

1. Yes --> q. I2 2. No --> q. I3 3. Unknown

I2. If yes, indicate the Police Department the victim cooperated with:

.....

I3. If not, why?

I4. Victim's participation in the investigation and/or criminal proceedings and if during this time, protection was provided (you can choose more than one)

Fill in in case the police created a case file against the traffickers.

1. Declaration to the Police 2. Testimony - statement in the context of criminal proceedings 3. Witness Protection Program - Before the Trial 4. Witness Protection Program - During the trial 5. Witness Protection Program - After the trial 6. The victim is legally represented (declaration to support the charges) 7. Other (specify) 8. Unknown

I5. First time contact with the Police Authorities (even before an official statement)

Before the victim's testimony under oath is received, the complaint is often made in the form of an «informal» report and then the victim's testimony is received.

1. ___/___/___ 2. Unknown

I6. Did the victim appear before a judicial authority at any time (Public prosecutor, Investigating Judge, Court)?

The victim can appear before a Judicial Authority either prior to the case trial in the Court (i.e., before a Prosecutor or Investigator) or during the trial of the case (at the hearing).

1. Yes --> q. I7 2. No --> q. I8 3. Unknown

I7. When did the victim appear for the before a judicial authority?

Fill in even if the victim appeared in Court, but the case was adjourned.

1. ___/___/___ (specify) 2. Unknown

I. If not, why?

J. COMPENSATION

J1. Did the victim receive any type of compensation?

1. Yes --> q.J2 2. No 3. In progress (specify) 4. Unknown

J2. If yes, from which Authority?

1. Hellenic Compensation Authority 2. Civil court

(2) Civil Court: According to the Civil Code, the tort victim has the right to request a compensation by the tort perpetrator, bringing a civil action before the civil courts (Court of First Instance). It must be noted, that claiming financial compensation before the penal court (Civil action within criminal proceeding) is no longer provided by the law.

TABLE 1	MEANS OF RECRUITMENT/ TRANSPORTATION/ TRANSFER/ RECEPTION/ HARBOURING OF A POSSIBLE VICTIM
<p><u>COERCION:</u></p> <p>Threat of use of force / Abduction / Forced marriage / Withholding of money / Withholding of documents / Real or imaginary debt bondage/ Other (specify)</p> <p><u>DECEPTION regarding:</u></p> <p>Type of work/work conditions (even if the type of work was the agreed one)/contract's content (non-specific terms, in a language the victim does not understand) or legality (e.g., not signed)/ living conditions/ travel conditions/ earnings/ promise of family reunification/ promise of legal documents/ promise of marriage, or a partner relationship /promise of adoption/promise of access to education/ Other (specify)</p> <p><u>EXPLOITATION OF THE VULNERABLE SITUATION:</u></p> <p>Poverty, Difficult family conditions (domestic violence, single parent family)/ Irregular residence in the country/ Lack of social skills (e.g., lack of language comprehension, illiteracy)/ Personal problems - disappointments/ Inability to travel alone/ Drug Addict/ Other (specify)</p>	

TABLE 2	MEANS OF CONTROL DURING THE EXPLOITATION OF THE PRESUMED VICTIM
<p><u>COERCION:</u></p> <p>Threat of use of force/Restriction of Movement / Continuous supervision / Isolation / Physical violence / Sexual violence / Psychological violence / Supply of Alcohol / Supply of Substances / Deprivation of medical care / Deprivation of food / Threat of notifying the Authorities /Intimidation and Threats - Towards the Victim/ Intimidation and Threats- Towards the family or friends/ Withholding of identity documents / Withholding of salary / Debt Bondage (real or alleged) / Forced deception of the Authorities or of acquaintances/ Threats of humiliation to relatives, community/ Religious or Magic Rituals (e.g. juju)/ Other (specify)</p> <p><u>DECEPTION:</u></p> <p>Promise for subsequent payment of the accrued / Promise of partner relationship (lover boy)/ Payment of a part of the remuneration or other consideration/ Other (specify)</p> <p><u>EXPLOITATION OF THE VULNERABLE SITUATION:</u></p> <p>Hiding information about their whereabouts/ Full dependence on the exploiters for their living/ Exploitation of a prior bad history with the Authorities or irregular residence in the country / Poverty/ Drug addict/ Other (specify)</p>	

INDICATIVE LIST OF COUNTRY CODES

Afghanistan	AFG
Albania	ALB
Bangladesh	BGD
Bulgaria	BGR
Belarus	BLR
Cameroon	CMR
Congo, the Democratic Republic of the	COD
Congo	COG
Dominican Republic	DOM
Egypt	EGY
Eritrea	ERI
Ghana	GHA
Guinea	GIN
Gambia	GMB
Greece	GRC
Iran, Islamic Republic of	IRN
Iraq	IRQ
Kazakhstan	KAZ
Kuwait	KWT
Sri Lanka	LKA
Morocco	MAR
Moldova, Republic of	MDA
Nigeria	NGA
Pakistan	PAK
Philippines	PHL
Romania	ROU
Sierra Leone	SLE
Somalia	SOM
Syrian Arab Republic	SYR
Tunisia	TUN
Ukraine	UKR
Zambia	ZMB
Zimbabwe	ZWE

The full list of country coding is available on the website:
<https://unstats.un.org/unsd/tradekb/knowledgebase/country-code>

Case registration no. or Entrance Code⁸⁸:

Submission Date: Month: Choose (May – September - January)

Year:.....

(within the last four months)

Actor submitting the form:

Name and Phone No of the professional (for the submission):

A. What services do you provide?

a/a	Services	Cooperation starting date	Cooperation completion date	Is the Service provided upon referral by another Actor?	Was there interpretation provided?
1.	Assistance to appointment of a Guardian Accommodation Social Support Psychological Support	Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, indicate the Actor	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes: by the Organisation/ by other Organisation/ non prof. interpretation If No: not needed/ no availability of interpreter
2.	Medical Care Material Support Support in legal proceedings	Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, indicate the Actor	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, choose (see above) If No, choose
3.	Legal Counselling/ Representation	Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, indicate the Actor	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, choose If No, choose
4.	School enrollment Vocational training Language Course	Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, indicate the Actor	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, choose If No, choose
5.	Job search/ placement Drug/Alcohol Rehabilitation	Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, indicate the Actor	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, choose If No, choose
6.	Assistance to Repatriation/ Relocation Other, specify	Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, indicate the Actor	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, choose If No, choose

Escorts (number and type of service, e.g., 5 visits to Health Units, 1 escort for the issue of TIN):

*In case of **interruption** of service provision state the reason:

87. It includes the services provided by the Reference Actor as well as referrals to other protection actors. "Referral" shall mean the professional's direct contact with another Agency after the victim has given consent, in order to ensure their integrated protection. The provision of mere information regarding the available services and facilities does not constitute a referral.

88. Indicated in case the Registration Number has not been communicated. It consists of 11 characters and is formed using the first 2 letters of the name, the first 2 letters of the surname, the first letter of the father's name, the first letter of the mother's name, the last 2 digits of the year of birth, and the first 3 letters of the country of origin in capital Latin characters (for any unknown element fill in with a dash [-]).



PROTECTION SERVICES MONITORING FORM

B. Was there a referral to another Actor and for which services?

a/a	To which Actor?	Type of service	Referral date or cooperation starting date	Cooperation completion date	Was the RN given upon referral?
1.		Select a service (see above)	Referral date Cooperation starting date Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.		Select a service	Choose (one of the above) Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.		Select a service	Choose (one of the above) Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.		Select a service	Choose (one of the above) Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.		Select a service	Choose (one of the above) Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.		Select a service	Choose (one of the above) Enter a date	Enter a date	Yes <input type="checkbox"/> No <input type="checkbox"/>

Please note if within the four-month period there was a change regarding:

1. the **legal residence status** Yes No
If yes, clarify.....
2. the **place of residence** in Greece Yes No
If yes, clarify.....
3. the **characterisation status** of the individual as a trafficking victim Yes No
If yes, clarify.....
4. the victim's participation **in criminal proceedings** Yes No
If yes, clarify.....

NRM GUIDEBOOK
SUPPLEMENT
ACTORS AND PROTECTION
SERVICES TO VICTIMS OF
TRAFFICKING IN HUMAN
BEINGS



PART A: ACTORS BY SERVICES PROVIDED

SOCIAL & PSYCHOLOGICAL SUPPORT	
ACTION FOR WOMEN SOCIAL & PSYCHOLOGICAL SUPPORT	01
ACTION AID/ SOCIAL SUPPORT	02
HELLENIC RED CROSS GREECE / SOCIAL SUPPORT	16
APOSTOLI / SOCIAL SUPPORT	05
CARITAS HELLAS/ SOCIAL SUPPORT	08
DANISH REFUGEE COUNCIL / SOCIAL SUPPORT	11
HUMAN RIGHTS 360/ SOCIAL SUPPORT	20
ZA'ATAR / SOCIAL SUPPORT	47
BABEL – MENTAL HEALTH UNIT FOR IMMIGRANTS / PSYCHOLOGICAL SUPPORT	07
A21 NGO/ SOCIAL & PSYCHOLOGICAL SUPPORT	04
"AGALIA" / SOCIAL & PSYCHOLOGICAL SUPPORT	03
ARSIS / SOCIAL & PSYCHOLOGICAL SUPPORT	06
COMMUNITY CENTRE & SOCIAL SERVICES / SOCIAL & PSYCHOLOGICAL SUPPORT	51
COMMUNITY HOUSE DAMARIS / SOCIAL & PSYCHOLOGICAL SUPPORT	09
CONSULTING CENTRES UNDER THE AUTHORITY OF THE GENERAL SECRETARIAT FOR DEMOCRACY AND FAMILY POLICY AND GENDER EQUALITY/ SOCIAL & PSYCHOLOGICAL SUPPORT	49
DIOTIMA-CENTRE FOR RESEARCH ON WOMEN'S ISSUES/ SOCIAL & PSYCHOLOGICAL SUPPORT	12
HELLENIC RED CROSS / SOCIAL & PSYCHOLOGICAL SUPPORT	16
DOCTORS OF THE WORLD / MÉDECINS DU MONDE – GREECE MEDICAL / SOCIAL & PSYCHOLOGICAL SUPPORT	27
GREEK COUNCIL FOR REFUGEES / SOCIAL & PSYCHOLOGICAL SUPPORT	17
HEBREW IMMIGRANT AID SOCIETY HIAS / SOCIAL & PSYCHOLOGICAL SUPPORT	18
HOPE SPOT / SOCIAL & PSYCHOLOGICAL SUPPORT	19
ILIAKTIDA / SOCIAL & PSYCHOLOGICAL SUPPORT	21
KLIMAKA / SOCIAL & PSYCHOLOGICAL SUPPORT	25
MEDECINS SANS FRONTIERES (MSF) GREECE / SOCIAL & PSYCHOLOGICAL SUPPORT	28
MELISSA NETWORK / SOCIAL & PSYCHOLOGICAL SUPPORT	29
NATIONAL CENTRE FOR SOCIAL SOLIDARITY / SOCIAL & PSYCHOLOGICAL SUPPORT	30
"NETWORK FOR CHILDREN'S RIGHTS"/ SOCIAL & PSYCHOLOGICAL SUPPORT	32
"ONE CHILD ONE WORLD" / SOCIAL & PSYCHOLOGICAL SUPPORT	34
PRAKSIS / SOCIAL & PSYCHOLOGICAL SUPPORT / SOCIAL & PSYCHOLOGICAL SUPPORT	35
RED UMBRELLA GREECE / SOCIAL & PSYCHOLOGICAL SUPPORT	36
SOLIDARITY NOW / SOCIAL & PSYCHOLOGICAL SUPPORT	39
SALVATION ARMY / SOCIAL & PSYCHOLOGICAL SUPPORT	41
SOS CHILDREN'S VILLAGES / SOCIAL & PSYCHOLOGICAL SUPPORT	40
SYNYPARXIS-ECUMENICAL REFUGEE PROGRAMME / SOCIAL & PSYCHOLOGICAL SUPPORT	42
THE SMILE OF THE CHILD / SOCIAL & PSYCHOLOGICAL SUPPORT	45
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE / SOCIAL & PSYCHOLOGICAL SUPPORT	46
ZEUXIS / SOCIAL & PSYCHOLOGICAL SUPPORT	

TABLE 2.

ACTORS OFFERING ACCOMMODATION	
FOR SINGLE WOMEN OR WOMEN WITH CHILDREN	
A21 NGO (HOSTEL FOR FEMALE TRAFFICKING VICTIMS IN THESSALONIKI)	04
COMMUNITY HOUSE «DAMARIS»	09
NCSS (URGENT ACCOMMODATION-SHORT-TERM & MID-TERM) (ATHENS-THESSALONIKI)	30
SHELTERS FOR WOMEN IN A VULNERABLE SITUATION (MUNICIPALITIES-GSDFPGE) (ALL OVER GREECE)	49
ACTORS HANDLING ACCOMMODATION STRUCTURES AND COORDINATED BY THE MINISTRY OF MIGRATION AND ASYLUM	
FOR MEN	
ACTORS HANDLING ACCOMMODATION STRUCTURES AND COORDINATED BY THE MINISTRY OF MIGRATION AND ASYLUM	
FOR CHILDREN	
ACTORS HANDLING ACCOMMODATION STRUCTURES AND COORDINATED BY THE SSPUAM OF THE MINISTRY OF MIGRATION AND ASYLUM	
SOCIAL WELFARE CENTRES	
THE SMILE OF THE CHILD	45
ARSIS	06
GREEK CHILDREN'S VILLAGE -FILIRO	15
SOS CHILDREN'S VILLAGES	40

TABLE 3

MEDICAL CARE	
A21 NGO	04
APOSTOLI	05
DOCTORS OF THE WORLD / MEDECINS DU MONDE - GREECE	27
HELLENIC RED CROSS	16
HOSPITALS	
MEDECINS SANS FRONTIERES (MSF)/DOCTORS WITHOUT BORDERS	28
PRAKSIS	35
RED UMBRELLA ATHENS (HIV, HBV, HCV tests)	36
SOLIDARITY NOW	39
THE SMILE OF THE CHILD	45

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PSYCHIATRIC SUPPORT	
A21 NGO	04
APOSTOLI BY THE HOLY ARCHDIOCESE OF ATHENS	05
BABEL - MENTAL HEALTH UNIT FOR IMMIGRANTS	07
COMMUNITY HOUSE DAMARIS	09
MEDECINS DU MONDE - GREECE / DOCTORS OF THE WORLD	27
GREEK CHILDREN'S VILLAGE -FILIRO	15
HOSPITALS	
KLIMAKA	25
SOS CHILDREN'S VILLAGES GREECE INTERNATIONAL	40
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TABLE 5

LEGAL ADVICE & REPRESENTATION	
"AGALIA" / LEGAL ADVICE	03
ACTIONAID INTERNATIONAL / LEGAL ADVICE	02
CARITAS HELLAS / LEGAL ADVICE	08
GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY / LEGAL ADVICE	14
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MELISSA NETWORK / LEGAL ADVICE	29
METADRASI ACTION FOR MIGRATION AND DEVELOPMENT / LEGAL ADVICE	26
RED UMBRELLA GREECE / LEGAL ADVICE	36
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE / LEGAL ADVICE	46
A21 / LEGAL ADVICE & REPRESENTATION	04
APOSTOLI BY THE HOLY ARCHDIOCESE OF ATHENS / LEGAL ADVICE & REPRESENTATION	05
ARSIS ASSOCIATION FOR THE SOCIAL SUPPORT OF YOUTH / LEGAL ADVICE & REPRESENTATION	06
CONSULTING CENTERS UNDER THE AUTHORITY OF THE GENERAL SECRETARIAT FOR DEMOCRACY AND FAMILY POLICY AND GENDER EQUALITY / LEGAL ADVICE & REPRESENTATION	49
DANISH REFUGEE COUNCIL / LEGAL ADVICE & REPRESENTATION	11
DEFENCEFOR CHILDREN INTERNAIONAL - GREECE / LEGAL ADVICE & REPRESENTATION	10
DIOTIMA-CENTRE FOR RESEARCH ON WOMEN'S ISSUES / LEGAL ADVICE & REPRESENTATION	12
EQUAL RIGHTS BEYOND BORDERS / LEGAL ADVICE & REPRESENTATION	13
GREEK COUNCIL FOR REFUGEES / LEGAL ADVICE & REPRESENTATION	17
HIAS / LEGAL ADVICE & REPRESENTATION	18
HUMAN RIGHTS 360 / LEGAL ADVICE & REPRESENTATION	20
MEDECINS SANS FRONTIERES (MSF) / DOCTORS WITHOUT BORDERS	28
NETWORK FOR CHILDREN'S RIGHTS / LEGAL ADVICE & REPRESENTATION	32
PRAKSIS INDEPENDENT CIVIL SOCIETY ORGANIZATION / LEGAL ADVICE & REPRESENTATION	35
REFUGEE SUPPORT AEGEAN (RSA) / LEGAL ADVICE & REPRESENTATION	37
SOLIDARITY NOW / LEGAL ADVICE & REPRESENTATION	39
SYNPARXIS - ECUMENICAL REFUGEE PROGRAMMEME / LEGAL ADVICE & REPRESENTATION	42
TERRE DES HOMMES HELLAS ORGANIZATION FOR CHILDREN'S AID / LEGAL ADVICE & REPRESENTATION	44
ZA'ATAR - NON-GOVERNMENTAL ORGANIZATION / LEGAL ADVICE & REPRESENTATION	47

TABLE 6

LEARNING GREEK	
ACTION FOR WOMEN	01
ACTIONAID	02
APOSTOLI BY THE HOLY ARCHDIOCESE OF ATHENS	05
ARSIS ASSOCIATION FOR THE SOCIAL SUPPORT OF YOUTH	06
CARITAS HELLAS	08
ILIAKTIDA	21
GREEK COUNCIL FOR REFUGEES	17
GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY	14
METADRASI ACTION FOR MIGRATION AND DEVELOPMENT	26
MELISSA NETWORK	29
ONE CHILD ONE WORLD	34
PRAKSIS	35
ZA'ATAR	47
ZEUXIS	48

TABLE 7

SUPPORT IN JOB SEARCH - TRAINING PROGRAMMES	
A21 NGO / SUPPORT IN JOB SEARCH	04
ACTION AID / SUPPORT IN JOB SEARCH	02
APOSTOLI BY THE HOLY ARCHDIOCESE OF ATHENS	05
ARSIS / ASSOCIATION FOR THE SOCIAL SUPPORT OF YOUTH / SUPPORT IN JOB SEARCH ATHENS-THESSALONIKI	06
CARITAS HELLAS / TRAINING PROGRAMMES	08
GENERATION 2.0 / SUPPORT IN JOB SEARCH FOR PERSONS OVER 15 YEARS OLD	14
GREEK COUNCIL FOR REFUGEES / SUPPORT IN JOB SEARCH TRAINING PROGRAMMES	17
GREEK MANPOWER EMPLOYMENT ORGANIZATION	52
HELLENIC RED CROSS / SUPPORT IN JOB SEARCH TRAINING PROGRAMMES	16
HUMAN RIGHTS 360 / SUPPORT IN JOB SEARCH	20
METADRASI ACTION FOR MIGRATION AND DEVELOPMENT / SUPPORT IN JOB SEARCH	26
MELISSA NETWORK / SUPPORT IN JOB SEARCH ATHENS	29
ODYSSEA N.P.O.	33
PRAKSIS / INDEPENDENT CIVIL SOCIETY ORGANIZATION REFUGEE	35
REFUGEE SUPPORT AEGEAN (RSA) / TRAINING PROGRAMMES	37
SALVATION ARMY / TRAINING PROGRAMMES	41
SOLIDARITY NOW / SUPPORT IN JOB SEARCH ATHENS-THESSALONIKI- TRAINING PROGRAMMES ATHENS-THESSALONIKI	39
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THREADS OF HOPE / NON-GOVERNMENTAL ORGANIZATION	43
UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE / SUPPORT IN JOB SEARCH	46

TABLE 8

MATERIAL SUPPORT	
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APOSTOLI BY THE HOLY ARCHDIOCESE OF ATHENS	05
DANISH REFUGEE COUNCIL	11
GREEK COUNCIL FOR REFUGEES	17
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HOPE SPOT	19
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PRAKSIS INDEPENDENT CIVIL SOCIETY ORGANIZATION	35
RED UMBRELLA GREECE	36
SOS CHILDREN'S VILLAGES GREECE	40
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REPATRIATION ASSISTANCE	
A21 NGO	04
INTERNATIONAL ORGANIZATION OF MIGRANTS	23
INTERNATIONAL SOCIAL SERVICE	22
SALVATION ARMY	41
THE SMILE OF THE CHILD	45

PART B: SERVICES PROVIDED BY ACTORS OF THE NRM

HELPLINES

A21

Helpline **1109** 24/7

GENERAL SECRETARIAT FOR DEMOGRAPHY AND FAMILY POLICY AND GENDER EQUALITY (GSDFPGE)

SOS Helpline **15900** 24/7

NATIONAL CENTRE FOR SOCIAL SOLIDARITY (NCSS)

Emergency Social Helpline «**197**» 24/7 (Greek-English). Free of charge

National Child Protection Helpline «**1107**» 24/7 (Greek-English). Free of charge.

HELLENIC RED CROSS

ADVICE AND PSYCHO-SOCIAL SUPPORT SERVICE FOR INDIVIDUALS AND FAMILIES

Helpline for migrants providing advice and information with tele-interpretation:

210 51 40 440, +30 6934 724 893 (viber, what's app) in Greek, English, French, Farsi, Pashtu, Dari, Russian, Swahili, Urdu, Kinyarwanda, Kirundi.

Working days and hours: M-F 9.00 - 20.00

KETHEA

(THERAPY CENTRE FOR DEPENDENT INDIVIDUALS)

Helpline **1145** (drugs, alcohol, internet gaming). Working hours: Monday-Friday 9:00-17:00, Email support: helpline@kethea-ithaki.gr.

Helpline **1114**, Helpline for gambling. Working hours Monday-Friday 9:00-21:00. Support via email: 1114_a@kethea-alfa.gr.

THE SMILE OF THE CHILD

Voluntary Non-Governmental Organization

Helplines: **1056** National SOS Helpline for children 24/7

116111 European children's support helpline

116000 European helpline for disappearances of children

UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE

SOS Helpline **8011116000** 24/7

REHAB UNIT 18 ANO ATTICA PSYCHIATRIC HOSPITAL

Helpline for adults **210-3617089**
Working hours: **10:00 - 16:00**

01. ACTION FOR WOMEN

Non-Governmental Organization

Tel: 2114128373

6970398914 (WhatsApp)

email: info@actionforwomen.ch, athens@actionforwomen.ch

Services provided to women with interpretation

Social Support

Psychological Support

Greek language lessons

Computer Courses

02. ACTION AID

International Non-Governmental Organization

Tel: 215.555.7345

Address: 93, Petras str., Kolonos

email: athens@actionaid.org

Working days and hours: M-F 9:00 – 21:00

Services provided to adults and families:

Social support and integration

Legal advice

Greek language lessons

Job search assistance

03. AGALIA

Non-Governmental Organization

Tel: 210-8828788

Address: 84, Athinon Avenue

email: info@agaliam.org.gr

Working days and hours: M-F 9:00 – 16:00

Services provided to adults:

Needs/risk assessment

Social support

Psychological support

Legal advice

Material support (for children and pregnant women)

04. A 21

International Non-profit, Non-Governmental Organization

Tel: 23105347690

Helpline **1109** (24/7)

email: info@a21.gr

Working days and hours M-F 9:00-17:00

Services provided to adults:

Needs/risk assessment

Short-term accommodation in Thessaloniki
(for women only, independent apartments available)

Social support

Psychological support

Psychiatric support

Legal representation

Legal Advice

Medical care

Repatriation assistance

Job search support for the hosted women;

Tele-interpretation in 200 languages, through the helpline **1109**

05. APOSTOLI

Non-Governmental Organization by the Holy
Archdiocese of Athens

Tel: 694.841.80.56 (WhatsApp)

Address: 15, Ferron str., Athens

email: refugeeschool@mkoapostoli.gr

Working days and hours: M-F 10:00-16:00

Services provided to adults and children with interpretation (Arabic, Farsi, Urdu)

Needs/risk assessment

Social support

Greek language lessons

Educational-vocational training programs

Material support

Job search assistance

Social Mission Clinic (Primary Health Care)

Tel: 2130117390

Address: 113, Sevastoupoleos str.

Services provided:

Medical care

06. ARSIS

Non-Governmental Organization

Athens

Tel: 210 8611132

Address: 21B, Tenedou str., Kypseli

email: arsis.neonchora@gmail.com

Thessaloniki

Tel: 2310228850, 2311243058

Address: 40-42, Ptolemaion str., Thessaloniki

email: kyn@arsis.gr

Working days and hours: M-F 9:00-17:00

Services provided to adults and children:

Needs/risk assessment

Social support

Psychological support

Legal representation

Legal advice

Interpretation

Greek language lessons

Job search support

Streetwork

07. BABEL

Mental Health Unit for immigrants

Tel: 2108616280, 2108616266, 2108616102

Address: 72, Ioannou Drosopoulou str., Kypseli

email: info@syn-eirmos.gr

Working days and hours: Monday 9:00-17:00

Tuesday 9:00-19:00

Wednesday 9:00-20:00

Thursday 9:00-20:00

Friday 9:00-19:00

Services provided to adults with interpretation:

Needs/risk assessment

Psychological support

Psychiatric support

08. CARITAS HELLAS

T: 2105247879

Email: lmilliari@caritas.gr

apergi@caritas.gr

Athens:

Social Centre of Caritas Hellas in Neos Kosmos

2A, Rene Pio str.

117 44 Neos Kosmos

Τηλ.: 213 0909940

E-mail: neoskosmoscenter@caritas.gr

Services provided to adults with interpretation:

Social support

Legal counselling (adults & children)

Training programs

Greek language lessons
Support in job search
Tax Advisory Services

09. Community House Damaris
Non –Governmental Organization

Tel: 2106547189;
email: socialworker@damaris.gr

Services provided to single women or women with children up to 8 years old, with interpretation:

Needs/risk assessment
Social support and integration
Psychological support
Short-term and long-term accommodation
Psychiatric support
Vocational training programs
Greek language lessons
Job search assistance

10. DEFENCE FOR CHILDREN INTERNATIONAL-GREECE

Tel: 2114136664
email: nantinatsekeri.dci@gmail.com
irispappa.dci@gmail.com

Services provided (children, single parents)

Legal representation
Legal advice

11. DANISH REFUGEE COUNCIL (DRC GREECE)
Non-Governmental Organization

Tel: 6945444427, 210 3243494
email: grc-drcgreece-info@drc.ngo

Service provided to adults with interpretation

Social support
Legal representation (only for Administrative Authorities cases)
Legal Advice
Material support

12. DIOTIMA-CENTRE FOR RESEARCH ON WOMEN'S ISSUES
Non-Governmental Organization

Tel: 210 8816405
Address: 43a, 3rd September str., Athens
email: Urban.athens.diotima@gmail.com
Legal.diotima@gmail.com

Working days and hours: M-F 10:00-17:00

Services provided to women and children with interpretation:

Social support
Psychological support
Legal advice
Legal representation

13. EQUAL RIGHTS BEYOND BORDERS
Non-Governmental OrganizationAthens

Athens

Tel: 697 24 36 421
Address: 69A, Emmanouil Benaki str., 106 81
email: athens@equal-rights.org

Chios

Tel: 698 343 8905
Address: 16, Voupalou str., Chios
chios@equal-rights.org

Working days and hours: M-F 09:30-18:00

Services provided to adults and children in Athens and Chios:

Needs/risk assessment
Legal advice
Legal representation

14. GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY

Non-Governmental Organization

Tel: 213 0884494
Address: 14, Eleftheria square, Athens
email: info@g2red.org

Working days and hours: M-F 10:00-18:00

Services provided to adults and children over 15 years old, with interpretation:

Needs/risk assessment
Legal advice
Greek language lessons for minors over 15 years old
Job search for minors over 15 years old
Interpretation for minors over 15 years old.

15. GREEK CHILDREN'S VILLAGE -FILIRO

Tel: 2310677556
Address: 11 Keramopoulou (Agios Sofias square), Thessaloniki
E-mail: ellinikopaidikoxorio@gmail.com

Services provided to children:

Long-term accommodation)

16. HELLENIC RED CROSS

● **ADVICE AND PSYCHO-SOCIAL SUPPORT SERVICE FOR INDIVIDUALS AND FAMILIES**

Address: 21, 3rd September str., Athens

Tel: 210-3613574

Psychosocial support Helpline 2103613574

Working days and hours M-F: 8:00-14:30

● **Multifunctional Centre of Athens for migrants**

Address: 2, Kapodistriou str., Athens

Working days and hours: M-F 9:00 – 20:00

Helpline for migrants providing advice and information with tele-interpretation: 210 51 40 440, +30 6934 724 893 (viber, what's app) in Greek, English, French, Farsi, Pashtu, Dari, Russian, Swahili, Urdu, Kinyarwanda, Kirundi. (Working days and hours: M-F 9:00 – 20:00)

● **Multifunctional Center of Thessaloniki for migrants**

Address: 1, Vamvaka and Ionos Dragoumi str., Thessaloniki, 54631

Tel. 2310 270496

● **Piraeus HRC Social service**

Address: 2-4, Iroon Polytexneiou 19, 185 31 Piraeus

Tel: 210 4113555, 210 4118913

● **Thessaloniki HRC Social service**

Address: Navarhou Kountouriotou 10, Thessaloniki

Tel: 213 0529195, 231 0531530

● **Larisa HRC Social service**

Address: 7, Megalou Alexandrou str., Larisa

Tel: 2410 532250

● **Corfu HRC Social service**

Address: 2, El. Venizelou str., Neon Frourio square, Spilia, 491 32 Corfu

Tel: 2661 028268

● **Patras HRC Social service**

Address: 28th October and Agiou Andrea

Tel: 2610620774

● **Agrinio HRC Social service**

Address: 2, Ioannou Staikou str., Agrinio

Tel: 2641033853

● **Lamia HRC Social service**

Address: Kravaritou square, Meteoron str., 351 32 Lamia

Tel: 2231 042862

● **Arta HRC Social service**

Address: 29, N. Plastira str.

Tel: 26810 21637

● **Trikala HRC Social service**

Address: 5, Erithrou Stavroy and Athanasiou Diakou str., 421 32 Trikala

Tel: 24310 27430

● **Karditsa HRC Social service**

Address: Patio (Aethrio) of Municipal Market 43100

Tel: 24410 76761

● **Heraklion HRC Social service**

Address: 7, Roussou Hourdou, Heraklion

Services Provided:

Needs/risk assessment

Social support

Material assistance

Vocational training programs

Streetwork

Job search assistance

Medical care (HRC Patra, HRC Thessaloniki)

● **Primary Health Care Services**

Ampelokipi HRC Infirmary

Address: Athanassaki 1, Ampelokipi, Forecourt of Red Cross General Hospital "Korgialenio-Benakeio" – Marshal Building, Athens

Working days and hours: M-F 8:00-14:00 (interpretation in Farsi, Arabic, French)

Tel: 2106910143, email: eyesath@redcross.gr

Ano Liosia HRC Infirmary

Address: 165, Filis Avenue

Tel: 210 2473194

email: eyसानoliosion@redcross.gr

Working days and hours: M-F 8:00-14:00

Kallithea HRC Infirmary

Address: 147, Xenofontos str.

Tel: 2109417070

email: eyskallitheas@redcross.gr

Working days and hours: M-F 8:00-14:00 (interpretation in Farsi, Arabic)

Health Care Services provided:

1. Children Doctor's office (Ampelokipi, Kallithea, Nea Liosia)
2. Vaccinations Health Unit (Ampelokipi, Kallithea, Nea Liosia)

3. OB/GYN (Ano Liosia-Ampelokipi)
4. Ophthalmologist (Ano Liosia)
5. Orthopedist (Kallithea-Ano Liosia)
6. Dentist (Kallithea - Athens)
7. Pneumonologist (Kallithea)
8. Cardiologist (Kallithea)

● **ACCOMPANIED REFERRALS (ACCREF) WITH INTERPRETATION**

The Service consists of a team of experienced and trained interpreters- intercultural mediators, aiming at the escort and facilitation of refugees' and migrants' access to public health services.

It is offered exclusively with physical presence to primary health care units as well as to Public Hospitals in Athens.

There is also the alternative of "on call" interpretation, in emergency cases.

Languages: Arabic, Farci, Dari, French.

Address: Forecourt of Red Cross General Hospital "Korgialenio-Benakeio" – Marshal Building

1, Athanasaki str., 11526, Ampelokipi, Athens

Tel: +306909173104

email: accrefhrc@redcross.gr

Working days and hours: M-F 7:30-15:00

17. GREEK COUNCIL FOR REFUGEES
Non-Governmental Organization

Tel: 2103800990, 210 3803774

Address: 25, Solomou str., Athens

email: gcr1@gcr.gr

Working days and hours: M-F 9:00-16:00

Services provided to adults with interpretation:

Social support

Psychological support

Legal representation

Legal advice

Material assistance

Interpretation

Greek language lessons

Job search assistance

PIXIDA INTERCULTURAL CENTRE

Tel: 210-3814710

Address: 20, Solomou str.

email: pyxidaesp@gcr.gr

Services provided to children:

Greek language lessons

Counselling

Vocational Guidance

Tutoring

Computer Courses

18. HIAS Non-Governmental Organization

T: 30 6976671556

email: info@hias.org

Services provided to adults:

Needs/risk assessment

Psychosocial Support

Legal representation

Legal advice

19. HOPE SPOT Non-Governmental Organization

Tel: 2310 620785-working 24/7

Address: 22, Dodekanisou str., Thessaloniki

email: info@hopespot.gr

Services provided to adults:

Social support

Psychological support

Legal advice

Material support

20. HUMAN RIGHTS 360

Non-Governmental Organization

Tel: 2106400214-215

email: contact@humanrights360.org

Services provided to adults:

Social support

Legal representation

Legal advice

Job search assistance

21. ILIAKTIDA

Non-Profit Organization

T: 22510 45577

Email: e.oikonomidou@iliaktida-amea.gr
k.kalampoki@iliaktida-amea.gr

Working days and hours: M-F 9:00-17:00

1st km Loutra, Mytilene

Services provided to children and single-parent families with interpretation:

Needs/risk assessment

Social support

Psychological support

Interpretation (farsi, arabic, lingala, somali, French and interpretation provided to actors)

Urgent accommodation

"TAPUAT" Day center for minors and single-parent families

Services provided:

Greek and English language lessons

Computer Courses

22. INTERNATIONAL SOCIAL SERVICE

Tel: 210 3636191, 210 3612433

Address: 24, Derigni str., Athens

email: info@iss-greece.gr

Working days and hours: M-F 9:00-17:00

Services provided to adults:

Assistance for relocation to a Third country, in cooperation with a third country actor

Repatriation assistance in cooperation with an actor in the country of origin

23. INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM)

Address: 6, Dodekanisou str., Ano Kalamaki, Athens

email: sampartzidou@iom.int
acorniaachtou2@iom.int

Tel: 210-9919040

Thessaloniki

Address: 1, Vasileos Georgiou str., 54640 (building E, office 26)

Tel: 694 966 2666, 694 689 3032, 2313 317349

Patras

Address: 17A, Vasileos Georgiou square

Tel: 698 511 1206

Corinthos

Tel: 697 042 4354

Drama-Paranesti

Tel: 694 890 8372

Crete

2, Elefthernis str. And Ifestou, 1st fl., Heraklion

Tel: 698 511 1205

Lesvos

Tel: 695 847 5878, 694 846 2581

Samos

Tel: 697 233 1440, 694 890 8379

Evros

Tel: 694 684 0125, 25520 98926

Chios

695 546 6613

Kos 694 486 4986

Leros 694 158 0330

Attica 694 890 8362 694 866 9811

Ioannina Averof 6, 1st Floor, 45221 698 654 7044
26510 01025

"The implementation of assisted voluntary returns including reintegration measures and operation of Open Center in the Prefecture of Attica for applicants of voluntary return"

Duration of the current AVRR project: September 2019 - 31 August 2022.

The project can assist third-country nationals:

1. who don't have the legal documents to stay in Greece and may opt for the voluntary return option
2. whose asylum application has been rejected and have chosen to opt for voluntary return
3. who want to withdraw their asylum application

IOM can assist them, according to their needs, by:

- Providing individualized information about the situation in their home country, the benefits and assistance included in the programme
 - Assisting with the issuance of the travel document
 - Arranging transportation by plane to their home country, as well as onwards transportation within the country, if needed
 - Assisting at the departure airport in Greece, as well as in transit and upon arrival, if needed
 - Providing a one-time cash grant to them and, if applicable, family members travelling with them
- * Migrants in vulnerable situations, such as victims of trafficking, are provided with tailor made assistance during all stages of the return process and can be further benefited from the in-kind reintegration assistance in their home country.*

The migrants can decide to leave the programme any time of the procedure, without any obligation.

24. KETHEA

(THERAPY CENTRE FOR DEPENDENT INDIVIDUALS)

T: 210 9241993-6 Information Department

Email: info@kethea.gr

Helpline **1145** (drugs, alcohol, internet gaming).

Working hours: Monday-Friday 9:00-17:00

Email support: helpline@kethea-ithaki.gr

Helpline **1114**, Helpline for gambling. Working hours Monday-Friday 9:00-21:00

Support via email: 1114_a@kethea-alfa.gr

Services provided:

Needs/risk assessment

Streetwork (substance users on the street regardless of age, gender in Athens and Thessaloniki).

Accommodation* for **adults** (Adults substance users with the exception of persons with psychiatric problems that need hospitalization)

(Sindos Thessaloniki, Larissa, Giannena, Athens, Piraeus, Kalamata, Herakleion Crete).

Accommodation* for **teenagers and young adults** (drug use/addiction problems, with the exception of persons with psychiatric problems that need hospitalization. Athens & Volos).

Social support (for members of the therapeutic programs).

Psychological support (for members of the therapeutic programs).

Psychiatric support (for members of the therapeutic programs).

Interpretation for teenagers and adult immigrants and refugees (Athens).

Medical care for members of the therapeutic programs of KETHEA (Athens)

Material support for dependent users regardless of age, sex (Athens, Thessaloniki).

Legal advice for members of the therapeutic programs of KETHEA (Athens, Thessaloniki, Kavala, Komotini, Alexandroupoli, Larisa, Trikala, Volos, Giannena, Arta, Preveza, Kozani, Mytilene, Chios)

Legal Representation for members of the therapeutic programs of KETHEA when their legal issues are related to their drug use and may undermine their therapy's progress.

Training programs for members of the therapeutic programs of KETHEA (Athens, Giannena, Arta, Volos, Corfu, Igoumenitsa, Livadia, Thessaloniki, Kavala, Kilkis).

Greek lessons for members of the therapeutic programs of KETHEA and referrals from other Actors following an enquiry (Athens, Thessaloniki, Larisa, Herakleion Crete).

Support in job search for members of the therapeutic programs of KETHEA (Thessaloniki, Giannitsa, Kilkis, Kavala, Alexandroupoli, Orestiada, Larisa, Trikala, Giannena, Volos, Arta, Corfu, Preveza, Kozani).

** In specific cases of substance users, who do not have support networks and their life or health is in immediate danger, KETHEA has the ability of «crisis admission» in a Therapeutic Accommodation Community in different areas of Greece. This means an immediate admission to a Community, without the common preparation in an Advisory Center, which is external. This process, following an enquiry, can also be applied to trafficking victims' cases that may simultaneously face a problem of use/addiction for which they want to follow a therapy. Moreover, in Athens, through KETHEA, trafficking victims who also face drug use problems, regardless of whether they wish to*

follow a therapy, can be accommodated to the Shelter for dependent persons (IONIS) of the Municipality of Athens, whose operation is co-supported by the KETHEA.

25. KLIMAKA Non-Governmental Organization

Tel: 210 3417160-162

Address: 50, Dekeleon str., Keramikos

email: central@klimaka.org.gr

Services provided to adults with interpretation:

Needs/risk assessment

Social support and integration

Psychological support

Psychiatric support

26. METADRASI-ACTION FOR MIGRATION AND DEVELOPMENT

Non-Governmental Organization

Tel: 214 1008700, 210 4831611

Address: 7, 25th March str., Tavros, Attica

email: info@metadrasi.org

Working days and hours: M-F 9:00-17:00

Services provided to adults and children with interpretation:

Needs/risk assessment

Legal advice

Material assistance

Interpretation

Greek language lessons

Job search assistance

27. MEDECINS DU MONDE (MDM) - DOCTORS OF THE WORLD - GREEK DELEGATION

Tel: 210 3213150

Address: 12, Sappous str., Athens

email: info@mdmgreece.gr

Working days and hours: M-F 9:00-17:00

Open health unit (with multiple specialties) in Thessaloniki

Social Service

12, Sappous str. 10553, Athens

mhps@mdmgreece.gr

T: 210-3213150

Open health unit (with multiple specialties) in Thessaloniki

Social Service

29A, Ptolemaion str. (within the galleria), 54630, Thessaloniki

pssthes.mdmgreece@gmail.com

Tel: 2310-566641

Services provided to adults and children with interpretation in Athens and Thessaloniki

Primary Health Care

Mental Healthcare and Psycho-social support

Sexual and reproductive health

Streetwork

**28. MEDECINS SANS FRONTIERES (MSF)
DOCTORS WITHOUT BORDERS
GREEK DELEGATION**

Tel: 210 3839372

Address: 133, Solonos str., Athens

email: msfch-athens-socialworkermanager@geneva.msf.org

Working days and hours: M-F 9:00-17:00

Day Center in Samos

Address: 10, Noemis Dael str., Vathi, Samos

email: msfch-samos-socialworker@geneva.msf.org

Working days and hours: M-F 8:00-16:00

Services provided to adults and children with interpretation in Athens and Samos:

Needs/Risk assessment

Social support

Psychological support

Medical care

Legal advice

Legal Representation

Interpretation (Arabic, French, Farsi, Lingala)

**29. MELISSA-NETWORK OF WOMAN
MIGRANTS IN GREECE**

Tel: 210 8218486

Address: 18, Feron, Viktoria square

email: melissanetwork.adm@gmail.com

Services provided to women registered for Greek and English language lessons and there is also a waiting list option.

Needs/risk assessment

Social support

Psychological support

Legal advice

Interpretation

Greek and English language lessons

Job search assistance

**30. NATIONAL CENTRE FOR SOCIAL
SOLIDARITY (NCSS)**

Immediate social assistance helpline, free of charge «197» (24/7) (Greek-English).

National Child Protection Helpline «1107» (24/7) (Greek-English). Free of charge.

CSS Ampelokipi

Telephone: 213 2039 706/ -773

Fax: 213 2039 763

E-mail: dkp_ypodochi@ekka.org.gr

CSS Piraeus (temporarily closed)

Telephone: 213 2021913/-912

Fax: 213 2039 763

E-mail: dkp_kkspeiraia@ekka.org.gr

CSS Finikas Thessaloniki

Telephone: 2313 3139 30

Fax: 2313 3139 24

E-mail: kksfinika@thess.ekka.org.gr

Services provided to adults and children:

Needs/risk assessment

Emergency and short-term accommodation for single women or women with children

Accommodation for adult men and women

Social support

Psychological support

31. NEA ZOI-NEW LIFE

SUPPORT AND REHABILITATION OF PERSONS
WORKING IN PROSTITUTION

Tel: 2105203852

email: viorica.greece@gmail.com

Services provided to adults with interpretation:

Streetwork and support to those taking part in the programme

32. NETWORK for CHILDREN'S RIGHTS
Non-Governmental Organization

Tel: 210 8846590

Address: 11B, Alkamenou str., Athens

email: diktio@ddp.gr

Working days and hours: M-F 9:00-17:00

Services provided to children with interpretation:

Needs/risk assessment

Social support

Psychological support

Legal Representation (not in court)

Legal Advice

33. ODYSSEA N.P.O.

Tel: 210 8839877

Address: 17 Nikiforou Mandilara str., Athens

email: info@odysse.com

Working days and hours: M-F 9:00-18:00

Services provided to adults:

SUPPORT IN JOB SEARCH

TRAINING PROGRAMMES

34. ONE CHILD-ONE WORLD

Non-Governmental Organization

Tel: 210 8838512

Address: 10, Rethymnou str., Athens

email: socialservices@paidi-kosmos.gr

Working days and hours: M-F 9:00 – 17:00

Services provided to adults and children with interpretation:

Needs/risk assessment

Social support

Psychological support

Financial support

Material assistance

35. PRAKSIS

Humanitarian Non-Profit Association

PRAKSIS HQ (Information on Supportive Structures for Victims of Human Trafficking)

Tel: 210 52 05 200

Address: 57, Stournari Str., Athens

Working days and hours: M-F 9:00-17:00

Athens Community Center

Tel: 210 82 13 704

Address: 24, Sarpidonos str., Kolonos

Working days and hours: M-F 9:00-17:00

Athens Open Day Centre for the Homeless

Tel: 2105244574-576

Address: 26-28, Deligiorgi str., Metaxourgio

Working days and hours: M-S 8:00-20:00

Thessaloniki Polyclinic

Tel: 2310556145

Address: 1, Arkadoupoleos and Agiou Dimitriou str., Thessaloniki

Working days and hours: 9:00-17:00 (M-F)

email: info@praksis.gr; m.moudatsou@praksis.gr; m.renkas@praksis.gr

Services provided:

Athens: Adult and Children

Thessaloniki: Adults

Samos, Chios, Lesvos: Children and families with children

- Interpretation for cases handled by PRAKSIS (Athens, Thessaloniki, Samos, Chios, Lesvos)
- Needs/risk assessment (Athens, Thessaloniki, Samos, Chios, Lesvos)
- Escort for cases handled by PRAKSIS (Athens, Thessaloniki, Samos, Chios, Lesvos)
- Street work/ Mobile units (Athens, Thessaloniki)
- Accommodation based on specific programs in a non-protected location (Athens)
- Psychosocial support (Athens, Samos, Chios, Lesvos)
- Medical care (Athens, Thessaloniki)
- Material assistance/Necessities depending the availability of the Organization (Athens, Thessaloniki)
- Legal advice, support and escort (Athens, Thessaloniki, Samos, Chios, Lesvos)
- Legal representation in courts and public authorities depending on the case and on an individual basis (Athens, Thessaloniki, Samos, Chios, Lesvos)
- Escort to the police in case the victim decides to cooperate with the authorities (Athens, Thessaloniki, Samos, Chios, Lesvos)
- Vocational training programs, when active (Athens, Thessaloniki)
- Job search assistance through specific programs (Athens, Thessaloniki)
- Integration support actions (Athens, Thessaloniki)

36. RED UMBRELLA ATHENS-POSITIVE VOICE: HIV-POSITIVE PERSONS ASSOCIATION

Tel: 2108627572 (Positive voice: HIV-positive persons association)

Address: 13, Agion Anargiron str., Athens

email: antpls@yahoo.gr, info@positivevoice.gr

Working days and hours: M-F 9:00-17:00

Thessaloniki

Tel: 2315 525 020

Address: 95, Egnatia Odos str., 3rd fl., 54635, Thessaloniki

email: info@positivevoice.gr

Working days and hours: M-F 10:00-14:00

Services provided to adults with interpretation:

Streetwork

Social support

Psychological support

Legal advice

HIV, HBV, HCV tests

Material assistance

37. REFUGEE SUPPORT IN THE AEGEAN (RSA)

Non-Profit Organization

Athens-Chios

Tel: 2271103721 Natassa Strahini-Chios
6939749585 Konstantina Kranou-Athens
Address: 7, Efstratiou Argenti str., Chios
email: info@rsaegean.org

Services provided all over Greece to adults and children with interpretation in Farsi:

Legal representation
Legal advice
Interpretation (in Farsi for cases handled by the Organization)
Vocational training programs

38. REHABILITATION UNIT 18 ANO ATTICA PSYCHIATRIC HOSPITAL

Email: kye.gynaikon@gmail.com, kpoulakida@yahoo.gr

Reception Center for Women and Mothers Drug Users

T: 210 3215990
Working days and hours: M-F 7:00-15:00
A' Counselling Center for men

T: 210 3611803
Working days and hours: M-F 8:00-20:00

B' Counselling Center for men
T: 210 8234634
Working days and hours: M-F 9:00-17:00

Department for Teenagers and Young Adults
T: 210 3638833

Working days and hours: M-F 9:00-18:00

Helpline for adults 210-3617089.

Working hours: 210-3617089

Services provided to women, men and teenagers on condition that they are substance users and wish to follow a therapeutic programme aiming at their rehabilitation. All units are in Attica.

Needs/risk assessment
Social support
Psychological support
Psychiatric support
Medical care
Material support
Support in job search

39. SOLIDARITY NOW

Non-Governmental Organization

Tel: 210 3802503-4
Address: 24, 3rd September str., Athens
email: athens@solidaritynow.org
Working days and hours: M-F 9:00-19:00

Thessaloniki

Tel: 2310555266
Address: 29A, Ptolemeon str.
Working days and hours: M-F 9:00-17:00

Services provided to adults and children with interpretation:

Social support (Athens-Thessaloniki)
Psychological support (Athens-Thessaloniki)
Legal Representation (Athens-Thessaloniki)
Legal Advice (Athens-Thessaloniki)
Job search assistance (Athens-Thessaloniki)
Interpretation (Athens-Thessaloniki)
Tax filing assistance (Athens-Thessaloniki)
Internet corner (Thessaloniki)

40. SOS CHILDREN'S VILLAGES

Non-Governmental Organization

● Centre for children and family support

Tel: 210 8650111
Address: 23, Megistis str., Athens
Tel: 210 4190935
Address: 19, Iroon Polytechniou str., Piraeus
Tel: 25510 51856

Address: Aristino, Alexandroupolis
Tel: 2810 222610

Address: 4, Giannitson str., Heraklion
Tel: 2310 233692

Address: 94, Egnatia str., Thessaloniki
Tel: 26510 31847

Address: 11, Papadopoulou str., Ioannina
Tel: 27210 98660

Address: 11, Kapetan Kromba str., Kalamata
Tel: 25310 82788

Address: 7-11 Skepastos str., Komotini
Tel: 2610 320879

Address: 70, Athanasiou Diakou str., Patras

Services provided:

Social support
Assessment-Diagnosis of children and parents

Parental support
Psychological support of children and parents
Psychiatric support (Athens and Thessaloniki)
Psychotherapy intervention
Speech therapy
Material assistance
Job search assistance (Kalamata)
Vocational training programs (Kalamata)
Group creativity programs and psycho-educational support in groups

- Tutoring and educational support centers (Athens, Heraklion, Thessaloniki, Ioannina, Kalamata, Patras)

Services provided to children 9 to 15 years old.

Greek, Maths for primary school children
Greek, Maths and Physics for junior high school children
English language lessons
Computer Courses

- Kalamata Centre of Educational and Family support

Services provided:

Vocational advice for parents
Tutoring for primary and junior high school children

41. SALVATION ARMY INTERNATIONAL NON-GOVERNMENTAL ORGANIZATION

Tel: 6907814335
Address: 34, Satovriandou str., Omonia
email: info@salvationarmy.gr

Services provided to adults and children taking part in the programme:

Streetwork
Social support
Psychological support
Material assistance
Repatriation assistance
Vocational training programmes
Needs/risk assessment

42. SYNYPARXIS ECUMENICAL REFUGEE PROGRAMME

Tel: 2107295926-7
Address: 5, Moschonision str., Athens
email: ecrpath@gmail.com
Working days and hours: M-F 9:00-17:00

Services provided to adults and children with interpretation:

Needs/risk assessment
Social support
Psychological support
Legal advice
Legal representation

43. THREADS OF HOPE HELLAS Non-Governmental Organization

T: +30 2105234993
email: info@threadsofhopehellas.org
Address: 28, Karolou str., Athens

Services provided to adults:

Threads of Hope Hellas is a sewing business in Athens, Greece, with the goal to bring freedom into the lives of women who have experienced exploitation and abuse. Through training and employment Threads of Hope provides opportunities to rebuild their lives.

44. TERRE DES HOMMES HELLAS INTERNATIONAL CHILD PROTECTION ORGANIZATION-Greek Delegation

Tel: .IS. 6947315580/ M.S. 6972070223
Address: 28, Meteoron str., Athens
email: ioanna.stentoumi@tdh.ch / melina.spathari@tdh.ch
Working days and hours: M-F 9:00-18:00

Services provided to children:

Needs/risk assessment
Social support
Psychological support
Legal representation
Legal advice

45. THE SMILE OF THE CHILD Volunteers Non-Governmental Organization

Helplines: **1056** National SOS Helpline for children (24/7)

116111 European children's support helpline (24/7)

116000 European helpline for disappearances of children (24/7)

Address: 1, Spirou Loui str., Maroussi
Email: TraffickingCoord@hamogelo.gr & Internationaldept@hamogelo.gr

Panhellenic health and social care services center

Tel: 210-7484010- 210 7483655 Athens
Address: 6, Omirou str.

Tel: 2310250160 Thessaloniki
Address: 3, Papakiriaz str.
Tel: 2610332499 Patras
Address: 83, Othonos Amalias str.

Medical services provided upon appointment to children:

- Pediatric
- Ophthalmologist
- ENT

Pediatric at home treatment

The "Smile of the Child" implement the at home treatments programme for children with health problems.

This action is for children suffering from serious health problems who can not be moved.

A team of specialized health professionals with a mobile health unit visits the children's home providing:

- Medical care, under the supervision of the child's doctors and the medical directors of Children's Hospitals.
- Social and psychological support of children with health problems and their families.
- Creativity programmes at home.

Social and Advisory programmes for each child with health problems

Services provided:

- Payment of medical expenses, specialized tests and therapeutic sessions
- Orientation, bureaucracy issues, assistance in filing for benefits
- Connection with actors and services abroad following a referral by the child's doctors
- Psychological support of the child and its parents
- Visits to children undergoing treatment in Pediatric Hospitals
- Cooperation with medical staff and Social Services
- Transports
- Creativity programs at the hospitals
- Preventative Medicine
- Organizing volunteers for blood-platelet drives

Support Centres

Tel: 210 6095844
Address: 2, Stountiou and Gliatis str., Marousi
Tel: 210 5781060-2118003075
Address: 2, Achaïas and Nafpliou str., Ilion
Tel: 2294096711
Address: 31st km of Marathonos Avenue, Nea Makri

Tel: 2310 535629
Address: 4, Emmanouil Chrisolora str., Thessaloniki
Tel: 2621024080
Address: 32, Agiou Charalampous str., Pirgos
Tel: 2661080368
Address: Paliokastritsa National Road-Alikes, Potamos, Corfu
Tel: 2221079788
Address: 41, Favieros str., Chalkida
Tel: 2741071211
Address: 14, Emou str., Corinth
Tel: 2410555422
Address: 97, Agias str., Larisa
Tel: 2710234154
Address: 34, Eleftehriou Venizelou str., Tripoli
Tel: 2821092300
Address: 30, Smirnis str., Chania
Tel: 28102 45162
Address: 136, Ethnikis Antistaseos str., Heraklion, Crete
Tel: 28310 55600
Address: 59, Stamathioudaki str., Rethymno
Tel: 2510 232616
Address: 16, Filellinon and Fotila str., Kavala
Tel: 2610 332499
Address: 83, Othonos and Amalias str., Patras

Services provided:

Material assistance
Medical support (payment of tests etc.)
Other needs, such as tutoring etc.

The Child's House

Tel: 2107717773 – 2107485531
Address: 7, Nilou str., Zografou
Services provided to children and teens:
Mental health services
Diagnostic assessment and therapy

Day center

Tel: 2621095487, Vrohitsa, Ilia
Tel: 2641095473, Kalivia
Tel: 22210 50199, Chalkida

Services provided:

Children support

Family support so that it can be functional and competent for the child's healthy development.

46. UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE

Tel: 2810242121

SOS Helpline **801116000** 24/7

Address: 56, Meramvellou str., Heraklion, Crete

email: counseling@kakopoiisi.gr

Working days and hours: M-F 09:00-17:00

Services provided to women and mother with children:

Short-term and long-term accommodation

Social support

Psychological support

Material assistance

Legal advice

Job search assistance

47. ZA' ATAR

Non-Governmental Organization

Tel: 2111153557, 6940671666

Address: 41, Zakyntou str., Athens

email: lawyer@zaatarngo.org

Working days and hours: M-F 10:00-18:00

Services provided to adults with interpretation:

Needs/risk assessment

Social support

Legal representation

Legal advice

Greek language lessons

48. ZEUXIS

Non-Governmental Organization

Tel: 210 3809870, 210 3809872

Address: 15, Veranzerou, Athens

email: info@zeuxis.org

Working days and hours: M-F 9:00-18:00

Services provided to children and families with interpretation:

Social support

Psychological support

Material assistance

Greek language lessons

The accommodation enquiries of Asylum Applicants to the ESTIA programme are submitted to the Ministry of Migration and Asylum through a specific form:

Tel.: 2131361389,248

E-mail: ssuams.stegasi@migration.gov.gr

The accommodation enquiries of unaccompanied minors are submitted to the Special Secretariat for the Protection of Unaccompanied Minors through a specific form.

Tel.:2132128506

E-mail: ssuams.stegasi@migration.gov.gr

The accommodation enquiries of children as well as of the chronic ill are submitted to:

The Prefectures' Social Welfare Centres all over Greece.

https://www.ypakp.gr/texts/editor_uploads/pronoiaika/KKPP.pdf

49. GSDFPGE Advisory Centres

<http://womensos.gr/sumvouleitika-kentra-ggif/>

24/7 SOS Helpline **15900**

Services provided

Information on equality and violence issues

Social support

Psychological support

Legal support

Job search support

Shelter referral for women victims of violence or in any other vulnerable situation through the Advisory Centres or the SOS helpline 15900

50. MUNICIPAL ADVISORY CENTRES FOR WOMEN

http://womensos.gr/symvouleitika_kentra_ota-2/

Services provided:

Information on equality and violence issues

Social support

Psychological support

Legal support

Job search support

Shelter referral for women victims of violence or in any other vulnerable situation through the Advisory Centres or the SOS helpline 15900

51. MUNICIPAL COMMUNITY CENTRES ALL OVER GREECE

<https://opeka.gr/kentra-koinotitas/>

Services provided:

Reception-Information - Support of citizens

Cooperation with Services and Structures

Services aiming at improving the living standards and ensuring the citizens' social integration

52. GREEK MANPOWER EMPLOYMENT ORGANIZATION (OAED)

<https://www.oaed.gr/idikes-koinonikes-omades?tab=efpathis-koinonikes-omades-kai-anerghia&tab2=&tab3=>

PART C: ACTORS OF THE NRM

PUBLIC SECTOR

OFFICE OF THE NATIONAL RAPPOREUR AGAINST HUMAN TRAFFICKING

MINISTRY OF FOREIGN AFFAIRS

Tel: 2103683197

Address: 3 Zalokosta str., Athens

email: nat.rap@mfa.gr

NATIONAL CENTRE FOR SOCIAL SOLIDARITY

MINISTRY OF LABOUR AND SOCIAL AFFAIRS

National Referral Mechanism for the Protection of Victims of Human Trafficking (NRM)

Tel: 213 2039 771

E-mail: ema.info@ekka.org.gr, ema.helpdesk@ekka.org.gr

MINISTRY OF LABOUR AND SOCIAL AFFAIRS

1. Labour Inspectorate
2. General Secretariat for Demography and Family Policy and Gender Equality
 - ▽ Advisory Centres for Women victims of violence
 - ▽ Shelter For Women Victims of Violence & Their Children of The Municipality of Athens
3. Social Welfare Centres
4. Greek Manpower Employment Organization

MINISTRY OF INTERIOR

Local Authorities of First Level (Municipalities)

- ▽ Municipal Community Centers

MINISTRY OF JUSTICE, TRANSPARENCY AND HUMAN RIGHTS

- ▽ Juvenile Probation and Social Welfare

MINISTRY OF CITIZEN PROTECTION

- ▽ Hellenic Police
ANTI -TRAFFICKING DEPARTMENT

Tel.: 213 1520236, 2310388372

E-mail: dda.anti-trafficking@astynomia.gr
trafficking.thess@hellenicpolice.gr

MINISTRY OF MIGRATION AND ASYLUM

1. Asylum Service
2. Reception and Identification Service

MINISTRY OF HEALTH

1. Health Regions, Health Centres, Local Health Units
2. National Public Health Organization
3. Institute Child's Health
4. Health Units SA (AEMY)

MINISTRY OF INFRASTRUCTURE AND TRANSPORT

- Civil Aviation Authority

NON-GOVERNMENTAL ORGANIZATIONS

ACTION FOR WOMEN

Non-Governmental Organization

Tel: 2114128373, 6970398914 (WhatsApp)

email: info@actionforwomen.ch,
athens@actionforwomen.ch

ACTION AID International

Non-Governmental Organization

Tel: 215.555.7345

Address: 93, Petras str., Kolonos

email: athens@actionaid.org

AGALIA

Non-Governmental Organization

Tel: 210-8828788

Address: 84, Athinon Avenue

email: info@agaliam.org.gr

Working days and hours: M-F 9:00 – 16:00

A 21 International

Non-profit, Non-Governmental Organization

Tel: 23105347690

Working days and hours M-F 9:00-17:00

Helpline **1109** 24/7

email: info@a21.gr

APOSTOLI

Non-Governmental Organization by the Holy Archdiocese of Athens

Tel: 694.841.80.56 [What's up]

Address: 15, Ferron str., Athens

email: refugeeschool@mkoapostoli.gr

ARSIS

Non-Governmental Organization

Athens

Tel: 210 8611132

Address: 21B, Tenedou str., Kypseli
email: arsis.neonchora@gmail.com

Thessaloniki

Tel: 2310228850,2311243058

Address: 40-42, Ptolemaion str., Thessaloniki
email: kyn@arsis.gr

BABEL-Mental Health unit for immigrants

Tel: 2108616280, 2108616266, 2108616102

Address: 72, Ioannou Drosopoulou str., Kypseli
email: info@syn-eirmos.gr

CARITAS HELLAS

T: 2105247879

Email: lmilliari@caritas.gr, apergi@caritas.gr

COMMUNITY HOUSE DAMARIS

Non-Governmental Organization

Tel: 2106547189;

email: socialworker@damaris.gr

DANISH REFUGEE COUNCIL (DRC GREECE)

Non-Governmental Organization

Tel: 6945444427, 210 3243494

email: grc-drcgreece-info@drc.ngo

DEFENCE FOR CHILDREN INTERNATIONAL – GREECE

Tel: 2114136664

DIOTIMA-CENTRE FOR RESEARCH ON WOMEN'S ISSUES

Non-Governmental Organization

Tel: 210 8816405

Address: 43A, 3rd September str., Athens
email: Urban.athens.diotima@gmail.com,
Legal.diotima@gmail.com

EQUAL RIGHTS BEYOND BORDERS

Non-Governmental Organization

Tel: 697 24 36 421

Address: 69A, Emmanouil Benaki str., 106 81
email: athens@equal-rights.org

EUROPEAN EXPRESSION

Non-Governmental Organization

Tel: 210 3643224

email: ekfrasi@ekfrasi.gr

GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY

Non-Governmental Organization

Tel: 213 0884494

Address: 14, Eleftheria square, Athens
email: info@g2red.org

GREEK CHILDREN'S VILLAGE – FILIRO

Tel: 2310 677556

Address: 11 Keramopoulou (Agiou Sofias square)
Thessaloniki
email: ellinikopaidikoxorio@gmail.com

HELLENIC RED CROSS

ADVICE AND PSYCHO-SOCIAL SUPPORT SERVICE
FOR INDIVIDUALS AND FAMILIES

Address: 21, 3rd September str., Athens

Tel: 210-3613574

GREEK COUNCIL FOR REFUGEES

Non-Governmental Organization

Tel: 2103800990, 210 3803774

Address: 25, Solomou str., Athens
email: gcr1@gcr.gr

HIAS (HEBREW IMMIGRANT AID SOCIETY)

Non-Governmental Organization

T: 30 6976671556

email: info@hias.org

HOPE SPOT

Non-Governmental Organization

Tel: 2310 620785-working 24/7

Address: 22, Dodekanisou str., Thessaloniki
email: info@hopespot.gr

HUMAN RIGHTS 360

Non-Governmental Organization

Tel: 2106400214-215

email: contact@humanrights360.org

ILIAKTIDA

NON-PROFIT ORGANIZATION

T: 22510 45577

Email: e.oikonomidou@iliaktida-amea.gr,
k.kalampoki@iliaktida-amea.gr

1st km Loutra, Mytilene

INTERNATIONAL SOCIAL SERVICE

Tel: 210 3636191, 210 3612433

Address: 24, Derigni str., Athens

email: info@iss-greece.gr

KETHEA (THERAPY CENTER FOR DEPENDENT INDIVIDUALS)

T: 210 9241993-6 Information Department

Email: info@kethea.gr

KLIMAKA

Non-Governmental Organization

Tel: 210 3417160-162

Address: 50, Dekeleon str., Keramikos

email: central@klimaka.org.gr

MEDECINS DU MONDE (MDM)

Greek Delegation

Tel: 210 3213150

Address: 12, Sapphos str., Athens

email: info@mdmgreece.gr

MEDECINS SANS FRONTIERES (MSF)

Greek Delegation

Tel: 210 3839372

Address: 133, Solonos str., Athens

email: msfch-athens-socialworkermanager@geneva.msf.org

MEDICAL INTERVENTION

Tel: 210 67 22 267

Address: 5A, Dimitriou Margari str., Αθήνα

email: info@medin.gr

MELISSA-NETWORK OF FEMALE MIGRANTS IN GREECE

Tel: 210 8218486

Address: 18, Feron, Viktoria square

email: melissanetwork.adm@gmail.com

METADRASI-ACTION FOR MIGRATION AND DEVELOPMENT

Non-Governmental Organization

Tel: 214 1008700, 210 4831611

Address: 7, 25th March str., Tavros, Attica

email: info@metadrasi.org

NEA ZOI-NEW LIFE

SUPPORT AND REHABILITATION OF PERSONS WORKING IN PROSTITUTION

Tel: 2105203852

email: viorica.greece@gmail.com

NETWORK FOR WOMEN IN EUROPE

Tel: 210 6411449

email: nroubani@gmail.com

NETWORK for CHILDREN'S RIGHTS

Non-Governmental Organization

Tel: 210 8846590

Address: 11B, Alkamenous str., Athens

email: diktio@ddp.gr

ODYSSEA N.P.O.

Tel: 210 8839877

Address: 17 Nikiforou Mandilara str., Athens

email: info@odysse.com

ONE CHILD-ONE WORLD

Non-Governmental Organization

Tel: 210 8838512

Address: 10, Rethymnou str., Athens

email: socialservices@paidi-kosmos.gr

PRAKSIS HQ

Tel: 2105205200

Address: 57, Stournari str., Athens

RED UMBRELLA ATHENS-POSITIVE VOICE: HIV-POSITIVE PERSONS ASSOCIATION

Tel: 2108627572 (Positive voice: HIV-positive persons association)

Address: 13, Agion Anargiron str., Athens

email: antpls@yahoo.gr, info@positivevoice.gr

REFUGEE SUPPORT IN THE AEGEAN (RSA)

Non-Profit Organization

Athens-Chios

Tel: 2271103721 Natassa Strahini-Chios

6939749585 Konstantina Kranou-Athens

Address: 7, Efstratiou Argenti str., Chios

REHABILITATION UNIT 18 ANO

ATTICA PSYCHIATRIC HOSPITAL

Email: kye.gynaikon@gmail.com, kpoulakida@yahoo.gr

Reception Center for Women and Mothers Drug Users

T: 210 3215990

SALVATION ARMY INTERNATIONAL

NON-GOVERNMENTAL ORGANIZATION

Tel: 6907814335

Address: 34, Satovriandou str., Omonia

email: info@salvationarmy.gr

SOLIDARITY NOW

Non-Governmental Organization

Athens

Tel: 210 3802503-4

Address: 24, 3rd September str., Athens

SOS CHILDREN'S VILLAGES

Non-Governmental Organization

Centre for children and family support

Tel: 210 8650111

Address: 23, Megistis str., Athens

SYNPARXIS-ECUMENICAL REFUGEE PROGRAMME

Tel: 2107295926-7

Address: 5, Moschonision str., Athens

email: ecrpath@gmail.com

TERRE DES HOMMES HELLAS

INTERNATIONAL CHILD PROTECTION ORGANIZATION-Greek Delegation

Tel: I.S. 6947315580 / M.S. 6972070223

Address: 28, Meteoron str., Athens

email: ioanna.stentoumi@tdh.ch

/melina.spathari@tdh.ch

THREADS OF HOPE HELLAS

Non-Governmental Organization

T: +30 2105234993

Address: 28, Karolou str., Athens

email: info@threadsofhopehellas.org

THE HOME PROJECT

Tel: +30 216-809-9152

Address: Pindarou 32 ,Athens

email: info@homeproject.org

THE SMILE OF THE CHILD

Volunteers Non-Governmental Organization

Tel: 210-7484010- 210 7483655 Athens

Address: 6, Omirou str.

Tel: 2310250160 Thessaloniki

Address: 3, Papakiriazi str.

Tel: 2610332499 Patras

Address: 83, Othonos Amalias str.

UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECTURE

Tel: 2810242121

Address: 56, Meramvellou str., Heraklion, Crete

email: counseling@kakopoiisi.gr

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Non Governmental Organization

Tel: 2111153557, 6940671666

Address: 41, Zakynthou str., Athens

email: lawyer@zaatarngo.org

ZEUXIS

Non-Governmental Organization

Tel: 210 3809870, 210 3809872

Address: 15, Veranzerou, Athens

email: info@zeuxis.org.gr

INTERNATIONAL ORGANIZATIONS

INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM)

Address: 6, Dodekanisou str., Ano Kalamaki, Athens

email: sampartzidou@iom.int
acorniachtou2@iom.int

Tel: 210-9919040

UNHCR THE UN REFUGEE AGENCY

Tel: 216 200 78000

email: great@unhcr.org





HELLENIC REPUBLIC
MINISTRY OF FOREIGN AFFAIRS
OFFICE OF THE NATIONAL RAPPORTEUR
ON TRAFFICKING IN HUMAN BEINGS



MINISTRY OF LABOUR AND SOCIAL AFFAIRS
NATIONAL CENTRE FOR SOCIAL SOLIDARITY



European Union
Internal Security Fund





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MINISTRY OF FOREIGN AFFAIRS
OFFICE OF THE NATIONAL RAPporteur
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MINISTRY OF LABOUR AND SOCIAL AFFAIRS
NATIONAL CENTRE FOR SOCIAL SOLIDARITY



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Internal Security Fund

