National Referral Mechanism

on Identifying and Working with Potential Victims of Child Trafficking

INFORMATION AND PRACTICAL GUIDELINES
IOM
International Organization for Migration

Kija
Ombudsoffices for children and youth (Kinder- und Jugendanwaltschaften)

LEFÖ-IBF
Intervention Center for Trafficked Women (NGO)

NGO
Non-governmental organisation

NRM
National referral mechanism
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Foreword

Every child has the right to protection from violence and exploitation. However, not every form of violence and exploitation is easy to recognize. Child trafficking in particular often leads to complex situations and circumstances. Traumatisation and aggressive behaviour, children who do not see themselves as victims and perpetrators from the close social circle of the child are just a few of the challenges that can arise. Language barriers and communication problems often exist as well. What can be done if there is suspicion of child trafficking? What is the right thing to do? Most often it is easier simply to look away. Helplessness and feeling overwhelmed thus contribute to child victims not being identified.

The main aim of this national referral mechanism (NRM) is first and foremost to offer assistance on how to take a closer look. Practical guidelines for the best possible approach in typical situations should provide assistance on how to work with potential victims of child trafficking. Even though each case is unique, the experiences and expertise of practitioners presented here make it possible to in some way navigate this difficult terrain. Authorities should thus be able to more easily exercise their responsibilities and a clear framework should be provided for the cooperation of all relevant actors. Because one thing is certain: A crime such as human trafficking can only be effectively combated through the systematic cooperation of all relevant stakeholders – the federal government, the provinces, prosecutors, child and youth welfare services, victim protection centres, etc. All must contribute to the cause.

I would like to thank the Working Group on Child Trafficking of the Task Force on Combating Human Trafficking and especially the editorial team for their great dedication and expertise in realising this long awaited NRM. I hope that it will find broad practical application and prove to be a useful instrument.

Ambassador
Dr. Elisabeth Tichy-Fisslberger
National Coordinator on Combating Human Trafficking
1 Introduction

1. Background and development of this brochure

Since its establishment in 2007, the Working Group on Child Trafficking as a sub-group of the Task Force on Combating Human Trafficking has been working to gather background information on the phenomenon of child trafficking in Austria through the exchange of experiences and to raise awareness to improve the identification of and correct interaction with victims of child trafficking.

Identification requires awareness and a basic understanding of human trafficking and of children as victims of trafficking. A first step in this direction was the publication of the informational flyer *Child Trafficking in Austria* (published by the Federal Ministry for Family and Youth) for practitioners in the child and youth welfare services, the police and other authorities that could come into contact with victims of child trafficking. The flyer offers an overview of indicators for the identification of minor victims of trafficking (Article 104a of the Criminal Code).

In addition to other non-governmental organisations that are active against child prostitution, child pornography and child trafficking and are part of an international network, ECPAT Austria has been offering trainings since 2010 to raise awareness of child trafficking and victims of child trafficking. These trainings are implemented in cooperation with the Criminal Intelligence Service Austria and the child and youth welfare services.

The identification of possible victims of child trafficking and the provision of care to them still present a serious challenge to relevant professionals. According to the experience of the DREHSCHEIBE, a centre for unaccompanied foreign minors of the City of Vienna, child victims still do not receive the assistance they are entitled to, particularly as victims are often not identified as such.

In order to counteract this phenomenon, an attempt was made in the framework of the Working Group on Child Trafficking – building on the groundwork laid by the Round Table of NGOs against Child Trafficking – to make recommendations available to relevant professionals. The aim was on the one hand to facilitate the identification of victims of child trafficking through standardised procedures and on the other hand to provide guidance on how to proceed in such situations.

The annexes contain schematically depicted "procedures for action" for relevant professionals that aim to provide orientation for a prompt intervention upon the initial suspicion of child trafficking. This section illustrates procedures, recommends forms of cooperation and describes the respective responsibilities based on different scenarios.

Reasonable grounds (analogue to Article 37 of the Federal Child and Youth Welfare Act 2013) should be sufficient to put the suggested procedure into action so as to determine as quickly as possible whether the vulnerable minor is a victim of trafficking or not (see indicators on p. 13 and in the informational flyer *Child Trafficking in Austria*).

The primary objective of this NRM is to provide victims access to the necessary assistance and to lay the foundation for investigations against the perpetrators.

In order to achieve these goals, the third and fourth National Action Plans on Combating Human Trafficking (2012 – 2014 and 2015 – 2017) foresee the development and implementation of an NRM.

2. Problem

Children normally do not self-identify as victims of child trafficking or of exploitation, because they seldom see themselves as victims. Victims of child trafficking are in a state of extreme psychological and/or de facto dependency on their traffickers. Intimidation, fear, shame and language barriers impede the identification of child victims of trafficking. It is thus of utmost importance that all relevant professionals in the decision-making process (the police, child and youth welfare services, the courts, embassies/consulates) are aware of and sensitised to the issue.

The often extremely traumatised children, who are under high pressure from the criminal groups acting behind the scenes, are rarely cooperative at the beginning and are difficult to integrate into existing institutions of the child and youth welfare services.

1 http://www.gewaltinfo.at/themen/2013_10/checkliste.php
In addition, in spite of efforts of the pedagogical staff in existing accommodation centres of the child and youth welfare services, cultural and language barriers hinder the establishment of trust.

It would thus be desirable to have appropriate first contact and care options available with specialized know-how and knowledge of the regions of origin in order to establish contact with children who have become potential victims of trafficking. Otherwise the risk is high that these children and adolescents will quickly leave the accommodations and not be able to be protected, even if they wish to leave the situation of dependency.

Lastly, only children and adolescents who have been recognised as possible victims of human trafficking and where there is a substantiated suspicion of child trafficking have the opportunity to receive psychological and legal trial support.²

² The Intervention Center for Trafficking Women LEFÖ-IBF has been offering trial support to child victims of trafficking since 2013.
2 Legal, political and institution frameworks

2.1 The definition of child trafficking

For a long time, there was no uniform definition of human trafficking. A coherent definition was finally concluded in the year 2000 in the United Nations “Palermo Protocol” (Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime).

Article 3 subparagraph a of the Palermo Protocol defines human trafficking as “the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.”

Human trafficking is a severe violation of human rights that is made up of three elements:

1. Act: e.g. recruitment, harbouring, other form of receipt, transportation or transferring a person;
2. Means: e.g. threat or use of force or other forms of coercion, of deception, of abduction, abuse of power or a position of vulnerability;
3. Form of exploitation: sexual exploitation, exploitation through the removal of organs, labour exploitation, exploitation for begging and exploitation for committing offences punishable by law.

Human trafficking is still a human rights violation even if the persons appear to consent.

Child trafficking is a specific form of human trafficking. “Child” refers to all young people under the age of 18. The use of “means”, as described above, is irrelevant for the existence of child trafficking.

Specific forms of dependency (such as within a family unit) are one distinctive aspect of child trafficking.

The definition in the Palermo Protocol was also adopted by the Council of Europe (Convention on Action against Trafficking in Human Beings 2005, in force in Austria since 01.02.2008) as well as in principle by the European Union (EU Directive 2011/36/EU from 5 April 2011).

The wording of the elements of the crime of human trafficking in

Article 104a of the Austrian Criminal Code is oriented around the definition anchored in international agreements (Article 104a, subparagraph 5 of the Criminal Code refers to child trafficking).

The following important legal norms address the protection of the rights of victims of child trafficking in the Austrian legal code:

1. the Federal Constitutional Law on the Rights of Children 2011
2. the Federal Child and Youth Welfare Act 2013 and the implementing laws of the provinces

On the operative level, Austria established the Task Force on Combating Human Trafficking in 2004, including the Working Group on Child Trafficking (which is coordinated by the Federal Ministry for Family and Youth). In addition, national action plans (NAP) on combating human trafficking have been adopted, the most recent of which was the fourth NAP for the years 2015–2017.

Objective 2 of the NAP foresees “The sensitisation/awareness raising of selected professional groups on all dimensions of human trafficking”, which includes measures such as “Support for trainings on the topic of child trafficking with a particular focus on cooperation between and within the provinces with the goal of promoting multi-stakeholder cooperation” (action II.12).
2.2 A nationwide model for cooperation, referral and support for victims of child trafficking

Cooperation between authorities and other actors is the basic precondition for effectively combating human trafficking and optimally caring for victims. International experience shows that the development of structured NRMs are helpful in these regards. An NRM should formalise and unify the strategic cooperation of involved authorities, NGOs and other non-governmental bodies and institutions through a strategic approach. An NRM should thus guarantee that all stakeholders involved in the identification, care and other assistance to victims of child trafficking have a structured and understandable framework for action available to them. The main goals of an NRM are on the one hand the protection of the human rights of victims of human trafficking as well as guaranteed access to support and care and on the other hand an improvement of the national procedures and the formalization of cooperation of all actors.

Guidelines are the central element of an NRM (e.g. quality standards for care) as well as a cooperation concept to refer victims of human trafficking to support and care providers, including medical, social, psychological and legal care as well as support to voluntarily return to the home family or to the home country under safe conditions.

The development of a nationwide model for cooperation and caring for victims of child trafficking is also in the current national action plan. The GRETA (Group of Experts on Action against Trafficking in Human Beings) monitoring reports published by the Council of Europe in 2011 and 2015 on measures in Austria to combat human trafficking also urgently recommend the establishment of such a mechanism.

2.3 The provincial ombudsoffices for children and youth

The ombudsoffices for children and youth (Kija) of Austria are legally tasked with safeguarding the interests of children and adolescents according to the UN Convention on the Rights of the Child. An independent ombudsoffice for children and youth providing free, anonymous and confidential services has been established in every province of Austria. The Kijas often act as first points of contact and/or ombudspersons when no other actor feels responsible for an issue. This results in a good overview of the situation of child rights in the provinces. It is furthermore their responsibility to ensure that children’s rights are observed and implemented in society and to draw attention to areas that are problematic for children’s rights. The ombudsoffices for children and youth have a central role in the implementation of the NRM through their profound network with the responsible authorities and relevant counselling centres.

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7 See on Austria: https://www.coe.int/t/dghl/monitoring/trafficking/Docs/Profiles/AUSTRIAProfile_en.asp.
Child trafficking exhibits diverse forms of exploitation. In some cases, children are forced to commit criminal offences (e.g. low-level property crimes such as pickpocketing, shoplifting or drug-related offences). It must thus be considered that children and adolescents who commit crimes could simultaneously be perpetrators and victims. However, many children and adolescents do not see themselves as victims. Cooperation between the police, child and youth welfare services and victim protection organisations is of utmost importance in identifying a victim in the initial stage. The next step is the work of the public prosecutor/court when leading the investigation and court proceedings.

At this stage, it is also necessary to differentiate between age groups (determination of age of criminal responsibility) according to the legal foundations of criminal judicature (Criminal Code / Criminal Code of Procedure) by means of the most current medical standards. Criminal prosecution is out of the question for persons under 14 years of age (below the age of criminal responsibility).

The principle of non-punishment

According to Article 26 of the Convention on Action against Trafficking in Human Beings, in accordance with the principles of their legal systems, the state parties must provide for the possibility not to punish victims for their involvement in criminal offences that they were forced to commit. A similar provision is also foreseen in Article 8 of the EU Directive. In terms of the principle of legality on the one hand and non-punishment of victims of trafficking on the other hand, great attention must be paid to directly and quickly informing the public prosecutor/court so that appropriate arrangements and provisions can be made. It is particularly important to report the conditions that led to the conclusion that the victim was possibly forced to commit the crimes. If there is relevant evidence, the public prosecutor must assess ex officio whether “excusatory distress” exists according to Article 10 of the Criminal Code.

The conditions for the use of Article 10 of the Criminal Code are:

- a direct threat of significant detriment to the person (e.g. threat of physical violence);
- the damage that arises from the crime cannot be disproportionate to the threatened detriment;
- a person beholden to legally protected values would also have acted as the perpetrator did.

If these conditions are present, the proceedings must be closed.

The court must also assess the applicability of Article 10 of the Criminal Code if sufficient evidence is present and, if the conditions are met, acquit the accused.

The non-punishment principle can only take effect, however, when there is sufficient evidence. It is the responsibility of the public prosecutor/court to assess the evidence. If the public prosecutor or the court cannot conclude without a doubt that Article 10 of the Criminal Code is fulfilled, the principle of “when in doubt in favour of the accused” should be followed. This does not mean that Article 10 of the Criminal Code must always be applied solely based on the testimony of the accused that the crime was committed under duress. Instead, the decision should be based on the circumstances and evidence of each individual case.

To conclude a very complex and sensitive topic, the following suggestions for legal proceedings with children and adolescents should provide food for thought:

A child who is alone or who enters the country without his/her parents could be a victim of child trafficking.

An accompanying adult who claims to be a relative could be a perpetrator.
4 Child and youth welfare services as the lynchpin for the best interests of the child and victim protection

The new Federal Child and Youth Welfare Act entered into force on 1 May 2013. The law obliges authorities, institutions that provide counselling and care for children and adolescents as well as members of healthcare services to notify the child and youth welfare services of suspected cases of threats to the best interests of the child (Article 37 of the Federal Child and Youth Welfare Act 2013). The written notification must include information about all relevant observations and the resulting conclusions as well as the name and address of the children and adolescents in question and of the person submitting the notification (further information as well as the form are available at www.gewaltinfo.at).

The child and youth welfare services are obliged to immediately begin a risk assessment to determine the level of risk and the need for assistance upon being informed of reasonable grounds to suspect that there is a threat to a child’s best interests.

The “best interests of the child” must be the primary consideration of all measures affecting children undertaken by public and private institutions (Article 1 of the Federal Constitutional Act on the Rights of Children). This central theme of the “best interests of the child” must also be considered during legal counselling of children and adolescents in the admissions procedure determining whether Austria is responsible for the child’s asylum claim (accommodation and care).

If a child victim is also a witness in criminal or civil proceedings, he/she has the right to trial support according to Article 66 of the Criminal Code of Procedure, analogue to adults. An institution providing trial support to this target group should be tasked with the case as soon as possible to ensure that the child’s rights in association with trial support can be guaranteed. This includes the gentlest possible approach to court hearings as well as the right to assert a claim for the compensation of damages.

The committee monitoring the implementation of the UN Convention on the Rights of the Child defines the concept of the “best interests of the child” in more detail in General Comment No. 14 (2013). According to this, the assessment of a child’s situation must consider:

- the child’s views
- his/her situation of vulnerability
- the right to life, survival and development
- the child’s identity
- preservation of the family environment and maintaining relations and the necessity of family tracing
- the care, protection and safety of the child
- the right to health and education

This list is not exhaustive.

Criteria for defining the best interests of the child are also laid out in Article 138 of the General Civil Code.

The child’s parents or guardian are primarily responsible for guaranteeing the child’s best interests and for care and upbringing.

If they are – for whatever reason – not in the position to do so (e.g. because abroad), it is the obligation of the child and youth welfare services to undertake all necessary steps to guarantee the best interests of the child. The child and youth welfare services thus play a key role in representing the interests of and caring for the child as well as in assessing further prospects together with the child in question (Article 209 of the General Civil Code).

The child and youth welfare services are exclusively responsible for the assessment, accompaniment, representation and care of children and adolescents who are potential victims of child trafficking and who have not lodged an asylum claim.

According to Article 211 of the General Civil Code, in cases of imminent danger the child and youth welfare services are authorised to take the necessary provisionally effective measures regarding care and upbringing until a court decision has been made.

The care and support for victims of child trafficking is one of the main challenges for the child and youth welfare services. The care facility should offer the victim protection and safety, have interpreters available (if necessary by phone), guarantee the necessary psychosocial care and monitor the contact of outside individuals (possible perpetrators) with the children.

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1 Article 37 (1) Should during the exercise of professional activities a well-founded suspicion arise that a child or adolescent has been or is being abused, harassed, neglected or sexually abused or that his/her well-being is otherwise seriously endangered, and should this concrete and serious threat to a certain child or adolescent be unavoidable in any other way, the following institutions must immediately send a written notification to the locally responsible child and youth welfare service provider:

1. Courts, authorities and organs of public oversight;
2. Institutions for the care and support or education of children and adolescents;
3. Institutions for psychosocial counselling;
4. Private institutions of the child and youth welfare services;
5. Healthcare facilities and sanatoriums;
6. Institutions for domestic nursing.
Care facilities of the child and youth welfare services, which are conceptually prepared for a different target group, normally cannot meet these requirements. Practitioners report that the result is that victims quickly run away from the institutions or are collected by their traffickers.

Assessing a child’s perspectives

Another challenge for this specific group of individuals is the assessment of a child’s perspectives.

When a victim of child trafficking expresses the wish to return to his/her country of origin, an assessment must be undertaken as to whether a return would be in the best interests of the child. In many cases it is possible that the family was involved in the chain of human trafficking, e.g. through the sale of the child to a third party. The child and youth welfare services are not in a position to assess the conditions in the country of origin, e.g. the situation of the family, security situation, possibilities for education, healthcare, living conditions, etc., which is why cross-border cooperation between child and youth welfare services is necessary.

If a voluntary return is desired, the costs for the return journey (flight) can be covered through the return counselling services of the respective province. Contact with the International Organization for Migration (IOM) is additionally recommended to determine whether reintegration assistance can be offered in the home country following the return.

Should onward travel to a third country (e.g. to relatives) or a return to the home country not be possible, at least for the interim, comprehensive measures must be undertaken for the child’s care and integration in Austria (accommodation, medical care, school / employment, free time).

A best interest determination is even more complicated when the child is in the asylum procedure, as in this case contact cannot be made with the local authorities. In such cases, NGOs and/or international organisations may be in a position to gather important information on the ground (family assessment with the assistance of the Red Cross or IOM).

5 Residence status

Since 01.01.2014 the Federal Office for Immigration and Asylum is not only responsible for assessing grounds for asylum and subsidiary protection in the framework of claims for international protection, but also for determining if the person in question fulfils the criteria for a “Special Protection Residence Permit” according to Article 57 of the Asylum Act.¹

This residence permit is for foreign nationals whose presence has been tolerated for at least one year, for trafficked persons who are cooperating in criminal or civil proceedings and for victims of violence. The permit is thus not issued to all recognised trafficked persons, but only to those who are witnesses or victims in criminal investigations or those who have made claims in civil proceedings. The permit cannot be issued if there is no ongoing investigation or proceeding.

Bear in mind Article 41a of the Settlement and Residence Act.

¹ Article 57 (1) Third country nationals who reside in federal territory shall be issued a “Special Protection Residence Permit” either ex officio or by application:

1. when...
2. to guarantee the prosecution of actions punishable by law or to assert a claim for damages according to civil law in connection with such criminal offences, in particular to witnesses or victims of human trafficking or the cross-border prostitution trade or […]

2 IOM can assess the family situation, e.g. the size, composition and dynamics of the family and information about the socioeconomic and medical situation in the country (livelihood, quality of housing, access to and quality of medical care and education, access to other relevant services).
The following “scenarios” have been developed with experts and should serve to illustrate situations in which children and adolescents can be identified as victims of trafficking. They in no way claim to be exhaustive.

Cooperation with the following actors is of particular importance due to their duties and legal obligations in the context of identifying victims of child trafficking:

1: The police 
2: The child and youth welfare services 
3: Authorities in the area of asylum and aliens law 
4: The healthcare sector 
5: Prison authorities

If authorities, institutions for counselling and caring for children and adolescents or healthcare professionals (doctors and medical personnel) observe possible cases of child trafficking, they are legally obliged to notify the child and youth welfare services of the suspected threat to the best interests of the child (Article 37 of the Federal Child and Youth Welfare Act 2013).

**Indicators of potential cases of child trafficking**

Victims of child trafficking are not easy to identify as such, often because they do not see themselves as victims. For this reason, it is important to know and understand various criteria so as to be able to identify possible victims.

An informational flyer has been created within the framework of the Working Group on Child Trafficking of the Task Force on Combating Human Trafficking that includes a checklist¹ for professionals who could come into contact with possible victims of child trafficking. The following indicators can provide the basis for reasonable grounds to suspect child trafficking, especially if multiple indicators are present.

**The behaviour of the child...**

- he or she appears to be intimidated,
- he or she is uncooperative, dissocial and possibly aggressive.

**Low plausibility or conspicuous aspects of the entry into Austria / documentation**

- one or multiple adult(s) is/are found with multiple children in a vehicle (van);
- the child has no travel documents or travel documents that are new or falsified;
- the child is not in possession of his/her travel document (held by accompanying person).
- The accompanying adult is in possession of a written, notarised travel certificate that authorises him/her to take the child abroad. The certificate is merely a consent form of the biological parents regarding travel with third parties and not a “transfer of guardianship”.

**Note:** Travel certificates (for Romania and Bulgaria) include: personal data of the parents / legal guardian and the child or adolescent; the length of the trip; the travel route and destination; the identity of the accompanying adult; notarisation and official seal.

**The situation of the child in Austria**

The child
- is not insured;
- does not have a place to stay;
- has been abused and/or works under threat of violence;
- has been forced into begging, prostitution or petty crime and articulates or gives the impression that he/she is undertaking these activities voluntarily.

**The child’s social environment**

- The child’s freedom of movement is limited.
- The child’s pattern of behaviour indicates that he/she is strongly dependent on another person.
- The child has a relationship with a person with a relevant criminal record.

**Suspicious “working conditions”**

- The “working conditions” are extremely poor (overtime, working around the clock in a private household, etc.).
- The places that the child is employed vary.

The child
- is compelled to earn a minimum amount of money per day;
- must repay debts (for travel costs, etc.) before he/she can receive payment (a large percentage of his/her income is handed over to another person);
- spends the night at his/her “workplace” and/or does not know the address of his/her “workplace / residence”.

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¹ Child Trafficking in Austria. Background information and “checklist” for identifying victims of child trafficking through the child and youth welfare services, the police, immigration authorities and embassies/consulates.
Actor: Police

Basic scenario

A child comes to the attention of the police • due to suspicious behaviour,
• in a situation that poses a threat to the best interests of the child,
• while committing an administrative offense or
• an offence punishable by a court of law
and there is a concrete suspicion of child trafficking.

Indicators for victim identification: see p. 13 and in the informational flyer Child Trafficking in Austria
https://www.bmfj.gv.at/jugend/kinderrechte/kinderhandel.html

PROCEDURE (Frontline responder / investigating officer)

Separate the child from the potential perpetrator / accomplices
Prevent collusion and influence (consider means of communication!)

Prevent the potential perpetrator from escaping

Document the victim / scene of the crime as necessary
Secure the area, survey the scene, take photographic evidence, secure evidence (written record, notebooks, cell phones ...), forensics ➔ use the checklist / form from the guidelines for crime scenes
Recommendation: Inform the crime scene group of the Provincial Investigation Department (crime scene support team)

Police investigations | Determination of the facts and circumstances
Identification, clarification of ongoing relevant investigations, place of residence, accompanying and contact persons, cell phones, social media platforms, protection from further threats / danger, statements of the child regarding his/her current situation

Questioning
When possible, questioning should take place in a child-friendly, protective environment.

Selection of interpreters
Recommendation: interpreters should be selected based on the specific situation (experienced in interacting with children and adolescents)
Female children and adolescents ➔ female interpreter
Male children and adolescents ➔ male interpreter (Exception for boys up to ten years of age ➔ female interpreter)

Criminal investigations (identifying victims and perpetrators)
To be considered: victim-perpetrator nexus (overlap with investigation division 6 of the criminal police regarding “child pick-pocketers”
Possible medical examination to determine the child’s/adolescent’s age according to Article 123 of the Criminal Code of Procedure (inclusion of a medical expert)
Pressing charges and reporting the incident (according to the reporting guidelines)

To be considered: Presentation of a so-called „authorisation of guardianship“
➔ this is merely a travel certificate for children and adolescents to travel abroad without their parents!

Document: Consent for children and adolescents to travel abroad (see example in the annex of page 25)
If necessary: Referral for medical examination1 (in the hospital):
In the case of visible injuries (e.g. bruises, welts, burns) and physical or psychological symptoms, such as bed-wetting, phobias, compulsions and psychosomatic symptoms.
Assessment and documentation of injuries.

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1 See Article 4 of the Medical Qualification Regulation, Federal Law Gazette 2015/147: Ethical attitude: Article 4. Medical training should convey a basic respect for the life, dignity and basic rights of every person, regardless of nationality, ethnicity, religion, skin colour, age, handicap, gender, sexual orientation, language, political views and social status. It is particular important that doctors be aware of the particular situation of patients who have been trafficked and/or psychologically or physically abused, especially children, women and disabled persons.
Referral / Coordination / Supervision of measures and information

Mutual exchange of insights, reporting of all observations, findings and instigations

Special scenario in the case of asylum

An unaccompanied child below the age of 18 is apprehended in the public sphere. The unaccompanied child is brought to the next police station to clarify the situation. In the course of the initial investigations, the child claims asylum and there is a concrete suspicion of (child) trafficking.

Measures in the framework of the asylum procedure:

→ For children under 14:
  - Notify the regional office of the Federal Office for Immigration and Asylum regarding the estimated decision
  - Contact the responsible child and youth welfare service provider (adequate accommodation)
  - Coordination / organization (police – child and youth welfare services – Federal Office for Immigration and Asylum) regarding transportation to the Initial Reception Centre in Traiskirchen for the initial interview
  - Initial (asylum) interview in the Initial Reception Centre in Traiskirchen (appointment of a legal representative)

→ For children over 14:
  - Initial (asylum) interview at the police station
  - If no legal counsel → central order through initial reception centre
  - Contact the responsible child and youth welfare service provider
  - Prompt transfer of the adolescent to the Initial Reception Centre in Traiskirchen (e.g. with the Provincial Police Directorate)

Abbreviations: see page 2

* see contact information on page 22

1 Vienna: socio-pedagogical institution of the Magistrate 11, Drehzscheibe, Ruckergasse 40/1st floor, 1120 Vienna, T +43 1 4000 90982 or T +43 676 8118 90982, www.wien.gv.at/menschen/magelf/kinder/drehscheibe.html
2 LEFÖ-IBF (NGO), Lederergasse 35/12–13, 1080 Vienna, T +43 1 7969298, www.lefoe.at
Scenario:
The child and youth welfare service provider is notified of a threat to a child’s best interests due to reasonable grounds to suspect child trafficking.

GUIDELINES
for a risk assessment due to reasonable grounds to suspect child trafficking

1 Initial assessment

1.1 Gather information (Contact the referring party, prepare for the initial contact with the child)

1.2 Statement of the child regarding his/her current situation with the use of an interpreter (in the case of girls it is helpful to use a female interpreter)

1.3 Medical assessment and initial care when there is evidence of physical, sexual or psychological violence
   - Basic physical condition
   - Visible injuries (e.g. bruises, welts, burns…)
   - Physical or psychological symptoms (e.g. bed-wetting, phobias, compulsions, psychosomatic disorders…)

2 Report the case to the police (Provincial Investigation Department or Criminal Intelligence Service Austria) in the case of a concrete suspicion of child trafficking

3 Protect and assure the safety of the child(ren)
   - Provide for care in a qualified institution (e.g. Drehscheibe centre in Vienna, crisis centres, LEFÖ-IBF for girls age 15 and up, etc.);
   - For minors above the age of consent (over 14) who apply for asylum:
     - Notify the initial reception centre of the suspicion of child trafficking. The child and youth welfare services are responsible for the appropriate accommodation of the adolescent, which should be in the child’s best interests and meet his/her needs for heightened security.

4 Clarify the child’s identity
   - Basic information (name, country of origin, reason for apprehension, medical reports, police reports, etc.);
   - Determine and clarify the identity: if necessary, establish contact with the human trafficking teams of the Provincial Investigation Department / Criminal Intelligence Service Austria and compare data; if necessary, contact the embassy or liaison officer at the embassy;
     - In the case of asylum seekers, contact with the embassy or authorities is NOT allowed!

Abbreviations: see page 2
5 Clarify the representation of the child
- Contact domestic legal guardian
  - If this person is not available: submit an application to the court of fosterage
  - (power of attorney, transfer of guardianship)

6 Evaluate options in cooperation with the police / embassies / NGOs
- 30-day reflection period for victims of child trafficking
- Assess possibilities for return together with the authorities in the country of origin
- Determine residence status

If return is not possible:
Assess options for long-term accommodation
Prepare integration measures (schooling, professional training, etc.)

Qualitative flow of information
Guarantee the mutual exchange of information and communication during the entire procedure:
- inform the police (Provincial Investigation Department / Criminal Intelligence Service Austria) where the child is living and who the contact person is
- share information if possible perpetrators attempt to contact the child in the accommodation centre
- in the case of children in the asylum procedure, the legal counsellor in the initial reception centre and the child and youth welfare services must be informed of the suspicion of child trafficking
- exchange of information between the police as the investigating authority, the child and youth welfare services / care facility and, when necessary, embassies and authorities in the country of origin

Trial support
All suspected victims of child trafficking under the age of 18 have the right to trial support. LEFÖ-IBF has been mandated with providing this support since 2013. As such, LEFÖ-IBF is responsible for providing trial support to all trafficked children, boys and girls!
It must be assumed that persons (whether adults or minors) who apply for international protection could also be victims of human trafficking. The various legal measures that apply to this area, including asylum and immigration law as well as the Federal Child and Youth Welfare Act 2013 in the case of children together with the implementation laws in the provinces as well as criminal law regarding human trafficking, pose a challenge to identifying potential victims.

Possible course of the procedure when a victim of child trafficking applies for international protection

1. The application for international protection is accepted
   1.1 Asylum or subsidiary protection is granted ➔ the child is transferred to an adequate institution in a province.
   1.2 The application for asylum or subsidiary protection is rejected ➔ ex officio issuance of the residence title “special protection” (Article 57 subparagraph 1 line 2 in connection with Article 10 subparagraph 1 of the Asylum Act) to guarantee the prosecution of criminal offences or to assert civil claims in connection with such criminal offences, particularly for witnesses or victims of human trafficking or cross-border prostitution trade.

2. When asylum, subsidiary protection, special protection and humanitarian stay are rejected and no further appeal is possible, removal measures are instigated:
   2.1 Return decision
   2.2 Forced removal (if the person does not comply with the order to voluntarily leave the country)

3. Voluntary return

Residence title for children and adolescents
(third country nationals)

According to Article 41a of the Settlement and Residence Act\(^1\), the Red-White-Red-Card plus residence title is to be issued ex officio or based on a substantiated application to unaccompanied children and adolescents as well as to children and adolescents who are in the custody of the child and youth welfare services

a) regardless of whether there are grounds hindering the issuance according to Article 11 subparagraph 1 line 4 to 6 and in spite of a lack of requirements according to Article 11 subparagraph 2 of the Settlement and Residence Act

b) when the right of residency for a child or adolescent cannot be derived according to Article 23 subparagraph 4 of the Settlement and Residence Act.

Abbreviations: see page 2
Suspicion of child trafficking arises during the admissions procedure or during the child’s stay at the initial reception centre.

Possible actors:
The police, the Federal Office for Immigration and Asylum, legal counsellors, medical personnel and psychologists, social workers.

Suspicion of child trafficking arises AFTER the admission procedure and AFTER the transfer of the child to a provincial facility of the child and youth welfare services for unaccompanied minors.

Suspicion of child trafficking arises in detention pending removal or in alternatives to detention.

Option 1: in detention pending removal
A guard in a police detention centre or commission of the public advocate has a suspicion in detention pending removal.

Option 2: in alternatives to detention
A social worker has a suspicion in an accommodation centre, pension, etc.

Aliens Police Act: Under 14 years of age: no detention pending removal; Exception: as a family 14 to 18 years of age: alternatives to detention are preferred.

Notification of / referral to the human trafficking team of the Provincial Investigation Department ➔ see actor: Police.

Notify the responsible regional child and youth welfare service provider of the concrete suspected threat to the child’s best interests (Legal basis: obligation to notify according to Article 37 of the Federal Child and Youth Welfare Act 2013)

Child and youth welfare service provider assesses the need for care and guardianship
Referral to a safe and adequate care facility for victims of child trafficking. In cases of imminent danger or suspected cases of child trafficking, the child must be removed from the initial reception centre and transferred to a safe and adequate care facility for child victims of trafficking.

Child and youth welfare service provider assesses the need for care and guardianship
Assessment of whether the accommodation and care is adequate in a suspected case of child trafficking (risk prevention) ➔ see actor: child and youth welfare services New accommodation must be organised if this is not the case.

Detention pending removal and the implementation of removal procedures must be stopped!

Child and youth welfare service provider assesses needs for care and guardianship ➔ see actor: Child and youth welfare services

finally: Authority or child and youth welfare evaluates options ➔ see actor: Child and youth welfare services

RECOMMENDATION: Notify the regional office of the Federal Office for Immigration and Asylum / Federal Administrative Court (due to implications for the asylum procedure)
Actor: Healthcare sector

Possible scenarios:

Scenario 1:
A child is brought to a hospital/clinic with injuries. There is a suspicion of child trafficking.

Scenario 2:
During a check-up for sex workers at the healthcare office or with a medical officer, the suspicion arises that a sex worker could be underage and a victim of child trafficking.

Scenario 3:
A licensed doctor has a suspicion of child trafficking.

Possible indicators that can lead to a suspicion of child trafficking can be found in the flyer „Child Trafficking in Austria“.

1. Medical assessment / Initial care
   ➔ Include interpreter / psychologically trained staff!

2. Possible admission as an in-patient (protection aspect!)

3. Notify the police / child and youth welfare services or contact LEFÖ-IBF / M•E•N VIA regarding the following issues:
   - Suspicion that a third-party is at fault / criminal offence
   - Threat to the best interests of the child

Notify the police according to Article 54 of the Medical Code

‘Article 54 (1) to (3) …

(4) If, while carrying out his profession, a doctor suspects that death or serious injury was caused by an offence that is punishable by law, the doctor must immediately notify the security authorities as long as subparagraph 5 does not stipulate otherwise. The same applies when it is suspected that an adult who is not capable of perceiving his interests has been maltreated, tortured, neglected or sexually abused.

(5) If, while carrying out his profession, a doctor suspects that a minor has been maltreated, tortured, neglected or sexually abused, the doctor must notify the security authorities. If the suspicion is directed toward a close relative (Article 166 of the Criminal Code), the notification can be omitted if the interests of the minor demand it and if cooperation is in place with the child and youth welfare service provider and, if necessary, a child protection institution in a medical institution is involved.

(6) In cases of deliberately committed serious bodily injury, the doctor must provide information on established victim protection institutions. In cases of subparagraph 5, he must immediately and verifiably notify the child and youth welfare service provider.’

(The police notify the child and youth welfare services in the case of a threat to the best interests of the child)

Notify the child and youth welfare services (obligatory!)

ALWAYS NOTIFY the police or child and youth welfare services, EVEN IF THE PERSON DISAPPEARS!

Abbreviations: see page 2
Scenarios

PRETRIAL DETENTION: An adolescent is detained due to a criminal offence. A suspicion of child trafficking arises due to statements by the adolescent or similar.

PRISON: An adolescent is convicted of a crime. While in prison, a suspicion arises due to statements by the adolescent or similar that he/she committed the crime as a victim of child trafficking.

for both scenarios:

**OPTION 1:** Prison guard has suspicion
**OPTION 2:** Suspicion arises in the context of social work

Inform the head of the institution, who notifies the public prosecutor / police (Provincial Investigation Department / Human Trafficking Department – see actor: Police)

**2.**

a. Application to suspend pretrial detention and if necessary application to close the investigation by
   - the adolescent suspect,
   - the adolescent’s legal representative.

b. The public prosecutor/court assesses whether to suspend the pretrial detention and close the investigation.

   Requirement: As a victim of child trafficking, the suspect is not at fault (particularly in regard to “excusatory distress” according to Article 10 of the Criminal Code).

c. **Option:** imprisonment due to an additional crime that was not committed as a victim of child trafficking: assessment by the public prosecutor / court as to whether this crime alone justifies the continuation of pretrial detention.

**2.**

a. Application to re-open the criminal proceedings by
   - the convicted person
   - his/her legal representative
   (child and youth welfare services)
   - the public prosecutor via the head of the institution

   Prison guards can suggest to the public prosecutor that the case be re-opened.

b. The sentence must be lifted as soon as the court deems that the case be re-opened. However, the person can be placed in pretrial detention if there is reason for detention. If the person is acquitted, he/she must be released.

c. **Option:** imprisonment due to another crime that was not committed as a victim of child trafficking: the court re-assesses the punishment and the sentence that has already been carried out is taken into account.

**3.**

The rights of victims according to the Criminal Code of Procedure apply in the proceedings on child trafficking from the instigation of the investigation due to a suspicion of child trafficking.

Prison guards are obliged to report suspicions of child trafficking.
<table>
<thead>
<tr>
<th>Body / Institution</th>
<th>Responsibility according to profile of victims</th>
<th>Telephone number</th>
<th>Website</th>
<th>e-mail</th>
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</thead>
<tbody>
<tr>
<td>Criminal Intelligence Service Austria, Office 3 4, Central Unit Smuggling / Human Trafficking</td>
<td>All</td>
<td>HOTLINE (24/7): 0677 / 61 34 34 34</td>
<td><a href="http://www.bundeskriminalamt.at">www.bundeskriminalamt.at</a>, <a href="http://www.bmi.gv.at/cms/BK/meldestellen/menschenhandel/start.aspx">www.bmi.gv.at/cms/BK/meldestellen/menschenhandel/start.aspx</a></td>
<td><a href="mailto:menschenhandel@bmi.gv.at">menschenhandel@bmi.gv.at</a></td>
</tr>
<tr>
<td>Provincial Investigation Department</td>
<td>Investigation division 10</td>
<td>Smuggling / Human Trafficking</td>
<td></td>
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<tr>
<td>Burgenland</td>
<td>All</td>
<td>0551/33,10 3333</td>
<td><a href="http://www.polizei.gv.at">www.polizei.gv.at</a></td>
<td><a href="mailto:lpd-b-lka-menschengeschlepperei@polizei.gv.at">lpd-b-lka-menschengeschlepperei@polizei.gv.at</a></td>
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<tr>
<td>Carinthia</td>
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<td><a href="mailto:lpd-l-lka-menschengeschlepperei@polizei.gv.at">lpd-l-lka-menschengeschlepperei@polizei.gv.at</a></td>
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<td><a href="mailto:lpd-v-lka-menschengeschlepperei@polizei.gv.at">lpd-v-lka-menschengeschlepperei@polizei.gv.at</a></td>
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<td>Vienna</td>
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<td>01 / 31310 / 3333</td>
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<tr>
<td>Magistrate 11 of the City of Vienna</td>
<td></td>
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<td><a href="http://www.wien.gv.at/menschen/magelf/kinder/drehscheibe.html">www.wien.gv.at/menschen/magelf/kinder/drehscheibe.html</a></td>
<td><a href="mailto:drehscheibe@ma11.wien.gv.at">drehscheibe@ma11.wien.gv.at</a></td>
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<tr>
<td>Drehscheibe – Socio-pedagogical institution of the City of Vienna, Magistrate 11</td>
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<tr>
<td>Provincial ombudsoffices for children and youth</td>
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<tr>
<td>Public Bodies/Organisations Commissioned by the Government</td>
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<td>Responsibility According to Profile of Victims</td>
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<tr>
<td>Office of the Provincial Government of Upper Austria</td>
<td>0732/77 20, <a href="mailto:kjh.post@ooe.gv.at">kjh.post@ooe.gv.at</a></td>
<td>Children and adolescents up to 18 years old</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office of the Provincial Government of Salzburg</td>
<td>0662/80 42, <a href="mailto:sozial@salzburg.gv.at">sozial@salzburg.gv.at</a></td>
<td>Children and adolescents up to 18 years old</td>
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<tr>
<td>Office of the Provincial Government of Styria</td>
<td>0316/877-0, sozial@<a href="mailto:surbat@stmk.gv.at">surbat@stmk.gv.at</a></td>
<td>Children and adolescents up to 18 years old</td>
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<tr>
<td>Office of the Provincial Government of Tyrol</td>
<td>0512/508, <a href="mailto:kiju@tirol.gv.at">kiju@tirol.gv.at</a></td>
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<tr>
<td>Office of the Provincial Government of Vorarlberg</td>
<td>05574/5110, <a href="mailto:gesellschaft-soziales@vorarlberg.at">gesellschaft-soziales@vorarlberg.at</a></td>
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<tr>
<td>Magistrate 11 of the City of Vienna</td>
<td>01/4000-8011, <a href="mailto:post@mall.wien.gv.at">post@mall.wien.gv.at</a></td>
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<td>Unaccompanied minor refugees and foreigners up to 18 years old</td>
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<tr>
<td>LEFO-IBF: Nationally commissioned service provider for female victims of trafficking</td>
<td><a href="http://www.lefoe.at">www.lefoe.at</a>, 01/796 92 98, <a href="mailto:ibf@lefoe.at">ibf@lefoe.at</a></td>
<td>Accommodation and care: Women &amp; girls ages 15 and up</td>
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<td>Trial support: For women and children (girls and boys) until 18 years of age</td>
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</tr>
<tr>
<td>M.E.N.VIA Support for trafficked men</td>
<td><a href="http://www.men-center.at/via">www.men-center.at/via</a>, 0699/17 48 21 86, <a href="mailto:kfj.via@vienkav.a">kfj.via@vienkav.a</a></td>
<td>Men</td>
<td></td>
<td></td>
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<tr>
<td>ECPAT Austria: Network of civil society organisations to end the sexual exploitation of children and child trafficking</td>
<td><a href="http://www.ecpat.at">www.ecpat.at</a>, 01/293 16 66, <a href="mailto:info@ecpat.at">info@ecpat.at</a></td>
<td>Children and adolescents up to 18 years old</td>
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<tr>
<td>EXIT, Vienna</td>
<td><a href="http://www.ngoexit.org">www.ngoexit.org</a>, <a href="mailto:office@ngoexit.org">office@ngoexit.org</a></td>
<td>Women</td>
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<tr>
<td>Footprint, Vienna</td>
<td><a href="http://www.footprint.or.at">www.footprint.or.at</a>, 01/920 85 86, <a href="mailto:office@footprint.or.at">office@footprint.or.at</a></td>
<td>Women and their children; girls</td>
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<td><a href="http://www.herzwerk-wien.com">www.herzwerk-wien.com</a>, 0676/89 69 22 03, 0676/89 69 22 22, <a href="mailto:herzwerk.wien@gmail.com">herzwerk.wien@gmail.com</a></td>
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</tr>
<tr>
<td>IOM – International Organization for Migration</td>
<td><a href="http://www.iom.int">www.iom.int</a>, 01/58 53 322, <a href="mailto:iomvienna@iom.int">iomvienna@iom.int</a></td>
<td>All</td>
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<tr>
<td>Ludwig Boltzmann Institute for Human Rights (BIM)</td>
<td>bim.lbg.ac.at, 01/4277 2742, <a href="mailto:helmut.sax@univie.ac.at">helmut.sax@univie.ac.at</a></td>
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<td><a href="http://www.solwodi.at">www.solwodi.at</a>, 0664/88 63 25 90, <a href="mailto:info@solwodi.at">info@solwodi.at</a></td>
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**Other Non-Governmental Organisations**

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<td>All</td>
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<tr>
<td>Ludwig Boltzmann Institute for Human Rights (BIM)</td>
<td>bim.lbg.ac.at, 01/4277 2742, <a href="mailto:helmut.sax@univie.ac.at">helmut.sax@univie.ac.at</a></td>
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</table>
Annex

International and national standards on child trafficking

International

- UN Convention on the Rights of the Child1 – Optional Protocol on the sale of children, child prostitution and child pornography2
- ILO Worst Forms of Child Labour Convention No. 1823

1 Article 3: “In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration.”

2 State Parties shall ensure that the following acts and activities are fully covered under its criminal or penal law: Offering, delivering or accepting, by whatever means, a child for the purpose of: a.) sexual exploitation of the child; b.) transfer of organs of the child for profit; c.) engagement of the child in forced labour, as well as improperly inducing consent, as an intermediary, for the adoption of a child in violation of applicable international legal instruments on adoption.

3 The convention defines the four worst forms of child labour: a) all forms of slavery or practices similar to slavery, such as the sale and trafficking of children, debt bondage and servitude and forced or compulsory labour, including forced or compulsory recruitment of children for use in armed conflict; b) the use, procuring or offering of a child for prostitution, for the production of pornography or for pornographic performances; c) the use, procuring or offering of a child for illicit activities, in particular for the production and trafficking of drugs as defined in the relevant international treaties; d) work which, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children.

4 Each State Party shall ensure the “assistance to and protection of victims of trafficking in persons”, particularly through the provision of appropriate housing, counselling and information, medical, psychological and material support as well as possibilities for employment, education and training by guaranteeing victims the possibility to receive compensation for the damages suffered. In addition, a safe repatriation of victims of trafficking must be provided for and each State Party shall consider measures that allow victims to remain in their territory.

5 Article 5 of the Charter of Fundamental Rights of the European Union explicitly forbids human trafficking. Article 24 of the Charter states that a child’s best interests must be a primary concern and that children have the right to such protection and care as is necessary for their well-being.
Example of a travel certificate