

SOUTH AFRICA

NATIONAL HUMAN TRAFFICKING RESOURCE LINE

 **0800 222 777**

1. What type of calls does the National Human Trafficking Resource Line receive?

Crisis Calls – This category includes calls received from self-identifying victims of trafficking in need of immediate assistance or calls from individuals calling on behalf of a potential victim in need of immediate assistance. Calls referencing potential minor victims of trafficking may also fall into this category even if the situation is not an emergency.

Tips – Tips include calls received from individuals wishing to report information related to potential trafficking victims, suspicious behaviors, and/or locations where trafficking is suspected to be occurring.

Training Assistance – Calls requesting training and technical assistance on anti-trafficking topics often include, but are not limited to, requests for: specialized information, materials reviews, trainings/presentations, and field training or joint activities.

Referrals – This call category includes requests for referrals to organizations working to combat human trafficking, specified by name, geographical area and/or type of service provided.

General Information – This category includes calls requesting general information on the issue of human trafficking, such as legal definitions, scope, statistics, trends, prevalence, etc.

Related Calls – This category was created to address calls that are either irrelevant to the purpose of the South African National Human Trafficking Resource Line, or are related in issue (such as sexual assault or general labor exploitation) but are beyond the scope of SANHTRL services.

2. Who can Call? Anyone can call 0800 222 777

Past callers have included:

- Victims of human trafficking
- Friends and Family Members of Victims
- Social Service Providers
- Law enforcement
- Medical professionals
- Legal professionals
- Government employees
- Public prosecutors, lawyers and judges
- Educators and students
- Community members
- Anyone who comes into contact with a potential victim
- Anyone who wants to learn more or get involved

3. What are the operation hours of 0800 222 777?

The South African National Human Trafficking Resource Line is available to answer all urgent calls from anywhere in the country, 24 hours a day, 7 days a week, every day of the year. For informational calls please call within general office hours.

4. Are calls to the South African National Human Trafficking Resource Line both anonymous and confidential?

Yes. The caller can choose to stay anonymous, in compliance with the South African National Human Trafficking Resource Line's Confidentiality Policy. The South African National Human Trafficking Resource Line strives to abide by the highest ethical standards. Calls received by the SANHTRL are anonymous unless the caller chooses to provide the SANHTRL with his or her name and contact information and authorizes its use. This information is not given to law enforcement, other individuals, or other agencies without prior consent. In limited circumstances, we may be required to inform certain authorities if we suspect child abuse, have reason to believe the caller may harm his/her self or others, or if we are required by law. In other circumstances, where a caller prefers to remain anonymous, his/her privacy will be protected while the information they have conveyed about a situation of human trafficking will be shared with appropriate authorities.

5. What happens after I report a tip?

After receiving a tip, the National Human Trafficking Resource Line 0800 222 777 team jointly conducts a thorough internal review process to determine appropriate next steps. Crisis calls and urgent tips receive immediate follow-up. Before reporting, the SANHTRL will consider the needs and stated preferences of the caller as a primary consideration.

Additional considerations include: the specificity of the information provided, the presence of indicators of severe forms of trafficking in persons, the involvement of minors, and the anti-trafficking services and law enforcement available in the caller's area. The preferences, when known, of the potential victims involved will also be taken as a primary consideration.

Follow-up may involve any of the following actions:

An additional call to the caller to confirm the accuracy of information (with the caller's consent);

Provision of materials and/or referrals to organizations in the caller's area serving trafficking victims;

A report to a local anti-trafficking organization, service provider, or law enforcement.

6. What languages does your program support?

The SANHTRL is equipped to handle calls in all languages. The South African National Human Trafficking Resource Line (SANHTRL) has English operators. The SANHTRL is also able to connect to a tele-interpreting service with access to 186 languages, 24 hours a day, 7 days a week through a tele-interpreting service.

7. Do you accept international calls/tips?

The South African National Human Trafficking Resource Line (SANHTRL) is a nationally-focused line in South Africa. However we do receive international tips and can process them in a limited capacity. When available, the SANHTRL can provide referrals to South African-based and international organizations that handle international trafficking tips and inquiries. In some cases, the SANHTRL may report the tips directly to international law enforcement agencies.

For international tips about situations of human trafficking occurring in South Africa, please call us at: 0800 222 777

8. How can I get involved with the South African National Human Trafficking Resource Line?

If you or someone you know has information on a potential trafficking situation, call us at 0800 222 777. Call us for materials and resources to generate awareness in your community.

Help us publicize 0800 222 777 by posting the number in your community or organisation.

9. How do I add my organization to the South African National Human Trafficking Resource Line (SANHTRL) referral database?

To add your organization to our database, call the hotline at 0800 222 777 and tell us about the services you provide and the populations you serve. The SANHTRL is looking for organizations that provide a variety of services and resources to assist trafficking victims, including the following:

- Shelter
- Immigration assistance
- Counseling
- Awareness initiatives
- Job opportunities
- Legal assistance
- Transportation assistance
- Referrals
- Training / Education

10. Who operates the South African National Human Trafficking Resource Line (SANHTRL)?

It is operated by The A21 Campaign, a non-profit, non-governmental organisation working to combat human trafficking and modern-day slavery. The line itself has been in operation since 2016. The SANHTRL is currently run out of The A21 Campaign headquarters in South Africa.

11. Who funds the South African National Human Trafficking Resource Line (SANHTRL)?

The SANHTRL receives support from a number of different sources. Funding and support is currently provided by The A21 Campaign and other private donors.