

### Safe migration hotline operation

La Strada Belarus hotline has been providing consultations for groups-at-risk for 12 years and in total received more than **17000** phone calls. Its services available daily free-of-charge **12 hours per day** from 8 a.m. till 8 p.m. La Strada hotline has both toll-free number for calls throughout Belarus, and land-based number for phone calls from abroad. **Anti-trafficking/safe migration hotline** provides counselling on the following issues:

- risks of being trafficked,
- rules of safe migration and behaviour abroad,
- working abroad legally,
- studying abroad,
- participation in Au-Pair programmes,
- marriage and divorce procedures with foreigners,
- children's rights,
- contacts of Belarusian embassies in the countries of destination, international organizations, NGOs and religious organizations abroad etc.

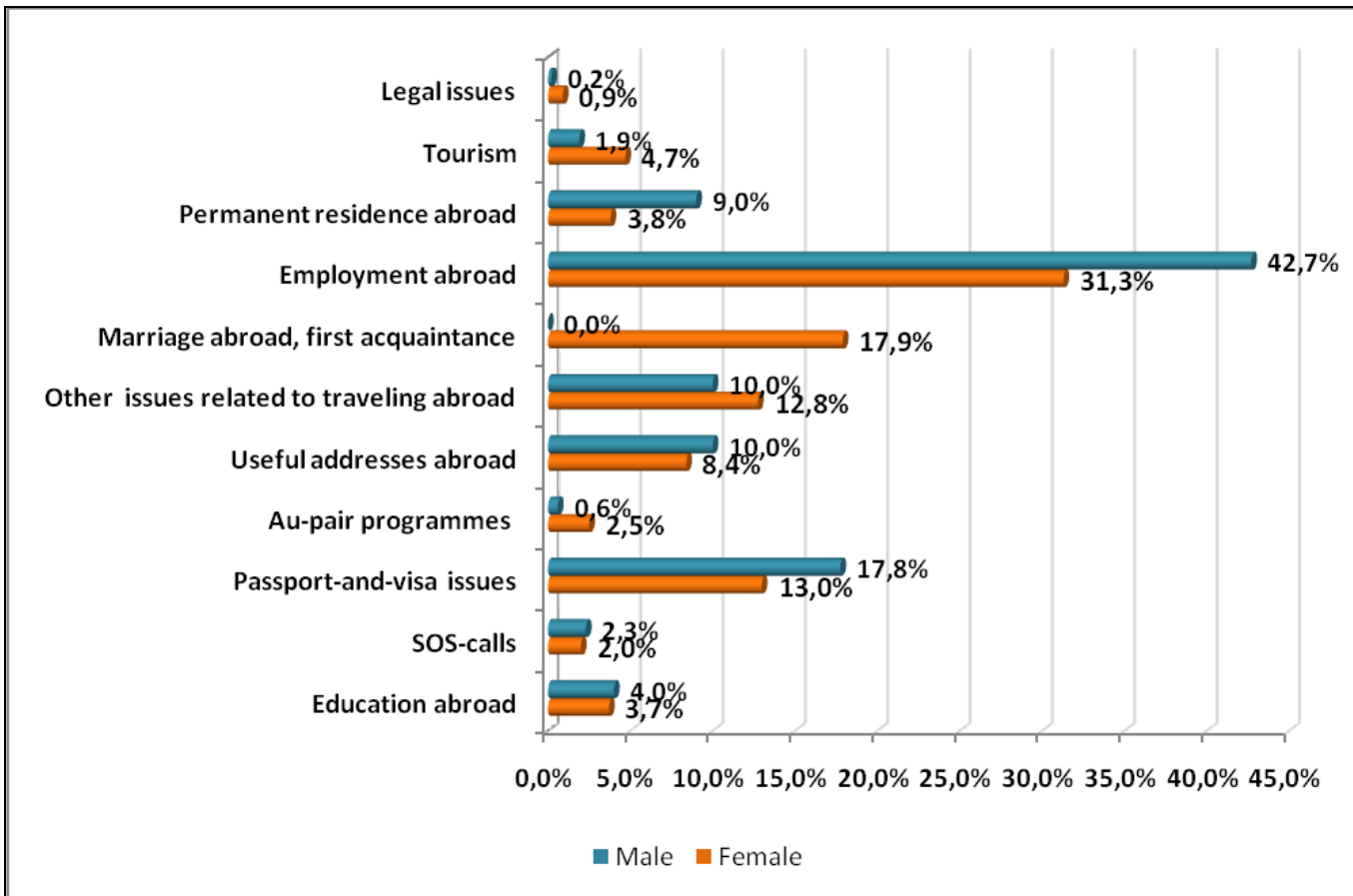
In addition, hotline provides not only information regarding safe migration, but also acts as a **help-line** for victims of trafficking in human being.

Besides providing prevention counselling national 113 hotline serves the aim of identification of trafficking trends and patterns (recruitment methods, channels, forms of exploitation, etc.), which provides evidence-based guidelines for shaping focus of counter-trafficking strategies.

Since 2012 La Strada is collecting gender-disaggregated data on all categories of phone calls, allowing identifying gender-specific trends and adjusting hotline counselling accordingly activities where relevant. A new hotline and e-mails registration form was elaborated for collecting of gender-disaggregated data on.

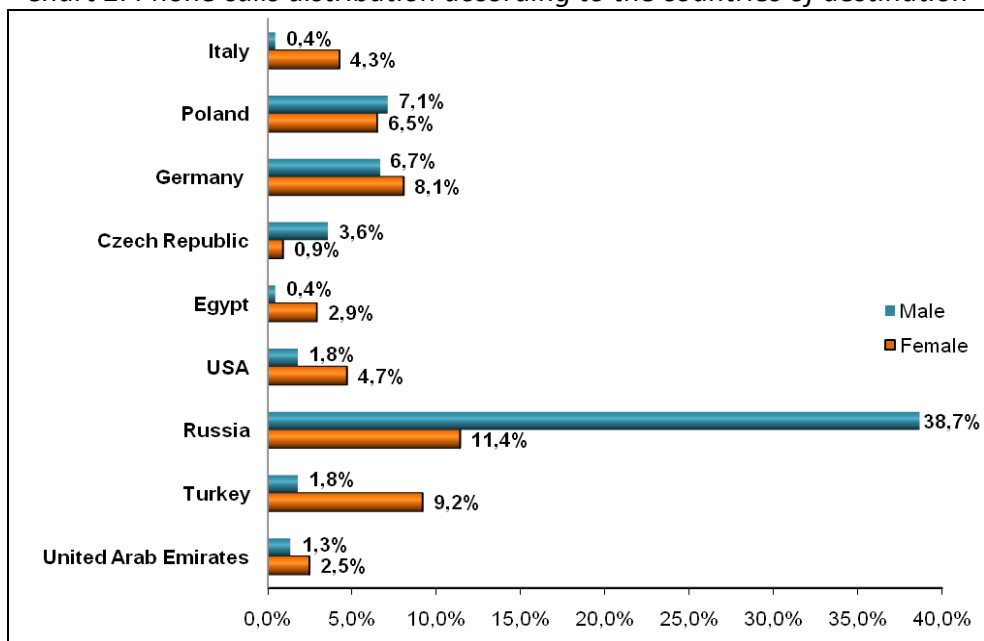
In 2012 La Strada Belarus hotline has received **716 calls**. The main request from men and women was information about safe employment abroad 42,7 % and 31,3 % respectively. The number of calls from men about permanent residence abroad exceeds in 2,4 times those from women, but calls from women about marriages abroad exceeds in 18 times those from men (see Chart 1).

*Chart 1. Phone calls distribution according to the thematic of consultations*



The geography of migration covers **74** countries in 2012, including some exotic and remote places for Belarus, such as Yemen, Burkina Faso, Mali, Peru, Jordan, and Oman. According gender-disaggregated data the most popular counties for men are Russia (men calls 3,4 times more) and Czech Republic (in 4 times more), for women - Italy (in 10,7 times more), Egypt (in 7,3 times more), Turkey (in 5 times), USA (in 2,6 times) (see Chart 2).

*Chart 2. Phone calls distribution according to the countries of destination*



In 2012 La Strada gets about 2% of direct calls from survivors of trafficking or from their relatives. The appropriate assistance and referral have been organized in each and every case.

As new number of 113 hotline has started operation in May 2011, the awareness about it is low as well as number of calls received so far. Thus, in 2012 promo campaign in cooperation with NGO "Brest club women" with support Ministry of Interior was started. The concept of joint advertising 113 campaign had been created in December 2011. Almost all of advertisement products were recognized as social advertising, but the process took a long period of time due to the bureaucracy and the campaign itself started in September 2012. The advertisement was placed throughout Republic in governmental institutions, transport system and stations, as outdoor ads. The large-scale effect is anticipated in 2013.

As part of constant staff capacity building activity and hotline staff management, 12 staff meetings took place: on counselling quality control, 2 written examinations, meetings with representatives of foreign Embassies located in Minsk, a psychologist and some other specialists.

For further harmonisation of data collection and registration systems, defining common standards for services on the basis of principle of shared responsibility of two organisations running hotline the Standard Operational Procedures (SOP) are elaborating and will be signed at the end of 2013.

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### **Annual Internet Campaign "Safe Migration"**

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Internet remains to be one of the most important channels for obtaining information. Nearly 4 400 000 people are users of Internet in Belarus according a research conducted in 2012. As well 39,7% of all people who reached hotline in 2012 used Internet as an informational channel.

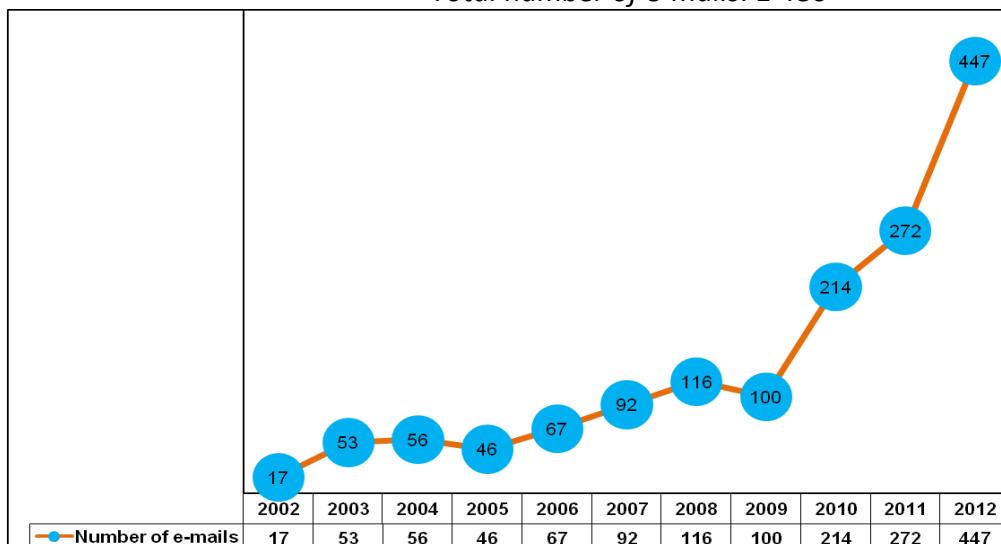
**Internet Campaign "Safe migration"** is aimed at raising awareness about regulated migration abroad: legal opportunities for work, marriage, study and tourism. As central part of the Campaign is site [www.lastrada.by](http://www.lastrada.by) targeted for potential migrants. La Strada website has become a national resource center on safe migration issues: the information is updated 3-4 times a week with relevant national and international migration news, legislation and regulation developments. The new pages for website were designed to provide information about rules of safety in crisis situations abroad and about assistance for victims of human trafficking. 145 articles on migration and counter-trafficking thematic were prepared for information agencies and for La Strada website.

Also bright and attractive banners were elaborated in 4 common migration scenarios for Belarusians for special Internet campaign "Ask before you travel!". La Strada Belarus initiative was supported by the "Nominal Technologies", one of the leading companies among Belarusian technical centers of marketing promotion in Internet. Campaign "Ask before you travel!" customized for targeted requests of users of searching systems, who are looking for information about employment abroad or plan to marriage a foreigner.

In 2012 the numbers of website visitors were 98 189 (as compared to 81 324 in 2011-). La Strada experience shows that **e-mail counselling** is popular and accessible both for people residing in Belarus and those staying abroad. In 2012 number of requests increases in 1,65 times to compare to 2011. Total e-mail requests since 2002 are 1480 (*Chart 3.*) A new tendency for 2012 is requests about information for safe migration from non-belarusian citizens (3 % of e-mails).

*Chart 3. Progressive growth of e-mails during 2002 - 2012*

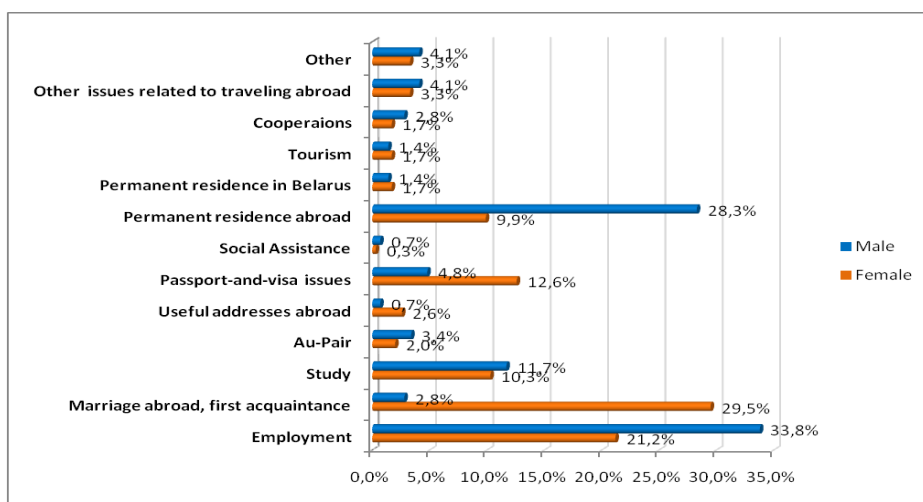
Total number of e-mails: 1 480



The ratio of male and female clients was 32,4:67,6. Since 2012 gender-disaggregated data on all categories of e-mails is collected (*Chart 4.*), allowing identifying gender-specific trends.

In 2012 the most popular requests for men were about residence permanent abroad 28,3% (from women 9,9%) and about employment abroad 33,8 % (from women 21,2%). Women were interested in questions about passport-and-visa issues - 12,6 % (from men 4,8%) and marriage abroad – 29,5% (from men 2,8%)

Chart 4. Thematic of e-mail counselling



In 2012 website for professionals [www.genderperspectives.by](http://www.genderperspectives.by) was designed. Information about legislation, principles and services of La Strada activities, methodological material, etc. on human trafficking, safe migration, domestic violence and gender issues will be placed on this website.

### Provision of assistance to the trafficked persons

In the reporting period 27 (**presumable**) **trafficked persons and their relatives have been assisted**. Direct assistance to victims of trafficking was provided for 14 people. All clients were

female. Informational and emotional support in search for missing persons, safe returning to Belarus and court procedures were provided to 13 victims of trafficking and their relatives.

*Chart 5. Type of assistance*

<i>No</i>	<i>Type of assistance</i>	<i>Number of THB clients</i>
1	Direct assistance to victims (based on needs assessment and individual rehabilitation plan)	14
2	<i>including accommodation in shelter, together with underage children</i>	1
3	Informational and emotional assistance in search for missing persons, safe returning to Belarus and court procedures (via hotline)	13
	<b>Total:</b>	<b>27</b>

Consequently, the types of exploitation are as following:

*Chart 6. Type of exploitation*

<i>No</i>	<i>Type of exploitation</i>	<i>Number of THB clients</i>
1	Sexual, including porno-production	12
2	Mixed (sexual and labour exploitation)	2
	<b>Total</b>	<b>14</b>

All services were provided free-of-charge and were included 10 basic types of services (see chart 10).

*Chart 7. Types of assistance provided to victims of trafficking*

<i>Rendered assistance</i>	<i>Number of THB clients</i>
Meeting at the airport, railway station, bus station	2
Accommodation in shelter	1
Psychological assistance	6
Medical aid and examination	4
Local travel (in Belarus) expenses	3
First aid kits	1
Referrals and mediation with police	11
Informational and emotional support, counselling	14
Legal aid	1
Informational and emotional assistance in search for missing persons, safe returning to Belarus and justice procedure direct to suffered people and their relatives via hotline	13

Monitoring serves an indicator of efficiency of social assistance rendered. La Strada specialists elaborated the life changes monitoring system of the trafficked persons.

Victims of trafficking are subjected to the monitoring during two next years after rehabilitation and/or reintegration took place. The life changes monitoring system in place of the trafficked persons obtained rehabilitation and reintegration services revealed, that the majority of victims require even more long-lasting rehabilitation course. After 1 -1,5 years after rehabilitation and support they often face the problems again, that are connected to their psychological or

physical condition after trafficking situations. Often it is connected to the fact that victims take the decision to quit rehabilitation activities too early.

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### **Trainer's network to prevent human trafficking**

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Since 2004 there are NGO and GO network that are entitled to provide prevention lectures for at-risk groups on trafficking and root causes of trafficking issues (domestic violence, gender inequality, labour rights and youth employment). In 2012 members of La Strada network conducted over 351 trainings for more than 4 340 participants. Trainings were designed for gender-balanced audience, gender composition construed 36% boys and 64% girls. Monitoring of training's impact shows that young people are good re-translation channel as they spread information received on training further (each participant in average spread the information to 5,5 people). 2-days training for trainers for updating thematic information and 2-days training about rules on safe Internet were held in 2012.

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### **Research on labour migration issue**

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National anti-trafficking community lacked direct data received from (labour) migrants, e.g. from those people that should be at centre of all anti-trafficking strategies. The research on labour migration was focused on analysis of migration behavior of Belarusian citizens setting out to Poland for employment on the all stages of migration process.

Research was conducted through following methodology:

- ✓ Public poll opinion on the topic of labour migration (held by Novak laboratory, representative sampling equals to 1063 persons);
- ✓ Interview with 60 labour migrants, who have worked or are working in Poland;
- ✓ Interview with representatives of 13 governmental, non-governmental, international organizations, and business structures of Belarus and Poland;
- ✓ Document analysis, including analysis of the carried researches on relevant topics, statistical data on Belarusian labour migrants staying in Poland (based on data provided by Ministry of Labour and Social policies of Poland, Department of foreigners of Poland, etc); legislation of Belarus and Poland in the sphere of labour migration; literary sources and Internet-sources.

The results of research revealed that the financial crisis in 2011 had influenced the migration level from Belarus. Minimum 3,2% of Belarusian population worked abroad in 2012. Since 2007 the quantity of citizens going abroad for employment increased in 4 times. The level of intention to work abroad doubled since 2006. Main reasons were economical: wish to earn money for house, car, and personal financial difficulties. The research contributes to the monitoring of the migration situation in the Republic through establishing a baseline on (potential) migration volume, thus allowing comparing further the outcomes of similar researches.

Based on research's results recommendations aimed at adjusting prevention strategies on safe migration, improving/correcting measures on migrant's rights protection, migration legislation was presented on the round table dedicated to Migrants Day, December 18<sup>th</sup>. Journalists were invited on the round table and as a result 46 publications and 9 radio programs were released. Also research report (in Russian) and a booklet (Russian and English) with main conclusions were published. These materials are distributing among anti-trafficking stakeholders in Belarus and relevant bodies in Poland.