

# Victim of human trafficking in social service

## Recognise the signs and act

Professionals do not need to know whether a client is specifically a victim of human trafficking. It is more important to recognise factors that indicate exploitation more extensively and to ensure that the patient receives the help they need.



### Recognise the red flags

- The client always arrives with an escort
- Someone else is in control of their documents and finances
- Appointment cancellations and no-shows without notification
- Anxiousness
- Difficulty forming an overall picture of the situation
- Clothing that is unsuitable for the weather
- Ambiguities related to debts or spending
- Numerous child welfare notifications and notifications of concern
- Repeated moves from one locality or area to another
- Conflicting accounts or a client is unable to vocalise their own situation



### Proceed at the client's pace

Always speak up about your concerns when only the client is present. Be calm – this creates a sense of safety for the client.

Give the client time to answer questions. If necessary, take breaks and pay attention to non-verbal communication. Ask open questions and try to get a good overall picture of the situation by mapping out the customer's everyday life. The client may often not recognise that they have been abused.



### Ensure safety

If necessary, bring a colleague with you and contact a guard or the police.

Do not share information with anyone escorting the client. Try to find out whether the client currently has a safe place to stay or is subjected to an acute threat to their safety. Use a reliable interpreter or translation application. In some situations, it may be safer for the client to use a language other than their own mother tongue.



### Secure further measures

Tell the client about their right to receive assistance. If necessary, contact the National Assistance System for Victims of Human Trafficking and the police. Remember that the proposal for the Assistance system is always made with the consent of the victim.

If the client does not wish to discuss their situation during the appointment or refuses service counselling, give the client the contact details for parties providing assistance. Schedule a follow-up meeting. Record information that is sufficient for further services, taking the client's safety into account.



### Work together with others

When necessary, consult experts familiar with the matter, such as the National Assistance System for Victims of Human Trafficking, organisations specialising in helping victims of human trafficking, wellbeing services counties where assistance for victims is centralised or health care.