



SDC  
Swiss Agency  
for Development  
and Cooperation



Britanska Ambasada Beograd



CATHOLIC RELIEF SERVICES



>> Više od 500 000 žena godišnje <<  
 >> postanu žrtve trgovine ljudima <<  
 >> ne postoji podatak o broju naših žena među njima <<  
 >> jedno je sigurno - ima ih mnogo <<  
 >> mnogo više nego što mislimo <<  
 >> **otvori oči!** <<

>> More than 500 000 women become victims <<  
 >> of trafficking in human beings every year <<  
 >> there are no data how many of them are our citizens <<  
 >> one is for sure - there are many of them <<  
 >> much more than we think <<  
 >> **open your eyes!** <<

ASTRA - ANTI TRAFFICKING ACTION / BIENNIAL REPORT / DVOGODIŠNJI IZVEŠTAJ 2004-2005

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**ASTRA**  
 ANTI TRAFFICKING ACTION  
 DVOGODIŠNJI IZVEŠTAJ  
 BIENNIAL REPORT  
 2004 / 2005



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## Misija, vizija i ciljevi ASTRE

## ASTRA's Mission, Vision and Goals

ASTRA je nevladina organizacija posvećena iskorenjivanju svih oblika trgovine ljudima, naročito ženama i decom. Naš cilj je da se kroz prevenciju, direktnu pomoć žrtvama, senzibilisanje javnosti, kao i važnih institucija, smanji ovaj specifični oblik nasilja.

ASTRA je jedna od ključnih tačaka u lancu pomoći žrtvama trgovine ljudima u Srbiji, ali i u regionu. Vrednosti na kojima se temelji naš rad su principi podrške žrtvama, ali isto tako i afirmacija društva u kome neće biti eksploatacije, nasilja, diskriminacije, ekonomskih i socijalnih nejednakosti.

Nasuprot ustaljene prakse da se trgovini ljudima uglavnom pristupa kao problemu ilegalnih migracija i organizovanog kriminala, ASTRA se zalaže da se ovaj fenomen posmatra, pre svega, kroz prizmu kršenja ljudskih prava. Žrtve trgovine ljudima po izlasku iz lanca trgovine svedoče o najrazličitijim oblicima psihičkog, fizičkog i seksualnog nasilja i torture kojima su bile izložene. Upravo zbog toga je naš dosadašnji rad bio posvećen zaštiti i unapređenju ljudskih prava žrtava trgovine ljudima. I ubuduće, naše aktivnosti biće usmerene prema daljoj promociji ideje ljudskih prava u Srbiji.

ASTRA is a non-governmental organization with a stated mission of eradicating all forms of trafficking in human beings, especially women and children. Our goal is to combat this specific form of violence through prevention, institutional awareness raising and direct assistance to the victims.

ASTRA is one of the key points in the chain of assistance to human trafficking victims both in Serbia and in the region. Fundamental values underlying ASTRA's mission and vision are the principles of support to victims, as well as the affirmation of a society free of all forms of exploitation, violence, discrimination and sharp economic and social inequalities.

As opposed to the common practice of treating human trafficking as a problem of illegal migrations and organized crime, ASTRA advocates an approach by which this phenomenon should be observed in the context of human rights violation. Having escaped from the trafficking ring, victims testify of various forms of physical, mental and sexual violence and torture they were exposed to. We will continue to focus our activities on further promotion of the idea of human rights in Serbia.



## Dosadašnje aktivnosti ASTRE

- 2000.
- Podrška izbornoj kampanji pod sloganom „Izadi i budi aktivna“;
  - Početak prikupljanja podataka o trgovini ljudima u Srbiji.
- 2001.
- Izgradnja ASTRA mreže nevladinih organizacija koja je okupila 10 NVO iz Srbije;
  - Kao deo ženskog pokreta u Srbiji, ASTRA je učestvovala u kampanji 16 dana aktivizma protiv nasilja nad ženama.
- 2002.
- Jednogodišnja kampanja pod sloganom „Otvori oči“. Cilj kampanje je bio informisanje javnosti i institucija o problemu trgovine ženama, prevencija i poziv na akciju preko SOS telefona. Kampanja je obuhvatila produkciju tri video spota, tri radio džingla, postera, pamfleta na četiri jezika (srpski, romski, albanski i mađarski), nalepnica, šolja itd;
  - ASTRA SOS telefon je počeo sa radom marta 2002, uporedo sa kampanjom. Putem ovog specijalizovanog SOS telefona za žrtve trgovine, ASTRA pruža informacije o samom problemu trgovine ljudima, o mogućnostima za legalno školovanje i rad u inostranstvu, pravne savete u vezi sa zapošljavanjem

## ASTRA's Activities To Date

- 2000
- Support to the election campaign under the slogan *Go and Be Active*;
  - Started data collection on trafficking in human beings in Serbia.
- 2001
- Building the ASTRA Network of nongovernmental organizations, which at that moment gathered 10 groups from Serbia;
  - As a part of the women's movement in Serbia, ASTRA participated in a low-profile campaign *16 Days of Activism against Gender Violence*.
- 2002
- One-year awareness raising campaign under the slogan *Open Your Eyes*. The campaign aimed for the awareness raising of public opinion and institutions about trafficking in women, prevention and call for action through SOS Hotline. The campaign included the production of three TV spots, three radio jingles, posters, leaflets in four languages (Serbian, Roma, Albanian and Hungarian), stickers, teacups, etc;
  - ASTRA SOS Hotline was launched in March 2002, alongside the campaign. Through this specialized SOS Hotline for the victims of trafficking, ASTRA provides information about the problem itself, about possibilities for legal studies and work abroad, legal advice about employment, and support and

i podršku, psihološku, medicinsku i pravnu pomoć za žrtve trgovine ljudima i njihove porodice. Do decembra 2005. godine primile smo ukupno 3 836 poziva;

- Istraživanje poznavanja problema trgovine ljudima kod srednjoškolske populacije;
- Analiza predstavljanja i izveštavanja o problemu trgovine ljudima u medijima u Srbiji;
- Aktivno članstvo u Republičkom timu za borbu protiv trgovine ljudima.

2003.

- Program prevencije kroz vršnjačku edukaciju i predavanja u školama;
- Jačanje programa pomoći žrtvama kroz SOS telefon;
- Edukacija relevantnih institucija i stručnjaka nadležnih za identifikaciju žena i dece žrtava trgovine;
- Izdavanje i distribucija Priručnika za novinare o trgovini ženama;
- Istraživanje prakse Gradskog sudijske za prekršaje u vezi sa slučajevima trgovine ljudima, ilegalnih migracija i prostitucije;
- Serija radionica za srednjoškolce;
- U saradnji sa *Save the Children Rumunija*, ASTRA je sačinila prvi pregled stanja u vezi sa trgovinom decom u Srbiji;
- U saradnji sa *Save the Children Beograd*, ASTRA je održala brojne radionice za učenike osnovnih škola;
- U okviru programa za razvoj institucija u zemljama Jugoistočne Evrope, ASTRA je, u saradnji sa Univerzitetom Džon Hopkins, u Beogradu organizovala seminar „Vodič za državne službenike u borbi protiv trgovine ljudima“.

psychological, medical and legal assistance for the victims of trafficking and their families. Until December 2005, we received 3836 calls;

- Research on how familiar secondary school pupils are with the problem of trafficking in human beings;
- Research on the presentation and coverage of trafficking issues in the Serbian media;
- Active member of the National Team for Combating Trafficking in Human Beings.

2003

- Prevention program implemented in the form of peer education and lectures in schools;
- Strengthening of victim assistance program through SOS Hotline;
- Education of all relevant institutions and professionals who have responsibility to identify women and children victims of trafficking;
- Publishing and distribution of the Manual for Journalists on trafficking in women;
- A research into the practice of the Magistrate Court concerning the cases of human trafficking, illegal migration and prostitution;
- A series of workshops for secondary school pupils;
- In cooperation with *Save the Children Romania*, ASTRA accomplished the first overview of child trafficking situation in Serbia;
- In cooperation with *Save the Children Belgrade*, ASTRA held a number of various workshops for primary school pupils;
- Within institution capacity building program for SEE countries, and in cooperation with John Hopkins University, ASTRA organized a seminar “Combating Human Trafficking - A Guide for Public Servants” in Belgrade.

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## Program prevencije i edukacije

## Prevention and Education Program

### Medijska kampanja

Nakon uspešno sprovedene kampanje „Otvori oči“ u 2002. i 2003. godini, čiji je osnovni cilj bio informisanje javnosti o problemu trgovine ljudima, logični sled je bio nastavak rada na podizanju svesti javnosti o ovom problemu, te je u novembru 2004. godine pokrenuta nova medijska kampanja protiv trgovine ljudima pod nazivom „Postoji izlaz“.

**Cilj ove kampanje** je bio da ohrabri žrtve, potencijalne žrtve i njihovu okolinu da potraže pomoć i informacije, da motiviše građanstvo da pomogne žrtvama trgovine ljudima, ali i da informiše javnost o svim aspektima ovog problema.

### Media Campaign

Following successful campaign *Open Your Eyes* run in 2002 and 2003, which sought to inform the public about the problem of human trafficking, we decided to continue our effort on further public awareness raising and in November 2004 launched a new anti-trafficking campaign under the title *There Is a Way Out*.

The goal of this campaign was to encourage victims, potential victims and their families and friends to seek help and information, to motivate citizens to help human trafficking victims, and to inform the public on all aspects of this issue.



ASTRA je u saradnji sa UN Kancelarijom za drogu i kriminal (UNODC-UN Office on Drugs and Crime) učestvovala u izradi dva video spota koji daju pozitivnu i ohrabrujuću sliku žrtvama, prikazujući ženu koja se, uz podršku i pomoć, oslobađa eksploatacije. Spotovi koji su urađeni na srpskom, a titlovani na romski i ruski jezik, omogućavaju žrtvama koje poznaju ove jezike, ali i široj javnosti, da uvide da izlaz postoji i da nam se mogu obratiti za pomoć. Ovi spotovi su emitovani na RTS-u, RTV Pink, RTV Studio B i RTV B92, kao i na brojnim lokalnim stanicama širom Srbije. Kampanja se odvijala kroz distribuciju promotivno-edukativnog materijala, kao i kroz mnogobrojne medijske nastupe i učešće u dokumentarnim filmovima. Tokom 2004. i 2005. godine, ASTRA je dala 139 intervjuua.

Drugu polovinu 2005. godine obeležila je medijska kampanja „Spasimo decu od trgovine ljudima“ organizacije *Save the Children*. Pored emitovanja i distribucije spotova, na kojima se nalazi broj ASTRA SOS telefona, sprovedeno je i istraživanje o faktorima rizika koji dovode do trgovine decom, kao i niz treninga i obuka širom Srbije. Na početku kampanje pažnja je bila usmerena na najmlađe – decu do 5 godina, a u kasnijoj fazi na najčešće žrtve trgovine – devojčice uzrasta od 15 do 18 godina. Ujedno, ovo je bio i poziv na zajedničku akciju i uključivanje svih službi koje su odgovorne za zaštitu dece. Uz podršku Britanske ambasade u Beogradu, urađene su brošure, poster i kartice za policiju koji sadrže preventivne informacije.



In cooperation with UNODC (UN Office on Drugs and Crime), ASTRA participated in the production of two TV spots, which sought to support and encourage victims by presenting a woman who, owing to the support and assistance she received, managed to escape from exploitation. Spots are made in Serbian language, with subtitles in Roma and Russian, thus making it possible for victims who speak these languages, as well as for broader public, to realize that there is a way out and that victims may call us for help. These spots were broadcasted on RTS (national television), RTV Pink, RTV Studio B and RTV B92, as well as on numerous local TV stations throughout Serbia. The campaign also involved the distribution of promotional/educational materials and numerous appearances in the media and participation in documentary movies. During 2004 and 2005, ASTRA Team members gave 139 interviews.

The second half of 2005 was marked by a media campaign *Save the Children from Human Trafficking*, run by the organization *Save the Children*. Besides the distribution and broadcasting of spots, which contained ASTRA SOS Hotline number, a survey was conducted into the risk factors leading to child trafficking, and a series of trainings were held in Raški and Jablanički Region. At the beginning of the campaign, the focus was put on the youngest – children up to 5 years of age, and in the later stage on the most frequent victims of trafficking – girls between 15 and 18. At the same time, this was a call for joint action and involvement of all services responsible for children



Ovi materijali distribuirani su svim graničnim prelazima, kao i relevantnim ustanovama (policijskim stanicama, centrima za socijalni rad, bolnicama, školama i nevladinim organizacijama).

protection and welfare. With support of the British embassy in Belgrade, leaflets, posters and cards were designed for the police, containing information on prevention possibilities. These materials were distributed at all border crossings and in relevant institutions (police stations, social welfare centres, hospitals, schools and NGOs).



## Rad sa mladim ljudima

Poseban deo preventivno-edukativnih aktivnosti odnosi se na rad sa mladim ljudima. Praksa je pokazala da među žrtvama trgovine značajnu grupu čini mlađa populacija, i zbog toga je rad sa njima od posebne važnosti.



- ASTRA je bila jedan od učesnika **EXIT Festivala** održanog u Novom Sadu od 1. do 4. jula. 2004. godine. Naši aktivisti su tokom četiri festivalska dana razgovarali sa posetiocima o problemu trgovine ljudima, a deljen je i promotivno-edukativni materijal. Spotovi iz kampanje „Otvori oči“ puštani su na video bimu koji se nalazio na glavnoj bini.
- ASTRA je, kao MTV partner, učestvovala na festivalu **Valkana Beach Festival**, koji je 14. avgusta 2004. održan u Rijeci,



## Work with young people

A special segment of prevention/education activities refers to the work with young people. The practice has confirmed that young people are considerably present among trafficked victims, and for this reason, work with them is of great importance.



- ASTRA was one of the participants of **EXIT Festival** held in Novi Sad on July 1-4, 2004. During the four-day festival, our activists were talking with visitors about trafficking in human beings, handing out promotional/educational material. Spots from the campaign *Open Your Eyes* were screened on a video beam on the Main Stage.
- As an MTV partner, ASTRA participated at the **Valkana Beach Festival** held on August 14, 2004, in Rijeka, Croatia.

Hrvatska. Tom prilikom, aktivistkinje ASTRE su delile pamflete o trgovini ljudima na engleskom i hrvatskom jeziku.

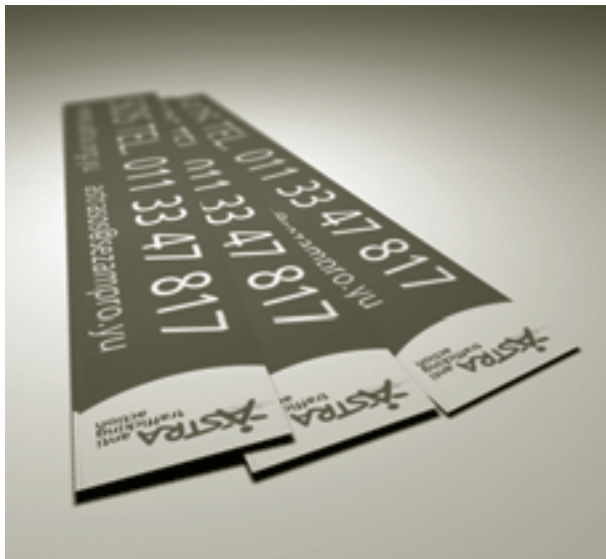
- Na Muzičkom festivalu u Šapcu, koji se održavao od 1. do 31. avgusta 2004. godine, posetiocima su deljeni poster, pamfleti, nalepnice i podmetači.
- U sklopu 16. Beogradskog *Fashion Week-a*, 21. oktobar je bio posvećen borbi protiv trgovine ljudima. MTV, ASTRA i TV Pink podržali su održavanje dve modne revije u cilju skretanja pažnje mlađe populacije, a i šire javnosti, na postojanje ovog problema.
- U oktobru 2004. godine, Omladini *Rotary Club-a* održano je predavanje o trgovini ženama u Srbiji.
- U decembru 2004. godine, na Ekonomskom fakultetu u Nišu



ASTRA activists were distributing leaflets on trafficking in people in Croatian and English.

- At the Music Festival in Šabac, on August 1 - 31, 2004, visitors were handed out posters, leaflets, stickers, coasters.
- Within the 16th Belgrade Fashion Week, October 21, 2004 was dedicated to the fight against human trafficking. MTV, ASTRA and RTV Pink supported two fashion shows, organized to draw attention of young people and of broader public to this problem.
- In October 2004, ASTRA gave a lecture on trafficking in women in Serbia to the Rotary Club Youth.
- In December 2004, in the Niš University School of Economics, a public session was held on “Human Trafficking in Serbia”.





je održana tribina na temu „Trgovina ljudima u Srbiji“.

- Posetiocima koncerta grupe REM, koji je održan 21. januara 2005. godine u Beogradu, deljen je edukativni materijal o problemu trgovine ljudima.
- U okviru muzičkog festivala **Uskršnji rok maraton** u Šapcu, mladim ljudima je 30. aprila i 1. maja 2005. godine deljen edukativni materijal o trgovini ljudima, a puštani su i video spotovi iz kampanje posvećene borbi protiv trgovine ljudima „Postoji izlaz“.
- U saradnji *BBC World Service* Trust, Evropskog centra za radio i TV novinarstvo i ASTRE, oktobra 2005. godine održane su četiri radionice za 60 studenata završne godine Fakulteta političkih nauka, odeljenje novinarstvo, na kojima je obrađen odnos problema trgovine ljudima i medija.
- Studentima prve godine Farmaceutskog fakulteta 12. decembra 2005. godine održano je predavanje o suzbijanju trgovine ljudima u Srbiji.

U delu aktivnosti koje se odnose na rad sa mladima, ASTRA pruža pomoć učenicima i studentima pri izradi seminarskih,

- The visitors of the REM concert, held in Belgrade on January 21, 2005, were disseminated educational material on human trafficking.
- At the music festival “Easter Rock Marathon” in Šabac on April 30 and May 1, 2005, ASTRA activists were distributing educational material on human trafficking and video spots from anti-trafficking campaign *There Is A Way Out* were screened.
- In cooperation with BBC World Service Trust, European Center for Broadcast Journalism and ASTRA, in October 2005, four workshops were held for 60 senior-year students of the Faculty of Political Sciences, Journalism Dpt, to discuss human trafficking and the media.
- On December 12, 2005, a lecture on combating human trafficking in Serbia was given to the freshmen students of the Faculty of Pharmacy.

Moreover ASTRA provides assistance to pupils and students in writing seminar and other papers and master and PhD theses studying human trafficking. In last two years, 53 high-school pupils, students and PhD students obtained information on all aspects of human trafficking and assistance in searching



diplomskih radova, magistarskih i doktorskih teza iz oblasti trgovine ljudima. Tokom prethodne dve godine, 53 srednjoškolaca, studenata i doktoranata su dobili informacije o svim aspektima trgovine ljudima, kao i pomoć u pronalaženju adekvatne literature. Pored toga, studenti mogu obavljati svoju praksu volontirajući jedno vreme u ASTRI.

Cilj svih ASTRINIH preventivnih aktivnosti je da se mladi ljudi informišu o problemu trgovine ljudima, da im se skrene pažnja na sve opasnosti koje ovaj problem nosi, ali i da im se ukaže na mogućnosti prevencije i načine zaštite koji im stoje na raspolaganju.

## Treninzi i seminari

### *Bazični trening za predstavnike institucija i nevladinih organizacija*

Od 12. do 14. marta 2004. godine, održan je bazični trening o trgovini ljudima za predstavnike institucija i nevladinih organizacija. Osim članica ASTRA mreže, tu su bili i predstavnici pogranične policije, Aerodroma Beograd, Gradskog sudijske za prekršaje, Ministarstva prosvete i sporta i Odeljenja za javni red i mir SUP Beograd. Uz osnovne informacije o problemu trgovine ljudima, učesnici su bili u prilici da se susretnu sa svim aktivnim



for adequate literature. Moreover, students have possibility to spend a portion of their fellowship period volunteering in ASTRA.

All ASTRA's prevention activities seek to inform young people on the problem of human trafficking, to draw their attention to all dangers associated to this problem, as well as to point out to the possibilities of prevention and available methods of protection.

## Trainings and Seminars

### *Basic Training for institutions and NGOs*

On March 12-14 2004, ASTRA held a Basic Training on trafficking in women for NGO activists and public officers. Besides women from ASTRA Network, other participants were professionals from the border police, the Belgrade Airport, the City Magistrate Court, the Ministry of Education, and the Unit for Public Peace and Order of the Belgrade Police Department. Besides basic information on the problem of trafficking in human beings,



članovima Republičkog tima za borbu protiv trgovine ljudima i Anti-trafiking tima SUP Beograd, i da saznaju nešto više o radu sa žrtvama u skloništu i o problemima sa kojima se susrećemo u svakodnevnom radu. S obzirom na to da se policija na Beogradskom aerodromu i inspektori Odeljenja za javni red i mir SUP Beograd svakodnevno susreću sa (potencijalnim) žrtvama trgovine, razmena iskustva sa njima je uvek od velike koristi.

#### *Instruktaža za volonterke na ASTRA SOS telefonu*

Od 13. do 16. maja 2004. godine, održana je instruktaža za nove volonterke ASTRA SOS telefona. Usled reorganizacije ASTRE, i nakon strateškog planiranja koje smo izvršili uz pomoć organizacije ABA CEELI, shvatile smo da je potrebno reorganizovati i SOS telefon. Ovaj trening su pohađale pažljivo odabrane kandidatkinje koje su izrazile želju da rade na SOS telefonu. Nakon završetka instruktaže, izabrale smo pet najsenzibilisanijih polaznica da se uključe u naš rad.

#### *Trening za lekare*

Nakon evaluacije svih treninga koje je ASTRA do sada održala, zaključile smo da nijednom od njih nisu prisustvovali radnici medicinskih ustanova. Isto tako, naša baza podataka pokazuje da lekari nisu prijavili nijedan slučaj trgovine ljudima, iako žrtve potvrđuju da su vođene na preglede u različite medicinske ustanove, kako u lokalne domove zdravlja, tako i u privatne lekarske ordinacije. Iz ovog razloga, 26. i 27. maja 2004. godine održan je trening za lekare, i to iz pograničnih područja u Srbiji: Vršac, Šid, Senta, Veliko Gradište, Ljubovija, Vlasotince, Babušnica, Novi Pazar, Vranje i Zaječar. Ovaj trening je održan u saradnji



participants had an opportunity to meet all active members of the National Team for Combating Trafficking in Human Beings and the Belgrade Police Department Anti-Trafficking Team and to hear about the experience of work with the victims of trafficking in the shelter, and of daily problems in our work. Given that the police on the Belgrade Airport and inspectors of the Belgrade Police Department Public Order and Peace Unit encounter (potential) victims of trafficking on a daily basis, the exchange of experiences with them is always very valuable.

#### *Training for new ASTRA SOS hotline volunteers*

On May 13 - 16, 2004, a specialized training for new volunteers of ASTRA SOS Hotline was held. Due to the reorganization of ASTRA and as a result of strategic planning we did with assistance of ABA CEELI, we realized that we needed to reorganize SOS hotline service as well. The training was organized for carefully selected participants, who expressed interest in working on SOS hotline. After the completion of the training, we selected five most sensitive candidates to be our new volunteers.

#### *Training for medical doctors*

After the evaluation of all ASTRA trainings held so far, we realized that none of them was attended by health care providers. ASTRA's database also shows that we have had no case of trafficking reported by medical doctors, although stories of trafficked girls confirm that they were taken to checkups in various medical institutions, both local public health centers and private clinics. For this reason, on March 26 and 27, 2004, the training was organized targeting medical doctors from Serbian border municipalities: Vršac, Šid, Senta, Veliko Gradište, Ljubovija, Vlasotince, Babušnica, Novi Pazar, Vranje and Zaječar. This training was organized in cooperation with

sa Institutom za sudsku medicinu Medicinskog fakulteta u Beogradu i predstavlja prvi pilot trening te vrste u Srbiji. Na treningu se pokazalo da lekari dolaze u kontakt sa žrtvama trgovine u svom radu, ali da nisu bili obučeni da ih prepoznaju, i da nikada nisu prijavljivali ovakve slučajeve zato što nisu bili informisani o aktivnostima na polju borbe protiv trgovine ljudima.

#### *Trening za novinare i aktiviste nevladinih organizacija*

Dobra saradnja medija i nevladinih organizacija je od izuzetne važnosti kada je reč o senzibilisanju javnosti o problemu trgovine ljudima. Kako bi se unapredio kvalitet novinarskog izveštavanja i razvili partnerski odnosi između medija i nevladinih organizacija, ASTRA je tokom 2005. godine, u saradnji sa BBC World Service Trust, Evropskim centrom za radio i TV novinarstvo i NVO *Ruga me Pisha* iz Tirane, realizovala projekat „Trgovina ljudima - razumevanje problema“. Cilj ovog projekta je podizanje svesti, razmena postojećih i sticanje novih znanja učesnika o problemu trgovine ljudima i razvijanje strategije za promovisanje konstruktivnijeg stava javnosti prema žrtvama trgovine ljudima.

U okviru projekta vršila se četvorodnevna obuka u pet gradova - u Nišu, Novom Pazaru, Novom Sadu, Podgorici i Beogradu. Učesnici radionica su bili predstavnici lokalnih nevladinih organizacija i lokalnih medija koji, baveći se uglavnom socijalnim pitanjima, pokrivaju i problem trgovine ljudima. Voditeljke radionica su bile Naomi Goldsmith (međunarodna trenerica za sektor medija) i Hildegard Dumper (međunarodna trenerica za NVO sektor), dok su predavači bili stručnjaci koji se bave rešavanjem problema trgovine ljudima - članice ASTRE, predstavnici policije, pravnici.



the Institute for Forensic Medicine of the Belgrade University School of Medicine as the first pilot training of this type in Serbia. The training showed that medical doctors did actually meet the victims of trafficking in their work, but they were not educated to recognize them and failed to report these cases because they did not have any information on anti-trafficking efforts in our country.

#### *Training for journalists and NGO activists*

Good cooperation between the media and NGOs is of great importance when we speak of public awareness raising on trafficking in human beings. In order to enhance the quality of media reporting and develop a partner relationship between the media and NGOs, in the course of 2005, ASTRA, in cooperation with BBC World Service Trust, European Center for Broadcast Journalism and NGO *Ruga me Pisha* from Tirana, Albania, carried out a project “Human Trafficking – Understanding of the Problem”. This Project aimed at human trafficking awareness raising, exchanging and expanding knowledge about trafficking and developing a strategy for the promotion of more constructive public attitude toward the victims of trafficking.

This project included four-day trainings in five towns – Niš, Novi Pazar, Novi Sad, Podgorica and Belgrade. The participants were professionals from local NGOs and local media, who, dealing mainly with social issues, also covered human trafficking. Naomi Goldsmith (international media trainer) and Hildegard Dumper (international trainer for the NGO sector) facilitated the workshops, while the lecturers were experts in various aspects of human trafficking – ASTRA team members, police officers, legal specialists.

### *Trening za predstavnike pogranične policije*

ASTRA je u periodu od 27. do 29. juna 2005. godine u Beogradu, uz podršku CRS (Catholic Relief Service), održala bazični trening o problemu trgovine ljudima za 27 pripadnika pogranične policije. Ciljevi ovog trodnevnog treninga su bili edukacija radnika pogranične policije o trgovini ljudima, sa posebnim osvrtom na policijske procedure u vezi sa rešavanjem ovog problema, kao i saradnja policije sa drugim vladinim institucijama i nevladinim organizacijama koje se bave problemom trgovine ljudima. Predavači na treningu su bili stručnjaci iz Ministarstva unutrašnjih poslova i ASTRE, koji, pored teorijskog znanja, poseduju i značajno praktično iskustvo stečeno višegodišnjim „radom na terenu“. Polaznici treninga su u obavezi da svojim kolegama prenesu stečena znanja i iskustva. Ovaj trening je ubrzo pokazao rezultate i u praktičnom radu, s obzirom na to da su predstavnici pogranične policije počeli češće da prijavljuju slučajeve (potencijalnih) žrtava trgovine ljudima.



### *Instruktaža za volontere*

Razvoj same organizacije i sve veći broj aktivnosti ASTRE uslovio je potrebu za novim saradnicima. Posle intervjuisanja mnogobrojnih zainteresovanih kandidata za rad u ASTRI, odabrani su oni najsenzibilisaniji, koji su uzeli učešće u instruktaži održanoj u Beogradu od 7. do 10. jula 2005. godine. Tokom instruktaže polaznici su dobili najrelevantnije informacije o trgovini ljudima, radu i aktivnostima ASTRE, a bili su u prilici i da saznaju više o radu sa žrtvama nasilja, kao i aktivnostima profesionalaca koji aktivno rade na suzbijanju trgovine ljudima. Posle završetka instruktaže, četvoro polaznika priključilo se našoj organizaciji.

### *Training for border police officers*

On June 27-29, 2005, ASTRA, with CRS (Catholic Relief Service) support, held a basic training on human trafficking issue for 27 border police officers. This three-day training aimed at providing education to border police staff about human trafficking, with special emphasis on police procedures in trafficking cases and police cooperation with other government institutions and NGOs dealing with human trafficking. The lecturers were professionals from the Serbian Interior Ministry and ASTRA, who, besides theoretical knowledge, possessed substantial practical experience acquired through many years of field work. Training participants are expected to pass acquired knowledge and experience to their coworkers. This training soon showed results in practice, since border police officers have started reporting the cases of (potential) trafficked victims more frequently.

### *Training for volunteers*

The development of the organization and increasing number of activities imposed a need for new activists. After having interviewed numerous interested candidates, ASTRA selected those most sensitive to take part in the training held in Belgrade on July 7-10, 2005. At the training, participants were provided with the most relevant information on human trafficking and ASTRA's work and activities, and they had opportunity to learn more about how to work with the victims of violence and about the activities of professionals involved in combating trafficking. Having completed the training, four participants joined our organization.

### *Trening za prosvetne radnike*

Dosadašnja praksa je pokazala da društvo ne može da se osloni samo na sporadično bavljenje suzbijanjem trgovine ljudima u medijima ili kroz različite vrste „uskih“ edukacija (radionice, okrugli stolovi, panel diskusije...), već da se sa preventivnim i edukativnim delovanjem mora početi upravo u okviru obrazovnog sistema, jer škola, pored nastavne, ima i vaspitnu ulogu u razvoju i osamostaljivanju mladih. Blagovremena i sistematska edukacija i prevencija trgovine ljudima (decom) među srednjoškolicima, sprovedena od strane nastavnika i stručnih saradnika, jeste jedno od efikasnijih rešenja za suzbijanje ovog problema. Upravo iz ovog razloga, ASTRA je, uz podršku *Geneva Global Bank*, u Beogradu od 5. do 10. decembra održala dva bazična treninga „Problem trgovine decom – edukacija i prevencija“ za pedeset prosvetnih radnika, nastavnika, psihologa i pedagoga zaposlenih u srednjim školama koje se nalaze blizu državne granice. Predavači na treninzima su bili predstavnici pogranične policije, međunarodne organizacije *Save the Children*, ASTRA i psiholozi saradnici ASTRE sa višegodišnjem iskustvom u didaktičkom radu sa stručnjacima različitih profila. Učesnicima treninga su pružene informacije o fenomenu trgovine ljudima, dosadašnjim iskustvima u radu na prevenciji, kao i u radu sa decom žrtvama trgovine, informacije o radu Republičkog tima za borbu protiv trgovine ljudima i međunarodnim dokumentima o pravima deteta. Veći deo treninga je bio posvećen praktičnom radu i praktičnim znanjima i veštinama koje se mogu primeniti u svakodnevnom radu sa učenicima.



### *Training for teachers*

We know that the society cannot rely only on sporadic dealing with human trafficking through the media or various types of “narrow” education programs (workshops, roundtables, public sessions, panel discussions), but that prevention and education activities need to start within the very education system, because school has a broad role in not only educating, but also raising young people. Timely and systematic human trafficking education and prevention programs aimed at secondary-school pupils and carried out by teachers are one of efficient solutions to tackle this problem. For this very reason, ASTRA held, with the support of *Geneva Global Bank*, two basic trainings under the title “Child Trafficking – Education and Prevention” for 50 teachers, pedagogues and psychologists employed in secondary-schools in border municipalities. The training were held in Belgrade on December 5-10, 2005. The lecturers were border police officers, *Save the Children* and ASTRA activists, and psychologists who worked with ASTRA and who had vast experience in didactic work with professionals of various profiles. The participants were provided with information on human trafficking as a phenomenon, experience with prevention efforts so far and with work with child trafficking victims, information on the work of the National Team for Combating Trafficking in Human Beings and international documents on children rights. The major portion of the trainings included practical work and practical knowledge and skills which might be used in daily work with pupils.

## Gostovanja, tribine, okrugli stolovi...

Tokom prethodne dve godine, ASTRA je učestvovala na mnogobrojnim javnim tribinama, radionicama, okruglim stolovima i edukacijama, tokom kojih smo učesnicima predstavljale naša iskustva u prevenciji i suzbijanju trgovine ljudima.

### 2004. godina

- Marta 2004. godine održana je prva obuka za predstavnike novoformirane Službe za koordinaciju pomoći žrtvama trgovine ljudima. Predavači na treningu bili su predstavnici nevladinih organizacija ASTRA i Savetovništvo protiv nasilja u porodici, kao i Ministarstva unutrašnjih poslova. Služba je formirana sa osnovnim ciljem da koordinira rad organizacija koje pružaju pomoć žrtvama trgovine ljudima.
- U organizaciji Ambasade Švedske u Beogradu i ICVA/CIS, prikazan je film „Lilja zauvek“, nakon čega je otvorena panel diskusija o trgovini ljudima na Balkanu.
- Misija OEBS-a, u saradnji sa Višom školom unutrašnjih poslova, UBPOK-om, Odeljenjem za strance, Službom za koordinaciju pomoći žrtvama trgovine ljudima i ASTROM, sproveda je obuku predstavnika specijalnih policijskih jedinica za borbu protiv trgovine ljudima. Trening je bio baziran na priručniku Međunarodnog centra za razvoj migracione politike (*International Centre for Migration Policy Development*).
- U organizaciji NVO Žene u akciji - Velika Plana i Fondacije *Friedrich Ebert*, u okviru projekta „Porodično nasilje i socijalni rad“, ASTRA je održala predavanje na temu trgovine ženama. Cilj ovog projekta je edukacija stručnjakinja iz pet opštinskih centara kroz upoznavanje sa iskustvima relevantnih nevladinih organizacija.
- U organizaciji Grupe 484 i UNHCR - Komesarijata za izbeglice Republike Srbije, održana je konferencija „Zaštita žena i dece u izbeglištvu i raseljeništvu od seksualnog i rodno

## Public Sessions, Round Tables, Public Discussions...

During last two years, ASTRA Team members took part in many public sessions, workshops, roundtables and trainings, presenting their experience in prevention and combating human trafficking.

### 2004

- In March 2004, the first training was organized for staff of the newly-established Agency for Coordination of Assistance to the Victims of Human Trafficking. The lecturers were professionals from ASTRA and Counseling against Family Violence and the Ministry of the Interior. The main idea of the Agency was to coordinate work of all anti-trafficking actors in our country.
- In the organization of the Swedish Embassy in Belgrade and ICVA/CIS, the movie “Lilja Forever” was screened, followed by a panel discussion on trafficking in human beings in the Balkans.
- OSCE Mission, in cooperation with the Police College, UBPOK, the Police Department for Aliens, the Agency for Coordination of Assistance to Trafficked Victims and ASTRA, organized training for the police officers of special anti-trafficking police forces. The training was based on the Manual of the International Centre for Migration Policy Development.
- In the organization of NGO *Žene u akciji - Velika Plana* and Friedrich Ebert Foundation, and within the project “Domestic Violence and Social Work”, ASTRA gave a lecture on trafficking in women. The aim of this project was education of experts from five municipal centers through studying the experiences of relevant NGOs.
- In the organization of Group 484 and UNHCR - Commissariat for Refugees of the Republic of Serbia, a conference was organized under the title “Protection of Women and Children – Refugees and IDPs from Sexual and Gender-Based Violence”, where ASTRA carried out a workshop on campaigns and experiences of the NGO sector in the implementation of similar activities.

zasnovanog nasilja“, gde je, između ostalog, ASTRA vodila radionicu koja se odnosila na kampanje i iskustva nevladinih organizacija u sprovođenju sličnih aktivnosti.

- U okviru projekta organizacije ICVA/CIS održano je pet projekcija filma „Lilja zauvek“ i panel debata za studente Policijske akademije. Učesnici debate bili su predstavnici Policijske akademije, Anti-trafiking tima MUP Srbije i UBPOK-a, Službe za koordinaciju pomoći žrtvama trgovine ljudima, OEBS-a, IOM-a, ASTRE i Više škole unutrašnjih poslova.

### 2005. godina

- Na Višoj školi unutrašnjih poslova u Beogradu, drugu godinu za redom, u okviru vežbi za predmet Kriministička metodika, održana je serija predavanja na kojima su studenti petog semestra upoznati sa problemom trgovine ljudima. Predavači su bili predstavnici UBPOK-a, Republičkog MUP i ASTRE.
- Održana je radionica „Praćenje i izveštavanje o ljudskim pravima“ za polaznike Diplomatske akademije. U okviru ove radionice, predstavnici Centra za prava deteta, Fonda za humanitarno pravo i ASTRE su govorili o svojim iskustvima u izradi alternativnog izveštaja za UN Komitet za ljudska prava u Ženevi, kao i o ostalim pratećim aktivnostima u vezi sa izveštajem.
- U organizaciji ICVA/CIS učenicima Škole unutrašnjih poslova i polaznicima kursa za policajce u Danilovgradu prikazan je film «Lilja zauvek», nakon čega je održana debata na temu trgovine ljudima na kojoj su učestvovali predstavnici relevantnih nevladinih organizacija, međunarodnih organizacija i policijskih jedinica iz SCG.
- Centar za prava deteta, uz podršku organizacije *Save the Children*, organizovao je seriju treninga „Trgovina decom u



- Within ICVA/CIS' project, five screenings of the film “Lilja Forever” and a panel debate were organized for the students of the Police Academy. The participants at the panel debate were the representatives of the Police Academy, the Anti-Trafficking Team of the Serbian Mol and UBPOK, the Agency for Coordination of Assistance to Trafficked Victims, OSCE, IOM, ASTRA and the Police College.

### 2005

- For the second year in a row, a series of lectures were held for the students of the fifth semester of the Police College, where they had opportunity to learn something about human trafficking. The lecturers were professionals from UBPOK, the Serbian Mol and ASTRA.
- A workshop “Human Rights Monitoring and Reporting” was organized for the students of Diplomacy Academy. Within this workshop, the representatives of Children Rights Center, Humanitarian Law Center and ASTRA talked about their experiences in creating Alternative Report for the UN Human Rights Committee in Geneva, as well as about other activities accompanying this Report.
- In the organization of ICVA/CIS, the screening of the movie “Lilja Forever” was organized for the students of the Police School and attendants of the course for police officers in Danilovgrad. This was followed by a debate on human trafficking, with the participation of professionals from relevant nongovernmental organizations, international organizations and police units from Serbia and Montenegro.

- Children Rights Center, with the support of *Save the Children*, organized a series of trainings “Child Trafficking

Srbiji – pretnja i realnost“ za predstavnike lokalnih medija, pravosuđa, policije, centara za socijalni rad, nevladinih organizacija, obrazovnog i zdravstvenog sektora. Na seminarima su učestvovali predstavnici Raškog, Jablaničkog, Zapadnobačkog, Severnobačkog, Severnobanatskog i Srednjobanatskog okruga. Predavači na seminarima su bili predstavnici nevladinih organizacija, pravosuđa, policije i medija. Članice ASTRE su učesnicima prenele svoja iskustva iz prakse.

- Održana su četiri seminara o borbi protiv trgovine ljudima za sto stručnih radnika u socijalnoj zaštiti u organizaciji Ministarstva za rad, zapošljavanje i socijalnu politiku, a uz podršku UNDP. Predavači na seminarima su bili predstavnici institucija, nevladinih i međunarodnih organizacija.
- U Kulturnom centru Šabac prikazan je film „Ljilja zauvek“, nakon čega je održana tribina „Trgovina ljudima u Srbiji“, posvećena predstavljanju trenutne situacije. Na tribini su govorili predstavnici nevladinih organizacija Centar za prava deteta i ASTRA.
- U okviru projekta „Jačanje kapaciteta policije za borbu

in Serbia – A Threat and A Reality” for professionals from local media, the judiciary, the police, social welfare centers, NGOs, and education and health institutions from in Raški, Jablanički, Zapadnobački, Severnobački, Severnobanatski and Srednjobanatski Region. The lecturers at these trainings were the representatives of the police, the judiciary, NGOs and the media. ASTRA Team members shared with the participants their experiences in anti-trafficking activities.

- Four seminars on fighting human trafficking were held targeting social welfare professionals in the organization of the Ministry of Labor, Employment and Social Policy, with the support of UNDP. The lecturers at these seminars were the representatives of institutions, NGOs and international organizations.
- The movie “Lilia Forever” was screened at the Cultural Centre Šabac. The screening was followed by a public session on “Trafficking in Human Beings in Serbia”, addressing current situation in this area. Key speakers were the representatives of NGOs Children Right Centre and ASTRA.
- Within the project “Strengthening Law Enforcement Capacities for Fighting Human Trafficking in South Eastern Europe”, International Centre for Migration Policy



protiv trgovine ljudima u Jugoistočnoj Evropi“, Međunarodni centar za razvoj migracionih politika (ICMPD) je organizovao obuku za 120 polaznika kursa Srednje škole unutrašnjih poslova u Sremskoj Kamenici. Predavači su bili predstavnici MUP Srbije, Više škole unutrašnjih poslova, ASTRE, kao i Specijalni tužilac za organizovani kriminal.

- U Kruševcu je održana javna tribina o suzbijanju trgovine ljudima u Srbiji, na kojoj su o svojim iskustvima govorili predstavnici lokalne policije, MUP i nevladinih organizacija Savetovališta protiv nasilja u porodici i ASTRA.
- Dva seminara osnovne obuke o trgovini ljudima za opštinske organizacije Crvenog krsta održana su u Beogradu. Predavači na seminarima su bili predstavnici međunarodnih organizacija, policije, Službe za koordinaciju pomoći žrtvama trgovine ljudima, nevladinih organizacija i Crvenog krsta.
- Grupa 484 je organizovala panel diskusiju „Ka beloj Šengen listi – azil, readmisija i ilegalne migracije“, u okviru koje su predstavnici MUP i ASTRA govorili su o suzbijanju trgovine ljudima kao uslovu za pridruživanje EU.

Development– ICMPD organized a training for 120 students of the Police Secondary School in Sremska Kamenica. The lecturers were professionals from the Interior Ministry, the Police College, ASTRA, as well as the Special Prosecutor for Organized Crime.

- In Kruševac, a public session on combating human trafficking in Serbia was held, where the representatives of the local police, the Interior Ministry and NGOs Counselling against Family Violence and ASTRA talked about their experiences.
- Two basic trainings on trafficking in human beings were organized in Belgrade for municipal Red Cross organizations. The lecturers were professionals from international organizations, the police, the Agency for Coordination of Assistance to Trafficked Victims, NGOs and Red Cross.
- Group 484 organized a panel discussion under the title “Towards the White Schengen List – Asylum, Readmission and Illegal Migrations”. Within this topic, representatives of the Ministry of the Interior and ASTRA talked about suppressing human trafficking as a condition for association with the EU.



## Program ASTRA SOS telefon i direktna pomoć žrtvama trgovine ljudima

## ASTRA SOS Hotline and Direct Victim Assistance Program

Program ASTRA SOS telefon i direktna pomoć žrtvama trgovine ljudima se realizuje od marta meseca 2002. godine. Nastao je kao direktan odgovor na pozive građana koji su usledili odmah po početku kampanje „Otvori oči” koju je ASTRA sprovedila u tom periodu. U okviru ovog programa funkcioniše ASTRA SOS telefon kao prvi, i još uvek jedini, SOS telefon na teritoriji Srbije specijalizovan za pružanje pomoći i prevenciju trgovine ljudima.

ASTRA SOS telefon je osnovno sredstvo ostvarivanja kontakta sa potencijalnim žrtvama i osobama koje su postale žrtve u lancu trgovine ljudima, te je njegovo delovanje dvostruko:

- **preventivno** – koje ima za cilj da pruži našim klijentkinjama/ima informacije o problemu trgovine ljudima, kao i o bezbednim načinima migracije i legalnog rada u inostranstvu. Istovremeno, našim klijentkinjama/ima su na raspolaganju i konsultacije sa advokatima koje se tiču eventualnih problema pri zapošljavanju kako u zemlji tako i van granica naše države. Kada govorimo o preventivnoj ulozi SOS telefona, bitno je naglasiti da su upravo podaci dobijeni u razgovoru sa našim klijentkinjama/ima osnova za dalje analize, čiji nam rezultati omogućavaju da pratimo nove trendove tj. da identifikujemo nove načine koje trgovci koriste za vrbovanje potencijalnih žrtava. Naša asistencija se upravo i kreće u pravcu eliminacije

ASTRA SOS Hotline and Direct Victim Assistance Program has been active since 2002. The program has emerged as a direct response to citizens' calls following the beginning of the *Open Your Eyes* campaign, which ASTRA ran during that period. ASTRA SOS Hotline is the first and only hotline service in the territory of Serbia specialized for assistance and prevention of human trafficking.

ASTRA SOS Hotline is a basic instrument for making contact with potential and actual victims of trafficking, and its role is two-fold:

- **Prevention** – aimed at providing the clients with information on human trafficking and on safe ways to emigrate and to work legally in foreign countries. At the same time, our clients have possibility to consult lawyers on employment issues both in the country and abroad. When we speak of the preventive role of SOS hotline, it is important to stress that information obtained in communication with our clients are the basis for further analysis, which results enable us to keep track of new trends, i.e. to identify new instruments which human traffickers use for recruiting potential victims. Our assistance actually goes towards the elimination of possible risks, fraud, manipulation and coercion that our citizens may encounter

mogućih rizika, prevara, manipulacija, pa eventualno i prinude, sa kojima se mogu susresti naši građani kada planiraju da se presele i/ili zaposle u drugoj državi, jer su to procesi u kojima su dosada naši klijenti/kinje najčešće bili prevareni i/ili završili u lancu trgovine ljudima.

- pružanje direktne pomoći žrtvama trgovine ljudima i podrške njihovim porodicama - zahvaljujući podršci Švajcarske agencije za razvoj i saradnju (Swiss Agency for development and cooperation), žrtvama trgovine ljudima se pružaju različiti vidovi besplatne medicinske, psihološke i pravne pomoći, obezbeđivanje transporta, praćenja klijentkinja i klijenata kroz institucije i asistencija u ostvarivanju njihovih prava (vađenje ličnih dokumenata, ostvarivanje dečjih dodataka, socijalne pomoći i dr.).

Kada govorimo o aktivnostima ASTRE u delu koji se odnosi na hitno pružanje pomoći („emergency assistance”) odnosno na procenu potreba, od trenutka kada su nam dostupne informacije o žrtvi i/ili je uspostavljen direktan kontakt sa njom, pristupa se analizi potreba, gde se pre svega vodi računa o željama same trafikovane osobe i o tome šta je u njenom najboljem interesu.

Vidovi pomoći koji se pružaju (potencijalnoj) žrtvi trgovine u ovoj fazi su:

- Posredovanje pri smeštanju u Sklonište ili pronalazak alternativnog smeštaja;
- Pravno savetovanje - potpuno informisanje u vezi sa statusom, pravima i relevantnim zakonskim procedurama;
- Psihološka pomoć;
- Hitna medicinska nega;
- Socijalna podrška.

Ako je reč o stranim državljanima obezbeđuju se usluge prevodioca.

Pružanje podrške žrtvi nastavlja se tokom procesa oporavka i reintegracije kada im navedene vrste pomoći ostaju na

when planning to emigrate and/or start working abroad, since these are the processes in which our clients have been most often deceived and/or ended up in the trafficking ring so far.

- **Direct assistance to trafficked victims and support to their families** - Owing to support of Swiss Agency for development and cooperation (SDC), trafficking victims are provided with different kinds of free medical care, psychological help and legal assistance, free transport, institutional guidance and advocacy in obtaining their rights (issuing personal documents, social welfare allowance, extra income support for women with children).

When we speak of emergency assistance, that is, needs assessment, from the moment we find out about a trafficked victim and/or have access to her/him, the needs analysis is done, whereby particular attention is paid to the wishes of the trafficked person involved and to what is his/her best interest.

The kinds of assistance provided to (potential) trafficked victims in this stage are as follows:

- Help with accommodation in the Shelter or search for an alternative accommodation;
- Legal counseling – the provision of full information regarding the status, rights and relevant legal procedures;
- Psychological counseling;
- Emergency medical care;
- Social support.

In addition, foreign nationals are provided with interpretation services.

The listed services are available to the victims through the entire process of recovery and reintegration. In all stages of victim assistance, special attention is paid to prevent any

raspolaganju. U svim fazama pružanja pomoći, nastoji se da se spreči svaka eventualna sekundarna viktimizacija žrtve.

Tokom četiri godine rada stečeno je značajno znanje i praktična iskustva koja su usvojena kao referentna tačka unapređenja metodologije i kvaliteta rada sa žrtvama trgovine ljudima.

Realizacija navedenog ostvaruje se kroz:

**Osnovne - primarne aktivnosti:**

- *SOS pozivi*
- *Pomoć žrtvama trgovine ljudima* (intervencije kroz koje ASTRA klijentkinjama/ima pruža potrebnu pomoć)
- *SOS datoteka* (svi podaci o klijentima i preduzetim aktivnostima se sistematski prikupljaju i arhiviraju u bazi podataka – SOS datoteci iz koje ćemo navesti statističke podatke).

**Ostale - sekundarne aktivnosti:**

- *Kontakti sa institucijama i partnerskim organizacijama u regionu i šire* u cilju pružanja potpunih i blagovremenih informacija i konkretnih vidova pomoći.

ASTRA SOS telefon **011 33 47 817**, radi svakog radnog dana od 14 do 20 časova. Pored ovog broja obezbeđen je broj telefona **0800 101 201** koji je besplatan za klijentkinje i klijente na teritoriji cele Republike Srbije. Za terenske akcije koje se sprovode van radnog vremena SOS telefona i za hitne slučajeve, konsultantkinje ASTRA SOS telefona su dostupne preko posebnog mobilnog broja telefona **065 33 47 817** i u prepodnevnom časovima preko kancelarije ASTRE.

## SOS pozivi

Od prvog primljenog poziva 19. marta 2002. godine do danas primljeno je ukupno **3836** poziva od strane **1062** klijenta.

Na grafikonu 1. je prikazan broj poziva na godišnjem nivou koje je ASTRA primila od početka svog rada. Objašnjenje

secondary victimization of the victim concerned.

During our four-year work, we have acquired significant knowledge and practical experience that have been accepted as a reference point for the advancement of methodology and quality of work with trafficked victims.

The above-mentioned is achieved through:

**Basic – primary activities:**

- *SOS calls*
- *Victim assistance* (field actions, assistance and interventions)
- *SOS database* (all data on clients and on undertaken activities are systematically gathered and stored in a data base – SOS database, which statistics have been used for this Report).

**Other – secondary activities:**

- *Contacts with institutions and partner organizations in the region and beyond* with a view to providing full and timely information and specific kinds of assistance.

ASTRA SOS Hotline number **011 33 47 817** works on Monday to Friday from 2 P.M. to 8 P.M. Moreover, we have another number **0800 101 201** which is free of charge for clients calling from the territory of the Republic of Serbia. For field actions carried out outside SOS hotline’s working hours and for emergency cases, ASTRA SOS Hotline consultants may be reached through mobile phone number **065 33 47 817** and through ASTRA office in the morning.

## SOS Calls

Since the first call on March 19, 2002, ASTRA SOS Hotline has received a total of **3836** calls made by **1062** clients.

Chart 1. shows annual trends in the number of calls ASTRA have received since the beginning of work. Explanation for such a

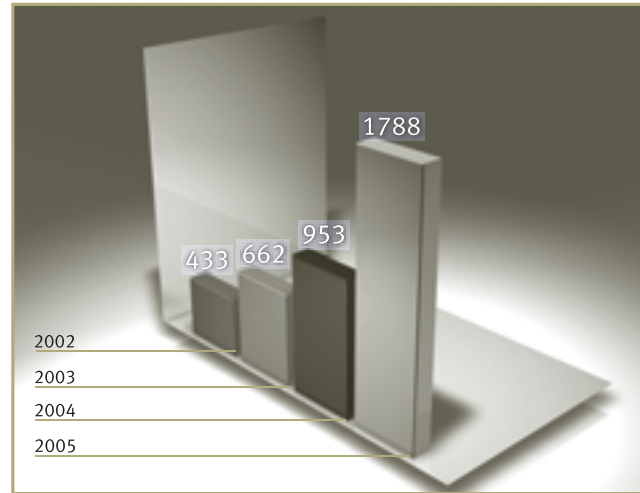
ovako očiglednog rasta broja poziva (samo u 2005. godini je primljeno više poziva nego u 2003. i 2004. godini zajedno), u kojima se klijentkinje/i obraćaju ASTRI za pomoć, nalazimo u boljoj informisanosti javnosti o ovom problemu. U okviru preventivnog rada ASTRE preduzete su brojne aktivnosti koje, pored edukativnog rada, omogućavaju i predstavljanje ASTRE kao organizacije koja se bavi specifičnim problemom. Održani su brojni seminari i treninzi namenjeni stručnjacima i nevladinim organizacijama, a posebna pažnja se poklanja preventivnom radu sa mladim ljudima.

Naročiti efekat na senzibilisanje najšire javnosti imaju medijske kampanje kojima je cilj da se problem trgovine ljudima učini što vidljivijim, a kroz koje se i prezentuje SOS telefon kao način izlaska iz lanca trgovine ili kao način na koji se ovaj problem u konkretnim slučajevima može prevenirati.

U periodu 1. januar 2004 – 31.12. 2005. godine (period na koji se ovaj izveštaj odnosi), primljen je 2741 poziv od strane 744 klijenta.

Poređenjem broja kontakata koje smo ostvarili sa klijentima u ovom periodu, sa brojem poziva u prve dve godine rada SOS telefona (1095) beležimo rast od 150,32%.

Praćenjem frekvencija u grafikonu 2 već je na prvi pogled uočljivo da je u toku 2005. godine primljeno znatno više poziva. U toku 2004. godine registrovano je ukupno 953 poziva dok je u 2005. godini taj broj (1788) gotovo dva puta tj. za 87,62% veći.



Grafikon 1 / Chart 1

Broj poziva od 2002 - 2005. godina / No. of calls 2002 - 2005

noticeable rise in the number of calls (only in 2005 we received more calls than in 2003 and 2004 together) may be sought in the fact that today public is more aware of trafficking. Within its prevention activities, ASTRA has undertaken numerous activities which, besides educational impact, enables the presentation of ASTRA as an organization dealing with a specific issue. Numerous anti-trafficking seminars and trainings for professionals and nongovernmental organizations have been conducted, while special attention has been brought to prevention of trafficking particularly in young people.

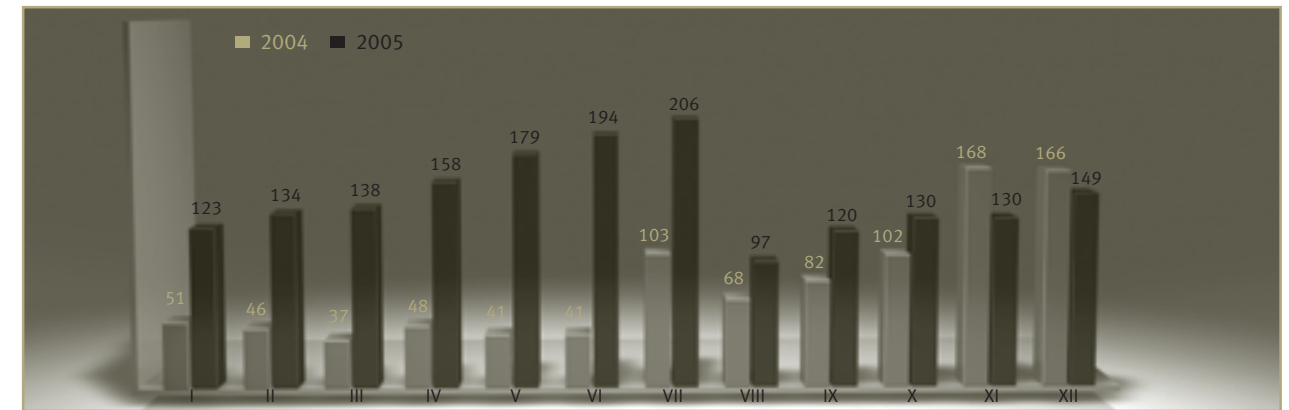
Especially effective for the awareness raising of the broadest population are media campaigns, which seek to make human trafficking issue visible, and through which SOS hotline is presented as a possible way out of the trafficking ring or as a way of prevention of this problem in specific cases.

Between January 1, 2004 and December 31, 2005 (period covered by this Report), ASTRA SOS Hotline received 2741 calls made by 744 clients.

Compared to the number of contacts we made with clients during the first two years of work of SOS hotline (1095) this is an increase of 150.32%.

The frequency of calls presented in Chart 2. indicates a substantial rise in the number of calls we received in 2005. During 2004, there were a total of 953 calls, compared with 1788 received in 2005, which is twice as much, that is, a 87.62% increase.

Considerable variations in the number of calls could be observed on an annual level, as well.



Grafikon 2 / Chart 2

Broj primljenih poziva u 2004-2005. godini po mesecima / No. of calls in 2004-2005 by months

Na godišnjem nivou se takođe uočavaju značajna variranja u broju poziva.

U periodu januar – jun 2004. registrovano je ukupno 264 poziva, dok je u drugoj polovini godine taj broj gotovo dva i po puta veći – primljeno je 689 poziva. Osnovni razlog ovako značajnog porasta je početak kampanje „Postoji izlaz”, koju je ASTRA, uz podršku UN ODC, sprovodila od jeseni 2004. godine.

Tokom prve polovine 2005. godine postoji tendencija stabilnog povećanja broja primljenih poziva. Uzlazni trend maksimum dostiže u julu mesecu (206 poziva), kada ASTRA započinje zajedničku kampanju „Spasimo decu od trgovine ljudima” sa organizacijom Save The Children u okviru koje je emitovano šest video spotova.

Kroz četvorogodišnji rad ASTRA SOS telefona potvrdilo se pravilo da u periodima u kojima se emituju ASTRINI spotovi broj poziva raste i za 100%. Stoga bi se zastupljenošću ASTRE u medijima moglo objasniti povećanje broja poziva početkom letnjih meseci 2004. i 2005. godine, dok je njihovo opadanje u avgustu posledica sezone godišnjih odmora, ali i smanjenog prisustva ASTRE i same teme trgovine ljudima u medijima.

Izveštavanje medija o problemu trgovine ljudima je drugi bitan faktor koji u velikoj meri određuje učestalost poziva, bez obzira

In January-June 2004, we registered 264 calls, while in the second half of the year this figure was by two and half times higher – 689. This rise was mainly due to the beginning of the *There Is a Way Out* campaign, which ASTRA ran since the autumn of 2004, with support of UNODC.

In the first half of 2005, the number of received calls was on a stable rise. This upward trend reached its peak in July (206 calls received), when ASTRA launched a joint campaign with Save the Children under the title “**Save the Children from Human Trafficking**”, which included the broadcasting of six video spots.

In four years of work of ASTRA SOS Hotline, it has been confirmed more than once that the number of calls grows, and even doubles, during the periods in which ASTRA’s spots are broadcasted. Therefore, rise in the number of calls at the beginning of summer of 2004 and 2005 could be explained with ASTRA’s broad presence in the media, while the drop in August coincides with the season of summer holidays and reduced presence of ASTRA and the very topic of human trafficking in the media.

Media reporting on human trafficking cases is another significant factor which to a great extent affects the frequency of

da li mediji problem tretiraju kroz dokumentarne i edukativne emisije ili kroz afere u vezi sa trgovinom ljudima, u kojima elementi senzacionalizma naročito privlače pažnju javnosti.

Analizirajući frekvencije poziva za 2004 - 2005. godinu (grafikon 3), u odnosu na sate kada su primljeni, ne uočavaju se neke veće pravilnosti.

ASTRA SOS telefon zvanično radi od 14h, ali se naše volonterke iz prepodnevne smene javljaju i pre ovog vremena (10 – 14h). Do 14h je primljeno ukupno 790 poziva – 28,8% ukupnog broja poziva. U periodu od 14 - 20h primljen je najveći broj poziva (64,2%). Tokom vikenda i u periodu posle 20h nisu zabeleženi hitni pozivi zbog kojih bi bila potrebna intervencija od strane ASTRE. Broj poziva je ravnomeran tokom radne nedelje.

U ukupnom broju poziva 2004 - 2005. godine, najzastupljeniji su oni u kojima je ostvaren direktan kontakt sa klijentima (1100 tj. 40,13%). Po frekventnosti slede kontakti sa institucijama (492 tj. 17,95%) i NVO (288 tj. 10,51%). Pored toga, ASTRI su pozive upućivali roditelji ili rođaci žrtava (381 tj. 13,9%) i građani (288 tj. 10,51% ukupnog broja poziva).

Od 2741 poziva koji su primljeni tokom 2004 – 2005. godine, 1936 poziva su uputile osobe ženskog pola, dok je u 805 slučajeva ASTRU kontaktirala osoba muškog pola.

Kontakti sa klijentima se ostvaruju ne samo putem telefonskih poziva, već i kroz terenske akcije, kojih je od početka rada SOS telefona do 31. decembra 2005. godine bilo 236.

U ukupnom broju kontakata uspostavljenih 2004 - 2005. godine, obavljena je 181 terenska akcija. Klijentkinjama/tima je asistirano tokom kontakta sa drugim NVO i institucijama u cilju ostvarivanja njihovih prava na specifične vidove pomoći. ASTRA je klijentima obezbedila transport, pratnju i asistenciju u vidu medicinske, pravne, psihološke i drugih gore navedenih

calls, regardless of whether the media treats the issue through documentary or educational broadcasts or through human trafficking scandals, in which the elements of sensationalism especially draw public attention.

Analyzing the frequency of calls in 2004-2005 (chart 3) according to the time of receiving them, no relevant regularities could be observed.

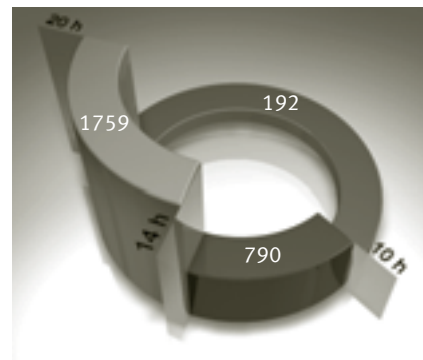
ASTRA SOS Hotline officially works from 2 P.M. to 8 P.M., but our staff members from the morning shift answer the calls even before this time (10 A.M. – 2 P.M.). A total of 790 calls, that is 28.8%, were received before 2 P.M. The majority of calls (64.2%) were received during official working hours. On weekends and in the period after 8 P.M. no emergency calls that required ASTRA's intervention were registered. The number of calls is balanced throughout the working week.

Of all calls in 2004-2005, the most frequent were those involving direct contact with clients (1100, that is, 40.13%), followed by contacts with institutions (492, that is, 17.95%) and NGOs (288, that is, 10.51%). Besides these, ASTRA was contacted by victims' parents and relatives (381, that is, 13.9%) and citizens (288, that is, 10.51% of the total calls received).

Of 2741 calls received in 2004 – 2005, 1936 were made by female and 805 by male clients.

Contacts with clients are made not only through telephone calls, but also through field actions - 236 field actions took place since the beginning of work of SOS hotline until December 31, 2005.

Of all contacts made in 2004-2005, 181 were field actions. Clients were assisted in contacting other NGOs and institutions for the sake of realization of their right to specific services. ASTRA provided transport, company and assistance to its clients in the form of medical, legal, psychological and other



Grafikon 3 / Chart 3

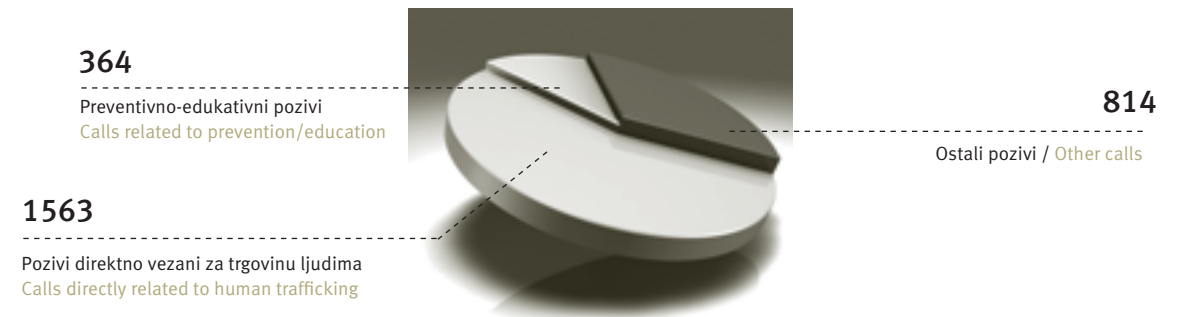
Učestalost poziva u toku dana u 2004 - 2005. godini  
Daily frequency of calls 2004 - 2005.

vrsta pomoći u okviru programa ASTRA SOS telefon i direktna pomoć žrtvama.

## Struktura poziva

Razlozi (vrste poziva) zbog kojih nam se građani/ke obraćaju su razvrstani u tri osnovne kategorije i prikazani u grafikonu 4.

Prva grupa poziva je prikazana u grafikonu 5. i čine je pozivi koji



Grafikon 4 / Chart 4

Vrste poziva u 2004 - 2005. godini / Categories of calls 2004 - 2005.

su direktno u vezi sa trgovinom ljudima – ukupno 1563 poziva (57%), u grafikonu 6. prikazani su pozivi iz grupe preventivno-edukativnih poziva – 364 poziva (13,3%) i u grafikonu 7. se nalaze ostali pozivi – ukupno 814, odnosno 29,7% svih poziva tokom 2004 – 2005. godine.

Iz grupe poziva u direktnoj vezi sa trgovinom ljudima, koji su najbrojniji, a koji čine 57% ukupnog broja poziva, izdvojene su prijave o trgovini kojih je primljeno ukupno 232 (14,8%).

U slučaju prijave trgovine ljudima, ASTRA uz blagovremeno prosleđivanje informacija, preuzima brojne korake u pravcu otkrivanja i pružanja pomoći žrtvi trgovine ljudima, uz saradnju sa NVO i međunarodnim organizacijama u zemlji

above-mentioned sorts of services within ASTRA SOS Hotline and Direct Victim Assistance Program.

## Structure of Calls

Reasons (the category of calls) for which citizens contact us are classified in three basic categories which are presented in chart 4.

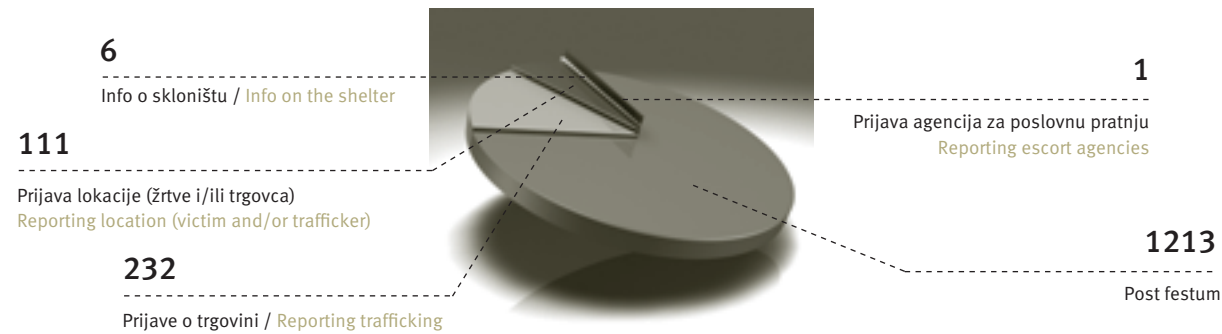
The first group of calls – those directly related to human

trafficking – are presented in chart 5. There were 1563 such calls (57%). Chart 6. presents calls of preventive/educational nature – 364 calls (13.3%), while chart 7. shows other calls – 814, that is, 29.7% of all calls received in 2004 – 2005.

Calls directly related to human trafficking are the most frequent, accounting for 57% of all calls received. Within its subcategory - reporting human trafficking, there were 232 calls received, which makes up 14.8%.

In case of reporting human trafficking, in addition to timely forwarding information, ASTRA takes numerous steps towards discovering and assisting to the trafficked victim, in cooperation with NGOs and international organizations in the





Grafikon 5 / Chart 5

Pozivi direktno vezani za trgovinu ljudima u 2004 - 2005. godini / Calls directly related to human trafficking in 2004 - 2005.

i inostranstvu, policijom (opštinskim organima unutrašnjih poslova, Republičkim Ministarstvom unutrašnjih poslova, Nacionalnim biroom Interpola - Beograd, SECI Regional Centre for Combating Trans-border Crime), nadležnim centrima za socijalni rad i drugim institucijama. Saradnja sa NVO u regionu omogućava delovanje na više koloseka u smislu koordinacije i razmene informacija radi sprovođenja aktivnosti koje imaju za cilj, zavisno od konkretne situacije, otkrivanje žrtve trgovine ljudima i pružanje efektivne pomoći. Istovremeno se kroz ovu saradnju ostvaruje direktan kontakt sa institucijama u mestu destinacije, tranzitnog područja ili porekla žrtve, čime se u asistenciju uključuje više aktera koji, uz stalnu neposrednu komunikaciju, deluju u interesu žrtve trgovine ljudima.

*Prijava lokacije žrtve ili trgovca* je druga vrsta poziva direktno vezanih za trgovinu ljudima. Upućeno nam je 111 (7,1%) poziva ove vrste, što je u odnosu na ukupan broj poziva iz ove grupe više nego dva puta manje od broja poziva u 2002-2003. godini, i moglo bi se objasniti novim metodama rada trgovaca ljudima, zbog čega su građanima, koji najčešće upućuju ove pozive, žrtve trgovine manje dostupne tj. vidljive.

Treća vrsta poziva su takozvani „*post festum*” pozivi – 1213 poziva (77,6%), gde se ASTRI obraćaju žrtve trgovine koje su izašle iz situacije eksploatacije, a kojima su potrebni različiti vidovi pomoći i podrške (zdravstvena, pravna, materijalna i

country and abroad (municipal law enforcement authorities, Serbian Ministry of the Interior, National Bureau of Interpol – Belgrade, SECI Regional Centre for Combating Trans-border Crime), competent social welfare centers and other institutions. Cooperation with NGOs in the region enables multi-track action in terms of coordination and exchange of information for the purpose of carrying out activities which are, depending on specific situation, aimed at discovering trafficked victims and the provision of effective assistance. At the same time, through such interaction, we make direct contact with institutions in the country of destination, transit area or the country of origin, in which way more actors get involved in assistance, who, in permanent direct communication, act in the best interest of trafficked victim.

*Reporting location of victim/trafficker* is another subcategory of calls directly related to trafficking. We received 111 (7.1%) calls of this kind, which is twice as little compared with the number of calls from this subcategory received in 2002-2003. This fall could be explained by new methods of work which traffickers use, because of which trafficked victims have become less available, that is, visible to citizens who mainly report such findings.

The third subcategory of calls are so called “*post festum*” calls – 1213 (77.6%), in which case ASTRA is contacted by trafficked victims who managed to get out of the situation of exploitation

sl.). Broj poziva iz grupe „*post festum*” je značajno porastao u odnosu na period 2002 - 2003. godine, kada je primljeno 118 poziva ove vrste, što je indikativno, naročito kada se uzme u obzir da su programi reintegracije u Srbiji malobrojni, malih kapaciteta i bez sistematskog pristupa, a, s druge strane, broj identifikovanih žrtava trgovine koje su uspele da izađu iz lanca trgovine raste iz godine u godinu.

Upućeno nam je 6 (0,4%) poziva koji se odnose na Sklonište za žrtve trgovine ljudima, uglavnom radi ASTRINE asistencije drugim organizacijama prilikom smeštanja žrtve u Sklonište. Od ukupnog broja žrtava koje su se u 2004 - 2005. godini prvi put obratile ASTRI za pomoć ili je ASTRA imala saznanja o njihovoj identifikaciji, njih 38 (30,65%) je smešteno u Sklonište za žene i decu žrtve trgovine ljudima.

Zbog brojnosti u toku 2002 - 2003. godine, kao posebna grupa su izdvojeni pozivi koji se odnose na prijavu trgovine pri agencijama za poslovnu pratnju. U toku 2004-2005. godine primljen je jedan poziv (0.1%) ove vrste, što je posledica promene „modus operandi” trgovaca ljudima. Naime, u ranijem periodu žene i devojke su često dospevale u položaj žrtve trgovine ljudima upravo kroz posao pri agenciji za poslovnu pratnju. U periodu od 2001 – 2003. godine veliki broj tih agencija se javno reklamirao. U periodu 2004 - 2005. godine uočeno je da se znatno ređe javno oglašavaju, ali je istovremeno u porastu ponuda „*au pair*” i ugostiteljskih poslova, oglasa za masažu, poslova za manekene i fotomodele. S druge strane, muškarci su traženi kao sezonski radnici na plantažama i farmama, nude im se poslovi u građevinarstvu i na naftnim platformama. Na taj način, mada to nije pravilo, žene i devojke se mogu naći u situaciji da postanu žrtve trgovine ljudima sa ciljem seksualne eksploatacije, dok su muškarci izloženiji riziku radne eksploatacije i prosjačenja ukoliko su u pitanju maloletna lica.

Lažna obećanja su jedan od metoda rada trgovaca ljudima, koji koriste lošu ekonomsku situaciju i rastuću nezaposlenost, nudeći kroz lični kontakt, putem oglasa u novinama i sve češće putem Interneta, „dobro plaćene poslove” kod nas i u inostranstvu. Naročito privlačne destinacije van Srbije i Crne Gore su: Italija, Velika Britanija, Holandija, SAD, Ujedinjeni

and who need various kinds of help and support (health, legal, material). The number of “*post festum*” calls dramatically increased relative to 2002 – 2003, when we received 118 such calls, which is indicative, especially bearing in mind that reintegration programs in Serbia are scarce, of small capacities and unsystematic, while, on the other hand, the number of identified trafficked victims who got out of the trafficking ring is growing year after year.

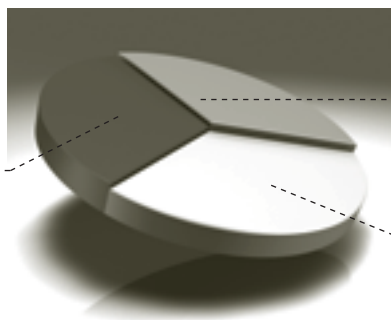
We received six (0.4%) calls related to the Shelter for Trafficked Victims, where other organizations needed ASTRA’s assistance to accommodate the victim in the Shelter. Of all victims who called ASTRA for help for the first time in 2004-2005, or ASTRA had information on their identification, 38 (30.65%) were housed in the Shelter for Women and Children Trafficked Victims.

In 2002-2003, we received many calls which were classified as calls reporting human trafficking within escort agencies. However, in 2004-2005, we received only one call (0.1%) of this kind, which is due to the change in traffickers’ MO. Namely, earlier, girls and women would often fall victim to trafficking right through work in escort agencies. During 2001-2003, a great number of such agencies openly advertised their services. However, in 2004-2005, it was observed that such agencies were much less present in public ads, but at the same time, the supply of “*au pair*” jobs and jobs in hotels and restaurants was on the rise, as well as advertisements offering massage, modeling jobs and the like. On the other hand, men are demanded as seasonal workers on plantations and farms, they are offered jobs in construction and on oil platforms. In this way, although not as a rule, girls and women may end up in trafficking for the purpose of sexual exploitation, while men are more at risk of labor exploitation and begging if minors are in question.

False promises are another method of work of traffickers, who are making use of poverty and growing unemployment, offering, through personal contact, newspaper advertisements and increasingly through the Internet, “well-paid jobs” in the country and abroad. Especially attractive destinations outside

120

Info o odlasku u inostranstvo  
Info on going to a foreign country



111

Info o ASTRI  
Info on ASTRA

133

Info o agencijama za zapošljavanje  
Info on employment agencies

Grafikon 6 / Chart 6

Preventivno-edukativni pozivi u 2004-2005. godini / Preventive/educational calls in 2004-2005

Arapski Emirati, Kuvajt itd.

U grupi preventivno-edukativnih poziva primljena su 364 poziva, što čini 13,3% od ukupnog broja poziva. Ovde je interesantno istaći da nam je ove pozive uputilo 170 klijenata, što je 23% od ukupnog broja klijenata koji su nam se obratili. I u periodu na koji se ovaj izveštaj odnosi potvrđuje se pravilo da je faktor ponavljanja poziva kod klijentkinja/ta iz ove grupe poziva manji nego kod klijentkinja/ta iz grupe poziva koji se direktno odnose na trgovinu ljudima.

U okviru ove kategorije, po frekventnosti se izdvajaju pozivi u kojima se ASTRI obračaju klijentkinje/ti interesujući se za rad agencija i pojedinaca koji posreduju u zapošljavanju, naročito ukoliko se radi o zaposlenju u inostranstvu – 133 (36.5% od ukupno primljenih poziva iz grupe preventivno - edukativnih poziva), kao i pozivi klijenata/kinja kojima su potrebne različite informacije vezane za druge razloge odlaska u inostranstvo (školovanje, turističke posete) – 120 (33% od ukupno primljenih poziva iz grupe preventivno-edukativnih poziva). Ova grupa klijenata se prati kroz čitav proces pripreme za odlazak iz naše zemlje i tokom boravka u inostranstvu do trenutka dobijanja potvrde njihove bezbednosti.

Cilj nam je da kod najšire javnosti ASTRA bude prepoznata kao organizacija koja se u okviru problema trgovine ljudima angažuje na polju prevencije i edukacije, i pruža usluge kao

Serbia and Montenegro are Italy, Great Britain, Holland, the USA, UAE, Kuwait, etc.

In the group of calls of preventive/educational nature, we had 364 calls, which account for 13.3% of all calls received. It is interesting to stress here that such calls were made by 170 clients, which is 23% of all clients who contacted us. In the period covered by this report, it was confirmed once again that repetition factor in calls made by clients from this category was smaller than when we speak of clients making calls directly related to human trafficking.

Within this group of calls, we can distinguish, in terms of frequency, calls in which clients inquire about the work of employment agencies and individual job brokers, especially when work abroad is concerned - 133 (36.5% of all calls in this category), as well as the calls of clients who need various information related to other reasons for traveling to a foreign country (education, tourist visits) – 120 (33% of all calls in this category). This group of clients is monitored through the entire process of preparations for leaving the country and during their staying abroad until we receive confirmation of their safety.

Our goal is to make ASTRA recognized by the broadest public as an organization engaged, in the human trafficking field, on prevention and education programs, providing services such as: the examination of employment agencies, the legal analysis

što su: provera agencija za zapošljavanje i za posredovanje pri zapošljavanju, pravna analiza ugovora koju klijent dobija u pisanoj formi, i uz poseban osvrt na tačke ugovora koje za klijenta mogu biti nepovoljne i zbog čega postoji mogućnost dodatnih pravnih konsultacija sa advokatima koje ASTRA angažuje. Akcenat je na ukazivanju građanima na moguće rizike odlaska u inostranstvo i neophodnost pravovremenog informisanja o svim pitanjima koja se odnose na putovanja. Putem ASTRA SOS telefona naši klijenti dobijaju informacije o sigurnim migracijama (informacije o pripremi dokumenata, procedurama, viznim režimima, kontakte ambasade ili konzulata u stranoj zemlji, kontakte NVO u zemlji destinacije koji mogu biti od koristi, ako postoji mogućnost vrši se i provera škole, firme...). Na ovaj način se preventivno deluje u cilju sprečavanja ne samo trgovine ljudima, već i eventualnih zloupotreba i prevara kojima mogu biti izloženi ljudi koji žele da nastave školovanje ili da se zaposle u inostranstvu.

U odnosu na prve dve godine rada SOS telefona, izuzetno je porastao broj poziva u kojima nam se građani/ke obračaju sa željom da saznaju više o našim aktivnostima, ciljevima i principima rada ili da i sami učestvuju u aktivnostima ASTRE. U toku 2002-2003. godine primljeno je 48 poziva ove vrste, dok je u periodu 2004 - 2005. godine broj poziva u kojima nam se građani obračaju da bi dobili informacije o ASTRI porastao za 131,25% tj. primljeno je 111 poziva (30,5%).

Iz grupe „ostali pozivi” izdvajamo one koji su vezani za porodično nasilje, ukupno 273 (33,5%) poziva. Intervencija ASTRE podrazumeva pružanje podrške žrtvama porodičnog nasilja u ostvarivanju kontakta sa relevantnim nevladinim organizacijama i nadležnim institucijama.

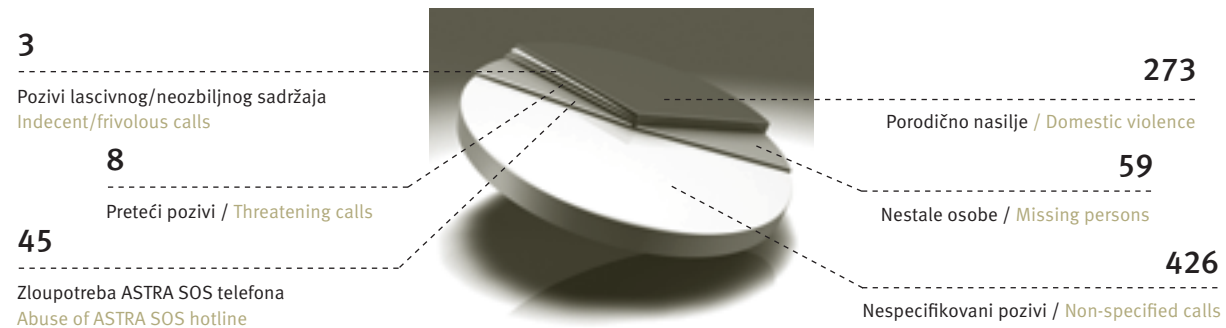
U ovoj grupi izdvojeno je 59 (7,2%) poziva u kojima se prijavljuje nestanak punoletnih osoba za koje ne postoje direktne indicije da bi mogle biti žrtve trgovine ljudima, a koje nisu nestale u zoni ratnih dejstava. Praksa je pokazala da u ovim slučajevima, porodice nestalih punoletnih osoba u nevladinom sektoru neće naći značajniju podršku i u potpunosti su upućene na

of contracts offered to the clients with special emphasis on clauses which may be unfavorable to the clients, for which reason we allow for additional legal consulting with lawyers hired by ASTRA. The focus is on pointing out for them to the possible risks of going abroad and to the necessity of timely information on all travel-related issues. Through ASTRA SOS Hotline, our clients can obtain information on safe migrations (information on the preparation of documents, procedures, visa regimes, the contacts of embassies or consular missions in specific foreign country, the contacts of NGOs which may be of use in the country of destination; if it is possible, the school or the company are checked, as well). In this way, we act preventively with a view to stopping not only human trafficking, but also possible abuses and frauds to which persons who wish to continue their education or to find a job in a foreign country may be exposed.

Compared to the first two years of work of ASTRA SOS Hotline, the number of calls in which citizens called to find out more about our activities, goals and principles of work or with a wish to participate in ASTRA's activities grew considerably. During 2002-2003, we had 48 such calls, but in 2004 – 2005, the number of calls concerning information on ASTRA went up by 131.25% i.e. 111 calls were received (30.5%).

In the category “other calls”, we may distinguish those reporting domestic violence - 273 (33.5%) calls received. ASTRA's intervention implies support for the victims of domestic violence to make contact with relevant institutions and NGOs.

There were 59 (7.2%) calls reporting the missing of an adult person for whom there were no direct indication that could be trafficked victim, but who did not disappear in the war zone. Our experience is that in such cases, the families of adult missing persons would not receive any significant support in the NGO sector, but they could rely only on institutions, which are often not able to ensure necessary support or “logistic assistance” to them. ASTRA accepted such cases, providing



Grafikon 7 / Chart 7  
Ostali pozivi u 2004-2005.godini / Other calls in 2004-2005

institucije, koje često ne mogu da pruže potrebnu podršku ili „logističku pomoć” porodici nestale osobe. ASTRA je prihvatila ove slučajeve obezbeđujući porodici podršku i kontakte sa organizacijama čijem je fokusu rada ova problematika bliža i koje bi mogle da pruže konkretnije vidove pomoći.

U toku 2005. godine praćeni su pozivi koji su se odnosili na prijave potencijalnih žrtava. Situacija u kojoj su se nalazili klijentkinje/i u ovoj podgrupi poziva ukazivala je na veliku verovatnoću da se kao žrtve nađu u lancu trgovine ljudima, ali je postojala mogućnost da nije u pitanju trgovina ljudima, već da se radi o porodičnom, partnerskom ili drugoj vrsti nasilja. U ovim slučajevima nisu uvek bile poznate sve okolnosti pod kojima je žrtva dospela u situaciju u kojoj je ugrožena, niti se na osnovu prvih kontakata moglo tačno predvideti sa kakvim ciljem je dovedena u takvu poziciju. Primljeno je 86 poziva u vezi 27 potencijalnih žrtava trgovine ljudima, u 24 slučaja se radilo o državljanima Srbije. Od ukupnog broja potencijalnih žrtava, 14 su bili punoletni, dok se u 8 slučajeva radilo o maloletnim licima. Starosni uzrast nam je nepoznat za 5 potencijalnih žrtava.

U ovoj grupi poziva je zabeleženo 45 (5,5% ukupnog broja poziva iz ove grupe) pokušaja zloupotrebe ASTRA SOS telefona. Najčešće su pozivi upućivani od strane trgovaca ljudima koji su na ovaj način želeli da saznaju lokaciju žrtve u toku sudskog

families with support and contacts with organizations which were more focused on this issue and which could offer services that are more specialized.

During 2005, we kept track of calls related to the reporting of potential victims. The situation in which clients from this subcategory of calls were indicated high probability of them ending up in the trafficking ring, but it was also possible that no human trafficking was involved, but domestic, partner or other forms of violence. In these cases, we did not have all information on circumstances under which the victim ended up in the situation in which she/he was endangered, nor could it be precisely predicted on the basis of first contacts with what objective she/he was put in such a position. ASTRA SOS Hotline received 86 calls regarding 27 potential victims of trafficking, 24 of whom were Serbian nationals. Of all potential victims, 14 were adults and eight were minors. We did not have information on the age of five potential victims.

In this group of calls, 45 (5.5% of all calls in this category) were made in an attempt to misuse ASTRA SOS Hotline. These calls were mainly made by traffickers who wanted in this way to learn the location of the victim during court proceedings so that they could affect her testimony, or to discover the residence of the victim who managed to get out of a relationship in which she was exploited. Moreover, some calls were made in an attempt

postupka kako bi uticali na njeno svedočenje ili su kontaktirali ASTRU u nameri da otkriju prebivalište žrtve koja je uspela da izađe iz odnosa u kome je bila eksploatisana. Pored toga, povod ovih poziva je pokušaj da saznaju adresu Skloništa za žrtve trgovine ljudima kada imaju informaciju da je žrtva tamo smeštena ili da slučaj lažno predstave kao trgovinu ljudima, dok je u osnovi drugi problem, npr. porodično nasilje.

Primljena su 3 (0,4%) poziva lascivnog/neozbiljnog sadržaja, 8 (1%) pretećih poziva i drugo (426 poziva). Brojnost poziva koji su svrstani pod drugo delimično je posledica održavanja kontakta i po potrebi pružanja pomoći klijentkinjama koje su iz kategorije post festum poziva, ali priroda kontakta nije u vezi sa situacijom eksploatacije u kojoj su se ranije nalazile. Pored toga, učestalost poziva svrstanih u ovu grupu ukazuje na potrebu posebne analize razloga njihovog upućivanja ASTRI, te će u okviru ove vrste poziva ubuduće biti izdvojene podkategorije.

## Žrtve trgovine ljudima

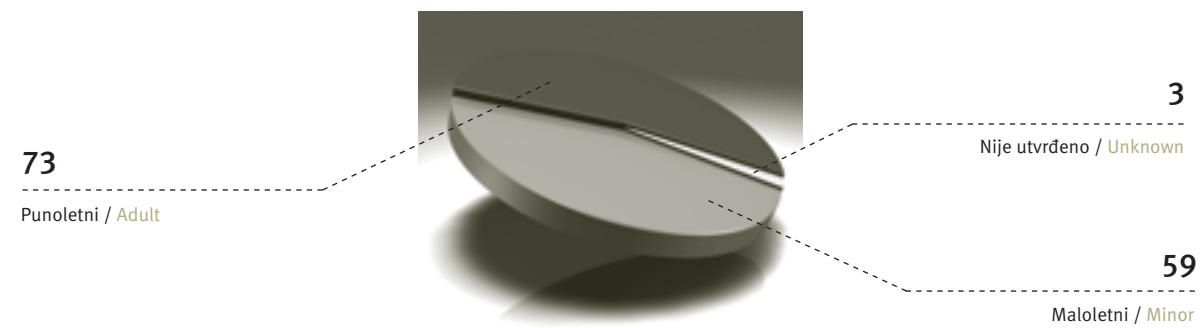
U toku 2004 - 2005. godine ASTRA je pružila pomoć u slučaju 135 žrtava trgovine ljudima. Od ukupnog broja žrtava kojima je pružena pomoć, 73 (54%) osobe su bile punoletne dok je u 59 (44%) slučajeva bilo reči o deci žrtvama trgovine ljudima (u međuvremenu

to find out the address of the Shelter for trafficked victims, when they had information that the victim was accommodated there or to falsely present a case as human trafficking, while it actually concerned some other problem, domestic violence for example.

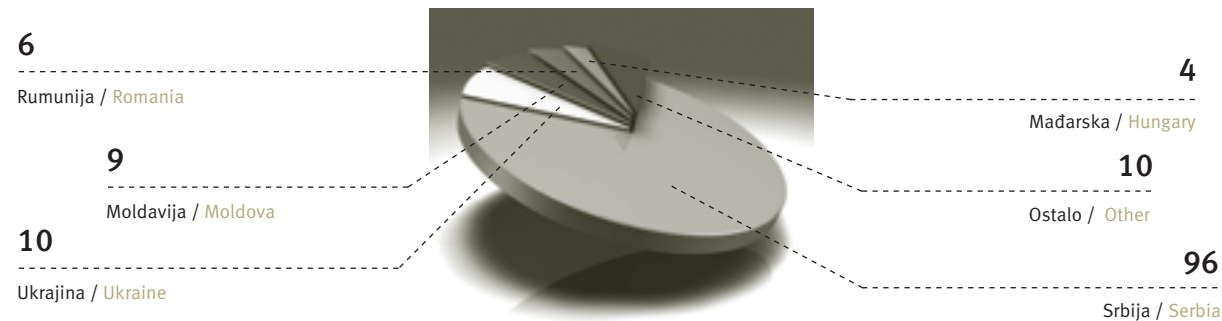
We received three (0.4%) indecent/ frivolous calls, eight (1%) threatening calls and 426 non-specified calls. So many calls classified as non-specified is a result of maintaining contacts with and, when needed, providing assistance to clients who fall within the category of “post festum” calls, but the nature of such contacts has nothing to do with the situation of exploitation they were in before. Moreover, the frequency of calls classified in this group indicates a need for special analysis of reasons for them being made, and in future, we plan to break this category of calls into appropriate and more indicative sub-categories.

## Trafficked Victims

In the course of 2004 – 2005, ASTRA assisted to 135 trafficked victims, of whom 73 (54%) were adults and 59 (44%) minors – victims of child trafficking (12 of them came to age in the meantime). The age status could not be determined for 3 (2%)



Grafikon 8 / Chart 8  
Broj maloletnih i punoletnih klijenatkinja/ta u 2004 - 2005.godini / Adult and minor clients in 2004 - 2005



Grafikon 9 / Chart 9

Državljanstvo klijenatkinja/ta u 2004 - 2005.godini / Clients by nationality 2004 - 2005

je njih 12 postalo punoletno). Starosni uzrast nije utvrđen za 3 (2%) identifikovane žrtve trgovine ljudima.

Od ukupnog broja žrtava kojima je ASTRA asistirala tokom 2004 - 2005. godine, 128 su bile žene, dok je osoba muškog pola bilo 7. Od tog broja, samo je jedna osoba bila punoletna, dok su ostalih 6 maloletni.

Odnos broja domaćih i stranih državljanika/a ostaje nepromenjen u odnosu na ranije godine, tj. u 71,11% (96) slučajeva radilo se o državljanicama/ima Srbije. Strane/i državljanke/ni, kojih je bilo 39 (28,89%), dolaze iz Ukrajine (10), Moldavije (9), Rumunije (6), Mađarske (4), Bugarske (3), Francuske (2) i po jedna državljanica/in Hrvatske, BiH, Albanije i Iraka.

Državljanici Srbije su 54 maloletna lica identifikovana tokom 2004 - 2005. godine, dok su 2 državljanici Bugarske i po jedno maloletno lice je iz Albanije, Moldavije i Iraka. Od 3 žrtve čiji starosni uzrast nije utvrđen, dve su državljanke Francuske, a jedna je državljanica Srbije.

U ranijim godinama procenat zastupljenosti dece u ukupnom broju žrtava trgovine je oko 10%, ali je za period 2004 - 2005. taj procenat znatno veći i iznosi 44%. Na jednogodišnjem nivou, naročito je visok, gotovo alarmantan u 2004. godini – 41 tj. 63,07% maloletnih od ukupnog broja žrtava u toj godini, dok je u 2005. godini nešto manji (30,51% tj. 18 maloletnika).

Zemlja destinacije je Srbija za 53,3% žrtava kojima je ASTRA pružila pomoć tokom 2004 - 2005. godine. Za 14,81% zemlja

identified trafficked victims.

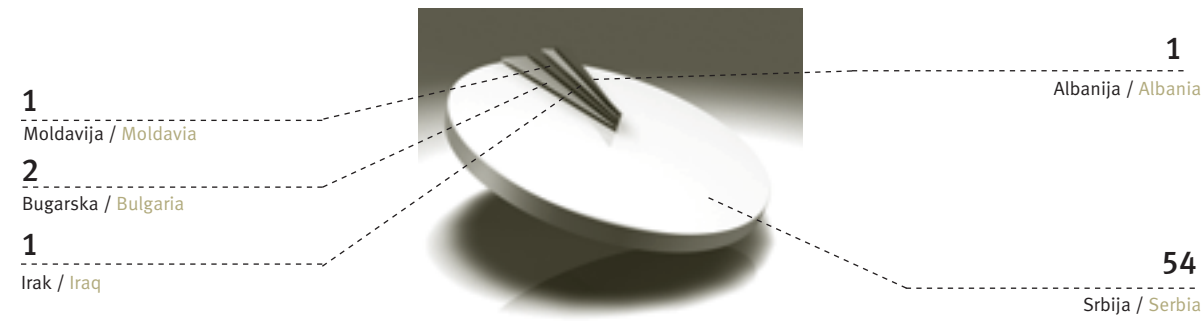
Of all victims whom ASTRA assisted in 2004-2005, 128 were female and seven male. Of this figure, only one person was adult, while six were minors.

The ratio of domestic to foreign nationals remained unchanged compared to previous years, i.e. 71.11% (96) victims were the citizens of Serbia. Foreign victims - 39 (28.89%) of them, came from Ukraine (10), Moldova (9), Romania (6), Hungary (4), Bulgaria (3), France (2), Croatia, B&H, Albania and Iraq (one victim from each of these countries).

As for minor victims identified in 2004-2005, 54 were the citizens of Serbia, two were the citizens of Bulgaria, while one victim came from Albania, Moldova and Iraq. Of three victims whose age could not be determined, two were French and one Serbian national.

In previous years, the share of minor victims stood around 10%, but in 2004-2005, it rose dramatically, reaching 44%. Observed annually, this share was particularly alarming in 2004 – 41 i.e. among all victims registered in that year, 63.07% were minors, while in 2005 this figure was slightly smaller (30.51% i.e. 18 minors).

For 53.3% victims assisted by ASTRA during 2004 – 2005, Serbia was the country of destination; for 14.81% of them



Grafikon 10 / Chart 10

Državljanstvo maloletnih klijenatkinja/ta u 2004 - 2005.godini / Minor clients by nationality, 2004 - 2005

odredišta je bila Italija, dok se po 3,7% klijenatkinja/a kretalo u pravcu Grčke, Švedske, Hrvatske i Bosne. Ove destinacije i njihova zastupljenost su prikazane posebno za punoletne i maloletne žrtve trgovine ljudima na grafikonima 11, odnosno 12. Za manji broj žrtava trgovine Nemačka, Crna Gora, Slovenija, Belgija, Norveška i Španija su bile zemlje destinacije, mada je eksploatacija u nekim slučajevima i pre toga postojala u matičnoj zemlji i zemljama tranzicije. Krajnje odredište nije poznato za 4 identifikovane žrtve trgovine ljudima.

Kod maloletnih žrtava trgovine ljudima se ponavlja opšti trend kada su zemlje destinacije u pitanju: to su najčešće Srbija i Italija (grafikon 12).

Veliki procenat žrtava (34,07%) čije je konačno odredište Srbija i koje/i su naše /i državljanke/i ukazuje na porast trgovine ljudima koja se odvija unutar granica naše zemlje (interna trgovina ljudima).

Od 135 žrtava trgovine ljudima u 2004 - 2005. godini njih 11 su identifikovane u toku 2002. odnosno 2003. godine, dok je za 10 klijenatkinja/a iz tog perioda u toku 2004 - 2005. godine potvrđena identifikacija žrtve trgovine ljudima.

U toku 2004 - 2005. godine, 124 žrtve trgovine ljudima su se prvi put obratile ASTRI za pomoć. Kada govorimo o žrtvama trgovine potrebno je naglasiti da se indikatori koje ASTRA primenjuje donekle razlikuju od indikatora koje primenjuje Služba za koordinaciju pomoći žrtvama trgovine ljudima, odnosno policija. Tokom 2004. godine u dva konkretna slučaja zaposleni

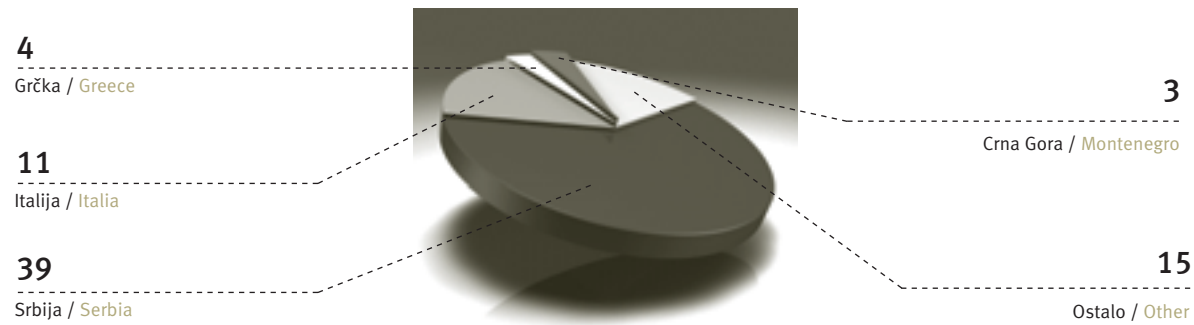
it was Italy, while in transit to Greece, Sweden, Croatia and Bosnia, there were 3.7% clients each. These destinations and their incidence are presented in charts 11 and 12 separately for adult and minor victims. Destination countries for smaller number of trafficked victims were Germany, Montenegro, Slovenia, Belgium, Norway and Spain, although in some cases, exploitation started in the country of origin and transit country. Final destination for four identified victims is not known.

As far as minor victims are concerned, a general trend regarding destination countries repeat: these are most often Serbia and Italy (chart 12).

Very high percentage of victims (34.07%) whose final destination was Serbia and who were our nationals indicates increase in internal trafficking in human beings.

Of 135 trafficked victims in 2004-2005, 11 were identified during 2002 and 2003, while for 10 clients from that period, the identification was confirmed in 2005.

In 2004-2005, 124 trafficked victims contacted ASTRA for the first time. When we discuss trafficked victims, it should be borne in mind that indicators which ASTRA applies to a certain extent differ from those applied by the Agency for Coordination of Assistance to Human Trafficking Victims, i.e. the police. In 2004, in two cases, ASTRA's assessment differed



Grafikon 11 / Chart 11

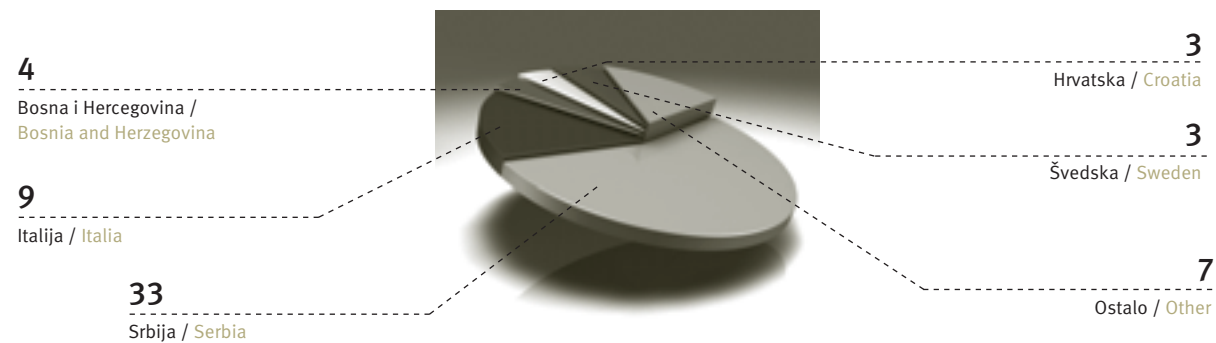
Zemlje destinacije punoletnih žrtava trgovine ljudima u periodu od 2004-2005. godine / Destination countries of adult victims in 2004-2005

u ASTRI su imali drugačije mišljenje od zaposlenih u Službi za koordinaciju pomoći žrtvama trgovine ljudima, a osmoro dece koje je policija identifikovala kao žrtve trgovine, a tužilaštvo podiglo optužnicu za krivično delo Trgovina ljudima iz člana 111b KZRS, Služba nije unela u svoju data bazu jer nije direktno učestvovala u njihovom zbrinjavanju. Na žalost, zbog nedostatka podataka nismo u mogućnosti da slično poređenje napravimo i za 2005. godinu.

Način identifikacije putem SOS telefona je rezultat četvorogodišnje prakse u ovoj oblasti gde su određeni indikatori svesno postavljeni veoma široko, odnosno gde se odstupa od birokratsko-administrativnog pristupa. Tokom identifikacije

from the assessment of the Agency, while eight children whom the police identified as trafficked victims were not included in Agency's database, because the Agency was not directly involved in their assistance. Unfortunately, because of the lack of data, we cannot make similar comparison for 2005.

The identification of victims through SOS hotline is a result of four-year practice in this area, in which certain indicators are deliberately set very broadly in order to avoid bureaucratic/administrative approach. The identification of victims is set individually and is not done on the basis of general questionnaires, but data are entered after talking to the victim



Grafikon 12 / Chart 12

Zemlje destinacije maloletnih žrtava trgovine ljudima u periodu od 2004-2005. godine / Destination countries of minor victims in 2004-2005

žrtava ne koriste se unapred pripremljeni upitnici, već se podaci upisuju nakon razgovora sa žrtvom, nikako u njenom prisustvu.

## Identifikacija žrtava putem SOS telefona

Pored osnovnih principa rada na SOS telefonu (anonimnost, poverljivost, individualni pristup svakom slučaju), ASTRA se od početka opredelila za metod koji podrazumeva da se identifikacija žrtava može vršiti u različitim fazama, prilikom čega je potrebno razlikovati o kojoj vrsti poziva je reč, tj. da li se radi o prijavi nestanka osobe za koju postoje indicije da je žrtva trgovine ljudima ili se radi o preventivno edukativnim pozivima.

*I Kada je reč o prijavama nestanka osobe za koju postoje indicije da je žrtva trgovine ljudima – princip je da se prihvataju sve prijave:*

1. Ako ne posedujemo informacije o tome gde se žrtva nalazi, gde je poslednji put viđena, s kim je razgovarala, da li joj je neko ponudio posao i sl. takvu klijentkinju/ta identifikujemo kao moguću (possible) žrtvu do trenutka kada istraga ili neka nova saznanja ne potvrde da se radi o žrtvi trgovine.
2. U slučaju da postoje delimični ili potpuni podaci o načinu vrbovanja, njenoj lokaciji, takvu klijentkinju/ta identifikujemo kao žrtvu trgovine, rukovodeći se pri tome sledećim kriterijumima:

- da se osoba nalazi u situaciji nasilja - eksploatacije;
- da se nad njom vrši represija;
- da nema slobodu kretanja, odnosno da je u zavisnom položaju u odnosu na trgovca ili njegove pomagače;

Eventualni podaci o načinima vrbovanja ili transporta žrtve, kao i podatak da li se i kome u međuvremenu javljala, takođe su relevantni. Međutim, u ovakvim slučajevima se ne insistira na tome da osoba koja prijavljuje nestanak ima celokupan uvid u situaciju u kojoj se nalazi žrtva.

and not in her/his presence.

## Victim Identification through SOS Hotline

Besides basic principles of SOS hotline (anonymity, confidentiality, individual approach to each case), from its beginning ASTRA has been committed to the method which implies that the identification of victims may be done in different stages, whereby it is important to distinguish what type of call it is all about, i.e. whether the call is related to reporting missing persons who are indicated as potential trafficked victims or this concerns calls relating to prevention and education.

*I When the call concerns reporting missing person who are indicated as potential victims of trafficking, our principle is to accept all reportings:*

1. If we have no information about victim's whereabouts, where she/he was seen last time, who she/he talked to, whether someone offered her/him a job, etc., such a client is identified as possible victim until the moment when investigation or some new findings confirm that such person is actual trafficked victim.
2. In case that we have partial or full information on the way of recruitment and victim's location, such a client is identified as trafficked victim, whereby we are guided by the following criteria:

- Whether the person in question is in the situation of violence;
- Whether the victim is under repression;
- Whether the victim is free to go, i.e. whether she/he is dependant on trafficker and his helpers;

Information on the manner of recruitment or transportation of the victim, as well as information on whether and who she/he contacted with in the meantime are also relevant. However, we do not insist in such cases that the person reporting someone missing has full insight into victim's situation.



3. U slučajevima kada nam se obrate osobe koje su već izašle iz situacije nasilja, identifikacija žrtve se vrši prema već pomenutim kriterijumima:

- da li je bila prisiljena da radi uz korišćenje prevare, sile, pretnje ili nasilja; da li postoji eksploatacija;
- da li je bila prisiljena da se odrekne prihoda od svog rada (uz korišćenje prevare, sile, pretnje ili nasilja);
- da li je imala pristup ličnim dokumentima;
- da li je bila izolovana i pod stalnim nadzorom od strane trgovca;
- podaci o trgovcu, vrbovanju i transportu žrtve su takođe relevantni prilikom identifikacije;
- protok vremena od trenutka kada je osoba izašla iz situacije nasilja do momenta kada se obratila SOS telefonu ne uzima se u obzir prilikom identifikacije žrtve (SOS telefonu se obraćaju devojke/muškarci koji su pre deset i više godine uspeli da se izvuku iz lanca trgovine ljudima).

3. In cases when we are contacted by persons who managed to escape from the situation of violence, victim identification is carried out in accordance to the following criteria:

- Whether she/he was coerced into prostitution through the use of deception, force, threats or violence; whether exploitation was involved;
- Whether she/he was forced to give up income from her work (through the use of deception, force, threat or violence);
- Whether she/he had access to personal documents;
- Whether she/he was isolated and under permanent surveillance by the trafficker;
- Information about the trafficker, recruitment, transportation of victim are also relevant for identification;
- Time that passed from the moment the victim managed to escape from the situation of violence until she/he contacted SOS hotline is not considered relevant for victim identification (SOS hotline receives calls from women/men who managed to escape from the trafficking ring event ten years ago).

*II Kada je reč o preventivno-edukativnim pozivima, tj. pozivama koje upućuju klijenti koji planiraju da odu u inostranstvo radi školovanja, zaposlenja, udaje i slično, i to najčešće posredstvom različitih agencija, asistencija obuhvata svu pomoć koja će omogućiti da takvi klijenti legalno/sigurno migriraju. Ova grupa klijenata se vodi kao rizična grupa do trenutka kada se ne dobije potvrda o njihovoj bezbednosti na ranije predviđenoj destinaciji.*

### Kontakti sa institucijama

U toku četvorogodišnjeg rada, različite potrebe klijenata koji su nam se obraćali u velikoj meri su odredili kontakte koje smo u okviru ASTRA SOS telefona i direktne pomoći žrtvama ostvarili.

U cilju sprovođenja prevencije putem SOS telefona ostvaren je kontakt i saradnja sa Ministarstvom rada, zapošljavanja i socijalne politike. Smisao ove saradnje je da se pravovremeno izvrše provere agencija koje posreduju u zapošljavanju, a pogotovo onih koje bi klijentima trebalo da obezbede posao u inostranstvu. S obzirom da je upravo Ministarstvo rada, zapošljavanja i socijalne politike nadležno za izdavanje licenci za rad pomenutim agencijama ovo se može smatrati jednim od prvih mehanizama koji u najužem smislu ima preventivno dejstvo kada govorimo o regrutovanju žrtava.

Jedna od permanentnih aktivnosti na ASTRA SOS telefonu je prikupljanje svih relevantnih podataka potrebnih za rad SOS linije (procedure za dobijanje viza, različite zakonske regulative itd.).

Pored toga, intenzivno se radi na uspostavljanju novih kontakata sa svim relevantnim institucijama, kao i na održavanju postojećih u cilju pružanja direktne pomoći žrtvama.

U nekoliko slučajeva podrška i pomoć klijentkinjama/ima su pružene kroz saradnju sa Službom za koordinaciju pomoći žrtvama trgovine ljudima.

ASTRA je u konkretnim slučajevima kontaktirala Republičko

*II With regard to prevention/education calls, i.e. calls made by clients who planned to go abroad for the purpose of education, employment, marriage and the like, most frequently with various agencies acting as intermediaries, our assistance encompasses everything it takes for these clients to emigrate legally and safely. This group of clients is considered to be the group at risk until the moment we receive confirmation that they are safe at the previously reported destination.*

### Contacts with Institutions

Our contacts within ASTRA SOS Hotline and Direct Victim Assistance Program have been largely determined by various needs of clients.

Within SOS hotline prevention program, we have worked together with the Ministry of Labor, Employment and Social Policy for the purpose of timely inspection of employment agencies, especially those offering jobs abroad. Since the Ministry of Labor, Employment and Social Policy is responsible for issuing licenses to these agencies, this may be considered one of the first mechanisms for the prevention of recruitment in the narrowest sense.

One of the permanent activities within ASTRA SOS Hotline is the collection of all relevant data necessary for the work of SOS hotline (visa procedures, various laws and regulations, etc.).

Moreover, we work intensively on establishing new contacts with all relevant institutions, as well as on maintaining the existing ones.

In several cases, support and assistance to clients were provided through cooperation with the Agency for Coordination of Assistance to Trafficked Victims.

In specific cases, ASTRA contacted the Ministry of the Interior

Ministarstvo unutrašnjih poslova, Nacionalni biro Interpola - Beograd, SECI Regional Centre for Combating Trans-border Crime, i direktno opštinske organe unutrašnjih poslova. Pored prosleđivanja slučaja relevantnim instancama, ASTRA podstiče dvosmerni protok informacija, jer klijentkinje/i žele da budu informisani nakon prijavljivanja slučaja policiji i o daljem razvoju situacije. Dešava se da je kontakt sa policijom ostvaren preko ASTRE jedini način dostupan klijentkinji/u za praćenje eventualnog progressa u radu nadležnih institucija na konkretnom slučaju.

U više navrata kontaktiran je Institut za sudsku medicinu i Infektivna klinika Kliničko-bolničkog centra u Beogradu.

Saradnja sa predstavnicima centara za socijalni rad je od velike važnosti, naročito u pružanju pomoći maloletnim licima. U kontaktu sa zaposlenima u centrima stavljen je poseban akcenat na predstavljanje programa za pružanje pomoći deci koji ASTRA realizuje u saradnji sa organizacijom *Save the Children*. Kako pomoć koju ASTRA obezbeđuje svojim klijentkinjama/a nije ograničena institucionalnim procedurama, postignuto je pravovremeno sprovođenje asistencija koje su, zbog odsustva inače čestih prolongiranja i birokratskog pristupa rešavanju slučajeva, u punoj meri bile efikasne. Zbog toga su asistencije koje je ASTRA pružila maloletnim žrtvama trgovine ljudima, od strane institucija bile ocenjene kao dobrodošle, a ASTRA je prepoznata kao relevantan partner u oblasti problema trgovine ljudima i pružanja pomoći žrtvama.

U toku 2004 – 2005. godine ASTRA je omogućila 62 pravne asistencije svojim klijentkinjama/ma. Advokati koje je ASTRA angažovala zastupali su i/ili pratili tokom sudskog postupka 31 klijentkinje/ta pred sudom. Pored suđenja u kojima je direktno učestvovala, ASTRA je pratila procese u kojima su se naši klijenti pojavljivali kao svedoci ili oštećeni. Pravni savet obezbeđen je za 9 klijentkinja/ta, s napomenom da se ovi slučajevi odnose na ostvarivanje prava naših klijentkinja/ta ali nisu u direktnoj vezi sa trgovinom ljudima. U toku 2004 – 2005. godine izvršena su 2 sudska veštačenja.

Sudski postupci, u kojima su naši klijenti/inje učestvovali kao svedoci/oštećeni, su vođeni u Beogradu, Novom Sadu, Pančevu,

of the Republic of Serbia, the National Bureau of Interpol – Belgrade, SECI Regional Centre for Combating Trans-border Crime, and municipal police authorities. Besides forwarding cases to relevant institutions, ASTRA encourages two-way communication, because clients wish to be informed on the progress of police action after the case has been reported. Contact with the police through ASTRA was sometimes the only way for the client to keep track of the progress of competent institutions regarding concrete cases.

Several times, we contacted the Institute for Forensic Medicine and the Clinic for Infectious Diseases of the Clinical-Hospital Center Belgrade.

Cooperation with social welfare centers is very important, especially in assisting minor victims. In contacts with social welfare centers, special emphasis was put on the presentation of child assistance programs which ASTRA has been implementing in cooperation with Save the Children. As assistance which ASTRA provides to its clients is not restricted by institutional procedures, we have achieved timely implementation of services which, due to the absence of generally often prolongations and bureaucratic approach to cases, were fully efficient. For this reason, institutions assessed services which ASTRA provided to the minor victims as welcome, recognizing our organization as a relevant partner in the area of human trafficking prevention and victim assistance.

In 2004-2005, ASTRA provided 62 legal assistances to its clients. The lawyers which ASTRA hired represented and/or followed through court procedure 31 clients. Besides trials in which ASTRA had an active part, we monitored processes in which our clients appeared as victims or witnesses. Legal advice was provided to nine clients, but it should be borne in mind that these cases refer to the realization of other clients' rights, but are not related to human trafficking. In 2004-2005, two expert testimonies were ensured, as well.

Cases in which our clients were involved as witnesses/victims were prosecuted in Belgrade, Novi Sad, Pančevo, Bijelo Polje,

Bijelom Polju, Nišu i Vranju. Pored toga, jedan broj suđenja, iako se nije odnosio direktno na naše klijentkinje/te, je praćen, jer se optužba zasnivala na članu 111b Trgovina ljudima KZRS (od 01. januara 2006. godine krivično delo trgovina ljudima inkriminisana je u članu 388 Krivičnog zakonika Republike Srbije.)

U svom radu, ASTRA pruža pravnu pomoć (potencijalnim) žrtvama trgovine ljudima, nudeći im besplatnu uslugu pravne analize ugovora, podršku u toku krivičnog postupka, pravnu pomoć ukoliko se odluče za podnošenje tužbe za naknadu štete. U toku 2004 – 2005. godine izvršeno je 20 pravnih analiza ugovora agencija koje su nudile posao ili posredovanje pri zapošljavanju.

U toku krivičnih postupaka koji se vode protiv trgovaca ljudima, advokati ASTRE zastupaju oštećenu (termin „žrtva” ne postoji u našem zakonodavstvu) kao njeni punomoćnici tokom celog postupka. Punomoćnik može razgledati spise, prisustvovati svim radnjama u postupku, predlagati dokaze, postavljati pitanja okrivljenima, svedocima, veštacima i dr., podneti imovinskopravni zahtev i, na kraju, dati završnu reč. U slučaju odustanka državnog tužioca, može preuzeti gonjenje. Stoga je neophodno da oštećenoj u toku celog postupka vezanog za trgovinu ljudima bude obezbeđeno zastupanje od strane stručnih, senzibilisanih advokata, spremnih da se suoče sa mizoginijom, ksenofobijom, izvesnim personalnim rizikom i različitim modalitetima opstrukcije postupka. S obzirom da oštećena, pa tako ni njen punomoćnik, nemaju svojstvo stranke, već samo učesnika u postupku, ne postoji obaveza suda da im dostavi optužnicu, nalaze veštaka, pa čak ni presudu. Oštećena nema pravo žalbe na presudu, izuzev u delu odluke o troškovima, ili u slučaju da je državni tužilac preuzeo gonjenje od oštećene kao privatne tužilje. Stoga je uspostavljanje saradnje sa državnim tužiocem od vitalnog značaja za zaštitu personalnih prava žrtve, jer je to jedini put kojim se argumenti njenog punomoćnika mogu eventualno izneti kroz tužiočevu žalbu.

U toku krivičnog postupka, oštećena/svedokinja je često izložena velikom stresu, provokativnim pitanjima i poniženju od strane advokata odbrane. Pre, u toku i nakon suđenja žrtve su neretko izložene verbalnim, psihičkim, pa čak i fizičkim

Niš and Vranje. Moreover, ASTRA followed a number of trials which did not involve our clients, but where indictment was based on Article 111b Human Trafficking of the Serbian Criminal Law (as of January 1, 2006, human trafficking is incriminated by Article 388 of the new Criminal Code of the Republic of Serbia).

ASTRA also provides legal assistance to (potential) victims of trafficking, offering them free analysis of contracts, support throughout legal proceedings and legal aid if they decide to file for damages. In 2004-2005, 20 examinations of contracts, which employment agencies offered to our clients, were done.

During legal proceedings against traffickers, ASTRA's lawyers represent victims (Serbian legislation is not familiar with the term victim, but a damaged person is used instead) in the capacity of attorney throughout the proceedings. An attorney has the right to inspect papers, propose evidence, ask questions to defendants, witnesses, expert witnesses, etc, to file for damages and, finally, to give a closing argument. The attorney may also continue prosecution if the public prosecutor gives up the case. For this reason, it is necessary to ensure the representation of the victim by professional and sensitive lawyers, who are ready to fight against misogyny and xenophobia, to take certain personal risk and to endure various forms of obstruction. Since neither the victim nor her attorney have the status of a party, but only the status of a participant in the proceedings, the court is not obliged to send them the indictment, forensic findings and even the final judgement. The victim does not have the right to appeal against the judgement, except for the part concerning costs or if the public prosecutor has assumed the prosecution from the victim as private plaintiff. For this reason, cooperation with the public prosecutor is vital for the protection of the victim's personal rights, since this is the only way for the argumentation of her attorney to be taken into account through the prosecutor's appeal.

During criminal proceedings, the victim is often exposed to great stress, provocative questions and humiliation by defense council. Before, during and after the trial, victims and their families are often exposed to verbal, mental and even physical

pretnjama usmerenim ka njima samima, ali i članovima njihovih porodica. Za sada postoji samo jedan primer izmeštanja žrtve/svedokinje u treću zemlju nakon svedočenja, pre svega zahvaljujući ogromnom zalaganju zamenika specijalnog tužioca koji je radio na predmetu. Zakon o zaštiti svedoka je stupio na snagu 01. januara 2006. godine. Buduća praksa će pokazati da li će se i kako ovaj zakon primenjivati i na žrtve trgovine ljudima.

Praksa je da sudije u krivičnom postupku ne odlučuju o imovinsko pravnom zahtevu, te se oštećena najčešće upućuju na parnicu radi ostvarenja svog imovinsko pravnog zahteva. Dosadašnja praksa prilikom podnošenja tužbi za naknadu štete u parničnom postupku je da ovi postupci traju prilično dugo. Sudije pozivaju oštećenu (u parničnom postupku tužilju) da se pojavi na ročištu, radi davanja iskaza i veštačenja. Ovo predstavlja veliki problem, naročito kada se radi o stranim državljanima koje su repatriirane u svoju matičnu zemlju, te je neophodno obezbediti njihov bezbedan dolazak, smeštaj i, naravno, finansijsku podršku vezanu za transport (prosečna povratna avionska karta iz Moldavije iznosi 800€) kao i pravnu pomoć. Ovo može biti prilično rizično, ukoliko su neki od počinioca krivičnog dela ili njihovi saradnici na slobodi. Ovi problemi ukazuju na neophodnost edukacije sudija parničara o problemu trgovine ljudima i traumi koju žrtve preživljavaju, s obzirom da ovakvi programi trenutno postoje samo za tužioce i sudije krivičare.

ASTRA je omogućila svojim klijentkinjama da podnesu prve tužbe za naknadu štete, obezbeđujući im advokate i naknadu sudskih taksi. Do sada su podnete tri i uskoro će biti podneta još jedna tužba za naknadu štete. Nije retko da žrtve odustaju od podnošenja ove tužbe, ne želeći ponovo da prolaze traumatični sudski postupak, a u želji da sve što su preživele što pre ostave za sobom.

## Kontakti sa organizacijama u regionu

U cilju pružanja pomoći klijentima/tkinjama uspostavljen je kontakt i/ili saradnja sa organizacijama u regionu, i sa nekima od njih, ne samo u slučaju jednog, već većeg broja klijenata.

threats. For now, there is only one case that the victim/witness was relocated to third country after giving testimony, above all thanks to great effort of the Deputy Special Prosecutor who worked on the case. The Witness Protection Law came into force on January 1, 2006. It is yet to be seen whether and how this Law will be applied on trafficked victims.

Another problem concerns civil suits for the compensation of damages to victims. Since in criminal proceedings the court usually does not make decision on victim's damage claim, the judge refers them to litigation, which is, as a rule, lengthy, requires victim's presence and implies high costs. The problem is even worse when we come to foreign victims who testify in criminal trials in Serbia and who are repatriated to their country of origin, because of which they are exposed to additional travel and accommodation costs if they wish to claim for damages (an average plain ticket from Moldova costs EUR 800). The issue of their safety when they return to the country where they testified and their possible encounter with traffickers opens up again. Court fees in a lawsuit for damages are enormous and victims simply cannot pay them. The existing education programs for judges and prosecutors should be by all means continued, but an idea which should be taken into consideration is to include civil judges, given the fact that ongoing education programs of that type are intended exclusively for criminal judges at the moment.

ASTRA enabled its clients to file first compensation claims by ensuring lawyers and funds for court fees. Three claims have been filed so far and one more is to come. It is not rare that the victims give up the claim for damages, because they do not want to pass through a traumatic court procedure all over again, but only wishing to put everything they were through behind.

## Contacts with Organizations in the Region

In order to assist our clients, ASTRA has established contact and cooperation with organizations in the region, with some of them not only regarding one, but several clients.

ASTRA je tokom 2004 – 2005. godine bila u kontaktu sa predstavnicima Misije OEBS-a u SCG u Beogradu. Takođe smo, radi dobijanja potrebnih informacija u konkretnim slučajevima trgovine ljudima, ostvarili komunikaciju sa Ekspertskim centrom za borbu protiv trgovine ljudima u Holandiji (Expertisecentrum MensenHendel) i Odsekom za informacije (Department of Information) na Malti.

Konzulat SCG u Trstu, Italija je kontaktiran više puta radi dobijanja informacija koje su našim klijentima bile potrebne, kao i pružanja direktne pomoći žrtvama trgovine ljudima povodom nekoliko slučajeva koje je ASTRA pratila.

ASTRA je tokom 2004 - 2005. godine u više navrata saradivala sa lokalnim, regionalnim i međunarodnim organizacijama uz čije su asistencije klijentkinjama/a pruženi određeni vidovi pomoći. U tu svrhu je ostvarena saradnja sa organizacijama iz Beograda i sa teritorije Srbije: Centar za prava deteta, Incest trauma centar, Autonomni ženski Centar, Savetovalište protiv nasilja u porodici/Sklonište za žene i decu žrtve trgovine ljudima, Sklonište Atina, Viktimološko društvo Srbije, Romski informativni centar – Kragujevac.

U cilju pružanja direktne pomoći ili informacija putem ASTRA SOS telefona, u nekim slučajevima su kontaktirane pojedine organizacije članice ASTRA mreže: Esperanca - Novi Sad, Žene u akciji - Velika Plana i Odbor za ljudska prava - Vranje.

ASTRA je sa drugim nevladinim organizacijama i državnim institucijama SCG, članica HPVPI mreže čija je misija usmerena ka prevenciji HIV/AIDS-a i smanjenju rizika među najugroženijim grupama, gde spadaju i žrtve trgovine ljudima, kao i osobama koje žive sa HIV/AIDS-om.

U cilju pružanja pomoći klijentkinjama/tima ASTRA je bila u kontaktu sa NVO u inostranstvu: Comitato per i Diritti Civili delle Prostitute ONLUS i Stella Pollare iz Italije, Proyecto Esperanza iz Španije, La Strada Ukrajina, Animus La Strada Bugarska, Anti - Slavery International i Amnesty International iz Londona.

U junu mesecu 2004. godine osnovana je međunarodna organizacija ACTA – Anti-Corruption Anti-Trafficking Action. Ovu

In 2004-2005, contacts were made with OSCE Mission in Serbia and Montenegro based in Belgrade. Also, to get necessary information on specific cases of human trafficking, we were in communication with Expert Centre for Combating Human Trafficking (Expertisecentrum MensenHendel) from Holland and Department of Information from Malta.

Serbia and Montenegro's Consular Mission in Trieste, Italy was contacted in order to obtain information necessary for our clients and for direct victim assistance in several cases which ASTRA had.

In 2004-2005, ASTRA interacted on several occasions with local, regional and international organizations, who helped us in handling specific cases. These are: Children Rights Center, Incest Trauma Center, Autonomous Women's Center, Counseling against Family Violence/ Shelter for Women and Children Trafficked Victims, Atina Shelter, Victimology Society of Serbia, Roma Information Center - – Kragujevac.

For the provision of direct assistance or information through ASTRA SOS Hotline, in some cases we contacted some member organizations of ASTRA Network: Esperanca - Novi Sad, Žene u akciji - Velika Plana and Human Rights Council - Vranje.

ASTRA is, together with other NGOs and government institutions of Serbia and Montenegro, member of HPVPI Network, which mission is HIV/AIDS prevention and damage control among the most vulnerable groups, which includes trafficked victims, and persons living with HIV/AIDS.

To provide assistance to our clients, ASTRA was also in contact with NGOs in foreign countries: Comitato per i Diritti Civili delle Prostitute ONLUS and Stella Pollare from Italy, Proyecto Esperanza from Spain, La Strada Ukraine, Animus La Strada Bulgaria, Anti - Slavery International and Amnesty International from London.

In June 2004, eleven local NGOs from Southeastern Europe which deal with human trafficking and corruption issues



organizaciju čini jedanaest lokalnih nevladinih organizacija iz Jugoistočne Evrope koje se bave borbom protiv trgovine ljudima i korupcije. Osim saradnje u okviru rada ACTA mreže, ASTRA je i u cilju pružanja pomoći klijenkinjama/ima saradivala sa pojedinim organizacijama iz ove grupe: «LARA» - Bosna i Hercegovina, Partnerstvo za društveni razvoj i Ženska soba – Hrvatska, Otvorena porta La Strada - Makedonija, La Strada – Moldavija, Sigurna ženska kuća - Crna Gora, Reaching out – Rumunija, Društvo “ KLJUČ” - Slovenija. Jedan od primarnih ciljeva ACTE je uspostavljanje čvrste saradnje koja će biti osnova za izgradnju mehanizama koji će omogućavati direktnu pomoć žrtvama od zemlje destinacije ka zemlji porekla i obrnuto, odnosno od potraga za žrtvama trgovine do repatrijacije i reintegracije.

## Razvijanje posebnog programa direktne pomoći maloletnim žrtvama trgovine ljudima

ASTRA je u julu 2005. godine sa organizacijom *Save The Children* započela medijsku kampanju „Spasimo decu od trgovine ljudima”. Saradnja je od oktobra meseca nastavljena u okviru programa ASTRA SOS telefon i direktna pomoć žrtvama. Dosadašnja istraživanja i analize ukazuju na jedinstven zaključak, da u Srbiji ne postoje posebni programi (bilo insitucionalni, bilo NVO) koji se odnose na pružanje pomoći i rad sa maloletnim žrtvama trgovine ljudima. Zato je i primaran cilj ovog projekta specijalizacija i jačanje kapaciteta zaposlenih u ASTRI, kao i saradnika ASTRE (razvojnih psihologa i sl.) u vezi sa identifikacijom i pružanjem pomoći maloletnim žrtvama trgovine ljudima. Pored toga, zahvaljujući ovom projektu, na raspolaganju su nam posebni fondovi za pružanje svih gore navedenih vrsta pomoći maloletnim licima.

## Pilot projekat iz oblasti reintegracije

U saradnji sa ASTROM realizovan je jednogodišnji pilot projekat „Trening za ekonomsko osnaživanje žena žrtava trgovine”, engleske nevladine organizacije Women - to - Work. Trening je baziran na nastavnom planu „London Business

established a new international organizations ACTA – Anti-Corruption Anti-Trafficking Action. Besides cooperation within ACTA Network, for specific cases, ASTRA interacted with ACTA member-organizations: LARA – Bosnia and Herzegovina, Partnership for Social Development and Women’s Room – Croatia, Open Gate La Strada - Macedonia, La Strada – Moldova, Safe Women’s House - Montenegro, Reaching Out – Romania, KLJUČ Society - Slovenia. One of primary goals of ACTA is to establish a close partnership, which will be a basis for building mechanisms for direct victim assistance from the country of destination towards the country of origin and vice versa, that is, from searches for trafficked victims to their repatriation and reintegration.

## Developing a special program for direct assistance to minor victims of trafficking

In July 2005, in cooperation with Save the Children, ASTRA launched a media campaign “Save the Children from Human Trafficking”. Since October, this cooperation has continued through ASTRA SOS Hotline and Direct Victim Assistance Program. To our knowledge, no special programs (either led by institutions of NGOs) exist in Serbia designed to provide assistance to minor victims of trafficking. For this reason, the primary goal of this project is the specialization and strengthening of capacities of ASTRA Team, as well as of ASTRA’s collaborators (developmental psychologists etc.) regarding the identification and assistance to minor trafficked victims. Moreover, owing to this project, we have at our disposal special funds for the provision of the above listed services to minors.

## A Pilot Project in the Area of Reintegration

In cooperation with ASTRA, a UK-based NGO Women - to - Work conducted a one-year pilot “Training for Economic Empowerment of Women Victims of Trafficking”. The training was based on the curriculum of London Business School

School - Summer Entrepreneurship Program”, uz asistenciju organizacije IFC/SEED. Od 4 – 22. aprila 2005. godine dvanaest devojaka je pohađalo tronedeljni trening čiji je cilj bio osposobljavanje za započinjanje sopstvenog biznisa tj povećanje mogućnosti zaposlenja ovih devojaka. Pored njih, trening je bio namenjen i budućim mentorima/kama, čiji je zadatak da po završenom treningu u narednih godinu dana prate devojke u njihovom „poslovnom poduhvatu” i pruže im potrebnu profesionalnu i emocionalnu podršku. Osnovni cilj ovog projekta je pravljenje prvog koraka ka reintegracija žrtava trgovine ljudima. Institucionalni mehanizam resocijalizacije ne postoji, a NVO vrlo malo imaju da ponude devojkaama koje bez dugoročnog rešenja nemaju alternativu, već nakon izlaska iz situacije u kojoj su eksploatisane bivaju ponovo uvučene u lanac trgovine ljudima.

Kao što je već rečeno u ovom izveštaju, resocijalizacija i reintegracija žrtava trgovine ljudima su jedna od slabijih tačaka u ukupnim aktivnostima svih aktera u borbi protiv trgovine ljudima i konkretno pomoći žrtvama u Srbiji. Bitan momenat za delotvornost procesa resocijalizacije i reintegracije žrtava trgovine ljudima svakako je sveobuhvatan pristup problemu i s tim u vezi saradnja između vladinih (centara za socijalni rad, policije, sudstva i instanci nadležnih za donošenje zakona) i nevladinih organizacija. Preduslov za korektnu i uspešnu saradnju je uspostavljanje procedura, jasno definisanje obaveza svake strane, transparentnost u radu.

Konsultantkinjama u ASTRI je kroz direktan kontakt sa žrtvama u velikoj meri omogućen uvid u njihove potrebe. Na taj način dolazimo do saznanja o drugim vidovima asistencija koje bi značajno poboljšale kvalitet pružene pomoći u procesu reintegracije, a u čijoj realizaciji možemo da doprinesemo. Zato će u budućem radu ASTRA posebnu pažnju obratiti na ovu fazu u radu sa žrtvama, ali i vršiti stalan pritisak na nadležne institucije da same kreiraju svoje programe u ovoj oblasti, jer se do sada zanemarivala činjenica da je dobro izvedena reintegracija ujedno i prevencija trgovine ljudima.

Trgovina ljudima je društveni problem koji svojom dinamikom prati društvene promene i ukupna dešavanja. Trgovci ljudima

- Summer Entrepreneurship Program, with assistance of FC/SEED. From April 4 to 22, 2005, twelve girls attended a three-week training aimed at increasing their employability, that is, providing them with basic skills for starting up their own business. Besides the attendants, the training was intended for future mentors, whose task was to monitor the girls in their “business venture” one year following the completion of the training and provide them with any professional and emotional support needed. The primary goal of this project is to make the first step towards the reintegration of trafficked victims. No institutional mechanism for resocialization exists in Serbia, while NGOs have little to offer to girls who, without a long-term solution, have no alternative, but, after leaving the situation in which they were abused, fall into a trap of trafficking all over again.

As already mentioned in this Report, the resocialization and reintegration of trafficked victims is one of the weakest links in the activities of all anti-trafficking actors and in particular of victim assistance in Serbia. An important moment for the effectiveness of the process of resocialization and reintegration of trafficked victims is certainly a comprehensive approach to the problem, and, in that respect, cooperation between governmental (social welfare centers, the police, the judiciary and the legislative authorities) and nongovernmental organizations. A prerequisite for a correct and successful cooperation is the establishment of procedures, clear definition of responsibilities of each party, and transparency in work.

Being in direct contact with victims, ASTRA consultants to a great extent have insight into their needs. In this way, we come to information on other kinds of assistance which would considerably improve the quality of services provided in the process of reintegration and to which implementation we can contribute. Therefore, ASTRA will pay special attention in its future work to this stage of work with victims, at the same time putting constant pressure on competent institutions to create their own programs in this area, because successful reintegration is at the same time the prevention of human trafficking, and this fact has been neglected so far.

menjaju svoje načine delovanja i veoma lako se prilagođavaju promenama i novim okolnostima u društvu. Upravo iz tog razloga potrebno je pratiti nove trendove i razvijati adekvatne odgovore na nove oblike trgovine ljudima sa kojima se susrećemo (npr. Internet kao način vrbovanja žrtava). ASTRA radi na razvijanju postojećih programa i kroz rezultate, koje u statističkoj formi za period 2004 - 2005. godine navodimo u ovom izveštaju, teži utvrđivanju činjenica i identifikovanju pozitivnih strana, kao i nedostataka dosadašnjeg rada. Na taj način možemo da uočimo potrebu za eventualnim promenama u cilju unapređenja metodologije direktnog rada sa klijentkinjama/ima kroz uspostavljanje novih i delotvornijih načina prevencije i pružanja direktne pomoći (potencijalnim) žrtvama.

Trafficking in human beings is a social problem which dynamics follow social changes and overall trends Traffickers changes their MOs and adapt easily to new circumstances. This is way it is necessary to keep track of the new trends and develop adequate responses to the new forms of human trafficking we encounter (e.g. Internet as a recruitment instrument). ASTRA works on the development of existing programs and, through results presented in this report, aims to establish facts and to identify both upsides and downsides of current anti-trafficking activities. In this way, we may observe a need for changes in order to improve the methodology of direct work with clients through the establishment of new and more effective ways of prevention and of the provision of direct assistance to (potential) victims.

### III

## Program istraživanja i izveštavanja

## Research and Publication Program

**Državno nasilje u Srbiji i Crnoj Gori**- Svetska organizacija protiv torture (OMCT) iz Ženeve, najveća međunarodna koalicija nevladinih organizacija koje se bore protiv torture, kolektivnih pogubljenja, nasilnih nestanaka i drugih oblika surovog, nehumanog i ponižavajućeg postupanja, uputila je poziv ASTRI, Centru za prava deteta i Fondu za humanitarno pravo da učestvuju u projektu alternativnog izveštavanja pred UN Komitetom za ljudska prava, a u odnosu na implementaciju Konvencije Ujedinjenih nacija protiv torture i drugih surovih, nehumanih ili ponižavajućih kazni ili postupaka u Srbiji i Crnoj Gori.

Sastanak predstavnika nevladinih organizacija sa članovima Komiteta Ujedinjenih nacija za ljudska prava je održan 16. jula 2004, dok je Vladina delegacija predstavila svoj izveštaj 19. i 20. jula 2004. Članovi Komiteta su bili veoma zadovoljni prezentacijom nevladinih organizacija, i većina zaključnih primedbi se odnosila na ona pitanja koje su nevladine organizacije pokrenule tokom sesije.

U oktobru je objavljen alternativni izveštaj



**State Violence in Serbia and Montenegro**- World Organization Against Torture (OMCT), the largest international coalition of NGOs fighting against torture, summary executions, forced disappearances and all other forms of cruel, inhuman or degrading treatment, based in Geneva, invited ASTRA, Children Rights Center and Humanitarian Law Center to take part in the project of alternative reporting before the UN Human

Rights Committee on the implementation of the UN Convention against Torture and Other Cruel, Inhuman or Degrading Treatment and Punishment in Serbia and Montenegro.

NGO representatives had a briefing session with the members of the Human Rights Committee on July 16, and government delegation presented the Report on July 19 and 20, 2004. UN Committee Members were very satisfied with NGO presentation and most of the concluding remarks concerned the same issues that NGOs raised during the briefing session.

In October, "State Violence in Serbia and

„Državno nasilje u Srbiji i Crnoj Gori“, na srpskom i engleskom jeziku, nakon čega su, uz pomoć beogradske kancelarije UNHCHR, održana i dva okrugla stola - jedan sa predstavnicima nevladinih i međunarodnih organizacija, sa kojima smo razmenili naša iskustva iz Ženeve, a potom i sa predstavnicima državne delegacije koja je branila svoj izveštaj u Ženevi, kako bi zajedno razmotrili preporuke UN Komiteta za ljudska prava u Ženevi donete nakon sesije o Srbiji i Crnoj Gori.

**ASTRA E- Bilten** - Uviđajući činjenicu da domaća i međunarodna javnost nije dovoljno upoznata sa aktivnostima koje se sprovode u Srbiji u cilju iskorenjivanja trgovine ljudima, odlučile smo da pokrenemo ASTRA E-bilten. Prvi broj biltena je objavljen početkom oktobra 2004. godine, i u njemu se našao pregled svih relevantnih informacija u vezi sa aktivnostima i učesnicima u suzbijanju trgovine ljudima. Nadamo se da će ovaj iscrpan pregled svih važnijih aktivnosti na polju borbe protiv trgovine ljudima omogućiti bolju koordinaciju svih učesnika, ali i da će pomoći da se uvide svi eventualni nedostaci, kao i da se ukaže na one oblasti na kojima je potrebno i moguće uraditi više. ASTRA E-Bilten objavljujemo na svaka tri meseca, i dostupan je na srpskom i engleskom jeziku.

**Alternativni izveštaj o implementaciji Međunarodne konvencije o ekonomskim, socijalnim i kulturnim pravima u Srbiji i Crnoj Gori**- Koalicija nevladinih organizacija, koju su činili ASTRA, Beogradski centar za ljudska prava, Centar za prava deteta i Grupa 484, maja 2005. godine predstavila je Komitetu za ekonomska, socijalna i kulturna prava Ujedinjenih nacija Alternativni izveštaj o implementaciji Međunarodne konvencije o ekonomskim, socijalnim i kulturnim pravima u Srbiji i Crnoj Gori. Jedan deo ovog izveštaja je posvećen problemu trgovine ljudima. Nakon zasedanja, Komitet za ekonomska, socijalna i kulturna prava objavio je



Montenegro”, an alternative report, was released in Serbian and English, after which two roundtables were organized with assistance of the UNHCHR Belgrade Office: one gathering the representatives of NGOs and international organizations, with whom we exchanged experiences from Geneva, and the other intended for government representatives, who presented their report in Geneva, to discuss together the recommendations which UN Human Rights Committee released after the session on Serbia and Montenegro.

**ASTRA E- Newsletter** – Realizing the fact that domestic and international public is not sufficiently familiar with the activities carried out in Serbia with a view to combating trafficking in human beings, we have decided to launch ASTRA E-Newsletter. The first issue of the E-Newsletter was released in October 2004, and contained the overview of relevant information on anti-trafficking activities and actors. We hope that this detailed overview of all relevant anti-trafficking activities will enable better coordination of all the actors and that it will be useful for identifying any possible shortcomings, and point out to all areas which need additional attention. ASTRA E-Newsletter is released on a quarterly basis in Serbian and English language.

**Alternative Report on the implementation of UN Convention on Economic, Social and Cultural Rights in Serbia and Montenegro**-A coalition of nongovernmental organizations, gathering ASTRA, Belgrade Center for Human Rights, Children Rights Center and Group 484 presented, in May 2005, an Alternative Report on the implementation of UN Convention on Economic, Social and Cultural Rights in Serbia and Montenegro to the UN Committee on Economic, Social and Cultural Rights. One segment of this Report addressed human trafficking. After the session, the Committee synthesized recommendations to the state report, taking into consideration

preporuke u odnosu na državni izveštaj, uzimajući u obzir situaciju predstavljenu u alternativnom izveštaju koalicije nevladinih organizacija.

**Fokus grupa i analiza štampanih medija u okviru projekta „Trgovina ljudima - razumevanje problema“** - Pored treninga koji su održani za predstavnike medija i nevladinih organizacija, projekat „Trgovina ljudima - razumevanje problema“ obuhvatio je i realizaciju dve fokus grupe. Kao jedan od kvalitativnih istraživačkih metoda, fokus grupa je labavo strukturirana, neformalna diskusija sa ciljem da se dobije informacija o određenoj temi istraživanja. U ovom slučaju, analizirano je koliko su ispitanici upoznati sa trgovinom ljudima, kao i njihovo mišljenje o kvalitetu medijskog izveštavanja o ovom problemu. Deset ispitanika je intervjuisano, prvo kroz individualne razgovore, a zatim kroz grupnu diskusiju. Analiza rezultata je pokazala da ispitanici raspolažu samo osnovnim informacijama o trgovini ljudima, što ukazuje na to da je potrebno raditi na daljoj senzibilizaciji javnosti za ovu temu, jer je reč o izuzetno kompleksnom problemu. Ispitanici smatraju da je kvalitet novinarskog izveštavanja problematičan, najviše zamerki je bilo upućeno na sporadičnost praćenja teme, nedostatak istraživačkog novinarstva i prezentaciju problema bez razrešenja slučajeva, odnosno bez epiloga.

Takođe, u okviru ovog projekta sprovedena je i analiza štampanih medija u Srbiji po pitanju praćenja teme trgovine ljudima. Tokom devet meseci, praćene su dnevne, nedeljne, dvonedeljne i mesečne novine u šest gradova (odnosno regija u kojima se oni nalaze) u Srbiji – Beograd, Niš, Vršac, Vranje, Novi Pazar i Užice. Istraživanje je, na žalost, pokazalo da ni u jednim novinama ne postoji dosledna politika praćenja i kvalitetnog, iscrpnog izveštavanja o ovom opasnom i ozbiljnom društvenom problemu.

**Priručnici za treninge** - Svaki ASTRIN trening podrazumeva i pripremu odgovarajućeg priručnika za polaznike. Ovi priručnici sadrže osnovne informacije o trgovini ljudima, pravnoj regulativi, dosadašnjim iskustvima u radu sa žrtvama, oblicima prevencije i slično. Prilikom pripreme priručnika i odabira tema, vodi se računa o ciljnoj grupi, odnosno o učesnicima treninga, te se teme biraju u skladu sa njihovim profesionalnim potrebama kada je u pitanju rešavanje problema trgovine ljudima.

situation as presented in the NGO alternative report.

**Focus Group and the analysis of print media within the project “Human Trafficking - Understanding of the Problem”** - Besides trainings organized for media and NGO professionals, the project “Human Trafficking – Understanding of the Problem” also included two focus group discussions. As one of better research methods, focus group is a loosely structured, informal discussion aimed at obtaining information on certain research topic. In this case, the topic of analysis was how much the respondents knew on human trafficking and what their opinion was on the quality of media coverage of this issue. Ten respondents were interviewed, first individually, and then through a group discussion. The analysis of results showed that respondents had only basic information on human trafficking, indicating that further awareness raising effort was necessary, as this concerned a very complex problem. Respondents found the quality of media reporting problematic and most objections concerned the sporadic incidence of coverage, the lack of investigating journalism and the presentation of the problem without the solution of cases, i.e. without a closure. Also, within this project, an analysis of print media in Serbia was conducted, examining the coverage of human trafficking.

This research included a nine-month following of daily, weekly, biweekly and monthly newspapers in six towns (i.e. regions where they were based) in Serbia - Beograd, Niš, Vršac, Vranje, Novi Pazar and Užice. The research, unfortunately, showed that no newspaper had a persistent policy of coverage and of quality and comprehensive reporting on this dangerous and serious social phenomenon.

**Training Manuals** - Each ASTRA’s training includes the preparation of appropriate manual for participants. These manuals contain basic information on human trafficking, legal regulations, experience in work with victims, available forms of prevention, etc. When preparing manuals and selecting topics, attention is paid on target group, i.e. training participants, and topics are selected in accordance with their professional needs when combating human trafficking is concerned.

**Trgovina ljudima: posledice na romsku zajednicu u Srbiji**  
- Romski ženski centar BIBIJA je, uz podršku ODHIRA, a uz asistenciju ASTRE, uradio pilot istraživanje „Trgovina ljudima: posledice na romsku zajednicu u Srbiji“. Intervjuisani su predstavnici vladinih institucija, nevladinih organizacija koji rade na suzbijanju trgovine ljudima, kao i romske nevladine organizacije u Srbiji. Cilj je bio da se prikupe i analiziraju podaci, kako bi se pripremile buduće akcije u borbi protiv trgovine ljudima.

**Human Trafficking: Its Consequences on the Roma Community in Serbia** - Roma Women's Center BIBIJA, with ASTRA's support, conducted a pilot survey into "Human Trafficking: Its Consequences on the Roma Community in Serbia". Professionals from government institutions, anti-trafficking NGOs and Roma NGOs in Serbia were interviewed with an aim to gather and analyze data of importance for the preparation of future anti-trafficking actions.

## IV

### Program umrežavanja

### Networking Program

#### *Nacionalna mreža*

#### *National Network*

#### **ASTRA mreža**

Da bi borba protiv trgovine ljudima bila efikasna, potrebna je snažna mreža aktivista/kinja i centara, koja pokriva celu teritoriju naše zemlje. ASTRA je to uočila još od prvog dana, i akcenat je stavila na izgrađivanje veza sa kolegicama koje žive izvan Beograda. Većina ovih grupa imala je ogromno iskustvo u borbi protiv nasilja nad ženama, ali bilo je potrebno izgraditi ASTRA mrežu okupljenu oko specifičnog problema trgovine ljudima. Veliki deo rada ASTRE tiče se edukacije iz oblasti borbe protiv trgovine ljudima članica ovih grupa i učvršćivanja saradnje sa ženskim grupama u manjim mestima u Srbiji.

Članice ASTRA mreže:

- Na teritoriji Vojvodine: NVO iz Zrenjanina, Novog Sada i Vršca.
- U regionu centralne Srbije: NVO iz Beograda, Velike Plane i Užice.
- U južnoj Srbiji: NVO iz Niša, Novog Pazara, Vlasotinca, Dimitrograd i Vranja.

#### **ASTRA Network**

For combating human trafficking efficiently, it is necessary to build a strong network of activists and centers which cover the whole territory of our country. At the very beginning, ASTRA observed this need and placed emphasis on building connections with counterparts based outside Belgrade. The majority of these groups had vast experience in fighting against gender-based violence, as this was their main field of activity. But, it was necessary to build a network around trafficking in women as a specific problem. A large segment of ASTRA's work concerns the anti-trafficking capacity building of these groups and the strengthening of cooperation with NGOs based in smaller towns in Serbia.

ASTRA Network members:

- Vojvodina: NGOs from Zrenjanin, Novi Sad, Vršac.
- Central Serbia: NGOs from Belgrade, Velika Plana and Užice.
- South Serbia: NGOs from Niš, Novi Pazar, Vlasotinca, Dimitrovgrad and Vranje.



ASTRA mreža se sastaje periodično, kada se razmenjuju iskustva i prave dogovori o daljoj saradnji. Beogradski sastanak ASTRA mreže održan je 10. i 11. marta 2004. godine. Sastanak je poslužio i kao svojevrsni trening koji je imao za cilj jačanje kapaciteta svih organizacija članica, kroz evaluaciju dosadašnjeg zajedničkog rada (efekti 173 održane radionice za srednjoškolsku omladinu u organizaciji ASTRA mreže), sticanje novih znanja iz oblasti konkretne pomoći žrtvama, saradnje sa institucijama i medijske vidljivosti. Svi predstavnici organizacija, članica ASTRA mreže, su imali priliku da se bolje upoznaju sa radom različitih organizacija, institucija i pojedinaca koji se u svom radu susreću sa problemom trgovine ljudima, načinima jačanja saradnje i praktičnim mogućnostima kvalitetnijeg rešavanja problema uticaja na svoje lokalne sredine. Predavači su bili članice ASTRE, advokati, stručnjaci za odnose sa javnošću, koordinatorke skloništa, pripadnici anti-trafiking timova MUP Srbije i predstavnici međunarodnih organizacija.

Tokom 2005. godine nastavilo se sa širenjem i jačanjem ASTRA mreže. Početkom jula 2005. godine u Novom Sadu je održan bazični trening „Trgovina ljudima“ za aktiviste/inje nevladine organizacije Esperanca. Nakon ovog treninga, Esperanca se pridružila ASTRA mreži.

Članica ASTRA mreže - Odbor za ljudska prava Vranje - je u saradnji sa ASTROM 30. juna 2005. godine u Vranju organizovala okrugli sto „Trafficking – ropstvo 21. veka“, u cilju prevencije, informisanosti i povećanja svesti građana o ovom problemu. Skupu su prisustvovali predstavnici nevladinih organizacija, pogranične policije, SUP, opštinskih i okružnih tužilaštava, centara za socijalni rad, srednjih škola i medija iz sedam gradova Pčinjskog okruga.

Vranje Press je u saradnji sa Odborom za ljudska prava Vranje i uz podršku ASTRE, realizovao TV serijal „Putevi ropstva na jugu Srbije“ od šest tematskih emisija na srpskom i albanskom jeziku. Emisije su emitovane u decembru 2005. godine na lokalnim televizijama: TV Vranje, TV Focus-Vranje, TV Spektri-Bujanovac, TV Kodal-Bosilegrad i TV Majdanpek.

Jedan broj nevladinih organizacija iz mreže uspeo je, uz podršku ASTRE, da započne i razvije sopstvene programe edukacije i

ASTRA Network meets periodically, several times a year, to exchange experiences and discuss future projects. The Belgrade meeting of ASTRA Network was held on March 10-11, 2004. This meeting served as a kind of training aimed at capacity building of all member organizations through the evaluation of joint activities (effects of 173 workshops for secondary school pupils in the organization of ASTRA Network), learning new skills in the area of concrete victim assistance, cooperation with institution and visibility in the media. All representatives of ASTRA Network member organizations had opportunity to get better acquainted with the work of different organizations, institutions and individuals in touch with the problem of human trafficking in their work, with how to enhance cooperation and with practical possibilities how to solve problems more efficiently and to impact their local communities. The lecturers were ASTRA Team members, lawyers, PR experts, shelter coordinators, members of Mol anti-trafficking teams and the representatives of international organizations.

During 2005, ASTRA Network continued to spread. In early July 2005, basic training on human trafficking was held in Novi Sad for the activists of NGO Esperanca. After this training, Esperanca joined ASTRA Network.

An ASTRA Network member, Human Rights Council from Vranje, organized, in cooperation with ASTRA, a roundtable “Trafficking – the 21st Century’s Slavery”, on June 30, 2005, aimed at preventing, informing and awareness raising of citizens regarding this issue. This event was attended by the representatives of NGOs, border police, local police departments, municipal and district prosecutor’s offices, social welfare centers, secondary schools and the media from seven towns from Pčinjski Region.

Vranje Press, in cooperation with Vranje Human Rights Council and with ASTRA’s support, produced a TV serial “Paths of Slavery in Southern Serbia” containing six thematic broadcasts in Serbian and Albanian language. The broadcasts were screened in December 2005 on local TV stations: TV Vranje, TV Focus -Vranje, TV Spektri-Bujanovac, TV Kodal-Bosilegrad and TV Majdanpek.

prevencije problema trgovine ljudima. Tako je 2005. godine nekoliko grupa iz mreže uspelo da dobije projekte Geneva Global Inc. Bank.

## Mreža poverenja

Na inicijativu Incest trauma centra (ITC) iz Beograda, već nekoliko godina postoji Mreža poverenja, koja pod istim krovom okuplja institucije i nevladine organizacije koje se bave problemom nasilja, naročito nad ženama i decom, i kao takva je jedina u Srbiji. Cilj mreže je zajednički rad na suzbijanju nasilja i smanjenju posledica nasilja, kao i rad na traumati. Imajući u vidu procese kroz koje prolazi svaka žrtva (od borbe da preživi pa do trenutka izlaska iz nasilja), članice Mreže zajedničkim naporima pokušavaju da nađu mehanizme koji bi taj put učinili što bezbolnijim. Pričati o svom iskustvu nasilja je izuzetno teško, i ovim mehanizmima želimo da izbegnemo da žrtva nasilja bude viktimizirana više puta. Sastanci Mreže poverenja se održavaju jednom mesečno u prostorijama ITC.

## Mreža protiv nasilja nad ženama

Na inicijativu NVO Autonomni ženski centar, u Beogradu je od 2. do 4. septembra 2005. godine održana konferencija „Povezujemo se da bi menjale“, na kojoj je osnovana Mreža protiv nasilja nad ženama na području Srbije.

Mrežu čine:

- 25 SOS telefona za žene i decu žrtve nasilja,
- 4 skloništa za žene i decu žrtve nasilja,
- 3 istraživačka centra.

Dogovoreno je da članice Mreže koordinirano sprovode zajedničke akcije, kampanje i istraživanja u cilju rada na eliminaciji muškog nasilja nad ženama na području uže Srbije i Vojvodine.

A number of NGOs - Network members managed, with ASTRA's assistance, to launch and develop their own projects in the area of human trafficking education and prevention. Thus, in 2005, several Network members got grants from Geneva Global Inc. Bank.

## The Network of Trust

At the initiative of Incest Trauma Center (ITC) from Belgrade, the Network of Trust has been working for several years, bringing together institutions and NGOs which deal with the problem of violence, especially violence against women and children, and as such, this Network is unique in Serbia. Network's goal is joint work on combating violence and reducing the consequences of violence, as well as work on trauma. Bearing in mind processes every victim of violence passes through, from the fight for survival until the moment of escaping from the situation of violence, Network members work together, trying to find mechanisms for making this path less painful. It is very hard to talk about one's own experience of violence, and with these mechanisms we want to avoid repeated victimization of the victim of violence. Meetings of the Network of Trust are held once a month in ITC's premises.

## A Network against Gender-Based Violence

At the initiative of NGO Autonomous Women's Center from Belgrade, a conference "Getting Connected for Change" was held in Belgrade on September 2-4, 2005, where the Network against Gender-Based Violence in Serbia was established.

The Network is composed of:

- 25 SOS hotlines for women and children victims of violence
- 4 shelters for women and children victims of violence
- 3 research centers

Network members agreed to carry out coordinated joint actions, campaigns and researches with a view to eliminating gender-based violence in Serbia and Vojvodina.

## HPVPI mreža (HIV Prevention among Vulnerable Population Initiative)

U organizaciji UNDP, formirana je HPVPI mreža koja okuplja nevladine organizacije i državne institucije koje rade na celoj teritoriji državne zajednice Srbije i Crne Gore. Misija ove mreže je usmerena ka prevenciji HIV/AIDS-a i smanjenju štete među grupama pod povećanim rizikom i osobama koje žive sa HIV/AIDS-om. Kako su žrtve trgovine ljudskim bićima takođe jedna od grupa sa povećanim rizikom od HIV infekcije i ostalih polno prenosivih bolesti, ASTRA je uzela aktivno učešće u aktivnostima Mreže.

## Regionalne mreže

### ACTA (Akcija protiv korupcije i trgovine ljudima)

ACTA (Anti Corruption Anti Trafficking Action) - osnovana u junu 2004 godine, je međunarodna, regionalna, nevladina organizacija koja se zalaže za društvo oslobođeno trgovine ljudima i korupcije, koji predstavljaju ekstremne oblike kršenja ljudskih prava. Mrežu ACTA je osnovalo 11 nacionalnih nevladinih organizacija iz regiona, sa ciljem prevencije, zaštite, pomoći, praćenja i sprovođenja zakona i aktivnosti svih aktera uključenih u borbu protiv trgovine ljudima i korupcije.

Vizija osnivača je da ACTA postane centar podrške i dalje promocije demokratskih vrednosti i da učestvuje u procesu odlučivanja na nacionalnom, regionalnom i međunarodnom nivou, utičući na tvorce politika, finansijere i realizatore mera na polju borbe protiv korupcije i trgovine ljudima.

Aktivnosti:

- Regionalna saradnja na konkretnim slučajevima, kako bi se pobedile regionalne mreže organizovanog kriminala i priznalo da su trgovina ljudima i korupcija, po svojoj prirodi, regionalni problem, a ne izolovani problem neke konkretne zemlje;
- Sinhronizovano praćenje problema trgovine ljudima i korupcije u zemljama članicama, kako bi se razvile preciznije metode procene problema i regionalni programi borbe protiv

## HPVPI Network (HIV Prevention among Vulnerable Population Initiative)

In the organization of UNDP, the network HIV Prevention among Vulnerable Population was established to bring together NGOs and government institutions operating in the whole territory of Serbia and Montenegro (HPVPI Network). This Network's mission is HIV/AIDS prevention and damage control among vulnerable groups and persons living with HIV/AIDS. As human trafficking victims are also at greater risk of HIV and other STDs, ASTRA has taken an active part in Network's activities.

## Regional Networks

### ACTA (Anti Corruption Anti Trafficking Action)

ACTA (Anti Corruption Anti Trafficking Action), founded in June 2004, is an international, regional, non governmental organization advocating a society free of trafficking and corruption, which are considered to be extreme forms of human rights violations. ACTA was established by 11 national NGOs in the region with an aim to preventing, protecting, assessing, monitoring and implementing legislation and activities of all the stakeholders involved in combating trafficking and corruption.

ACTA's vision is to become a center of support and further promotion of democratic values and to participate in decision-making process on national, regional and international levels, influencing policy makers, funders and implementers in the anti-corruption and anti-trafficking field.

Activities:

- Regional cooperation on concrete cases in order to overcome regional organized crime networks and to recognize that TCO problems are regional in nature and not an isolated problem of any particular country;
- Synchronized monitoring of TCO issues in member countries in order to develop more accurate problem assessments and regional programs to combat TCO;

korupcije i trgovine ljudima;

- Direktna pomoć u krivičnom gonjenju koje sprovode nacionalni i međunarodni pravosudni i policijski organi, kroz razmenu informacija radi lakšeg građenja i krivičnog gonjenja slučajeva u nacionalnim sudovima;
- Sinhronizovane regionalne zakonske inicijative u cilju razvoja komplementarnog pravnog okvira u vezi sa trgovinom ljudima i korupcijom za sve zemlje u regionu;
- Vođenje kampanja u cilju podrške zakonskim inicijativama i izgradnje svesti građana o problemima trgovine ljudima i korupcije;
- Direktna pomoć žrtvama trgovine ljudima i korupcije na planu zaštite svedoka, migracija, ljudskih prava i psihosocijalnih potreba;
- Učešće u razvoju nacionalnih i međunarodnih strategija za borbu protiv trgovine ljudima i korupcije kroz saradnju sa nacionalnim vladinim telima i međunarodnim institucijama.

Članice ACTE:

Albanija *Gender Alliance for Development Center*

Bosna i Hercegovina *Lara*

Bugarska *Bulgarian Gender Research Foundation*

Hrvatska *Ženska soba*

Hrvatska *PSD - Partnerstvo za društveni razvoj*

Makedonija *Open Gate-La Strada*

Moldavija *La Strada*

Crna Gora *Sigurna ženska kuća*

Rumunija *Reaching Out*

Srbija *ASTRA*

Slovenija *Društvo Ključ*

- Provision of direct assistance to criminal prosecution led by local and international prosecutorial bodies by assisting with information exchange processes to facilitate the development and processing of cases by national courts;
- Synchronized regional legal initiatives in order to develop complementary legal frameworks related to TCO issues for all countries within the region;
- Advocacy campaigns conducted to support legal initiatives and build local citizen awareness of TCO problems;
- Provision of direct assistance to victims of TCO for issues such as witness protection, migration, human rights and psychosocial needs;
- Participation in the development of national and international strategies against TCO through cooperation with national governmental bodies and international institutions.

ACTA Members:

Albania *Gender Alliance for Development Center*

Bosnia and Herzegovina *Lara, Bijeljina*

Bulgaria *Bulgarian Gender Research Foundation*

Croatia *Women's Room*

Croatia *PSD – Partnership for Social Development*

Macedonia *Open gate-La Strada*

Moldova *La Strada*

Montenegro *Safe Women's House*

Romania *Reaching Out*

Serbia *ASTRA*

Slovenia *Society Ključ*



Prva Skupština ACTE održana je od 28. aprila do 1. maja 2005. godine. Pored razmatranja realizovanih aktivnosti, kao i budućih planova svih članova, izabrana su i tela ACTE, tj. Komitet za etička pitanja i Komitet za finansije i budžet. Odlučeno je i da La Strada Moldavija bude primljena kao ravnopravna članica ACTE.

U drugoj polovini 2005. godine, održana je serija treninga usmerenih ka institucionalnom razvoju članica ACTE, kao i ka unapređenju aktivnosti koje sprovode organizacije članice. Na treninzima su se, između ostalog, obrađivale teme: finansijsko upravljanje, strateška analiza i planiranje, upravljanje fazama projekta, pisanje projektnih predloga, edukacija u školama, podizanje svesti javnosti i zastupanje. Treninzi su rađeni po modelu „treninga za trenere“, čime je omogućeno da svaka članica ACTE prenese stečena znanja nevladinim organizacijama u svojoj lokalnoj sredini, što doprinosi jačanju civilnog sektora u svakoj od zemalja.

## OMCT (Svetska organizacija protiv torture)

ASTRA je članica OMCT (Svetska organizacija protiv torture) mreže koja okuplja organizacije i SOS telefone koji rade na pomoći žrtvama različitih oblika nasilja.

Aktivnosti i struktura Svetske organizacija protiv torture namenjene žrtvama kršenja ljudskih prava proizilaze iz njene radne veze sa nezavisnim organizacijama za zaštitu ljudskih prava koje rade na terenu. OMCT je osnovala globalnu mrežu organizacija specijalizovanih za zaštitu ljudskih prava. Zahvaljujući tome što brzo može da dođe do informacija sa terena, OMCT je u poziciji da preuzima akcije na međunarodnom nivou kao dopunu aktivnostima lokalnih organizacija. OMCT to radi putem objavljivanja informacija koje poseduje svetskoj javnosti, uključujući pojedince i institucije koje su u najboljem položaju da preuzmu radnje u korist žrtve nekog konkretnog slučaja kršenja ljudskih prava.

## Nacionalni tim za borbu protiv trgovine ljudima

ASTRA je član Republičkog tima za borbu protiv trgovine ljudima od njegovog osnivanja. Ovaj Tim okuplja predstavnike svih relevantnih saveznih i republičkih ministarstava, nevladinih organizacija i međunarodnih organizacija koje se

The first Assembly of ACTA was held on April 28-May 1, 2005. Besides discussing implemented activities and plans for future of all member organizations, ACTA bodies were elected, as well, that is, Ethical Committee and Committee for Finance and Budget. It has been decided to admit La Strada Moldova as a full member.

In the second half of 2005, a series of trainings was held aimed at institutional development and enhancement of activities of ACTA member organizations. The following topics were addressed, among others, on this occasion: financial management, strategic analysis and planning, project cycle management, writing project proposals, education in schools, public awareness raising and advocacy. Trainings were organized as the trainings of trainers, which enabled every ACTA member to pass acquired knowledge to nongovernmental organizations in their local communities, which contributes to the strengthening of the civil society in each country represented.

## OMCT (World Organization against Torture)

ASTRA is member of OMCT (World Organization against Torture) network, which gathers organizations and SOS hotlines assisting the victims of various forms of violence.

OMCT's structure and activities targeting the victims of human rights violations stem from its working relations with independent grass-roots human rights organizations in the field. OMCT has established a global network of expert human rights organizations. Through the rapid provision of information from the field, OMCT is able to take action at the international level, to complement their activities. It does this by disseminating their information to a global audience, including the individuals and institutions most capable of taking action in support of the victims of the abuses in question.

## National Team for Combating Human Trafficking

ASTRA is a member of the National Team for Combating Human Trafficking since its beginning. This Team gathers all relevant federal and republican ministries, NGOs and international

bave suzbijanjem trgovine ljudima. U okviru Tima postoje četiri radne grupe specijalizovane za sledeće oblasti:

- prevencija i edukacija (koordinator grupe - ASTRA);
- pomoć žrtvama kroz uspostavljanje mehanizama za zaštitu žrtava (koordinator grupe - Ministarstvo rada, zapošljavanja i socijalne politike);
- suzbijanje trgovine decom (koordinator grupe – NVO Beosupport);
- sprovođenje zakona (koordinator grupe - Ministarstvo pravde).

ASTRA je član tri radne grupe, Radne grupe za prevenciju i edukaciju – gde je ujedno i koordinator, Radne grupe za suzbijanje trgovine decom, kao i Radne grupe za pomoć žrtvama trgovine.

U toku 2004. godine održana su dva sastanka Republičkog tima za suzbijanje trgovine ljudima, dok se 2005. godine ovaj Tim sastao samo jedanput. Daleko aktivnije su bile dve radne grupe kojima rukovode nevladine organizacije, Radna grupa za prevenciju i edukaciju i Radna grupa za suzbijanje trgovine decom, koje su, tokom prethodne dve godine, održale više sastanaka. S druge strane, radne grupe kojima rukovode predstavnici države gotovo da se nisu ni sastajale. Radna grupa za pomoć žrtvama trgovine ljudima, organizovala je dva sastanka u prethodne dve godine, svake godine po jedan, dok se Radna grupa za sprovođenje zakona nije sastala niti jedan put.

Nacionalni koordinator je februara 2004. godine formirao Savetodavno telo za borbu protiv trgovine ljudima, koje uključuje:

- nacionalnog koordinatora i njegove saradnike,
- koordinate svih radnih grupa, i
- predstavnike Misije OEBS-a, IOM-a i UNICEFA.

Ključna uloga ovog tela je da pomaže i podržava napore nacionalnog koordinatora u koordinaciji i realizaciji mera i aktivnosti u borbi protiv trgovine ljudima.

Kao jedna od članica Savetodavnog tela za borbu protiv trgovine

organizations involved in anti-trafficking activities. The National Team operates through four working groups:

- Prevention and education (group coordinator - ASTRA);
- Victim assistance through establishing mechanisms for the protection of victims (group coordinator - the Ministry for Labor, Employment and Social Policy);
- Child trafficking prevention (group coordinator NGO Beosupport);
- Law enforcement (group coordinator - the Ministry of Justice).

ASTRA is a member of three Working Groups: Working Group for prevention and education, where it acts as a coordinator, Working Group for child trafficking prevention and Working Group for victim assistance.

The National Team for Combating Human Trafficking met two times in 2004 and only once in 2005. Far more active were two working groups coordinated by NGOs, Working Group for prevention and education and Working Group for child trafficking prevention, which had several meeting in last two years. On the other hand, it could be said that working groups coordinated by government institutions did not meet at all: Working Group for victim assistance had only two meetings in last two years, while Working group for law enforcement did not meet even once.

In February 2004, National Coordinator established an Anti-Trafficking Advisory Body, which gathered:

- National Coordinator and his associates,
- Coordinators of all Working Groups, and
- The representatives of OSCE Mission, IOM and UNICEF.

A key role of this body is to assist and support efforts of the National Coordinator in coordination and implementation of anti-trafficking measures and activities.

As one of the members of the Anti-Trafficking Advisory Body,



## SAVET MINISTARA ZA BORBU PROTIV TRGOVINE LJUDIMA

### REPUBLIČKI TIM ZA BORBU PROTIV TRGOVINE LJUDIMA

#### NACIONALNI KOORDINATOR ZA BORBU PROTIV TRGOVINE LJUDIMA



#### RADNA GRUPA ZA BORBU PROTIV TRGOVINE DECOM

- BEOSUPPORT (rukovodilac)
- MINISTARSTVO UNUTRAŠNJIH POSLOVA
- MINISTARSTVO SPOLJNIH POSLOVA
- MINISTARSTVO ZA OBRAZOVANJE I SPORT
- MINISTARSTVO RADA, ZAPOSŁJAVANJA I SOCIJALNE POLITIKE
- ASTRA
- CENTAR ZA PRAVA DETETA
- CRVENI KRST
- UNICEF
- SAVE THE CHILDREN UK
- CHRISTIAN CHILDREN'S FUND
- OEBBS, IOM, UNHCR-POSMATRAČI

#### RADNA GRUPA ZA PREVENCIJU I EDUKACIJU

- ASTRA (rukovodilac)
- MINISTARSTVO RADA, ZAPOSŁJAVANJA I SOCIJALNE POLITIKE
- MINISTARSTVO ZA OBRAZOVANJE I SPORT
- MINISTARSTVO UNUTRAŠNJIH POSLOVA
- ATC
- BEOSUPPORT
- CRVENI KRST
- OEBBS, IOM, UNHCR-POSMATRAČI

#### RADNA GRUPA ZA POMOĆ I ZAŠTITU ŽRTAVA

- MINISTARSTVO RADA, ZAPOSŁJAVANJA I SOCIJALNE POLITIKE (rukovodilac)
- SAVETOVALIŠTE PROTIV NASILJA U PORODICI
- VIKTIMOLOŠKO DRUŠTVO SRBIJE
- ASTRA
- MINISTARSTVO UNUTRAŠNJIH POSLOVA
- MINISTARSTVO SPOLJNIH POSLOVA
- ATINA
- OEBBS, IOM, UNHCR-POSMATRAČI

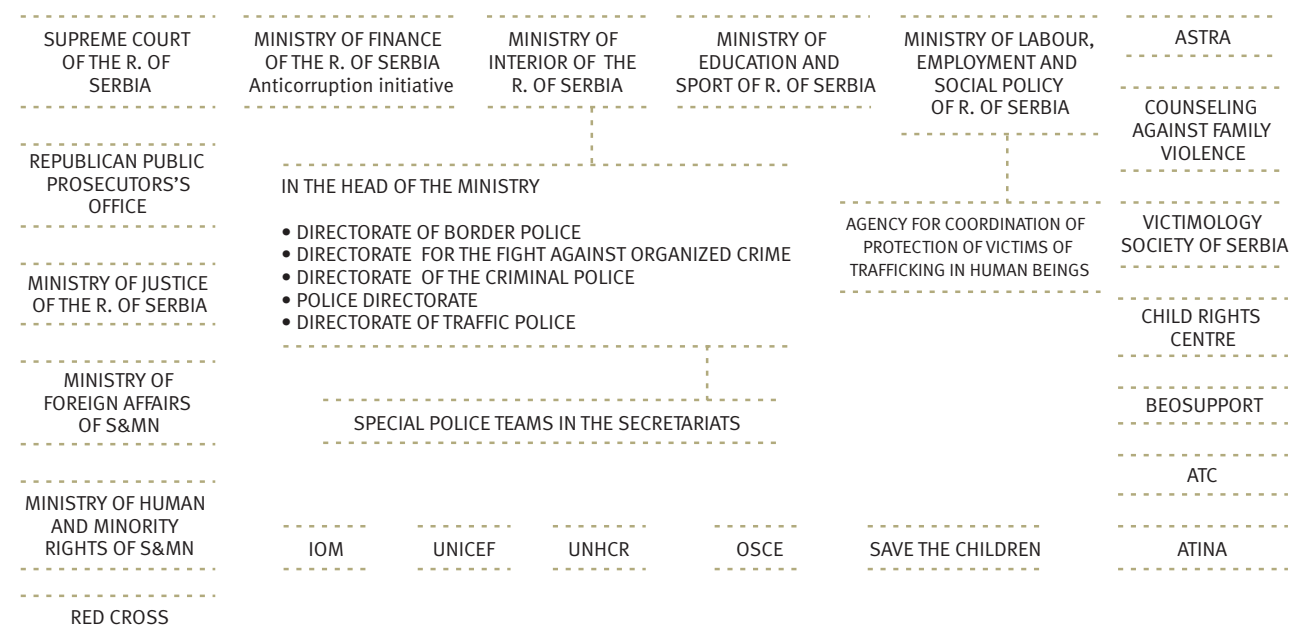
#### RADNA GRUPA ZA SNAGE SPROVOĐENJA ZAKONA

- MINISTARSTVO PRAVDE, (rukovodilac)
- VRHOVNI SUD SRBIJE
- REPUBLIČKI JAVNI TUŽILAC
- MINISTARSTVO UNUTRAŠNJIH POSLOVA
- MINISTARSTVO FINANSIJA Antikorupcijska inicijativa
- VIKTIMOLOŠKO DRUŠTVO SRBIJE
- OEBBS, IOM, UNHCR-POSMATRAČI

## GOVERNMENTAL COUNCIL FOR COMBATING TRAFFICKING IN HUMAN BEINGS

### TEAM FOR COMBATTING TRAFFICKING IN HUMAN BEINGS OF REPUBLIC OF SERBIA

#### NATIONAL COORDINATOR FOR COMBATTING TRAFFICKING IN HUMAN BEINGS



#### WORKING GROUP FOR COMBATING TRAFFICKING IN CHILDREN

- BEOSUPPORT (coordinator)
- MINISTRY OF INTERIOR
- MINISTRY OF FOREIGN AFFAIRS
- MINISTRY OF EDUCATION AND SPORT
- MINISTRY OF LABOUR, EMPLOYMENT AND SOCIAL POLICY
- ASTRA
- CHILD RIGHTS CENTRE, Belgrade
- RED CROSS
- UNICEF
- SAVE THE CHILDREN UK
- CHRISTIAN CHILDREN'S FUND
- OSCE, IOM, UNHCR - obeservers

#### WORKING GROUP FOR PREVENTION & EDUCATION

- ASTRA (coordinator)
- MINISTRY OF LABOUR, EMPLOYMENT AND SOCIAL POLICY
- MINISTRY OF EDUCATION AND SPORT
- MINISTRY OF INTERIOR
- ATC
- BEOSUPPORT
- RED CROSS
- OSCE, IOM, UNHCR - obeservers

#### WORKING GROUP FOR VICTIMS SUPPORT AND PROTECTION

- MINISTRY OF LABOUR, EMPLOYMENT AND SOCIAL POLICY (coordinator)
- COUNSELING AGAINST FAMILY VIOLENCE
- VICTIMOLOGY SOCIETY OF SERBIA
- ASTRA
- MINISTRY OF INTERIOR
- MINISTRY OF FOREIGN AFFAIRS
- ATINA
- OSCE, IOM, UNHCR - obeservers

#### WORKING GROUP FOR LAW ENFORCEMENTS

- MINISTRY OF JUSTICE (coordinator)
- SUPREME COURT OF THE R. OF SERBIA
- REPUBLICAN PUBLIC PROSECUTOR'S OFFICE
- MINISTRY OF INTERIOR
- MINISTRY OF FINANCE Anticorruption initiative
- VICTIMOLOGY SOCIETY OF SERBIA
- OSCE, IOM, UNHCR - obeservers

ljudima, ASTRA je učestvovala u izradi Strategije za borbu protiv trgovine ljudima. Iako je Strategija dobra polazna osnova za pravljenje sveobuhvatnog pristupa suzbijanju trgovine ljudima, mogu joj se uputiti određene zamerke. U ASTRI smo mišljenja da je bilo potrebno izdvojiti deo koji bi se odnosio samo na decu, kao i to da je procedure i mehanizme trebalo detaljnije razraditi. U samoj izradi Strategiji, učestvovali su predstavnici OEBS-a i nacionalni koordinator sa svojim savetnicima, dok se nakon izrade prvog nacrtu u ovaj proces uključuje i Savetodavno telo (koordinatori radnih grupa). Nažalost, ostali članovi Republičkog tima nisu pokazali spremnost da se aktivnije uključe u izradu Strategije, ali se može staviti i zamerka da je ceo postupak, pogotovo na početku izrade Strategije, mogao biti transparentniji.

Savet za borbu protiv trgovine ljudima, koji čine predstavnici šest ministarstava Vlade Republike Srbije, razmatrao je 12. februara 2005. godine radnu verziju Strategije za borbu protiv trgovine ljudima, čiji je nacrt dostavljen na usvajanje Vladi Republike Srbije.

## Seminari i konferencije kojima smo prisustvovali

### 2004

- Regionalni sastanak Pakta za Stabilnost u Tirani, Albanija, na temu trgovine decom.
- Nasilje nad ženama i trgovina ženama - Young women from minorities – Savet Evrope, Eskilstuna, Švedska.
- Regionalni sastanak Pakta za Stabilnost u Beogradu na temu trgovine ljudima i radne eksploatacije.
- Trening za sudije i tužioce o primeni člana 111b trgovina ljudima, Krivičnog zakona Republike Srbije, u organizaciji Misije OEBS u Beogradu.
- Sastanak Alijanse protiv trgovine ljudima održan je u junu 2004. godine u Beču, uz prisustvo više od 50 učesnika.

ASTRA has participated in the creation of the Anti-Trafficking Strategy. Although this Strategy is a good starting point for designing a more comprehensive approach to combating human trafficking, several objections could be made. We in ASTRA are of the opinion that it was necessary to address child trafficking in a separate section and that procedures and mechanisms should have been worked out more thoroughly. OSCE representatives and National Coordinator with his advisors worked on the creation of the Strategy, and the Advisory Body (working group coordinators) was included only after the finishing of the first draft. Unfortunately, other members of the National Team failed to take more active part, but it is also true that the entire process, especially its beginning, could have been more transparent.

On February 12, 2005, the Anti-Trafficking Council, composed of six Ministries of the Government of Serbia, discussed working version of the Anti-Trafficking Strategy, which draft has been submitted to the Serbian Government for adoption.

## Seminars and Conferences Attended

### 2004

- A Regional Stability Pact meeting in Tirana, Albania on trafficking in children.
- Violence against women and trafficking in women - Young women from minorities - Council of Europe, Eskilstuna, Sweden.
- A Regional Stability Pact meeting in Belgrade on trafficking and labor exploitation.
- A training for judges and prosecutors on the implementation of Article 111b (trafficking in human beings) of the Criminal Law of the Republic of Serbia organized by OSCE Mission in Belgrade.
- A meeting of the Alliance Against Trafficking with more than 50 participants held in Vienna in June.

- U organizaciji IOM, u Makedoniji održan seminar „Uspostavljanje mehanizma privremene dozvole boravka za žrtve/svedoke trgovine ljudima na Balkanu“.
- U organizaciji OEBS Misije u Srbiji i Crnoj Gori i Fondacije ADMIRA iz Holandije, održana je obuka za profesionalce koji rade na identifikaciji i pružanju pomoći žrtvama trgovine ljudima u cilju stvaranja održivog profesionalnog partnerstva između vladinih i nevladinih organizacija.
- U organizaciji ICMPD iz Beča, u Opatiji je održan regionalni seminar u okviru CARDS projekta „Jačanje implementacijskih strategija nacionalnih planova za borbu protiv trgovine ljudima u zemljama koje su u procesu stabilizacije i pridruživanja“. Cilj seminara je bio da se unaprede strategije i aktivnosti za sprovođenje nacionalnih planova.
- U organizaciji ODIHR i Romskog informativnog centra iz Kragujevca, u Beogradu je održan regionalni okrugli sto/ trening „Trgovina ljudima: posledice na romsku zajednicu u Srbiji“.
- U organizaciji OSCE, ODIHR, EU i IOM, u Kijevu je održana međunarodna konferencija „Uloga SOS telefona u borbi protiv trgovine ljudima - najbolja praksa i preporuke“, na kome su učestvovali predstavnici iz 38 zemalja.
- U organizaciji OEBS Misije u Srbiji i Crnoj Gori, održan je okrugli sto za profesionalno usavršavanje/unapređenje „Međunarodna pravna pomoć/Zaštita prava žrtava u slučajevima trgovine ljudima“. Ovaj okrugli sto bio je namenjen sudijama (uključujući i istražne sudije), tužiocima i članovima posebnih policijskih timova za borbu protiv trgovine ljudima (iz Sekretarijata unutrašnjih poslova i Ministarstva unutrašnjih poslova) koji imaju praktičnog iskustva u radu na slučajevima trgovine ljudima.
- U organizaciji ICVA/CIS i IOM, održan je seminar „Upravljanje promenom i prevencija sindroma izgaranja“.

- Seminar “Establishing Mechanisms of Temporary Residence Permit for Victims/Witnesses of Human Trafficking in the Balkans”, Macedonia, in IOM’s organization.
- A training for professionals working on identification and assistance to trafficking victims with a view to creating a sustainable professional partnership between governmental and non-governmental organizations, in the organization of OSCE Mission in Serbia and Montenegro and Admira Foundation for Netherlands.
- A regional seminar in Opatija, within CARDS project “Strengthening Implementation Strategies of National Anti-Trafficking Action Plans in SAP Countries” in the organization of ICMPD, Vienna. The seminar sought to enhance strategies and activities for the implementation of national action plans.
- Regional roundtable/training “Human Trafficking: Its Consequences on the Roma Community in Serbia” in the organization of ODIHR and Kragujevac-based Roma Information Center, Belgrade.
- International conference “The Role of Hotlines in the Fight against Trafficking in Human Beings – Best Practice and Recommendations”, Kiev, in the organization of OSCE, ODIHR, EU and IOM, with participants from 38 countries.
- A roundtable for professional development “International Legal Aid/Victims Protection in the Cases of Human Trafficking” in the organization of OSCE Mission in Serbia and Montenegro. This roundtable was designed for judges (including investigating judges), prosecutors and members of special police anti-trafficking teams (from Mol and local police departments) who had practical experience in working on human trafficking cases.
- Seminar “Change Management and Burn-Out Syndrome Prevention”, in the organization of ICVA/CIS and IOM.

- Regionalna partnerska radionica „Međunarodna pogranična saradnja u cilju pružanja efikasne pomoći žrtvama“, na kojoj su učestvovali CRS Beograd, CRS Bugarska, ARKA Rumunija, Centar Nadia Bugarska, CARITAS Bugarska, HRDF Turska i ASTRA Srbija, održana u Sofiji, Bugarska.
- U okviru CARDS projekta „Jačanje implementacijskih strategija nacionalnih planova za borbu protiv trgovine ljudima u zemljama koje su u procesu stabilizacije i pridruživanja“, ICMPD je u Beču organizovao tehničku radionicu „Kontrola, evaluacija i procena“. U okviru istog projekta, održana su i dva regionalna seminara „Program za unapređenje borbe protiv trgovine ljudima u Jugoistočnoj Evropi“.
- Specijalistički trening Incest trauma centra na temu „Seksualno zlostavljanje dece/incest“ i „Nasilje nad ženama u porodici“.
- Ambasada SAD organizovala je u Beogradu okrugli sto „Podrška žrtvama/svedocima u krivičnom postupku“. Cilj je bio da se predstave različiti modeli službe za podršku žrtvama/svedocima (SAD, Haški Tribunal) kao i da se razgovara o mogućnostima kreiranja sličnog programa u Srbiji.
- U saradnji Misije OEBS u Srbiji i Crnoj Gori i Fondacije ADMIRA iz Holandije, održana je obuka „Identifikacija i potrebe žrtava, standardi i dinamika pomoći“ za predstavnike nevladinih organizacija i institucija koji se u svom radu mogu susresti sa žrtvama trgovine ljudima.
- OEBS Misija u Srbiji i Crnoj Gori organizovala je međunarodnu konferenciju „Obezbeđivanje ispravne identifikacije i odgovarajuće pomoći žrtvama trgovine ljudima; uspostavljanje i funkcionisanje nacionalnog mehanizma za upućivanje u Republici Srbiji – primer uspešnog nacionalnog mehanizma za upućivanje: razmena iskustva“.
- U saradnji mreže NVO iz Hrvatske Petra, Crnogorskog ženskog lobija i organizacije CARE, u Bijeloj je održana regionalna konferencija „Ženske nevladine organizacije o

- Partner Workshop “Cross Border Cooperation For Effective Victim Assistance” was held in Sofia, Bulgaria, with the participation of CRS Belgrade, CRS Bulgaria, ARKA Romania, Center Nadia Bulgaria, CARITAS Bulgaria, HRDF Turkey and ASTRA Serbia.
- Within CARDS Project “Strengthening Implementation Strategies of National Anti-Trafficking Action Plans in SAP Countries”, ICMPD organized in Vienna a technical workshop focusing monitoring, evaluation and review. Two regional seminars were organized within the same project on the enhancement of combating human trafficking in SEE.
- Incest Trauma Center organized a specialized training on “Sexual Abuse of Children/Incest” and “Domestic Violence against Women”.
- The US Embassy in Belgrade organized a roundtable “Support to Victims /Witnesses in Criminal Proceedings“. The Roundtable sought to present different models of victim/witness protection services (USA, The Hague Tribunal) and to discuss the possibilities of creating a similar program in Serbia.
- In cooperation of OSCE Mission in Serbia and Montenegro and Admira Foundation, the Netherlands, a training “Victims’ Identification and Needs, Standards and Dynamics of Assistance” was held for professionals in NGOs and institutions who may come across the victims of trafficking in their work.
- OSCE Mission in Serbia and Montenegro organized an international conference “Ensuring Correct Identification and Adequate Assistance to Victims of Trafficking in Human Beings; National Referral Mechanism Established and Functioning in Republic of Serbia - An Example of Efficient NRM; Exchange of Experiences”.
- In cooperation of Croatian NGO Network Petra, Montenegrin Women’s Lobby and CARE, a regional conference “Women’s NGOs on Human Trafficking, with Special Emphasis on

- ICMPD i UNDP Rumunija su u Austriji organizovali regionalni seminar u okviru projekta „Jačanje kapaciteta snaga za sprovođenje zakona u oblasti borbe protiv trgovine ljudima u Jugoistočnoj Evropi“.
- Internacionalni forum „Međunarodna pogranična saradnja u cilju identifikacije i pomoći žrtvama trgovine ljudima između Rumunije, Bugarske, Srbije i Turske“, održan u Sofiji, Bugarska.
- U Varšavi je održana proslava 10 godina postojanja La Strade, međunarodne mreže organizacija posvećenih borbi protiv trgovine ljudima.
- Svetska organizacija protiv torture (OMCT) organizovala je u Ženevi međunarodnu konferenciju „Siromaštvo, neravnopravnost i nasilje: postoji li odgovor iz ugla ljudskih prava?“
- U Cavtatu je Ured za ljudska prava Vlade Republike Hrvatske organizovao međunarodnu konferenciju „Zaustavimo trgovinu ljudima“.
- Međunarodna konferencija „Ujedinjeni protiv modernog ropstva“ održana je u Firenci, u organizaciji Emmaus International.
- U Beču je održan Regionalni forum posvećen prevenciji kriminala za nevladine organizacije iz Centralne i Istočne Evrope, koji je bio posvećen trenutnim izazovima i aktivnostima u vezi sa prevencijom trgovine ljudima, kriminala u urbanim sredinama i korupcije, u organizaciji UNODC, CONGO i grada Beča.
- Društvo Crvenog krsta i Ministarstvo spoljnih poslova Srbije i Crne Gore su organizovali u Beogradu „Konferenciju o borbi protiv trgovine ljudima zemalja Jugoistočne Evrope“.
- Global Alliance Against Traffic in Women (GAATW) organizovala je na Tajlandu konsultativni sastanak o

- ICMPD and UNDP Romania organized in Austria a regional seminar within the project “Strengthening Implementation Strategies of National Anti-Trafficking Action Plans in SAP”.
- International Forum “Cross-Border Cooperation between Romania, Bulgaria, Serbia and Turkey for the Identification and Assistance to Victims” was held in Sofia, Bulgaria.
- The celebration of 10th anniversary of La Strada, an international network of organizations dedicated to combating human trafficking was held in Warsaw.
- International conference “Poverty, Inequality and Violence: is there a human rights response?” held in Geneva in the organization of OMCT - World Organization against Torture.
- International conference “Let’s Stop Human Trafficking” held in Cavtat in the organization of the Human Rights Office of the Government of the Republic of Croatia.
- International conference “United against Contemporary Slavery” held in Florence in the organization of Emmaus International.
- A Regional Forum dedicated to crime prevention for NGOs from Central and Eastern Europe held in Vienna to discuss current challenges and activities on the prevention of human trafficking, crime in urban areas and corruption, in the organization of UNODC, CONGO and City of Vienna.
- The Society of Red Cross and the Ministry of Foreign Affairs of Serbia and Montenegro organized in Belgrade “A Conference on Combating Human Trafficking in Southeastern Europe”.
- In Thailand, Global Alliance against Traffic in Women (GAATW) organized a consultative meeting on psycho-social support

psihosocijalnoj pomoći žrtvama trgovine ljudima.

- Međunarodne konsultacije aktivistkinja/aktivista koja se bave zaštitom ženskih ljudskih prava održane su u Kolombu, Šri Lanka.
- U Berlinu je održana je konferencija „Prostitucija i trgovina ženama u Evropi“, u organizaciji Verdi i Friedrich Ebert Stiftung.

## Studijske posete

- Studijska poseta Mobilnog tima Hanoveru - upoznavanje sa mehanizmima borbe protiv trgovine ljudima i modelom saradnje nevladinog i vladinog sektora u identifikaciji i pružanju pomoći žrtvama trgovine ljudima.
- Studijska poseta Mobilnog tima Moldaviji - upoznavanje sa relevantnim organizacijama uključenim u borbu protiv trgovine ljudima, modalitetima identifikacije i pomoći žrtvama trgovine ljudima, kao i sa programima reintegracije i prevencije.
- Multiregionalni projekat „Program radne posete za stručnjake koji se bave problemom trgovine ljudima“ - upoznavanje sa relevantnim institucijama i nevladinim organizacijama koje rade na borbi protiv trgovine ljudima, kao i sa modalitetima ovog problema u SAD.
- Studijska poseta Grčkoj – upoznavanje sa mehanizmima borbe protiv trgovine ljudima, kao i sa predstavnicima relevantnih vladinih i nevladinih organizacija u Grčkoj koje su uključene u suzbijanje ovog problema.
- OEBS Misija u Srbiji i Crnoj Gori, La Strada International i STV – Fondacija protiv trgovine ženama, organizovale su studijsko putovanje u Holandiju za predstavnike vladinih i nevladinih organizacija, u cilju razmene iskustva i prakse sa stručnjacima različitih organizacija koje se bave borbom protiv trgovine ljudima.

to trafficked persons.

- International consultation on women human rights defenders was held in Colombo, Sri Lanka.
- Conference “Prostitution and Trafficking in Women in Europe” was held in Berlin, in the organization of Verdi, Friedrich Ebert Stiftung.

## Study Visits

- Study visit of the Mobile Team to Hanover – studying mechanisms for combating human trafficking and the model of cooperation of the NGO and GO sector in identification and assistance to the victims of human trafficking.
- Study visit of the Mobile Team to Moldova – getting acquainted with relevant organizations involved in anti-trafficking activities, the modalities of identification and assistance to trafficked victims and reintegration and repatriation programs.
- A multi-regional project “International Visitors Leadership Program on Combating Trafficking in Persons” – visiting relevant institutions and NGOs involved in combating human trafficking and learning about modalities of this problem in the USA.
- Study visit to Greece – getting acquainted with anti-trafficking mechanisms and with the representatives of relevant governmental and nongovernmental organizations in Greece involved in combating human trafficking.
- OSCE Mission in Serbia and Montenegro, La Strada International and STV – the Foundation against Trafficking in Women organized a study visit to Holland for the representatives of GOs and NGOs for the sake of exchanging experiences and practices with experts from various organizations involved in fighting human trafficking.

## Na šta smo posebno ponosne

### *Zabeleške klijentkinje ASTRA SOS telefona*

„Postoji vreme kada te svi prijatelji napuste, pa čak i rođaci.

Ali pravi prijatelji ipak postoje, to su devojke iz ASTRE. One su uvek spremne da ti pomognu.

Meni je na primer, najviše značila njihova podrška, jer su svi moji prijatelji verovali da sam ja dobrovoljno otišla. A devojke iz ASTRE su mi jedine pružile ruku razumevanja i podršku u svemu. Zaista sam im zahvalna jer su mi mnogo pomogle, a najviše im zahvaljujem na pravnoj podršci i pravnim savetima.“

„Trgovina ljudima je kao paukova mreža, kada se jednom upleteš samo te čudo može spasiti. ASTRA mi je pomogla da izađem iz te mreže.“

*B. J. (žrtva trgovine ljudima, 16 godina)*

## Prva repatrijacija

U saradnji sa Skloništem i Službom za koordinaciju pomoći žrtvama trgovine ljudima, ASTRA je uspešno okončala prvu repatrijaciju u susednu zemlju, gde je žrtva smeštena u sklonište za reintegraciju sa kojim ASTRA već godinama uspešno saraduje. Ovim je pokazano da se repatrijacija žrtava trgovine ljudima u susedne zemlje može uraditi bez velikih novčanih izdataka.

## Pet godina rada ASTRE

Decembra 2005. godine ASTRA je proslavila peti rođendan. Iza nas je pet godina rada na suzbijanju trgovine ljudima. Tokom tog perioda, ASTRA je iz neformalnog podprojekta u okviru AŽINA (Asocijacija za žensku inicijativu) prerasla u samostalnu nevladinu organizaciju, sa detaljno razvijenim

## What We Are Especially Proud Of

### *Notes of an ASTRA SOS Hotline client*

There is a time in life when all friends abandon you, even your family.

But real friends are always there; that’s girls from ASTRA. They are always ready to help you.

For me, for example, the most valuable was their support, because all my friends believed that I left willingly. And ASTRA was the only one to offer me the hand of understanding and support in everything. I am really grateful to ASTRA because it gave me a lot. And I am the most grateful for legal support and legal advice...

Trafficking in people is like spider’s web, when you get caught once, only the miracle can save you. And ASTRA helped me to escape from that web

*B. J. (16, trafficked victim)*

## The First Repatriation

In cooperation with the Shelter and the Agency for Coordination of Assistance to Trafficking Victims, ASTRA successfully completed its first repatriation to a neighboring country, where the victim was placed in a shelter for reintegration with which ASTRA has been successfully cooperating for years. This case proved that the repatriation of victims to neighboring countries can be done without enormous expenses.

## Five Years of ASTRA

In December 2005, ASTRA celebrated its fifth birthday. There are five years of work on combating human trafficking behind us. During this period, ASTRA developed, from an informal subproject within AWIN (Association for Women Initiative) into an independent nongovernmental organization with

programima i razgranatom mrežom saradnika. Put koji smo prešli, sva naša postignuća i iskustvo iskoristićemo kao temelj za dalje napredovanje i učenje. Visoko profesionalni standardi u radu, posvećenost i entuzijizam svih članova i dalje ostaju naše osnovno obeležje.



comprehensive programs and a strong and wide network of collaborators. The path we passed, all our achievements and experience, we will use as a fundament for further progress and learning. High professional standards in work, dedication and enthusiasm of all members remain our basic quality.

## Pilot projekat „Trening za ekonomsko osnaživanje žena žrtava trgovine ljudima“

Od početka rada na problemu trgovine ljudima, suočili smo se sa problemom reintegracije žrtava. Naime, gotovo da nema programa koji bi žrtvama trgovine ljudima pomogli u njihovom povratku u svakodnevni život. Praksa je pokazala da žrtve trgovine po izlasku iz situacije nasilja uglavnom dobijaju samo prvu pomoć od strane NVO i/ili institucija, dok su međunarodne i nevladine organizacije uglavnom okrenute ka prevenciji i radu u skloništim. Takođe, ne postoje institucionalna rešenja koja bi imala dugoročni karakter. Vraćajući devojke u istu sredinu u kojoj su one već jednom postale žrtve trgovine, ne činimo ništa da predupredimo da se one ponovo ne nađu u istoj situaciji, tj. da iznova ne završe u lancu trgovine.

Svesni ovog problema, u saradnji sa nevladinom organizacijom Women-to-Work iz Engleske, organizovali smo projekat „Trening za ekonomsko osnaživanje žena žrtava trgovine ljudima“, na kome je učestvovalo dvanaest devojaka. Osnovna ideja ovog projekta bila je da se devojka pruže osnovna znanja kako bi započele svoj biznis, odnosno došle do zaposlenja. Realizacija ovog projekta predstavlja osnovu za dalje razvijanje programa

## Pilot Project “Training for Economic Empowerment of Women Victims of Trafficking”

Since the beginning of work on human trafficking issue, we have faced the problem of reintegration of victims. Namely, it can be said that there is almost no program which would help trafficked victim in their return to daily life. Coming out of the situation of violence, trafficked victims mainly get only the first aid by NGOs and/or institutions, while NGOs and international organizations are mainly focused on prevention and work in shelters. Also, there are no institutional solutions of a long-term character. Returning the girl to the same environment in which she fell victim to trafficking once, we are doing nothing to prevent her from finding herself in the same situation, i.e. from ending up in trafficking all over again.

Aware of this problem, and in cooperation with NGO Women-to-Work from UK, we organized a pilot project “Training for Economic Empowerment of Women Victims of Human Trafficking”, in which twelve girls took part. The main idea of this Project was to provide the girls with basic skills on how to start their own business, i.e. find job. The implementation of this Project is a basis for further development of reintegration

reintegracije žrtava trgovine ljudima. Ovaj program je za devojke predstavljao i svojevrsan vid druženja i međusobnog osnaživanja, a jedan broj njih je nakon treninga uspeo da dođe do zaposlenja.

## Kako nas vide drugi

SDC (Švajcarska agencija za razvoj), jedan od donatora ASTRE, krajem 2004. godine je angažovao International Council of Voluntary Agencies/Centre for International Support (ICVA-CIS), da sprovede eksternu evaluaciju projekta iz 2003. godine. Evaluacija je izvršena na osnovu intervjua sa članicama ASTRE i njihovim saradnicima, kao i kroz direktan uvid u rad na licu mesta, odnosno kroz posete saradnika ASTRE. U nastavku teksta priloženi su odlomci iz njihovog izveštaja o radu ASTRE.

“Polovina članica ASTRE je timski orijentisana u svom radu, što je odlična osnova za uspešnu organizaciju, saradnju i razvoj tima/organizacije.

ASTRA takođe može da angažuje veći broj ljudi, obzirom da ima veliki broj aktivnosti.

Kroz vežbu skale dostignuća, članice ASTRE su pokazale veliko razumevanje važnosti aktivnosti koje organizacija sprovodi.

Članice ASTRE su veoma svesne pozitivnih rezultata svoga rada i vrlo su ponosne na sve što rade.

Očigledno je da skoro sve članice ASTRE osećaju neke posledice koje su makar delimično posledica neke od sprovedenih aktivnosti ili neke od situacija koje su doživele tokom svog rada.

Preporuke:

- Razvoj organizacije i tima kao dela jednog šireg programa izgradnje kapaciteta koji bi trebalo organizovati za članice ASTRA tima.
- Preporučujemo i trening za kontrolisanje stresa, koji bi se održao van prostorija i radnog ambijenta ASTRE, a koji bi trebalo da uključi, ako je moguće, i partnere i

programs for trafficked victims. This program was also a kind of a meeting place for girls where they could empower one another, while a number of participants managed to find employment.

## How Others See Us

SDC (Swiss Development Agency), one of ASTRA’s donors, engaged International Council of Voluntary Agencies / Centre for International Support (ICVA-CIS) in late 2004 to conduct external evaluation of the project from 2003. The evaluation was done on the basis of interviews with ASTRA staff members and collaborators and through direct insight into the work, i.e. visits of ASTRA’s collaborators. This is what they said, among other things, in their report:

“Half of the ASTRA staff members are Team orientated which makes a good base for successful organisation, cooperation, and team/organisation development.

ASTRA could also get some more use of implementers when having so many activities to undertake.

Through the Achievements Scale Exercise ASTRA staff has showed a great deal of understanding of the importance of the activities ASTRA performs.

ASTRA staff is greatly aware of the positive results of their endeavours and is very proud of the work they are doing.

It is clear that nearly all ASTRA staff members suffer from some specific effects which are at least partly caused by the particular activities performed or situation seen and experienced within the scope of the ASTRA Programme.

Recommendations:

- Staff Development and Organisational Development Training, as a part of more comprehensive Capacity Building Programme, should be organised for the ASTRA staff.
- It is highly recommended that an advanced Stress Management training is organised for the ASTRA staff outside of their office and work environment, and if possible



saradnike organizacije koji su povezani ili rade na istim aktivnostima.

- Viši trening za upravljanje projektima i organizacioni razvoj.
- Uključivanje novih članica sa svežim idejama i inicijativama.“

#### Tatiana Fomina, La Strada Moldova

„Međunarodni centar La Strada saraduje sa NVO ASTRA, i ta saradnja se kretala od razmene informacija, iskustava i dobrih praksi do partnerskog sprovođenja različitih projekata. Dole navedeni projekti su samo neki od primera tog zajedničkog rada:

- OEBS-ov projekat za stvaranje i razvoj nacionalnog mehanizma za upućivanje u cilju zaštite i pomoći žrtvama trgovine ljudima;
- ICMPD regionalni projekat za unapređenje i sprovođenje nacionalnih strategija za borbu protiv trgovine ljudima i

including the ASTRA partners/associates closely connected to / or working on the same activities.

- Advanced training on Project Management and Organisational Development.
- Engagement of another staff member with fresh ideas and initiative.”

#### Tatiana Fomina, La Strada Moldova

“The International Center “La Strada”, has a cooperation with the NGO “ASTRA”, cooperation that ranged from sharing information, experience and good practices to partnering in the implementation of various Projects. The efforts below could be mentioned as examples of our cooperation:

- OSCE Project on creation and development of national referral mechanisms for protection and assistance for victims of trafficking in human beings;
- ICMPD Regional Project on improvement and implementation of National Anti-trafficking Strategies and Action Plans in

akcionih planova u zemljama Jugoistočne Evrope.

- ACTA (Anti-Corruption Anti-Trafficking Action – nova evropska NVO) projekat za razvoj saradnje nevladinih organizacija iz Jugoistočne Evrope u oblasti borbe protiv trgovine ljudima i korupcije.

Iskustvo ASTRE u pokretanju SOS telefona za žrtve trgovine, u identifikaciji žrtava, kao i u sprovođenju istraživanja u oblasti borbe protiv trgovine ljudima je predstavljano u tematskim publikacijama koje je objavljivao Međunarodni centar La Strada.

Znanje i iskustvo stručnjaka ASTRE izaziva pažnju i interesovanje mnogih aktivnih aktera u borbi protiv trgovine ljudima. La Strada Moldavija će nastaviti da održava i razvija saradnju sa NVO ASTRA.“

SEE countries;

- ACTA (Anti-Corruption Anti-Trafficking Action – new European NGO) project on development of collaboration in anti-trafficking and anti-corruption domains between NGOs in SEE region.

The “ASTRA” experience in operating “SOS-Line” for victims of trafficking in human beings, in the identification of victims as well as in conducting researches in the anti-trafficking area has been presented in thematic publications released by the International Center “La Strada”.

The knowledge and experience of “ASTRA” specialists deserves attention and interest of many actors active in the anti-trafficking communities. La Strada Moldova shall further maintain and develop cooperation relationships with “ASTRA” NGO.”

### ASTRA tim 2004/05. godine ASTRA Team 2004/05

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13. Jovana Bogičević
14. Marijana Gligorić
15. Filip Milenović
16. Milica Župunski
17. Radmila Stanišić

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12. Đorđe Alempijević
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19. Leposava Pavlović
20. Ljiljana Raičević
21. Milan Žarković
22. Milica Minić
23. Milka Ignjatović
24. Mirka Karanović
25. Mitar Đurašković
26. Muradija Nokić
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34. Slobodan Savić
35. Snežana Stanojević
36. Suzana Antić Ristić
37. Svetlana Jović
38. Štefica Pracaić
39. Tanja Ignjatović
40. Tatijana Nikolić
41. Vladimir Abazović
42. Željka Martinovski
43. Zorica Stojkov

## Donatori u 2004/05. godini

- CIDA-Kanadska agencija za međunarodni razvoj
- Geneva Global Bank
- OEBS/ODIHR- Organizacija za evropsku bezbednost i saradnju/Kancelarija za demokratizaciju institucija i ljudskih prava
- SDC- Švajcarska agencija za demokratizaciju i razvoj
- Ambasada Velike Britanije u Beogradu
- Save the Children UK
- ECBJ - Evropski centar za radio i TV novinarstvo
- Evropska komisija-CARDS Program
- CRS - Catholic Relief Services

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## Donors in 2004/05

- CIDA- Canadian International Development Agency
- Geneva Global Bank
- OSCE/ODIHR- Office for Democratic Institutions and Human Rights of the Organization for Security and Co-operation in Europe
- SDC- Swiss Agency for Development and Cooperation
- British Embassy Belgrade
- Save the Children UK
- ECBJ – European Center for Broadcast Journalism
- European Commission - CARDS Program
- Catholic Relief Services - CRS

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ŠVAJCARSKA AGENCIJA ZA RAZVOJ I SARADNJU

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## SRBIJA POGODNA ZA TRGOVINU LJUDIMA NA PUTU ROBLJA

BEOGRAD - Za poslednjih godinu dana broj dece u Srbiji, koja su bila žrtve trgovine ljudima povećao se za 25 procenata! Velika maloletnička prostitucija je u zemljama Zapadne Evrope, a najviše u Severnoj Italiji, Španiji, Belgiji i Švedskoj.

Zabrinjavajuće podatke izneli su predstavnici nevladine organizacije "ASTRA", koja se bavi problematikom trgovine ljudima. Učestvovavši na konferenciji u Medija centru započela je velika kampanja pod nazivom "Postoji izlaz".

Srbija je izuzetno pogodna za ovu kriminalnu aktivnost. Kroz nju prolaze sve žrtve koje se deportuju u Rusiju, Ukrajinu i Moldaviju, ali je često i krajnja destinacija. Mnogi završe ovdje i trpe strašnu eksploataciju - istakao je tim Karastara, šef odeljenja za drogu u kriminalu UN.

Prema podacima organizacije "ASTRA" više od 700.000 žena, dece i muškaraca bilo su žrtve trafikiranja.

Najveći problem je što kriminalci brzo menaju putove kojima transportuju žene. Javljaju se nove destinacije, pa im je teško ući u trag. Trenutno ipak, najveće žrtava završi u zemljama zapadne Evrope - rekla je Tamara Vukasović, koordinator u "ASTRI".

Inače, ova organizacija žrtve zastupa i na kasnijim sudelima. Trenutno se vodi samo jedan postupak, jer je trgovina ljudima kao kriminalno delo uvedena tek u aprilu 2003. godine.

M. B. K.  
3. P.

## Počela medijska kampanja „Postoji izlaz“ posvećena borbi protiv trgovine ljudima Registровано 67 prodavanih devojčica

BEOGRAD - Medijsku kampanju „Postoji izlaz“, posvećenu borbi protiv trgovine ljudima prevencijom i edukacijom, juče su u beogradskom Medija centru predstavili članovi nevladine organizacije Astra, predstavnici Ujedinjenih nacija i republičkog tima za borbu protiv ovog vida kriminala. Početak medijske kampanje obeležavaju dva spota, koji za cilj imaju da informišu i motivišu građane da spreče trgovinu ljudima ili pomognu žrtvama.

Od početka rada Astra SOS telefona 2002. godine do danas primljeno je 1.700 poziva. Razlozi zbog kojih su nam se građani obraćali uglavnom su u direktnoj vezi s trgovinom ljudima, kao što su prijave lokacije žrtve i trgovca. Osim toga, primali smo i preventivne pozive, u kojima su ljudi tražili informacije o sumnjivim agenci-

jama za zapošljavanje - rekla je na konferenciji za novinare Tamara Vukasović, koordinator Astre, precizirajući da su na ovaj način registrovane 103 žrtve, od kojih je 68 naših državljana, a među kojima je 36 maloletnih, i samo jedan muškog pola.

Šef odeljenja u Kancelariji UN za drogu i kriminal Tim Karlsgard istakao je da se, prema evidenciji humanitarnih organizacija, broj žrtava savremenog ropstva u svetu godišnje varira između 700.000 i dva miliona ljudi.

Ovo je pojava kojoj državne institucije ne mogu same da se suprotstave, već to čine u saradnji s nevladinim sektorom - rekao je koordinator republičkog tima za borbu protiv trgovine ljudima Dušan Zlokas, objašnjavajući da se naša država istovremeno sa većinom evropskih i svetskih zemalja uključila u borbu protiv ove devijacije društva. G.M.



### Destinacija i Bliski istok

Prema rečima Tamare Vukasović, trendovi i rute u trgovini ljudima se neprestano menjaju, kao i način vrbovanja žrtava. Dok je prethodne godine ova pojava gravitirala prema Makedoniji i Crnoj Gori, danas su destinacije Italija, Španija, Belgija, Švedska, kao i Bliskom istoku.

U narednom periodu bavićemo se istraživanjem...

## U svetu godišnje oko 700.000 prodatih ljudi



Šef Kancelarije UN za drogu i kriminal Tim Karlsgard sa kolegama

BEOGRAD - Prema podacima Ujedinjenih nacija trenutno u svetu ima oko 700.000 žrtava trgovine ljudima, eksploatacije na raznim mestima konferenciji za novinare šef Kancelarije Ujedinjenih nacija za drogu i kriminal Tim Karlsgard i došlo da nevladine organizacije promišljaju da ima oko dva miliona žrtava godišnje.

Ovi je, takođe, rekao da UN ne mogu same ni da nabere sa tim problemom i da on, pre svega, mora da se rešava na lokalnom nivou.

Karastara je naglasila da je trgovina ljudima posebno rasprostranena u Africi i Aziji, a da trgovina Evropom je veoma mala.

Oni koji su ovi kampanji koje su finansirane UN trebalo su na srpskom jeziku, a tižnolom su na ruskom i ukrajinskom su na jeziku koje govore najviše strahovani državljanin koji su žrtve trgovine ljudima kod nas. U svo-

### Sve više maloletnih žrtava

Žrtve iz Srbije su pretežno najviše pribavljane u Makedoniju, potom u Italiju, Španiju, Belgiju, Švedsku i Nemačku, a sada sve više na Bliskom istoku - uključila je Vukasovićeva.

Vukasovićeva je naglasila da je zabrinjavajuće to što raste broj maloletnih žrtava i da ih je čak 40 odsto među žrtvama koje su registrovane tokom ove godine.

Što godi za ovu kampanju koje su finansirane UN trebalo su na srpskom jeziku, a tižnolom su na ruskom i ukrajinskom su na jeziku koje govore najviše strahovani državljanin koji su žrtve trgovine ljudima kod nas. U svo-