South Africa, currently on the Tier 2 watchlist according to the U.S. State Department,¹ is classified as a source, transit and destination country for human trafficking. Historically, in the majority of cases, victims are trafficked from other countries into South Africa as a final destination, where the most common types of exploitation are sex trafficking and forced labour.² Although South Africa is primarily a destination country, traffickers use routes throughout the country to transit victims from the African continent to Europe and North America.³ Victims of human trafficking may be either domestic citizens or foreign nationals. South Africans are vulnerable to trafficking due to systemic issues such as high levels of unemployment and a lack of access to higher education for many, which increases their vulnerability to exploitation within the country’s borders. Foreign nationals are often lured to South Africa by human traffickers as they have suffered similar systemic issues abroad and are under the false impression that economic opportunity is abundant in South Africa.

The Continued Impact of COVID-19

Although COVID-19 restrictions were adjusted multiple times in 2021 in correlation with COVID-19 infection rates, South Africa maintained a relatively normal functioning economy and travel allowances across the year, with the most notable changes being the sale of alcohol and curfews. However, the effects of the initial lockdowns and systemic pressures on the community remain and are reflected in the trafficking cases that A21 assisted throughout 2021. Consistent with 2020, all survivors entering A21’s Aftercare Program and 70% of victims assisted out of trafficking by the National Human Trafficking Hotline (NHTH) were South African, in contrast to pre-pandemic years.⁴

As a result of the pandemic, many governmental and non-governmental organisations were understandably reluctant to host in-person events for public health reasons. In addition, A21 South Africa noticed a decrease in requests for online awareness sessions, likely due to ‘Zoom fatigue’ experienced by so many during the pandemic.⁵ Consequently, there were fewer training sessions or general prevention activities in 2021. Furthermore, it was particularly challenging to offer effective victim assistance alongside partner government agencies in accordance with publicly mandated health restrictions due to a shortage of certain government services resulting from continued COVID-19 restrictions. Affected services included housing services with the Department of Social Development (DSD) and victim transport with the South African Police Services (SAPS).

A21’s Response

A21 has operated in South Africa since 2013 and adopts a holistic three-pronged counter-trafficking strategy. Prevention and awareness strategies reduce the prevalence of trafficking; intervention and identification of victims occurs through the A21 operated NHTH; and restorative aftercare services and reintegration programs support survivors of trafficking.

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⁴ The National Human Trafficking Hotline (NHTH) is a dedicated service to support victims of human trafficking and provide advice and assistance on human trafficking issues. Operated by A21 South Africa, the NHTH works in partnership with law enforcement, key government entities and public sector partners across the region. The NHTH is available to receive reports of suspected trafficking 24 hours a day, seven days a week through calls and electronic means. Reports are handled by call specialists, specifically trained in the area of human trafficking.
⁵ ‘Zoom fatigue is a general feeling of mental fatigue and exhaustion caused by video conferencing.’ University of the Cumberlands, May 18, 2021, Zoom Fatigue and Why it Matters: Know the Facts, https://www.ucumberlands.edu/blog/zoom-fatigue.
While each year affords unique challenges to combating human trafficking, the rippled effects of COVID-19 appear to heighten these challenges. Rather than deterring A21 from implementing its operational strategy, continual adjustments were made for each affected program, fluctuating throughout the year in accordance with changing government COVID-19 guidelines. This ensured a continuation of all services for targeted individuals, vulnerable populations, those needing support to exit exploitation, survivors who have recently exited trafficking and those re-integrating back into society.

**Prevention & Awareness**

Prevention and awareness are crucial components of A21’s strategy to eradicate human trafficking. A21 employs multiple programs for various age groups, with educational curricula that train educators to provide students with resources to prevent exploitation, raise awareness, and enable youth to recognize human trafficking.

Previously, A21 South Africa had focused its education efforts on children in primary and high schools. In 2021, A21 implemented a pilot project, the Early Childhood Prevention Program (ECPP) in South Africa, for children ages three to six. The ECPP responds to the need to introduce the concept of safety to young children in high-risk environments through story-telling that illustrates an age-appropriate understanding of human trafficking. An activity book that can be coloured in ensures that these foundational lessons learned in early childhood development centres are reinforced at home and with caregivers. Approximately 273 children aged four to six and 14 educators participated in this pilot program. Upon completion, participant educators unanimously agreed on the vital importance of implementing this type of content for children within this age bracket and would recommend the ECPP to their colleagues. A21 anticipates updating the ECPP in response to feedback from educators, and officially launching the program again in South Africa and across A21’s global channels in 2022.

In 2021, A21 provided 2,124 students with human trafficking awareness and prevention education, including specific materials on recruitment tactics. However, this was a marked decrease (by 70%) from 2020. This can likely be attributed to the return to in-person classes for students. In 2020, A21 had responded to the increase in online exploitation by focusing on raising awareness and providing digital educational materials about this form of exploitation. For example, A21 South Africa collaborated with the Western Cape Education Department to create lesson plans for students that aimed to reduce their vulnerability to online exploitation. Due to the transition to online learning, 2020 yielded multiple opportunities to easily educate many students and vulnerable groups.

While some COVID-19 related restrictions continued in 2021, many schools returned to meeting in-person, albeit at times at a reduced capacity. A21 responded by returning to conduct presentations in-person, which proved to be challenging as schools hesitated to allow in-person extra-curricular activities, cautious about guests potentially spreading COVID-19. Additionally, educators were under immense pressure to teach lesson content missed during the 2020 school year, resulting in less enthusiasm for extra-curricular content during school hours.

A21 and its media partners optimised designated awareness days throughout the year, such as the annual World Day Against Trafficking, which takes place on 30 July. This day marked the launch of A21’s Global Broadcast, a one hour media event focused on educating supporters about various aspects of human trafficking. An African TV channel aired the broadcast, reaching potentially 50 million viewers. A21 South Africa also participated in media interviews and raised awareness on multiple radio platforms with a potential reach of almost 300,000 listeners across South African airwaves.

A21 South Africa has had a far-reaching impact through its ‘Can You See Me?’ (CYSM)6 public awareness campaign which educates the public on common types of human trafficking occurring in South Africa, and prompts viewers to report any suspicious activity to the NHTH. CYSM increased exposure with a billboard strategically placed on the N12 highway near Klerksdorp for three months. This national road is used by an average 17,221 vehicles per day at the off-ramp. The CYSM scenarios were also aired multiple times a month via a broadcaster with a viewership of 50 million people.

**Identification & Intervention**

A21 South Africa provides a range of victim identification services, including operating the NHTH. The NHTH serves to receive reports on suspected human trafficking throughout all of South Africa. Upon receiving a report, the NHTH con-

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6 The ‘Can You See Me?’ (CYSM) campaign is a global anti-human trafficking public awareness campaign of A21. The concept behind CYSM focuses on the ‘hidden but in plain sight’ reality that underlies human trafficking. This campaign seeks to educate the public with the subtle indicators of human trafficking in order to expose a seemingly innocuous situation with the reality of the human trafficking that is occurring. As the campaign is country or region-specific, various iterations of the campaign exist specific to the country/region of distribution. In each country, CYSM focuses on collaborating with relevant stakeholders and provides a call to action and the relevant hotline number.
The COVID-19 pandemic continued to create challenges in providing aftercare services to recently identified victims of trafficking, particularly the placement of survivors in shelters accredited for ‘trafficking in persons’ (TIP). There were instances of these shelters closing or refusing new admissions due to government-mandated quarantines after shelter residents or staff tested positive for COVID-19. This required A21 staff to explore alternative placements in non-TIP accredited shelters after identification. Similar to the shortages in 2020, this created high-risk environments for survivors who had recently exited a trafficking situation. Unlike TIP accredited shelters, non-accredited shelters do not necessarily employ the same security measures to prevent perpetrators from gaining access. Moreover, unlike accredited shelters, staff may not be trained to work with human trafficking survivors who often face unique challenges due to the trauma experienced as a result of their exploitation.

Although the Department of Social Development (DSD) offers a number of alternative emergency shelters in these unique circumstances, the staff at these shelters are not necessarily trained to work with victims of human trafficking. As the need for use of non-accredited emergency shelters for human trafficking survivors increased in 2021, A21 identified a need for specialised training for the staff at these shelters. As a result of highlighting this need, the DSD, in partnership with A21 and other organisations, initiated training specific to working with human trafficking survivors for the house mothers and other general staff members at these temporary shelters. In addition, A21 caseworkers regularly visited the shelters and offered ongoing telephonic support to their staff and social workers.

Constraints of law enforcement capacity, as observed during the pandemic in 2020, continued throughout 2021. The decrease in local law enforcement capacity continued to affect assistance in human trafficking cases throughout South Africa as highlighted in difficulties transporting newly identified victims of trafficking. The Standard Operating Procedures (SOPs) adopted by the South African government in December 2020 stipulate that all transport of newly identified victims of trafficking must be conducted by members of SAPS. However, due to a lack of police escorted transport on a number of occasions, victims either waited for hours in police stations or were unable to travel to their medical screenings, necessitating alternative forms of transportation for the survivors by other organisations such as A21. Consequently, despite the SOP stipulations requiring SAPS escort, on occasion, A21 caseworkers transported newly identified survivors to medical appointments.

Collaborative public sector partnerships resulted in 280 civil society and government agency frontline professionals

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South Africa Impact Report 2021
receiving training from A21 in 2021. Training focused on improving responses to human trafficking cases and decreasing the misidentification of victims. A21 provided training specifically tailored for legal professionals in the mining and agriculture sector, and social workers processing adoptions, two areas of growing concern for human trafficking in South Africa. Additionally, A21 trained 38 health care and community workers who were likely to come into direct contact with potential victims while administering HIV and TB medical care. Lastly, a specialised group of officers from the SAPS, based at a South African international air border, received in-depth training on identifying potential victims and utilising the correct referral pathways.

A notable milestone for A21 South Africa was the execution of a Memorandum of Understanding (MOU) between the Western Cape Department of Health and A21, to be implemented in 2022. This MOU outlines the provision of a ‘train the trainer’ service for the health department, focusing on trafficking in persons, victim identification and victim referral pathways according to South African SOPs.

Aftercare Services

All survivors entering A21 aftercare in 2021 were South African nationals. This trend is consistent with data from 2020 but is distinct from pre-pandemic reporting years when South Africans accounted for 24.4%, 88.2%, and 41.2% of survivors assisted in 2017, 2018, and 2019 respectively. A21 largely attributes this trend to the travel restrictions that continued to be imposed for the majority of 2021 due to COVID-19. Survivors entering A21’s Aftercare Program were all identified in the Western Cape, where A21’s ‘in person’ services, such as the Freedom Centre and hands-on case management, are located. Victims identified and recovered elsewhere in South Africa through the NHTH were primarily referred to services closer to their location.

Based on the demographics of survivors who entered into A21 South Africa’s Aftercare Program in 2021, A21 observed the following recruitment methods: the ‘loverboy’ method (44.4%), false job opportunities (44.4%) and sold by a ‘friend’ (11.1%). Survivors were mainly trafficked for sex or labour, with sex trafficking accounting for 90% of cases managed by A21’s Aftercare Program.

A21 South Africa’s Freedom Centre, launched in December 2020, completed its first year of operations in 2021. The Freedom Centre acts as a drop-in centre to provide support for survivors of human trafficking on their journey to independence. The centre seeks to minimise the risk of re-trafficking by offering a safe place where survivors have the opportunity to access A21’s Aftercare Program, including case management support, counseling, restorative group programs, educational and vocational training and peer support activities. A21 South Africa also provides funding and referrals for medical, dental and psychological support, accommodation and other basic needs such as food and clothing through its Freedom Centre.

A21’s four level tiered aftercare program ranges from crisis intervention to independence and graduation from A21 services. A21 considers the coordinated services offered by the Freedom Centre as a vital second stage service to immediately follow the initial safehouse, as these services are designed to assist a survivor towards restoration and independence. Comprehensive case management facilitated through the Freedom Centre empowers survivors to pursue their own goals and dreams. The Freedom Centre’s impact on survivors during its first year of operations in South Africa was clearly noticeable, with many more survivors graduating to the next tier of A21’s Aftercare Program in contrast to previous years. For example, in previous years, while the majority of survivors reached level two care, very few cases continued on to level four or graduation. However, with the addition of the Freedom Centre, 11 survivors reached level three, and one survivor graduated to level four care in June 2021.9

Additionally, A21’s vocational training program, out-worked through the Freedom Centre, proved to be very successful in 2021, with eighteen survivors entering into the program in contrast to one in 2020, and eleven survivors gaining employment as opposed to four in 2020. A21 also noticed that the addition of the Freedom Centre’s operations in 2021 resulted in a marked decrease in the number of survivors prematurely exiting the program. Rather, eight survivors transitioned out of care in 2021, signifying that the survivors

9 These statistics only reflect cases managed by A21’s Aftercare Department, and is not representative of all cases identified across the country via the NHTH.
reached their personal goals and no longer required further assistance from A21. Survivors transitioning out of care is a far more favorable result than exiting care without having worked on their desired goals and dreams. Some of the survivors who transitioned out of care did so because they found employment, which was their ultimate goal.

A21 seeks to provide holistic care to survivors of trafficking. Supporting survivors with access to justice, especially in the criminal prosecution against their traffickers, is a crucial component of recovery. Therefore, all survivors in the A21 Aftercare Program are offered the option of legal assistance, which may involve advocacy, emotional support or financial support throughout criminal proceedings against the perpetrators. A survivor’s in-court testimony is often decisive to the success of a criminal prosecution. A21 may provide survivors with legal representation in the form of a ‘victim’s attorney’ who represents the victim’s interests during this process on a case-by-case basis. A21 staff may also support survivors throughout the legal process by ensuring they are sufficiently informed about the court process, providing transportation to the courthouse, appropriate court attire, and in-court support.

In addition to support during the prosecution process, A21 works with survivors to assist in any civil proceedings, such as immigration or child custody proceedings.

Three legal assistance cases gained significant momentum during 2021. A21 provided in-person support for a survivor to provide crucial testimony during court proceedings. As this survivor-witness resided in another country, A21 also funded and coordinated her travel. Additionally, as a direct result of advocacy by A21 staff, law enforcement arrested two traffickers whose prosecutions are currently pending. Finally, in early 2021, A21 assisted with the receipt of financial compensation for a survivor. The compensation was eventually paid into the survivor’s foreign bank account and processed by the attorneys provided by A21.

A21 looks forward to expanding the range of services offered at the Freedom Centre to better support survivors in the coming year, and anticipates continued successful results based on this past year’s performance.
A21 Enters into a Memorandum of Understanding to Expedite Survivors’ Access to Mental Health Services

A major impediment to the recovery process for survivors in South Africa is the ease of access to psychiatric and mental health services. Trafficking survivors often wait months for basic mental health assessments needed to access government mental health care. Such backlogs inevitably cause delays in providing the necessary care to support survivors in their recovery. At times, survivors in need of medication were unable to secure necessary medical appointments. A21, alongside several leading civil society partners, engaged with the Western Cape Department of Health and proposed an expedited process for mental health services access for survivors of human trafficking. Thereafter, the Department of Health, DSD and its stakeholders, including A21, a key executor of services for human trafficking survivors, entered into an MOU so that trafficking survivors are able to bypass government waiting lists to access initial mental health screenings. A21 anticipates that this ground breaking collaboration between the respective government departments and A21 will result in tangible benefits to newly recovered survivors.
About the South African National Human Trafficking Hotline

The National Human Trafficking Hotline (NHTH) is a dedicated service to support victims of human trafficking and provide advice and assistance on human trafficking issues. Operated by A21 South Africa, the NHTH works in partnership with law enforcement, key government entities and public sector partners throughout South Africa and various regions of Africa. The NHTH is available to receive reports of suspected trafficking 24 hours a day, seven days a week through calls and electronic means. Reports are handled by call specialists, specifically trained in the area of human trafficking and responding in a victim-centred manner. The complement of call specialists are able to converse in English, Xhosa, Zulu, Sotho, Afrikaans, and Shona. Additionally, the NHTH is able to manage calls in over 230 languages through a tele-interpreting service.

Since its inception in 2016, the NHTH has received over 27,000 calls, text messages, and online submissions from across South Africa, bordering African nations, and as far as the United Kingdom or Oman. Through these reports and resulting identifications, the NHTH is able to understand the nature of trafficking and trends emerging in South Africa. Not only does the NHTH assist in providing effective responses to cases, it also informs counter-trafficking efforts in South Africa for A21 and its partners alike.

‘DSD has been working with the [NHTH] for a number of years and can report that we found the staff of the [NHTH] to be supportive and professional. Their willingness to be of assistance is appreciated by the province. They share newsletter(s) and other critical information with the province and keep us abreast of new developments.’

— Veronica Gantana, Department of Social Development (DSD), Gauteng

Human Trafficking Trends in 2021

Since the start of the COVID-19 pandemic, the NHTH has observed an increase in false job opportunities being utilised by traffickers as a prominent recruitment method. Forty-two

Executive Summary

- The NHTH received a total of 3,476 CONTACTS
- 30.8% INCREASE in the proportion of HUMAN TRAFFICKING related contacts compared to 2020
- 236 POTENTIAL VICTIMS OF TRAFFICKING were reported to the NHTH in 2021
- FEMALE victims constituted 67.1% of the cases reported
- SEX TRAFFICKING comprised 55.5% of all cases reported to the NHTH
- COMMUNITY MEMBERS remain the primary callers to the NHTH, totalling 54.4% of contacts
- 41.1% of contacts to the NHTH originated from Gauteng province with 28.8% from the Western Cape
- MINORS accounted for 30.1% of all potential victims reported to the NHTH
- The NHTH identified and directly assisted 19 VICTIMS out of trafficking
- Victims assisted out of trafficking by the NHTH were predominantly SOUTH AFRICAN (69.9%)

‘Contacts’ to the NHTH comprise all incoming enquiries to the NHTH through any manner, including but not limited to phone calls, emails, SMS messages and online web submissions. These enquiries include all reports on potential human trafficking, various crimes both related and unrelated to human trafficking, and queries about human trafficking generally, as well as requests for various types of assistance related to human trafficking, such as safety planning or job vetting.

‘Reports’ only include contacts to the NHTH relating to a potential human trafficking situation.

The statistics below are exclusively drawn from substantive contacts made to the NHTH from January - December 2021 concerning human trafficking matters. This report is not a reflection of all substantive calls to the NHTH which may include calls related to other high risk crimes, labour exploitation and other non-trafficking issues.

Disaggregated data has been collected on each individual case on descriptive factors including gender, age, type of trafficking, methods of control and recruitment methods. The below data is based on the cases where the information was available. In the majority of cases, the call specialists were unable to glean full or specific details about the case. Therefore the data below is based on cases where the specified information was made available.
per cent of human trafficking cases identified by the NHTH in 2021 involved the use of false job opportunities, up from just 20% last year. Additionally, in 2021 the NHTH observed an increase in job vetting requests to ascertain the legitimacy of a possible employment opportunity. In an effort to address the increase of false job advertisements, the NHTH implemented an internal vetting system and liaised with private entities to report misuse of online platforms.

**Overview of Data¹**

Between 1 January and 31 December 2021, call specialists managed a total of 3,476 contacts through the NHTH, of which 2,242 contacts related to human trafficking. While the number of contacts decreased overall from 2020, the percentage of all contacts specifically related to human trafficking increased for the second consecutive year. In 2021, 64.5% of contacts were related to human trafficking, a 30.8% increase in the proportion of human trafficking related contacts from the prior year. This increase is likely in part due to a higher number of job vetting requests, a trend that began in 2020 in response to COVID-19’s adverse impact on the economy.

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**Caller Demographics**

Community members again constituted the largest caller group accounting for 54.4% of all contacts in this reporting year. In 2021, a sizeable number of community members who contacted the NHTH did so as a consequence of online searches, demonstrating the importance of social media and the NHTH website in raising awareness about the NHTH’s services. Frontline professionals, individuals most likely to encounter potential victims of trafficking during the course of conducting their duties, also accounted for a significant number of submitted reports. Such professionals include those from NGOs, the public sector (such as law enforcement) and the private sector (such as airlines). This is likely a result of A21’s training of 280 frontline professionals in 2021, on recognising human trafficking and services provided by the NHTH. Partnerships formed between A21 and these key stakeholders play an important role in the referral of potential victims to the NHTH. Upon receiving a referral, the NHTH conducts telephonic screenings to identify potential human trafficking and then reports the case to the necessary partner organisation, such as law enforcement or NGO service providers, for further investigation or other follow up.

*The interaction between myself and the hotline was direct and helpful. I also felt safe and comfortable sharing my experience with the lady. Her questions were not intrusive and she allowed me to feel at ease when answering them.‘

—Survivor in A21’s Aftercare Program

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¹ To ensure data integrity, the data presented is extracted from reports submitted to the NHTH consisting of those identified as victims and likely potential victims of trafficking. This report takes a conservative approach in presenting Hotline data and analysis, omitting reports of potential victims of human trafficking which were unable to be minimally substantiated.
**Victim Demographics**

In 2021, the NHTH managed a total of 146 cases of trafficking in persons, involving a collective total of 236 potential victims. After conducting a trafficking assessment, the NHTH directly assisted 19 confirmed victims out of trafficking in these cases. These 19 survivors subsequently entered A21’s Aftercare Program, were referred to government services or were further assisted by other NGOs.

**Age and Gender**

Females comprised 67.1% of the cases reported to the NHTH, with males comprising 24%. While females still accounted for the majority of reported victims to the NHTH, this was a decrease from the 82% reported in 2020. Reports involving minor victims were comparable to the preceding year, at 30.1% of cases.

**Victim Nationality**

The majority of human trafficking-related cases reported involved South African victims. South Africans are vulnerable to being trafficked due to systemic factors such as high unemployment, which has increased since the start of the COVID-19 pandemic. A large number of reports, mainly from concerned friends and family, involving South Africans who had applied for jobs in other countries were also reported this past year. Through further investigation, the NHTH discovered that the majority of those job opportunities were likely fraudulent or otherwise exploitative. This year 69.9% of the total potential victims of trafficking reported were South African in comparison to 48% in 2020. Nationalities of potential victims in other cases reported, amongst others, include Nigerian, Thai, Zimbabwean, Ethiopian and Congolese.

**Exploitation Type**

Sex trafficking was the most prevalent form of trafficking reported to the NHTH (55.5%), with a noticeable number of reports in 2021 related to the operations of illegal brothels in South Africa. This may explain the high percentage of female victims generally reported to the NHTH, as the reported sex trafficking cases all involved female victims. Notably, reports of domestic servitude cases decreased by 2.1 percentage points from last year to account for only 0.7% of the human trafficking cases reported in 2021.
**Methods of Control**

There are various methods of control that traffickers use to exploit victims, such as threats, intimidation, emotional abuse, sexual abuse, physical abuse, and withholding of personal identification documentation. Survivors assisted out of human trafficking by the NHTH reported the use of the following control tactics by their traffickers: sexual abuse (42.1%), destroying/withholding documents (5.3%), forced substance misuse (10.5%), isolation (10.5%) and physical abuse (10.5%).

In instances of sex trafficking, the trafficker often exerted extreme control over their victims, inhibiting their freedom of movement and only permitting them to leave the premises to service a ‘client’, which the trafficker also supervised in some manner. Where traffickers used physical abuse as the primary means of control, they often exerted severe physical force against their victims when the victims did not comply with the trafficker’s demands. In such cases, the trafficker’s threats are sufficient to prevent victims from reporting the exploitation and reaching out for assistance.

**Recruitment Methods**

Traffickers use various recruitment methods to lure victims into trafficking situations. Common methods reported since the inception of the NHTH include false job opportunities, being sold by a family member, the ‘loverboy method’ (false intimate relationships), debt bondage, and abduction. Approximately 42% of survivors assisted out of trafficking by the NHTH in 2021 reported they were initially recruited through false job opportunities. The NHTH observed a significant increase in the percentage of false job opportunities as the main recruitment method for trafficking from the prior year. This increase is likely due to high unemployment levels and ensuing financial desperation; the South African government reported a half percentage point increase in unemployment rates to 34.9% by the end of quarter three in 2021. In addition, the large number of cases involving minors (30.1%) mirrors the high rate in unemployment and emphasises the resulting desperation. Reports of parents from mainly poverty-stricken areas selling their children to gang members for money or basic necessities have been received by the NHTH. In one particular case, a health clinic reported a noticeable trend of parents forcing pregnancy on their children to receive government grants.

In 15.8% of cases, recruiters made false promises to lure victims into trafficking. These false promises could be promises of a better life through money, housing, education or travel. Consistent with previous years, the ‘loverboy’ method continued to be a common recruitment method, accounting for 10.5% of cases of screened survivors who had exited their trafficking situation. Through these false intimate relationships, traffickers can coerce victims after gaining their trust. A typical example of this type of recruitment may involve grooming a young woman for months before forcing her to have sex with a trafficker’s accomplices and associates in exchange for money or drugs.

**Case origin**

A large number of cases reported to the NHTH were from Gauteng (41.1%) and the Western Cape (28.8%). Consistent with 2020, these provinces have continued to make up the majority of cases reported to the NHTH.

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2 All these methods of control notably relate to sex trafficking cases, which account for all confirmed human trafficking cases in 2021.
Perpetrator Demographics

In many cases reported to the NHTH, the perpetrator’s nationality is unknown, as criminal investigations remain pending. However, in cases where the suspected trafficker’s nationality was reported, the NHTH identified South African, Bangladeshi, Nigerian, Vietnamese, Indian, Chilean and Congolese perpetrators. In 2021, similar to 2020, the majority of alleged traffickers were reported to be Nigerian.

![Percentage Chart]

### Historical NHTH Reports Assist in the Identification of a Trafficker

The NHTH received a call from the National Prosecuting Authority (NPA) regarding a suspected trafficker in custody. The NPA had requested additional information to strengthen the case against the suspect for the bail hearing. The NHTH searched its database against known addresses and aliases of this potential perpetrator. Through this search, the NHTH discovered multiple relevant reports submitted from the general public over a period of several years. Each report had many similarities, such as the location, make and model of the suspect’s car, and suspicious activity observed. By extracting reports spanning a number of years, the NHTH provided tangible evidence which established a clear connection between the suspected trafficker and the human trafficking offence for use in the criminal prosecution. Such records demonstrate the importance of reporting suspected trafficking even if details are limited. Although the initial report did not result in the immediate arrest of the suspected trafficker, the collective reporting resulted in tangible and reliable evidence to ultimately support the trafficking prosecution at a later date.

As a service situated to support those in exploitative situations, the South African National Human Trafficking Hotline is at the forefront of understanding emerging human trafficking trends in South Africa. Each year the NHTH commits to expanding its networks and partners across South Africa to ensure that an accurate scope of trafficking is reflected in the data collected. The NHTH welcomes new partners interested in counter human trafficking efforts in South Africa. Partnerships are vital not only to provide services to identified trafficking survivors and communities requesting training, but also to increase awareness about the services provided by the NHTH across South Africa.

The observations contained in this report are limited to information communicated to the South African National Human Trafficking Hotline during the reporting period. Nothing arising from the data should be interpreted as showing the full extent or prevalence of human trafficking in South Africa.
A21’s ‘Reach’ operational strategy recognises that the most effective way to prevent human trafficking and exploitation is through prevention, awareness and education strategies outworked with at-risk populations, vulnerable communities, as well as within the broader general population. A21’s Reach strategy exists to disrupt the cycle of exploitation by reducing risk factors and providing safeguarding information, training, and awareness tools. Furthermore, it aims to provide resources with accessible and tangible reporting methods as a practical tool to encourage the general population to report suspected human trafficking. The ‘Reach’ operational strategy includes all of A21’s prevention programs, awareness campaigns, and education curriculum, as well as professional development training for educators, with the aim of safeguarding those who are vulnerable to human trafficking. There is no single profile for trafficked individuals; adults and minors in rural, suburban, and urban communities across the world experience and are vulnerable to human trafficking. Those victimised by human trafficking have diverse socio-economic backgrounds, varied levels of education, and may be documented or undocumented. While human trafficking spans all demographics, there are risk factors that lead to a higher susceptibility to victimisation, including job and family instability, violence and abuse, lower education, substance misuse, poverty, homelessness, unemployment, and isolation. These factors can weaken defensive measures and make individuals more vulnerable to trafficking and exploitation.

**PREVENTION**

A21’s prevention resources are designed specifically to reach vulnerable populations, including asylum seekers, refugees, stateless persons, migrants, children in foster care, homeless, and those in group homes and orphanages. These resources include the Primary Prevention Program (PPP), prevention comic books, Parent Guides (for children and teens), Safe Employment Guides, Safe Relationship Guides, and presentations. Often A21’s prevention programs are physically conducted in-person with the most vulnerable, poor, ostracised, stigmatised, socially removed populations in communities. Within every resource, presentation and community visit, A21 staff ensures national hotline numbers are shared, practical assistance is provided, and intervention and assistance is available through referral to local authorities.

**PRIMARY PREVENTION PROGRAM**

A21’s Primary Prevention Program (PPP) is comprised of three child-centred, play-based sessions designed to empower children and champion their young voices to make informed decisions to protect themselves and others from trafficking scenarios. The program is researched-based and includes three core sessions: Values and Child Rights; Safe and Unsafe Migration; and Human Trafficking and Exploitation. These sessions are designed for children ages 6-12 and are currently available on A21’s website in seven different languages. Each ‘country-specific’ version of the program has been contextualised to be relevant for the local region and to incorporate local laws.

**ADDITIONAL RESOURCES**

A21 produced a digital ‘Safe Employment Guide’ to educate the general public on recognising and preventing labour trafficking, utilising reporting information, safety tips, and red flags. These guides highlight indicators of safe and unsafe job opportunities and give the reader practical tools and resources to assess potential employment. A21 also launched new ‘Parent Guides’ for caretakers of both younger children (6-12) and teenagers (13-17) with key information to help prevent online child exploitation and human trafficking. These guides give practical steps on how to safeguard children while online. They are designed to help parents of children and teenagers start conversations about human trafficking generally. In addition, A21’s Safe Relationship Guides are intended for teens and young adults with a focus on safe and unsafe communication, personal safety boundaries, and relationship safeguards. All versions have been translated into seven languages and are available online.

**AWARENESS: Presentations**

A21’s awareness resources and presentations explain human trafficking to diverse audiences, and the various ways in which the general public can be involved in counter-trafficking efforts. They are individually designed for specific audiences,
including: children and young people (C&YP), university students, adult populations in communities, government agency or task forces, and faith-based groups or organisations/businesses. All of A21’s awareness resources and presentations are translated into local languages and contextualised by A21’s country offices, to include local laws, customs, trends and observations. A21’s awareness resources and presentations include A21’s Online E-Training Module, the Global Freedom Summit (GFS) Broadcast, the Human Trafficking Awareness Program (ages 13+) and Walk For Freedom (WFF).

**HUMAN TRAFFICKING AWARENESS PROGRAM**

A21’s Human Trafficking Awareness Program (HTAP) includes three sessions of videos, activities, and information that can be used to educate and mobilise groups of people to action. The focus of HTAP is to educate participants on the issue of human trafficking, equip individuals on how to recognise and report suspected cases of human trafficking, and empower them to take action in their own communities. HTAP has been contextualised and translated into 13 versions and is being used around the world in schools, universities and communities.

**THE ‘CAN YOU SEE ME?’ CAMPAIGN**

The ‘Can You See Me?’ (CYSM) campaign is a global anti-human trafficking public awareness and identification campaign of A21. The concept behind CYSM focuses on the ‘hidden but in plain sight’ reality that underlies human trafficking. This campaign seeks to educate the public with the subtle indicators of human trafficking in order to expose a seemingly innocuous situation with the reality of the human trafficking that is occurring. In 2020, A21’s CYSM campaign videos, billboards, posters and additional resources had an estimated reach of more than 688,500,000 people across the world. As the campaign is country-specific, CYSM requires collaboration with the government and local NGOs to ascertain the specific type of exploitation that is most prevalent in that particular country. As the campaign seeks to train the viewer on recognising and reporting potential trafficking in that country, CYSM has a call to action, and provides the relevant hotline in that country.

Best Practices from A21’s Can You See Me? Public Awareness Campaign are as follows:

- Dual purpose – (1) as a tool for identification of the victimised; & (2) general awareness & education tool
- Broad target audience – (1) exploited individuals; (2) general public; and (3) industry employees
- Specific to the local issues – (1) tailored to the prevalent human trafficking issues in the country/locality; and (2) industry specific
- Time sensitive - as most public service announcements only have 30 or 60 seconds to relay a message, within that allotted time, the videos seek to include:
  - The backstory that led up to that situation;
  - A call to action on part of the viewer;
  - A united front from all the partners to the campaign (NGOs, hotlines, governments, industry, etc.)

CYSM materials are provided free of charge in multiple formats.

**EDUCATION: Curriculum**

The A21 ‘Bodies Are Not Commodities’ (BANC) standards-based curriculum was originally created for 9th and 10th-grade students in the United States in 2013. It is a researched-based curriculum designed to equip educators and their students with human trafficking awareness and prevention tools and offer engagement pathways to be a part of the solution to end human trafficking. There are five multimedia, interactive sessions designed for cross-disciplinary teaching. Each session includes interactive learning labs for extended inquiry-based experience to cultivate authentic connectedness to the real world, substantive conversation skills, social support, enhances critical thinking, and utilises ongoing evaluation throughout the learning process. A21’s BANC curriculum addresses essential human rights, self concepts, online safety, and human trafficking questions, engaging students in the classroom to understand, recognise, and respond to the threat of human trafficking. A21’s BANC curriculum and accompanying educational resources contain targeted content aligned with nationally contextualised education standards for each country.

**Additional Resources**

A21’s Educator Safety Guides equip educational stakeholders with information to identify potential human trafficking victims in the classroom. The formalised school system provides an infrastructure that allows students to learn important information to protect themselves while also empowering them to advocate and respond. Application of the guides ensure that the classroom becomes a place filled with safe adults who can identify at-risk youth and provide them with assistance and support. Currently, A21 offers 13 versions of the guides in eight languages online.
A21’s ‘Rescue’ operational strategy incorporates all of A21’s intervention and legal assistance efforts. Individuals may or may not realise that they are being trafficked or exploited, or may not want their victimisation to be recognised for several reasons, including psychological factors. The lack of this recognition often enables the continuity of the exploitation. Such self-recognition is important however to realise certain rights, that are only available to recognised ‘victims’ under the law. Once identified, services can be employed to bring justice. This may include a formal classification as a human trafficking victim under the law of the relevant country, which generally confers a certain status resulting in special treatment and assistance available only to such classified individuals. While benefits will vary by country, they can include amongst others, legal immigration status, financial restitution, housing assistance, and protection from criminal prosecution for acts committed while trafficked.

Identification of exploited individuals involves both education and a mechanism to facilitate proper identification. Due to the controlling nature of traffickers, and the high-risk taken to be placed in a position to be identified, identification of potential victims and those being actively trafficked, is likely one of the most challenging parts of a successful intervention. Additionally, there are often significant barriers to identification commonly stemming from an unwillingness or fear of engaging with law enforcement, or due to the lack of understanding of their victimisation. Identification requires proactive efforts which commence before even encountering a potential victim of trafficking. These efforts include education to the general public, and specialised training to frontline professionals placed in key positions to first encounter potential victims of trafficking, merely through the nature of their employment, such as transportation or hospitality industry employees, or key government officials responsible for the laws and policies surrounding the creation and enforcement of human trafficking laws.

A21’s intervention efforts are outworked through a focus on identification through professional training, targeted identification operations, national human trafficking hotlines, and Child Advocacy Centres (CAC). A21’s legal assistance program recognises the vital importance that access to justice impacts survivors’ restoration and recovery, and to that end whenever feasible strives to support survivors through that process either through the provision of an attorney, or assistance in accessing legal services.

**Professional Training**

A21’s Professional Training program recognises that certain frontline professionals have the highest likelihood of encountering a potential victim of human trafficking due to the intersection between human trafficking and their profession. These professionals may be required legislatively to proactively detect potential victims of human trafficking or may be required to do so under their employment description. These professionals may also have no explicit duty to uncover potential victims but might be in the best position due to the nature of their employment. Such individuals include professionals in the transportation industries, for example airport and airline personnel, the hospitality industry, such as hotel employees, border officials, medical service providers, including emergency room nurses and practitioners, immigration officials, patrol officers, and the like. As these professionals are first responders, they are in the best position to first engage with potential victims. Moreover, many of these officials are in positions where traffickers will have a heightened sense of possible apprehension, such as initial entry into another country, or at a medical provider as a result of an injury caused by the trafficker. Because of the unique positions of these professionals, A21’s Professional Training program trains these frontline workers on basic principles underlying human trafficking generally, recognising human trafficking in their country, utilising a survivor-centred approach and any nuances specific to the targeted industry.

**Identification Operations**

Comprehensive identification of potential victims as well as the victims, requires both a passive and proactive approach. Because of the unlikeliness of self-identification, a key aspect of identification is to create the opportunity to proactively encounter both those being trafficked as well as potential victims. A21 engages in such proactive identification efforts in
conjunction with government entities, with other NGOs, or on A21’s own initiative. In the past A21 has engaged in proactive identification operations with law enforcement, border force, and airport authorities, amongst others. Working collaboratively with frontline professionals has provided various professions such as law enforcement, with the opportunity to use a victim-centric approach when engaging with potential victims of human trafficking. Many exploited individuals who for a myriad of reasons are reluctant to speak to law enforcement, may be more likely to engage with NGOs, and upon request for assistance, can receive immediate assistance from language interpretation, emergency housing, and any other support services.

**Hotlines**

A21 operates the national human trafficking hotlines in Greece, South Africa and Bulgaria, and are the only reporting mechanism in each respective country to solely receive and manage reports of human trafficking. These Hotlines provide a national focal point for reporting trafficking-related concerns and are specifically designated to receive reports of suspected human trafficking, both over the phone and online, as well as to provide resources for trafficking survivors who self-identify or are otherwise identified as needing assistance. Hotlines are therefore a key tool in providing effective service delivery to survivors as well as to the general public with trafficking-related issues, serving as a central point for the receipt, management and referral of reports. These toll-free Hotlines operate 24 hours a day, 7 days a week and offer interpretation services in numerous languages. In addition to accepting phone calls, all three A21 operated Hotlines receive reports and requests for assistance through online means of communication, including web-based reports. After receiving a report of suspected trafficking, the call specialists respond by submitting requests for follow-up to law enforcement, other government agencies, or other service providers. Often A21 operated Hotlines conduct extensive follow-up before submitting a referral. Call specialists combine subject matter and technical expertise with knowledge of the specificities of local services and referral pathways, ensuring that every report is met with an appropriate response and action. Hotlines also foster cross-sector working and cooperation, bringing together different entities including government, law enforcement and NGOs to facilitate a holistic approach to tackling human trafficking and other inter-related crimes. In this way, Hotlines rely on strong partnerships and collaboration with key stakeholders and partner organisations to be able to quickly and effectively refer cases when needed to the appropriate authorities.

**Child Advocacy Centres**

Child Advocacy Centres (CAC) (or Children’s Advocacy Centres) and the ideas and methodologies embodied at CACs, are a fairly new concept that arose in the mid-1980s in the United States as the need to coordinate responses in child abuse cases quickly became apparent. Since then, CACs have become the standard for best practices in the United States and around the world in responding to a child’s disclosure of abuse, including human trafficking and other exploitation. CACs often serve a dual function by invoking the investigatory response to child exploitation through child forensic interviews and multidisciplinary team meetings (MDT), as well as to house aftercare services specific to children. Child forensic interviews are a fairly new concept introduced in the last quarter of the 20th century in response to research reflecting the best way to elicit accurate information from children about traumatic abuse they have experienced. MDTs within the context of a CAC gathers a ‘group of professionals from specific, distinct disciplines that collaborates from the point of report [of abuse] and throughout a child and family’s involvement with the CAC’ in order to reduce trauma and coordinate services that will best serve the child. Prior to the creation of the CAC and the MDT, abused children would be interviewed on multiple occasions by various professionals individually such as law enforcement for purposes of criminal investigation, medical personnel for medical purposes, child protective services for social services reasons, etc., resulting in one child being interviewed on multiple occasions, invariably about the same issue. Moreover, prior to the creation of the CAC and MDT, the professionals did not share information about their particular role, which ultimately resulted in duplicating efforts, miscommunication, and constant re-traumatisation of the child-survivors. CACs revolutionised the response of professionals to child abuse through the use of recorded child forensic interviews and the creation of a Multidisciplinary Team approach to an allegation of child exploitation. While the resources to support a CAC differs by country, and even regions within that country, A21 attempts to exemplify the model CAC to the best of the available resources, and in accordance with the applicable laws within that country. A21 strategically opens CACs in its locations where there is a demonstrable need for child-specific services. A21 administers its relevant Aftercare programs for child-survivors, in its CACs.

**Legal Assistance**

Legal Assistance at A21 either involves direct ‘Legal Representation’ or ‘Legal Assistance Coordination’ to survivors

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3 National Children’s Alliance, Standard for Accredited Members, at 12, 2017 Ed..
enrolled in A21’s Aftercare program. A21 seeks to provide holistic care to survivors of trafficking. Understanding that healing is multi-faceted, supporting survivors to obtain justice against their traffickers is a key component to the recovery of survivors of trafficking. In addition to providing a sense of justice to survivors, the arrest and subsequent successful prosecution of their traffickers can provide survivors with comfort against the fear of re-trafficking or retaliation by that trafficker. A number of survivors receiving direct services from A21 often have corresponding criminal prosecutions where they are the named victim-witnesses in prosecutions against their traffickers. In these cases, the survivors’ preliminary statements comprise a significant basis for the initial arrest of the trafficker, and their later in-court testimony is often crucial to the success of the prosecution. The complexities of human trafficking generally, as often reflected in the dynamics between the traffickers and their victims, the lack of understanding about the practical outworking of human trafficking in the legal system, as well as the necessary burden of proof in such prosecutions, often result in traffickers either not being prosecuted, or in failed prosecutions. To address this gap, and in furtherance of obtaining justice on behalf of survivors enrolled in A21’s Aftercare program, A21 may provide survivors with legal representation in the form of a ‘victim’s attorney’ who represents the survivor’s interests in criminal prosecution. In these cases, A21’s attorney works directly with the survivor, with the support of A21 staff to ensure that survivors are prepared in all aspects to provide the court with their testimonies. A21 also contracts attorneys for civil legal representation when needed to assist in civil matters such as family law or immigration.

Legal Assistance Coordination services provided by A21 ranges from coordinating legal services with a local pro bono legal provider either in the criminal proceeding as a victim’s attorney, or more often in civil proceedings. In this type of assistance, A21 staff assists the survivor and pro bono attorney as needed to support the survivor’s legal position in court. Assistance can range from submitting an affidavit in support of an immigration application to accompanying survivors to civil court hearings to demonstrate the existence of a survivor’s support network. Legal Assistance Coordination services also includes cases where A21 serves as an advocate on behalf of the survivor in a criminal prosecution against the trafficker. In these cases, A21 staff ensures that the survivor is sufficiently resourced and supported both materially and psychologically to walk through the court process, including but not limited to providing basic needs, transportation to the courthouse, court appropriate attire, and in-court support. Where possible, A21 provides survivors with the necessary professional therapy services as support throughout the prosecution, including preparing for their in-court testimony and post-court debriefing. At times when survivors in A21’s Aftercare program may potentially face criminal liability for acts coerced by the trafficker or be considered only a witness rather than a victim under the law, A21 works directly with the survivor and law enforcement to clarify facts and provide evidentiary proof so that the survivor can be treated as a named-victim under the law. On occasion in response to official inquiry from the court, A21 has testified in a quasi-expert capacity on human trafficking generally.

4 When discussing legal cases, ‘victim’ rather than ‘survivor’ is used at times to reflect the language in the legal proceeding.
A21 Restore offers a trauma-informed, survivor-centred aftercare program to survivors of human trafficking in Bulgaria, Cambodia, Greece, South Africa, Thailand, Ukraine, and the United States. A21’s Aftercare program focuses on outworking its strategy in the survivor’s community, and engaging local services as the primary avenue of support for survivor’s successful reintegration into the community. The ‘Restore’ operational strategy embodies all of A21’s aftercare programs which aim to assist survivors in achieving restoration, reintegration into their community, and independence by providing comprehensive individualised services, including case management, medical, dental and psychological treatment, accommodation, domestic and international relocation and repatriation, education and employment support, and financial assistance. A21 defines restoration as a survivor exhibiting low vulnerability to the risk of re-victimisation. Through the provision of holistic aftercare services, survivors within A21’s Aftercare program are empowered to live independently, having addressed over time and with assistance, the factors that made them vulnerable to trafficking, thus reducing the likelihood of re-victimisation. A21’s global Restore caseworker teams are staffed by qualified social workers, psychologists, and other allied health professionals, who offer case management and support survivors in their journey to restoration and independence. Psychological assessment and therapy is provided to survivors primarily through external psychologists and psychiatrists within the public and private health sector to those who wish to engage in mental health services. Various iterations of the following A21 Aftercare programs are outworked in each active ‘Restore’ country.

Survivors are referred to A21’s Aftercare program through A21’s Hotlines and Child Advocacy Centres, local law enforcement and partner organisations. Upon referral, an A21 caseworker conducts a screening interview with the potential victim of trafficking to determine whether the individual has been victimised. Following admittance into the program, survivors receive services according to their needed level of care in A21’s Tiered Aftercare Support model.

### Community Model and Freedom Centres
A21 bases its Aftercare program on a community model of service provision that assists survivors to reintegrate safely and independently back into their community utilising local services centralised through A21’s Freedom Centres, a drop-in day centre, which serve as the primary avenue for survivors to receive direct case management support. Freedom Centres offer survivors a safe place to meet with their caseworker, build community with other survivors, and access A21 aftercare services, which may include but are not limited to, Life Programs, job readiness and vocational training, language lessons, tutoring, cooking classes, creative activities, counselling, and access to meals. Freedom Centres are strategically located within close proximity to public transportation for ease of access, and within a close radius of various affordable accommodation, medical and psychological services, educational institutions and employment opportunities, to provide survivors ease of access to essential services and assist in reaching independence.

### Tiered Aftercare
A21’s Tiered Aftercare model provides a continuum of trauma-informed aftercare services that adapt to survivors’ specific and unique set of needs, to provide assistance at each stage in the progression to independence. Comprising four levels, the first level offers crisis intervention for survivors in the initial stages following their identification and recovery from trafficking situations. At Level 1, a survivor’s short-term immediate needs are provided for, with support such as a care package, emergency accommodation, medical consultation, psychological assessment, transportation, and relocation or repatriation. Survivors within Level 2 receive practical support tailored to their needs, including remote or face-to-face meetings with an A21 caseworker, an individualised A21 Case Management Plan, the opportunity to participate in A21’s Life Programs, financial assistance for accommodation, living costs, health care and basic needs, ongoing medical, psychological and dental treatment, education and employment support, and legal assistance. Remote case management
support is offered to survivors unable to conduct in-person case management meetings, or residing in a distant location from an A21 Freedom Centre or office. Level 3 offers more comprehensive holistic aftercare services that aim to bring a survivor to a place of stability, independent living, and engagement with their community. Level 3 services are provided to survivors who live within close proximity to an A21 Freedom Centre or office to enable more comprehensive support and engagement with the program, and include services offered at Level 2. Level 4 supports survivors transitioning to independent living in the community, and prepares a survivor to graduate and exit from the A21 Aftercare program. Graduation signifies that a survivor has built the necessary skills and foundation to live independently without further assistance from A21. Following graduation, caseworkers provide follow-up to support and assist in sustained restoration as needed.

**Case Management Plans**

An individual survivor case management plan is developed for survivors who require aftercare support beyond Level 1 crisis intervention. Case management plans are written by caseworkers, often in collaboration with the survivor, to identify the survivor’s unique goals and needs in the areas of accommodation, medical and psychological treatment, employment, education, social support, legal assistance, A21 Life Programs, financial assistance, and relocation and repatriation. A survivor’s initial Assessment of Survivor Outcomes (ASO) scores identify their strengths and vulnerabilities and inform their direct service provision needs that are outlined in their initial case management plan. Case management plans are reviewed and updated every six months to ensure that the support being provided is appropriate to the survivor’s progress and to take into consideration any changes in circumstances or needs. When a survivor enters Level 4, an Independence Plan is written to review any areas of functioning where a survivor may require additional support to bring them to a place of independence prior to graduating from the program.

**Life Programs**

A21’s Life Programs are a collection of strengths-based, trauma-informed group and individual programs, designed to equip and empower survivors with the knowledge, skills and strategies to overcome trauma and move towards living a life of restoration and independence. Key programs include i) Life Skills - an A21 curriculum developed to provide basic and practical living skills to assist survivors reintegrating into the community; ii) Flourish - a survivor-created peer support program; and iii) Brave Hearts, Strong Minds - an A21 group based program which equips child and adolescent survivors of trafficking and exploitation with strategies to enhance their emotional resilience. Facilitated by A21 caseworkers and peer support coordinators, Life Programs may be completed in person, online, or via phone, individually or in a group setting with other survivors within A21’s Aftercare program.

**Accommodation**

A21 provides various accommodation options to support survivors’ unique housing needs. The A21 Home is an emergency shelter that accommodates survivors in the initial months following their identification and recovery. Within the A21 Home, survivors have the opportunity to rest and stabilise while receiving support and assistance 24 hours a day, seven days a week, in planning their next steps and assessing further assistance options. A21 Emergency Accommodation provides survivors with safe short-term temporary accommodation such as hotels and hostels. Finally, A21 Long-Term Accommodation support is offered to survivors through financial rent assistance, or an A21 apartment. A21 apartments are leased by A21 and located within close proximity to a Freedom Centre, providing survivors with safe and stable independent accommodation for up to 12 months to allow them the opportunity to focus on establishing health and wellness, build community, and pursue education and employment pathways to help prepare them for graduating from the A21 Aftercare Program and living independently.

**A21 Survivor Relocation Services**

A21 Survivor Relocation Services (A21 SRS) provides safe transportation for survivors who require domestic and international relocation and repatriation. A21 SRS offers comprehensive services according to identified needs, including any legal assistance required to facilitate a relocation or repatriation, such as procuring identification; safe transportation; suitable accommodation; and referral to partner organisations at their end destination.

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1 The Assessment of Survivor Outcomes (ASO), developed by International Justice Mission (IJM), serves as a tool to measure the progress that survivors of violence (including but not limited to forced labour, commercial sexual exploitation, child sexual assault, and online sexual exploitation of children) make toward restoration. The ASO serves as a case management tool that assists to identify a survivor’s areas of strengths and vulnerabilities, enabling caseworkers to develop an individually tailored Survivor Case Management Plan; and as an impact measurement tool that provides data on the effectiveness of aftercare programming by assessing survivor progress. The ASO tool assesses a survivor in six key domains of functioning that are critical to their restoration: Safety, Legal Protection, Mental Wellbeing, Economic Empowerment and Education, Social Support, and Physical Wellbeing. A21 caseworkers complete the ASO at case intake to get a baseline understanding of a survivor’s functioning, at case closure to assess whether a survivor has achieved restoration and if they require additional services, and at a 12 month follow-up to identify whether the survivor’s restoration is sustained.