

IF YOU HAVE A REASON TO BELIEVE OR SUSPECT THAT SOMEONE YOU ARE IN CONTACT WITH IS A (POTENTIAL) VICTIM OF TRAFFICKING IN NEED OF ANY OF **ASTRA'S** SERVICES OR ASSISTANCE, PLEASE CONTACT US OR REFER THEM TO US.

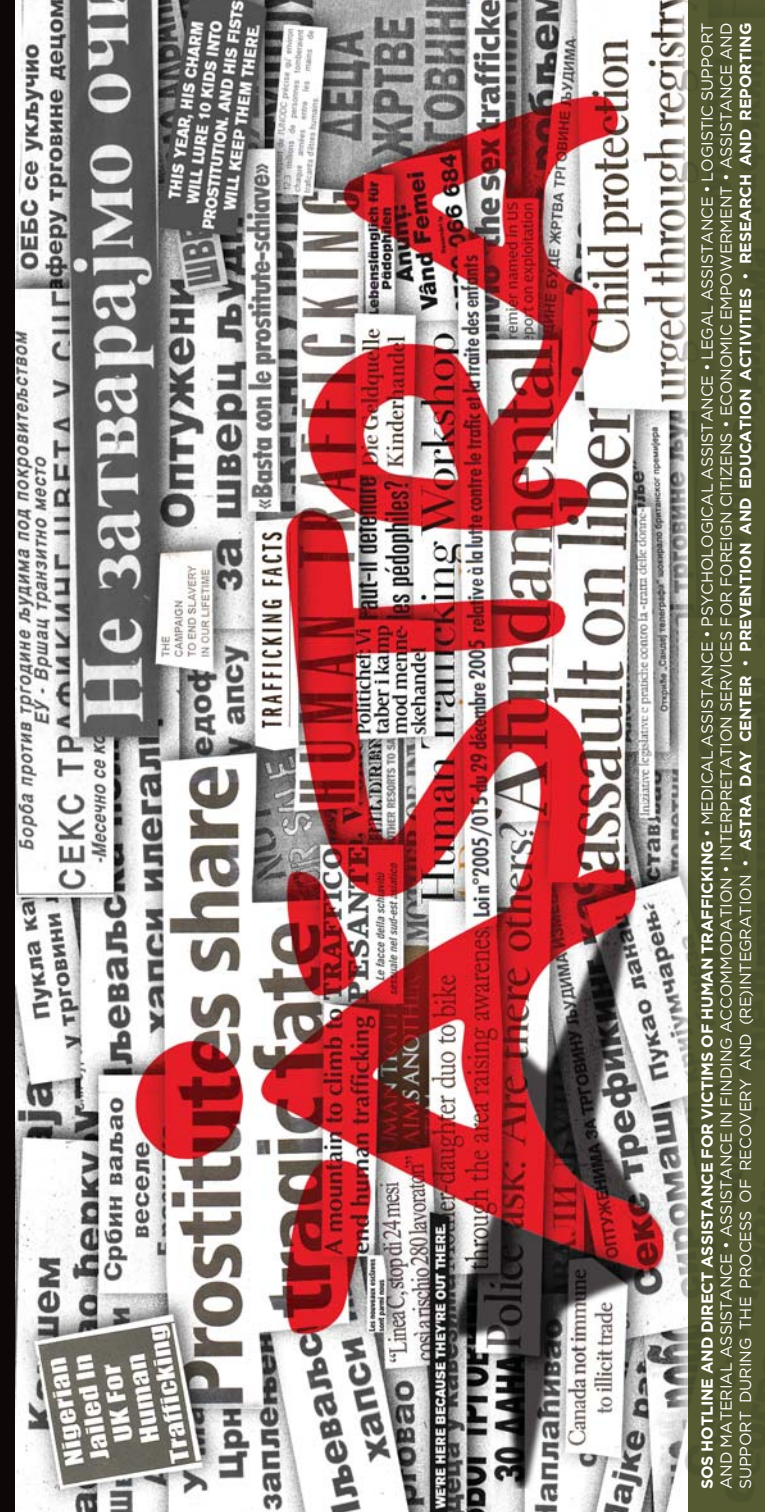


**SOS Hotline**  
**+381 (0)11 33 47 817**  
**available 24/7**

**Additional contacts:**  
**0800-101-201**  
**(toll-free for victims calling from the territory of Serbia)**

**e-mail:**  
**sos@astra.rs**  
**astra@astra.rs**

**web:**  
**www.astra.rs**



**ASTRA is a non-governmental organization with a decade-long experience and mission of eradicating all forms of trafficking in human beings, especially women and children. ASTRA is combating this serious social problem and specific form of violence prioritizing protection of victims' human rights. In addition to being direct victim assistance provider, ASTRA is also active in prevention, institutional awareness rising, research and reporting, international cooperation and education of professionals and general public.**

ASTRA's activities are carried out through the following areas of action:

### **ASTRA SOS Hotline and Direct Victim Assistance**

Assistance to (potential) victims of trafficking is provided based on the analysis of their needs and with full participation in the planning process of a person to whom such assistance and support is directed. The goal is to help trafficked persons overcome their trauma and regain their independence and to protect them from secondary victimization during the processes of recovery and (re)integration. Forms of assistance offered to (potential) trafficking victims include:

#### **1. Medical assistance**

General medical examination, all kinds of specialist examinations and lab analyses; dental interventions; confidential and anonymous HIV, HCV and HBV testing (including confidential pre- and post-testing counseling).

#### **2. Psychological assistance**

Support by **ASTRA SOS Hotline** consultants; Individual and/or group therapy and counseling,

psycho-social support (assistance and support in contacts with other organizations, institutions and professionals such as social welfare centers, courts, municipal services, health institutions, therapists, etc.).

#### **3. Legal assistance**

Legal counseling on the issues of status, rights and relevant legal procedures; legal counseling in the process of (re)integration (e.g. alimony, property division etc.); legal representation in trials, filing for compensation; institutional guidance and advocacy in protecting client's rights (e.g. issuing personal documents, extra income support for women with children etc.); checking job contracts and job offers in terms of human trafficking risk.

**4. Logistic support** includes client transportation from/to the airport/bus/train station, shelter or other residence in the country and complete organization of repatriation from search phase to the arrival of the person in the country of origin.

**Material assistance** implies providing food, clothing, hygienic packages and other living necessities.

#### **5. Assistance in finding alternative accommodation**

#### **6. Interpretation services for foreign citizens**

provided to clients in order to inform them of their rights in language they understand, including their legal rights and administrative procedures.

#### **7. Cooperation and coordination with institutions and NGOs in Serbia and abroad**

aiming to provide full and timely information and/or specific assistance.

**8. Economic empowerment** through starting/continuing education, professional development and vocational training, tutorials, and preparation for and support in job search.

#### **9. Other assistance and support activities aimed**

### **at fostering recovery and (re)integration in accordance with clients' individual needs**

**ASTRA Day Center** is created with the aim to offer a pleasant and secure space for clients and for children included in the program of prevention. Day Center's activities include various courses and workshops (creative, psychological, thematic, educational, drama), individual conversations and counseling, non structured free time, access to Internet and various books from ASTRA library, cooking, outdoor activities (excursions, exhibitions, cinema, city walks, cultural events, sport events and recreational activities etc.). All activities are designed together with clients, according to their needs and interests, aiming to build a relationship of trust, sense of security, strengthen individual potentials, develop interests and knowledge about human rights.

**Prevention and education** includes media campaigns, trainings and seminars for professionals of various profiles, roundtables and panels, workshops, peer education and similar activities. ASTRA implements professional development programs accredited by the Ministry of Education and by the Ministry of Labor and Social Policy.

**Research and reporting**, including reports to the UN treaty bodies, manuals and handbooks for different target groups, analyses and surveys into various aspects of human trafficking, biannual reports, quarterly ASTRA E-Newsletter and similar activities.

**ALL ASTRA'S SERVICES ARE FREE OF CHARGE. THEY ARE INTENDED FOR (POTENTIAL) VICTIMS OF TRAFFICKING AND FOR THEIR FAMILIES IN THE PROCESS OF SEARCH, IDENTIFICATION, RECOVERY AND SOCIAL INCLUSION.**