

**Organisations most likely to be the first ones to identify an alleged/presumed victim<sup>1</sup>**

- Police and Border Guard Board
- Labour inspectors
- Municipal social service
- Competent foreign authorities
- Specialised NGOs assisting victims

These actors should notify the Social Insurance Board (SIB) of having detected a presumed victim of THB, following which information is provided to the law enforcement authorities to allow the initiation of criminal investigation into THB.

Estonian National Social Insurance Board (SIB) or contracted partner:

- 1) SIB, call a 24/7 hotline: 116006, from outside of Estonia call (+372) 614 7393
- 2) Contracted partner to SIB: <http://www.kriminaalpoliitika.ee/et/inimkaubandus>

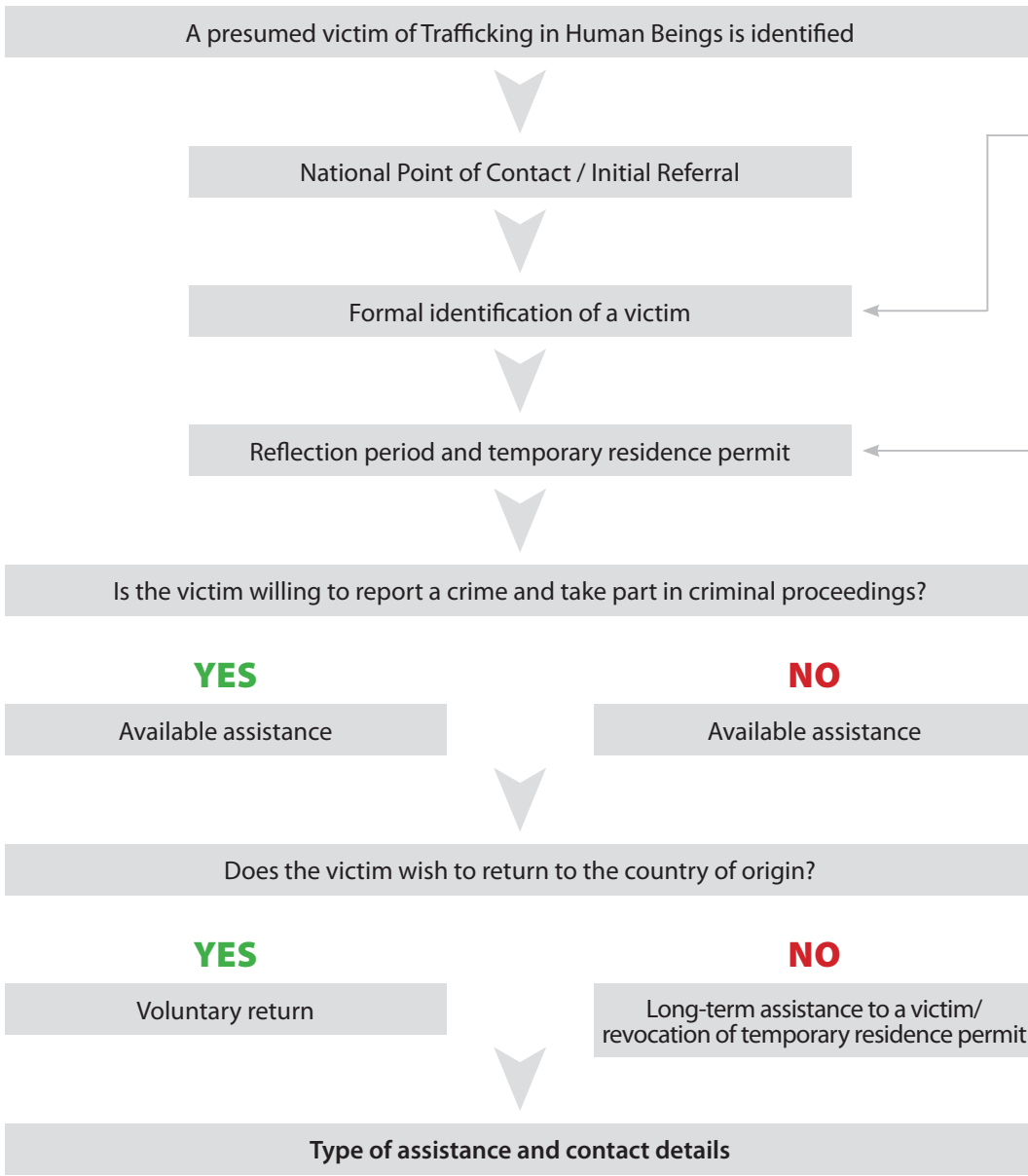
**NGO Lifeline centers** in Tallinn, Jõhvi and Tartu provide legal, psychological and social counselling to victims of trafficking in human beings and persons involved in prostitution. Phone: (+ 372) 655 6140  
Website: [www.eluliin.ee](http://www.eluliin.ee)  
Working hours: Monday, Wednesday, Friday: 15.00 – 19.00; Tuesday and Thursday: 12.00 – 16.00

**NGO Eluliin Victims of Trafficking in Human Beings / Shelter for victims**  
Phone: (+372) 551 5491

3) Police and Border Guard Board' contact point.  
If there is a suspicion for the international criminal case please contact the Central Criminal Police: Ago Leis, phone: (+372) 6123646, e-mail: [ago.leis@politsei.ee](mailto:ago.leis@politsei.ee)

24/7 hotline: 116006,  
From outside of Estonia: (+372) 614 7393  
Human Trafficking Prevention and Victim Helpline (+372) 660 7320 (on working days)

<sup>1</sup> An alleged victim of trafficking in human beings is a person who has been preliminarily identified in Estonia by an organisation engaged in helping of victims of trafficking in human beings and filed information with the Estonian National Social Insurance Board about a suspicion that the person may be a victim of trafficking in human beings; or in respect of whom a competent foreign authority has submitted information to the Estonian National Social Insurance Board about falling victim of trafficking in human beings in that state.



The formal identification of a person as a victim<sup>2</sup> of THB is linked to the opening of a criminal investigation into THB or a related offence and can only be carried out by:

1. Law enforcement authorities;
2. If the criminal investigation is initiated/ongoing, a prosecutor's office will identify the victim.

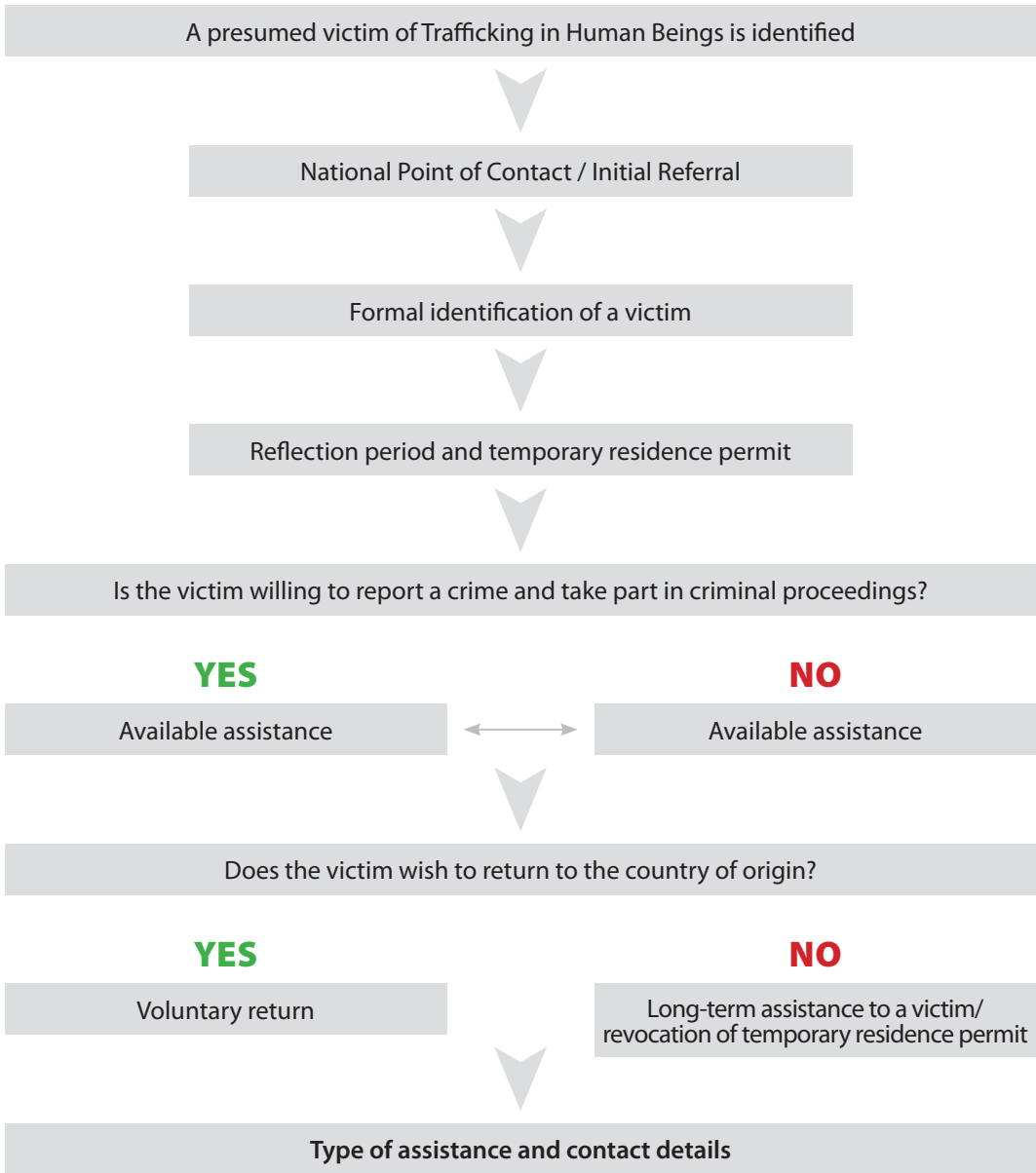
By the Victim Support Act, services for 60 days can be offered in the following cases:

- an organisation engaged in Estonia in helping victims of trafficking in human beings has submitted information to the Estonian National Social Insurance Board about a suspicion that the person may be an alleged victim of trafficking in human beings, and the SIB has decided to provide the victim support service to the person;
- a competent foreign authority has submitted information to the Estonian National Social Insurance Board about an Estonian citizen or a permanent resident of Estonia falling victim of trafficking in human beings abroad;
- the Estonian National Social Insurance Board has reasonable grounds to believe that a criminal offence provided for in §§ 141 to 145<sup>1</sup>, § 1751 or §§ 178 to 179 of the Penal Code has been committed against a person but no report on a criminal offence has been submitted to an investigative body or prosecutor's office;

In addition to that Reflection period by the Aliens Act may be granted to a foreign victim or witness of THB and related offences by a prosecutor or an investigator upon a prosecutor's request. The reflection period may last from 30 to 60 days and has the purpose of allowing the person concerned to decide whether he/she wishes to co-operate with the investigative authority or prosecution. The Aliens Act stipulates that the Prosecutor's Office or an investigative authority shall notify the person of the services offered during this period and the possibility and conditions for issuing a temporary residence permit for the purpose of participation in criminal proceedings or international protection.

A third-country national may be granted a temporary residence permit in order to participate in criminal proceedings if he/she is a victim or a witness in a criminal procedure initiated for the commission of THB or a related offence. The duration of the temporary residence permit is from six to 12 months, renewable for up to a year at a time. The temporary residence permit may be revoked when the criminal proceedings are terminated, or if the person is no longer contributing to the clarification of facts relating to the criminal offence, or has voluntarily and on his/ her own initiative renewed contacts with the suspected or accused persons.

<sup>2</sup> Victim Support Act (VSA) regulates the victim as follows: a victim of trafficking in human beings is a person in the case of whom criminal proceedings have been initiated with regard to the criminal offence committed against him or her based on the elements of criminal offence provided for in §§ 133 to 1333, 138 to 140 or 175 of the Penal Code or based on the elements of criminal offence provided for in any other similar foreign penal code.



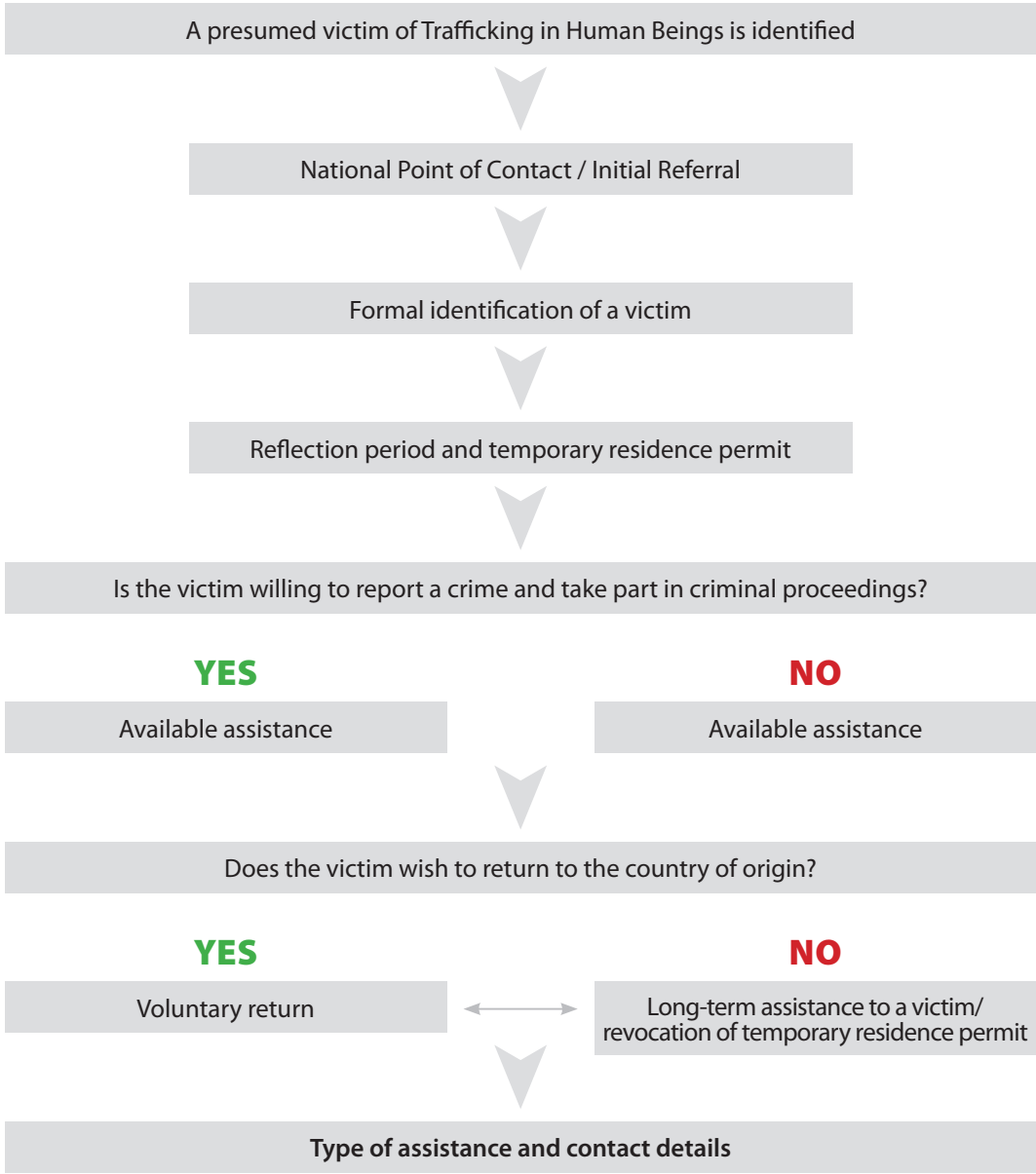
All victim support services are funded by the SIB, and the specialized support services to victims of trafficking are also provided by the contracted NGOs. Victims of trafficking in human beings have the right to receive the services specified below until the need for the services ceases to exist:

- 1) counselling of victims;
- 2) assisting victims in communicating with state and local government authorities and legal persons;
- 3) safe accommodation;
- 4) catering;
- 5) health services;
- 6) material assistance;
- 7) psychological assistance;
- 8) translation and interpretation services for receiving the services provided within the framework of victim support services;
- 9) other services necessary for physical and psycho-social rehabilitation of victims.

If the police during the investigation changes the criminal provision from trafficking to some other crime, victims are still entitled to assistance as long as they need it.

The rights for services do not constitute legal basis for irregular migrant to stay in Estonia or postpone the deportation. If an obligation to leave Estonia is imposed on a third country national or an EU citizen and the criminal proceeding related to THB offence is not commenced she/he is not entitled to assistance.

If no criminal investigation is initiated due to the lack of evidence, the presumed victim of THB is entitled to specialised assistance for the duration of up to 60 days as of notification of the Estonian National Social Insurance Board of refusal to commence criminal proceedings.



A victim has a possibility to apply for the Voluntary Return and Reintegration support (VARRE) to the International Organization for Migration (IOM) office in Estonia. The application form can be downloaded in English/Russian. IOM can also help to fill in the form if needed.

The victim will be granted assistance for voluntary return only if she/he needs it and cannot pay for the return herself/himself. Assistance through the VARRE programme is not available to citizens of EEA countries (European Union countries, Norway, Switzerland and Iceland).

The VARRE programme' assistance provided by the IOM Estonia includes travel arrangements and expenses from the person's current location to the final destination, and possible reintegration assistance such as cash or in-kind assistance. IOM may make travel arrangements and provide assistance at the airport during the return trip.

**Contact information:**

For inquiries regarding the AVRR programme or process, please contact [varre@iom.int](mailto:varre@iom.int)  
 Telephone: (+372) 611 6088; Mob: (+372) 562 33083.  
 Address: Ahtri 12 (WTCT building), 6th floor, Tallinn 10151  
 More detailed information available at <http://www.iom.ee/varre/>

There are no long-term assistance programs available specifically to victims of human trafficking. However, a person who has valid legal basis to stay in Estonia can access support mechanisms on the same grounds as Estonian nationals. An access to education, labour market, social services and to the welcoming programme is available taking into account personal needs and skills of the person.

A presumed victim of Trafficking in Human Beings is identified

National Point of Contact / Initial Referral

Formal identification of a victim

Reflection period and temporary residence permit

Is the victim willing to report a crime and take part in criminal proceedings?

**YES**

Available assistance

**NO**

Available assistance

Does the victim wish to return to the country of origin?

**YES**

Voluntary return

**NO**

Long-term assistance to a victim/  
revocation of temporary residence permit

Type of assistance and contact details

Type of assistance	Institution/organization	Contact details
Information, social and legal counselling, assistance to victims in communicating with state and municipal authorities and legal entities, in situations of all forms of trafficking in human beings	Social Insurance Board (SIB)	Human Trafficking Prevention and Victim Helpline (+372) 660 7320 (on working days, consultations in Estonian, Russian, English) Website: <a href="http://www.palunabi.ee">www.palunabi.ee</a> , <a href="http://www.sotsiaalkindlustusamet.ee">www.sotsiaalkindlustusamet.ee</a> e-mail: <a href="mailto:sirle.blumberg@sotsiaalkindlustusamet.ee">sirle.blumberg@sotsiaalkindlustusamet.ee</a>  24/7 hotline: 116006, From outside of Estonia: (+372) 614 7393 Website: <a href="http://www.palunabi.ee">www.palunabi.ee</a> , <a href="http://www.sotsiaalkindlustusamet.ee">www.sotsiaalkindlustusamet.ee</a>
Legal, psychological and social counselling to victims of trafficking in human beings and persons involved in prostitution	NGO Lifeline centers in Tallinn, Jõhvi and Tartu	Phone: (+372)6556140 Website: <a href="http://www.eluliin.ee">www.eluliin.ee</a>
Shelter for victims	Anti-Trafficking Unit of the State Police	Phone: (+372) 551 5491
Investigation	Central Criminal Police:	Mr Ago Leis Phone: (+372) 6123646 E-mail: <a href="mailto:ago.leis@politsei.ee">ago.leis@politsei.ee</a>
Coordination	National Anti-Trafficking Coordinator at the Ministry of Justice	Ms Anu Leps Phone: (+ 372) 6 208 117 E-mail: <a href="mailto:anu.leps@just.ee">anu.leps@just.ee</a> ; <a href="mailto:info@just.ee">info@just.ee</a> Website: <a href="http://www.just.ee">www.just.ee</a>
Voluntary Return and Reintegration support	IOM office in Tallinn	Telephone: (+372) 611 6088; Mob: (+372) 562 33083 E-mail: <a href="mailto:varre@iom.int">varre@iom.int</a>  Address: Ahtri 12 (WTCT building), 6th floor, Tallinn 10151 Website: <a href="http://www.iom.ee/varre/">www.iom.ee/varre/</a>