



THE COUNTER TRAFFICKING IN PERSONS SERVICE PROVIDER DIRECTORY



The Service Providers
Directory was initially
developed with support
from the UNJPHT



The Service Providers Directory
has been updated with support
from the USDS

HUMAN TRAFFICKING

Human trafficking, often referred to as “modern-day slavery”, involves the recruitment, transportation, transfer, harboring or receipt of individuals by means such as deception, coercion or abduction for the purpose of labour, sexual or other exploitation.

Zambia is a source, transit and destination country for men, women and children subjected to forced labour and sex trafficking. Trafficking is mostly believed to occur within the country's borders, involving women and children from rural areas exploited in urban areas in domestic servitude or for other types of forced labour in the agricultural, textile or construction sectors.

The Service Directory has been reviewed and updated through the support from the United States Department of State to Monitor and Combat Trafficking in Persons.

Zambia
August 2023

Foreword



Human trafficking is a growing and complex problem throughout the world, and Zambia has not been spared from this scourge. Part of an effective strategy to combat trafficking is protection and assistance to victims of trafficking. The Government of Zambia, through the Ministry of Community Development and Social Services, is mandated to provide protection, care and assistance to victims of trafficking.

The Government, working in collaboration with UN agencies (International Organization for Migration, International Labor Organization and United Nations Children's Fund, is firmly committed to the promotion, protection, and realisation of the rights of each victim of human trafficking. I therefore wish to reaffirm Government's obligation to support victims of human trafficking through the adoption of the Service Provider Directory. The basic principle of this Directory is to provide guidance on the role of Service Providers in the operationalization of the Anti-Human Trafficking Act No. 11 of 2008 as amended by Act No. 16 of 2022 and the National Policy on Human Trafficking and Smuggling of migrants by protecting victims of human trafficking through effective support service provision.

To fulfill the Government's vision of eliminating all forms of child labour, forced labour and human trafficking and to protect victims from these vices, there is need for a holistic approach and concerted efforts from all stakeholders and service providers. Effective protection requires a broad range of legal and non- legal measures implemented in close cooperation with governmental and non- governmental organizations (NGOs).

I therefore call upon all key players including Government institutions, cooperating partners, NGOs, and Civil Society Organizations providing services to victims of trafficking to play their role as combating the vice is complex. I look forward to their continued partnership in ensuring that this Directory is used for the benefit of all victims of human trafficking.

A handwritten signature in black ink, appearing to read 'Doreen Mwamba'.

Honourable Doreen Mwamba, MP

Minister of Community Development and Social Services



ACKNOWLEDGMENT

The Service Provider Directory was developed through a consultative process involving key stakeholders that play a critical role in combating trafficking in persons in Zambia. I wish to thank the Government of the United States of America (Department of State – Office to Monitor and Combat Trafficking in Persons) for their financial support during this process.

I wish to further express my sincere appreciation to the International Organization for Migration (IOM) and other UN agencies, for their financial and technical support throughout the development and updating of the directory. Many thanks go to the Anti-Human Trafficking Department (Ministry of Home Affairs and Internal Security), the Department of Social Welfare (Ministry of Community Development and Social Services), and other Government line Ministries for their contribution towards the development of the Service Providers Directory.

Angela Chomba Kawandami

Permanent Secretary

Ministry Of Community Development and Social Services

TABLE OF CONTENTS

Foreword	i
Acknowledgment	l
Technical Working Group Members	lii
Preface	1
The Anti-Human Trafficking Act No. 11 Of 2008 As Amended By Act No. 16 Of 2022.....	2
The Anti-Human Trafficking Department, Ministry Of Home Affairs And Internal Security...	3
The United Nations Joint Programme On Human Trafficking (UNJPHT)	4
The Directory.....	5
Description Of Services	6
Amila Initiative	9
Families are Nations	10
Faith and Encounter Center	11
in Zambia (Fenza)	11
Love Justice International.....	12
Plan International.....	13
Takuza Organization	14
The Salvation Army	15
Undikumbukire Zambia (UPZAMBIA)	16
World Vision.....	17
Young Women's Christian.....	18
Association (YWCA)	18
Zambia Civic Education Association.....	19
International Labour Organization (ILO)	20
International Organization for Migration (IOM).....	21
United Nations Children's Fund.....	22
United Nations High	23
Commission for Refugees.....	23
Department of Child Development	24
Department of Community development	25
Department of Immigration.....	26
Department of Labour	27
Department of Social Welfare.....	28
Department of Youth and Sports	29
Gender Division	30
Human Rights Commission.....	31
Legal Aid Board.....	32
Ministry of Foreign Affairs and International Cooperation	33
National Legal Aid Clinic for Women	34
National Prosecution Authority.....	35
Office of the Commissioner for Refugees	36
Zambia Agency for Persons.....	37
With Disabilities	37

TECHNICAL WORKING GROUP MEMBERS

NAME	ORGANIZATION
Ms. Irene K. Munga	Ministry of Community Development and Social Services Department of Social Welfare
Ms. Yvonne Chingambu	Ministry of Community Development and Social Services Department of Social Welfare
Ms. Gertrude Namonje	Ministry of Home Affairs and Internal Security Zambia Police Service
Ms. Christabel Chisela	Ministry of Foreign Affairs and International Cooperation
Ms. Ntambose Nkunika	Ministry of Labour and Social Security
Mr. Ian Silwamba	Ministry of Justice
Ms. Rachel Chuulu	Ministry of Community Development and Social Services Department of Child Development
Ms. Lewukanji Namukonda	The Office of the Commissioner for Refugees
Ms. Jane Lufwendo	Ministry of Home Affairs and Internal Security Department of Immigration
Mr. Boris Mulengu	Anti-Trafficking In Persons Department
Ms. Charity Bauleni	National Prosecutions Authority
Mr. Knowledge Mareyanadzo	International Organization for Migration
Ms. Chibalani Katongo	International Organization for Migration
Ms. Soma Samukonga	International Organization for Migration
Ms. Nomsisi Wonani	International Organization for Migration
Mr. Caphas Njobvu	International Organization for Migration
Ms. Natasha Chuni	International Organization for Migration
Mr. Gerald Tembo	International Labour Organization
Ms. Angela Maswau	United Nations Childrens Fund
Mr. Sebastian Gabryjonczyk	United Nations High Commission for Refugees

PREFACE

THE NATIONAL POLICY ON HUMAN TRAFFICKING AND SMUGGLING OF MIGRANTS OF 2022

The Government of Zambia, through the Ministry of Home Affairs and Internal Security (MoHAIS) developed the National Policy to Combat Human Trafficking in 2007, which was reviewed and updated in 2022. The documents is now referred to as The National Policy on Human Trafficking and Smuggling of Migrants which is aimed at providing guidance to various stakeholders on the implementation of anti-human trafficking programmes in the country. Zambia further has in place the Anti-Human Trafficking Act No.11 of 2008 which responds to combating Human Trafficking in Zambia. In the year 2022 the legal framework was strengthened by the enactment of Anti Human Trafficking Act (amendment) Act No.16 of 2022.

Objectives of the Policy:

Prevention

To reduce human trafficking through effective implementation of prevention and control measures.

Prosecution

To detect, investigate and prosecute perpetrators of human trafficking.

Protection

To assist victims of human trafficking and protect their human rights.

Multilateral coordination

To actively promote international and regional cooperation

Institutional capacity and coordination

To research trafficking to more effectively target interventions.

Effective protection of victims of trafficking requires a broad range of legal and non-legal measures implemented in close cooperation among government and non-governmental and community-based organizations. Additional measures may be required in the case of children, who have special rights and needs, and whose best interest must be given paramount consideration (Section 4.0 of the Policy).

THE ANTI-HUMAN TRAFFICKING ACT NO. 11 OF 2008 AS AMENDED BY ACT NO. 16 OF 2022

Zambia's Anti-Human Trafficking Law was enacted in 2008. The preamble of the Act describes it as:

An Act to provide for the prohibition, prevention, and prosecution of human trafficking; provide for the filing and dealing with matters related to human trafficking; establish the Committee on Human Trafficking and provide for its powers and functions; establish centers for victims of human trafficking; establish the Human Trafficking Fund; domesticate the United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime; and provide for matters connected with or incidental to the foregoing.

The vision of the Act is to eradicate all forms of human trafficking from, through, to and within Zambia, while providing adequate and appropriate protection and support for trafficked persons.

Part III of the Act specifies that the Government of Zambia has the primary responsibility for ensuring the protection of victims of trafficking in collaboration with Service Providers.

Part IV of the Act provides for the protection of victims by ensuring physical safety, material support, counseling, rehabilitation, education and skills development.

THE ANTI-HUMAN TRAFFICKING DEPARTMENT, MINISTRY OF HOME AFFAIRS AND INTERNAL SECURITY

The Ministry of Home Affairs and Internal Security is responsible for the development and implementation of Zambia's counter trafficking strategy, including the National Policy on Human Trafficking and Smuggling of migrants, and the Anti Human Trafficking Act No.11 of 2008 as amended by Act No.16 of 2022.

The Department of Anti Human Trafficking is housed at the Ministry of Home Affairs and Internal Security.

For further information contact:

Mr. Boris Mulengu,
National Coordinator,
Anti Human Trafficking Department,
Ministry of Home Affairs, and Internal Security
+260211254336
P.O. BOX 50997, Independence Avenue,
Lusaka.

THE MINISTRY OF COMMUNITY DEVELOPMENT AND SOCIAL SERVICES

The Anti-Human Trafficking Act No.11 of 2008 as amended by Act No. 16 of 2022 has mandated the Department of Social Welfare to provide protection, care and assistance to victims of trafficking. Their goals extend to countering human trafficking through the provision of centers for victims of trafficking and services and ensure appropriate services are provided for throughout Zambia.

For further information, contact:

Ms. Chomba Chibende,
Senior Social Welfare Officer
Department of Social Welfare
Ministry of Community Development and Social Services
+260 211 225327
P.O. BOX W252 Sadzu Road,
Lusaka

THE UNITED NATIONS JOINT PROGRAMME ON HUMAN TRAFFICKING (UNJPHT)

The International Labour Organization (ILO), International Organization for Migration (IOM) and United Nations Children's Fund (UNICEF) supported the implementation of the Government of Zambia's Anti-Human Trafficking Policy and Act through the UNJPHT. The overall goal of the programme was to contribute to the protection of people, especially women and children, from the harmful effects of trafficking. To this end, the UNJPHT worked across ministries and with Service Providers to develop training materials, guidelines and tools for the prevention of trafficking, protection of victims and prosecution of the crime in line with both national and international standards.



ILO addresses human trafficking by promoting decent work, focusing on strengthening the protective social environment against trafficking, developing broad-based vigilance amongst labour officers, employers and workers' organizations, building capacity and raising awareness on trafficking, forced labour and child labour as a means of realising decent work and fair employment practices in the world of work.



UNICEF does not address trafficking as an isolated issue in its programmes. Instead, trafficking is integrated into all facets of its work to create a protective environment for children.



IOM's counter-trafficking activities aim to strengthen the national response to human trafficking through building the capacity of law enforcement and civil society to operationalize the national Anti-Human Trafficking Policy and Act.

THE DIRECTORY

This document is a Directory of Service Providers in Zambia that offer support and protective services to victims of human trafficking. The Directory is intended to facilitate links and improve coordination among Service Providers with a focus on the "protection" mandate of Zambia's Anti-Human Trafficking Policy and Act.

Service Providers

Service Providers are organizations providing substantive services to victims of trafficking, including trained, specialized psychosocial support, shelter, medical care or legal services. Service Providers may include local and international governmental and non-governmental organizations (Minimum Standard Guidelines on the Protection of Victims of Human Trafficking 2012).

The Directory was compiled under the UNJPHT in consultation with the National Secretariat on Human Trafficking and other stakeholders whilst the updated Service Providers Directory was updated under the Enhancing National Capacity to Prevent and Respond to Human Trafficking in Zambia. And The information was provided by the respective Service Providers.

HOW TO USE THE DIRECTORY

Service Providers are listed alphabetically for ease of reference, including the following information:

- Mission Statement
- Human Trafficking Mission
- Focal Point Contact
- Website (if available)
- Office Address
- Geographical Coverage

DESCRIPTION OF SERVICES

Shelter is a place where victims of trafficking can be temporarily accommodated as part of their recovery and rehabilitation. (Sections 42 and 43 of the Act).

Health Services: A victim of trafficking is entitled to the same access to public health care as Zambian citizens (Section 47 of the Act).

Psychosocial Services are to be provided to beneficiaries by a qualified mental health professional in coordination with the beneficiaries' Case Managers, in order to meet their psychosocial needs (Section 43 (b) (i) of the Act).

Legal Rights: Beneficiaries should be aware of their legal rights and should be provided with professional legal services to ensure they are able to exercise these rights (Section 58 of the Act).

Regularizing Mechanisms: Non-national beneficiaries can utilize government services to help prevent untimely deportation from Zambia by obtaining permits or visas or by other regularizing mechanisms (Sections 32-34 of the Act).

Refugee Status: Where relevant, beneficiaries are assisted with the **procedures** involved in determining refugee status and/or seeking asylum (Section 31 (1) of the Act and Article 14.1 of the UN Protocol on trafficking).

Protection: All children should be protected to ensure they are free from violence and exploitation by improving their well being of children and promoting their rights including victims of trafficking.

Support Areas



Shelter



Medical



Psychosocial



Legal



Regularization of
Stay



Asylum and
Refugee
Procedures



Child
Protection

Skills Development Training: Programmes are in place aimed at the provision of skills development training for beneficiaries in preparation for 'life after trafficking' and to prevent re-trafficking (Section 43 (d) of the Act).

Financial Assistance is a basic condition for independence and is essential for full and sustainable reintegration of beneficiaries (Section 46 (2) of the Act).

Rehabilitation: Victims of trafficking can utilize rehabilitation activities including sport, games and the arts as part of rehabilitation (Section 42 (b) (i-iii) and Section 42 (c) (i-ii) of the Act).

Repatriation: Beneficiaries are returned to the country or area of origin with due regard to safety, prevention of re- trafficking and suitability of care arrangements (Sections 36 and 38 of the Act).

Reintegration is intended to provide for the beneficiary's safe, dignified and sustainable reinsertion into society and normalized life. Reintegration also includes prevention of re-trafficking (Section 43 (b) (iii)).

Referral Services: Referral mechanisms ensure that the human rights of migrants are upheld and respected and provide an effective way to refer migrants to services and help improve procedure on a broad range of migrant related issues such as shelter and repatriation. Further, they are meant to link together appropriately qualified service providers to facilitate appropriate care and support by providing individualized response for each migrant.

Support Areas



Skills Building



Finance



Rehabilitation



Repatriation



Reintegration



Referral

Awareness - awareness raising is aimed at addressing the information gap on human trafficking in communities in Zambia through various platforms and highlight the rights of vulnerable groups or individual.

Gender Equality - All victims of trafficking should be treated equally and have access to facilities as it is a fundamental right. Victims of trafficking, both male and female should enjoy equally in terms of enjoyment of rights, treatment, quantity or value, access to opportunities and outcomes by, and in relation to both sexes. Part I, The Gender Equity and Equality Act, 2015.

Recreation - All children including victims of trafficking are entitled to rest, leisure, play in accordance with their age. Section (21) of the Childrens Code Act No.12 of 2022.

Diplomacy and Foreign Relations - Ministry of Foreign Affairs and International Cooperation have the responsibility to formulate and administer foreign policy and establish and maintain Zambia's International Relations when handling cases of victims of trafficking in the diaspora.

Support Areas



Awareness



Gender Equality



Recreation



Foreign Policy
and Diplomacy

Amila Initiative

MISSION STATEMENT

To share the love of Jesus Christ by fighting the world's greatest injustices.

HUMAN TRAFFICKING MISSION

Amila Initiative is a local organization that exists to help counteract the cycle of poverty and abuse that drive women into commercial sexual exploitation. Amila Initiative works in collaboration with Love Justice, an international non profit organization which specializes in training monitors in anti Human trafficking.

FOCAL POINT PERSON

Kasonde Lubasi (Chairperson)

kasonde@lovejustice.ngo

Tel: 0968203591

Deirdre Magai (Project Manager)

Official Line: 07 6697 4137

Tel: 0979174755

EMAIL

Deirdre@lovejustice.ngo

WEBSITE

www.lovejustice.org

OFFICE

Intercity Bus Terminus

GEOGRAPHICAL COVERAGE AREA

Lusaka

Support Areas



Referral



Legal



Psychosocial

Families are Nations

MISSION STATEMENT

To use the family unit as an agent for building communities and behaviour change by providing useful information and education on issues affecting family members.

HUMAN TRAFFICKING MISSION

1. Relocating family members back to families.
2. Restoration of family values (counselling).
3. Rehabilitation of vulnerable family members through basic provisions and counselling.
4. Sensitization at family level on human rights, abilities and values.
5. Counselling families on the need to remain in contact with each other despite distance, location and situation.

FOCAL POINT CONTACT

Governor

Tel: +260 955 776 883 | +260 977 776 883

E-mail: familiesnations3@gmail.com

WEBSITE

www.familiesnations.org

OFFICE

P.O. Box 31235, Kadash Borneo, Lusaka

GEOGRAPHICAL COVERAGE

Lusaka, Eastern, Southern, Copperbelt and Central Provinces

Support Areas



Shelter



Medical



Skills Building



Legal



Psychosocial



Regularization of Stay



Rehabilitation



Repatriation



Reintegration

Faith and Encounter Center in Zambia (Fenza)

MISSION STATEMENT

Faith and Encounter Centre of Zambia (FENZA) is an initiative of the Missionaries of Africa (White Fathers). Its purpose is to empower Christians in Zambia to face the challenges of contemporary and traditional cultures with openness and to encounter people of different Christian denominations, religions and contemporary religious movements.

HUMAN TRAFFICKING MISSION

Missionaries against trafficking

FOCAL POINT CONTACT

Director of Research and Policy Analysis

Mr. Elvis Ngandwe

+260971004859

EMAIL

director@fenza.org

WEBSITE

www.fenza.org

OFFICE

P.O. BOX 320076

Bauleni,

Leopards Hill Road

LUSAKA

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Capacity
building



Counselling



Medical



Rehabilitation



Family
reunification



Reintegration

Love Justice International

MISSION

Sharing the love of Jesus Christ by fighting the world's greatest injustices

HUMAN TRAFFICKING MISSION

We focus on transit monitoring to intercept people before they have been exploited or enslaved.

FOCAL POINT CONTACT:

+14 026 014 816

EMAIL

info@lovejustice.ngo

WEBSITE

www.lovejustice.ngo

OFFICE

P.O. Box 67195, Lincoln
USA

GEOGRAPHICAL COVERAGE

Global

Support Areas



Legal



Referral

Plan International

MISSION STATEMENT

To achieve lasting improvements in the quality of life of deprived children in developing countries by promoting child rights, and enabling deprived children, their families and communities to meet their basic needs and increase their ability to participate and benefit from societies.

HUMAN TRAFFICKING MISSION

Promoting children's rights and protecting children from all forms of abuse, including child trafficking.

FOCAL POINT CONTACT

Child Rights Coordinator

Tel: +260 211 260 07 4

Fax: +260 211 260 093

WEBSITE

www.plan-international.org

OFFICE

Plot No. 87A Kabulonga Road,
P/Bag 515, Ridgeway, Lusaka

GEOGRAPHICAL COVERAGE

Lusaka, Central, Eastern and Luapula Provinces

Support Areas



Psychosocial



Reintegration

Takuza Organization

MISSION STATEMENT

To create public awareness amongst communities on human trafficking

HUMAN TRAFFICKING MISSION

To facilitate for the assistance for victims of trafficking

FOCAL POINT CONTACT

Director
Sr Kayula Lesa
Tel: +260 978 308 715

SERVICES

Vocational Training, Education, Awareness Raising, Psychosocial Support

WEBSITE

www.takuza.org

EMAIL:

info@takuza.org

OFFICE

Parish Catholic Secretariat
Kapingila House, BRT 60, Kabulonga
P.O. Box31965

GEOGRAPHICAL COVERAGE;

Countrywide

Support Areas



Legal



Awareness



Referral



Psychosocial

The Salvation Army

MISSION STATEMENT

To preach the gospel of Jesus Christ; make disciples and meet human needs in His name without discrimination; saving souls; growing saints and serving suffering humanity.

HUMAN TRAFFICKING MISSION

To prevent human trafficking and care for victims.

FOCAL POINT CONTACT

Major Pamela Shiridzinodya

Cell: 0977 139 910

Tel: +260 238 291

EMAIL:

Pamela.shiridzinodya@zam.salvationarmy.org

OFFICE

Territorial Headquarters, 685A Cairo Road,
P.O. Box 34352, Lusaka

GEOGRAPHICAL COVERAGE

Lusaka, Southern, Eastern, Copperbelt and
Central Provinces

WEBSITE

www.salvationarmy.org

OFFICE

Chishango Road, Plot 8
Villa Elizabeth Great North Road

Support Areas



Legal

Undikumbukire Zambia (UPZAMBIA)

MISSION STATEMENT

Support juveniles in conflict with the Law through legal representation, social support, and advocacy for a restorative juvenile justice system in Zambia.

HUMAN TRAFFICKING MISSION

To provide legal services and support to victims of trafficking

FOCAL POINT CONTACT

The Director

Cell: +260 973 090 759

WEBSITE

www.upzambia.org

EMAIL

info@upzambia.org

OFFICE PLOT

35222 Alick Nkhata Road

Lusaka

GEOGRAPHICAL COVERAGE;

Countrywide

Support Areas



Legal



Referral

MISSION STATEMENT

To follow our Lord and Saviour Jesus Christ in working with the poor and oppressed to promote human transformation, seek justice and bear witness to the good news of the Kingdom of God.

HUMAN TRAFFICKING MISSION

To promote healthy individual development of children, youth and adults alike, involving physical and mental health, social and spiritual dimensions, thus enabling children, youth and adults to enjoy positive relationships and a community and family context that provides safety, social justice and participation.

FOCAL POINT CONTACT

Technical Program Manager for Child Protection

Tel: +260 970 937374

EMAIL

mushingo@wvi.org

WEBSITE

www.wvi.org

OFFICE

Plot 51/52 Great East Road,

P.O. Box 31083, Lusaka

GEOGRAPHICAL COVERAGE

Southern, Lusaka, Eastern, Central, Muchinga
Northern, Luapula, N/Western, Western

Support Areas



Psychosocial



Reintegration

Young Women's Christian Association (YWCA)

MISSION STATEMENT

The YWCA is a Christian, non-partisan, nongovernmental membership organization dedicated to the empowerment of the community, especially women, youth and children to realise their potential as human beings with the view to contribute to a just society.

HUMAN TRAFFICKING MISSION

To promote human rights and access to therapeutic services especially for women, youth and children who have fallen victim to human rights violations including human trafficking.

FOCAL POINT CONTACT

Executive Director
Tel: +260 211 255 204, +260 211 254 751
E-mail: ywca@iconnect.zm

OFFICE

Plot No. 7391 Nationalist Road, opposite UTH,
P.O. Box 50115, Lusaka

GEOGRAPHICAL COVERAGE

Lusaka, Copperbelt, Central, Northern, Western, Eastern, Northwestern and Southern Provinces.

Support Areas



Shelter



Psychosocial



Skills Building



Legal



Reintegration

Zambia Civic Education Association

MISSION STATEMENT

To promote and advocate for children's rights through civic education.

HUMAN TRAFFICKING MISSION

To provide legal services, for free, to the indigent in communities serviced by our Child-Friendly Citizens' Legal Advice Desks project.

FOCAL POINT CONTACT

Executive Director Tel: +260 211 229 641

E-mail: info@zamcivic.com.zm

OFFICE

The Lucy Sichone Memorial House,
Plot No. 2/1836 Azikiwe Close, Northmead,
P/Bag RW 239X, Lusaka

WEBSITE

www.zcea.org

GEOGRAPHICAL COVERAGE

Lusaka, Copperbelt and Central Provinces

Support Areas



Legal

International Labour Organization (ILO)

MISSION STATEMENT

The International Labour Organization (ILO) is devoted to promoting social justice and internationally recognized human and labour rights, pursuing its founding mission that social justice is essential to universal and lasting peace.

HUMAN TRAFFICKING MISSION

Elimination of all forms of forced labour and exploitation.

FOCAL POINT

Mr Wellington Chibebe - Country Director
Mr. Gerald Tembo - Senior Programme Officer

Tel: +260 977 636 591

EMAIL

chibebe@ilo.org

tembo@ilo.org

lusaka@ilo.org

WEBSITE

www.ilo.org/Lusaka

OFFICE

Plot 4635, Lubwa Road, Rhodes Park, Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Legal



Referral

International Organization for Migration (IOM)

MISSION STATEMENT

IOM is dedicated to humane and orderly migration for the benefit of all.

HUMAN TRAFFICKING MISSION

To strengthen the national response to human trafficking through building the capacity of law enforcement and civil society to operationalize Zambia's Anti-Human Trafficking Act. IOM Zambia also offers direct assistance to victims of trafficking by facilitating the provision of secure accommodation, medical and psychosocial support, skills development and vocational training, legal assistance, reintegration assistance and the option of voluntary, safe and dignified return to countries of origin.

FOCAL POINT CONTACT

Director General

Senior Immigration Officer

Tel: 0211 255 282 | 0211 254 393

EMAIL

pro@zambianimmigration.gov.zm

WEBSITE

www.zambiaimmigration.gov.zm

OFFICE

Plot No. 4626 Mwaimwena Road, Rhodes Park,
P.O. Box 32036, Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Legal



Child
Protection



Psychosocial



Repatriation



Reintegration



Referral

MISSION STATEMENT

(Child Protection Goal 3): Every Child is Protected from Violence and Exploitation.

HUMAN RIGHTS MISSION

By 2027, more children and adolescents live in an increasingly protective environment and benefit from improved child protection services, including birth registration.

EMAIL

amaswau@unicef.org

WEBSITE

Follow us on Facebook, Twitter, YouTube, [unicef.org](https://www.unicef.org)

FOCAL POINT CONTACT

Angela Mwaswau
+260211374200

OFFICE

UN House
P.O. Box 33610, Lusaka

GEOGRAPHICAL COVERAGE

Kalumbila, Kaoma, Nchelenge, Lusaka, Ndola, Chililabombwe, Chipata, Katete, Nyimba and Sesheke.

Support Areas



Child
Protection



Legal

United Nations High Commission for Refugees

MISSION STATEMENT

To lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems.

HUMAN TRAFFICKING MISSION

Firstly, to ensure that refugees, internally displaced persons, stateless persons and other persons of concern do not become victims of human trafficking. Secondly, to ensure that individuals who have been trafficked and who have a wellfounded fear of persecution if returned to their country of origin are recognized as refugees and afforded international protection. Lastly, to ensure that victims of trafficking without international protection needs are referred on to appropriate actors which can provide them with support and assistance.

FOCAL POINT CONTACT

Sebastian Gabryjonczyk

Tel: +260 977 862 012

EMAIL

gabryjon@unhcr.org

WEBSITE

www.unhcr.org/africa/countries/zambia

OFFICE

Horizon House, 17C Leopards Hill Road,
P.O. Box 32542, Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Asylum and
Refugee
Procedures



Legal

Department of Child Development

MISSION STATEMENT

To effectively and effectively facilitate the provision of equitable social protection services to communities in order to contribute to sustainable human development.

HUMAN TRAFFICKING MISSION

To provide input to the state party reports on children which includes victims of trafficking.

FOCAL POINT CONTACT

Director Child Development

Tel: +260 211 225 327 / +260 211 235 342

WEBSITE

www.mcdss.gov.zm

EMAIL

info@mcdss.gov.zm

OFFICE

W252 Sadzu Road

Community House

Lusaka Zambia

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Child Development



Psychosocial



Repatriation



Reintegration



Skills Building

Department of Community development

MISSION STATEMENT

To effectively and effectively facilitate the provision of equitable social protection services to communities in order to contribute to sustainable human development.

HUMAN TRAFFICKING MISSION

To provide input to the state party reports on children which includes victims of trafficking.

FOCAL POINT CONTACT

Director-Community Development

Tel:+260 211 225 327

WEBSITE

<http://www.mcdss.gov.zm/>

EMAIL

info@mcdss.gov.zm

OFFICE

W252 Sadzu Road

Community House

Lusaka Zambia

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Regularization of Stay



Repatriation



Reintegration

Department of Immigration

MISSION STATEMENT

To facilitate and regulate the movement of persons entering and leaving Zambia, and control the stay of immigrants and visitors, in order to contribute to international security and sustainable socio-economic development of Zambia.

HUMAN TRAFFICKING MISSION

To prevent, prosecute and combat human trafficking and smuggling of human persons whilst insuring the protection and documentation of victims.

FOCAL POINT CONTACT

Principal Immigration Officer

Tel: +260 211 252 008/831, +260 211 254 393

WEBSITE

www.zambiaimmigration.gov.zm

EMAIL

immighq@zamnet.zm

OFFICE

Ministry of Home Affairs and Internal Security

The Department of Immigration

P.O. Box 50300, Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Regularization of Stay



Repatriation

Department of Labour

MISSION STATEMENT

To formulate labour and social security policies, programmes and strategies and coordinate their implementation for national development.

HUMAN TRAFFICKING MISSION

To ensure the rights of migrant workers are protected and are not victims of traffickings.

FOCAL POINT CONTACT

Labour Commissioner

Tel: +260 211 221432

+260 977 449 245

WEBSITE

www.mlss.gov.zm

EMAIL

info@mlss.gov.zm

OFFICE

Government Complex

Independence Avenue

P.O Box 32186

Lusaka, Zambia

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Referral



Inspections



Awareness

Department of Social Welfare

MISSION STATEMENT

To provide and facilitate socio-economic empowerment of the poor and vulnerable and promote the development and preservation of culture for sustainable human development.

HUMAN TRAFFICKING MISSION

To establish and operate centres for victims of human trafficking and ensure appropriate Psychosocial provision of the required services at such centres throughout Zambia.

FOCAL POINT CONTACT

Senior Social Welfare Officer

Tel: +260 211 235 343, +260 211 236 967

WEBSITE

EMAIL

immighq@zamnet.zm

OFFICE

Ministry of Community Development and Social Services

Department of Social Welfare

P.O. Box 31958, Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Shelter



Psychosocial



Child Protection



Rehabilitation



Finance



Skills Building



Reintegration

Department of Youth and Sports

MISSION STATEMENT

To promote child development, youth empowerment, champions in sport and healthy citizens.

HUMAN TRAFFICKING MISSION

To link victims of trafficking to skills building.

FOCAL POINT CONTACT

Director Youth and Sports

Tel: +260 211 224011 / 0211 232 588

WEBSITE

www.mysa.gov.zm

EMAIL

info@mysa.gov.zm

OFFICE

Government Complex

Independence Avenue

Kamwala

P.O. Box 50195

Lusaka Zambia

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Skills Building



Rehabilitation



Recreation

Gender Division

MISSION STATEMENT

To coordinate and monitor the implementation of Gender and Child Development policies and programmes in order to ensure Gender responsiveness and well-being of a child.

HUMAN TRAFFICKING MISSION

To mainstream Gender in all programming for victims of trafficking.

FOCAL POINT CONTACT

Director

Tel: +260 211 230 031

DIRECTOR-GENDER DIVISION

Office of the President
Cabinet Office
Independence Avenue

WEBSITE

www.gender.gov.zm

EMAIL

info@gender.gov.zm

OFFICE

Office of the President
2nd Floor Government Complex
Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Gender



Gender
Equality

Human Rights Commission

MISSION STATEMENT

To promote and protect human rights for all people in Zambia through investigations of human rights violations, rehabilitation of victims of human rights abuses, education of communities and advocacy for policy and legal changes influenced by evidence-based research.

HUMAN TRAFFICKING MISSION

To promote and protect human rights for victims of human trafficking through investigations, education of communities and advocacy for policy and legal changes influenced by evidence-based research.

FOCAL POINT CONTACT

Documentation Centre

Tel: +260 211 257 751, +260 211 251 327

WEBSITE

www.hrc.org.zm

EMAIL

phrc@zamnet.zm

OFFICE

Human Rights House, Independence Avenue,
P.O. Box 33812, Lusaka

GEOGRAPHICAL COVERAGE

Lusaka, Copperbelt, Southern, Western, Northern and Eastern Provinces

Support Areas



Skills Building



Legal

Legal Aid Board

MISSION STATEMENT

To provide quality legal Aid for enhanced access to justice.

HUMAN TRAFFICKING MISSION

To provide legal aid for vulnerable migrants.

FOCAL POINT CONTACT

Director-legal Aid

+26021 1256453/4

WEBSITE

www.legalaidboard.org.zm

EMAIL

Info@legalaidboard.org.zm

OFFICE

New Kent Building

Hailie Selassie Road

P.O Box 32761

Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Legal

Ministry of Foreign Affairs and International Cooperation

MISSION STATEMENT

To formulate and administer Zambia's foreign policy as well as establish and maintain international relations.

HUMAN TRAFFICKING MISSION

To facilitate the safety of victims of trafficking within and outside the country.

FOCAL POINT CONTACT

Permanent Secretary - International Relations and Cooperation

Tel: 0211253508/0211253507

WEBSITE

www.mofaic.gov.zm

EMAIL

mofaic@grz.gov.zm

OFFICE

Charter House

Independence Avenue

P.O. Box 50069

Lusaka, Zambia

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Foreign Policy
and Diplomacy

National Legal Aid Clinic for Women

MISSION STATEMENT

To empower underprivileged women and children to know, realize and protect their human rights through the provision of appropriate and timely legal services, legal education and advocacy for policy and legal reforms.

HUMAN TRAFFICKING MISSION

To combat human trafficking and related issues through the provision of legal, educational and advocacy, particularly of vulnerable women and children.

FOCAL POINT CONTACT

Lusaka: Executive Director, +260 211 220 595,

Fax: +260 211 234 747

Ndola: Senior Legal Officer, +260 212 622 319,

Fax: +260 212 612 671

Livingstone: Senior Legal Officer,

+260 213 320 611,

Fax: +260 213 320 612

WEBSITE

www.nlacw.org.zm

EMAIL

nlacw.lusaka@gmail.com

OFFICE

Lusaka: No. 110/150 Musonda Ngosa Road,
Villa Elizabeth,
P /Bag 578

Ndola: No. 9 Mapanza Avenue, Town Centre,
P.O. Box 240672

Livingstone: 3rd floor Warner House, Suites 2-4,
Akapelwa Street

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Shelter



Psychosocial



Medical



Skills Building



Repatriation



Reintegration

National Prosecution Authority

MISSION STATEMENT

To provide prosecution services to contribute to crime free Zambia.

HUMAN TRAFFICKING MISSION

To provide assistance to witnesses in human trafficking cases.

FOCAL POINT CONTACT

Chief Administrator

0211375600

ca@npa.gov.zm.

WEBSITE

www.npa.gov.zm

OFFICE

Plot BLX 29B

Independence Avenue

P.O. BOX 33970

Lusaka

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Legal



Skills Building

Office of the Commissioner for Refugees

MISSION STATEMENT

To provide protection and assistance to all asylum seekers and refugees in conformity with relevant international conventions in order to contribute to their general welfare and to the maintenance of internal security.

HUMAN TRAFFICKING MISSION

Provide protection and assistance to all asylum seekers and refugees who may be susceptible to Trafficking or may be victims of Trafficking.

FOCAL POINT CONTACT

Ms Chemanji Nawingwa

Tel: +260 979 000584

EMAIL:

refugee.commission1@moha.gov.zm

WEBSITE

www.moha.gov.zm

OFFICE

Chipoma Road, Rhodes Park,

P.O. Box 50997, Lusaka

GEOGRAPHICAL COVERAGE

Northwestern, Western and Luapula Provinces

Support Areas



Asylum and
Refugee
Procedures



Legal

Zambia Agency for Persons With Disabilities

MISSION STATEMENT

A fully rehabilitated, enlightened, economically empowered and socially integrated disabled persons enjoying equal rights with other members of the society.

HUMAN TRAFFICKING MISSION

To provide support and rehabilitation to disabled victims of trafficking.

FOCAL POINT CONTACT

Director General

Tel: 0211269734/0211265233

WEBSITE

www.zapd.org.zm

EMAIL

Head.Office@zapd.org.zm

OFFICE

Plot No. F/488a/7 /b

P.O. BOX 50073

Leopards Hill Road

LUSAKA

GEOGRAPHICAL COVERAGE

Countrywide

Support Areas



Legal

AMILA INITIATIVE

Project Manager

Official Line: 0766974137

Tel: 0979174755

DEPARTMENT OF IMMIGRATION OFFICER

Tel: +260 211 252008/831,

+260 211 254 393

DEPARTMENT OF CHILD DEVELOPMENT

Director Child Development

Tel: +260 211 225 327

+260 211 235 342

DEPARTMENT OF COMMUNITY DEVELOPMENT

Director -Community Development

Tel: +260211236967

DEPARTMENT OF LABOUR

Labour Commissioner

Tel: 0211 221 432

DEPARTMENT OF SOCIAL WELFARE

Senior Social Welfare Officer

Tel: +260 211 235 343,

+260 211 236 967

DEPARTMENT OF YOUTH AND SPORT

Director Youth and Sports

Tel: +260 211 224011

FAMILIES ARE NATIONS GOVERNOR

Tel: +260 955 776 883

FENZA

Director of Research and Policy Analysis

+260 971 004 859

GENDER DIVISION

Gender Rights Protection Unit

Tel: +260211230031

HUMAN RIGHTS COMMISSION

Documentation Centre

Tel: +260 211 257 751,

+260 211 251 327

INTERNATIONAL LABOUR ORGANISATION (ILO)

Country Director

Tel: +260 977 636 591

INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM)

Center Trafficking Programmme Officer

Tel: +260 211 254 055

LEGAL AID BOARD

Director-legal Aid

Tel: +260211256453/4

LOVE JUSTICE INTERNATIONAL

Director

Tel: +14 026 014 816

**MINISTRY OF FOREIGN
AFFAIRS AND INTERNATIONAL
COOPERATION**

Permanent Secretary -
International Cooperation
Tel: 0211 253508 | 0211 253 507

**NATIONAL LEGAL AID CLINIC
FOR WOMEN**

Executive Director - Lusaka
Tel: +260 211 220 595

**NATIONAL PROSECUTION
AUTHORITY**

Chief Administrator
Tel: 0211 375 600

**PLAN INTERNATIONAL CHILD
RIGHTS COORDINATOR**

Tel: +260 211 260 074

THE SALVATION ARMY

Secretary for Anti-Human
Trafficking
Tel: +260 211 228 996

TAKUZA ORGANIZATION

Director
+260 978 308 715

**UNITED NATIONS CHILDREN'S
FUND**

Communication officer
Tel: +260 211 374 200

**UNITED NATIONS HIGH
COMMISSION FOR REFUGEES**

Senior Protection Officer
Tel: +260 211 265 873-6

**UNDIKUMBIKIRE ZAMBIA
(UP-ZAMBIA)**

Focal Point Contact
Tel: +260 973 090 759

WORLD VISION

Child Protection Manager
Tel: +260 970 937 374

**YOUNG WOMEN'S CHRISTIAN
ASSOCIATION EXECUTIVE
DIRECTOR**

Tel: +260 211 255 204,
+260 211 254751

**ZAMBIA CIVIC EDUCATION
ASSOCIATION EXECUTIVE
DIRECTOR**

Tel: +260 211 229 641

**ZAMBIA AGENCY FOR PERSONS
WITH DISABILITIES**

Plot No. F/488a/7
P.O. Box 50073
Leopards Hill Road, Lusaka

By Service	Shelter	Medical	Psychosocial	Legal	Regularization of Stay	Asylum and Refugee Procedures	Skills Building	Finance	Rehabilitation	Repatriation	Reintegration	Child Development	Referral	Inspections	Awareness	Recreation	Gender	Gender Equality	Foreign Policy and Diplomacy
Amila Initiative																			
Department of Child Development																			
Department of Community Development																			
Department of Immigration																			
Department of Labour																			
Department of Social Welfare																			
Department of Youth and Sports																			
Families Are Nations																			
Gender Division																			
Human Rights Commission																			
International Labour Organization																			
International Organization for Migration																			
Legal Aid Board																			
Love Justice International																			
Ministry of Foreign Affairs & International Cooperation																			
National Legal Aid Clinic for Women																			
National Prosecution Authority																			
Office of the Commissioner for Refugees																			
Plan International																			
Takuza Organization																			
The Salvation Army																			
Undikumbukire Zambia																			
United Nations Children's Fund																			
United Nations High Commission For Refugees																			
World Vision																			
Young Women Christian Association																			
Zambia Agency for Persons with Disabilities																			
Zambia Civic Education Association																			

By Provinces	Central	Copperbelt	Eastern	Luapula	Lusaka	Northern and Muchinga	Northwestern	Southern	Western
■ Head Office									
■ Operations									
Amila Initiative									
Department of Child Development									
Department of Community Development									
Department of Immigration									
Department of Labour									
Department of Social Welfare									
Department of Youth and Sports									
Families Are Nations									
Gender Division									
Human Rights Commission									
International Labour Organization									
International Organization for Migration									
Legal Aid Board									
Love Justice International									
Ministry of Foreign Affairs & International Cooperation									
National Legal Aid Clinic for Women									
The Office of the Commissioner for Refugees									
Office of the Commissioner for Refugees									
Plan International									
The Salvation Army									
Tasintha Programme									
The Salvation Army									
Undikumbukire Zambia									
United Nations Children's Fund									
United Nations High Commission For Refugees									
World Vision									
Young Women Christian Association									
Zambia Agency for Persons with Disabilities									
Zambia Civic Education Association									

3. Mid/Long-term Needs

Attend to continued short-term needs and to the broader needs of a VoT, once her/his immediate safety and wellbeing is secured



Shelter
Provider



4. Repatriation

Return a VoT to her/his habitual residence under specific conditions laid down in national and international instruments.



Department of
Social Welfare



5. (Re)integration

Reunite a VoT with her/his family or community, or reintegrate the person into a new community in a safe, dignified and sustainable way



Department of
Social Welfare



- Department of Immigration;
 - Department of Social Welfare;
 - Education providers;
 - Health providers;
 - International NGOs;
 - Ministry of Justice;
 - NGOs/CSOs;
 - Zambia Police.
- Continuation of immediate needs;
 - On-going medical care and psycho-social assistance;
 - Skills building/life skills;
 - Recreation;
 - Education;
 - Legal assistance;
 - Contact with relatives;
 - Religious observance;
 - Economic stabilization, independence and vocational training.

- Department of Immigration;
 - Embassies;
 - Health providers;
 - International NGOs;
 - Ministry of Foreign Affairs;
 - NGOs/CSOs;
 - Zambia Police.
- Protection from re-trafficking;
 - Protection from stigmatization and discrimination;
 - Protection from exploitation;
 - Right to nationality;
 - Parental/guardianship rights;
 - Safe passage;
 - Including effort for a child;
 - Travel documentation;
 - Service Provider coordination to ensure continuum of care;
 - Financial and legal assistance.

- Education providers
 - Embassies;
 - Health providers;
 - International NGOs;
 - Ministry of Foreign Affairs;
 - NGOs/CSOs.
- Formation of reintegration plan;
 - Whenever possible, favour family or community-based arrangements rather than institutional care;
 - Follow-up with appropriate authorities.

FURTHER INFORMATION:

The **Zambian Anti-Human Trafficking Act of 2008** details the legal provisions for the protection of VoTs. The **Minimum Standard Guidelines for the Protection of Victims of Human Trafficking** provides guidance on the operationalization of protection provisions of the Act. The **Service Provider Directory** assists in locating service providers in your area.



ASSISTANCE to VICTIMS of TRAFFICKING

This chart outlines the different stages for the provision of assistance to Victims of human Trafficking (VoTs) – including the Service Providers involved at each stage. The chart is intended to promote coordination among actors, to ensure that the comprehensive needs of VoTs are met. It has been developed in line with national legal frameworks and international best practices, and should be followed by all actors providing assistance to VoTs.

There are **5 STEPS** in VoT service provision:

WHO takes THE LEAD?

WHO are the ACTORS?

Which SERVICES to consider?

1. Identification

Conduct an assessment to establish whether or not an individual is a VoT



Identification may be made by:

- Anti-Corruption Commission;
- Drug Enforcement Commission;
- Hotlines; Toll free, 116 and
- Immigration officers;
- Labour inspectors and workers' organizations;
- Medical practitioners;
- Nurses;
- Zambia Corrections Service;
- Social workers;
- Any other person/organization. (Part III, Section 25 of the Act)

Conduct an assessment with informed consent;

- Due consideration should be given to confidentiality of data;
- Toll free, 116 and
- Unless absolutely necessary, VoTs should not be requested to recount their trafficking experience other than during counselling with a qualified psycho-social counsellor.

Zambia Police

Department of Social Welfare

Department of Social Welfare

2. Immediate Needs

Attend to time-sensitive needs, including shelter, clothing, food, medical care and regularisation of stay to be explained by Immigration.



Department of Immigration;

- Department of Social Welfare;
- Health providers;
- NGOs/CSOs;
- Zambia Police.

Basic safety and security;

- Shelter;
- Food, drink, clothing;
- Emergency medical treatment;
- Legal assistance (regularization of stay).



For further information, please contact:
Plot 4624, Rhodes Park (IOM Offices)
P.O. Box 32036, Lusaka, Zambia
Tel. +260 211 254 055, Fax +260 211 253 856
Email: iomlusaka@iom.int

