

National Referral Mechanism (NRM) for the Protection of Vulnerable Migrants in Zambia

This chart provides guidance on the different stages of assistance to vulnerable migrants requiring protection assistance. The chart promotes coordination of national stakeholders using a human rights based approach for provision of effective and comprehensive protection assistance to selected categories of vulnerable migrants in line with national legal frameworks and international best practices.

CATEGORIES OF VULNERABLE MIGRANTS



STAGE ONE: INITIAL INTERVIEW OF VULNERABLE MIGRANTS

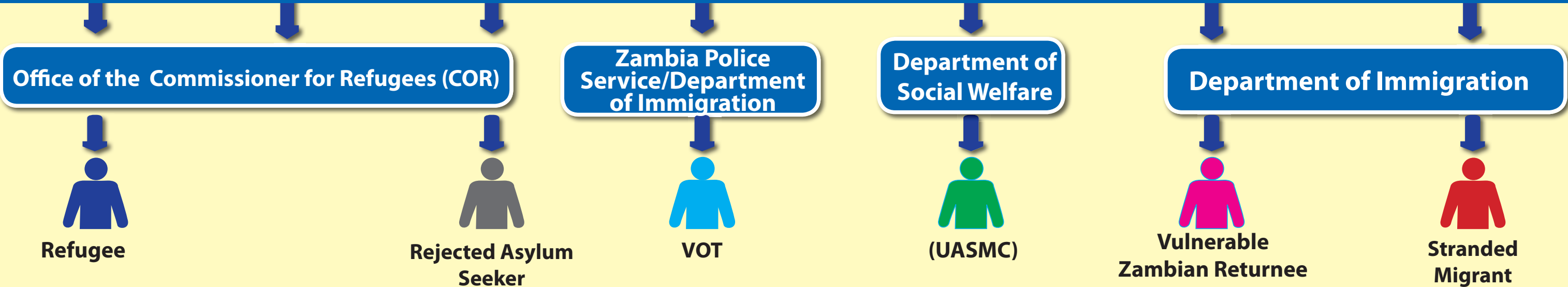
Initial interview conducted by First Line Officials using Profiling Form for Vulnerable Migrants in Zambia.

First line officials may refer to:

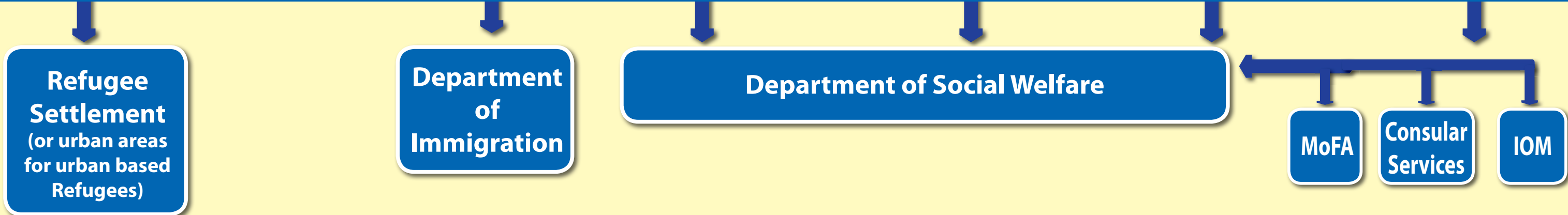
- Judiciary
- Immigration officers
- Zambia Police officers
- Social welfare officers
- Correctional officer
- CSOs / NGOs/IGOs/
- Embassies/ Consular Services
- Any Other



STAGE TWO: STATUS DETERMINATION



STAGE THREE: REFERRAL FOR SERVICE PROVISION (LEAD)



STAGES FOUR TO SEVEN (ASSISTANCE)	CATEGORIES	AC TORS	SERVICES TO CONSIDER
STAGE FOUR: IMMEDIATE NEEDS Provide safe and secure shelter, clothing, food, medical care and regularization of stay		- Department of Immigration - Department of Social Welfare - Health care providers / NGOs / CSOs - Zambia Police Service - Office of the Commissioner for Refugees - National Registration, Passport & Citizenship - Human Right Commission - Legal Aid Board - UNHCR /IOM - FLOs - Embassies / Consular Services - Others	- Basic safety and security; - Food, drink, clothing; - Emergency medical treatment; - Regularization of stay - Legal Assistance; - Parental guardianship rights - Documentation
STAGE FIVE: MEDIUM & LONG-TERM NEEDS Provide continued short-term needs and broader needs of migrant once immediate needs are secured		- Department of Immigration - Department of Social Welfare - Health care providers - International NGOs - Education Providers - Human Right Commission - Legal Aid Board - Zambia Police Service - National Registration, Passport & Citizenship - UNHCR /IOM - FLOs - Ministry of Community Development and Social Services,(MCDSS) - Others	- Continuation of immediate needs; - On going medical care and psycho-social assistance; - Skills building /Life skills; - Recreation; - Education; - Legal assistance; - Family tracing; - Religious observation; - Economic stabilization, independence and vocational training; - Documentation
STAGE SIX: RETURN Voluntary return of migrant to country of origin		- Department of Immigration - International Organizations - Health care providers - Ministry of Foreign Affairs - Zambia Police Service - Department of Social Welfare - National Registration, Passport & Citizenship - IOM - FLOs - Embassies / Consular Services - Commissioner for Refugees	- Protection from re-trafficking ; - Protection from stigmatization and discrimination; - Protection from exploitation; - Right to Nationality; - Parental guardianship rights; - Family Tracing; - Safe passage (including escort for a child); - Travel documentation; - Service provider coordination to ensure continuum of care; - Financial and legal assistance;
STAGE SEVEN: (RE) INTEGRATION Reunite migrant with family and/or community or integrate migrant into new community. Where possible provide reintegration (Re)integration support / durable solutions for returning vulnerable migrants		- International Organizations - Health care providers - NGOs / CSOs - Education Providers - Department of Social Welfare - National Registration, Passport & Citizenship - FLOs - IOM - COR	- Facilitate the Formulation of reintegration plan; - Wherever possible favour family or community based arrangements rather than institutional care; - Follow up with appropriate authorities; - Education support; - Service provider coordination to ensure continuum of care; - Financial and legal assistance; - Provision of Land;



FURTHER INFORMATION:
This NRM should be used in conjunction with the 2014 Guidelines for the Protection of Vulnerable Migrants in Zambia as well as relevant national standard operating procedures , policies, legislation, such as the Anti Human Trafficking Act No.11 of 2008 , and the Immigration and Deportation Act No. 18 of 2010

