



Ministry of Interior  
Republic of Cyprus

# A GUIDEBOOK FOR VICTIMS OF EXPLOITATION AND **HUMAN TRAFFICKING**



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This Guidebook is the product of collective work by the **Multidisciplinary Coordinating Group Against Human Trafficking** under the auspices of the **Ministry of Interior**



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## INTRODUCTION

### WHAT IS HUMAN TRAFFICKING?

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Human trafficking is a crime committed by individuals or organised networks of traders and traffickers for the purpose of exploiting a human being.

Trafficking starts with the recruitment of a human being that may include his/her transportation, transfer, receipt and harbouring or accommodation,

**by such means as**

threats, violence, coercion, abduction, malice, fraud, deception,

**for the purpose of**  
his/her exploitation.

Exploitation has different forms such as coercion to prostitution, pornography, begging, forced labour or labour in inhumane conditions without pay or with very low pay (e.g. in the agricultural sector, animal husbandry, factories, homes for the elderly, hotels and restaurants, even in domestic work), coercion to commit offences (e.g. thefts) or serious crimes (e.g. transport of drugs), coercion to marriage, organ removal, illegal adoption, etc.

### HOW CAN YOU RECOGNISE THE SIGNS OF POSSIBLE HUMAN TRAFFICKING?

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#### Do you identify with any of the following questions?

1. Have you been promised a specific kind of labour but were forced to do something completely different?
2. Were you required to surrender your personal documents (e.g. ID card, passport)?
3. Are you being paid less than the wages agreed for your work?
4. Have you been promised to travel to another country without expenses cover?
5. Are you being mistreated or psychologically abused?
6. Are you being restrained from moving freely?
7. Have you been coerced to beg, steal or prostitute yourself?
8. Are you or your family being threatened?

**Be mindful of the following behaviours that can indicate human trafficking:**

- A person offers you work, but does not give you any information about it, e.g. address or name of employer (or gives you very little and misleading information)
- A person is forcing you to decide right away whether to accept the job or not
- A person is offering you work on the basis of an oral agreement or a contract you do not understand
- A person is offering you free travels and accommodation (e.g. relating to the proposed work)
- A person is asking you to give them your personal documents under the pretext that they will arrange everything for you (regarding the job offer)

**The trafficker/perpetrator often:**

- forces you to work against your will;
- abuses you physically or mentally;
- restricts your personal freedom and controls your movements;
- does not pay you the promised money or wages;
- does not allow you to communicate or see your friends and family (takes away your phone, pc, tablet etc.);
- supervises and accompanies you to various public services and usually does not let you speak;
- does not let you leave your place of accommodation or work;
- has at his/her possession your travel and personal documents.

**If you suspect that any of the above applies,  
call now, free of charge **1497**  
or send an email at [VOHTSupport@sws.dmsw.gov.cy](mailto:VOHTSupport@sws.dmsw.gov.cy)  
of the Social Welfare Services.**

## PART I

### TRACKING AND REPORTING PROCESS

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If you believe you have been victimized or if a Service or Non-Governmental Organisation (NGO) has reasonable cause to suspect that you are a victim of human trafficking and/or exploitation, the Service or NGO will refer you to the Social Welfare Services.

The Social Worker, after being informed by you – and/or in the context of referral by another Service or NGO – that you are a victim of trafficking and exploitation, will ask for your necessary personal details, will inform you of your rights in a language you understand and with the help of an interpreter if required, will refer you to the competent Police Office where it will be decided if you will be identified as a victim of trafficking (see Assessment Procedure below).

It is also possible that you were taken to the police station following a police operation or because you have been arrested for illegal stay and employment. The police officers will ask you various questions to which you have the right not to answer. But if you believe you have been exploited by your employer or anyone else, we advise you to report it because only then will the police be able to examine whether you have been exploited and support you.

**Always remember that both the Social Worker and the Police Officers that will interview you, are on your side. They will help and support you.**

#### **First referral to the Social Welfare Services and information about your rights**

The Social Welfare Services is the first Service to provide you with immediate support and inform you about your rights.

After being notified, the Social Welfare Services come to the place where you are or arrange a meeting with you at a safe place, to inform you in a language

you understand and with the help of an interpreter, if required, of the following:

- the names, addresses and phone numbers of State Services and NGOs to which you may apply for support;
- the form of support you are entitled to (such as advisory guidance, financial support if you have no resources, free healthcare, free provision of legal or other advices, etc.) and information about the reflection period and your protection from deportation;
- the process required for your identification as a trafficking victim and all information about how to file a complaint with the Police against the perpetrators;
- your right to protection and safety;
- your right to receive legal advice and be represented by a lawyer;
- if you are a female victim of sexual exploitation, your right to stay at the State Shelter for Female Victims of Sexual Exploitation for a period up to four (4) weeks;
- if in your country of origin you are at risk because of racial, religious, political convictions or if you are a member of a specific social group, your right to apply for international protection;
- in case you are in need of money, about the possibility of providing you with emergency financial assistance to cover your basic needs.

Next, the Social Welfare Services inform the Police, which is the competent authority responsible for the procedure of your official identification as a trafficking victim.

### **Referral to the Police Office of Combating Trafficking in Human Beings for the identification procedure**

The Police, more particularly the Office of Combating Trafficking in Human Beings, pursuant to the Law on the Prevention and Combating of Trafficking and Exploitation of Persons and the Protection of Victims, is the competent authority to identify victims of human trafficking.

**The main concern of the Police is to rescue you, ensure your physical and psychological safety and support, protect your rights and provide you with access to these rights.**



During the identification procedure, the Police is obliged to inform you of the steps that will be followed as well as your rights regarding the following:

- the type of support you are entitled to regarding the criminal proceedings;
- where and how you may file a complaint against the perpetrator;
- the procedures after the complaint, and your role as victim in the context of these procedures;
- how and under which terms you may enjoy protection;
- to what extent and under which terms you have access to:
  - I. Legal advice;
  - II. Legal aid;
  - III. Advice of any other kind.

In cases I. and II. you will also be informed of your right to compensation. If you reside in another country, you will be informed of the mechanisms available in defense of your interests.

### **Reflection Period**

The Police will immediately make sure you are given a “reflection period”, namely time to decide as to whether you wish to cooperate with the prosecuting authorities for the prosecution of the perpetrators.

In case you do not have a residence permit for Cyprus, the Police will notify the Civil Registry and Migration Department to grant you residence permit, valid for one month, for the purpose of reflection, with a possibility for renewal.

## What is the reflection period?

Once you are in contact with the Police (either because you were found following a police operation or because your case has been referred to the Police by the Social Welfare Services), you must know that you have the right to ask for a specific period of time to reflect on whether you wish to cooperate with the authorities and facilitate the prosecution of the people who exploited you.

This period of time is called “reflection period” and you may use it to ensure the correctness of your next moves. No one is forcing you to provide information about the people who took part in your exploitation. More importantly, you must not worry that you will be punished if you do not cooperate with the authorities.

The purpose of this procedure is to give you time that will allow you to think clearly about what you want to do and do it freely, without being influenced by the traumatic experiences of the threatening presence of the perpetrators.

According to the Law, the reflection period has an initial duration of one month, with a possibility to extend. If you are under 18, the reflection period has a duration of two months with a possibility to extend. If you do not have documents for your stay in Cyprus and a deportation order has already been issued against you, this order is suspended.

The Police will ensure your protection and safety. During this period, if you do not have any money, the state will provide you with suitable living conditions and any emergency medical and pharmaceutical care you may need.

### **Last, the following are important things you should know regarding the reflection period:**

1<sup>st</sup>: The reflection period does not automatically give you a right to stay in Cyprus. A temporary residence permit will be granted to you only in case you decide to cooperate with the authorities for the prosecution of the perpetrators.

2<sup>nd</sup>: The reflection period ceases to apply if the Police finds that you have reconnected with the perpetrators on your own will, or in case it is deemed necessary for purposes of public order and security.

3<sup>rd</sup>: For the duration of the reflection period, you will enjoy the same rights as identified victims of trafficking (except from being granted a residence permit, free access to the labour market and access to professional training programmes).

## Assessment procedure

The interviews are conducted in premises designed for that purpose, friendly to you, so as to make you feel comfortable and safe.

During the interviews you have the right to have an interpreter by your side.

If needed, you will stay at the State Shelter so as to ensure your protection.

The time required for the assessment is not predetermined, but the Police will try to complete the procedure at the soonest possible. During this procedure, you may receive information and support by the Social Worker as well as psychological support by a psychologist assigned to your case.

**Your collaboration with the prosecuting authorities and your testimony is valuable because:**

- (a) it will serve as evidence for the prosecution of the perpetrators;
- (b) it will provide the Police with information for the prosecution of people who are yet to be detected;
- (c) it will serve as evidence for the conviction of the perpetrators and justice for you.

When you decide to **cooperate with the prosecuting authorities**, you will have the **right to stay in Cyprus** for as long as the criminal proceedings will last, **enjoying all your rights**.

## Referral to the Shelter

If, following an individual risk assessment, it is deemed necessary for your safety, protection and support, the Police may refer you to the government Shelter or other shelter until the identification procedure is completed. This procedure takes place in consultation and collaboration with the Social Welfare Services.

## State Shelter for Victims of Sexual Exploitation

If you are a woman and possible trafficking victim or you have been identified by the Police as a victim of sexual exploitation, then you have the right to stay temporarily at the State Shelter for Victims of Sexual Exploitation. The Shelter is a place of safe accommodation, ran by the Social Welfare Services, hosting only women who are victims of sexual exploitation.

**The Shelter can offer you protection and safety, away from your previous living environment and the conditions of your exploitation.** During your stay at the Shelter, you will gradually feel calm and safe and have time to cooperate with the Social Welfare Officer and other competent Services and NGOs to support and prepare your rehabilitation within the community in the best way possible.

### Period of Stay

Your period of stay at the Shelter does not exceed four (4) weeks. Every week of stay is provided so that you may:

- feel safe;
- regain your strength;
- receive prompt help to cover your needs;
- become empowered for your rehabilitation and reintegration in the community.

### During your stay at the Shelter, you will have access to:

- free roof and food;
- clothes if you need any;
- money for your personal needs;
- support and help by the Social Welfare Officer to enable you to be integrated back into the community after you leave the Shelter;
- participation in entertaining activities such as music, cooking and board games;
- participation in greek or english lessons and computer lessons.

### Move to the Shelter

The Shelter operates 24/7 and you may move in at any time during its operation.

The Social Welfare Officer will inform you in a language you understand and with the help of an interpreter about the admission procedure, the Shelter's mode of operation and its regulations, so that you may decide, if you wish, to stay at the Shelter. **Your move to the Shelter takes place on your own will.**

You are taken to the Shelter by the Police or the Social Welfare Services so that you will not be burdened with transportation expenses but also to ensure that the address of the Shelter is kept from the public.

### **Psychological evaluation and support**

During the reflection period, while you decide if you will cooperate with the prosecuting authorities, the Police makes sure you will be referred to the Mental Health Services for psychological evaluation and support. This evaluation will be a key element of your future management. It will also be a major scientific testimony in cases of recognised victims and in criminal proceedings.

### **Assessment result**

Once the assessment is completed, the Police will inform you as to whether you have been recognised as a victim of trafficking. If so, you have access to the following rights:


### Rights of possible and recognised victims

- Support by the state and other non-governmental organisations, for example:
  - advisory guidance,
  - financial support if you do not have any resources,
  - free emergency medical and pharmaceutical care,
  - free emergency psychological support,
  - interpretation and translation,
  - reflection period (see above),
  - free provision of legal or other advice,
- police protection where needed,
- protection from deportation,
- stay at the State Shelter, where deemed necessary,
- for minors, access to education,
- right to submit an application for international protection

### ... Additional rights for recognised victims

- issue of a residence permit for the purpose of participating in the criminal proceedings,
- inclusion in the witness protection scheme, where needed,
- free medical care,
- free psychological support,
- Employment Advisor services,
- professional training, where applicable,
- free access to the labour market,
- free representation by a lawyer to claim damages.

**In case you are not identified as a victim of trafficking, then you must know that:**

- if you arrived in Cyprus legally and your stay here is legal, your current residence status continues to apply (unless you have committed an offence that results in the revocation of your residence permit);
  - if you have applied for international protection and your application is being examined by the competent Service, you will continue to have a right to stay until the procedure is completed;
  - if you already have an international protection status, you continue to enjoy the rights afforded to you by this status;
  - if you have not arrived in Cyprus legally or if your stay is unlawful, then your deportation process will proceed. Also, your name will be included in the list of *personae non gratae* and you will not be able to return to Cyprus for several years;
  - depending on your specific conditions, it will be decided whether other serious reasons apply to justify examining the possibility of granting you a temporary residence permit for humanitarian or other serious reasons.
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## PART II

### IDENTIFICATION PROCEDURE

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The procedure for identification as human trafficking victims is the responsibility of the Police Office of Combating Trafficking in Human Beings and it is achieved through a series of personal interviews conducted with the victims. In some cases, this is a lengthy procedure. The interviews take place in premises specially designed for interviews and depositions by possible and identified victims. The premises are friendly and will make you feel comfortable and safe.

Immediately after your recognition as a victim, the Office of Combating Trafficking in Human Beings notifies all competent services. In case you are not a citizen of the Republic of Cyprus, the Office applies on your behalf for a residence permit in the Republic, where applicable. Otherwise, if your stay in the Republic is not necessary, the Office will conduct an individual assessment for the purpose of your repatriation.

If it is not determined from the interviews that you are a human trafficking victim, but other offences may be committed against you or you are in need of a different form of support, you will be referred to the competent service.

After your recognition as a victim, the Office of Combating Trafficking in Human Beings will provide you with a **certificate of identification**, initially for a period of one month, with a possibility to renew, so as to give you access to your rights.

Apart from the procedures followed by the Office of Combating Trafficking in Human Beings for the most effective and appropriate treatment of possible and recognised victims of trafficking, further special treatment is required in **cases of minor victims**, in collaboration with all involved services, for the best interest of the child and protection from re-victimization.

- If the victim is a child or an unaccompanied minor, the Police will always conduct interviews in the presence of his/her legal guardian, which in most cases is the Social Welfare Services.
- The statement will be recorded on video by skilled personnel.



## CRIMINAL PROCEEDINGS

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When you cooperate with the Police and make a written statement, an investigation begins for the prosecution of the perpetrators. You will be kept informed of the proceedings and the course of investigation, as long as it does not interfere with police investigations.

**For the effective prosecution, trial and punishment of the perpetrators, it is important that you are aware of the following:**

- You have the right to an interpreter during your statement. If you have some knowledge of Greek or English but you are not certain you understand all the questions or you are not certain if everything you say is entirely right, then you may ask for an interpreter.
- When giving information to the Police, you must remember that only you have experienced everything that occurred. Therefore, only you know the whole truth. The Police and, later, the Court do not know the facts; therefore, you must tell them everything from the beginning and not only a few parts of the story that you believe to be important.
- Report only the events of which you are certain. You may report events of which you are not certain, but you must state your uncertainty. The Police could use one small detail that you remember in order to detect the perpetrators or to find an important piece of evidence.

### Witness Protection Scheme

In case you are in **real danger**, you may, upon a decision of the Attorney-General and as long as you agree, **join the Protection of Witnesses and Collaborators of Justice Scheme, for your protection**. Where appropriate, protection measures may also apply for your family. The protection measures will be decided depending on the risk you are faced with and include guarding, escort, moving to a safe place, change of identity.

## Court Proceedings

If the Court deems it right and justified, it may order that you testify before it in such a way that you will have no visual contact with the defendant, as follows:

- behind closed doors, or
- by placing a special shielding screen, or
- by using a CCTV [Closed Circuit TV], or
- by using any other medium or system.

## Completion of Criminal Proceedings

The Police will inform you of the completion of the criminal proceedings and will make an individual risk assessment, so that the Minister of Interior will know whether it is safe for you to be repatriated to your country of origin or if it is in your best interest to stay in Cyprus.

## Repatriation

In case a decision is taken for your repatriation, efforts will be made to place you in a programme of voluntary and assisted repatriation with the purpose of reintegrating you into your country of origin.

## Stay for humanitarian reasons

In case it is deemed that it is in your best interest to remain in Cyprus, the Minister of Interior will grant you the right to apply for a residence permit on humanitarian grounds which will be valid for one year and be renewed if deemed necessary.

During your stay for humanitarian reasons, you must find work and from then on you will have the same obligations and rights as any third-country national in Cyprus.

## IMPORTANT ISSUES:

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### A. Residence permit

If you have been recognised as a trafficking victim and you have decided to cooperate with the Police for the prosecution of the suspects, then you have a right to stay in Cyprus with a permit issued for this purpose. Your residence permit will be valid until the end of the criminal proceedings (investigation, prosecution and trial), after which it will be reexamined whether it is in your best interest to remain in Cyprus.

The residence permit you will be granted in order to remain in Cyprus will also give you a right to free healthcare, psychological support, financial aid in case you cannot work, accommodation, free access to the labour market etc. (See Part I – Rights).

During your stay in Cyprus, the Police is likely to contact you for the purposes of the criminal proceedings. Also, you can contact the Social Worker at any time, for any help you may need.

**There are Non-Governmental Organisations that can support you. Their contact details are listed in Part III.**

### B. Employment / Professional training

For the duration of the criminal case, you have the right to remain in Cyprus with a residence and work permit. If you are a third-country national, you are not subject to restrained access to the labour market; in other words, you will be able to find work freely, without restraint.

To help you find work, the Social Worker will guide you to register at the Public Employment Service, where you will be given counselling support and vocational guidance by trained and qualified Employment Counsellors so as to find suitable work through individualized approach.

You are also entitled to join vocational training programmes to improve your professional skills for your professional and social rehabilitation.

### C. Financial support

In case you are provenly unable to work during your stay in Cyprus with a residence permit as a trafficking victim, the state will grant you a monthly allowance, the Guaranteed Minimum Income (GMI). The Social Worker will advise you how to submit an application.

### D. Damages – Legal Aid

For the physical and mental damage you have suffered because of the exploitation, you may claim damages against those responsible for your exploitation, including wages or other debts due to you by the employer. In case you do not have sufficient resources to take legal action against those responsible, the state may cover lawyer expenses through the **legal aid** procedure. The Police and Social Welfare Services will guide you in this procedure.

The Court, to assess the damages, will take into consideration:

- (a) the extent of the exploitation and the benefit which the perpetrator had obtained or could obtain;
- (b) your future prospects and to what extent they have been affected by your exploitation;
- (c) the extent of the perpetrator's liability;
- (d) the kinship or the position of authority or influence of the perpetrator to you.

Also, if for any reason you cannot be compensated by the perpetrators of the offences committed against you, the state may examine the possibility of providing you with compensation.

### E. Applying for international protection / Simultaneous status of asylum-seeker and trafficking victim

**Any (possible) victim of human trafficking has the right to submit an application for international protection at any stage of the whole procedure.** The recognised trafficking victim status and the asylum-seeker status may exist together. The rights taking precedence in this case are those of the recognised trafficking victim status. The application for international protection may be submitted to any police station, to the district offices of the Aliens and Immigration Unit and to the Pournara First Reception Centre.

## PART III

### DESCRIPTION OF THE ROLE OF NON-GOVERNMENTAL ORGANISATIONS (NGOS)

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NGOs are ready to support you with every issue related to your sustenance and your cooperation with state services. They provide humanitarian help and support to vulnerable people. Some NGOs operate as shelters for victims of human trafficking and sexual exploitation. Other NGOs can provide you with accommodation. The following are examples of what NGOs can offer:

- Help in offering/finding suitable accommodation
- Psychological support
- Support during the criminal proceedings
- Accompanied transportation to state services
- Provision of information about your rights
- Legal aid
- Support and help for your repatriation
- Support and help for family reunion
- Support in finding work

Most NGOs work in close collaboration with state services, for example the Social Welfare Services, the Office of Combating Trafficking in Human Beings and the Civil Registry and Migration Department, and can help you when required to appeal to those Services.

A list of NGOs and their contact details is included in Part IV below.

## PART IV

### CONTACT DETAILS

#### A. Involved State Services

SERVICE	ADDRESS	PHONE NUMBER
Office of Combating Trafficking in Human Beings		22 808 063 / 064 / 080  1497 (24-hour helpline)
Management Unit for Victims of Human Trafficking - Social Welfare Services		22 774 403 /404 /405 25 811 662 VOHTSupport@sws.dmsw.gov.cy
Department of Labour	9, Klementos street, 1061 Nicosia	22 400 803
Welfare Benefit Management Service	46, Themistokli Dervi street, 1066 Nicosia	22 803 030
Public Employment Services - Nicosia District Labour Office	3, Mousiou street, Nicosia	22 403 000
Limassol District Labour Office	80, Franklin Roosevelt Avenue, Social Insurance Building, 2nd Floor, Limassol	25 827 350
Larnaka/Famagusta District Labour Office	Filios Tsigarides Street, Social Insurance Building Larnaka	24 805 312
Paphos District Labour Office	54, Griva Digeni Avenue, 1096 Nicosia	26 821 666
Department of Labour Relations	Γρίβα Διγενή 54, 1096 Λευκωσία	22 803 100
Civil Registry and Migration Department	Archbishop Makarios III Avenue, 90, 1077 Nicosia	22 308 808 / 811

SERVICE	ADDRESS	PHONE NUMBER
Limassol Municipality - Centre for Support and Reintegration	Domnitsas Lanitou Kavounidou, 3116 Limassol	25 347 878
- Multicultural Centre Ouranio Toxo (The Rainbow)  - Intercultural Centre		22 797 844 / 856
Nicosia Municipality	40, Nikiforou Foka, Nicosia 1016	22 797 850 / 860

## B. Non-Governmental Organisations

### Nicosia

#### 1. Caritas Cyprus

Address: 8, Ayiou Marona, Flat 4, Paphos Gate, 1010 Nicosia

Phone: +357 22 662 606

[administration@caritascyprus.org](mailto:administration@caritascyprus.org) | [www.caritascyprus.com](http://www.caritascyprus.com)

Organisation based in Nicosia, Paphos and Larnaka. It provides material support such as food and clothing, assistance for referral to services (provision of means of transportation) as well as guidance and support with the asylum procedure or procedure for referral or filing a complaint against human trafficking.

#### 2. Cyprus Red Cross Society

Address: 3, Kypriakou Erythrou Stavrou, 2063 Strovolos

Phone: +357 22 504 400

[admin@redcross.org.cy](mailto:admin@redcross.org.cy) | <https://www.redcross.org.cy/>

It provides humanitarian help and support, as well as psychosocial support and other services to vulnerable immigrants.

### 3. Cyprus Refugee Council

Address: 9, Stasandrou street, 4th floor, 1060 Nicosia

Phone: +357 22 205 959 / +357 99 668 709/ +357 97 767 329

[info@cyrefugeecouncil.org](mailto:info@cyrefugeecouncil.org) | <https://www.cyrefugeecouncil.org/>

The Organisation provides support and counselling to asylum-seekers, including victims of torture, detainees and victims of human trafficking and gender violence. Legal, psychological and social support as well as assistance with reintegration are provided.

### 4. Cyprus Stop Trafficking

Address: P.O.Box 22850, 1524 Nicosia

Phone: +357 22 771 063 καί +357 99 962 028

[Cyprus.stop.trafficking@gmail.com](mailto:Cyprus.stop.trafficking@gmail.com) | [aachristophidou@hotmail.com](mailto:aachristophidou@hotmail.com)  
[www.cyprusstoptrafficking.com](http://www.cyprusstoptrafficking.com)

Humanitarian organisation that helps victims of human trafficking and conducts relevant awareness campaigns in close collaboration with the Social Welfare Services and the Police (Office of Combating Trafficking in Human Beings). In special cases, it may provide accommodation to victims.

### 5. Association for the Prevention and Handling of Domestic Violence

Address: P.O. Box 20422, 2152 Nicosia, Cyprus

Phone: +357 22 339 001 | Helpline: 1440

[info@domviolence.org.cy](mailto:info@domviolence.org.cy) | <https://domviolence.org.cy>

It runs a helpline (1440) to provide counselling on topics of domestic violence and any form of violence. It provides psychological, social and legal support to families. Available shelter for women who have been victims of violence in the family.

### 6. Family Planning Association

Address: 27, Ezekia Papaioannou, Nicosia

Phone: +357 22 751 093

[info@cfpa.org.cy](mailto:info@cfpa.org.cy) | [www.familyplanning.org.cy](http://www.familyplanning.org.cy)

The Association provides seminars on sexual education as well as counselling (psychological, social, legal).



## Larnaka

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### 1. OASIS

Address: 1, Archbishop Leontios, 6021 Larnaka

Phone: +357 24 002 266 / +357 99 797 427

[info@oasis.org.cy](mailto:info@oasis.org.cy) | <https://www.oasis.org.cy/>

Supporting asylum-seekers and refugees in the Larnaka area. It offers English courses, social gatherings with snacks and games, and food and clothing on a weekly basis. It also voluntarily provides Greek translation to those who need it.

## Limassol

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### 1. AGAPI

Address: 10, Zenonos street, 3040 Limassol

Phone: +357 25 212 221

[agapi.cyprus@gmail.com](mailto:agapi.cyprus@gmail.com) | <https://agapi.org.cy/>

Nonprofit organisation that supports all individuals in need of help. It maintains a centre where psychological, legal and social assistance is provided. It also organises lessons in sewing, language, computer, and arts and crafts. It offers material help (clothing, blankets) to families in need.

### 2. Wellspring Association

Address: 339, St. Andrews, 3035 Limassol

Phone: +357 25 105 802

[info@wellspringcyprus.com](mailto:info@wellspringcyprus.com) | [dropincentre@wellspringcyprus.com](mailto:dropincentre@wellspringcyprus.com)  
<https://www.wellspringcyprus.com/>

It offers support and temporary accommodation to victims of human trafficking and victims of any other form of violence.

### C. Foreign Embassies & Consulates in Cyprus

COUNTRY	ADDRESS	TELEPHONE
Belize	Ayiou Pavlou 15, 1105 Nicosia	22556677
Brazil	Achaion 14, 1101 Engomi	22592300
Bulgaria	Constantinou Paleologou, Engomi	22672486
China	Archimidous 30, Engomi	22352182/3/4
Cuba	Kratinou, 2040 Strovolos	22769743
Czech Republic	Kyriakou Matsi 18, Nicosia	22421118
Egypt	Ayiou Prokopiou 14, 2406 Engomi	22449050/1
Georgia	Vasilissis Amalias, 1101 Nicosia	22357327
Greece	Lordou Vyronos, 1080 Nicosia	22445111
India	Indira Gandhi 3, 2413 Nicosia	22351170
Iran	Armenias 42, Strovolos	22314459
Jordan	Eleonon 29, 2057 Strovolos	22041555
Lebanon	Chiou, Ayios Dometios	22878282
Philippines	Georgiou Griva Digeni Ave., 36, Nicosia	22680806
Poland	Kennedy Ave. 12/14, 1087 Nicosia	22753517
Portugal	Arch. Makarios III Ave. 9, 1065 Nicosia	22375131
Romania	Pireos, Strovolos	22495535
Russia	Ayiou Prokopiou, Engomi	22774622
Serbia	Vasilissis Olgas, Engomi	22777511
Slovakia	Kalamatas 4, Strovolos	22879681
Spain	Nikolaou Katalanou 5, Engomi	22450410
Syria	Nikodimou Mylona 17, 1071 Nicosia	22817333
Thailand	Evagorou 40, Nicosia	22674900
Ukraine	Andrea Mishiaouli 10, 2415 Engomi	22464383
Venezuela	Zinonos Kitieos, Nicosia	22445322

## QUESTIONS-ANSWERS

### - Am I a victim of trafficking and exploitation?

Check if any of the following applies:

- Have you been promised a specific type of work but were forced to do something completely different?
- Were you required to surrender your personal documents?
- Are you being paid the agreed wages for your work?
- Are you being mistreated or suffering psychological violence?
- Is anyone preventing you from moving freely?
- Have you been coerced e.g. to beg, steal or prostitute yourself?
- Is anyone threatening you or your family?

**If you suspect that any of the above applies,  
call now, free of charge **1497**  
or send an email at [VOHTSupport@sws.dmsw.gov.cy](mailto:VOHTSupport@sws.dmsw.gov.cy)  
of the Social Welfare Services.**

### - I am a foreigner in this country and I don't know where to look for help

If you believe you are in need of urgent help, call 1497 now.

At the end of this guidebook, you will find contact details for state services, NGOs and foreign embassies and consulates in Cyprus, where you can apply for help.

### - They have detained my personal documents and I can't get them back

Contact the nearest police station to report it. The Police will help you get them back.

### - Am I entitled to financial support?

If you have been recognised as a victim of trafficking in human beings and you cannot work, you have access to a monthly allowance which will also cover the payment of rent. In case you are in need of money, then you will be granted financial aid to cover your basic needs.

**- Can I work?**

Yes, if you are a recognised victim of trafficking, then you are free to work.

**- I have no place to live**

The Social Welfare Services will make arrangements for your accommodation.

**- I'm scared of the perpetrators. I'm afraid they will find me and hurt me or my family**

You are entitled to police protection. If, in your country of origin, your family is also at risk, the State Services will ensure that they will be brought to Cyprus and granted a residence permit, in order to protect them.

**- How long do the criminal proceedings last?**

There is no fixed duration.

**- Am I entitled to compensation?**

For the physical and mental damage you have suffered because of the exploitation, you may claim compensation from the perpetrators who were responsible for your exploitation, including wages or other benefits due to you by your employer. In case you do not have the financial means to take legal action against those responsible, the state can cover lawyer expenses through the **legal aid** procedure. The Police and Social Welfare Services will guide you in this procedure.

The Court, to assess the damages, will take into consideration:

- a. the extent of the exploitation and the benefit which the perpetrator had obtained or could obtain;
- b. your future prospects and to what extent they have been affected by your exploitation;
- c. the extent of the perpetrator's liability;
- d. the kinship or the position of authority or influence of the perpetrator to you.

Moreover, if for any reason you cannot be compensated by the perpetrators of the offences committed against you, the state may examine any compensation.

### **- Do I have any rights pending my recognition as a victim of trafficking in human beings?**

Yes. For the duration of the reflection period (see Part II) and during your assessment by the Police, you have the following rights:

- Support by the state and other non-governmental organisations, for example:
  - advisory guidance,
  - financial support if you do not have any resources,
  - free emergency medical and pharmaceutical care,
  - free emergency psychological support,
  - interpretation and translation,
  - reflection period,
  - free provision of legal or other advice,
- police protection where needed,
- protection from deportation,
- accommodation at the state shelter, where deemed necessary,
- for minors, access to education,
- the right to apply for international protection.

### **- What rights do I have after my recognition as a victim of trafficking in human beings?**

If you have been recognised by the Police as a victim of trafficking in human beings, irrespective of nationality, irrespective of whether you have your identity documents or not, and irrespective of financial resources, then you are entitled to your physical, psychological and social rehabilitation.

The Social Welfare Services will coordinate the actions of all competent Services and Non-Governmental Organisations to provide you with support and advisory aid in the different issues you may be faced with.

As a recognised victim of trafficking in human beings, you have access to free health and medical care and psychological support, as well as access to education and vocational training programmes, aimed at your professional and social rehabilitation.

The Social Welfare Services can accompany you at your first meetings with the involved Services, so that you may become familiarized with the places, procedures and officers of the Services with whom you will be expected to cooperate.

You will also be guided how to submit an application for financial aid, namely an allowance based on the Guaranteed Minimum Income (GMI), and you will be given

financial aid to cover your basic needs until your application for a GMI allowance is examined.

Last, they will help you find a safe place to stay for your protection.

### **- What will happen if I'm not recognised as a victim of trafficking in human beings or if I don't wish to cooperate with the prosecuting authorities?**

For the Police to decide whether you are a victim of trafficking in human beings and provide you with the necessary protection, it is important for you to cooperate with the authorities in order to give them the required information. Otherwise, nobody will know that you are a victim.

If eventually you are not recognised as a victim of trafficking in human beings, then you must know that:

- if you have arrived in Cyprus legally and your stay here is lawful, your current residence status continues to apply (unless you have committed an offence that results in the revocation of your residence permit);
- if you have applied for international protection and your application is examined by the competent Service, you will continue to have a right to stay until the procedure is completed;
- if you already have an international protection status, you continue to enjoy the rights afforded to you by this status;
- if you have not arrived in Cyprus legally or if your stay is unlawful, then your deportation process will proceed. Also, your name will be included in the list of personae non gratae and you will not be able to return to Cyprus for several years;
- based on your specific conditions, it will be decided whether other serious reasons apply to justify examining the possibility of granting you a temporary residence permit for humanitarian or other serious reasons.



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