

Framework for Action to Address Forced Labour and Trafficking in Domestic Work in Asia¹

1. Background

Domestic work is an important source of employment in many Asian countries, where it has been estimated that employment in households accounts approximately for a third of female employment. Domestic workers are usually women and young persons (mostly girls and some boys). Coming from among the poorest families in rural communities, domestic workers migrate for employment both within and across national boundaries. Despite growing evidence to the contrary, many parents continue to send their girls away as domestic workers in the belief that they will be in a more protected environment than with other kinds of work, and in the hope that staying with a relatively better off family will provide their girls with more opportunities than back home.

Asian domestic workers are increasingly moving for employment within Asia itself to rapidly industrializing middle income countries such as Thailand, Malaysia, and Hong Kong China. Large numbers of Asian migrant domestics also work in the Middle East, the Americas and Europe. Common push factors include poverty, globalisation, political conflict, inequalities and discrimination (i.e. as women, children, migrants, as domestic workers and on the basis of class, race, religion, caste, indigenous and rural populations) and gender-based violence in the country (or place) of origin. In addition, the 'pull' factors for domestic workers include both the demand for cheap, flexible and exploitable labour, combined with the lack of recognition of women's work in domestic and reproductive spheres. Economic expansion in urban centres has meant increased employment in these areas, with a corresponding decrease in the local workforce available for domestic labour. This gap is filled by workers coming from either rural areas or abroad, and by the use of younger women and girls .

ILO-commissioned surveys of employment and work conditions have consistently shown that domestic workers were "particularly devoid of legal and social protection and singularly subject to exploitation." Domestic work falls outside labour legislation in many Asian countries, thus domestic workers are unable to access their rights. The non-recognition of domestic work as work combined with the hidden nature of the

¹ The ILO's Special Action Programme to Combat Forced Labour (SAP-FL), in consultation with the Regional Office for the Asia and Pacific and in cooperation with Anti-Slavery International and Asian Migrant Centre, convened a programme consultation from February 16-19, 2003 in Hong Kong with representatives of national and migrant domestic worker organizations and selected academic resource persons. The meeting aimed to examine the nature of employment practices and working conditions of domestic workers in and from Asia, analyze the extent to which international standards on forced labour and trafficking are relevant as instruments to protect the rights of domestic workers, and prepare recommendations on future programme development to address the needs for protection and assistance of Asian domestic workers. A new ILO project, "Mobilizing Action for the Protection of Domestic Workers Against Forced Labour and Trafficking", with activities in the Philippines and Indonesia, is a direct outcome of this consultation.

worksite results in exploitative living and working conditions for many domestic workers, and sometimes forced labour and trafficking. Reports of abuse are many, with workers facing, among others, extremely long hours of work, absence of rest and leave periods, deprivation of food and adequate shelter, delayed or non-payment of wages, wage deductions for dubious debt, and physical and sexual violence. Debt bondage is common. The precarious status of domestic workers (as migrants and seen as 'helpers' rather than workers) is a further barrier to them leaving an oppressive situation and seeking help. Migrant domestic workers who escape their situation face the constant threat of deportation, and even those working in their own country may be far from their homes and without the means to return. Regardless of whether they work within their own countries or elsewhere, most domestic workers are unable to access legal and social services.

Recruitment of workers for domestic work has become an important business, both at the national and international levels, with such recruitment and movement often unregulated and linked to syndicated smuggling and trafficking operations. The impact of massive migration movements of migrant domestic workers from some countries has placed increased burdens on those families left behind, increasing the numbers involved in the local domestic work sector and in terms of the difficulties of reintegration faced by returning domestic workers.

2. Core international treaties relevant for domestic workers in situations of forced labour and trafficking

The ILO's core labour conventions as described in the ILO Declaration on Fundamental Principles and Rights at Work (1998), including ILO Conventions No. 29 Forced Labour Convention (1930), No.87 Freedom of Association and Protection of the Right to Organise (1948) No. 98 Right to Organise and Collective Bargaining Convention (1949) No. 100 Equal Remuneration Convention (1951), No.105 Abolition of Forced Labour (1957), No. 111 Discrimination (Employment and Occupation) Convention (1958), No. 138 Minimum Age Convention (1973) and No.182 Worst Forms of Child Labour Convention (1999) are applicable to domestic workers in situations of forced labour and trafficking.

There are effective ILO monitoring mechanisms in place to put moral pressure on States to protect all workers, including migrant domestic workers. In particular, the Forced Labour Convention (No.29) is an international standard widely ratified and accepted by States. The forced labour conventions are certainly relevant and can be used to hold governments accountable for violations, thus there is a need to ensure these international standards are translated into national legislation. Indeed, interpretation of the Forced Labour Convention has already established the link between forced labour and children in domestic service.² One problem of the forced

² In the Report of the ILO's Committee of Experts in 1993, the Committee commented on *restavek* children in relation to ILO Convention No.29. *Restavek* children in Haiti are generally girls from poor rural backgrounds who are given away or sold by their families to work in domestic labour, they are viewed not as a person, but rather as a transferable resource. The Committee noted amongst other matters, the child's separation from her home and family, the threat of physical and sexual abuse, the long hours, the exploitative conditions, and the humiliation she must endure. The Committee also took note of the *restavek* child's total dependence upon her employing family for her welfare; and her complete lack of freedom of movement. The Committee commented that *restavek* children were found "...to work as domestics in

labour framework is that the definition of forced labour may be regarded as too broad or rather vague, which in some cases means it has not translated well into national law. Thus penal sanctions against forced labour up till now have been rarely applied against violators at the national level.

The United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children (hereafter the Trafficking Protocol) supplementing the United Nations Convention Against Transnational Organized Crime (2000) is a new international standard. The Trafficking Protocol will come into force with ratification by 40 States. It recognises 'protection and assistance to victims with full respect to their human rights'³ as one of its stated objectives and thus provides potential for mandatory human rights protections and potential for national laws to criminalise forced labour. Under Articles 6, 7 and 8 it sets out various protection measures it invites states to consider for victims of trafficking, including the right to confidentiality, assistance with criminal proceedings, services for physical, psychological and social recovery of victims including housing, counselling and information in a language victims can understand, medical, psychological and material assistance, employment, education and training opportunities, consideration of special needs of victims and of children, giving information about possibilities of obtaining compensation and temporary or permanent residence permits on humanitarian grounds, etc. This kind of support is clearly needed by domestic workers who have been severely exploited, particularly in places of destination; thus an integration of the Trafficking Protocol into national legislation would both strengthen possibilities of prosecuting abusive employers and recruitment agencies as traffickers, but would also provide opportunities for assistance to domestic workers understood to be 'trafficked'.

One disadvantage of the Trafficking Protocol is that it has been used by governments and others primarily to pursue immigration and crime control, rather than the protecting migrants' rights first and foremost. A trafficking framework further could potentially distort the reality of migrant labour because it addresses only a very small group within a far greater range of migrant exploitation.

Clearly, there is a need for both forced labour and trafficking frameworks to be supplemented by other international labour and migration standards which consider the issues of protection of rights and empowerment of domestic workers.

The United Nations Convention on the Protection of the Rights of Migrant Workers and their Families 1990 [adopted but not yet in force] (hereafter the Migrant Workers Convention) is an additional useful instrument for effective protection of migrant domestic workers. There is a need to campaign for increased ratification. It is a rights-based instrument, concerned with empowerment and organisation of migrant workers, and provides extensive protection in a broader way than other international conventions. The ILO Conventions No. 95 Protection of Wages Convention (1949), No. 97 Migration for Employment Convention (Revised) (1949), No. 143 Migrant

conditions which are not unlike servitude. The children were forced to work long hours with little chance of bettering their conditions; many children were reported to have been physically and sexually abused." This is indeed evidence that they are being subjected to forced labour.

³ Article 2.

Workers (Supplementary Provision) Convention (1975) and No. 181 Private Employment Agencies Convention (1997) also all provide considerable protection for migrant domestic workers that would contribute to preventing situations of forced labour and trafficking.

3. Concerns

The Programme Consultation Meeting identified the following concerns in relation to migrant domestic workers in situations of forced labour and trafficking:

(a) Law and its application

There is a lack of legislative protection for local and migrant domestic workers. The legal framework in Asia has implementation problems manifested through bureaucratic 'red tape' combined with an inability of local authorities to apply the law. Despite good laws, it is impossible to use legal procedures in many cases. National anti-trafficking laws often only focus on trafficking for sexual exploitation and there is an unwillingness to consider other forms of forced labour. Employers, recruitment agencies and Governments continue to act with impunity when existing legal frameworks work inadequately, inefficiently and are discriminatory, and leave domestic workers without access to redress and compensation.

Insensitivity of migrant policies

There is a lack of freedom to migrate due to restrictive migration policies. Specific migration policies of sending countries, despite good intentions often restrict and violate rights of domestic workers instead of protecting them. State policies that regularise migration should be culpable for forced labour violations, where they promote an environment conducive to forced labour. There is a need to ensure the right to mobility of people, in our efforts to combat forced labour and trafficking for domestic work. Deportations of domestic workers can make them more vulnerable to being trafficked or exploited again. Fear of deportation and arrest is often used by employers and agencies to intimidate domestic workers to prevent them from leaving an abusive situation.

b) Organisation and Representation

There is a continuing lack of organisation, representation and voice for domestic workers; there are real issues around the ability to organise. For example: migrants are often forbidden from organising (by their employers, agencies or Governments); they may not be recognised as workers; due to lack of time off it is hard to meet; there may be a lack of education and self-confidence of the workers; they may not share a common language; their illegal status makes them reluctant to leave the house, visa restrictions prevent domestic workers from running or organising unions. Unions may experience difficulties in linking up with domestic workers. There is a need to mobilise unions to overcome the current barriers in some of them such as national policies or practices that prohibit foreign workers or domestic workers from being members of unions. Where it is possible to become a member, the low priority, if any, given to the protection of migrant workers or recognition of domestic work as work remains a problem.

c) Lack of services, especially for those trapped in conditions of severely exploitative work

There is a lack of government-funded services and, in some countries, a lack of support organisations assisting domestic workers, especially migrants (e.g. hotlines, shelters, legal assistance, medical assistance etc.). There is a lack of information available to domestic workers on where they can go for help and a lack of awareness amongst them of their rights. In particular, the lack of information regarding reproductive health leads to increasing numbers of pregnant domestic workers who are then often deported. The nature of the domestic sphere makes it difficult to identify and act on situations of forced labour and exploitation and to reach out to domestic workers. Children are particularly vulnerable to exploitation and abuse and in need of special protection.

d) Continued persistence of unacceptable recruitment and employment practices

There is a lack of alternative employment opportunities for domestic workers, which puts pressure on them to withstand exploitation. Many migrant domestic workers are not permitted to change employers or type of employment as a condition of their visa – essentially condemning them to remain in abusive situations. Domestic workers are compelled to use recruitment agencies, which sometimes violate basic human rights by putting workers in situations of debt bondage, captivity, forced labour as well as physical and psychological violence. Yet governments are unable or unwilling to address the dependency on and unscrupulous activities of recruitment agencies. Unavailability of cheap and easy credit means migrating domestic workers are often dependent upon unscrupulous money lending agencies. Domestic workers remain in exploitative situations due to fear of retaliation by employers, agencies and government. They frequently find themselves in situations of debt bondage, to recruitment agencies or employers, and thus there is a fear associated with not paying back debts. There is a need to address the extent to which unpaid ‘debt’ limits their freedom of movement and their ability to change employer.

The nature of domestic work, in particular that the worker’s accommodation is usually compulsory ‘live-in’ (i.e. in the same place as the worksite), means domestic workers are more vulnerable to face longer and irregular working hours (i.e. working virtually ‘on-call’) and with restricted freedom of movement to leave the premises, even in their time off. The continued persistence of unacceptable employment practices is a result of the poor value given to domestic work and lack of solidarity among women from different social classes (e.g. between domestic workers and employers).

4. Good practices

a) Law and its application

Initiatives have been taken by some NGOs and trade unions to develop legislation protecting and promoting domestic workers’ rights, in cooperation with others.

A good example of such an initiative which has been undertaken by a local Philippines NGO (Visayan Forum Foundation), with collaboration from academics, government, trade unions, the ILO and some members of the legislature has been with the development of the *Batas Kasambahay* (Domestic Workers Bill), currently in its

final stages in the Philippines Congress. The Bill contains ten fundamental rights of domestic workers, including the right to:

- humane treatment;
- adequate basic needs (including adequate accommodation, food and medical attention in times of sickness);
- security (as provided by a contract);
- standard pay and paid holiday;
- prescribed hours of work; regular working days, days off and holidays;
- special protection for children above the legal minimum working age but below 18 years;
- access the national social security and health system;
- self-development (for example, to further their education);
- organise.

Development of standard contracts in some countries has been a pivotal starting point and the first step in engaging with stakeholders. Networking between and among domestic workers, migrant workers, NGOs, IGOs and government bodies and exchanging of information between sending and receiving countries e.g. field exchanges, building alliances between NGOs, assessments and research in both sending and receiving countries have all operated with success.

b) Organisation and Representation

There have been organising successes: in terms of unionisation of domestic workers. Organisation has been most successful often where grouping is done by nationality, and national groups join in a coalition. Also innovative and informal means of organising are effective, e.g. social events, word of mouth, re-training centres, outreach in areas where domestic workers congregate, involvement of employers, use of media etc. to bring domestic workers together. In India, the National Domestic Workers' Movement works through communities in Mumbai such as religious groups, youth and student movements, community centres, women's and workers' groups and school children to reach out to and help organise domestic workers. There has been effective regional networking to facilitate alliance advocacy and organising.

Adult domestic workers are a key part of the process for gaining access to child domestic workers, as result of their extensive neighbourhood knowledge, their ability to establish rapport with other workers, and because employers trust them to take care of their charges. Reaching older child domestic workers who are allowed out of their employers' houses is often best in places where they congregate, such as in parks, shopping areas, markets, or in places of worship.

c) Lack of services, especially for those trapped in conditions of severely exploitative work

There has been an expansion and strengthening of urgent services in some countries, often by NGOs, to assist adult and child domestic workers in situations of forced labour and/or trafficking e.g. hotlines, shelters, legal assistance etc. Initiatives have been taken by NGOs to empower domestic workers. Training and working with government agencies concerning domestic work as work and protection and assistance of domestic workers and human (and migrants') rights.

d) Continued persistence of unacceptable recruitment and employment practices

Facilitation of networking between and among domestic workers, migrant workers, NGOs, IGOs and government bodies is a starting point. Strategies have developed to make child domestic workers less hidden and isolated, for example through local 'community watch' schemes. There has been a sensitisation of some trade unions on gender, race/culture and human rights. Initiatives taken by NGOs to empower domestic workers, such as empowerment training of domestic workers has been effective, as has promotion of additional employment opportunities for migrants in home countries, including migrant social investments schemes and local jobs in places of origin.

5. Recommendations

Forced labour and trafficking are among the worst forms of abuses facing domestic workers. The best way to prevent situations of forced labour and trafficking, is to address the issues of the entire sector and to promote human and labour rights for all domestic workers, local and migrant. A human and labour rights approach to domestic work, means affirming all human rights for domestic workers, especially the right to do work that one freely chooses, under conditions protecting fundamental freedoms of the individual,⁴ and to just and favourable conditions of work.⁵ It also means the organisation and assistance of domestic workers, to guarantee self-empowerment & entitlement and the recognition, regularisation of domestic work through national regulations (ILO International Labour Standards) and the prosecution and prevention of forced labour and protection of domestic workers against exploitation (UN Trafficking Protocol).

a) Law and its application

Target Areas: (What do we want to achieve?)

National and international recognition and inclusion of domestic work within labour laws to remove discriminatory provisions against domestic work. This should apply equally to local and migrant domestic workers, irrespective of immigration status. In parallel to recognition of domestic work as labour, sector- specific legislation at the national level regulating sector specific conditions of work and employment is needed. The group also stressed that a new international labour convention, or at the very least, a recommendation or guidelines on domestic workers is needed to guide national legislation and as a point for advocacy. Such an instrument should cover the issues of definition of domestic work, accommodation, worksite inspection, hours of work, minimum wages, leave periods, termination of employment, freedom of movement, freedom of association and right to organise and labour recruitment.

Codes of conduct and practice developed in consultation with domestic workers and their unions, which recognise and regulate the conditions of work in the domestic work sector and which are in line with international human and labour rights standards should be adopted by employers and recruitment agencies. National laws should include a legal definition covering exploitative labour brokerage, forced labour

⁴ Article 6 ICESCR.

⁵ Article 7 ICESCR.

and slavery conditions of work and trafficking within and across borders; mandatory human rights protections and assistance of victims and witnesses, regardless of court procedures; anti-corruption/ redress/compensation provisions and effective implementation and monitoring mechanisms accessible to domestic workers.

There is the need to apply and ratify ILO conventions (mentioned above), UN Migrant Workers Convention and Trafficking Protocol and to improve mechanisms for monitoring and implementing the human rights' protections provided under these instruments. Implementation of any law should ensure representation of domestic workers and effective supervision and monitoring mechanisms with appropriate mechanisms for redress, especially access to labour and criminal laws (to penalise abusive employers and recruiters). Standardized bilateral agreements on labour migration that are rights-based and sensitive to domestic work issues between sending and receiving governments. There should be pressure on national governments to interpret and apply the Trafficking Protocol in an empowering and humane way so that it will not restrict the mobility of migrants.

Proposed Activities to meet Target Areas:

- (1) Conduct a comparative study on related national laws, policies and standards (labour, migration, domestic work, women's work) to analyse the link between trafficking, forced labour, migration and discrimination in both places of origin and destination;
- (2) Conduct baseline studies on domestic workers, in terms of:
 - patterns of labour violations
 - patterns of abuse/vulnerabilities
 - patterns of movements
 - working conditions
 - arbitrary applications of laws
 - policies of sending and receiving countries
 - systems and practices in the recruitment and training of domestic workers
- (3) Advocate for specific changes in national legislation, including:
 - Setting minimum standards of employment. Domestic workers should be included under minimum wage legislation, and those under 18 years-of-age but legally entitled to work should be granted special protection with respect to their working conditions and terms of employment, consistent with their age and relative vulnerability.
 - Inspection and monitoring of recruitment agencies and 'training camps' for migrant domestic workers
 - Repeal of discriminatory laws and policies that act against domestic workers, such as the restriction on the right of workers to change employers and employment status
 - Removal of laws and policies that contribute to the vulnerability of domestic workers, both national and migrant
 - Provision of legal redress despite their illegal status, such as the right to claim for lost wages
 - Provision and mechanisms to respond effectively to migrants' complaints in labour and civil courts to ensure accessible and effective channels and mechanisms for obtaining redress and compensation in cases of physical or psychological abuse, infringement of labour and human rights including

right to be free from forced labour and trafficking, and ensuring the right to stay and work whilst claims are being processed.

- (1) Develop and strengthen existing national machinery between Government, employers, workers groups and civil society organisations to collectively develop effective ways to implement existing and proposed national laws and programmes with respect to domestic workers, especially children.
- (4) Conduct regional trainings on international labour standards and accessing ILO mechanisms for migrant workers and NGOs.
- (5) Conduct regular monitoring and evaluation of how sending and receiving countries comply with labour standards, with reference to migrant workers, especially domestic workers.
- (6) ILO to propose a general discussion on domestic work at future International Labour Conference (ILC).
- (7) ILO to promote more communication with front-line organisations working with domestic workers.
- (8) Research depicting the relationship between restrictive/flexible migration policies and their impact on promoting/reducing trafficking and/or forced labour.

b) Organisation and Representation

Target Areas: (What do we want to achieve?)

Formal organisation of local and migrant domestic workers into unions, organisations and associations (recognising flexibility in how to do this e.g. by nationality, geography or by work sector), so they can engage in collective bargaining, undertake other collective measures to defend and enhance their basic human and labour rights, including to be free from trafficking and forced labour.

Proposed Activities to meet Target Areas:

- (1) Reach out, organise and build capacity of domestic workers at various sites e.g. churches, schools, parks, residential areas, markets. Social mobilisation of domestic workers and awareness raising involving key actors such as employers, children of employers, trade unions and school groups.
- (2) Strengthen the capacity and understanding of strategic actors i.e. trade unions, migrant groups, other NGOs, government organisations, e.g. through ‘training of trainers’ and public campaign. Conduct public awareness campaign to increase recognition and valuation of ‘women’s work’ and domestic work

Target Areas:

Alliances should be built between migrant and local domestic workers and trade unions. Barriers against migrant and local domestic workers unionising and organising should be removed (ensuring the right and capacity to organise and to bargain collectively). Participation of migrant domestic workers and their unions/organisations in policy dialogues and implementation of migration and labour programmes is important, and trade unions should recognise, institutionalise, support and advocate on migrant and domestic worker issues.

Proposed Activities to meet Target Areas:

- (1) Identify barriers to organising at local and national level, and advocate to remove these at local, national and international levels.

- (2) Engage in public education campaigning and involve trade unions to show benefits and contributions trade unions and unionisation can make.
- (3) Raise awareness, advocate and build alliances on rights of migrant domestic workers amongst workers, unions, employers, youth, government, women's organisations, migrants' organisations, human rights organisations, academia and society at large. Also at the international level through international NGOs and IGOs.
- (4) Hold national forums with stakeholders, i.e. relevant government bodies such as those with responsibility for labour and for migrants' affairs, on the economic and social contributions of migrant domestic workers and their unions.
- (5) ICFTU to encourage local affiliates to represent domestic workers (migrants and local workers) and their issues, and encourage migrant domestic workers to join unions before they leave their home country.
- (6) Lobby sending countries to prioritise issue of migrant domestic workers through dialogue and mass action.
- (7) Work with and sensitise national trade unions through a series of activities with effective representation of migrant domestic workers in national trade unions.
- (8) Trade unions supporting domestic workers should link up in sending and receiving countries, so that migrant domestic workers can join unions before they leave their country.
- (9) Use intergovernmental organisations to create an environment where it is possible to organise e.g. ILO support for recognition of local domestic workers unions;
- (10) Link with international trade unions to mobilise support of local unions (international NGOs could assist this process);
- (11) More work involving adult domestic workers to build self-help organisations and participate in outreach and organisation of child domestic workers.

c) Services to respond to FL and trafficking situations and recruitment and employment practices

Target Areas: (What do we want to achieve?)

Governments of sending and receiving countries need to strengthen, expand, support and facilitate migrant workers access to social and legal services in their country, especially urgent services, regardless of legal status. Empowering education materials should be provided to all (potential) migrants on laws and policies, rights, access to services especially health services and redress mechanisms. Eligibility criteria of employment migration policies and programmes to fully adhere to human rights principles (e.g. no mandatory HIV/AIDS or pregnancy tests). Governments of both receiving and sending countries to establish insurance schemes for migrant workers.

Proposed Activities to meet Target Areas:

- (1) Raise awareness of potential migrants on human and labour rights through materials and community education. For example, to conduct pre-departure seminars and outreach in communities, independently of government or recruitment agency programmes.
- (2) Collect documentation and statistics on domestic workers' accessibility to services.
- (3) Campaign on employment and social protection of domestic workers' rights at relevant international fora such as the World Conference on Racism, the ILC and Beijing +5.

- (4) Conduct cross-country research study into the impact of domestic work on workers' physical, psychological and reproductive health.
- (5) Build and improve links with migrant and refugee organisations especially in receiving countries, in order to ensure migrant domestic workers have better access to these organisations.
- (6) Conduct a cost-benefit analysis on insurance scheme (in consultation with relevant authorities) for the benefit of domestic workers.
- (7) Conduct systematic studies regarding the needs of domestic workers and impact of domestic work and of interventions as well as to combat the lack of accurate statistics both at national and international levels;
- (8) Develop and strengthen existing national machinery between Government, employers, workers groups and civil society organisations to collectively investigate, monitor, regulate and act on behalf of child domestic workers.

d) Advocacy and social mobilisation

Target areas:

Effective legal, employment and social services available from government agencies at national and regional level, also from embassies, consuls, labour attaches in collaboration with NGOs and trade unions.

Activities:

- (1) Conduct training to sensitise government authorities, including labour attaches, on recognition of human rights and labour rights for migrants and their families. This should include how to ensure standard and just treatment for women migrants and migrant domestic workers, and the need for social services, especially health services, to be gender and culturally appropriate.
- (2) Conduct campaigns and awareness-raising to strengthen governments, especially labour and social welfare departments, to provide employment and social services to migrant workers.
- (3) Adopt, improve, develop and disseminate training manuals and information kits for potential migrants in conjunction with domestic workers' organisations, NGOs and trade unions. Such materials should incorporate information regarding forced labour and trafficking and appropriate services and organisations that can assist in places of origin and destination.
- (4) Lobby governments to provide resources for services for all domestic workers, especially those in situations of forced labour and trafficking, such as housing/shelter, crisis intervention, outreach services, legal assistance, medical care, reintegration and mainstreamed education and non-formal vocational training.