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Investigating social service assistance provision to adult victims of human trafficking: Perspectives of social workers in Gauteng and Western Cape provinces



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In partial fulfilment of the requirements for the degree Masters of Arts in Social Development by

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March 2017

DECLARATION

I, Maria Susanna Botha, hereby declare that this research report is my own work and full acknowledgement has been given to the sources used. This research report has not been submitted previously for any degree or examination.

…… ……

Signature Date

ACKNOWLEDGEMENTS

I want to express my gratitude to the following people that assisted in the preparation of this study:

- Dr. Ajwang Warria, my supervisor, for her expert knowledge, patience and support.

- The research participants for their dedication and commitment to deliver a much needed service to human trafficking survivors.

- My family and friends for your love and support.

To God all the honour.

ABSTRACT

Investigating social service assistance provision to adult victims of human trafficking: Perspectives of social workers in Gauteng and Western Cape provinces

Human trafficking has been called modern day slavery, and is affecting numerous countries worldwide. According to the International Labour Organization (ILO) (2012), there are approximately more than 20 million people classified as victims of human trafficking. Thus, it is evident to see that this is a global social problem that needs a collective inter-sectoral response involving social workers as well. This research aimed to investigate social service provision to adult victims of human trafficking.

The research approach of the study was qualitative. The research design applied was a case study. Non probability purposive sampling was used to select eight participants for the study. Data was collected using one-on-one in depth interviews. All interviews were transcribed verbatim, and analysed using thematic analysis.

The study found that social workers, employed at shelters that provide services to adult human trafficking victims, have a good understanding of what human trafficking entails. The services at the shelter addresses basic needs like safe accommodation, food and clothing, and also access to health services. Court support to the victims of human trafficking, and skills development to empower victims with a skill to facilitate economic empowerment, are also provided. The social worker further provides therapeutic support to victims, as well as facilitates reintegration back into society. The research identified the following challenges: security concerns for the victim as well as the shelter, complicated trauma symptoms presented by the rescued human trafficking victim and lastly the lengthy court case subsequently impacting on service delivery.

Social development at its core refers to the well-being of the most vulnerable in our communities, by addressing both social and economic development (Midgley, 1995). The research study attempted to understand how social workers, as part of the social service professions, assist vulnerable adult victims of trafficking in their journey to restoration and healing.

Keywords: Social work, human trafficking, social services, assistance provision, adult victims

LIST OF ACRONYMS

BCEA	Basic Conditions of Employment Act
CAT	The Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
CEDAW	Convention on the Elimination of all forms of Discrimination Against Women
DOJ&CD	Department of Justice and Constitutional Development
DSD	Department of Social Development
HIV	Human Immunodeficiency Virus
ICCPR	The International Covenant on Civil and Political Rights
ICRW	International Centre for Research on Women
ILO	International Labour Organisation
IOM	International Organisation for Migration
NGO	Non-Governmental Organisation
NPA	National Prosecuting Authority
OHCHR	Office of the High Commissioner for Human Rights
PTSD	Post Traumatic Stress Disorder
RSA	Republic of South Africa
SADC	Southern African Development Community
SAPS	South African Police Service
STI's	Sexually Transmitted Infection
TB	Tuberculosis
TIP	Trafficking in Persons
UN	United Nations
UNESCO	United Nations Education and Scientific Organisation

UN.GIFT	United Nations Global Initiative to Fight Human Trafficking
UNHRC	United Nations Human Rights Commissioner
UNICEF	United Nations Children's Fund
UNODC	United Nations Office on Drugs and Crime
US	United States
VEP	Victim Empowerment Programme
ZAR	South African Rand

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CHAPTER ONE

ORIENTATION TO THE STUDY

1.1. INTRODUCTION

Trafficking of people has been viewed as slavery of our modern time, affecting numerous countries worldwide. The International Labour Organization (ILO) (2012) estimates that globally there are more than 20 million people classified as victims of human trafficking. Human trafficking entails different forms of exploitation that includes sexual and labour exploitation, trafficking in organs, forced marriages, debt bondage and illegal adoptions (Smith, 2007; Mapp, 2008; Fellows, 2008; Hamin, 2014; United States Trafficking in Persons [US TIP] Report, 2016). The cost of human trafficking on the victims is devastating with serious physical, economic and psychosocial consequences (Kreston, 2014). Thus, it is evident that human trafficking is a global social problem that needs a collective inter-sectoral response involving social workers as well. This research aimed to investigate social service provision to adult victims of human trafficking.

Social development at its core refers to the well-being of the most vulnerable in our communities, by addressing both social and economic development (Midgley, 1995). The research study attempts to understand how social workers as part of social service professions assist vulnerable adult victims of trafficking through rehabilitation and successful reintegration in order to reach their full potential. This chapter presents a general orientation to the study.

1.2. STATEMENT OF THE PROBLEM AND RATIONALE FOR THE STUDY

Globalisation has become the undesirable facilitator for the worldwide focus on human trafficking. Globalization has had a profound effect on individuals lives (Patel, 2005), and as border crossings become easier, the movement of humans, moving out of free will or being coerced is becoming more prevalent. Globalization is the main reason that human trafficking has become such a lucrative and popular criminal activity (Baird, 2013; Joshi, 2002; Salett, 2006). Thus, Patel (2005) correctly states that one of the threats of globalisation is the threat to human security, which subsequently fuels trafficking.

Araujo (2011, p.1) describes human trafficking as being "complex, multi-dimensional, multi-sectoral, illicit industry affecting both individuals and nations across the globe. In addition to being an issue of international and criminal law, trafficking affects human rights,

labour, migration, public health, socio-economic development and morality." Salett (2006) estimates that human trafficking occur in over 127 countries, including in South Africa. The ILO (2012) estimates, that there are over 20 million people classified as human trafficking victims, with more than two thirds being adults. These numbers are only estimates because of the underworld criminal actions of human trafficking activities that it is severely under reported (Loretz, 2004), and not easy to identify.

There is a steady increase of research conducted in human trafficking internationally and in South Africa. The research highlights the inter-sectoral approach to human trafficking addressing the legal and human rights response (Mollema, 2013), health response (Dovydaitis, 2010), and especially an increase in research on the importance of effective social assistance (Palmer, 2010; Bush-Arrendoriz, Nsonwa & Heffron, 2014; Okech, Morreau & Benson, 2011; Sambo & Spies, 2012, Warria, Nel & Triegaardt, 2014).

Clawson and Dutch (2008) identified common characteristics that makes trafficking victims vulnerable to include: coming from communities where there is poverty, a high crime rate, lack of opportunities, lack of family support, some form of abuse and family members working with traffickers. With these at risk backgrounds, once rescued, the needs of human trafficking victims become even more complex. Araujo (2011, p. 1) states "victims of trafficking can be exploited in many ways including physically, psychologically and sexually, resulting in trauma, neglect, abuse, illness, disease, displacement and in some cases death." Based on these levels of trauma and other psychosocial challenges experienced post-rescue, several authors have identified social service provision as key towards recovery (Christenson, 2012; Palmer, 2010; Bush-Arrendoriz et al., 2014; Salett, 2006). Furthermore, the South African Prevention and Combating Trafficking in Persons (TIP) Act (2013) outlines services to victims and it is clear that social workers should be in the front line to deliver psychosocial services in the form of identification, assessment, care and protection and reintegration services to victims of human trafficking.

Against this background, there is paucity on literature of social work services in shelters of adult victims of human trafficking in South Africa. Shelter studies in other countries include research conducted with homeless mothers in shelters (Goldberg, 1999), work with adolescents and children in shelters (Chanmugam & Hall, 2012; Poole & Thurston, 2008) and social work interventions in domestic violence shelters (Few, 2005; Stainbrook & Hornik, 2006; Rountree, Pomeroy, & Marsiglia, 2008). Select trafficking studies in South

Africa have addressed the following issues: prostitution of children (Molo Songololo, 2000; Lutya, 2010), trafficking of women (Martens et al., 2003), intervention guidelines for trafficked children (Warria et al., 2014), trafficking for body organs (Fellows, 2008), role of social worker in trafficking (Sambo 2009), human trafficking legal framework (Kruger, 2012; Buthelezi, 2015), exploring the vulnerability of migrant women to trafficking (Walker & Olviera, 2015), and a situation analysis of the phenomena of human trafficking in South Africa (Frankel, 2016). Victim service assistance was thus identified as a gap by Brunovskis and Surtees (2008) internationally and by Sambo & Spies (2012) and Warria et al. (2014) in South Africa. The gap in research was also identified by the researcher that has 15 years professional experience in the victim empowerment sector, and works in the Victim Empowerment programme for the Department of Social Development (DSD), having regular contact with the shelters for victims of crime and violence that includes adult victims of human trafficking.

1.3. RESEARCH QUESTION

What are the perspectives of social workers in shelters on the provision of social services to adult victims of human trafficking and what kind of services do they render to these victims?

1.4. RESEARCH AIM AND OBJECTIVES OF THE STUDY

The aim of the study was to investigate social workers, working in shelters, perspectives on social service provision to adult victims of human trafficking. To achieve the aim, the following objectives were decided upon:

i) To establish social workers understanding of human trafficking of adults;
ii) To investigate the social service assistance rendered by social workers to adult victims of trafficking;
iii) To explore challenges experienced by social workers working with victims of human trafficking.

1.5. RESEARCH METHODOLOGY

The research study used a qualitative research approach that seek to understand the participants' perceptions of working with adult victims of human trafficking. Case study was the research design that was used. The researcher used purposive sampling, as a form of non-probability sampling, to select participants for the study. For this study, the following selection criteria was used for the study participants: the participants were registered social

workers, working at a shelter for adult trafficking victims who provide long term safe accommodation, and they should have worked with adult trafficking victims for at least three months. Two key informants who are managers at the shelters were also interviewed. A semi-structured interview schedule was used, that allowed the researcher to explore the participants perceptions by using open ended questions. All interviews were recorded with the participants consent and data analysed using thematic analysis.

1.6. THEORETICAL FRAMEWORK: HUMAN RIGHTS APPROACH

The theoretical framework used in this study is the human rights approach. Trafficking in humans is a form of modern slavery. Article 4 of the Universal Declaration of Human Rights (1948, p. 10) states, "No one shall be held in slavery or servitude, slavery and the slave trade shall be prohibited in all forms." The importance of human rights approach in development is postulated by United Nations International Children Emergency Fund (UNICEF) (1999, p. 1) in the following statement "sustainable human development means expanding all people's choices and creating the conditions for equality so that they may realize their full potential. This goal is unrealizable if all human rights – economic, social, cultural, civil and political – are not promoted, preserved and defended."

Mapp (2008) agrees with the UNICEF (1999) statement, and further states that the three barriers to human rights and development are poverty, discrimination and lack of education. Palitzer (2014) identified six important features of the human rights approach to combat trafficking. The six features are: the obligation on government to promote gender equality by addressing the structural causes of human trafficking, that victims of trafficking should not be viewed as criminals, the victims' right to repatriation, or the right to residence in the new country, that there should be a thorough risk assessment before the return of the victim and to address non-refoulement and finally the right of the victim to participate in all decisions taken.

The Office of the United Nations Human Rights Commissioner (UNHRC, 2014) lists the type of rights that are violated during the trafficking process, from determinants of trafficking, to response to trafficking, by stating that "different human rights will be relevant at different points in the trafficking cycle. Some will be especially relevant to the causes of trafficking (for example, the right to an adequate standard of living); others to the actual process of trafficking (for example, the right to be free from slavery); and still others to the

response to trafficking (for example, the right of suspects to a fair trial). Some rights are broadly applicable to each of these aspects" (UNHRC, 2014, p. 5).

The UNHRC (2014) asserts the importance of understanding human rights approach because "human rights law has prohibited discrimination on the basis of race and sex; it has demanded equal or at least certain key rights for non-citizens; it has decried and outlawed arbitrary detention, forced labour, debt bondage, forced marriage, and the sexual exploitation of children and women; and it has championed freedom of movement and the right to leave and return to one's own country" (UNHRC, 2014, p. 4)

Human rights violation is both the root cause and outcome of human trafficking (UNHRC, 2010). The following human rights approach principles described by the UNHRC (2010) with regards to social assistance provision should be adhered to:

i. Human rights should be encouraged and protected by the provision of legislation and policies that protect human trafficking victims' rights. Especially taking into consideration to protect against gender discrimination and the victim's right to free movement.
ii. Provision of social services should first of all address the victim's right to safety, and therefore provision of shelters. This right should be protected even if the victim is not involved in the court case against traffickers.
iii. The provision of health care to address the victim's needs should be provided, taking into consideration that the victim can refuse i.e. a Human Immunodeficiency Virus (HIV) test.
iv. "Ensuring that legal proceedings in which trafficking persons are involved are not prejudicial to their rights, dignity or physical or psychological well-being" (UNHRC, 2010, p. 250). This includes the provision of legal support that enables the victim to understand the process (i.e. provision of translators) and psychosocial support.
v. Service providers must at all times ensure the safety of the victim. This can include the protection of the identity of the victim. The UNHRC (2010) however cautions that victims should be warned of the difficulties that exist to protect them, and the victim should not have any false expectations.
vi. The victim's rights to be reintegrated with their family or community of choice, should be honoured and as far as possible facilitated.

vii. Service providers should provide opportunities i.e. educational opportunities to assist with the social reintegration of the victim and prevent re-trafficking.

The Service Charter for Victims of Crime in South Africa (2004) supports the Constitution of the Republic of South Africa (RSA) (1996) , encapsulates the rights of victims in the criminal justice system, including human trafficking victims and includes seven core rights of victims of crime, namely, "the right to be treated with fairness, respect for dignity and privacy, to offer information, to receive information, to receive protection, be provided with assistance [social, health, and legal assistance], compensation, and restitution" (Department Of Justice & Constitutional Development [DOJ & CD], 2007, p. 4).

Ife argues that social work should not be limited as being just a profession of addressing human needs, but rather be a profession that is "defining, realizing and guaranteeing human rights" (Ife, 2013 p.89). In light of this, Mapp (2008) further states that social workers have a distinctive role to play in assisting victims of human trafficking, helping them to realize their rights by addressing issues on a macro level by advocating for legislation to address the needs and uphold the rights of trafficking victims, as well as on a micro level by providing social assistance to enable victims of human trafficking to experience the benefits of their human rights.

The Vietnam Ministry for Labour, Invalids and Social Affairs (MOLISA), in their manual for social workers and staff providing services to victims of human trafficking, asserts that by practicing a human rights approach, the practitioner embraces minimum human rights standards to " promote, protect and exercise basic rights of victims of human trafficking" (MOLISA, 2011 p.1). MOLISA (2011) continues by stating, that through empowerment and non-discrimination service providers assists the victim to participate in their own assistance process by making their own decisions. This can also mean refusing support.

The Victim Empowerment Programme (DSD, 2009) states that core human rights are promoted and protected by providing services that adhere to the following principles: "that the needs of victims are identified and addressed, stimulation of volunteer participation, secondary victimisation is minimised, encouragement of working together with the criminal justice system, enforcement of socially desirable behaviour and prevention in terms of services to offenders and potential offenders" (DSD, 2009, p. 1-2).

1.7. ETHICAL CONSIDERATIONS

The research study commenced after receiving approval from the Ethics Committee of the University of the Witwatersrand (certificate clearance number: H15/06/07, Appendix A). Participants participated in the research voluntary and were assured that they could withdraw anytime without any repercussions. It was explained that if participants withdrew from the study, that data would not be used and it would be destroyed. The researcher gave the participants the participation information sheet, and explained the contents on the information sheet to the participants before they signed the consent form to participate and to record the interview. Participants were assured that pseudonyms will be used to safeguard their identity, even when writing up the final report. The collected and transcribed data was kept in a locked office; password protected on the laptop and locked in cabinet. The data will be stored for two years after any publication arising from the study, or six years after completion of the study if there are no publications. The researcher also ensured that the participants were not harmed in any way.

1.8. DEFINITION OF KEY CONCEPTS

1.8.1 Human trafficking

The United Nations (UN) Convention against Transnational Organized Crime (2000), also known as the Palermo Protocol, defines **trafficking in persons** "as the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for *the* purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs" (United Nation Office on Drugs and Crime [UNODC], 2004, p. 42).

The South African government adopted the UN definition but also opted for a holistic, broadened approach to trafficking, especially taking the local context into consideration with regards to exploitation by listing a variety of means.

The Prevention and Combatting of Trafficking in Persons Act (TIP) (2013) defines trafficking as follows:

"(1) Any person who delivers, recruits, transports, transfers, harbours, sells, exchanges, leases or receives another person within or across the borders of the Republic by means of

a) a threat of harm;
b) the threat or use of force, intimidation or other forms of coercion;
c) the abuse of vulnerability;
d) fraud;
e) deception or false pretences;
f) debt bondage;
g) abduction;
h) kidnapping;
i) the abuse of power;
j) the giving or receiving of payments or benefits to obtain the consent of a person having control or authority over another person; or
k) the giving or receiving of payments, compensation, rewards, benefits or any other advantage,

aimed at either the person or an immediate family member of that person or any person in close relationship to that person, for the purpose of any form or manner of exploitation, is guilty of the offence of trafficking in persons.

(2) Any person who –

a) adopts a child, facilitated or secured through illegal means; or

b) concludes a forces marriage with another person,

within or across the borders of the Republic, for the purpose of exploitation of that child or other person in any form or manner, is guilty of an offence" (TIP Act, 2013, p. 14).

Trafficking victims can be men, women, and children but for the purpose of this study human trafficking victims refers to **adult** victims.

1.8.2 Victim empowerment programme (VEP)

The National Policy Guidelines on Victim Empowerment (2008, p. 3) defines empowerment as "having control, being listened to and respected by others". Moran (2007, p. 87) adds that "the victim empowerment programme is an inter-sectoral and inter-department programme that seeks to make the criminal justice system processes more victim- friendly and minimize

the negative impact of crime on victims through the development and implementation of services and programmes for victims of crime and violence".

1.8.3 Victim

The UN (1985, p. 303) defined a victim as "persons who, individually or collectively, have suffered harm, including physical, emotional suffering, economic loss, and substantial impairment of their fundamental rights, through acts or omissions that are violations of national criminal laws operative within Member States, including those laws prescribing criminal abuse of power" This definition is repeated in the draft Victim Empowerment Support services Bill (2016, p. 7) where it is stated that a victim is a "persons who, individually or collectively, have suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, through acts or omissions that are in violation of criminal laws operative within the Republic of South Africa". It should be noted that in both definitions a person is also a victim if their rights are violated. The South African Victim's Charter expands on this definition by adding that a victim of crime can also be immediate family or dependants of the victim (DOJ & CD, 2007).

1.8.4 Victim support/ assistance

The draft Victim Empowerment Support Services draft Bill (2016, p. 9) "victim support means emotional and practical support, identification of symptoms of post-traumatic stress, trauma management and referral to professional services where necessary. These include counselling, emergency and social services, efficiency in the criminal justice process, advocacy and awareness in respect of victim rights and to prevent repeat victimisation." For the purposes of this study victim support includes economic empowerment.

1.8.5 Shelter

According to the Draft Shelter Strategy (DSD, 2013) a shelter is defined as safe accommodation. Victims of crime and violence can access shelter services, where their basic needs like food and clothing will be taken care of. The victims are also offered psychosocial support and are assisted with access to skills development training to enable economic empowerment. Emergency accommodation is usually a maximum of five days, where as normal shelter accommodation is up to four to six months – this period of shelter accommodation is referred to as first stage accommodation. Second stage shelter

accommodation refers to transitional housing, where independent living is encouraged as the victim prepares for reintegration.

1.9.OUTLINE OF THE RESEARCH REPORT

This research report has five chapters.

Chapter one is an overview of the study providing the rationale for the study and the research methodology to be used. Key concepts and the theoretical framework are also captured in chapter one.

Chapter two is a literature review that looks at contextualising the topic, what research has been conducted in the field of service provision for adult human trafficking victims and challenges identified, also referring to the South African context.

Chapter three focus on the research methodology used for this research. The ethical considerations for the study are discussed and limitations of the study are explained.

In chapter four the data collected is presented and analysed. Findings are discussed in relation to the literature review and the research question.

The final chapter, five, conclusions are discussed and recommendations provided.

1.10. CONCLUSION

The first chapter introduced the research topic. The statement of the problem, as well as the rationale of the study were discussed. The research question, aims and objectives of the study, research design and the research methodology explained, the theoretical approach that informed the study was identified and ethical considerations and key concepts of the study were unpacked. The following chapter will give a detailed literature review that informed the research.

CHAPTER TWO

LITERATURE REVIEW

2.1. INTRODUCTION

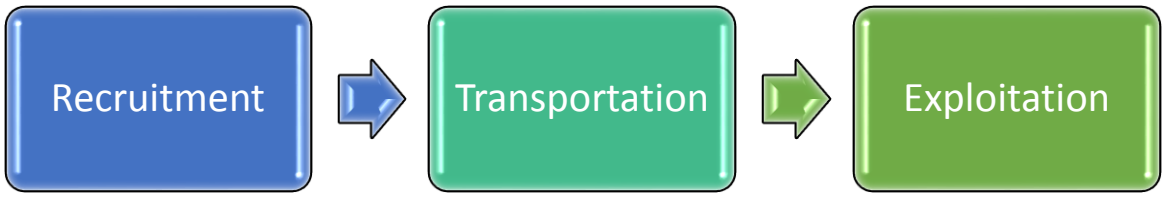
The aim of the literature review according to Leedy and Ormrod (2010) is to analyse theoretical viewpoints and previous research findings, in this case with regards to human trafficking. The authors further state that "Its function is to 'look again' (re + *view*) at what others have done in areas that are similar, though not necessarily identical to, one's own area of investigation" (Leedy & Omrod, 2010, p. 18).

This chapter will look at what does trafficking entail, the pervasiveness of human trafficking globally, regionally and in South Africa, the determinants of trafficking, legislation addressing trafficking and then finally the assistance required for victims of human trafficking.

2.2. WHAT IS HUMAN TRAFFICKING?

According to the definitions of human trafficking in the UN Protocol (2004) and the South African TIP Act (2013) there are three main stages in trafficking namely, recruitment, harbouring and transportation and finally reception of the person and the subsequent exploitation of the person. The three stages are illustrated and unpacked below.

Table 1: Stages of Trafficking Process:



2.2.1. Recruitment

The first stage, as illustrated above, is recruitment. The DSD (2012) states in their information booklet, for service providers on the identification of human trafficking victim, that the recruitment stage has three features to describe how the recruiter made contact with the victim. The recruiter targets vulnerable victims and use one of the following methods.

The first is when the victim was abducted against his/her will (force), the second is when the recruiter deceives the victim by making false promises of for example an employment opportunity or an education opportunity and the victim is not aware of the intention of the recruiter (fraud). Deception, especially, is used as an effective recruitment technique by traffickers to lure adult victims. The third method is when victims are aware that they are being recruited for an employment opportunity, but do not know what waits for them, when they get there, under what conditions they will work, this may mean threats to their own lives or those of their loved ones at home or physical restraint (coercion).

The UNODC (2008) states that recruiters are often from the same area as the victims, speaking the same language and share the same cultural practices, they are skilled in identifying and manipulating vulnerable individuals and can easily gain the trust of their victims. Stanojoska & Petrevski (n.d.) agrees that recruiters are intimately known with the country or area where victims comes from, and even to victims themselves and/or their families.

Smith (2007, p. 2) postulates that "incredibly, recruiters, working to ensnare persons for traffickers, are often women or others persons known and trusted by the targeted victims". Smith's statement is confirmed by the UNODC (2003) that a large majority of recruiters are in fact women.

2.2.2. Transportation

The second stage in the trafficking process is transportation. The DSD (2012) states that transportation of victims can be transnational in nature or locally. Travel can be over land, by boat or by aeroplane. Travel can be legal or illegal, and often the trafficker travels with their victims, and retain the victims travel documents to ensure that he/she does not escape. Stanojoska & Petrevski (n.d.) states that traffickers are experts in moving human beings, identifying and using routes that are not well monitored. The route can be direct from origin to destination, or via a transit place or country (UNODC 2008). If the victims are not forced the issue will often be who will incur the travel cost. Taking into consideration that often the victims are poor, this is often the first indebtedness the victim has towards the trafficker (DSD, 2012).

Smith (2007) rightly argues that transportation is not necessary for the situation to be viewed as trafficking. Roth (2012) agrees with Smith that transportation is not necessary, and

propose that deception, force and coercion takes place in all stages and should be one of the clear indicators of human trafficking.

2.2.3. Exploitation

The final stage of the trafficking process is exploitation. At the place of destination the victim will be exploited in a trafficking situation. However, victims may also be exploited during the transportation stage. Exploitation means for material or personal gain by the trafficker (Smith, 2007). Exploitation can include forced labour, sexual exploitation, forced marriage, domestic servitude, hawking, debt bondage, illegal adoption or organ removal (DSD, 2012).

2.2.3.1. Forms of exploitation

According to Smith (2007) human trafficking can be divided in two broad categories namely sex trafficking and labour trafficking. Other forms of exploitation includes trafficking in human organs, forced marriages, illegal adoptions, trafficking practices specifically targeting children, and includes being forced to do criminal activities.

a) Sexual exploitation

Women and girls are especially very vulnerable to sex trafficking (Arauja, 2011), but it also effects boys and men. (Mapp, 2010) concurs with this statement and expands, by stating that victims of sex trafficking are often the result of poverty and unemployment, and due to a lack of education and opportunities a female becomes vulnerable to traffickers, as the use of their bodies for sex are the only perceived skill they have for economic survival. Various forms of sexual exploitation is listed by Smith (2007) that includes forced prostitution, pornography, exotic dancing, and working in massage parlours or escort services.

The 2014 UNODC Global Trafficking in Person (GLO TIP) report confirmed that sexual exploitation is still the category that is reported the most by victims of human trafficking. The GLO TIP report (UNODC, 2012) claims that trafficking for sexual exploitation is most common in Central Asia, Europe and North and South America. The US TIP report (2014) however indicates, that in South Africa the police reported that there was an increase in coercion of victims to sex trafficking through forced drug usage. This compounds the problem, as victims comply with the traffickers' demands as a means to sustain their drug usage habit. In the US TIP report (2015) it further states that in South Africa the sex trafficking is dominated by Nigerian syndicates, who also deals in drugs.

b) Labour exploitation

The ILO (2012, p. 19) describes forced labour as "all work or service which is exacted from any person under the menace of any penalty and for which said person has not offered himself voluntarily". The GLO TIP report (UNODC, 2014) indicates that the detection of forced labour has risen sharply, in especially Asia (southern and eastern area) and the Pacific area.

Smith (2007) states that there are many forms of forced labour, and this often happens in plain view of the public. Victims are coerced into forced labour in a desire to earn money for themselves and their family. The following are typical examples of areas where labour trafficking can occur identified by Smith (2007), working as a labourer on a farm, in the construction business, hotel or tourist industries, in restaurants working as cooks, cleaners or waiting staff, working in factories (in degrading working conditions with abnormal working hours, also referred to as "sweatshops"), domestic servitude doing domestic work or working as child minders or being forced to sell goods (hawking).

The US TIP report (2014) expands on this list by also identifying the fishing industries, mining and work on farms, as areas where forced labour can occur. The US TIP report (2016) also reports forced labour, where especially children are the victims, occurs in countries like Bolivia, Peru, Malawi, Pakistan and Ethiopia.

Mapp (2008) further lists the following types of forced labour:

i. Domestic work

Mapp (2010) uses examples of women being recruited for domestic work but are isolated, forbidden to leave the house, passports taken away, working long hours for little or no salary and threatened with violence if they consider to tell anybody or escape. Domestic servitude has been recorded in many countries including USA, Singapore, Angola, South Africa and Britain and Western Nepal. Domestic servitude has also been detected in diplomatic households (US TIP report, 2015).

ii. Slavery

In areas in Western Africa, i.e. Niger and Mauritania, there are still instances recorded where people are born into slavery and stays a slave for their whole lives (Mapp, 2008). These victims are forced to work for their "masters" and have no freedom to leave their work and freedom of movement.

c) Trafficking in body organs

Due to the high survival rate of recipients of donor organs, there are now a huge demand for viable body organs (UNODC, 2015). The United Nations Global Initiative to Fight Human Trafficking (UN.GIFT) (2015) states that three kinds of trafficking in human organs occurs: "Firstly, there are cases where traffickers force or deceive the victims into giving up an organ. Secondly, there are cases where victims formally or informally agree to sell an organ and are cheated because they are not paid for the organ or are paid less than the promised price. Thirdly, vulnerable persons are treated for an ailment, which may or may not exist and thereupon organs are removed without the victim's knowledge. Organs which are commonly traded are kidneys, liver and the like; any organ which can be removed and used, could be the subject of such illegal trade" (UN.GIFT, 2015, par. 2).

In the 2014 GLO TIP report, it was reported that for the year 2013 under review, there were 12 countries that reported trafficking in organs, most of the victims were male, and almost all reports were in Africa (UNODC, 2014). According to Fellows (2008) who conducted research in Mozambique and South Africa mutilations takes place in both countries, and there was evidence that body parts were removed by force from both children and adults, especially from people with albinism for the purposes of witchcraft.

d) Debt bondage

Debt bondage is a form of coercion to trap unsuspecting victims. Mehta (2010) defines debt bondage as when a person becomes a security against a debt or a loan. Mapp (2010) further states that in essence debt bondage occurs when an employer/ or any individual lend a sum of money to an individual and in return the person must repay the debt through labour. The 'repayment' include travel cost incurred, accommodation cost, and food, clothes, even for the use of sanitation facilities. The reality is that the debt is impossible to repay due to impossible high interest rates or other schemes to force the person to continue working.

The UNODC Anti-human trafficking manual for criminal justice practitioners asserts that these so called costs are often "completely fictitious or greatly exaggerated" (UNODC, 2009, p. 8). The US TIP report (2014) states examples of East Asia where millions of individuals are trafficked to pay off their families' debt.

e) Forced marriages

Hamin (2014) states that as many as 140 million girl children will enter into forced or early marriage. Hamin (2014, par. 1) defines forced marriage as taking place "without the full consent of the bride and/ or groom and is often coupled by varying degrees of pressure from family members and threats of violence." According to the International Centre for Research on Women (ICRW) (2015) one in nine girls in developing countries are married before they turn 15. African countries that have been listed as hotspots for child brides include Niger, Chad, Central African Republic and Mozambique (ICRW, 2015).

In South Africa the practice is called *ukhuthwala.* Ukhuthwala is a Xhosa word that means to carry, and is described as a cultural practice where the bride is 'abducted' and then forced into marriage (Mwambebe & Sloth- Nielsen, 2011). The practice of "ukhuthwala" has been highlighted due to the human trafficking cases opened against the alleged perpetrators. In the Wynberg Regional court, the first "ukhuthwala" case in the Western Cape, the *Jezile vs S and Others* case, saw the first perpetrator sentenced to 22 years. Jezile abducted a 14 year old girl to forcibly marry her. Van der Watt and Ovens (2012) argues that the practice of *ukhuthwala* is a cultural practice that is being distorted, and in fact a criminal act, enabling the exploitation of children, therefore in direct violation of their human rights, enshrined in the South African Bill of Rights.

f) Illegal Adoptions

Cases have been reported, where women are trafficked to impregnate them to then sell their babies (UNESCO, 2006). This dimension of human trafficking has also been referred to as baby harvesting. The United Nations Regional Information Centre (UNRIC) reported that in a country like China, children are bought or adopted by syndicates or gangs, for the purpose to exploit them, i.e. forced labour or criminal activities (UNRIC, 2015). The US TIP report (2005, p. 21) states that "if an adopted child is subjected to coerced labour or sexual exploitation, then it constitutes a case of human trafficking." Therefore according to the US's legislation, as is the case in many other countries**,** if a child is illegally adopted but not exploited it is a criminal act but not viewed as human trafficking. Exploitation after the adoption is therefore necessary to classify illegal adoption as trafficking. UNICEF (2009) however does not agree with this interpretation of when illegal adoption is human trafficking, and argues that the very act of illegal adoption is exploitation, and therefore is human trafficking.

2.3. PREVALENCE OF HUMAN TRAFFICKING

2.3.1. Global problem

The US TIP report (2016) states that 174 countries have ratified the Palermo Protocol. The GLO TIP report (UNODC, 2014) also indicates that 90% of the countries globally, have passed legislation to criminalise the act of trafficking, with only 9 countries that have no form of legislation against human trafficking. This is indeed an indication that human trafficking is a global social challenge that needs a comprehensive collective response

Globalization has had a profound effect on individuals lives (Patel, 2005), and as border crossings become easier, more and more people move out of free will or coercion. The ILO (2012) estimates of the 20 million people classified as human trafficking victims, more than two thirds were adults.

The 2014 GLO TIP report asserts that "between 2010 and 2012, victims with 152 different citizenships were identified in 124 countries across the globe" (UNODC, 2014, p.36). The US TIP report (2016) states that trafficking is not confined to a specific region or continent but rather a global problem. The 2014 GLO TIP report further identified at least 510 traffic flows, of which the majority are intra-regional, and trans-regional flows are mainly found in so called more affluent countries for example, the European Union, North America and wealthy Middle Eastern countries. Typically in trans-regional trafficking, victims are trafficked from poorer or less developed countries, to the richer, more developed, countries. In the main the GLO TIP report (UNODC, 2014) identified Sub Saharan African countries, and East and South Asia in this category. The GLO TIP report (UNODC, 2014) further states that often foreign victims of trafficking are identified and reported on, and of these identified victims they have often travelled over at least one country border.

The GLO TIP report (UNODC, 2014) also identified the following global trends: In North, Central and South America there were nearly an equal distribution of trafficking of victims for sexual and labour exploitation. In Central Asia and Europe the majority of human trafficking victims identified, were for sexual exploitation. In the South and East Asia countries, including the Pacific countries, victims were mainly identifies as victims for forced labour. In Africa the majority of cases were similar to the Americas, that is, for sexual and labour exploitation.

Globalisation is the main reason that human trafficking has become a hugely profitable and popular criminal activity (Brewer, 2013; Joshi, 2008; Salett, 2006). It is estimated that human trafficking generates more than $44.3 billion (ZAR 620 billion) a year (Salett, 2006). Thus, Patel (2005) correctly states that one of the threats of globalisation is the threat to human security. Human trafficking is therefore a socio–economic problem faced by numerous nations and no country will be able to address this challenge alone.

2.3.2. Regional problem

The GLO TIP report (UNODC, 2014) states that the majority of victims of trafficking are trafficked from poorer countries to richer countries within the same region. The International Organisation for Migration (IOM) (2009) reports several cases of internal and external trafficking cases recorded in Somalia, Kenya, Ethiopia, Tanzania and Mozambique. These cases were often related to phoney employment firms, luring especially girls and women into forced prostitution.

In a later IOM report (2010), Zimbabwe and Mozambique are identified as source and transit countries within SADC. The US TIP report (2009) indicated that Zimbabwe is a source country for neighbouring countries, and as far away as China, the UK and the USA. Zimbabwe is also a transit and destination country. The GLO TIP report (2014) states that Burkino Faso repatriated own nationals who were identified as victims of human trafficking from countries like Ghana, Ivory Coast and Benin and in the Central African Republic as well as the Democratic Republic of Congo authorities reported on military groups that recruit children.

In Lesotho, Nigeria, Rwanda, Senegal, Swaziland, Uganda and Tanzania reported trafficking victims include those of forced labour, forced marriages, sexual exploitation, forced begging and illegal adoption (UNODC, 2014).

In Tanzania, as in many other African countries, albinos are kidnapped, murdered and their body parts sold (Salewi, 2011). Poor economic growth, poverty, lack of education, crime and conflict in the region makes many vulnerable communities in the region fertile ground for human traffickers to lure their victims into exploitative conditions (IOM, 2010). Later in the chapter the researcher will discuss the determinants of human trafficking in more detail.

2.3.3. South African problem

South Africa is a continental economic power house, and therefore an attraction for transnational crime. The geographical position of South Africa puts the country at greater risk for transnational crime as it is bordered by two oceans and six countries (Araujo, 2011). The IOM (2010) also refers to South Africa's porous borders as an enabler for cross border human trafficking.

The US TIP report (2014, p. 212) states "South Africa is a source, transit, and destination country for men, women, and children subjected to forced labour and sex trafficking. South African citizens and foreign nationals are subjected to human trafficking within the country". South Africa thus has the challenge of cross border trafficking as well as domestic trafficking.

The US TIP report (2014) further states that the following acts of human trafficking has been identified in South Africa: sex trafficking, domestic servitude and forced marriage (*ukuthwala*) of girls, boys were recruited for forced labour like begging, street vending and criminal activities. The adult trafficking cases identified were for sexual exploitation, domestic servitude and forced labour.

The GLO TIP report (UNODC, 2014) asserts that in South Africa most of the victims identified were domestic and from Thailand, with a smaller number originating from other African countries. The LexisNexus report on Human Trafficking Awareness Index (2015) also reported on the serious increase of children identified that were trafficked for sexual exploitation, identifying cases where children were trafficked from Eastern Cape and Mozambique to Mpumalanga

The DSD reported that 101 cases of trafficking were identified and assisted in 13 accredited multi-purpose shelters (US TIP report, 2016). Select trafficking studies in South Africa have identified and investigated the following issues: prostitution of children (Molo Songololo, 2000; Lutya, 2010), trafficking of women (Martens et al., 2003), and trafficking for body organs (Fellows, 2008).

The LexisNexus Index (2015) reports that there is a surge in the level of awareness on human trafficking in South Africa. This statement is based on the number of media reports from January to December 2014. Human trafficking has been highlighted in the media and recent reported cases include: the 3 men convicted in Durban for human trafficking and running a

brothel (Nxele, 2016) and 72 forced labour trafficking victims rescued in Kwa Zulu Natal, (Lindeque, 2017).

It must be noted that often media reports are on high profile cases and not on cases that social workers, SAPS officials and the social service sector works with daily. However this is an important indicator that the media are instrumental in identifying different types of human trafficking cases.

2.4. DETERMINANTS OF HUMAN TRAFFICKING

Human trafficking is a complex criminal activity, caused by several factors that are intricate and multi-faceted. Salett (2006) points out that changing social and economic conditions and especially poverty are significant drivers of trafficking. Clawson and Dutch (2008) expands on these drivers of trafficking and include crime, no or very little educational opportunities, absence of family support and previous experience of physical or sexual abuse. The discussion below attempts to group the determinants of human trafficking in four contributor categories.

2.4.1. Socio–economic factors that lead to inequality

Scholars agree that globalization is the main facilitator for social inequality (Barner, Okech & Camp, 2014; Patel 1995). Barner et al. (2014) describes social inequality as being present in our everyday existence in different forms. "The more known forms of inequality are those between richer and poorer countries, developing and developed nations, or the global south and the global north" (Barner et al. 2014, p. 149-150).

The US TIP report (2005) states, that the world of trafficking can be divided into a supply and demand scenario. The supply side are vulnerable people recruited from countries and areas where there is socio – economic challenges that leads to a high rate of inequality, where there is poverty, education opportunities are limited and area where there are conflict and political strife. Often in countries that are less developed, corruption thrives due to inadequate law protection mechanisms and criminal activities are widespread. Therefore traffickers prey on vulnerable people, knowing that there is huge profit in "cheap, vulnerable, and illegal labour" demanded by people or countries that prosper (US TIP report, 2005, p. 17 -18). A very lucrative strategy, as these trafficked victims can be sold over and over again.

In the South African context, the country is cited as one of the most unequal societies globally (World Bank, 2015). The country has the second largest economy in Africa, yet has

a huge population of citizens, that mainly due to past devastating apartheid policies, struggle to survive economically. South Africa is thus fertile ground for in- country and cross border trafficking, as men and especially women, who are trapped in poverty are vulnerable to the manipulation of traffickers.

There is thus a push factor for those vulnerable communities, where victims are recruited, that due to social inequality are crippled because of poverty, unemployment and the struggle for daily survival, to be driven by traffickers to grab so called opportunities for better prospects that can bring stability and prosperity (Loretz, 2004). Mynhardt & Strydom (2013) also highlighted poverty as a main determinant for trafficking.

Midgley (1995) rightly states that to address vulnerability, especially before recruitment, both social and economic development must take place. If social-economic development takes place in the areas or countries where trafficked victims come from, far less people will be vulnerable to the ploy of traffickers.

2.4.2. Gender inequality

The Palermo protocol (2000) clearly asserts that women and children are especially vulnerable to human trafficking. Russell (2014) argues that one of the main reasons human trafficking has been receiving so much attention is due to the "feminisation of the image of the 'victims' of trafficking and the media focus on sexual exploitation" (Russell, 2014 p.533). The GLO TIP report (UNODC, 2014) states that more than 49% of human trafficking victims identified in the period 2010 – 2012 were women, and 53% of them forced into sexual exploitation.

Araujo (2011, p. 2) states "Women are generally trafficked into 'gender- specific labour like prostitution, sex tourism, domestic work or into commercial marriages and suffer gender-specific harm, such as rape and other forms of violence. Gender-based discrimination, which negatively impacts areas such as access to education, public participation, property, credit, land and resources, increases women and girls' chances of being trafficked." Forced marriages is another type of trafficking that targets women and girls, as is the case in South Africa with the cultural practice of *ukuthwala* and child marriages in other parts of the world as reported by ICRW (2015).

Goal 5 of the United Nation's Sustainable Development Goals states that gender equality can be achieved if the empowerment of girls and women are addressed. The Sustainable

Development Goals report (2016) asserts that ensuring the provision of equal access to health and education, the provision of decent work and involving women and girls in decision making, be it political or economical, is pivotal for sustainable development of communities. Araujo (2011) however argues that in spite of overwhelming evidence of the vulnerability of women, many governments still do not have strategies or policies that will create an enabling environment to address gender inequality. Araujo (2011) also points out that women are not only victims of human trafficking, but can also be the trafficker, and lure other women (men and children) into trafficking.

2.4.3. Lack of education

Mollema (2013) argues that in many countries prevention of trafficking efforts have failed due to illiteracy or very limited education opportunities. The 1999 UNICEF State of the World's Children estimated that over a billion people entered the 21st century being illiterate. The 2016 UNICEF Sate of the World's Children report asserts that the illiteracy rate is still the highest in least developed countries, and that in youth category, age group 15 – 24 years, young women accounts for 59 % of the illiterate youth population. Clawson and Dutch (2008) also put forward the perspective that one of the characteristics of victims of human trafficking is the absence of, or very limited, educational opportunities. Therefore victims are often not aware of strategies followed by traffickers to recruit victims.

Goal 4 of the UN's Sustainable Development goals rightly states that sustainable development will be ensured when people have the opportunity to obtain a quality education. This will set the foundation to an economic productive life (UN Sustainable Development Goals, 2016)

Limited access to quality education increases the vulnerability of community members and significantly increases their risks to be deceived by traffickers.

2.4.4. Personal vulnerability

As discussed above these three categories interlinked are often seen as the drivers of human trafficking. Smith (2007) and Salett (2006) however also add that personal vulnerability is another contributing factor. Individuals who have do not have a family safety net, community or social networks, have been a victim of sexual or physical abuse, health or psychosocial challenges, and even being a refugee or illegal migrant can be a contributing factor, and make an individual vulnerable to being trafficked.

2.5. THE COST OF HUMAN TRAFFICKING FOR THE VICTIM:

Human trafficking is one of the most popular, profitable, criminal activities. It however comes at a great cost not only for the victim, that will be discussed below, but also at a cost for the countries affected, and the communities and families the trafficking victims originates from (UNODC, 2008).

The following is a discussion of the physical, psychosocial and economic cost to the adult victim of crime.

2.5.1. The physical / medical impact of human trafficking

The price of human trafficking on the victims is devastating. Most victims of human trafficking are treated in an inhumane manner that includes "rape, torture, assault, humiliation, abuse, degradation, confinement, threats and isolation" (Johnson, 2012 p.374). Some of the injuries can be permanent and may lead to a disability.

Zimmerman et al. (2006) reported that after human trafficking victims were rescued, they presented with a range of health symptoms that included feeling constantly tired, weight loss, stress-related headaches, stomach pains and dental problems. The victims also presented with sexual reproductive health problems and may need antiretrovirals for HIV or Tuberculosis (TB) specific treatment, and treatment for sexual transmitted infections (Zimmerman et al., 2006; Kreston, 2014). Many victims, who were forced to use substances need medical assistance with the detoxification process (Kreston, 2014).

2.5.2. The psychosocial cost of human trafficking

The human trafficking victims fears for their life, and often for the lives of their families, believing that the traffickers will do anything to keep them in captivity. Living in constant fear has a negative effect on the human trafficking victims' mental wellness. Araujo (2011, p. 1) states "victims of trafficking can be exploited in many ways including physically, psychologically and sexually, resulting in trauma, neglect, abuse, illness, disease, displacement and in some cases death." These forms of exploitation leads to severe trauma, the victims also have feelings of shame, guilt, blame themselves, regret decisions made, feelings of hopelessness, and fear of rejection (Johnson, 2012). This emotional state compounded by the fact that they might have been betrayed by a known person, leads to severe trust issues, and warns that this can lead to a huge challenge for service providers.

Clawson, Salomom & Goldblatt Grace (2008) asserts that a form of trauma is Post Traumatic Stress Disorder (PTSD), and symptoms may include painful recollections or bad dreams of being trafficked, avoiding certain people, places or situations, startled response and lack of concentration. Briere & Gill (1998) as cited in Clawson et al, (2008) state that emotional outbursts is also typical of PTSD, angry responses, self-mutilation, increased risk taking (disregarding need for personal safety) and even suicide attempts. Often symptoms of depression and anxiety are also found, where the victim just wants to sleep, is non responsive or listless and show nervous behaviour. This type of behaviour is not easily understood by society, and the victim needs professional intervention to assist the victim to cope with daily life. The victim was deprived of their family's support and even the family has been traumatised and need assistance.

2.5.3. The economic cost of human trafficking

Although the human trafficking trade has great financial benefits for the human traffickers, it comes with a huge financial cost for the victim. During the time of being trafficked the adult victim earned money for the traffickers and could not become financially independent. The UNODC (1999) postulates that a victim of crime have cost relating to access to health, access to a therapist for ongoing emotional support, access to education to better their chances to become economically independent and often a victim will spend much more on security measures to ensure his/her safety. Being trafficked stole valuable years from the adult victim to become economically active.

2.6. LEGAL FRAMEWORK

The following section will look at the legal framework from an international, regional and local perspective and how it shaped the legal foundation of what is viewed as human trafficking and what prevention and protection measures governments should put in place.

2.6.1. International conventions

The signing of international treaties or conventions has shaped the current legal framework against human trafficking in South Africa. South Africa ratified the influential *UN Protocol to Prevent, Suppress and Punish Trafficking in Persons* in February 2004. The protocol in essence defines human trafficking. This is viewed as an influential protocol as many countries have based their domestic legislation on its definition. The Protocol then also

outline basic assistance to victims of human trafficking in Article 6 (UNODC, 2000). The assistance outlined in Article 6, in particular section 2, refers to appropriate housing of human trafficking victims, and that they should have access to medical, legal and psychosocial assistance, and options for reintegration back into the community, i.e. skills training. This research reports attempted to unpack the victim assistance provided in South Africa to human trafficking victims, provided by social workers in shelters.

The signing of the Palermo Protocol was preceded by South Africa signing and ratification of the *Convention on the Elimination of all Forms of Discrimination against Women (CEDAW)* in 1995. The CEDAW outlines the human rights of women (UN General Assembly, 1979). By ratifying CEDAW, the South African government undertook to prevent and protect human trafficking victims, and to prosecute the perpetrators. This research reports aims to view assistance provided to adult human trafficking victims through a human rights approach.

The Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (CAT) (1984) was ratified in December 1998 by South Africa. Article 3 underlines the need to protect a human trafficking victim on foreign soil, and not to send the person back to the country where they hail from or were recruited from, if there is the possibility of torture (UN General Assembly, 1984). This is important factor to take into consideration in provision of social care for the victims of human trafficking, ensuring that they understand that they will not be returned to their country, if it means that they may be harmed.

The International Covenant on Civil and Political Rights (ICCPR) was ratified by South Africa in 1998 and obliges governments to uphold human rights and forbids all forms of slavery, including human trafficking, as indicated in articles 6, 7 and 8 (UN General Assembly, 1966). This international treaty once again affirms the rights of all humans not to be trafficked and to view social assistance through a human rights lens, to confirm if the victim of human trafficking needs were adequately met.

The *International Labour Organisation's (ILO) Forced Labour Conventions* ratified by South Africa in 2000. Convention 29 specifically looks at forced labour. It focuses on the basic rights of workers, the conditions they work under and the protection of vulnerable groups that are exploited by forced labour, i.e. child labour, and urge all governments to develop a plan to combat forced labour. The adult victims of human trafficking in shelters

are often victims of exploitative labour conditions, it is therefore necessary for social workers at the shelters to make the victims aware of their rights and how it has been exploited due to forced labour.

2.6.2. Regional legal framework

The African Charter on Human and Peoples Rights (1981), details the rights of all people on the African continent. The Protocol to the African Charter on Human and Peoples' Rights on the Rights of Women in Africa (2003) notes that the rights of women are essential for development. Article 3 and 4 makes special reference to the women's right to dignity and especially being protected against any form of exploitation. Article 11 makes special reference to the protection of women during armed conflict, especially sexual exploitation, and Article 13 refers to social welfare and economic rights, with particular reference to protection against forced labour.

UNICEF (2005) highlights that the *Libreville 2000 Common Platform of Action* is an important convention where the SADC region committed to share information to establish regional knowledge on human trafficking, implement monitoring systems to monitor trafficking flows, and to focus on domestic human trafficking legislation with the assistance of international countries. This SADC convention also directly influenced the TIP Act of South Africa and the provision it makes for assisting victims of human trafficking. The TIP Act (2013) therefore also requires organisations (government or Non-Governmental Organisations [NGO's]) to report on trafficking flows.

The African Unions' *Ouagadougou Action Plan to Combat Trafficking in Human Beings especially Women and Children (2006)*. The action plan outlines the importance of preventative and awareness measures, practical measures to protect and assist victims, development of critical policies, legal frameworks and ability to enforce the laws, and finally the need for a coordinated response. It is also significant because it is viewed as being victim - centred, focussing on the needs of victims, even mentioning rehabilitation centres for victims to recover in and all forms of assistance including psychosocial support, health services and access to legal support (Molemma, 2013; Araujo, 2011).

The SADC Regional Plan of Action on Trafficking in Persons 2009-2019 Section 3.2.3 states that "victims need to be cared for and supported to deal with the trauma and after effects of trafficking." It further outlines commitments to protect, prosecute and prevent human trafficking in all SADC member states (SANTAC, 2014). This Plan of Action once again

highlights the need for services to the victims of human trafficking, including the need for counselling to the families of the victims. Reference is also made to traffickers and the need to rehabilitate them (Molemma, 2013).

2.6.3. South African legal framework

Human trafficking is a gross human rights violation. In the South African context the following legislations addresses human trafficking.

2.6.3.1 The Constitution of South Africa (1996)

The Bill of Rights in the Constitution refers the universal and non-universal rights of the people. Universal rights are those rights applicable to all people, and non-universal are those rights specific to South African citizens. The Bill of Rights, section 12 and 13, refers to the right to freedom and security, and then specifically identifies that slavery is prohibited, as well as any form of servitude and forced labour. Section 21 refers to the right to freedom of movement and residence, and indicates that no person can hold another person against their will, forbidden to move around. The Bill also makes reference to access to services like health care and social protection/ assistance (section 27), access to justice (sections 34 & 35). Human trafficking impairs the victim's right to partake in the freedom and rights provided by the Constitution. This research reports thus draws on the Bill of Rights to view assistance provided to adult human trafficking victims, and if this assistance upholds the victims' rights.

2.6.3.2. The Sexual Offences and Related Matters Amendment Act 32 of 2007

This piece of legislation address the issue of brothels and unlawful sexual intercourse and include sexual exploitation of trafficking victims. The act further makes provision for the protection of vulnerable groups that includes children and people who are mentally disabled. Chapter 5 outlines services to victims, especially health services, in particular the provision of HIV testing to the victim and accessing a court order to get the perpetrator tested as well. Section 71 of the Act refers to trafficking of persons for sexual purposes. In the absence of human trafficking legislation, this act was especially called on for prosecution of traffickers, i.e. the case of Vukani Shembe that was found guilty in Mitchell's Plain court, of trafficking a girl from Swaziland (Molemma, 2013). The Shembe case was the first human trafficking case of its kind in the Western Cape. Shembe promised the victim a rewarding job in Cape Town and illegally transported her from Swaziland to Cape Town, where he sexually

exploited her (IOL, 2012). Another case that used this piece of legislation was the *Jezile v S and Other case*, where Jezile was convicted of abducting a 14-year-old girl for forced marriage, or "ukuthwala" (Southern African Legal Information Institute, 2015).

2.6.3.3. The Basic Conditions of Employment Act (BCEA) 75 of 1997

The BCEA addresses fair labour practice and declares all forms of forced labour as unlawful in section 48. This piece of legislation is key to prevent any form of forced labour as referred in Section 48. The US TIP report (2016) asserts that the majority of human trafficking cases in South Africa reported in 2015 were for forced labour – yet there were no prosecutions.

2.6.3.4 The Prevention and Combating of Trafficking in Persons (TIP) Act no 7 of 2013

The TIP Act (2013) comprehensively deals with the issue of human trafficking. This piece of legislation clearly states the prevention and protection measures of victims to be addressed by government and service providers, as well as addressing prosecution of perpetrators. The roles of the different government departments are also clearly outlined. The Act states in chapter 4, 5 and 7 the role of social service providers. This includes identification and protection of victims, accreditation of organisations and minimum standards that needs to be complied with by shelters, that includes the physical structure and security of the shelter, as well as the programmes offered at the shelter. The Act also refers to the accreditation of programmes offered to victims and the role of the DSD in the return and repatriation of the victims.

Feedback solicited by the DSD and NGO's in the Western Cape in the sector, have raised concerns around the cumbersome administrative process to recognise the victim as a human trafficking victim. The fact that the Provincial Head needs to sign off on documents may not be practical, and then also security considerations, as the regulations state that accredited organisations should display their accreditation certificate - this can be a security threat.

Social workers need to be cognisant of the abovementioned legislation, to understand how knowledge of the legislation, and the rights enshrined in them can enhance service delivery. The following section will then also look at the specific policy that guides social work practice in delivering services from a human rights based approach.

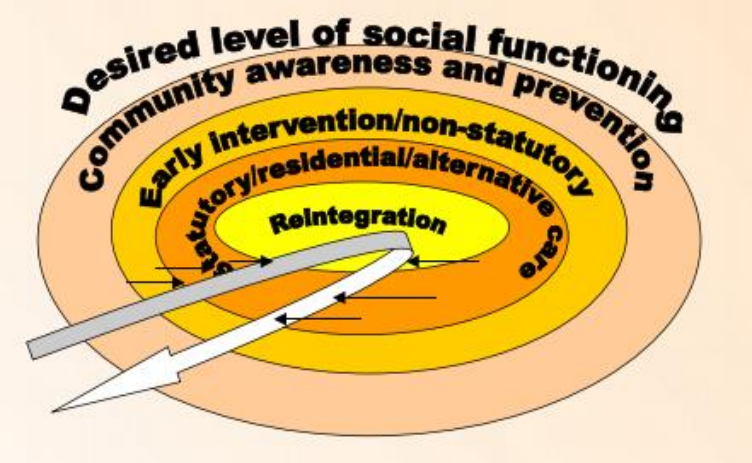
2.6.3.5. The White Paper for Social Welfare (1997) -South African social service delivery model:

The White Paper for Social Welfare (1997) was meant to be the transformation agenda for social development in the country. This policy document aims to address the socio-economic goals as set out for the social welfare services (Lombard, 2008). The White Paper has moved social welfare services to operate from a right- based approach that is necessary to address the inequality in South Africa (Patel, 2005; Lombard, 2008).

To operationalise the White Paper for Social Welfare, the DSD adopted a guideline for social services, specifically directed towards social workers, within a developmental framework, called the integrated social service delivery model (DSD, 2006).

The service delivery model defines four levels of intervention for social service delivery, as showed schematically (DSD, 2006). This model is the blueprint of service delivery for social workers to provide services to adult victims of human trafficking.

Table 2. The Integrated Service Delivery Model (Levels of Intervention) (DSD, 2006, p.19)



Levels of Intervention:

- **Prevention:** This level is imperative to ensure that the vulnerable population is strengthened to enable them to adequately identify the risk in their environment. In terms of human trafficking, social workers can identify at risk communities, groups or individuals and through awareness campaigns, community dialogues or imbizo's, training, and printed material, highlight the risks of human trafficking. Prevention work is highlighted in the research of Sambo & Spies (2012) in the role of social

workers in preventing of child trafficking in South Africa, and addressing the demand for human trafficking (Wolf-Branigin, Garza & Smith 2010)

- **Early Intervention (non–statutory)**: This level focus on developmental or therapeutic programmes to assist the communities or individuals at risk before they require more intensive services i.e. placement in alternative care. The social worker therefor plays an important role to address the risk factors in the at-risk individuals or group's lives, and through therapeutic intervention assists the group or individual to address the risks appropriately. The role described below of the social worker in the shelter also falls in the early intervention level. The role of the social worker in early intervention has been described by DeBoise, 2014; Palmer 2010, Clawson & Dutch, 2008.
- **Statutory intervention**: At this level the individual can no longer function in the community or has been involved in a court case. The individual is then removed to alternate care. In the case of human trafficking, victims are placed in residential shelters from where they assist the police and the Department of Justice in investigation and prosecution of the traffickers. There is paucity in literature with regards to the role of social workers in shelter for human trafficking survivors.

- **Reintegration services** are aimed at returning the individual from residential care to the community. Through support, the victim is enabled to become independent and to optimally function in society again. In the case of human trafficking, this will entail the assistance provided to rehabilitate the victim, access to skills development, and development of an integration plan that may include repatriation to his/her community of origin (if it is safe). Johnson (2012) refers to the role of social work in repatriation. It is necessary for the social worker to prepare the adult victim for reintegration by providing the necessary assistance. This can be facilitating access to educational and skills development opportunities, to enable the victim to have access to job opportunities when he/she exits the shelter and preparing the victim emotionally. The social worker will also assist in facilitating support for the family of origin of the victim, to assist them to cope with his/her return.

Below, the different interventions for human trafficking victims are discussed that have been informed by the abovementioned legal frameworks.

2.7. INTERVENTIONS FOR ADULT VICTIMS OF HUMAN TRAFFICKING AND THE ROLE OF THE SOCIAL WORKER

Human trafficking victims have suffered tremendously, and when rescued from the exploitive situation presents with a range of needs. All role-players who render services to victims of human trafficking should be working from a victim centred approach, being cognisant of the trauma the person has experienced, displaying behaviour that is sensitive to the needs of the victim and ensuring that the victim has a right to choose what services are needed. Social workers are ideally places to play a key role in social service provision. Salett (2006, p. 3) states that social workers "serve as a key access point to services in the social and health care systems; they also have an important role to play in helping to identify individuals who may be trafficking victims and assisting them to obtain needed services".

Clawson and Dutch (2007) identified common characteristics of what makes trafficking victims vulnerable. The victims often come from communities where there is poverty, high crime rate, lack of opportunities for education, lack of family support, family members working with the traffickers and even a history abuse. The role of social workers, with their understanding of social justice, includes being an advocate for the most vulnerable. Social workers should have an in depth understanding of the complexities faced by the survivors of human trafficking and have the necessary skills to prevent, identify, assess and assist the victims (Mapp, 2008).

2.7.1. Key interventions identified for social service provision

The following interventions have been identified to assist in social service provision

2.7.1.1. Need for a safe space

The first and most basic need for a rescued victim of human trafficking is emergency housing (shelter), a safe space that will provide food and clothes, ensuring protection from the traffickers (Johnson, 2012; Clawson, Small, Ellen & Myles, 2003; Clawson & Dutch, 2008). Small (2012) rightly states that all other needs are secondary if the need of safety is not met. The Draft Shelter Strategy of the DSD (2013) further describes the type of services a victim can expect at the shelter that includes protection, food, accommodation and clothing, psychosocial support and the option of skills development for the survivor of crime. The TIP Act (2013) also states that shelters that render services to victims of human trafficking should be accredited. Accreditation assures that services rendered are in compliance with the

minimum norms and standards for service delivery. The role of the social worker is crucial in ensuring that services are compliant. The minimum norms and standards according to the TIP Act (2013) in section 25, includes the provision of secure accommodation, provision of psychosocial and health services, meeting basic health and sanitation requirements and the drawing up of an emergency exit plan. The majority of shelters in South Africa are initiatives from NGO's. The DSD has however a key role to play, in terms of funding and ensuring compliance to the TIP Act of 2013.

2.7.1.2. Health services

According to a study by Clawson, Small, Ellen & Myles (2003), health needs rated just after the need for safe shelter space. Often victims, when rescued, have urgent health needs due to the circumstances they were found in when trafficked. The victims can have bruises or fractures, may be in need of dental care, may present with sexual and reproductive health symptoms or require access to long term medical treatment needs (Clawson & Dutch, 2008; Kreston, 2014; Johnson, 2012). The victims of human trafficking lived through inhumane ordeals, and often will depend on the social worker at the shelter to be referred to a health practitioner. The minimum norms and standards in the TIP Act (2013) then also requires that the social worker ensures that the victim access appropriate medical assistance.

2.7.1.3. Psychosocial assistance

Human trafficking can be devastating on the mental health state of a victim (Kreston, 2014). The prolonged exposure to sexual and physical violence, and threats made against the victim and their family is severely traumatising. The provision of clinical social work is often required when working with adult human trafficking victims, because of the severe trauma experienced.

Danzer (2011) asserts that "Understanding how to help clients heal from trauma is complex as well as variable. It has been my professional experience that clients often present with multiple layers of problems as well as stated and unstated needs from the clinical social worker"

(Danzer, 2011, p. 176).

The victims of human trafficking displays a deep mistrust in any form of assistance, because of their fear that the traffickers will find them or hurt their loved ones, fear of the police and justice systems, as they were made to believe that they are in the wrong side of the law and will be prosecuted (MOLISA, 2011). Clawson et al. (2008) further states that this mistrust

originates from betrayal by people the victim trusted, for example family or friends, or even the recruiters and traffickers. This mistrust unfortunately is a huge obstacle in forming a therapeutic/ professional relationship and delivering psychosocial assistance.

2.7.1.4. Practical and economic empowerment assistance

Clawson & Dutch (2008) asserts that victims of human trafficking especially need access to some form of identification (an identity document) and assistance with their status in the country, if a foreign national. This returns the victim's sense of identity and even enables access to a range of services. Other practical assistance required is translation services (including training in English and literacy education). The victim needs to be assisted in establishing networks of support to enable him/her to be integrated back into the community (Johnson, 2012). This often requires that the social worker works from a developmental perspective. Developmental social work requires the social worker to work in a strength–based integrated manner, connecting the adult human trafficking victim with resources in their environment, strengthen their support network, and empower the victims with the necessary life and economic skills to be able to reintegrate successfully into the community. Developmental social work embraces a rights – based approach and advocates for social and economic development to ensure sustainable development of communities (Patel, 2005).

The TIP Act (2013) asserts that skills development should be part of the basket of services rendered at shelters that accommodates adult human trafficking victims. Through skills development the adult victim acquires a new skill that can lead to employment and financial independence. The social worker will identify the skills the adult victim wants to develop during assessment, and will where possible facilitate access to the need identified. By learning a new skill is important, as it can also make it easier to reintegrate the victim back into society (Johnson, 2012).

2.7.1.5. Legal assistance

Legal assistance is another need, as often the victim of human trafficking comes from a situation where, the work that they were doing was against the law, and therefore needs legal protection or legal assistance required to charge the traffickers (Clawson & Dutch, 2008). Access to legal assistance is also addressed in the TIP Act (2013) and mentioned in the minimum norms and standards for service delivery at a shelter. The social worker will work with the HAWKS and the NPA to prepare the victim for court, and even provide support

during the court proceedings. Victims often experience the legal system as harsh, and the support of the social worker puts her/him at ease. By ensuring access to legal assistance and providing court support, the social worker helps to promote the right of the adult victim of human rights.

2.7.1.6. Role of inter-sectoral collaboration during victim interventions

The multiple needs of victims calls for inter-sectoral collaboration. (Araujo, 2011, p. 1) describes the intricacy of human trafficking as follows "Trafficking in persons is a complex, multidimensional, multi sectoral, illicit industry affecting both individuals and nations across the globe." Research highlights the inter-sectoral collaboration addressing the different needs presented by human trafficking victims. This includes addressing the legal and human rights needs (Mollema, 2013), health needs (Dovydaitis, 2010), and an increasing body of research emphasizing the importance of effective social assistance (Palmer, 2010; Busch-Armendariz et al., 2014; Okech, Morreau & Benson, 2011).

Busch-Armendariz et al. (2014) proposes that the coordination role of the social worker is key to prevent secondary victimisation of the trafficking victim. The fact that the social worker, as case manager, builds a trusting relationship with other service providers and role players in the criminal justice system, and therefore facilitating access to services from a single point, ensures comprehensive service delivery for the victim, as it is not the victim that runs from pillar to post to access services.

2.8. CHALLENGES EXPERIENCED IN PROVIDING SOCIAL ASSISTANCE TO HUMAN TRAFFICKING VICTIMS

Due to the criminal nature of human trafficking, and the fact that the act of trafficking has such a devastating impact on the lives of human trafficking victims, social service providers should be cognisant of the following challenges:

2.8.1. Lack of knowledge and understanding of human trafficking

It is essential that the different role players and service providers have a good understanding of what human trafficking entails; this will ensure that victims are identified and rescued. It is also crucial that the service providers have a resource list of all service providers that can assist the victims of human trafficking and a good understanding of what the service entails (Clawson & Dutch, 2008). The DSD has embarked on continuous training of front line social

workers in understanding human trafficking and the process of identification of a human trafficking victim.

2.8.2. Security

The IOM (2007) asserts that security and safety for the victims and their families, as well as the service organisations that renders the service, are a huge concern, as the traffickers can be retributive, and will do anything in their power to retrieve their "asset". Shelters in provinces have therefore forged a good relationship with the HAWKS, the special investigating unit at the South African Police Service, to assess and assist shelters and shelter staff to strengthen security measures at the shelter.

2.8.3. Lack of coordinated service delivery

Michaels (2009) mentions that because of the complex nature of the needs of human trafficking victims, it is imperative that a multi-sectoral approach must be followed and the social workers be part of a multi-disciplinary team. Securing the involvement of other role-players is often a huge challenge. Referral protocols should be developed to ensure that all roll-players take responsibility for their role and that there are proper case management systems in place for the victim.

2.8.4. Cultural and language differences

Cultural and linguistic differences can also be a challenge as the social worker works with foreign victims. The fact that the victim cannot speak English or another language in the South African isolates the victim. This is also a means that the traffickers use to keep them in captivity. Due to language barriers the adult victim of trafficking cannot access legal assistance or understand their rights. For social workers this poses a huge challenge to render therapeutic services, and often needs to rely on the services of a translator (Clawson et al, 2008).Cultural practices like food preferences, beliefs and practices also need to be understood to enable the adult victim to uniquely express who they are (New South Wales Government, 2015).

2.8.5. Length of assistance required

Due to the complex nature of a trafficking, the prosecution of a case is extremely lengthy (Clawson, Small, Go & Myles, 2003). According to Clawson et al. (2003) the case can take up to 12 months. This poses a challenge for shelters because the average stay at a shelter for domestic violence is between 3 – 6 months. The DSD also prescribe the Restoration and

Healing Model for social workers in shelters and the model also only caters for 12 weeks. This creates a dilemma for shelters that cater for adult victims of domestic and sexual violence, and adult victims of human trafficking, as the aforementioned victims exits the shelter much earlier. Clawson et al (2003) highlights in their study, that funding can be challenge to accommodate the victim for this lengthy period. The positive however is that it allows the social worker to work intensively with the adult victim.

2.8.6. Availability of specialised services

Kreston (2014) asserts that the emotional abuse experienced by human trafficking victims have a long lasting effect on the mental health of the victim. The victim may benefit most by clinical psychologists that specialise in trauma therapy (Clawson et al., 2008; Johnson, 2012). However, access to this specialised service may be a challenge. It is also widely reported that traffickers use substances to control their victims. Many rescued victims therefore are addicted to substances and need specialised help (Clawson & Dutch, 2008).

Human trafficking is a complex activity and therefore requires that the different sectors that provide services to victims of human trafficking must work together. Johnson (2012) continues by asserting that due to the complexity of trauma the trafficked victims experienced, and the comprehensive needs of the victim, the road from victim to survivor needs to be championed by a social worker. Social workers should be aware of these challenges and pro- actively engage a range of service providers to be able to assist the adult victim of human trafficking optimally**.**

2.9. CONCLUSION

The literature review gave a broad background of human trafficking, unpacking legislation and policies underpinning trafficking, and also the role of the social worker in delivering services to human trafficking. An overview of the literature indicates that there is a need to investigate the role of the social worker as part of the comprehensive services to victims of human trafficking.

CHAPTER 3

RESEARCH METHODOLOGY

3.1. INTRODUCTION

Leedy and Ormrod (2010) lists unique characteristics of research: Research starts with a question or a problem that has not been resolved yet, the research should have a clear objective or goal, the research project should have a well-developed plan on how to proceed, the research problem should be divided into more manageable sub problems, the research must be guided by specific problems or questions, and data must be collected and interpreted to try to resolve the problem. In this chapter, the research approach the study used to explore the perspectives of social workers in shelters, on working with adult victims of human trafficking, will be outlined. The chapter describes the research approach for the study, the research design used, the research participants, and how the sample was selected, what research instrument was used, as well the data collection and data analysis methods. Finally the researcher will show the ethical considerations that was applied in the study, the limitations of the study and the process that was taken to ensure the trustworthiness of the research report.

3.2 RESEARCH APPROACH:

A qualitative approach was applied in the study. Leedy and Omrod (2010, p. 94) states that the aim of qualitative research is "to examine the many nuances and complexities of a particular phenomenon." The authors further describes characteristics of the qualitative approach that includes that a qualitative approach to research aims to "describe and explain, and to explore and interpret" (Leedy & Omrod, 2010, p.95). This research report aims to explore perspectives of social work participants and purposes to explain and interpret their experiences working with a very complex group of clients.

Fouche & Shurink (2011) deducts that through a qualitative research approach the researcher have the opportunity to obtain in-depth information. This research report aimed to obtain detailed information of the experiences of the participants working as social service providers in the field of human trafficking.

Babbie and Mouton (2001) states that a qualitative research design allows for a detailed encounter with the participants and this will allow for an emphasis on a holistic view. Therefore, a qualitative research approach, assisted to understand the research report

participant's perceptions of working with adult victims of human trafficking in totality. The researcher aimed to explore the research participants' experiences from the moment the adult victim of human trafficking enters the shelter to the process of exiting the shelter.

The intent of the researcher is to "extract and interpret the meanings of the lived experience of participants through their description of actual phenomena in their natural settings" (Babbie & Mouton, 2001, p.309). The researcher interviewed eight social workers for this research report, at the shelters where they are employed. Silverman (2005) states that a qualitative research approach tends to work with relatively a few number of cases, ensuring that the case study is studied in detail. The fact that there are so few shelters in South Africa that provide shelter services to victims of human trafficking ensured that the scope of the research is not too big, however the rich and thick descriptions, provided adequate data, to answer the research aims and objectives. Fouche & Delport (2005) states that a qualitative research approach is useful, if the area of study is relatively unknown (De Vos, Strydom, Fouche & Delport, 2005). There is paucity in literature with regards to social service provision at shelters, and this research report therefore aims to contribute to the social service professions knowledge, with regards to the topic.

The richness of this method is in the detail that was derived from the participant's experiences. A qualitative approach, allowed the researcher to make use of the quotations of the transcribed interviews, with the research participants, to provide rich detail of the participants' experiences at the shelter, and their perceptions on social assistance for adult victims of human trafficking.

3.3. RESEARCH DESIGN

Yin (2003) states, that a research design is a comprehensive plan that will address the research questions. The research design that was selected for this study is a case study. Yin (as cited in Punch, 2005, p. 145) argues that a case study is an "empirical inquiry that investigates a contemporary phenomenon within its real-life context when the boundaries between phenomenon and context are not clearly evident and in which multiple sources of evidence are used". Punch (2005) elaborates on Yin's statement by adding that a case study is appropriate when "the case study aims to understand the case in depth, and in its natural setting, recognizing its complexity and its context" (Punch, 2005, p. 144). The researcher

therefore chose a case study research design to understand how the social workers in shelters perceive social assistance to adult victims of human trafficking.

Punch (2005) describes the four characteristic of case studies as follows:

- The case study should have clear boundaries. The focus of this research is the perspectives of social workers rendering services at **shelters** where they are employed to render services to **adult victims of human trafficking**.
- The case must be a "case of something". In the case of this research the study is **of social work** perspectives on assistance to **adult victims of trafficking**
- The completeness, or "wholeness, unity and integrity" (Punch, 2005 p.145) of the case must be preserved.
- Different sources of data must be used. In this research, the data of literature reviews and interviews of participants, as well as key informants was be relied on.

There are two types of case study designs. A single case study approach looks at one concern and through a case study design study the concern. A multiple case study approach also identifies one concern but through multiple case studies illustrates the concern (Creswell, 2007). This study uses a multiple case study design. One concern was identified, perceptions of social workers of social assistance to adult victims of human trafficking, and this concern was illustrated by interviewing social workers at different shelters providing services to the target group.

Generalizability is often cited as a concern of case studies, as the number of cases is so small it is not always possible to produce generalizable results (Tsang, 2014). Punch (2010) however argues that through case studies valuable contributions can be made in situations where little is known, or there is a lack of knowledge. Punch (2010) continues to state that through case studies we can learn from a particular case and the case study can provide in depth understanding of a complex situation.

3.4. POPULATION AND SAMPLING

Huysamen (1997 p. 86) defines a population as the "entire collection of cases or units about which we want to make a conclusion". Mouton (1996) concurs with this definition by stating

that a population for a social researcher is a collection of elements that meets a specific definition for the research project. Mouton (1996) continues by stating that the population then forms the basis for sampling. Sampling is according to Mouton (1996) the procedure used in selecting representative cases of the defined population to be studied.

The researcher used purposive sampling, as a form of non-probability sampling, to select participants for the research. Silverman (2005) states, that purposive sampling allows the social researcher to select cases because it illustrates some features or process of interest. De Vos et al (2005) refer to this technique as a purposeful gathering of data. The researcher therefore needs to select a group of participants, which will help provide the required information, to enable the researcher to answer the research questions, analyses and make appropriate conclusion.

Huysamen (1997) states that purposive samples is the most important non – probability sampling, as the researcher relies on his/her own experience, resourcefulness, or relies on earlier research results, to purposefully select participants in a way that the sample obtained, may be regarded as representative of the population that is studied. For this research the criteria, that was used to select participants for the research project, are that participants must be social workers working at a shelter that have worked with human trafficking victims for at least three months.

The researcher selected shelters in the Western Cape and Gauteng provinces that provide accommodation and programmes for female victims of human trafficking. The selected shelters provide long term accommodation and not just emergency accommodation. The majority of the shelters provide accommodation for mixed populations that consists of victims of human trafficking and victims of domestic violence. The smallest shelter provided accommodation for 6 victims, and the largest shelter up to 65 victims. The researcher approached the managers of the shelters for permission to interview the social workers at the shelters. In some instances the researcher also had to get permission from the provincial Victim Empowerment Coordinator to gain access to the shelters. This was understandable due to the security risk for shelters harboring adult victims of human trafficking.

The researcher also made use of triangulation. Triangulation is used to when data from other sources are collected with "the hope that they will all converge to support a particular hypothesis or theory" Leedy and Ormrod (2010, p. 99). Triangulation therefore assists in

ensuring credibility of the data collected from the main participants of the study. Through triangulation the researcher has deeper understanding of the research topic. Patton (1999) describes four types of triangulation methods, i.e. triangulation of methods (for example using qualitative and quantitative methods), triangulation of theories/perspectives (using different theories to investigate a phenomenon), analyst triangulation (using different analyst's perspectives to review findings) and then finally triangulation of sources (comparing the consistency of data retrieved from different sources). In this research report the researcher used triangulation of sources. Key informants were interviewed, to ensure the trustworthiness of the information gathered. These key informants were two shelter managers that have been harbouring adult victims of trafficking and are members of the Human Trafficking Task Team.

3.5. RESEARCH INSTRUMENT

Semi- structured interview schedules were used to gather data. The interview schedules with open ended questions allowed the researcher to both probe and improvise (Greeff, 2011). The interview schedules enabled the researcher to collect in depth data, to understand the participant's experiences/ perceptions of their roles when working with adult human trafficking victims. Fouche and Schurink (2011) postulates that the value of semi- structured interviews are the fact that the research participant is a partner in the research process, and can even introduce issues that the researcher did not think of (Fouche & Schurink, 2011).

The researcher ordered the questions in such a way that it did not confuse the respondent. Ruana (2005) states that following should be considered when designing the interview schedule, questions should be clear with a singular focus and the use of neutral language as not lead the participant. Mouton (2001) adds to the list by stating that the researcher should beware of order of questions as this can affect response accuracy and response rates of participants, to ensure that questions are asked that the participants have knowledge on.

Negatively phrased questions were avoided and the interview schedule should was not too long as that could impact on quality of responses. Questions were also structured from general, i.e. easy to answer questions first and the more thoughtful questions later Mouton (2001).

The semi-structured interview was a guideline that ensured that the research objectives and aims were answered. Two separate interview schedules were developed for the research participants and the key informants (Attachment C).

The semi-structured interview schedule was useful in this research, as it gave the research participants an opportunity to answer the questions in detail, and allowed the researcher to probe to ensure that participants gave a rich description of their experiences and clarify where necessary (Fouche & Schurink, 2011).

3.5.1. Pre-testing research instrument

The semi-structured interview schedule was pre-tested. Grimm (2010) states that it is necessary to pretest the research instrument to ensure errors are reduced and quality of data collection is improved. The semi- structured interview schedule was pre-tested with one participant that was not part of the research study. Silverman (2010) postulates that to pre-test the interview schedule is useful as it gives the researcher an opportunity to practice interviewing skills, gauge if the questions are in the right order, and if the questions will provide the rich descriptions that will answer the research questions. By pre-testing the research instrument the researcher concluded that the interviews were between 35min – 45 minutes and therefore the instrument was adequate and appropriate for the study.

3.6. DATA COLLECTION

Face-to-face in depth interviews was used to collect data. Interviews is a tool to experience the world of the participants (Maree et al, 2008). Therefore the researcher can collect data about the beliefs, views and opinions of respondents. Ruana (2005) stresses the importance of the researcher's social skill ability to establish rapport with the respondents. The researcher must be able to "put the respondents at ease, express interest in and be able to listen actively to respondents, and assure respondents that they will be supported throughout the entire process" (Ruana, 2005, p.147). The interviews were planned carefully and in detail, taking into consideration where the interview will take place and how will access to the participants be facilitated (Punch, 2005).

Ruana (2005) states that good interviewers have the following characteristics that was applied by the researcher.

- The interviewer must be motivated to work hard to secure interviews with the beneficiaries. The researcher had to phone and send several email to secure the interviews.

- Must be flexible to be able to work around the schedules of the research participants. Two interviews were rescheduled four times due to the busy work load of the participants.
- Interviewers must come across as non-judgemental, who can inspire trust of the participants. The participants were set at ease, and honestly shared their experiences and concerns.
- The interviewer must be open to "work in the moment" and be able to adapt to any setting easily. As most of the interviews were conducted at the shelter, some interviews were disrupted, or conducted in a noisy place.

Data collection only started after receiving ethical clearance from the Ethical Committee of the Witwatersrand University, received in July 2015. The interviews were conducted between November 2015 and January 2016. Eight face-to-face interviews were conducted at the shelter where the social workers are employed (three in Gauteng and four in the Western Cape).

Data was recorded on an audio recording device. The participants agreed that the interview could be recorded (Appendix C) and the researcher also made notes. According to Stringer and Genat (2004, p. 76) " tape recording information provides a detailed recording of all that is said in a given situation and this type of record provides a clear evidence of what is actually said by participants and can help research participants describe and clarify recorded events." The use of the recording device was essential to simplify the capturing of the detailed data. Punch (2005) reiterates the importance that the researcher must be adept at working with the recording device, as well as taking notes to ensure a thorough record of the interview.

The researcher ensured that the research participants were at ease and comfortable during the interviews. The eight interviews were conducted in private spaces, and the participants were assured that only the researcher and her supervisor will have access to the audio-tapes, and will be destroyed six years after the completion of the study, or two years after the study has been publicized. The interviews were conducted in English and no participant requested a translator. The semi-structured interview schedule was followed, but the researcher allowed the participant to provide as much detail as possible, and that meant that participants answered questions that were later on the interview schedule.

The researcher took care not to be judgmental and to listen actively and clarify to ensure that there was full understanding of the data.

Challenges experienced with the collection of data were mainly gaining access to the research participants. Firstly the participants work at shelters, that are on high alert for security breaches that can compromise the safety of their clients. As the researcher works in the Victim Empowerment Programme in the one province, access was relatively easy, but permission had to be obtained from the Provincial VEP Coordinator in the other province. The identities of the shelters are also not in the public domain, due to the security risk. Access took time and data collection could only take place from the beginning of November 2015 until January 2016.

The one province also had different types of shelters that provide therapeutic services to adult victims of human trafficking. Only four shelters provided longer term accommodation to the adult victims. The other shelters only provided shelter on a short term basis, emergency safe space, as part of a security measure before being transferred to one of the four shelters. This meant that the researcher could not interview the social workers at the short term accommodation shelters, as they are not involved in providing in depth psychosocial support.

The other challenge was that it was difficult to gain access to the social workers during the December holidays as most social workers took leave, and the researcher had to wait until end of January 2016 when the participants returned to work to conclude the interviews.

3.7. DATA ANALYSIS

Data collected was analyzed using thematic analysis. Leedy and Ormrod (2010, p.152) describes the process of data analysis as " the researcher begins with a large body of information and must, through inductive reasoning, sort and categorise it and gradually boil it down to a small set of abstract, underlying themes". Mouton (2001) expands on this explanation of data analysis by stating that "analysis involves breaking up the data into manageable themes, patterns, trends and relationships. The aim of analysis is to understand the various constitutive elements of one's data through an inspection of the relationships between concepts, constructs or variables, and to see whether there are any patterns or trends that can be identified or isolated or to establish themes in the data" (Mouton, 2001, p. 108).

Creswell (2009) asserts that data analysis is the method of understanding raw data, establishing meaning out of it and formulating theories.

The interviews with the participants were transcribed verbatim by the researcher, and all notes typed taken in the interview. This was an important process for the researcher to review data collected, and remind herself of what transpired in the interview. The researcher then perused the entire data set to get a sense of what all the data as a whole contains, also known as open coding (Henning, 2004). By ensuring that the data was read more than once, the researcher understood the data better, and what the data could mean. The researcher considered Creswell's (2009) steps to code the data, by taking each interview individually and identify the underlying meanings, topics were listed and those that were similar was clustered together, codes were then assigned to these similar topics, the most descriptive wording for the topic became the category, and the category was then also coded. No pre-determined coding system was used but rather developed after the interviews process (Creswell, 2009). It is also important to note that in the transcribing the interviews, the names of shelters or referral organisations were blocked out, due to the confidential nature of working with human trafficking victims.

Henning (2004) asserts that the categories usually show the themes that will be constructed from the data. Creswell (2009) states, that classification of data usually involves several themes, and that these themes will have sub themes, being cognisant of the fact that the researcher want to reduce the data in a comprehensive manageable set of themes. The researcher identified three themes that addressed the research objectives. Each theme had three to four sub-themes and qualitative narratives represented the different themes.

According to Creswell (2009) the last step in data analysis consists of evaluating the data to determine if it is useful and central to the study. The researcher used her own understanding as well as information gathered from the literature review to evaluate the usefulness of the data.

3.8. ETHICAL CONSIDERATIONS

Resnik (2015) explains the importance to adhere to ethical norms in research by listing the following: Ethics promotes the value of research to society for example increasing knowledge base, it promotes collaboration as a range of different people or disciplines work together, ethics holds the researcher accountable to the public and also promotes public

support of research and finally ethics can promotes social values for example upholding human rights.

As the study engaged with people, it was critical that the following ethical considerations were applied. The research was initiated only after receiving approval from the Ethical Committee of the University of Witwatersrand.

3.8.1. informed consent and voluntary participation

Participants need to give full consent to participate and have the right to be informed of what the study entails (Henning, 2004). Halai (2006) states that, the ethical issue of informed and voluntary consent addresses the broader issue of respect. Respect of the participant's right to make an informed decision to partake in the study by providing sufficient information. The researcher gave the participants the participation information sheet, and explained the contents on the information sheet to the participants, before they were requested to sign the permission form to participate in the study. Halai (2006) asserts that consent is not a once of process in the beginning of the research project, but has to be negotiated throughout the research period. Partaking in the research was voluntary, and the research participants were told that they could withdraw anytime without any repercussions. It was explained that if participants withdraw from the study, that data will not be used and it will be destroyed.

3.8.2. Confidentiality

Confidentiality was ensured as participants identities were protected by use of pseudonyms. Halai (2006) states that, confidentiality is also based on a relationship between the researcher and participants, built on respect and trust. Participants were assured that their identity will not be shared, even when writing up the final report. The participants were informed that voice recordings, notes and any transcriptions of the interviews was to be shared with the research supervisor. The collected and transcribed data is kept in a safe place; protected with a security code on the laptop, and locked in a cabinet. The data will be stored for two years after any publication arising from the study, or six years after completion of the study if there are no publications.

3.8.3. Do no harm

The researcher ensured that she did not cause any harm, physical or psychological, to participants involved in the study. If the study participants felt distressed during or after the interview, the researcher undertook that participants will be debriefed after the study to ensure clarification of any miscommunication that may have happened during the interview (Strydom, 2011). Before the interview the researcher ensured the participants that they do

not have to answer any question that they were not comfortable with, and that they would move on to the next question.

3.8.4. Deception of participants

The researcher ensured that none of the participants were misled, or misrepresent information provided by the participants in the writing of the report, or withhold and/ or provide incorrect information from participants for any reason (Strydom, 2011). This was especially important in the province that the researcher works, as she is employed by a government department that funds the targeted shelters. It was necessary to reiterate that the researcher is not conducting the research as part of the government's mandate, but rather in her personal capacity.

3.8.5. Management of information

Strydom (2011) asserts that an integral part of the research process is the management of information. This entails what will be done to store and protect the data that is collected, as well as the dissemination of the information obtained.

The researcher ensured that the data collected is stored on a password protected device, and that all transcripts is locked up in a cabinet in her office. Participant's identities were protected by assigning pseudonyms and the names of the shelter do not appear anywhere.

3.9. LIMITATIONS OF RESEARCH

Punch (2005) asserts that all studies have limitations. Patton (2002) is cited in Strydom and Delport (2011) and argues that there is no ideal sample size in qualitative research. To secure face to face interviews was a challenge. Initially the researcher identified more social workers employed by shelters, rendering services to adult human trafficking victims, however social workers working at certain shelters could not be interviewed for this research study, because they did not provide long term accommodation, only emergency safe space, and therefore were not part of providing a range of psychosocial support. This reduced the sample size to 8 social workers, however rich, descriptive data was retrieved from the participants until data saturation.

The other possible limitation might have been that the participants all worked at shelters that are funded by DSD, and all the participants were aware that the researcher is employed by DSD, in the VE Programme, directly working with shelters. The fact that the researcher worked for DSD, may have caused the participants to provide the researcher with answers that are deemed as socially acceptable. The researcher however, did assure the participants that information provided is confidential and their identities will not be shared.

3.10 TRUSTWORTHINESS OF THE STUDY

Lincoln and Guba (1985) identified the following criteria to show trustworthiness of the study:

3.10.1. Credibility

Credibility is assuring that the research data that was used to make the conclusions of the study, is believable and convincing. In this study credibility was strengthened by triangulation of sources, the literature review as well as the interviews with two key informants, was instrumental to ensure that data collected from the participants was believable and convincing. The researcher also made used of peer debriefing by her supervisor, which shared her insights by engaging the data objectively and highlighted aspects that might have been overlooked by the researcher. By using the transcripts, that captured the participant's viewpoints verbatim, the researcher ensured that the deductions that were made from the collected data is a true reflection of what transpired in the interviews.

3.10.2. Dependability

Schurink et al. (2011) asserts that the process of qualitative research depends on a logical and well documented process. Shenton (2004) states that dependability can be assured if the same techniques, with the same sample group delivers the same results. Stringer and Genat (2004, p. 52) report that "… the dependability of research is achieved through enquiry audit whereby the details of the research process including processes for defining the research problem, collecting and analysing data, and constructing reports are made available to participants and other audiences". This study achieved dependability by providing thick descriptions of research methods used in the final report, as well as from triangulation of data sources. The consistency employed by the researcher was following the same process to collect and analyse data, and making the raw data available if required by the supervisor.

3.10.3. Transferability

Shenton (2004) asserts that transferability can be achieved through providing a detailed background of the case that is being studied, as well as the data used to enable the researcher to make comparisons. In order to achieve transferability, the phenomenon that was studied was described in rich detail, to ensure that the conclusions drawn by the study can be transferred to other situations. The researcher will make the research instrument and method

of collecting and analysing data available to determine if the methodology used is transferable for similar research projects.

3.10.4 Confirmability

Shenton (2004) postulates that confirmability is necessary to prove that the data was used to make the findings and not the researcher's own perception. Confirmability was achieved in the study by in-depth methodological descriptions, and audit trails of transcribed interviews, included in the final report and field and reflexivity notes that were kept during the study. This ensured that data was used to make conclusions and not the researcher's biasedness.
The following table shows a summary of the strategies the researcher undertook to ensure the trustworthiness of the study.

Table 3. A summary of strategies to ensure trustworthiness of the study trustworthiness

Credibility	• Triangulation • Transcripts
Dependability	• Thick descriptions • Triangulation of data sources • Same method used to collect and analyse data
Transferability	• Same methodology to be used in similar research projects
Confirmability	• Transcriptions • Detailed description of methodology used • Field and reflexivity notes

3.11. REFLEXIVITY

The researcher is the most important instrument in the research process. D'Cruz, Gillingham & Melendez (2007, p. 74) states that "reflexivity is regarded as an individual's considered response to an immediate context and is concerned with the ability of service users to process information and create knowledge to guide life choices." The researcher must be aware of herself during the research process, taking care that her own biasedness or opinion does not contaminate the collection and analysing of the data.

I am passionate about working with vulnerable communities, and have through my social work experience in other African countries been exposed to work with human trafficking victims. I met all of the participants at the shelters where the social workers are employed. As the shelters are on high security alert, because of the criminal nature of human trafficking, I was very much aware of the trust shown from the onset by the participants to meet at the shelter.

The fact that I work in a programme that assists adult victims of human trafficking also contributed to the trust building process. Haile (2006) reflected on the importance of building a trust relationship with participants to gain the necessary data required to meet research objectives.

The stories shared by the participants about the adult victims of trafficking in their care were often shocking and painful to hear (Coy, 2006). I had to ensure that my own curiosity about the outcome of some of the cases did not divert me from the research objective, and only asked questions relating to the research. I also had to be aware of my desire to assist social workers who were clearly careworn with some of the aspects in service delivery, by focussed on the objectives of the questionnaire.

3.12. CONCLUSION

The chapter provided a discussion on the research design, the research participants, the sampling procedure, the research tools and the research instruments, data collection and data analysis. Ethical considerations were discussed and the limitation of the study explained. How the trustworthiness of the research was ensured was unpacked, and the researcher shared her own experiences during the research period. The next chapter provides an analysis and discussion of the data that was collected.

CHAPTER FOUR

PRESENTATION AND DISCUSSION OF RESULTS

4.1. INTRODUCTION

Chapter four will focus on the findings of the research, by presenting the data and the themes that emerged from the data analysis. The first section of the chapter will provide a demographic breakdown of the research participants and the themes and sub –themes identified during the data analysis. There were three themes identified from the in depth data analysis. These themes will be discussed comprehensively, referring to the information provided by the participants and using appropriate literature to validate the discussion of the theme.

4.2. DEMOGRAPHIC INFORMATION OF RESEARCH PARTICIPANTS

The eight social workers that were interviewed for the study were all female, and worked at a shelter that provides long term accommodation to female adult human trafficking victims. The following table is a schematic illustration of how many years the social workers have been working at the shelter, i.e. providing direct assistance to adult human trafficking victims, and what province they were working in.

Table 4. Demography of research participants

Research Participant	**Length of service at the shelter**	**Location of shelter**
Social Worker 1	3 months	Gauteng
Social Worker 2	1 year	Western Cape
Social Worker 3	5 years	Western Cape
Social Worker 4	2 years	Western Cape
Social Worker 5	13 years	Gauteng
Social Worker 6	8 years	Western Cape
Social Worker 7	4 years	Gauteng
Social Worker 8	1 year	Western Cape
Shelter Manager 1 (Key informant)	12 years	Western Cape
Shelter Manager 2 (Key informant)	3 years	Gauteng

The average years of service for social workers at a shelter, are approximately four years. Only one social worker had only three months of service working at the shelter. Five social workers were interviewed in the Western Cape and three social workers in Gauteng. The two key informants (shelter managers) were from the Western Cape and Gauteng provinces.

4.3. PRESENTATION OF THEMES

Themes were identified in relation to the objectives of the study. Welman, Kruger and Mitchell (2005, p. 211) states that "theme identification is one of the most fundamental tasks in qualitative research and can be described as umbrella constructs which are usually identified by researcher before, after and during data collection". Three main themes were identified during the data analysis, and the in-depth analysis identified sub-themes within the main themes. The schematic illustration of the themes is presented in Table 4.2 below.

Table 5. Illustration of themes

Main Theme	**Sub- Theme**
Social workers knowledge of human trafficking	• Stages of human trafficking • Vulnerability and trafficking ○ Poverty as a source of vulnerability • Role of TIP Act in defining human trafficking

Social service provision for adult victims of trafficking	• Referral pathway
	• Meeting basic needs
	• Services offered at the shelter
	  ○ Court support
	  ○ Skills development
	  ○ Addressing therapeutic needs
	  ○ Facilitating reintegration

Social workers perceived challenges in providing services	• Security concerns • Mistrust • Complicated trauma • Delay in legal cases' impact on intervention

4.4. DISCUSSION OF THE THEMES

The core of all the interviews was the provision of social services to adult victim of human trafficking, and the challenges experienced by social workers to provide this service. The information gathered from the social workers and shelter managers were discussed and validated by literature review, taking into consideration the social development challenge of human trafficking. The key themes identified were the social workers knowledge of human

trafficking, the social service provision to adult victims of human trafficking and the social workers perceptions of challenges in providing services to adult trafficking victims. These key themes are substantiated by referring to the sub themes identified in the data analysis.

4.4.1. Social workers knowledge of human trafficking

The first objective of the research study was to determine what knowledge social workers have of adult human trafficking. The study found that all the social workers interviewed had a good basic understanding of human trafficking. The participants could identify the stages of trafficking and the means used, describe causes of vulnerability to being targeted by traffickers, and the role of the TIP Act in defining human trafficking. The different sub-themes are discussed below.

4.4.1.1. Stages of human trafficking

The research participants all work at shelters providing safe accommodation for adult female human trafficking victims. The shelters receive the victims after they have been rescued from the exploitive situation they found themselves in. All the participants could explain the different stages of trafficking, and some of the study participants were able to explain this phenomenon by providing examples which clearly could fit defined stages of the trafficking process, and referred to the means to the exploit of the victims. This is further elaborated in the quotations below:

> "*Yes I will be able to, because it is a stealing of people from their original countries (RB: mmhh) so that they can exploit them (RB: mmmhhh), they recruit them, they transport them for the intention of exploiting them*."(Social Worker 1, 3 months experience)
>
> "……*I am just going to use an example to define human trafficking. A person is staying in the Western Cape. She has been approached by another person making an offer. Usually it is a job opportunity, maybe in another province and the person was told once uhmm…another province a job will be offered to you. When the person then arrives in another province then it is actually something else. There is no work. The person must be used for slavery, for prostitution or something else and then the person has been transported as well from either one province or one country to another destination under false promises" (*Social worker 3 described an example of human trafficking, 5 years' experience).
>
> *"Ehh…human trafficking I would define it according to, maybe let me say the IOM, the transporting, the recruitment and the exploitation (RB: mmh…) that's how you will*

find out that this person has been trafficked after she or he told the story. Yes, that's how you know that actually I am dealing with such case " (Social Worker 7, 1 year experience)

The responses from the participants are in support of the study by Salett (2006) which indicate that trafficking is not a once of event, but a process. Clawson & Dutch (2008) also referred to the necessity that service providers understand human trafficking. The participants interviewed, were able to identify the stages of human trafficking, this is an important first step in especially identifying a human trafficking victim, and for the social worker to recognise that exploitation is an integral part of the trafficking process. By being able to identify the different stages of trafficking, the social worker gathers important information, that can be focussed on in the therapeutic process, as well as assist with reintegration – as risked were identified. The information gathered around recruitment and transportation needs to be reported, as required by the TIP Act (2013).

Further questions described below, were also asked to ascertain if the participants had adequate knowledge of adult human trafficking.

4.4.1.2. Poverty as a source of vulnerability

The participants discussed their understanding of who is vulnerable to trafficking. and the reason they are vulnerable, by mentioning examples of the victims they have assisted in their shelters, as well as referring to their general understanding of vulnerability. The participants are all employed by organisations that deliver shelter services to adult female victims of human trafficking; it is therefore understandable that they refer to women as the most vulnerable.

Participants discussed the source of vulnerability that is mainly poverty. In the South African context, where we are exposed to extreme poverty and wealth on a daily basis, the participants shared their understanding of how poverty as a root cause, makes people vulnerable to the recruitment strategies from traffickers.

Social worker 6 and 4 refer to poverty, lack of education and the desperate dream to better their lives as reasons for vulnerability. Social worker 3 also referred to poverty and personal vulnerability of the individual, as a reason to be vulnerable to be targeted for human trafficking. One of the key informants, shelter manager 2, agreed that poverty is one of the main reasons that individuals fall prey to traffickers.

"I *think for me is poverty. It plays a big role emm…lack of knowledge emm…uneducated because emm…when I looked into the clients that we've received, sometimes you check their background you find out that they have been so desperate to go out of wherever they are staying; and then ehh…in situations from a person whose going to be moved from another town to another town, it means that they were desperate to get out of their poverty of their own homes and then they would move now despite to say okay, ohhh…there's disco lights there, so they would want to come and stay in Cape Town. So not knowing that it's not what…it's not how it seems so desperation, poverty (RB: mmhh…) like having no source of means for survival and most of them you find out that they didn't even finish their education so the levels of illiteracy also plays a big role because at the end of the day they just take whatever they get even in terms of jobs because the person will say I have domestic's job in Cape Town so the person will say okay, I'm going to get…"* (Social worker 6, 8 years' experience)

"*From my experience, having worked with the victims of sex trafficking, the most common is that they are being trafficked from a poor community or from a rural community where it lacks opportunity for jobs, or.. and to a city Johannesburg or Cape Town or Bloemfontein…"* (Social worker 4, 2 years' experience)

"The people who are coming from maybe very poor countries or the young girls or it can be maybe the older people (RB: ...mmhh). Yes. (RB: what do think makes them vulnerable?) It makes them vulnerable because the unemployment…I can say that the poverty plays a role (RB: mmhh)…and also economic conditions." (Social worker 1, 3 months experience)

" We have uhm…the most common denominator of the trafficked victims.. we have taken in is definitely poverty. Uhm.. they are so desperate, that they want to believe that the offers for employment from the trafficker is genuine, you know" (Shelter manager 2, 3 years' experience)

The statements of the participants are confirmed in several studies that assert that in areas where poverty occurs, it becomes a main driver in human trafficking (Salett, 2006; Clawson & Dutch, 2007; Smith, 2007). These are also seen as push factors, creating the circumstances where vulnerable individuals are pushed into trafficking to escape their circumstances (US TIP report, 2005). From a human rights approach these findings concur with the barriers to

human rights as identified by Mapp (2008) that include poverty. Traffickers prey on this vulnerability.

Social workers must understand vulnerability, as addressing the vulnerability is needed to have a better chance to successfully reintegrate the adult victim back into society. The participants first were able to identify the different stages in human trafficking, and as illustrated above also showed good insight in why people are vulnerable to trafficking. The last part looked at the participant's knowledge of the legislative framework for human trafficking.

4.4.1.3. Role of the TIP Act in human trafficking

The South African TIP Act was promulgated in June 2013 and enacted on 9 August 2015. All the participants' knew about the act and in general feel that the act has helped to define human trafficking in the South African context, and the role of different departments and service providers.

Social worker 4 referred to the different forms of human trafficking identified in the TIP Act and social worker 8 also refers to the types of trafficking and the fact that the TIP Act defines what human trafficking is. Social worker 7 referred to the fact that the TIP Act spells out the role of the different role players in providing assistance for the victims.

> "*…. there is quite a comprehensive definition and it's quite similar to the UN's definition if I remember correctly. So I think ….I think it….and it lays out the different forms of human trafficking.".* She also adds "*... They break it down to different forms which I think is good because human trafficking can….there can be so many different facets of it. So it is good to be so comprehensive and so broad"* (Social worker 4, 2 years' experience)

> *"Yes, yes. I think it's more specific. I think it makes emm…in the past it was like this broad term that you don't really know if its labour or if its sex trafficking or …it's…wo…..if its trafficking you know, it's like I think a lot of times with trafficking emm…there's like a grey area because of that the victim doesn't actually know what is trafficking and what's happening. They just know that it's wrong and they are being abused. So it goes under the umbrella of abuse but now the Act has made it very specific."* (Social worker 8, 1 year experience)

"Yes it definitely helps because its specific nehh…it's going to be also helpful in terms of roles of each service providers. Because it first starts with when you go report at the police stations emm…before I knew what was happening with human trafficking and like when I look back in my profession as a social worker, I've came through cases like this but I didn't know it was human trafficking…" (Social worker 7, 4 years)

The responses from the social workers and key informant are clearly in support of the TIP Act and can see the value of having a detailed definition on what trafficking entails. The fact that this piece of legislation took local context into consideration and listed the different forms and means of trafficking is clearly appreciated by research participants. This confirms the observation of Araujo (2011) that the then South African TIP Act broadened the definition of trafficking from the original Palermo protocol to ensure that local context is captured. The TIP Act also embraces and promotes the human rights needs of human trafficking victims, by ensuring that victims are protected and receive appropriate services.

There was general consensus amongst the research participants on what human trafficking is, who is vulnerable to trafficking and the role of the TIP Act in defining human trafficking. Social workers have daily interface with legislation and is relied upon to provide guidance to clients to navigate through the different laws, and to understand the rights and responsibilities that goes with it. By staying abreast of new legislation, i.e. the TIP Act (2013), a social worker bolsters the UNHRC (2010) assertion that legislation and policies is a key cornerstone, to prevent human trafficking and guide provision of assistance within a human rights framework.

4.4.2. Social service provision of adult victims of trafficking

The second objective of the study was to determine what form of social service provision is provided to adult victims of human trafficking. All the research participants shared the referral pathway to the shelter, and the important role that police officials play, in securing the safety of the shelter. There was general consensus that safe accommodation is central to the start of the social service provision context and is the base of providing basic needs. The research participants also described the services offered at the shelter that includes the therapeutic services rendered by the social workers**.** The different sub- themes are as follows:

4.4.2.1. Referral pathway

The research participants shared the pathway an adult victim of human trafficking must journey, before gaining access to the shelter. Most of the participants mentioned that they do not take direct referrals; the victims are either brought to the shelter by the SA Police Service special investigating unit, the HAWKS that is part of the Human Trafficking Response Teams operating in each province, or referral agencies.

Social workers shared that they are mostly not part of the initial screening assessment, but rely on either international organisations or the trafficking Response Teams to do the assessment. The social workers statements was confirmed by the shelter managers. The following quotes elaborate this further:

> *"……. so we don't take direct referrals from anyone…" " …the Rapid Response.. they will then do the assessment; give us information and then we decide.*(Social Worker 4, 2 years' experience)
>
> *" ... We refer them to* [redacted] *of another safe house or IOM if we cannot get hold of the HAWKS. We ask IOM to go do the screening assessments*" (Social Worker 5, 13 years' experience)
>
> *"Usually we work with the* [redacted] *which works closely with the HAWKS or we work directly with the HAWKS."* (Social worker 8, 1 years' experience)
>
> *" .....referrals from the South African Police Services and from* [redacted] *who are managing the human trafficking hotline. Yaahh… I think of late we get* [redacted] *asking to accommodate… uhm.. on occasion sometimes we get referrals from DSD.." (Shelter managers, 12 years' experience)*

The responses of the research participants stating their reliance on the Rapid Response Teams, SAPS officials or international organisations, concurs with several studies that looked at the importance of law enforcement officials in the identification of human trafficking victims, and the role they play in ensuring that the shelters are kept anonymous (Clawson & Dutch, 2007). The caution taken by shelters to ensure that the victim is screened off site is understandable, because of the criminal nature of human trafficking. Crime syndicates can penetrate facilities to gain information on where their "assets" are kept. This can pose a risk to the victim, other shelter residents and staff (IOM, 2007).

The caution taken by shelters, and other social assistance providers concurs with the UNHRC (2010) recommendation that the safety of the victim is paramount and their identity should be protected, as these measures protect their right to safety.

4.4.2.2 Meeting basic needs

The harsh reality of the state many human trafficking victims find themselves in, when they are rescued is a clear violation of their human rights. The victims were often treated so inhumanely by their traffickers, that when they are rescued, they are frightened, just have the clothes on their back, and often need urgent healthcare. The research participants elaborated on the basic needs that are met by their service at the shelter. Basic needs in the context of this study include, access to healthcare and provision of clothes and basic cosmetics. As all the participants work at a shelter, that provide safe space for the adult victim of human trafficking; the shelter addresses the most important basic need: the need to feel safe. The participants mentioned the other measures that are taken to meet the needs of the victims. This includes, facilitating access to health care, providing a care pack with basic items for hygiene purposes, and providing basic clothing. Provision of these services provides the adult victim an opportunity to reclaim part of her human dignity that was taken from her by the traffickers. The following are extracts of what the participants shared:

> *"You know if the basic needs are met, I have seen people that they feel better. So if the basic needs…like eh buy clothes but that is what we do for everyone who comes here without any clothes…"* and later *"Because with them…clothing…you have to buy. Some of them run from the situations they come with nothing so you have to buy clothes, have to buy different types of food. It's very expensive and then also the medical check-ups, medical care,…"* (Social worker 5, 13 years' experience).

> "*We give accommodation …ehh… first of all …Ahhh… we take a person to the …medical.. …ehh… for examination. Then after being examined then Ahhh… (RB: Is it a health practitioner?) Yes, yes because we working… very closely with a hospital. There is a specific hospital that we are working together with……..then after I will bring her to our shelter because they come with their hands. There's nothing they come up with. Remember for a person that has been taken from her home, promising of everything that is in… that she can get in her life to improve her life better, then she*

will come without anything. Then we have to start from scratch from cosmetics and then we provide that person clothing (Social worker 2, 1 year experience).

"Give a safe space, and then.. uhmm… take them to [redacted] *hospital for check-ups.."* (Social worker 8, 1 year experience)

The need for safety and basic goods like clothes and personal hygiene items are highlighted by Clawson & Dutch (2008) as a priority. As most of the victims of human trafficking are rescued from appalling circumstances where they were exposed to all forms of emotional and especially physical harm, the need for health care also cannot be over emphasized. The responses from the social workers concur with scholars who studied victim assistance to human trafficking victims (Clawson & Dutch, 2008; Kreston, 2014; Clawson, Small, Ellen & Myles, 2003).

By meeting these needs the social workers begins the journey for the victims to regain their dignity, because they create a homely atmosphere where the victims can feel safe and cared for, therefore their healing can begin. The TIP Act (2013) also states that safe shelter space must be provided to the victims of human trafficking. The UNHRC (n.d.) also asserts that the provision of a safe space is a crucial principle in the human rights approach.

4.4.2.3. Services offered at the shelter

The participants mentioned a range of services that are offered at the shelter. The services are aimed to empower and support the adult human trafficking in a holistic manner. These services included court support and skills development that will be discussed separately. Therapeutic services will be discussed later in the report. The social workers stated that these services are a necessary part of the healing process and needed for the emotional and cognitive development of the victim**.**

4.4.2.3.1. Court support

The participants in this study refers to the important role of court support. Many victims fear the justice system, because they were rescued from a situation where, what they were doing was illegal and often threatened by the legal system. Court support can mean assisting in preparing the victim for court appearance, or even accompanying the victim to court. Interaction with the legal system is often a very daunting prospect for victims, as they do not know what to expect and fear that they will be confronted by the trafficker. Social Worker 1 referred to the important role of the social worker in court support, and how the victim can

feel "comfortable and protected". Social worker 5 described an innovative way to prepare the victim for court during relaxation time by watching television. Social worker 8 refers to the motivational support the social worker must provide for the court support, as it can be very tiring for the victim. One of the shelter managers confirmed the important role of the social worker to assist the victim with court preparation and support. The following are extracts of what the participants shared:

> *"Yes as A Social Worker you have to accompany your client (to court) so that she will be able to feel comfortable and yaahhh…around that environment which is a conducive environment which you have built with your client and she will feel comfortable that here is my social worker and I'm protected."* (Social worker 1, 3 months experience)

> *"We just take them through for them to say that in the court and sometimes we sit and watch on the TV sometimes you see how they conduct court. We sit and then I show them that's how things happen. There will be a judge, there will be this and that then they also listen to maybe the prosecutor is cross-examining (RB: mmhh…) the witness or whoever (RB: yaahhh…) the accused or whatever. So I prepare your mind, you must have focus. Whatever thing that you stated in your statement you must stick to that (RB: mmhh…mhh...) don't get swayed because sometimes when they cross-examine you, you can find yourself nor sticking to what you stated in your statement. So they need to be prepared emotionally." (*Social worker 5, 13 years' experience)

> *"We offer court support for them…emm…our court support involves us taking them through the steps if there's going to be a court case of what is going to happen with investigation (RB: mmm…) ahh…what is happening with the interviews because sometimes they don't understand. You know sometimes the IOs(Investigating Officer) come out as if they are harsh or they don't care (RB: mm…) and you have to go through the investigations because emm…I think I was fortunate to go with the victim of human trafficking when they went to court for a consultation with the prosecutor so I had to prepare or going through that, and you know they got so tired they didn't even want to participate anymore, at least I was there to support them because I prepared for them; because she was saying they asked a question over and over again and it was still consultation…….. So it…the court support that we…we walk with them*

all the way so that we can be their support system so that at least they understand. It's also for their own goodness and benefit" (Social worker 6, 8 years' experience)

".....they are so afraid of the Justice system, you know, ...uhm you can see how stressed they are and our social worker needs to really assist her to calm down and prepare for court. Uhm…this is not an easy process, it takes too long....really" (Shelter manager 2, 3 years' experience)

The UNHRC (2010) indicated that the victim's rights are upheld when the service providers assist with access to justice. These rights are promoted and protected by having the emotional support of the victim's social worker before and during the court process, ensuring that the victim has a fair opportunity to receive justice.

4.4.2.3.2. Skills development as an empowerment strategy

Participants indicated that there is some form of skills development at the shelters. This can include computer skills, sewing or baking and cooking skills. Skills development is important, as it helps the victims to gain a new skill, even possibly a skill that can lead to employment. It is a process of empowerment, gaining new skills that will assist with the reintegration process.

Social worker 8 referred to the value of teaching victims a new skill, it can be a session that addresses life skills, i.e. how to present yourself in a job interview, or a practical skill, learning to be a hairdresser or a computer course. The participant mentions how important it is to look for something the victim is interested in, and good at. Skills development can therefore be an important tool to develop the self-esteem of the victim. Social worker 4 and 8 described how learning a new skill empowers the victim, and social worker 3 reiterated that it is important that the adult victim can choose to participate in skills development or not – thus upholding their rights.

"*....Yaah…emm…it's a lot of hand work, therapeutic hand work like needle work and crocheting and painting and emm…to see what emm…she uses the stuff…she gives them a lot of activities to see what they are good at and then she gives them more activities according to what they are good in also good housekeeping what emm…: how do you clean a house; emm…how to you apply for a job; how do you set up a cv; how do you emm… handle yourself in an interview, what is good emm…you know emm…how do you handle a job; and how do you approach your boss when there's a*

problem; why must you be early; why must you arrange beforehand when you cannot be at work; and also breast feeding. She focus on pare…pare…parenting skills also but there we kind of share it before it flows over to my side also. So yaah so… (RB: yaah… Okay good) if they have no skills, no work, no experience, to see what talent they have ,and to see that they work on that, and see if we can maybe in the community set up something for them or get them to work in a place where sewing is done, beading is done or whatever. (Social worker 8, 1 year experience)

"And then just to linking to skills development, I am sorry…we will then also send them to outside places. So we have a relationship with the organisation in [redacted] *called* [redacted] *and they are offer a 4 week job related training courses like doing their CVs, learning how to go for an interviews, learning about conflict in a work place and then have a 4 week and 8 week computer classes teaching them Microsoft Word, Microsoft Excel. Then we have ….they have courses where they learn waitressing and bartending and then where possible we will individually send them on alternative courses or job placements. So one of our residents she's now about 5 weeks after completing a four and a half months home based care course. So something she is very passionate about. So we...she wrote an application, did motivation and she got funding for that and she's been doing that at* [redacted] *(RB: Oh….) so dependent on them yaah...Another one of our residents who we helped initiate to put her in a sort of internship for hairdressing. She is really interested in hair dressing. So where possible we really try to equip and really empower them in that area"* (Social worker 4, 2 years' experience)

"We also participate in all of our programmes: our educational programmes; our trainings when we do [redacted] *training; the first aid; home base care; the computer training; any other programme that we have in the shelter: job creation; job placement. We do offer it to the client. It is up to her to decide whether she wants to participate or not. So far they have been very willing to participate in our skills development programmes.*" (Social Worker 3, 5 years' experience)

Skills development training offered by the shelter is in compliance with the Shelter strategy of the DSD (2013). This is an empowering process for the adult victim, and as Mapp (2008) states an opportunity for a social worker to uphold the rights of the victim because gaining

a new skill or strengthening an existing skill can assist the victim in becoming economically active.

4.4.2.3.3. Addressing therapeutic needs

The vital role of a social worker at a shelter is to provide therapeutic support. Addressing the psychosocial needs of the human trafficking victims at shelters, are being done using traditional social work methods of individual and group work sessions. Social workers in the shelter use the model as a basis for their intervention with the shelter. In some shelters the human trafficking victims are mixed with the domestic violence victims and the social worker can thus do group work. In other shelters the focus is more on individual counselling sessions. In these sessions the long road to recovery begins. The social workers were all very clear about their role, and their responses were as follows:

> *"I think the main role is to do the therapy with the women and emm… yaah….that's therapy and the group work I can say is the main role."* (Social worker 8, 1 year experience)

> *"….and then I do counselling. I assess the clients that come in and I do counselling and therapeutic services, life skills programme and now have got this restoration and healing programme for victims. That was specifically made for or designed for victims of human trafficking, but through experience I have realised that this programme can also benefit victims of domestic violence. So I do that (RB: for both…) for both yes"* (Social worker 5, 13 years' experience)

> *"My role in the shelter I do the therapeutic interventions with the beneficiaries [victims] who are staying at the shelter."* (Social worker 1, 3 months experience)

The findings of the report correlates with Salett (2006) and Johnson (2012), who reiterated the crucial role of the social worker in the service delivery process to the trafficking victim. The findings of this report confirms that social workers understand their role at the shelter as being the one who facilitates healing, and the responsibility to contribute to the victim's restoration. Mapp (2008) and Ife (2013) argues that a social worker is ideally placed in assisting the human trafficking victim in realising their rights.

4.4.2.3.4 Facilitating reintegration

The Integrated Service Delivery model focus on prevention, early intervention, statutory work and reintegration. The sections above referred to the work social workers do in

specifically assisting with emotional support during the court processes, and the therapeutic work and skills development work focusses on empowering the individual to be able to reintegrate back into society. Responses from the research participants below show the work they do in facilitating reintegration back into the victim's support system especially the work in preparing the family:

> *"Your role is to discuss the importance of family system with the client and also to make awareness sort of educating them on how they (family) have to treat the person who has been in this situation. They have to learn because if they don't know about human trafficking they might inflict more harm to the client. So we have to educate them. (**RB**: So you prepare them?)**….**Yes we prepare the family so that they must give her the same treatment. They must continue with the treatment until the client is able to stand on her own. "(*Social worker 1, 3 months experience)

> *"I do. Especially with the women from* [redacted] *people we don't have a problem. The* [redacted] *Embassy is very much involved, (RB: mmhhh…) its helping a lot. Ehh…with reunification, this girl came from Lesotho, we use to phone…talking to the mother because sometimes you find that they even don't know how the girl ended up in such a situation whatever so as a social worker I will be talking to the family for them to understand that this is human trafficking and human trafficking is when 1, 2 and 3 has happened. So that you know when she gets back they would accept her not with hatred or maybe blaming her" (Social worker 5, 13 years' experience)*

> ***"**Yes. We want make sure that the address we were given is (laughing) is existing or the house or whatever so that they can lay the ground for us. Emm…I know it's difficult, people you know when you have been away from home for 5 years or 6 years and then you come here and you are sick or you come back and you have nothing. So it's one of the issues we need to make sure that the parents they still understand. You cannot do otherwise but we need some peace, we need some reconciliation, reintegration back to their families because once now they move away from Cape Town obviously mos they are going further and then further and further then they would get lost in the system. So it's one of the things that we try to assist with them so it helps a lot" (Social worker 6, 8 years' experience)*

> *" …we need to get them back home, to get them to a place they know, people they know, where they can feel free. Uhm… We have systems in place where we first check*

the safety situation, and IOM or [redacted] assist us a lot there" (Shelter manager 2, 3 years' experience)

From the responses of the research participants it is clear that they attempt to facilitate the reintegration back into the family. The work of the social worker cannot be complete until reintegration back into a support system is facilitated. The adult victims of human trafficking cannot always stay in the shelter, they must move out at some point. By preparing the family and educating the family on what has happened and offering assistance in that regard facilitates reintegration. The statements from the participants correlate with what Johnson (2012) postulates the role of the social worker should be in the reintegration process. Reintegration is also viewed as a key principle in the human rights approach (Palitzer, 2014; UNHRC, 2010; UNHRC, 2014)

4.4.3. Social workers perceived challenges in delivering services

Providing services to adult human trafficking victims are complex and challenging. The research participants identified challenges they experience in delivering social services to the victims. These challenges include the real concern over security, complications of trauma experienced by the adult victim and the impact of service delivery caused by the length of stay. The themes are individually discussed in the section below.

4.4.3.1. Security

Human trafficking by its nature is a criminal act. The victims of human trafficking are valuable assets to the traffickers as they are a cheap source of a good income, therefore when trafficking victims are rescued there is huge security concerns for the individual. This is a loss of income to the trafficker and more seriously they can expose the traffickers and their network. As discussed earlier shelters take security very seriously, by only allowing referrals by law enforcement agencies and organisations that forms part of the Human Trafficking Response Team, that include international organisations. The participants also stated that the shelters enforce further security measures that include taking the victim's cell phones, monitoring calls and restrict the movement of the victims outside of the shelter. These security measures are practiced to ensure that the adult human trafficking victim does not willingly or unwittingly disclose the location of the shelter. The following extracts elaborate this point further:

"*We take their cell phones also first*." "I *check the phones... I let the HAWKS first call and see if it's….if it's the person, the family member she is talking about; and then we work with the Hawks to see what is their plan."* (Social worker 8, 1 year experience)

"*With victims of human trafficking we don't allow them to go out (RB: okay…) they go out if they are being accompanied by the HAWKS or Embassy or us. (RB: Okay...and the phone?). They are not allowed to have phones with them."* (Social worker 5, 13 years' experience)

"The other challenges it can maybe come from the victim herself. It depends if she was trafficked maybe in prostitution how much money she was making them, how much freedom was she having. Because although she was trafficked, some of them they do go shopping and do all those things and now you are caging that person you cannot go to the shop, you cannot do what, what, all those things. It can be a challenge to that person. (Social worker 7, 4 years' experience)

These security measures may seem harsh, but is the only viable option for the shelters to keep the victim, other shelter residents and staff safe. These statements concur with the IOM (2007) and with the Norms and Standard prescribed by the TIP Act (2013) for shelters that emphasized security measures. There is however a very fine balance between protecting the victim and violating their right to freedom of movement and freedom of association. Therefore the reason for taking the cell phone and restricting movement must be explained thoroughly to the victim.

4.4.3.2. Mistrust

The adult trafficking victims, who access shelter services, have been lied to and betrayed by so many people. People, who they thought they could trust, like the recruiters, or often even family members. They are frightened, not knowing what lays ahead for them, and scared that their safety will be compromised, or that they will be arrested. The research participants shared the following to illustrate the challenge to work to gain the trust of the victims:

"Yoohhh! It's a huge challenge. It's a huge challenge because imagine for a person who …for the first time if you notice for the person who came up for… because of human trafficking that person Ahhh… lose itrust because she doesn't know what is going to happened because she has been promising that we are going to give Ahhh… this and that to improve your life. Then after it doesn't go (phone ringing) then it

doesn't go like that. Then Ahhh… but in a long run you will see this person she is trying gently by gently to gain itrust. Yes. (RB: That's very difficult in the beginning because they don't trust anybody) … They don't trust anyone,….. Because the last time they trusted they were …..betrayed (RB: Yes. Yaahhh. So a lot of work goes into just building trust?).. Building trust (RB: yes……) That is why we don't make it go deeper so that at least the kind of that person can see that we are working together with her. You see…" (Social worker 2, 1 year experience)

*"Their trust have been so violated and I think multiple times over their life you know and, and the…there has been so much manipulation and trauma and physical and they are there to feel safe and us creating that safety really comes from being consistent and our boundaries being consistent and our communication is you know all on the same page. and how we really model those things, boundaries and communication and acceptance and non-judgement; and so a lot of the smaller work for me it's just how we really run the safe house because I find I had this one resident who was so profoundly distrusting, and when she came all she wanted to do was leave because she was so distrusting, but in that consistent work… she you know, she finally decided to feel safe where she disclosed you know. She said to me she doesn't even know if she can trust herself that's how you know .." (*Social worker 4, 2 years' experience)

"They are so traumatised…. It makes it difficult to work with her…uhmm she does not trust anyone…. (Social worker 3, 5 years' experience).

The responses from the participants highlight what Clawson, Salomon & Goldblatt Grace (2008) and Johnson (2012) found that the victim when rescued does not trust anyone, even the officials, professionals that want to assist them. The last comment by Social worker 4 summed up what DeBoise (2014) highlighted as skills a social worker should practice when working with a human trafficking victim. This includes consistency, non-judgment and acceptance as mentioned by Social worker 4.

4.4.3.3. Complicated trauma

Human trafficking victims have suffered abuse, both physical and emotional. They have been exposed to violence and threats that have broken them down. These are all tactics used by the traffickers to keep the victims obedient and prevent them from escaping. The trauma they have been exposed to have a severe impact on the mental health of the victim and can

hamper their functioning in society. The research participants shared their challenges when faced with this trauma management:

> *"That's the thing is, is the saying working in human trafficking where there are such profound needs and because it's such a hard…what I've experienced in working here, is that trauma is so profound and often because it's where their vulnerability has been exploited, is often charged with neglect or abuse or family dysfunction, initially there's already some sort of trauma there; and this profound trauma is…for my experience working there is it ..really sort of breaks down from the most basic function self-regulation you know, sort of basic self-awareness, ability to emm…create boundaries maintain boundaries and so your role come in, I as a social worker is to try…is really required to be as hands-on supportive as possible you know. ?"" …and then I would say trauma because it's you know, I have been trained in sort of your .....in trauma but this is a very severe, continuous you know multiple ehh…long,… long, sort of longitudinal…and I'm not equipped to deal with that when I'm also dealing with (laughs) the practical issues and to get into psychiatrist you know?"* (Social worker 4, 2 years' experience.)

> *"…but I have to do a lot of adaptions for her because they are extremely traumatised. I think the trauma is much bigger because they are not in their own country. They don't have any support system. They don't even eat their own food. So I think to ehh…we need a programme that goes much deeper into trauma for human trafficking victims."* (Social worker 8, 1 year experience)

> *"Yes. Just to be able to do the debriefing because if you don't have a specific trauma counselling you will open that wound and then you won't be able to cover this wound. You have to open the wound and also be able to heal it."* (Social worker 1, 3 months experience)

The responses of the participants illustrate the severe trauma presented by the adult human traffickers. The responses correlate with studies done by Clawson, Salomon & Goldblatt Grace, (2008) and Johnson (2012). The research study also found fact that the social workers felt overwhelmed by the work needed to address the trauma and articulated the challenge that they don't have the skill. This poses a real challenge to social workers in the shelter, as most of the victims show signs of Post-Traumatic Stress Disorder (PTSD), and needs to be

addressed to ensure that the human trafficking victim gets the best psychosocial service needed. This ensures that the victim's rights are upheld (DSD, 2009).

4.4.3.4. Delay in the court case and its impact on service delivery

Prosecuting of human trafficking cases is a complex and lengthy process. Often the case can be a multiple year event. This causes a huge service delivery challenge for shelter services, as most of the shelters residents are a mix of domestic violence and human trafficking victims. The domestic violence victims exit the shelter within three to six months, but not so for the human trafficking victim that stays much longer. The following are statements made by the research participants about the length of stay for adult victims of trafficking due to the court cases:

> *"I think the court cases that take so long and I really understand how the court works and it's not going to get better, I know that but the frustration that the victim has, at a certain point then they are ripe to go out, they are stronger enough. They want to, they want to leave South Africa, and they want to go back (RB: mmm) or they want to not be in a safe house anymore and if they go out of the safe house, they are not under your wing anymore then the HAWKS usually get ehh… concerned because what are they going to do now. Are they going to leave, let the case go? What's going to happen?"* (Social worker 8, 1 year experience)

> *"Yes because once you have been rescued the only thing that comes to my mind, want to go home…you don't care about the court and the…like the court…you know this long process of the court. All this cross-examination, you know, it is taking you know what? You end up sometimes you know, let me just give up because I can see you know what? If the court process can be sweet and short."* (Social worker 7, 4 years' experience),

> *Ey…it's difficult. It's very difficult. It depends you know. Some of them…I remember the one from* [redacted] *just said you know what I'm going to stick to this, I'm going to witness because I want this guy to go behind bars. I don't want to quit because if I quit then he is going to do what he did to me to other girls. She really stuck for 2 years, she stayed with us for 2 years saying that I'm not going to quit, I'm doing this for other people (RB: mmhhh…). It's a challenge, 2 years 3 years is too long. And if we don't allow them to go out they feel so frustrated but you know you do a lot of things just to please them (RB: mmhhh…)."* (Social worker 5, 13 years' experience)

" You know, this is the one area that is such a challenge….the court case is taking just too long. This is really frustrating…. Frustrating for us, but like a… like a punishment for the victim" (Shelter manager 2, 3 years' experience)

The responses from the participants indicate the frustration felt by the victims and shelter because of the length of the court case that concurs with Clawson & Dutch (2007) that also referred to the frustrating long legal process. The harsh South African reality is however that court cases are generally delayed. The adult human trafficking victim is extremely frustrated because, as earlier discussed, they are being housed in rather strict security set up, and therefore rather give up on the case to be able to move on with their lives. The impact of the lengthy stay at the shelter obviously has an economic impact on the shelter as they are usually funded within the DSD Draft shelter strategy (2013) prescripts of providing a safe space for up to maximum 6 months. This funding model poses a challenge as most human trafficking victims stay for much longer as illustrated by social worker 5. A positive impact however of the lengthy stay is that the social worker now may have the chance to work longer therapeutically, and also involve other professionals in the healing journey of the victim.

4.5. CONCLUSION

This chapter shared the main findings of the research study. By using thematic analysis it highlighted the experience of social workers that work at shelters providing safe accommodation to adult human trafficking victims, and was confirmed by the key informants (shelter managers). The findings support the literature study that asserts that social service delivery to human trafficking victims are complex, as many challenges hamper service delivery. Accessing safe accommodation, where basic needs are met is the foundation of all other services, as also shown by the findings of this study. Security seems to be the biggest concern due to the criminal nature of human trafficking, and shelters have adopted innovative ways to address this concern. The reliance on inter-sectoral partners like the HAWKS is highlighted by the study, and their role they play in keeping the shelter residence safe. Social workers deliver a range of services at the shelters aimed in empowering the trafficking victim so that they can be reintegrated back safely into society The challenges highlighted by the study participants' show what impede service delivery, and its effect on the quality of service offered to the victim.

CHAPTER 5

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1. INTRODUCTION

This chapter outlines the main findings, conclusion and recommendation of this study. The research report adopted a qualitative design approach to investigate social workers perception of social service provision to adult human trafficking victims in shelters. South Africa has relative new legislation that seeks to address the human trafficking phenomenon in our society. The Prevention and Combating of Trafficking in Persons Act (2013) seeks to address the prevention measures to be taken against trafficking, protection measures of human trafficking victims and prosecution of traffickers. Social workers are in the fore front when it comes to delivering social services to adult victims of human trafficking, and therefore this study aims to improve the broader social development field's knowledge on social service provision. Social development at its core addresses the most vulnerable populations by addressing social and economic development, and as South Africa come grips with its status as a source, transit and destination country, the issue of social and economic development is imperative to protect the vulnerable communities against human traffickers.

The research objectives and main findings will be discussed, followed by conclusion and recommendations.

5.2. AIMS AND OBJECTIVES OF THE STUDY

The aim of the study was to investigate social workers perspectives on social service provision to adult victims of human trafficking in shelters. The aim was achieved by formulating the following objectives:

i) To establish social workers understanding of human trafficking of adults;
ii) To investigate the social service assistance rendered by social workers to adult victims of trafficking;
iii) To explore challenges experienced by social workers working with victims of human trafficking.

5.3. SUMMARY OF MAIN FINDINGS

5.3.1. Social workers understanding of human trafficking of adults

The study revealed that the social workers that are employed by organisations that render social services to adult human trafficking victims at shelters have basic knowledge of human trafficking issues. The study participants defined the stages in human trafficking; recruitment, transportation and harbouring and exploitation, that concurs with the Palermo Protocol (2000) and the South African TIP Act (2013). Their responses also clearly indicated that human trafficking is a process as described by Salett (2006), and not a singular event. The study found that participants could identify one of the main determinants of human trafficking namely poverty. As South Africa is struggling with huge disparities between rich and poor, high unemployment rates and faced with communities that are struggling to survive daily, it makes sense that the social workers could comfortably list poverty as a reasons why an individual is vulnerable to trafficking, eagerly grabbing at opportunities to better their lives and/or the lives of their families This finding builds on the study of Mynhardt & Strydom (2013) done in Potchefstroom of social workers' perception of human trafficking, and their understanding of determinants of trafficking. The study also revealed that the TIP Act (2013) is valued by participants as they felt that it defines human trafficking substantially, as indicated by Kreston (2014).

The fact that the research participants have knowledge of human trafficking issues is significant from a human rights approach. Human trafficking is one of the worst forms of human rights violation. Human trafficking violates the rights of victims of trafficking on many levels; this includes the right to freedom of movement, freedom of slavery and servitude, right to adequate health care and assistance (UNHRC, 2014). Participants also mentioned the barriers to human rights that include poverty (Mapp, 2008).

5.3.2. Social service assistance rendered by social workers to adult victims of trafficking

The study found that a basket of services for adult human trafficking victims are rendered or facilitated at the shelters by social workers. This firstly includes accommodation, a safe space where the adult victim can feel secure and access basic needs like food and clothes, as also found by the study by Johnson (2012) in America, access to health services are facilitated. Court support offered to the victim during the court process and skills development aimed at empowering the victim to return to the society and most importantly therapeutic services. These services offered are in line with the DSD Draft shelter strategy

(2013). The social workers offer individual, as well as group sessions to conduct therapeutic work with the adult victim. Social workers also facilitate, as far as possible, the reintegration of the human trafficking victim back into society by preparing their families and educating their families about human trafficking. The social workers therefore renders a service from entrance to exit, and is therefore a key role player in the service delivery to human trafficking victims. The research study also found the importance of the role of inter-sectoral partners in rendering services. The participants referred to the HAWKS, other safe houses, DSD, health service providers, the Rapid Response Team and international organisations, as playing a key role in service delivery. This finding further bolsters studies, especially Clawson & Dutch (2008) that reiterates the importance of inter-sectoral collaboration, due to the multifaceted challenges posed by of human trafficking.

Providing the adult victim of human trafficking with a range of options with regards to service delivery, enforces their human rights. Their right to access to services i.e. safe housing and health care, but also the right to choose if they want to participate in the service delivery process**.** MOLISA (2011) reiterates the importance of empowerment, whilst practicing a human right approach. The programmes offered at the shelters i.e. the skills development programme is a good example of an empowerment strategy. Empowering the victim to take responsibility for his/her own participation in the healing process. Through social services the social worker can promote and protect the human rights of the adult victim of human trafficking.

5.3.3. Social workers perceived challenges in providing services

Assistance to human trafficking victims is complex. The adult victims of human trafficking have been exposed to physical and emotional hardship that is unbearable, often leaving the rescued victim with lifelong scars. This study found that security is a major challenge for organisations that deliver services to human trafficking victims. None of the social workers interviewed at the shelter allow walk-ins, or self-referrals. The adult human trafficking victim is assessed off site, and then brought to the centre; mostly by the HAWKS. The shelters then employ further security measures to ensure the safety of the human trafficking victim, other residents and the shelter staff as indicated by the IOM, 2007.These measures include not allowing the victim to have free access to a phone and restricting their movements. Before a victim can phone the number is checked and if they need to leave the centre they are accompanied by shelter staff, the HAWKS or even embassy staff. The social

workers explained how frustrating this is for the victims especially because the court cases take so long. The length of stay at the shelter was highlighted as another challenge by this report. They stay longer because of the slow progress of the court case. The lengthy court case was also highlighted by Clawson et al, 2003, as a challenge is providing victim assistance.

From a human rights approach the security measures imposed by the shelters poses a dilemma. The victim has a right to safety, and to access services, and the shelters protect and promote these rights. Yet their right to freedom of association and freedom of movement is non-existent whilst residing in the shelter. This is a huge challenge, and needs to be addressed in a sensitive manner, relooking the service delivery model to allow the balance to allow victims of trafficking their full spectrum of rights.

The other challenge highlighted by this research report is the social workers challenge to gain the trust of the victims and working with complicated trauma. Social workers mentioned the severe trauma that the adult victims of human trafficking have gone through and how this impacts on their ability to trust anyone, also identified by Clawson, Salomom & Goldblatt Grace, 2008. It takes time to build this trust and as one participant stated this can only be done by practicing social work values of consistency, non-judgment and acceptance in an ethical manner (DeBoise, 2014). Being faced by the severe trauma symptoms displayed by the trafficking victim is clearly overwhelming for the social workers, this research study found.

From a human rights approach the victim of human trafficking has the right to receive assistance in a non-judgmental manner. The social worker is ideally placed to promote these rights (Mapp, 2008). The victim however also has the right to access the best service, and the fact that social workers feel that they are not equipped to address the severe trauma symptoms displayed by the adult victims is a cause of concern.

5.4. CONCLUSIONS FROM THE STUDY

This study found that the social workers employed by the shelters have a good basic understanding of human trafficking. The participants could mention the different stages of the act of trafficking; elaborate on vulnerability of trafficking victims and why they are vulnerable to trafficking, and finally from the research it's also evident that TIP Act (2013) is viewed as a valuable piece of legislation.

Evidence from the study indicates that victims have experiences complicated trauma. The social workers is responsible for rendering therapeutic services in the shelters, and have indicated that dealing with complicated trauma, as well as the mistrust of adult victims is a challenge. Social workers employed at shelters, are responsible for a whole basket of services. This include provision of basic needs that includes safe accommodation, food and clothing and access to health services. The value of court support to the victim when she goes to court was unpacked, and the role of skills development in the empowerment of the individual was discussed. The role of the social worker in therapeutic services and facilitating reintegration back into the family was also mentioned. The study highlights that social workers are promoting the rights of adult human trafficking victims, and as Ife (2008) argues not only protecting the rights of the victims but also advocating that their rights are upheld.

The study revealed several challenges that social workers perceive in social service provision. This includes security. Security of the adult human trafficking victim, as well as the shelter residents and staff. Evident from the study was the work that goes into gaining the trust of the adult victim of human trafficking. Here the role of the social worker is integral to ensure that the victim is successfully reintegrated. The length of stay at the shelter, due to the long court case, was another challenge highlighted, as victims found it very frustrating. The final challenge was dealing with complicated trauma, and social workers feeling ill equip to deal with it.

5.5. SIGNIFICANCE OF THE STUDY

The South African Prevention and Combating of Trafficking in Persons Act (2013) is a relatively new piece of legislation, and the DSD's regulations were only published late in 2015. These regulations are expected to guide the social work force especially with regards to rendering services to adult victims of human trafficking. The TIP Act makes specific reference to services at shelters for human trafficking victims. This study hoped to have gathered evidence, from social workers that have practical experience of working at a shelter that provides services to victims of human trafficking, to enable social workers to respond effectively to the diverse needs of adult victims of trafficking, as well as influence the understanding of the inter-sectoral stakeholders in the field of human trafficking of the role of social workers in providing social assistance. The study unpacked the important role of the social worker in the statutory and reintegration levels of the social work service delivery

model. By approaching the study through a human rights lens, the study also showed the important role social workers play in ensuring that services provided to adult victims of human trafficking is victim centred, and protecting the rights of human trafficking victims to participate in their own healing and reintegration. The provision of assistance to human trafficking from a human rights framework, strengthens the discourse on social work and its role in upholding vulnerable communities' human rights.

5.6. RECOMMENDATIONS

The findings and conclusions of this study informs the following recommendations

5.6.1. Shelter services and the department of social development

The research finding indicate that human trafficking victims stay for much longer due to the lengthy court case, and psychosocial needs. The shelters employ rather stringent security measures to secure the safety of the victim and other residents. This is understandable for the first stage (up to 4 months), however it should be considered to allow the victim progressively more freedom as time goes on. This can be in the form of second stage housing that can be onsite, at the shelter premises if the shelter has space, or off site. This has financial implications for the shelter, and the DSD should consider revising the funding model to address the fact that the human trafficking victim resides longer in shelters, and requires additional services.

5.6.2. Social work curriculum

The research study reveals that due to the fact that adult human trafficking victims have been through a physical and emotional ordeal, social workers need additional training to address the specific human trafficking victim trauma symptoms that present after being rescued. The social work undergraduate programme is a generic social work degree, but should include additional training around human trafficking, especially complicated trauma. The social work undergrad student should also be introduced to inter-sectoral collaboration, understanding the role of different role players and how a social worker, as case manager, is often tasked in especially human trafficking cases, to foster collaboration to ensure the best outcome for the human trafficking victim.

5.6.3. Multiple needs of the adult human trafficking victim

Due to the diverse needs of the adult victim of human trafficking that include, health, legal, therapeutic (including the help of a psychologist) and other practical assistance requires a

multi–disciplinary approach, to enable the team to collectively address the needs of the victim. The social worker is often ideally placed to activate the role players of the different sectors, to work together to meet the multiple needs of the victims. The social worker should ensure that the adult victim of crime is informed at all times with regards to the role of the different role players and the services offered. Policies should be strengthened to encourage closer inter – sectoral collaboration, to address the multiple needs presented by the victim, and role players should understand that reducing secondary victimisation is upholding the rights of the victim.

5.6.4. Further research

Research should be conducted to understand what services are rendered to adult victims in the emergency safe space stage, where the adult victims stays for a few days before being placed in a human trafficking shelter. Furthermore there is need to investigate the possibility of implementing second stage (staying longer than 6 months) shelter services for adult victims of human trafficking. Second stage housing includes living more independent and accessing more opportunities to enable reintegration.

5.7. CONCLUDING REMARKS

Human trafficking is a global challenge and requires role players to work together, to enable us to address the range of services required for effective and appropriate service delivery to adult victims of human trafficking. This study revealed the important role of safe accommodation at shelters, and the basket of services that the social worker spearheads, using the shelter as a base. The role of the social worker is crucial to ensure that the adult victim is empowered. The social worker has a multi-pronged role: the social worker leads the therapeutic intervention required by the victim, facilitates access to additional services requires (i.e. health and legal services), champions additional psychosocial support (i.e. court support) and skills development, and facilitates reintegration. Social workers at shelters are ideally placed to facilitate realisation of adult human trafficking victims' rights. Due to the fact that the TIP Act (2013) is still a very new piece of legislation, and provision of social assistance to adult victims of human trafficking is still in its infancy phase, the study explored social assistance provision and the many challenges and frustrations experienced by social workers at shelters, the important role of inter-sectoral collaboration, empowerment strategies, as well as identified recommendations to address these challenges.

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Annexure B: Consent to participate and to record interview

Title of study: "Investigating social service assistance provision to adult victims of human trafficking: Perspectives of Social workers in shelters".

I …….. hereby agree to participate in the above-mentioned research project. I am aware that I do not have to answer questions which makes me uncomfortable and that I can withdraw from the study at any time. I am aware that confidentiality will be maintained at all times, and that my name as a person will not be mentioned in the final report.

I understand that confidentiality will be maintained at all times and that the recording will be destroyed two years after any publication arising from the study or six years after completion of the study if there are no publications.

I agree / do not agree to the interview being recorded.

Name:……

Signature:……..

Date:……

Annexure C: Participant Information Sheet

Dear Mr/ Mrs/Ms…….

I am Renee Botha, a Masters student in Social Development at the University of Witwatersrand As part of my degree I will be conducting a research project entitled "Investigating social service assistance provision to adult victims of human trafficking: Perspectives of Social workers". This research study aims to explore the perspectives of social workers placed in shelters with regards to social service assistance provision to adult survivors of human trafficking.

I am approaching you as a staff member, who is employed by a shelter providing services to human trafficking victims, to see if you will be willing to participate in the above mentioned research where you would describe to me your experiences and perceptions of working with adult victims of human trafficking. Participation will involve being interviewed at a time and location that is convenient for you, for +- 60 minutes. If you agree to be interviewed, a digital recorder will be used to collect the information provided. No one other than my supervisor will have access to the recordings. Strict measures will be employed to protect your anonymity and confidentiality. Your participation is voluntary and you do not have to answer questions you may feel uncomfortable about and you may withdraw at any stage of the research should you wish to do so.

You are welcome to contact my supervisor Dr. Warria at 011 717 4482 for any additional information regarding this study. Should you want a summary of the results of the study, you can request an abstract.

Thanking you in advance

Renee Botha
MA (Social Development) student

Annexure C : Interview Schedule for Social Workers

1. How long have you been a social worker at the shelter?
2. Have you worked with an adult trafficking victim in the last 3 months?
3. What is your understanding of human trafficking?
    - Who are being trafficked
    - Where do adult trafficking victims come from
    - Why are they vulnerable to trafficking
    - Who are the traffickers
    - Role of TIP Act
4. Who refers the adult human trafficking victim to your shelter?
5. Can you please explain the process of admitting an adult human trafficking victim to your shelter?
6. If you take the continuum of care into consideration, please describe the social assistance process with the adult human trafficking victim?
    - Prevention
    - Early Intervention
    - Statutory
    - Reintegration
7. According to you what skills does a social worker need to work with adult trafficking victims?
8. What in your opinion are the challenges for a social worker in working with a victim of trafficking?

Thank you for your participation in the research study. Is there any other information that you want to share with me? I am sure this information will assist other social workers in the field when working with an adult victim of human trafficking.

Annexure C: Interview schedule for key informants

1. How long have you worked in the human trafficking field?
2. What is your understanding of human trafficking?
    - Who are being trafficked
    - Where do adult trafficking victims come from
    - Why are they vulnerable to trafficking
    - Who are the traffickers?
    - Role of TIP Act
3. Who refers the adult human trafficking victim to your shelter?
4. In your understanding, please describe the social assistance process with the adult human trafficking victim?
5. According to you what skills does a social worker need to work with adult trafficking victims?
6. What in your opinion are the challenges for a social worker in working with a victim of trafficking?

Thank you for your participation in the research study. Is there any other information that you want to share with me? I am sure this information will assist other social workers in the field when working with an adult victim of human trafficking