

FREQUENTLY ASKED QUESTIONS

1. What type of calls does the 1109 National Human Trafficking Hotline (NHTH) receive?

Crisis Calls – This category includes calls received from self-identifying victims of trafficking in need of immediate assistance or calls from individuals calling on behalf of a potential victim in need of immediate assistance. Calls referencing potential minor victims of trafficking may also fall into this category even if the situation is not an emergency.

Tips – Tips include calls received from individuals wishing to report information related to potential trafficking victims, suspicious behaviors, and/or locations where trafficking is suspected to be occurring.

Training & Technical Assistance – Calls requesting training and technical assistance on anti-trafficking topics often include, but are not limited to, requests for: specialized information, materials reviews, trainings/presentations, and field training or joint activities.

Referrals – This call category includes requests for referrals to organizations working to combat human trafficking, specified by name, geographical area and/or type of service provided.

General Information – This category includes calls requesting general information on the issue of human trafficking, such as legal definitions, scope, statistics, trends, prevalence, etc.

Related Calls – This category was created to address calls that are either irrelevant to the purpose of the 1109 Hotline, or are related in issue (such as sexual assault or general labor exploitation) but are beyond the scope of 1109 Hotline services.

2. Who can call? ANYONE can call 1109.

Past callers have included:

- Victims of human trafficking
- Social service providers
- Legal professionals
- Public prosecutors, lawyers and judges
- Community members
- Anyone who wants to learn more or get involved
- Friends and family members of victims
- Medical professionals
- Government employees
- Educators and students
- Anyone who comes into contact with a potential victim

3. What are the hours of operation?

The 1109 Hotline is available to answer all urgent calls from anywhere in the country, 24 hours a day, 7 days a week, every day of the year. For informational calls please call within general office hours (9am-5pm).

4. Can someone call the 1109 Human Trafficking Hotline and choose to stay anonymous?

Yes. The caller can choose to stay anonymous, in compliance with the 1109 National Human Trafficking Hotline's Confidentiality Policy. The 1109 Hotline strives to abide by the highest ethical standards.

Calls received by the 1109 Hotline are anonymous unless the caller chooses to provide the 1109 Hotline with his or her name and contact information and authorizes its use. This information is not given to law enforcement, other individuals, or other agencies without prior consent.

In limited circumstances, we may be required to inform certain authorities if we suspect child abuse, have reason to believe the caller may harm his/her self or others, or if we are required by law.

In other circumstances, where a caller prefers to remain anonymous, his/her privacy will be protected while the information they have conveyed about a situation of human trafficking will be shared with appropriate authorities.

5. What happens after I report a TIP?

After receiving a tip, the 1109 Hotline team jointly conducts a thorough internal review process to determine appropriate next steps.

Crisis calls and urgent tips receive immediate follow-up.

Before reporting, the 1109 Hotline will consider the needs and stated preferences of the caller as a primary consideration.

Additional considerations include: the specificity of the information provided, the presence of indicators of severe forms of trafficking in persons, the involvement of minors, and the anti-trafficking services and law enforcement available in the caller's area. The preferences, when known, of the potential victims involved will also be taken as a primary consideration.

Follow-up may involve any of the following actions:

- An additional call to the caller to confirm the accuracy of information (with the caller's consent)
- Provision of materials and/or referrals to organisations in the caller's area serving trafficking victims
- A report to a local anti-trafficking organisation, service provider, or law enforcement.

6. What languages does your program support?

The 1109 Hotline is equipped to handle calls in many languages. The 1109 Hotline has call operators that speak both Greek and English. The 1109 Hotline is also able to connect to a tele-interpreting service with access to more than 200 languages, 24 hours a day, 7 days a week.

7. Do you accept international calls/tips?

The 1109 National Human Trafficking Hotline (NHTH) is a nationally-focused line in Greece.

However we do receive international tips and can process them in a limited capacity. When available, the 1109 Hotline can provide referrals to Greece-based and international organizations that handle international trafficking tips and inquiries.

In some cases, the 1109 Hotline may report the tips directly to international law enforcement agencies.

For international tips about situations of human trafficking occurring in Greece, please call us at: 0030-2310019880

8. How can I get involved?

If you or someone you know has information on a potential trafficking situation, call us at 1109.

Call us for materials and resources to generate awareness in your community. Help us publicise The 1109 Hotline by posting the number in your community or organisation.

9. How do I add my organization to the Human Trafficking Resource Line (HTRL) referral database?

To add your organisation to our database, call the hotline at 1109 and tell us about the services you provide and the populations you serve. The 1109 Hotline is looking for organisations that provide a variety of services and resources to assist trafficking victims, including the following:

- Shelter
- Immigration Assistance
- Counseling
- Referrals
- Training / Education
- Legal Assistance
- Transportation Assistance
- Rehabilitation Programmes
- Awareness Initiatives
- Job Opportunities