

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

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

## VULNERABLE MIGRANTS

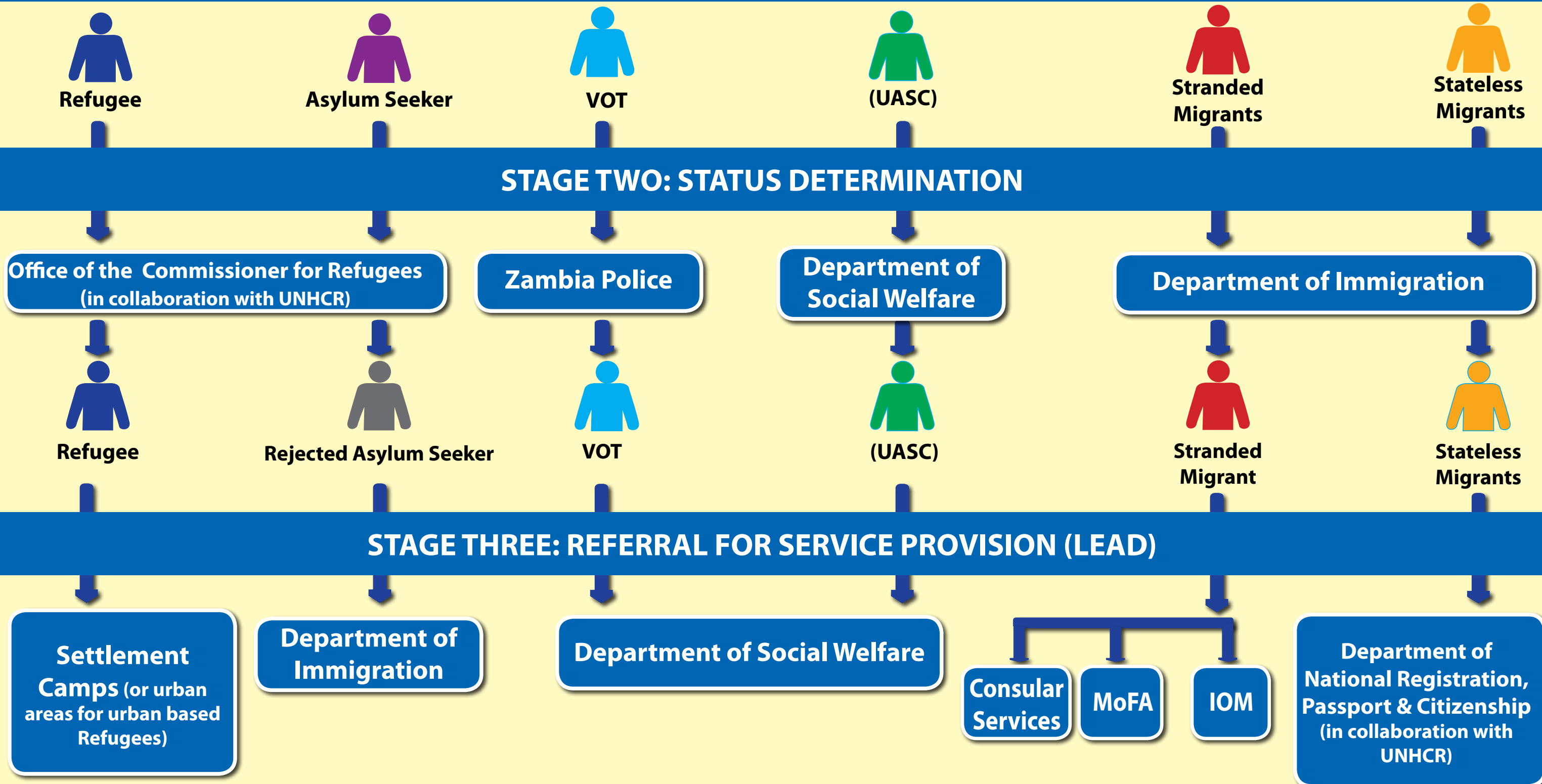


### STAGE ONE: INITIAL INTERVIEW OF VULNERABLE MIGRANTS

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

First line officials may refer to:

- Immigration officers
- Police officers
- Social welfare officers
- Prison officers
- CSOs / NGOs / IGOs /
- Embassies / Consular Services
- Any Other



### STAGES FOUR TO SEVEN (ASSISTANCE)

STAGES FOUR TO SEVEN (ASSISTANCE)	CATEGORIES	ACTORS	SERVICES TO CONSIDER
<b>STAGE FOUR: IMMEDIATE NEEDS</b> Provide safe and secure shelter, clothing, food, medical care and regularization of stay		<ul style="list-style-type: none"> <li>◆ Department of Immigration</li> <li>◆ Department of Social Welfare</li> <li>◆ Health providers / NGOs / CSOs</li> <li>◆ Zambia Police</li> <li>◆ Office of the Commissioner for Refugees</li> <li>◆ UNHCR / IOM</li> <li>◆ Embassies / Consular Services</li> <li>◆ Others</li> </ul>	<ul style="list-style-type: none"> <li>◆ Basic safety and security;</li> <li>◆ Food, drink, clothing;</li> <li>◆ Emergency medical treatment;</li> <li>◆ Regularization of stay</li> <li>◆ Legal Assistance;</li> <li>◆ Parental guardianship rights</li> </ul>
<b>STAGE FIVE: MEDIUM &amp; LONGTERM NEEDS</b> Provide continued short-term needs and broader needs of migrant once immediate needs are secured		<ul style="list-style-type: none"> <li>◆ Department of Immigration</li> <li>◆ Department of Social Welfare</li> <li>◆ Health providers</li> <li>◆ International NGOs</li> <li>◆ Education Providers</li> <li>◆ Ministry of Justice</li> <li>◆ Zambia Police</li> <li>◆ UNHCR / IOM</li> <li>◆ Ministry of Community Development Mother and Child Health (MCDMCH)</li> <li>◆ Others</li> </ul>	<ul style="list-style-type: none"> <li>◆ Continuation of immediate needs;</li> <li>◆ On going medical care and psycho-social assistance;</li> <li>◆ Skills building /Life skills;</li> <li>◆ Recreation;</li> <li>◆ Education;</li> <li>◆ Legal assistance;</li> <li>◆ Family tracing;</li> <li>◆ Religious observation;</li> <li>◆ Economic stabilization, independence and vocational training;</li> </ul>
<b>STAGE SIX: RETURN</b> Voluntary return of migrant to country of origin		<ul style="list-style-type: none"> <li>◆ Department of Immigration</li> <li>◆ Embassies</li> <li>◆ International Organizations</li> <li>◆ Health providers</li> <li>◆ Ministry of Foreign Affairs</li> <li>◆ Zambia Police</li> <li>◆ Department of Social Welfare</li> <li>◆ IOM</li> <li>◆ Embassies / Consular Services</li> </ul>	<ul style="list-style-type: none"> <li>◆ Protection from re-trafficking ;</li> <li>◆ Protection from stigmatization and discrimination;</li> <li>◆ Protection from exploitation;</li> <li>◆ Right to Nationality;</li> <li>◆ Parental guardianship rights;</li> <li>◆ Safe passage (including escort for a child);</li> <li>◆ Travel documentation;</li> <li>◆ Service provider coordination to ensure continuum of care;</li> <li>◆ Financial and legal assistance;</li> </ul>
<b>STAGE SEVEN: (RE) INTEGRATION</b> Reunite migrant with family and/or community or integrate migrant into new community. Where possible provide reintegration support / durable solutions for returning vulnerable migrants		<ul style="list-style-type: none"> <li>◆ International Organizations</li> <li>◆ Health providers</li> <li>◆ NGOs / CSOs</li> <li>◆ Education Providers</li> <li>◆ MCDMCH</li> <li>◆ IOM</li> </ul>	<ul style="list-style-type: none"> <li>◆ Formulation of reintegration plan;</li> <li>◆ Where ever possible favour family or community based arrangements rather than institutional care;</li> <li>◆ Follow up with appropriate authorities;</li> <li>◆ Education support;</li> <li>◆ Service provider coordination to ensure continuum of care;</li> <li>◆ Financial and legal assistance;</li> </ul>



#### FURTHER INFORMATION:

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

