

ANTI-TIP HOTLINE NEWSLETTER

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1ST STEP TOWARDS DEVELOPING GUIDELINES FOR THE HOTLINE

Development of operational guidelines for anti-TIP hotline is one of our project activities. The guidelines dealing with operational management and counselling, will be drafted, piloted, and then revised on the basis of the pilot findings. To begin with, we held a meeting with five counsellors from the Child Help Line (CHL)¹ to discuss the contents of the guidelines.

The core members of the CHL, the Chief Counsellor and Team Leaders, shared their experience and views on what should be included in the guidelines. It includes a clear purpose, a set of procedures and a list of contacts. The importance of empathy and communication skills to solicit accurate information cannot be over emphasized, they said. We avidly took note of their opinions and ideas grounded in their daily experience at the Child Help Line. We will have monthly meetings with these counsellors for more information and ideas. Further feedback will be gathered from the Working Group members to consolidate and develop the first draft of the guidelines.

MIGRANT RESOURCE CENTRE VISIT

We visited the Migrant Resource Centre (MRC) of the Department of Overseas Labour (DOLAB), MOLISA, on 20 September 2012. DOLAB is a member of the project Working Group and opened MRC, a one stop information centre for potential overseas migrant workers, in June 2012 with support from the International Organization for Migration (IOM). The total number of Vietnamese migrant workers overseas is estimated at 500,000 people in 40 countries². MRC not only provides information about overseas labour markets, work conditions, languages and customs, but also about trainings and loan services. MRC also works with recruitment agencies and Vietnamese diplomatic establishments to protect migrant workers. Two staff members respond to inquiries through phone calls, face-to-face meetings and e-mails.

Given the high economic returns expected from migration, it is important that potential migrant workers be armed with correct information to protect them from trafficking



above: Counsellor meeting



below: Migrant Resource Centre

agencies or individuals. We left MRC with an expectation of a strong future collaboration, especially since both the young projects share a common objective, i.e. prevention of TIP through the provision of right information.

¹ A hotline started in 2004 with support of INGO, Plan International, dedicated to child issues

² Source: MRC website and meeting at MRC



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PROJECT TEAM

Our project office is located in the Department of Child Protection and Care (DCPC), Ministry of Labour, Invalids and Social Affairs. The project is managed by the Project Director, Mr Huu (Director, DCPC) and the Project Manager, Mr Dung (Director, Centre of Counselling and Communication Service (CCCS), DCPC).

On a day-to-day basis, we share the work and the office rooms with three colleagues: Mr Hieu (Deputy Director, CCCS), who visited Japan for social welfare training, energetic Ms Hai (Head of Counselling Service Division, CCCS), and young Ms Nhung (staff, CCCS).

In the last two months, we have welcomed two competent Project Assistants, Ms Trang and Ms Hien, who are now busily working on preparations for the project launch.



Project members

HANOI AT A GLANCE

Mid-Autumn Festival “Trung Thu”

Every year, the full moon day of August in the lunar calendar is celebrated as the Mid-Autumn festival. This year, the full moon falls on the 30th of September. The major attraction in my daily life here is various cultural and traditional customs in Vietnam, different from those in Japan. Yet, the Mid-Autumn Festival reminds me of the cultural continuity in this region, including Japan.

About a month before the Mid-Autumn Festival, shops all over the country start selling moon cakes. Moon cakes are given as a gift to family members, relatives, colleagues and others as a token of appreciation. There are a variety of fillings, such as mixed nuts, and paste made of lotus seeds, mung beans, strawberry and pineapple. We can even find ice cream moon cakes!! One moon cake costs

around USD2, making it a bit of luxury in the sweets market.

A gourmand with a taste for the finer things in every culture, I plan to enjoy the many different kinds of moon cakes while appreciating the beauty of the full moon in Hanoi and shared culture of the ‘moon viewing’ tradition. After the Festival, the city welcomes the late autumn.

ACTIVITY PLAN

Oct: 1st Working Group Meeting

Joint Coordinating Committee

Seminar on Promotion of Networking among Asian Countries on Anti-TIP in Japan

Oct/Nov: New counsellor training

Nov: Short-term expert (system engineering) arrival

Project for the Establishment of anti-Trafficking in Persons Hotline in Vietnam

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