

WORKSHOP ON HOTLINE OPERATION

On 15 March 2013, the ‘Workshop on Connecting Hotlines to Protect and Support Children and Trafficked Victims’ was held in Hanoi.

This workshop aimed to share experiences and challenges of TIP related hotlines operating in Vietnam. Participants included 46 experts from various government agencies (MOLISA departments, MPS, Border Guard, Women’s Union, Ministry of Health, DOLISA of An Giang and Ha Giang, Thai Nguyen province Social Work Center), NGOs (Plan, CSAGA, Pacific Links Foundation) and international organizations.

The workshop started with presentations on the Project, Child Help Line, MPS hotline, and DV hotline of CSAGA. The presenters introduced the activities and shared their experiences, challenges and recommendations.

Following the presentations, the participants split into small groups to discuss two topics: (1) Challenges hotlines face and proposed solutions, and (2) Cooperation mechanisms among hotlines. The groups who discussed the challenges hotlines face highlighted issues of networking among relevant organizations, appropriate training for counsellors, and communications targeting at-risk people in isolated areas. The groups who discussed cooperation mechanisms reiterated the importance of sharing information on activities and streamlining referral.

This workshop offered the hotlines the first ever opportunity to get together and share information and made possible to reflect on how different hotlines could effectively cooperate. The Project will take into account the issues and recommendations presented during the workshop to set up an effective hotline operation.

✂ You can see an article about this workshop on MOLISA website (Vietnamese only)
<http://www.molisa.gov.vn/news/detail2/tabid/371/newsid/56611/seo/Can-su-ket-noi-cua-cac-duong-day-nong-trong-cong-tac-phong-chong-mua-ban-nguoi/language/vi-VN/Default.aspx#>



Above: Mr Hoan Van Tien, Deputy Director of DCPC
Middle: Mr Doan The Vinh, MPS, making a presentation
Below: Group discussion

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1ST WORKING GROUP MEETING AT THE CENTRAL LEVEL

On 8 March 2013, the first meeting of the Working Group at the central level was held in Hanoi. Working Groups were designed into the Project to enhance its cooperation mechanism through regular discussions of hotline operation and management.

At the central level, the Working Group comprises of three Departments of MOLISA (Overseas Labour, Social Evils Prevention, and Social Protection), Ministry of Public Security (MPS), Border Guard Commands, and Vietnam Women's Union. The Working Groups in An Giang and Ha Giang provinces which met in November 2012 include DOLISA and MPS, Border Guard and Women's Union at the provincial level (For details, see Hotline Newsletter Vol.1, Issue 4 & 5).

LATEST NEWS FROM VIETNAM

Selected news on Anti-TIP activities in Vietnam

Hanoi saw many events on 8 March, the International Women's Day. We report two such events here.

1) Vietnam Women's Innovation Day 2013 Launch

On 13 March 2013, Vietnam Women's Innovation Day 2013, a programme to support women's economic empowerment, was launched by Vietnam Women's Union, World Bank and UN Women. This programme solicits proposals from businesses promoting women's economic empowerment with focus on women entrepreneurs and women from ethnic minorities. The most innovative and feasible proposals will receive up to USD15,000. The final round of the competition will be held on 30 October 2013, Vietnam Women's Day.

[http://www.un.org.vn/en/unifem-agencypresscenter2-95/2522-
\"viet-nam-women's-innovation-day-2013\"-launched-themed-
\"women's-economic-empowerment\".html](http://www.un.org.vn/en/unifem-agencypresscenter2-95/2522-\)

2) \"Smiling Tears\" exhibition

On 12 March 2013, the Centre for Women and

The Working Group meeting discussed the project activity plan, responsibilities of members, and communication activities, and provided insights for further planning.



Working Group members in discussion

Development of Vietnam Women's Union launched an exhibition, \"Smiling Tears\". Organized by the Women's Union and NGOs working to prevent Domestic Violence (DV) and supported by AECID, UN and Norwegian Embassy, it showcases panels that capture the experiences of DV victims, *objets* to go along with their testimony, and drawings by the victims. The exhibition reveals the deep psychological scars and difficulties DV victims face in rebuilding their lives. Until 29 March

[http://www.un.org.vn/en/media-releases3/69-un-press-releases/2520-international-women-s-day-2013-
\"smiling-tears\"-exhibition.html](http://www.un.org.vn/en/media-releases3/69-un-press-releases/2520-international-women-s-day-2013-\)

ACTIVITY PLAN

April 2013: Joint Coordination Committee meeting

New counsellor training

Short-term expert (IEC) arrival

Baseline survey

May 2013: Short-term expert (Social Work) arrival

Anti-TIP training for counsellors



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

This newsletter intends to present the progress of the Project and relevant information. Views and contents are those of the experts, Yoshiko Ogawa and Yuko Enomoto, and neither of JICA nor the Vietnamese government. This publication or parts of it may not be reproduced without permission.