

# ANTI-TIP HOTLINE NEWSLETTER

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## HOTLINE COUNSELLOR TRAINING 2014

A training was organized for anti-TIP Hotline counsellors from 11 to 15 August, 2014. During this session, the counsellors received training in practical aspects of hotline operation including handling emergency calls, psychology of victims, case management and information sharing. This session built on earlier trainings which covered the basics of human trafficking, current status of and measures against trafficking in Vietnam, and the support system for victims of human trafficking.

In the afternoon of 11 August, Mr Nguyen Tuong Long, Director of Lao Cai Social Vices Prevention and Combat Branch, started the training programme with a presentation on the status of human trafficking and victim protection in Lao Cai province. His presentation was very interesting and informative, especially regarding cooperation among the government and concerned agencies. During the following Q&A session, many views and comments were exchanged.

This was followed by two days of training for two groups of counsellors from 12 to 15 August. We had Ms Endo, Secretary General, and Ms Wakui, Coordinator, of Yoriso Hotline under the Social Inclusion Support Centre graciously agreed to be our trainers. Through their presentations on the effective management and operation of a hotline, participants learned how the Japanese hotline was being managed, case management in Japan and noted the differences. They passionately discussed what practices and processes could be applied in Vietnam and how they could be adapted. A role play session based on real cases was useful to discuss how best to handle emergent cases and interact with family members of a victim.

Participants at the training included counsellors of our hotlines in Hanoi, An Giang and Ha Giang, staff members of Peace House Shelter under Women's Union, NGOs (Hagar, Blue Dragon Children's Foundation, Plan and Thanh Tam Hotline Service), and an official of Border Guard Command. It was inspiring for our counsellors to meet new faces, listen to their experiences in rescue and protection of victims and share information and views. The participant from Border Guard Command, who was only man in the second group, actively participated in the role play to demonstrate how to answer inquiries from a worried mother of a victim in a calm and steady manner.

Following the success of this training, we will plan some more training for counsellors to further develop practical skills necessary to improve hotline operation.



Above: Ms Endo, Secretary General, Yoriso Hotline  
Middle: Ms Wakui, Coordinator, Yoriso Hotline  
Below: Role play (a mother of a victim and a Border Guard official)

### CONTENTS

HOTLINE COUNSELLOR TRAINING 2014	1
1ST COMMUNICATION ACTIVITY IN HA GIANG	2
JICA DEVELOPMENT EDUCATION STUDY TOUR 2	
LATEST NEWS FROM VIETNAM	2
ACTIVITY PLAN	2

## 1ST COMMUNICAITON ACTIVITY IN HA GIANG

Ha Giang DOLISA conducted a communication activity on 24 August 2014 during the monthly market in Yen Minh District. The staff of Ha Giang DOLISA and Ha Giang Women's Union carried out the activity, in cooperation with Yen Minh Women's Union, Vietnamese Fatherland Front, Labour office staff, Farmer's Union, and Culture & Communication division staff. A play, songs and quizzes in Kinh and Hmong languages were used to raise awareness about human trafficking and the anti-TIP Hotline. The two-hour event attracted about 700 people. A similar event is scheduled in Meo Bac District in September 2014.

## JICA DEVELOPMENT DEUCATION STUDY TOUR

On 19 August 2014, nine teachers from Japan and three teachers from a Japanese School in Hanoi visited our Project. After a visit to the Operational Centre in Department of Child Care and Protection, Hanoi, Ms Ogawa presented project activities. The group visited the Direct Counselling Room where children in difficult situations received counselling from trained counsellors.

The participants were keenly interested and asked many questions about the human trafficking situation, rescue and protection of victims, violence against women in Vietnam, and hotline operation. During a de-briefing meeting in Japan, a teacher noted: "I realized the importance of assistance to tackle with social issues. Such achievements are often invisible, and hard to recognized, but that's exactly what makes them very important." The tour was organized by JICA Chugoku International Centre.

## LATEST NEWS FROM VIETNAM

### SELECTED NEWS FROM VIETNAM

"Peace House Shelter: Survivors of Trafficking in their Own Words"

The book of testimonies of nine trafficking survivors, which we introduced in our Hotline Newsletter in December 2013,



Above: Communication activity in Yen Minh District, Ha Giang

Below: A counsellor answering questions during the Japanese school teachers' study tour

is now available on-line (in English only). It is an excellent volume with evocative pictures conveying both sorrow and hope in the lives of trafficked women.

<http://www.peacehousevietnam.com/imgs/magazine/files/856821569474876Survivors%20of%20Trafficking%20in%20their%20Own%20Words.pdf>

## ACTIVITY PLAN

- Sep: Hotline software development (continued)
- Operational Guidelines and Legal
- Document development (continued)



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

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