

## PUBLIC COMMENT MEETING

The Project for the Establishment of Anti-TIP Hotline has been developing two documents to support efficient and effective hotline operation: Cooperation Agreement among the relevant government agencies stipulating its referral mechanism and responsibilities of all parties, and Operational Guidelines describing the process of receiving and handling calls. A public comment meeting was carried out with our partners on 24 October 2014 to discuss the contents of these two documents.

### • COOPERATION AGREEMENT

On the morning of October 24, staff members from MPS, MOLISA, Women's Union and International Organizations (ILO, IOM, UNACT) and others related to the Project discussed the contents of the Cooperation Agreement. Ms Do Ninh Xuan, who drafted the document, presented the articles, especially with respect to its legal basis, roles and responsibilities of agencies, etc. The participants then deliberated on the cooperation mechanism and the reporting system in small groups. Several important points were discussed, and improvements were suggested to some aspects of the document including sending feedback after referral within an agreed upon period of time, maintaining confidentiality of personal information of clients, and support to foreign victims of trafficking. The document will be revised to incorporate the outcome of the discussions during the meeting.

### • OPERATIONAL GUIDELINES

In the afternoon, we discussed the contents of Operational Guidelines, which specifies the flow of telephone consultation. Our counterpart explained the contents and then the participants split into small groups to discuss four topics, including the referral system and counselling skills. Practical comments and suggestions based on the experience of daily hotline operation were shared, and effective reporting, information sharing and setting-up and implementation of a monitoring and evaluation system were discussed. Participants included counsellors in Hanoi, staff from An Giang and Ha Giang provinces, Peace House Shelter and Hagar International.



*Above: Public comment meeting*

*Middle: Group discussion on Cooperation Agreement*

*Below: Group discussion on Operational Guidelines*

## CONTENTS

PUBLIC COMMENT MEETING	1
COMMUNICATION ACTIVITIES IN PROVINCES	2
NEW COUNSELLOR TRAINING IN HA GIANG	2
LATEST NEWS FROM VIETNAM	2
ACTIVITY PLAN	2

## COMMUNICATION ACTIVITIES IN PROVINCES

The short TV programme in Vietnamese to raise awareness on human trafficking and the Anti-TIP Hotline, which was broadcast last August in Hanoi, is now available in Khmer and Hmong languages. These will be broadcast in November on VTV5. The English version can be seen at the link below.

<https://www.youtube.com/user/JICAVietnamAntiTIP>

Signboards to promote Hotline numbers in An Giang and Ha Giang have already been produced and utilized for communication activities in the provinces. In addition, Hotline leaflets in Khmer are being prepared for dissemination.

## NEW COUNSELLOR TRAINING IN HA GIANG

A training session was conducted in Ha Giang province for two recently recruited counsellors. Two counsellors with experience in human trafficking training and about 10 years' background in counselling services were dispatched from Hanoi Operation Centre for a hands-on, individually tailored training in Ha Giang province.

## LATEST NEWS FROM VIETNAM

### SELECTED NEWS FROM VIETNAM

#### 1) Increase in the number of Vietnamese workers overseas

According to the Department of Overseas Labour Management, MOLISA, the number of Vietnamese workers overseas during the first nine months of 2014 has reached 83,369, an increase of about 33% over the same period in 2013. Taiwan received the maximum of 49,956 persons; followed by Japan with 14,498 persons. The government of Taiwan has placed a freeze on workers from the Philippines. This, along with the low salaries payable to Vietnamese workers and the low cost to go to Taiwan are the main factors for the large number of migrant workers in Taiwan. The number of Vietnamese in Japan is also increasing; from 72,256 in December 2013 to 85,449 in June 2014, an increase of more than 13,000. Vietnamese form the 5<sup>th</sup> largest group of migrants in Japan following China, South and North Korea, the Philippines, and Brazil (source: Japan Immigration Bureau website in Japanese).

#### 2) Polaris Project Global Modern Slavery Directory

Polaris Project, operating an anti-TIP hotline in the US, launched an interactive global database. This is to map all available resources and facilitate effective referral and cooperation. The Hanoi hotline is also listed in the Directory.

<http://www.globalmodernslavery.org/>

## ACTIVITY PLAN

- Nov: Communication activity training in Hanoi
- Completion of the Cooperation Agreement and Operational Guidelines
- Working Group meeting in Ha Giang



A scene from the TV programme (Above: Khmer language; Below: Hmong language)



An Giang  
1800 8077

Ha Giang  
1800 1282

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 Kayo Goda, and neither of JICA nor the Vietnamese government. This publication or parts of it may not be reproduced without permission