

ANTI-TIP HOTLINE NEWSLETTER

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HOTLINE CALLS: NUMBERS AND TRENDS

This year's Tet (Lunar New Year) was from 19 to 21 February. But the time before and after Tet was also important. The week before Tet holiday saw heavy traffic everywhere, with people preparing for Tet and going back home from cities. That period was not a good time to start serious business, as nothing would be done in more than a week. Our catchword was 'after Tet', and I had a long list of people to meet after Tet holiday. Consequently, our project was also quieter than usual. That was the reason for no newsletter in February in the last two years. But this year, taking this opportunity, we would like to report on the Hotline calls and cases.

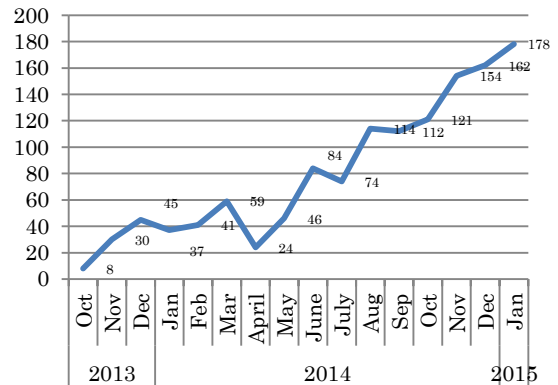
The chart on the right shows the number of calls received by Hanoi Operation Centre, Connecting Units in An Giang and Ha Giang. Hanoi Operation Centre started receiving calls in October 2013 before arrival of equipment supported by the project. The first month recorded only 8 calls; the number has been increasing and in January 2015, the Centre received 178 calls.

The hotline equipment was installed in May 2014 in An Giang and hotline operation started in July 2014. The counsellors, including a male counsellor, are all young and have psychology or social work background. They also attended our training courses. The number of calls in An Giang decreased from July to October 2014, but it picked up and now is stable around 20–25 calls per month.

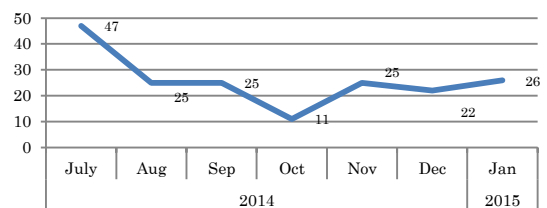
Ha Giang Connecting Unit started operation in October 2014, with two newly recruited female counsellors, who just graduated from high school and college. We keep providing support and expect they acquire new skills fast. One of them is participating in a two-week training workshop for social workers, thanks to the Centre for Women and Development. It is noted that the number of calls are not increasing so far. But the operation just started and An Giang also had a period of declining numbers; we will follow up on the development while keeping an eye on the contents and quality of counselling and effectiveness of communication activities.

The last chart is about the types of calls received at Hanoi Operation Centre. Counselling here means cases involving multiple calls to meet caller's needs. The number of calls asking for simple information significantly increased, especially around December 2013 and July 2014. Though it is difficult to confirm, such increase could be the results of radio (more than 20 times during these periods) and TV broadcast (in Hmong and Khmer in Dec 2014) on the Hotline.

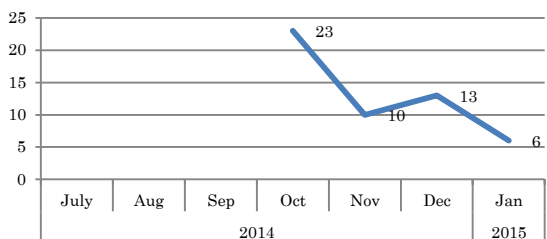
Number of calls: Hanoi Operation Centre



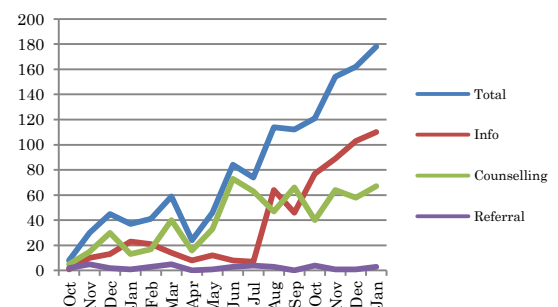
Number of calls: An Giang Connecting Unit



Number of calls: Ha Giang Connecting Unit



Types of calls: Hanoi Operation Centre



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The number of referral calls is still low but we would like to enhance our capacity in this area through strengthening our cooperation relationships as well as information provision which is also important for prevention of human trafficking.

HOTLINE CALL CASES

Up until now, we experienced successful cases and not so successful one, including those in which calls led to rescue of a victim, and for which action was not taken due to lack of information. Among them, we present two cases below (initials are not real ones).

Case 1: Quick rescue of a 14-year-old girl

In January 2015, the local police in Ha Giang province called Hanoi Operation Centre. A 14-year-old girl, M, was deceived and taken to China. She was asked to go to a market together with a local woman. She once rejected but went out and taken to China. M called her family from a karaoke bar where she was confined. No one knew where she was. The Hotline contacted the Ha Giang provincial police, which found her location using GPS, with cooperation of the Chinese police. M was rescued within 3 days after the call to the Hotline and is safe with her family now.

Case 2: Labour exploitation case in Malaysia

In October 2014, there was a call to Hanoi Operation Centre from Malaysia. Four Vietnamese women went to Malaysia to work; but their passports were taken away on arrival and their work conditions were different from what stated in the contract. They ran away and were in a difficult situation - they had no money, no IDs, and could not speak English. The Hotline informed them of the contact of Vietnamese government agency in Malaysia and exchanged a couple of calls. But, unfortunately, later the Hotline lost contact with them. We have a lot of difficult cases like this one but always try to help solve as many cases as possible.

There are other types of requests such as the call that Ha Giang Connecting Unit received in October 2014; a woman came back home about 3 months ago, after 2-year trafficking experience in China. She wanted to know about availability of low interest loans for income generation. Victim protection is also an important area in which the Hotline would like to make significant contribution.



Left: Mr Dang Hoa Nam, new Director of DCCP
Right: Ms Dao Hong Lan, Vice Minister, MOLISA

LATEST NEWS FROM VIETNAM

New Appointment

From January 2015, Ms Dao Hong Lan, Vice Minister, MOLISA, takes charge of the Department of Child Care and Protection (DCCP), taking over it from Mr Doa Mau Diep, Vice Minister, MOLISA. Mr Dang Hoa Nam was also officially appointed as the Director of DCCP. Under the new leadership, the Project will further strive for development and enhancement of the Hotline operation.

ACTIVITY PLAN

March:

Counsellor Training facilitated by experts from Polaris Project, US

IT training in Ha Giang and An Giang

Hanoi Working Group meeting



An Giang
1800 8077

Ha Giang
1800 1282

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

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