

ANTI-TIP HOTLINE NEWSLETTER

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POLARIS PROJECT EXPERTS TRAINED HOTLINE COUNSELLORS

From 9 to 11 March 2014, a training workshop for hotline counsellors was held. The trainers of this workshop were Ms My Lo and Ms Vanessa Chauhan from the UN-based Polaris Project (<http://www.polarisproject.org/index.php>), a project which was established in 2002 to fight against human trafficking and started its hotline service in 2007. This cooperation was made possible as part of Polaris' global programme to provide technical support and networking assistance to other anti-TIP hotlines. Sixteen counsellors from DCCP and our partner organizations had an intensive training for three days on handling of human trafficking related calls.

Practical contents of the training included introduction of a tool for identification of human trafficking cases based on the definition of human trafficking, analyses through 'human trafficking lenses', victim-centred responses, safety planning, and concrete procedures and tips for questioning to assess clients' needs and respect clients' decisions. A number of practices applying theories learned during earlier sessions helped the participants familiarize with the new tools. Discussions also centred on difficult calls such as prank calls and calls from clients with mental problems, and mental care of the counsellors who are stressed with daily exposure to anxiety and pains of clients. The trainers introduced various ways of self-care, though each person has his/her distinct own ways, which the counsellors can try out. Responses to cases requiring emergent rescue or calls from traffickers were also discussed and the trainers, having already engaged in anti-TIP hotline in the US for a long time, shared their experience. Our hotline has not received such calls; yet learning about challenging cases requiring quick assessment and decisions seems to have given the counsellors deeper understanding and confidence. In the afternoon of the last day, 11 March, we invited representatives from MPS, Border Guard, UN ACT, World Vision and Blue Dragon Children's Foundation for discussion on partnership for hotline operation.

On 12 March, the trainers visited Hanoi Operation Centre for a meeting with the supervisors and management staff. They showed Polaris' software as well as their analysis and reporting system.



Above: Two trainers from Polaris (Left: Ms My Lo, Right: Ms Vanessa Chauhan)

Middle: Group discussion

Below: Meeting at the Operation Centre

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All of us felt that this three and a half-day training was short and we continue to explore further opportunities for cooperation with the Polaris Project.

BILATERAL HOTLINE MEETING IN BANGKOK

On 18 March, a bilateral meeting between the One Stop Crisis Centre (OSCC), a national hotline of Thailand, and the Anti-TIP Hotline of Vietnam was held in Bangkok, facilitated by UN ACT and the Polaris Project. Mr Nguyen Cong Hieu of CCCS and the Chief Advisor of the project met Thai counterparts (representatives from OSCC, the Royal Thai Police, the Ministry of Foreign Affairs, and Inspector General of the Ministry of Social Development and Human Security). After introducing both hotlines and the Polaris model and questions and answers, we exchange views on possibilities for cooperation between the two hotlines. Given that COMMIT SPA (Sub-Regional Plan of Action) IV includes linking of national hotlines, cooperation of these national hotlines with common characteristics could be a model in the region.



Hotline meeting at UN ACT office, Bangkok

LATEST NEWS FROM VIETNAM

1) Vietnamese in Japan: nurses, guest workers and students

The number of Vietnamese guest workers in Japan has doubled in 2014 (see Hotline Newsletter, January 2015). It is steadily growing in 2015 as it reached 5,428 in the first quarter of 2015 (accounting for 21% of the total number of 25,766 guest workers in Japan). The top country is Taiwan (over 65%). The number of Vietnamese students in Japan is also increasing. According to a survey in 2014, the number recorded in May 2014 is almost twice as many as that in May 2013. Meanwhile, on 25 March, the Ministry of Health, Labour and Welfare in Japan announced that, among 20 EPA nurse candidates, one passed the national exam and is officially qualified as a nurse. All these show the deepening relationship between Vietnam and Japan.

<http://vietnamnews.vn/society/268494/first-quarter-sees-increase-in-vietnamese-overseas-workers.html> (Viet Nam News, 2 April 2015)

EQUIPMENT MAINTENANCE IT TRAINING

In hotline operation, any malfunction or system error should be detected and repaired immediately. Ha Giang Connecting Unit, for example, experienced a failure due to lightening just after installation of the hotline equipment. But it is difficult to find competent technicians who can support daily maintenance and repairs in provinces. This has made setting up of a support system an urgent task. The Project dispatched experienced technicians from Hanoi to An Giang and Ha Giang provinces for 2-day training of DOLISA staff and local technicians so that minor problems can be handled on-site.

2) Counter Trafficking Network meeting

On 25 March, a regular meeting of Counter Trafficking Network, a group of NGOs and International Organizations working on human trafficking, was held at UNDP. In addition to usual updates from organizations and information exchange, the group discussed engagement of CSOs in COMMIT process and COMMIT action plan.

ACTIVITY PLAN

April: Communication activity at a school (outskirt of Hanoi)



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