

CASE MANAGEMENT WORKSHOP

A case management workshop was held from 20 to 22 Jan 2016 as part of Hotline counsellor capacity building. It was facilitated by a social work expert, Ms Nguyen Hoa who led the last workshop in October, and attended by the Hotline counsellors from Hanoi, An Giang and Ha Giang, and representatives of MPS and NGOs. All participants were required to attend the 1st day, and then either of the 2nd or 3rd day as the contents of these two days were the same.

The 1st day started with a lecture by Ms Nguyen Thi Mai Thuy from ILO on complaint mechanisms for migrant workers. This is a highly relevant topic to the Hotline because the calls regarding labour issues may increase in coming years. We had active discussions on related laws, procedures and the situation of complaints lodging. A survey result of ILO stated that about 30% of workers gave up making complaints due to the lack of understanding of procedures, which underscores the importance of information provision on the rights and obligations of employers and employees.

Ms Hoa passionately explained why case management is important for victim protection, reintegration and empowerment, and how to utilize case management tools especially in referral and follow-up stages, using examples from Malaysia. A group discussion on World Vision's case management tools followed. Five groups analyzed five different forms and identified their characteristics and application to Hotline operation.

On 21 and 22 Jan, the participants studied a Hotline case and had discussions in small groups to answer to the questions regarding risks, needs, referral and lessons learnt. They discussed not only evident risks but also hidden risks, perceived risks, and risks at different levels (individual, family and community). Detailed discussions must have help the counsellors gain deep understanding, which is not easy to come by during the day-to-day operation. There was also a discussion if this case can be regarded as a human trafficking case since the mother of the under-age victim received money from the broker who brought the girl to China for work. Other important topics discussed included trust, consents, child protection and a victim-centred approach. After these discussions, the participants enacted the scenes of telephone consultation for family members of the victim, the victim, and the police and evaluated if the needs of callers were met. The last session was about challenges facing counsellors, including difficulties in supporting victims overseas and self-care.



Above: Case management workshop

Middle: Ms Mai Thuy's lecture on migrant workers

Below: Role play

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This is the last training workshop of the current Project. The counsellors are expected to have deepened their knowledge of the subjects and share their learning and skills in order to further improve the quality of the Hotline operation.

4TH JOINT COORDINATING COMMITTEE MEETING

On 15 Jan, the final day of the terminal evaluation of the Project achievements from 4 to 15 Jan 2016, a meeting of the Joint Coordinating Committee (JCC) was held. After speeches by Ms Hai Ha, Deputy Director of DCCP, and Mr Masuda, the leader of the JICA evaluation mission, the Vietnamese and Japanese evaluation team members presented the results of the evaluation and recommendations. The relevance was assessed high while effectiveness and efficiency were considered good as the Project tapped its strengths and mobilized cooperation of relevant agencies. On the other hand, delay in commencement of Hotline operation and signing of the joint plan document left full project impacts yet to be felt. It was recommended that the joint plan should be made, that a multi-sectoral approach (e.g. in cooperation with the education and health sectors) to awareness raising, under the guidance of Provincial People's Committees, should be promoted in order to sustain Hotline operation. Participants expressed their strong commitments to keep Hotline operation and expectations for JICA support.

2016 CALENDAR

The awaited 2016 Hotline calendars are out. After a long deliberation, a cheerful picture was chosen to celebrate the New Year. A picture of Ms Lan Phuong, the JICA Vietnam Official Supporter, with children adds joyous atmosphere.

LATEST NEWS FROM VIETNAM

1) An MOU signed by Cambodia, Laos and Vietnam

On 14 Jan 2016, Cambodia, Laos and Vietnam signed an MOU on cooperation for prevention of human trafficking.



4th JCC meeting

At the meeting in Ho Chi Minh City, the Vietnamese government reported that 87 human trafficking rings were uncovered along the border areas with Cambodia and over 100 Cambodian children from Svay Rieng province of Cambodia were repatriated after being forced to work as beggars in Vietnam in 2015. Human trafficking through the borders with Cambodia and Laos in the central and southern Vietnam is a pressing issue for Vietnam.

<https://www.cambodiadaily.com/news/trilateral-agreement-signed-to-combat-human-trafficking-105676/>
(Cambodia Daily, 29 Jan 2016)

2) Number of Vietnamese visitors to Japan increased by 50%

According to the Japan National Tourist Organization, the number of Vietnamese visitors in Dec 2015 hit a record high. It has been increasing every month since Jan 2012. That of 2015 increased by 49.2% over the last year, the highest annual figure so far.

<http://www.viet-jo.com/news/statistics/160119054005.html>
VietJo, 20 Jan 2016)

ACTIVITY PLAN

Feb:

Production of DVD (English & Japanese),
Printing of revised Operational Guidelines
Project closing workshop



An Giang
1800 8077

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

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