

Vietnam Anti-TIP Hot Line News

Vol. 4

Newsletter for the Project for strengthening the operation of hotline for counseling and supporting trafficked survivor

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Conference on evaluation of implementation of Decree No.9

On November 29, a conference on evaluation of implementation of Decree No.9 was held in Ho Chi Min City to share the results of the survey which DSVP conducted in September and October. Decree No.09 is a decree detailing a number of articles of the Anti-Trafficking Law and describes specific measures for victim support. The Project supports the revision of this decree to be useful for the survivors to be reintegrated to their society.

From September to November 2019, the Project conducted a field survey to evaluate the results of implementation of Decree No.9 for the past 5 years. The survey consists of questionnaire surveys and interview survey targeting at survivors, survivor's families and government officials who are in charge of supporting victims in the field. Target sites were Lao Cai province and Yen Bai provinces in the north, and An Giang Province and Tay Ninh Province in the south. Besides, the survey team

corrected information from NGOs, international organizations, and other stakeholders. As a result of the survey, it was found that the survivors need the public supports in various ways, but there were many situations that the assistance was not provided properly.

In addition to report the results of the survey, the conference was held to exchange opinions to discuss the revision of Decree No.9 with relevant ministries, agencies and local stakeholders.

On the day, totally 82 people participated from MPS, MOFA, BGC, VWU, local government, international organizations and NGOs joining to a lively discussion. The main challenges in supporting victims were led by the issues such as "Verification of TIP victim", "Insufficient initial support," and "Lack of resources". Based on the results of the Conference, the Project will continue to discuss with relevant agencies toward revision of Decree No.9.



Anti-TIP Hotline has Facebook site. Users can make phone call, chat and inform location without direct call.

Please tell your friends about the Anti-TIP Hotline Facebook site !

Search with "Tong Dai 111"(Hotline 111) or scan the QR code to access to our face book page.



This newsletter lists the progress of the project, the surrounding information, and the views of JICA experts. It is not an official view of JICA and counterparts

PR activities of Hotline 111

The Project focuses on PR activities in parallel with strengthening the capacity of the Anti-TIP hotline. Unless the hotline is known by potential victims or stakeholders, the counsellors cannot provide any services to the people who need support from hotline.



Various PR goods, such as leaflets and card visits have been developed and distributed

A baseline survey was conducted from April to June 2019 and It was found that the percentage of people who knew the hotline was just about 12 percent. There might be some cases which could have been prevented if the victim knows the hotline. Therefore, it is essential to make people knows about hotline and its service contents through intensive and effective communication activities.

From July to December of this Year, the Project has conducted various communication activities. For a nationwide communication, the activities have been conducted using mass-media such as TV, radio, internet and magazines. Besides, the Project

supports some events such as World Anti-TIP Day and distributes PR goods.

The main public relations activities implemented so far are as follows

Distribution of leaflets
Distribution of card visits
Distribution of Banners (6m x 2m)
Production of standees
Installation of semi-permanent board at key border gates
Broadcasting radio messages
Production of TV Commercials
Ad in magazines and web sites
Production of an animated firm

Incidentally, a Vietnamese actress Ms. Lan Phuong, who is a goodwill supporter of JICA, corporates to the production of TV commercial.

Training for counselors and language collaborators

From July to November 2019, four training sessions for hotline counselors and one training for language collaborators were conducted. The lecturers of the training were experts in the related field of each theme of the sessions. The participants learned practical knowledge and skills from these experts. Particularly, the project invited two experts from Polaris Project (NGO that runs an Anti-tip hotline in the USA) to learn the Anti-TIP situation outside of Vietnam and to deepen their understanding of counseling for TIP survivors.

From the beginning, the project aims to strengthen counseling skill of hotline canceller so that they can acquire the skill to listen closely the feelings of the

survivors. Each survivor who calls hotline suffers from various difficulties under different situation. We believe that progression in quality of hotline service contributes the improvement of survivor's quality of life. It is important that the participants acquire practical skills that can be used in their regular duty. Thus, every training is designed including various group works and role-playings. Although there are still a lot of variation in the experience and abilities of hotline counselors and language collaborators, the Project will continue to provide training to ensure all the counselors acquire professional skills.

The title of training and the number of participants are as follows:

> Training for hotline counselors

- (1) July 15-20, 2019 / 33 people,
- (2) August 5-9, 2019 / 38 people,
- (3) September 24-28, 2019 / 42 people,
- 4 November 12-15, 2019 /28

> Training for language collaborators

- (4) July 10-12 /20 people



Various types of group work and role play had been done in the training session.

12 officials participated in training in Japan 2019



Participants from Vietnam, Thailand, Philippines, Cambodia, Laos and Myanmar.

From October 23 to November 8, Mr. Thao, DCA-MOLISA, and Mr. Dua, MPS participated in training in Japan. The subject of the training was "Promotion

of networking among ASEAN countries on anti-Trafficking in Persons".

The participants of the training were not only from Vietnam, but from Thailand, Philippines, Cambodia, Laos, and Myanmar. They learned about the efforts of Japanese government and NGOs combatting TIP issues, through visiting the Cabinet Secretariat, the Ministry of Health, Labour and Welfare (MHLW), the National Police Agency, and the Immigration Bureau and so on.

During the training, there was a lot of learning among the participants, and it was found that the country which have many victims, such as Thailand and Philippines have more advanced law system than Japan. The participants

also pointed out the importance of inter-agency collaboration as well as international cooperation.

The project plans to strengthen support for cooperation across ministries and countries, including the revision of the decree for effective victim Support.

Coming activities

- IAWT Meeting
- DOLISA Focal Point Seminar
- Mekong Regional Workshop
- Procurement of equipment
- PR goods production and distribution
- TV commercials broadcast

Message from a Hotline counselor

Ms. Do An Thu - An Giang Regional Call Center



My name is Do Anh Thu, a hotline counselor from An Giang Regional Call Center. I have been working for Hotline 111 for about a year.

I'm in charge of telephone reception as a counselor since November 2018 after receiving training in Hanoi, just like any other counselor. Up to now, I have participated in JICA's training 3 times. I recognize that I can improve my counseling skills by learning about human trafficking cases. On the other hand, in actual counseling, it's very

Important to grasp why the caller calls to hotline and what kind of problems they are suffering. And these skills are difficult to acquire in a short period of time, so I believe that continuous skill-up efforts are essential.

In August 2019, I participated in training by experts from Polaris, an American NGO. There are many common points between the teaching of American experts and Vietnamese training instructors. So, I realize what we learnt are the latest knowledge and skills in the world standard.

I am still young and do not have much experience like other counselors, so it may take a little longer to use the knowledge I have learned in practice. Nevertheless, I would like to continue to learn in order to fulfill my role as a counsellor.

Project members

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