

Vietnam Anti-TIP Hot Line News

Vol. 6

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

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Attendances of the event for World/National Anti-TIP day on 30 July (Nghe An)

PR activities for World/National Anti-TIP Day

To coincide with World/National Anti-TIP Day on July 30, a propaganda meeting was organized by MPS, VWU and other related organizations. Last year, the event was held in Lang Son Province, the northern border area. In This year, Nghe An province, the north-central area, was chosen to host the event. Nghe An Province borders Laos and is one of the highest crime area for human trafficking.

About 300 people attended the pre-event on 29 July in the presence of VWU's deputy representative and about 500 people participated in the event on 30 July in the presence of the Deputy Prime Minister of Vietnam.

The project supported the production and distribution of t-shirts to be worn by officials during the event and took

advantage of the large turnout to distribute leaflets, cards visit, Hand fans and other publicity materials. Although, Japanese experts were not able to attend, DCA officials and local staff set up a booth to promote the hotline 111.

In addition to the PR at the event, the project carried out nationwide communication activities for the Anti-TIP day, such as TV CM, radio messages, advertisements in magazines, articles on newspapers, and so on.



PR booth by DCA and the Project



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

An animation film to promote Anti-TIP Hotline was produced!

Production of an animation film in collaboration with VWU has been completed. This five-minute film will be used to raise awareness at the grassroots level by Women's Union staff in various places in the country. Since the target audience is mainly women in rural area, the film was originally planned to be subtitled in minority languages. However, during discussions with the VWU, it was agreed that in some cases, ethnic minorities were not able to read the subtitles. Therefore, dubbed versions are more effective than subtitles. For this reason, we are currently working on making dubbed versions in 4 minority languages.



-Story line- In a rural village, there was a girl named Na. She was invited by Tu, who lived in the same village, to go to China and take a well-paying job there. Her family and friends concerned about that dubious story and encouraged her to call "Hotline 111", but Na didn't care because the job was introduced by a trusted childhood friend.

On the day of departure, Na got a ride on Tu's motorcycle to the Chinese border. On the way to the border, a border guard stopped him and asked to show their ID. Tu suddenly ran away. After a while, the border guards returned with Tu in handcuffs. Tu had planned to trick Na to sell in China. Fortunately, by Border guard's help, Na was able to return to her family safely.



Characters on the video clip

External Assessment of Counseling Services was Done!

Under the COVID-19 circumstance where the Japanese experts cannot be dispatched to Vietnam and the training for Hotline counselors has been postponed, the Project organized external assessment on quality of counseling service by Vietnamese psychological counseling expert, Dr. Tran Thi Minh Duc and Dr. Nguyen Thi Hai.

The assessment was done for 734 counseling and referral cases of Da Nang and An Giang Regional Call Centers from November 2018 when the project started to April 2020. Ten TIP cases were analyzed deeply.

There are 5-6 counselors in each Regional Call Center, and one counselor worked for 1 to 12 cases in one month.



Operation Center in Hanoi

The Results of the Assessment of Counseling Quality

The quality of counseling services has been steadily improved since the beginning of the Project in 2018 until April 2020. However, there were some shortcomings especially at the early stage of the Project as follows:

Knowledge and skills of counseling

- ✓ The counselor needs to clearly tell the confidentiality and make the client feel safe to provide detail information.
- ✓ The counselor did not understand the client's problem fully which made the client unsatisfied. The counselor needs to improve the questioning skills.
- ✓ In a case in which the client is a young, antagonistic to people around him/her, and has negative thoughts about others, the counselor not only focuses on protecting and supporting the client but also has the responsibility as a pedagogy, pointing out the duty of children to their families and schools.
- ✓ The counselor should avoid giving action plan to the client when he/she has not yet fully exploited the

issue and talking too much but should listen and understand the client's problem.

- ✓ The counselor should not ask digressive questions but should clarify the unclear statement of the client.
- ✓ The counselor needs to be sensitive to investigate whether the client was protecting the child or it is likely that the client is the abuser. It's appropriate that the counselor did not provide legal knowledge, sanction applied to child sexual abuse crime. The counselor should ask the client if the client is standing near the child to avoid hurting the child emotionally.
- ✓ If the caller is not the client nor their parents, it's quite difficult to grasp the problem accurately. Thus, the counselor should encourage the child or the parents to call Hotline.
- ✓ The counselor should use the words and expressions which are suitable to the age of the client.
- ✓ If the counselor has enough information that the client is making

plank call, the counselor should explain for the client about responsibilities that the informer should be honest and can stop counseling.

- ✓ If the counselor does not have knowledge about the specific type of illness, he/she needs to halt the call, consult an expert, and then call back or refer to a more professional service.

Knowledge and skills of referral

- ✓ The counselor should not be swept along with the client's rush and urging, but should collect information.
- ✓ The counselor should not call many times to ask/inform small topics in the same day.
- ☆ The Project will utilize these lessons learned in the next training.

Coming activities

- Training for Hotline Counselors
- Revision of Decree No.9
- IAWT Meeting
- Survey on NPA with VWU
- Focal point seminar
- Communication activities

Project members

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If you have any questions regarding this newsletter or project, please feel free to contact

A Message from Dr. Duc after External Assessment

In both regional call centers of Da Nang and An Giang, counselors have dignity and capacity that meet the job's requirements. At work, counselors are active people who strive to complete the assigned work and support colleagues inside and outside their organization. In regard of attitude, counselors showed respect and enthusiasm to help clients. For knowledge, calls to the call center have topics that are within the knowledge of the counselors. Counselling skills of counselors have been improving and their skills for making referral have complied with the

referring procedure with closed monitoring and supervision. In the coming time, it is recommended to have more training courses on practicing on counselling skills, process and problem identification based on the practice of specific cases to enhance capacity of counselors.

