

# Vietnam Anti-TIP Hot Line News

Vol. 7

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

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Training for the Hotline Counselors held from 24-27 November in Hai Phong

## Decree No. 09 Consultation Workshop was done and the revision was finalized !

The Consultation Workshop on the revision of Decree No. 09 was held by Ministry of Labor, Invalids and Social Affairs (MOLISA) in Hanoi on 15 October 2020 jointly supported by the Project and International Organization for Migration (IOM). Decree No. 09 is the Decree Stipulating in Detail a Number Of Articles of The Anti-Human Trafficking Law and stipulates the government supports which survivors of Trafficking-in-Person (TIP). Toward the revision of this decree, the Project has supported the evaluation of its implementation including interviews to the officials who directly work with victims and survivors, as well as draft development and workshop since 2019. For the Consultation Workshop in October, totally 112 people including central and provincial officials, NGOs, international organizations and media participated.

Comments and ideas were presented and discussed in the panel discussion in the morning and group discussion in the afternoon. Incorporating the presented ideas, the final version was approved by Ministry of Justice and Ministry of Finance and proposed to the Government Office in the end of December. The improved points by the revision are as follows:

- ☆ Anti-TIP Hotline which the Project supports is officially prescribed in the Decree with its roles and functions.
- ☆ Psychological and medical support are provided with the survivors regardless of their stay in the Social Work Centers or their community.
- ☆ Survivors can receive medical support from outside hospitals and are provided with free health insurance card and periodical medical check.
- ☆ Initial Difficulty Allowance are provided

regardless of survivor's family status of poor household with the increased amount.

- ☆ Foreign survivors who were trafficked via Vietnam become eligible for Initial Support and Recovery Support.
- ☆ Survivors who need vocational training will be arranged for vocational training or a lump-sum support for vocational training costs.
- ☆ Survivors who need loan can be provided with loans from programs and projects with facilitating production and business for victims.
- ☆ Survivors of poor households, near-poor households, whose houses are severely damaged by natural disasters, fires or other force majeure reasons but cannot stay, shall be supported with housing repair costs
- ☆ Support process becomes clear and more efficient by shorten the time for process.

We learned from the evaluation of implementation of Decree No. 09 that the situations of survivors are various. A survivor said "Vocational training would be good, but I would rather want to earn money soon." Another survivor said "My father regards me as a shame of our family and told me not to go out of house at all. I'm sad now my father and mother make a quarrel often because of me."



Consultation Workshop. Japanese experts participated in panel discussion via Zoom.



Mr. Kobayashi, Senior Representative of JICA Vietnam Office provided opening remarks.

In order to provide suitable support to every single survivor, the Project continues supporting Hotline to provide not only referral for rescue but also psychological counseling and information of the support which survivors can receive and for prevention of TIP.



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 facebook 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

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

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## DOLISA Focal Point Seminar was held !

DOLISA Focal Point Seminar was held from 29 to 30 October 2020 in Hanoi. DOLISA Focal Points are mainly Directors/Deputy Directors of Social Work Centers which receive and support TIP survivors, and function as coordinators of Anti-TIP measures of Department of Labor, Invalid and Social Affairs (DOLISA) in all 63 provinces and cities. Since Japanese experts cannot be dispatched under COVID-19 pandemic, the seminar was held online.

Ministry of Public Security (MPS) reported the situation of TIP in 2020 and the incidence of TIP cases from January to June 2020 was largely decreased with the influence of COVID-19. In comparison with the data of the same period of 2019, the number of TIP cases was decreased 39% (1,162 / 1,908 cases), the

number of perpetrators was decreased 46% (1,546 / 2,861 persons), and the number of victims was decreased 24% (2,814 / 3,717 persons).

The Project team reported the implementation of activities, collaboration system of DOLISA Focal Point, coming activity plan, the current achievement status of the project indicators. The Project team also asked ideas and comments from DOLISA Focal Point about the economic and employment situation under COVID-19 in their provinces and effective communication activities.

The ideas about effective communication activities were raised as follows:

- ☆ Using social media would be effective. Efforts to increase the followers of Facebook is necessary.

- ☆ In the area without electricity in mountainous provinces, many people do not use smartphone or computer daily. In such areas, activities with locally influential community leaders would be effective.
- ☆ Please allocate poster and communication materials at the border gates.
- ☆ In remote areas, information dissemination using loud speakers which can be heard whole city is organized often. It would be effective to include the information of Anti-TIP Hotline in public announcement by loud speaker.
- ☆ Target group of Anti-TIP measures include students. Thus, it would be possible to organize some contests about knowledge of Anti-TIP in schools.

We continue our efforts to strengthen communication activities based on the ideas.

## Training for the Hotline counselors was done !

The Project organized 4-days training for the Hotline counselors 3 times from October to November 2020. In order to prevent COVID-19 expansion, the training was held for 3 regions separately for counselors in Hanoi, Da Nang and An Giang, together with counselors of social work centers nationwide. The contents are about 5 counseling steps for sexually abused victims including (1) rapport building, (2) problem identification, (3) making a support plan, (4) intervention and support, and (5) assessment and closing the case. The trainer was Professor Tran Thi Minh Duc, who is psychological counselor and implemented

external assessment of counseling quality. We found that counselors who have rich experiences such as shift leaders can conduct counseling almost appropriately, but new counselors who were deployed last year still have difficulty in providing counseling. Small number of experienced counselors summarize the story of clients too early without listening fully but talk more than clients. The Hotline has the system to support counselors in the shift by shift leaders. The Project will continue the training for counselors, and will provide more opportunities for the new counselors to participate in the training.



Training was mainly applied role play with pair-works.

## Conducting remote activities under COVID-19 pandemic

COVID-19 has spread around the world and changes our way of work. In the project, we have not been able to dispatch Japanese experts to Vietnam since February 2020. However, most of the activities are now being conducted remotely from Japan and which has minimized the delay in activities.

The main reason why we can carry out our activities without serious delays is largely due to the hard work of the local staffs and counterparts. Besides, the stable network environment in Vietnam, the relative ease of remittance through Internet banking, and the widespread use of communication tools such as Zoom and Zalo (messenger applications) have been a great help in implementing activities remotely.

In fact, all the workshops, seminars, and training programs reported in this newsletter have been implemented by online participation of Japanese experts, and we have been able to carry out the activities as planned and achieve the expected results with almost no trouble

On the other hand, it is difficult to discuss with local stakeholders face-to-face during remote activities, and there is a certain limit to the activities that require an understanding of the actual situation in the field, such as public relations activities.

Currently, we are working on resuming dispatch in early April, but depending on the situation in Vietnam and Japan, it may be necessary to reconsider the schedule. The Project is now reaching the final stages and important activities are still to come. We will continue our efforts to be dispatched to Hanoi as soon as we can.



IAWT meeting held in December 2020

## Coming activities (Including on-going activities)

- IAWT Meeting
- Incorporate Hotline 111 into NPA 2021~2025
- Conduct survey on NPA with VWU and develop a reportage
- Develop Training materials for BGC officers
- Procure additional equipment and update system of Hotline
- Communication activities

## Project members

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