



**MINISTRY OF LABOR, INVALID AND SOCIAL AFFAIRS
DEPARTMENT OF SOCIAL EVIL PREVENTION**



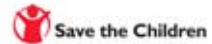
POLICIES AND REGULATIONS ON SOCIAL ASSISTANCE SERVICES

FOR RETURNED WOMEN AND CHILDREN- VICTIMS OF HUMAN TRAFFICKING

This handbook is completed with support of



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and other INGOs, NGOs and Vietnamese government agencies.

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Illustrative stories



Welcome!

This book was conceived with a sole purpose: to provide needed information and services available upon your returning back to Vietnam. To find the answers for your concerns, please look at ***Frequent Questions and Answers*** in this book. This part of the book offers valuable advises and resources for your most concerns and needs.

The handbook also presents legal information relating to support services, which help you to have access to useful information concerning your right and benefits within Vietnam legal constitution and law.

Information on contacts and services offered by International non-governmental organizations (INGOs) has been updated in this handbook, and available on **Yellow Page Part regarding International Organizations' services**. The list offers addresses of legal services, mental health counseling, vocational training, and micro-credit loan services. Presented graphically with Vietnam map with distinctive three regions North, Central and South of Vietnam, these available services are encoded and marked in hope to help you allocate and access these services in efficient ways.

In Hanoi, Ho Chi Minh and Can Tho, a number of support centers has been established to offer you and others in similar situation shelters, assistance and services as needed. You will get opportunities to attend vocational trainings according to your needs, to spend time in the home - like living arrangements with other women and children like you at these shelters.

In addition, the last part of handbook is committed to provide contact, phone numbers and address of Vietnam Women Union (VWU), Department of Social Evils Prevention (DSEP), from central government to 63 provinces and cities in Vietnam territories. These two governmental bodies lead very important roles to facilitate services and help for your reintegration process safely back to the community.

Another important reliable address is the Hotline, 1800 1579, free of charge. The Hotline operates 24/24 nationwide, and its dedicated counselors are ready to answer your questions and to provide counseling when you need.

It is hoped that this handbook will be helpful for you with its resourceful information. Be strong and confident in your journey into the future, bear in mind that the support and encouragement of loved ones, community and society are there for you, always.

Sincerely,

THE HANDBOOK



Definition of Human Trafficking

Definition on Human Trafficking?

Human Trafficking can be defined as abuse and exploitation of migrated person (internally and internationally) for profit.

Human Trafficking combines three stages: recruitment, transfer, and exploitation and abuse.

Normally, victims are deceived and coerced to do things against their wills or knowledge. Victims of Human Trafficking are not free to move, nor they get paid for their labor; they are considered slaves.

Human trafficking can happen in the form of migration in which the migrants become victims of HT upon their arrival at their destinations. Before their departure, the victims hope they will have good job in another city, or country through intermediation and/

or contacts of friends, family or others. Once arrived at the destination, these victims realize that working conditions are worse than promised; they get exploited, and are unable to free themselves from the traffickers' control.



Fraudulences and deceptions in human trafficking

Human traffickers employ different schemes and trick to deceive. They often utilize the following forms:

- ❖ Debt: individuals got trafficked and their families often times become indebt to the traffickers with huge loan and debts charged for fee paid under the name of work visa, paperwork fees, and work arrangement as well as transportation.
- ❖ Personal ID and documentation are withheld. If asked to get them back, you are asked to pay extra money.

- ❖ Victim of HT do not have complete freedom.
- ❖ Threat victims and their families.
- ❖ Sexual exploitation, and physical and psychological abuse of the victims.

When searching for “prey” human traffickers utilize variable forms of trickeries. There are five schemes commonly used to trap women and children:

- ❖ Complete coercion through kidnapping and taking hostage.
- ❖ False promises with highly paid jobs
- ❖ Fake marriage.
- ❖ Mislead victims to work on illegally recreational establishments (nightclubs, bars, country clubs, etc...).
- ❖ Lie about working conditions.





EXAMPLE 1:

"I was fourteen. When my grandmother got sick, I took on the street vendor selling fruits in Hanoi. One day, I got approached by a customer, who seemed decent and trendy. Appeared concerned about my situation, she offered to help me get work as a sale clerk for one of her acquaintances in Lang Son. I agreed to meet her later on and she took me to Lang Son province. I only found out later on that the fabric vendor store I worked for was in China, not Lang Son, with the daily schedule from 4am to 9-10pm. I wasn't allowed to leave the store or to make any phone calls. When asked about my monthly salary, the owner refused to pay with the reason that "Your salary was not enough the fee I paid to get you here. You will get paid when all debt you owed me is cleared off".

EXAMPLE 2:

"Her family was so poor and life at home was harsh as her parents struggled to raise many children. When they heard migrant workers from Vietnam could make 300\$ a month in Taiwan, her family decided to apply for her and they had to borrow lots of money to give to the broker in hope the could help to complete the paper work, work visa required for working in the factory in Taiwan. She only realized things were not as promised back in Vietnam after she arrived there. She had to wait a few months staying with the brokers due to work were not available. During that time she was kept in prison- like condition, not allowed to move freely; she was forced to work for this broker without pay. Worse yet, she was repeatedly raped..."

Human Trafficking Prevention & Intervention for women and children, the Hotline number:

1800-1579 and 1800-1567

18001579

Women and children of trafficking is a story seemingly without ending; the ending to one's saga might probably be the beginning of the other's. Trafficking experiences leave

further lasting consequences- permanent scars even. To some of these women and children victims the impact of their terrible ordeals would last a lifetime.

To contribute to the collective efforts to fight the war against human trafficking, the hotline 1800 1579 was officially born and put into operation on December 28th 2006. The main goal of the hotline is to provide information to those at high risk of human trafficking, and to offer counseling to trafficked victims. The service is completely free of charge. Whether you use cellphone or a landline phone, you are NOT charged with any services fee.

Thousand kilometers away from the hotline center, many young women have called and confided their concerns with staffs of the



hotline, telling them about their relatives introduced them to the potential husbands to be, who are living in Taiwan and they guaranteed that if she agreed, the wedding would take place in following weeks. She also was promised that once she got to Taiwan, she would be wrapped with bliss, wealth; her parents at home would receive a huge lump sum to pay their debts.

A father, having his daughter about to become a guest worker in Taiwan, called the hotline expressed his concerns of his daughter being kept in a brothel has called asking to be rescued.

Here are a few examples of the phonecalls the hotline receive among hundred other calls. If you need counseling, information and/or referral to reliable addresses, please call this number: **18001579**



From all the phonelines, landline or cellphones, including the the cellphone without account balance, dial directly 18001579.

Dial directly **1800 1579** without dialing area code.

In case emergency, use office, school, or local post office telephone... to place a call to 1800 1579. The phone line is free of charge.

For further questions, please contact us directly at:

Center for Studies and Applied Sciences in Gender, Family, Women and Adolescence (CSAGA).

Address: 191 La Thanh, Lang Thuong Ward, Dong Da District, Hanoi,

Tel: 043 7540 421/ 043 7569 547

Fax: 04 793 0297

Email: csaga@fpt.vn

Website: www.csaga.org.vn

1800 1567

The number **1800 1567** is free of charge phone line offering nationwide services to all the children in Vietnam. The phone line services is operated by the Center for Communication and Counseling Services of Children Welfare and Protection Department of MoLISA.

Operation time:

7am-9pm Monday to Friday

Main activities:

- Provide counseling services and information related to children such as abuse, exploitation of children. The services also cover migration and trafficking of children and their issues.
- Offer intervention, assistance and supports to child abuse and exploitation cases and situations, including trafficking of children.
- Makes referrals appropriately and as needed.

Child Welfare and Protection Department has been the main stakeholder in this social enterprise. It advocates, gather and coordinates all interested entities, in order to implement law, government policies regarding children welfare and protection as well as to carry out the needed services for this particular population.

With 15 counselors and consultants, possess diverse professional background and expertise from legal, psychology, medical and social services, the Center is established by the Child Welfare and Protection Department to maximize the collaborate efforts from various disciplines and different levels of authorities, with the participation of concerned parties interested to welfare and protection services for children.

Address: Center of Communication and Counseling Services of Children,
Welfare and Protection Department, MoLISA.
35 Tran Phu Street

Tel: 1800 1567 (Communication and Counseling Services)

Director of the Center: Mr. Dang Hoa Nam

Tel: 08048217

Common Questions



1. Q: *As a former victim of human trafficking, how will community (family, relatives, neighbors, local authorities) judge me when I am back home?*

A: It is hoped that family, relatives, friends and neighbors as well as local community, authorities will be empathetic and accommodating towards you. You might experience negative feeling, attitude and even rumor about what you have gone through nonetheless. It is important that you must be strong, confident and remain optimistic. With time and hopefully love and care from the community, loved one and others around you these feeling will fade into the past.

2. Q: *Does anyone know about my misfortune?*

A: It is responsibility of individuals, organizations and agencies providing care, protection services and help to keep your story, your information confidential. Unfortunately, there might be rumors circulating around that do not correctly convey and truly reflect information about you and your experience. In that case, you could go to the local authorities, local agencies and organizations to ask for help, services and counseling in order to overcome these issues.

3. Q: *Do people would consider I am spoiled, truant and consequently got punished by being trafficked cross the border?*

A: Our society and community nowadays are more informed, receptive and accommodating to those unfortunate and are victims of human trafficking. You might face some negative opinions, attitudes from the community when you return due to misunderstanding and lack

of compassion. Be confident, strong and keep in mind, that majority of people in the community where you stay are caring people, who are willing to accept you, and and extend their hands to help you.

4. Q: *Do people despise and take pity for what I have gone through?*

A: While most of people in the community do not have that kind of attitudes, it is unavoidable that some certainly would look at you in such ways. It is hoped that when people are better informed and provided properly about who you are, they will change their understanding and attitude to be more compassionate, caring and accepting toward you.

5. Q: *Do people know I am no longer a virgin?*

A: What happened to you should be seen as an unwanted accident; and it is not your fault. Possible there might be misunderstanding and unsympathetic opinions exist toward you and what occurred to you. Once the community and these people have better knowledge about

what happened to you, and they would be more accommodating and empathetic and change their perception about you.

6. Q: *Can I get married in the future? Are there any decent people who accept me as a wife?*

A: There are quite a number of other women in similar situations yet still find loving and caring people who would love for you these women are. They are able to go on with life, get married, build family, live happily later on. It is essential that you do not give up hope, be confident and set your goal for a better future of you and your family.

7. Q: *How can I forget the terrible past and horrendous experiences that I had gone through?*

A: You can seek help from reliable organizations, agencies and individuals who offer advises, counseling and solutions for your psychological and mental health



needs. Again, you should consider these terrible past and experiences happened as unwanted accident, and they are not your faults. If possible, you should set up a plan, come up with new activities to keep you occupied with life, focused in future, and to gain back your confidence. With time, these activities, hope as well as regained self esteem will certainly carry you through the difficult in present and help put your experience in the past behind.

8. Q: *What could help me overcome an overwhelming sense of inferiority complex and guilt when interacting with others?*

A: Focus on the positive thinking and regard in which the past occurred unwanted, and accidentally. You are not at fault for what happened. Go to get help from organizations, agencies, and individuals that you trust for advices, and possible counseling. It is important that you need to focus on how to become a better person with full confidence and selfesteem. Think of what help you to feel relaxed and secured both within you and your wellbeing, your living environment, ho to improve the quality of life for both you and your family. With positive ideas and suggestions you will be enabled to cope with the past and to look forwards to the future.



9. Q: *What will happen with my children? Do they get rejected, or discriminated against?*

A: It's important to know that your child/children are innocent victims, as you are, of these horrific experiences. Your children might encounter negative attitude and treatments as consequence, and it is necessary you stand up against these unfair and unjust to defend and protect your children. It is best that you continue find the way to keep the family intact, to provide adequate care for your children and the family. Your confidence, love and care will bring about the unison in your family, to instill within your children the determination and hope in coping with what seemingly external adversarial force to their life.

10. Q: *How can I go on with life normally as others around?*

A: Think of what happened as the past, misfortunes, accidents that occurred out of your control. It is not your fault and you cannot change the past. You should look forwards to the future which will fill you with hope and motivation to confidently and strongly go on with life. Many others like you have done the same and with help and care of community, family they eventually find the inner peace and stabilize their situations.



11. Q: *Could I get infected with HIV and other sexually transmitted diseases (STDs) as consequence of my painful past?*

A: To examine whether you have been infected with sexually transmitted diseases, you need to go to medical facilities for check up in order to get tested and if needed, to have treatments and follow up done professionally. In order to know if you are HIV positive, the blood test should be taken within three months from the time you have engaged in sexual activities. In the meantime, you should maintain proper nutritional intake and rest regime, detect any abnormal signs and symptoms in order to get help and treatments appropriately.

12. Q: *If found out that I am HIV positive, will people around despise and ostracize against me?*



A: The understanding and perception regarding HIV/AIDs has significantly changed over the past years. Overall, society is less discriminate against those suffering these medical conditions. If you found out that you are infected with HIV/AIDs, it is the best that you protect yourself by taking good care of your health condition, and preventing the transmission of these conditions to others around. Join the community in preventing the HIV/AIDs transmission is positive thing to do.

13. Q: *Can I still have children after?*

A: You're still able to have children if no serious medical damage/ effects happened to you as consequence of medical transmitted diseases, conditions. Even you are HIV positive, you still can get pregnant and have children, provided you keep your medical conditions in check and maintain good preventive medication and treatment/ method on regular basic. It is estimated that around 70% of HIV positive women can still have babies if they take their medications as instructed.

14. Q: *Can HIV/AIDs and other STDs diseases be treated?*

A: There are different methods of treatments for medical conditions

that you have. With some considering incurable medical illness, in recent years there are number of great scientific medical improvement in terms of effective treatments and available medications to treat them. It is important that you have to commit and follow through with medical treatment instructed to get the best results.

15. Q: *Are my children considered normal kids like others in Vietnam once they repatriated?*

A: Absolutely, they will be treated like any other children in Vietnam.

16. Q: *I am a victim of human trafficking and had returned. I was received by Vietnam governmental authorities. What kind of IDs would I be provided to legally facilitating my homecoming?*

A: In accordance to the Inter- ministerial Circular #3/2008/BCA-BQP-BNG-BLDTBXH issued on May 8th 2008 by Ministry of Public Security, Ministry of National Defence, Ministry of Foreign Affairs, and Ministry of Labor, War Invalid and Social Affairs, it is stated that designated governmental entities have responsibilities to instruct victims upon

their returning to territories of Vietnam to fill out the Declaration form. All victims, both children and women, are entitled to receive the return certificate.

Instruction from these receiving agencies would certainly guide you in how to fill in these required forms. It is important you keep these papers handy to facilitate all legal and administrative requirements when traveling, or for others reason like resident registration. These papers would also act as personal identification to help concerned agencies and organizations in assessing your need and providing services and assistance that you are entitled as victim of one of human trafficking during community reintegration process after you return.



17. Q: *I'm a victim of human trafficking. I managed to escape and came back to Vietnam. Local authority did not know what happened to me. Do I need to do anything to fulfil legal requirement?*

A: Both Government Decision No.17/2007/QĐ-TTg, issued on January 29th 2007, covers policies and regulation on reception and assistance for reintegration process of human trafficking women and children victims, and Interministerial Circular No.3, 2008/BCA-BQP-BNG-BLDTBXH, state: all victims are required to inform local government authority upon their return. It is your responsibilities to fill in the declaration form per government requirement. These papers would help local authorities where you reside to verify your situation and enable them in both certify your whereabouts, condition and need for further assistance that you are entitled.

For these reasons, it is recommended that you contact local authority where you reside to obtain the form, fill out and submit to appropriate agencies to meet these requirements.

18. Q: *I am a victim of human trafficking and already came back Vietnam. I heard that for those in difficult situations upon returning, they could come to the reception center/shelters and receive help there. What are they?*

A: The Inter-ministerial Circular No. 03/2008 alleges that all victims of human trafficking returning to Vietnam are received through: (1) Reception Centers to complete required procedures to clarify the legal status, conditions and assess initial services required (accommodation, food, health care, counseling, and legal assistance). The duration to staying for victim could last to 15 days, including the day she/ he show up at the reception centers. And (2): Centers/ Shelters with available services provided for victims of human trafficking such as: health care, psychological and mental health counseling, legal aids services, life skill classes, vocational training and education and legal rights and entitlements for victims of HT. In certain shelter, residents can get job orientation services, and receive micro credit loans to start small enterprises as well. Please look for the available information and list of these centers/ shelter in this book.

19. Q: *I am a human trafficked victim/returnee. What kind of services and subsidies am I entitled to help me in the initial community reintegration process? How can I get them?*

A: According to Vietnam Prime Minister's regulation No.17/2007/QĐ-TTg issued January 29th 2007, Ministry of Finance and Ministries of Labor, Invalid and Social Affairs, has issued the Bilateral Circular in which offers clearly instruction on expense level allowed to spend on investigation, reception and financial assistance for women and children who are victims of human trafficking.

In the cases of victims from poor household families, or families having extreme adverse circumstances financially, with the certification from the chairman of local People Committee the victims could receive initially 750,000VND per head in the household. Victims are in need of vocational training, are entitled 500,000VND/ person/ each training course.

To request these community reintegration benefits, each victim must fill out required forms, available at local authority entities. It is also required to have certification from head of a commune, ward where victims reside, in

addition to certificate upon arrival granted when victims first returned in Vietnam.

Based on the forms that filled out by victim her/himself or family members, and requests from local authority agencies certified by local District level Department of Labor, Invalid and Social Affairs (DoLISA) a decision will be made to grant the benefit according to the file/ case's specificity.

It is important that you contact local authority agencies to get instruction and required forms in order to fill out the request for benefits that you are entitled to.



20. Q: *I am a human trafficked victim, returning to Vietnam with an eight year old child. What kind of educational benefits and assistance my child is entitled to?*

A: On September 27th 2007, the Ministry of Finance and Ministry of Labor, Invalid and Social Affairs had issued bilateral circular No. 116/2007/TTLT-BTC-BLDTBXH, in which it regulates children of the human trafficking victims who returned to Vietnam with their mothers are entitled to financial assistance for educational purposes (buying textbooks and other school materials).

The grant is implemented when the children express the need to go back school, amount of financial assistance decided by the Chairman of People's Committee in accordance to the regulation for the financial assistance specified for children experience financial hardship.

21. Q: *I got trafficked cross the border and forced to work in brothel. I continue suffering severe depression and fear of discrimination, rejection from both family and the community. Is it possible for me to find a shelter and stay there for sometimes before I could come back home?*



A: According to the Decision No.17/2007/QĐ-TTg The Prime Minister issued on January 29th 2007 regulates the receptive procedure and assistance policies for community integration of human trafficking victims, and the Bilateral Circular No.116/2007/TTLT-BTC-BLDTBXH of MoF and MoLISA, reception centers, shelters and local agencies under management of MoLISA have responsibilities to provide accommodation, recovering services and assistance up to 30 days for the victims in need to get physical and mental health care to stabilize their condition before returning back to the community of origin. With those

suffering financial difficulties and restrains, the duration of staying in these facilities could extend up to 60 days from the day they arrive at these facilities. Besides, HT victims could stay at services and assistance centers for women.

Based on these regulations and policies, you could make a request to appropriate reception agencies to get help/ and assistance accordingly from responsible local authority entities.

Also you could stay temporarily from 6months or more, when needed, at a number available centers established for women sharing similar experiences like yours (see pages 32 & 33).

22. Q: *I am HT victim. What kind of services and assistance am I entitled from reception centers, shelters and social welfare/ assistance organization according to government regulations?*

A: The Bilateral Circular No. 116/2007/TTLTBTC-BLDTBXH on September 27th 2007 between MoF and MoLISA regulates that once victims are received at the reception centers and /or shelters, they are allowed to get financial assistance for clothing and



personal needs, female hygiene vanity items to 10,000 VND/monthly, food allowance of 10,000VND/day, medical examination and medication expense. In case victims are required to stay in the hospital or medical facilities for treatment and services, the maximum amount they entitled to are 1,000,000VND each time.

You will be able to get assisted with the medical need as regulated once you are reception centers and shelters.

23. Q: *I am human trafficking victim, and I would like to come back to the community and live with my family. Can I get any assistance to ease my return and reintegration?*

A: TA: The Bilateral Circular No. 116/2007/TTLTBTC-BLDTBXH on September 27th 2007 between MoF and MoLISA also states: victims of human trafficking would be considered to receive assistance of food expense for the travel duration no more than 5 days x 20,000VND/ day. Local reception center and shelter are responsible to get transportation ticket for victims.

In the cases of victims are minors and having no relatives or family members to accompany back home, local reception centers and shelter has to assign staff to bring minor victims back to their original residential community, or contact the local office of MoLISA to carry out the home return arrangement for these minor victims.

With these regulations, your situation will be assessed, and services provided accordingly.

24. Q: *I got trafficked across China-Vietnam border and sold to a Chinese male. During the time living with him, I gave birth to a child. I came back Vietnam with my kid (4 years of age) and now I want to get birth certificate for my child. Is it possible? Which agencies deal with this issue?*

A: You can register and get birth certificate for your child in accordance to the Circular #01/2008/TT BTP issued on June 2nd 2008. This Circular offers additional instructions and guideline on how to implement the Decree #158/2005/ND CP issued on December 27th 2005 on residence registration and management.

Go to Ward's People Committee where you and your child register for temporary residence and ask for help with information and procedures on how to apply for your child birth certificate.

25. Q: *On my way to visit a relative, I was offered some soft drink. I took some and was unconscious after that. I only discovered much later when awoken that I was in China and was sold to a Chinese man; I was forced to live this person as his wife and had two children with him. I got arrested*

when Chinese police found out that I was undocumented person. They returned me back to Vietnam through Mong Cai gateway. Since I came back, I really miss both my husband and the children. I want to come back to China. What do I have to do?

A: Articles 11, 100, 102, and 103 of Marriage and Family Law issued in 2000, and Articles 10, 11, and 12 of Decree No. 68/2002/ND-CP issued 2002 of Vietnam Government have regulate in detail certain implementation of Marriage and Family Law with foreign elements. On July 21th 2006, the Government also promulgated the Decree No 69/2006/ND-CP to further some relevant adjustments and additional provisions to the Decree No. 68

- All these documents regulate that within the marriage between a Vietnamese citizen and a foreigner, both had to obey the national regulation and legal requirement/conditions dictated by each nation that they are citizen of. If the marriage ceremony conducted at one of the Vietnamese governmental offices, the foreigner must follow the legal regulation and judicial sanctions in both allowing and prohibiting to get married according to Vietnam Marriage and Family Law.



- The marriage must be registered. Responsible governmental bodies will implement the procedure for the marriage registration.
- The government does not legally recognize the union of two persons, male and female, who decide to live together without getting married and registered.
- Authority offices at a local province,

where the Vietnamese citizen reside are designated places for Vietnamese citizens to request register and get married with foreigners. In case the Vietnamese citizen does not have and/or still waiting to get approval of regular residency registration but already has registered to reside at that local temporarily, the local authorities would be responsible to exercise marriage registration for this person and her/his foreigner/fiancée.

Filing the marriage registration and certificate will require following documentations:

- ❖ Marriage registration forms.
- ❖ Marital status certificate of each side validated by responsible local authorities, dated within 6 months since the date the marriage application received, in which certified that the bearer of the document are single.

If one partner of the couple filling the marriage application is citizen of the country where there is no regulation required this type of certificate, he/she would possibly take an oath to state of his/her single status instead.

- ❖ Medical examination certificate, granted by authorized medical facilities in Vietnam or other countries in the last 6 months, certifies the medical condition of the bearer having no indication of mental health problem or other medical conditions which might affect self control ability and self awareness of that person.
- ❖ Certified personal identification copies (for Vietnamese person living in Vietnam), passport, visa or resident certificate (for foreigners).
- ❖ Notarized copies of residence registration book, individuals, family or dormitory residence registration book, and/or temporary residence registration form (required for Vietnamese living in the country). For the foreigners, it is required to have either permanent/ temporary resident cards or documentation of residence.

Marriage application procedure:

It is required both parties of the marriage must be present when submit the marriage application to Justice Department. In case one party is absent, the procedure could be exercised if that person has submitted the

absent petition and granted the other party in the marriage to act on his/her behalf to submit the application form. The duration for processing the application of marriage is proximately 30 days in Vietnam once the Justice Department receives complete required papers and forms for the marriage application.

- ❖ Wedding ceremony must be conducted within 7 days, from the day the marriage certificate signed by the chairman of local provincial Peoples' Committee. Unless there are justified reasons requested by either parties of the marriage, the extent for the wedding ceremony will not be more than 90 days since the day signed on the certificate by the chairman of local Provincial People's Committee. Beyond this extent, the file for marriage registration and wedding ceremony will be expired and the couple will have to reapply.

Wedding ceremony will be conducted formally at the office of Justice Department in the cities or provinces with the presences of both male and female parties. Representatives of Justice Department will responsibly conduct the final questions to clarify the intention to get marriage of both sides. Once both agreed, the

representative of Justice Department will record the ceremony in the wedding registration book and have both parties of the wedding signed. Original wedding certificates will be given to both male and female parties of the wedding.

Wedding certificate will take effect from the day the wedding ceremony conducted and registered at Justice Department office. Copies of this documentation will be given out by city/ provincial offices of Justice Department when requested.

In your case, since you got trafficked and sold to a Chinese man, though you have lived with him as husband and wife, your union are not legally recognized. In order to legalize the relationship, you need to go to Justice Department where you reside and apply for marriage registration and wedding ceremony as instructed above.

26. Q: *I am a former victim of human trafficking and I have returned back to Vietnam. What should I do to report those who have involved in human trafficking?*

A: There are numbers of detail instructions in three major government documents that you could refer to for help: the Law on making complaint and report

stipulated December/02nd/1998, the Law on reforming and modifying current complaint and report Law issued June/15th/2004, and the Decree No. 53/2005/ND-CP issued April/19th/2005 regulating in detail on how to make complaint and report. According to these instructions and your specific case, you could:

- ❖ As a citizen, you could report law breached acts, intents to violate the law, and/or threats to cause damage to the nation, people and communities of Vietnam and to violate the rights, legal benefits and welbeings of citizens of Vietnam.
- ❖ As a citizen you have the rights in making complaint or report in which you are:
 - permitted to write a complaint or direct repor to responsible authorities and governmental agencies,
 - allowed to withhold your personal information, address, or alias,
 - protected by Vietnamese government and authorities when threatened,
 - entitled to be informed with the progress and result of the investigation except national security related concerns.



In reporting criminal act and illegal activities, you are also responsible to:

- ❖ the information that you have provided, and
- ❖ correct and accurate your personal information such as your name. etc.
- ❖ the complaint that will be investigated and prosecuted in accordance to judicial procedure and criminal law.

In this case, you can make the complaint to authority agencies of justice, police and prosecution departments.

27. Q: *I was victims of cross border human trafficking. The defendant in my case got arrested, and convicted after preliminary hearing. The conviction has taken effect in which I will be compensated monetarily. What do I have to do to fulfil legal procedure in order to receive this amount of money?*

A: You can refer to Article No.5, No.21, No.25 in the Ordinance on Civil Law implementation issued 2004, and Article No.6, of Decree No.173 which regulate procedure, level of enforced reprimand in civil cases, issued September 30th 2004.

In case the defendant refuses to comply with the court decision voluntarily, within a time duration of three years, counting from the day the sentence becomes effective, you are rightfully allowed to make an appeal to provincial level law department in charge to carry out and monitor the legal decision to take legal action against the defendant.

To this effect, you have to make an appeal to request for the court decision implemented. In the appeal, you have to clearly the reasons

for your request and list all the information clearly identified that defendant did not comply to the court decision. The appeal must be filled out in the legal form, translated to Vietnamese language if written in other languages, and then notarized before sent to responsible legal agencies.

There are certain items that should be included in the appeal:

- ❖ Name, family name, address of both accuser and defendant, and beneficiary; date when the request's written.
- ❖ Purposes to request for enforcement of court decision and item that not required to fullfil. The appeal has to be relevant to the sentence and the court decision.
- ❖ The sentence No., court decision No., name of the court or legal justice organizations, the mediator involving in finalize the follow up decision whether to confiscate personall belongings, withhold income or personal properties of the defendant and or other needed information.
- ❖ Inclusion of copies of sentence, legal court decision, other related documentation (if available)

If you do not make the complaint and send to the appropriate government and authority

organizations to reconsider the legal court decision within three year duration, from the date the court dictated the sentence, you are not eligible to make an appeal.

If the defendant proves unable to carry out the sentence according to timeframe decided by legal court decision due to circumstantial reasons and adversarial events have prevented the defendant to comply, the court will take into consideration these factors, and might extend the timeframe to ensure the defendant comply to the court decision.

Following are examples considered circumstantial reasons, and adversarial events preventing the compliance with the court sentence, within the reason of the doubt:

- ❖ The defendant and accuser do not receive the court decision either in timing fashion or not at all. They are not at fault.
- ❖ Accuser and/ or defendant due to issues related to business, medical treatment, natural disasters, fire or other circumstantial problems are unable to carry out the legal decision within the timeframe decided by the court.
- ❖ Accuser and/ or defendant is deceased before assignment of inherited individual.

Companies that merged, divided, separated, dissolved or liquidified but have not been able to select individual to manage or organize are eligible to ask an excuse or extent to carrying out the court decisions.

- ❖ Due to mistakes committed by the legal or judicial procedures and decisions, the defendant is unable to comply to the sentence according to the decided timeframe.

The defendant must make an appeal presenting all possible evidences to prove that within the required time-frame he/she is not able to comply, then submit to the legal/judicial court for further reconsider to extend or set up a new time-frame for the court decision compliance. The appeal must be validated by either local leader of District level People's Committee, or clinic (in case the defendant go sick, ill or suffered medical conditions), and/or responsible organizations regarding his/her absence and incapability to exercise the legal requirements set out by the court.

28. Q: *Who are eligible to be admitted to Peace House Project Shelter?*

A: Women and children- who are victims of human trafficking (victims of sexual, labor exploitation, and other form of abuses) and in need of support and assistance such as:

- ❖ psychosocial and mental health services,
- ❖ economic and financial assistance, and
- ❖ support and help to reintegrate back to the community.

You can get more information and details of supports and services provided by the Peace House Shelter project through local women union, local authorities and other relevant agencies.

29. Q: *What kind of documents, certifications and papers do I need to prepare (or to have) in order to get accepted to the Peace House Shelter Project?*

A: In order to get approved for your admission into the Peace House Shelter Project, you need to have:

- ❖ Letter request for admission
- ❖ Brief background history summary, certified by local government, police, or Women union where you reside.

- ❖ ID card's photocopy (if available).

In the case that you are en route to repatriate, you can ask for ID certificate from personnel of security checking point's stations, NGOs and INGOs to help with this need.

30. Q: *What kind of services and assistance are available at Peace House Shelter Project? How long can I stay in this place?*

A: Once you are admitted to the Peace House Shelter Project, you will get free services of:

- ❖ Accommodation
- ❖ Health care
- ❖ Mental health, psychological assistance
- ❖ Legal aids and instruction and assistance on other legal needs
- ❖ Vocational training, vocational orientation and assistance
- ❖ Informal educational courses, life skills classes and group activities and counseling
- ❖ Formal and basis education for your children
- ❖ Reintegration assistance and support when you are ready to return to the community.

Case managers of the Peace House Shelter

Project will work with you to conduct need assessment and come up with the action plan to carry out the process to obtain the goal of this action plan. They will assist and consult you during the course of services delivery toward this goal with the clear objectives of how to help you gaining back the confidence, self independence and skills needed for your home coming- community reintegration. You can stay in the Peace House Shelter Project maximum up to 18 months.

31. Q: *What are the regulations do I have to adhere to while staying at Peace House Shelter?*

A: Once you are admitted to the Peace House Shelter, it's your responsibilities to follow through regulation of the shelter. Since you will live and share place with others in similar situations, you will be a member of that community and adhering to these regulation would help to maintain the supportive, caring and harmonious atmosphere beneficial to all residents in the shelter.

32. Q: *I have a young child with me, is my child accepted into the shelter with me? can my child be helped to go back to school?*

A: Your child will definitely be accepted to the shelter, and helped to return back to school, placed to appropriate level of educational grade.

- With children aged from 3-6, they will be placed to kindergarten located at Center of Women and Development, not far from the shelter. They will receive a comprehensive education and childcare services provided by both trained teachers and international experts in children special education.
- Children older than 6 years of ages will be helped with both school and class placement relevant to their abilities and ages in nearby schools.

33. Q: *During the time staying in the shelter, can I maintain communication with my family, and relatives, as well as to come back to visit them?*

A: During the time you are in the Peace House Shelter, you can maintain regular contacts though the phone (in house) with your family, visit your family both periodically or occasionally when needed.

34. Q: *What kind of assistance are available to help me with vocational skills, job placement, and financial support in order to help me with community reintegration process?*

A: To help you be more confident and independent with your community reintegration process after leaving the Shelter, there are two main assistance services available:

- **Vocational training:** you will have vocational need assessment/orientation relevant to your wish and capacity. You can chose different occupational paths like tailoring, cooking, make up, artificial flower designing and others... Financial assistance will be made available to help

with training fee, materials and tools that needed for your training course.

- **Credit Loan:** Once you complete the training course, if you have the need to borrow loan to start your business credit will be available to assist you with future business/work plan, and operation after leaving the shelter.

35. Q: *Can I get any assistance and support after I leave the shelter?*

A: We will continue maintaining the regular contact with and provide support to you even after you have left the shelter. You can also call us when needed.

36. Q: *I am a victim of human trafficking; I got sold to China and I have already returned. My living condition is rather difficult and I want to get some credit loans to invest in small business. Where do I need to go?*

A: The Decision No.312 issued on November 30th 2005 by Vietnam Prime Minister had stipulated the Five Year (2005-2010) National Action Plan on Human Trafficking Prevention and Intervention of Women and Children. The Decision specifies 4 major projects in which one specifically deals with reception, assistance and support provided to women and children- victim of human trafficking upon their repatriation. The Plan decides that:

It is important to assist women and children-victim of human trafficking who have returned to Vietnam to get credit loan services via Vietnam Women Union's local offices. Local community's financial funds, particularly poor women assistance fund/ budget established by the Government and allocated to Women Union, should be made available and given priority to individuals, both women and children belong to this particular group.

Besides, Article No.23 of Decision No.17 issued on January 29th 2007 on regulations in receptions, provision of assistance and support for victims of human trafficking who have returned to Vietnam points out: If victims of human trafficking, after returning to Vietnam, need to borrow loans, credit loans and other forms of financial assistance, they should be given priority in consideration process of granting them the loans from financial institutions, credit loan for poor women and other social welfare budgets according to the law.

37. Q: *Are there any types of work suitable for those who had gone through human trafficking experiences like myself?*

A: First and foremost you are normal like any other women in the society and you have opportunities to find work suitable for your capacity and interest. However it could be beneficial if you take additional vocational training classes which could enable you to find the most appropriate employment to your needs and abilities.

38. Q: *Are there any organizations, agencies that provide services and help in vocational trainings and job placements for human trafficking victims like myself?*

A: There are number of social services agencies, governmental and nongovernmental organizations, which provide vocational

training and offer classes that help returned victims of human trafficking. The services offered might vary, depending on your current situation and needs. Please contact them for further information that could help you in this direction.

Information on centers for women and children, victims of human trafficking and sexual abuse/exploitation

1. Together with Vietnam Women's Union of Ho Chi Minh City, AFESIP currently operate another rehab center to serve returned victims of human trafficking, and women and children former victims of sex slavery, prostitution within Mekong Delta region, with the Services Center located at Can Tho City.

Services Center for HT victims- Mekong Delta Region

Address: 30/3 Hung Vuong, Thoi Binh Ward, Ninh Kieu District, Can Tho City
Tel: (071) 3.822.849
Contact person: Pham Thi Hong Nhung- Director
Cel: 0918 530 200

2. Together with Vietnam Women's Union of Ho Chi Minh City, AFESIP currently operate another rehab center to serve returned victims of human trafficking, and women and children former victims of sex slavery, prostitution within Ho Chi Minh City and other nearby provinces.

Services Center for HT victims - HCMC

Address: 453/56 KB Le Van Sy, Ward 12, District 3, HCM City

Tel: (08) 3.931.3456
 Contact person: Lan Thi Xuan Nhi- Director
 Cel: 0903 129 499

With capacity of 30 residents each, these 2 rehabilitation centers have been able to receive victims of physical violence, sexual abuse and exploitation and returned victims of human trafficking. The centres assist residents and prepare for integration by providing:

- ❖ Safe accommodation, food, clothes, hygienic and daily necessary items
- ❖ Health care services via hospitals and medical clinics in the city.
- ❖ Psychological and mental health services
- ❖ Legal aids consultation and counseling
- ❖ Vocational training courses (sewing, embroidery, hairdressing, electronics, cooking, driving...)
- ❖ Formal education and life skills training courses.

3. Peace House Shelter Project is the place to provide assistance and supports to returned women and children- victims of human trafficking. The Peace House Shelter Project is managed and operated by Center of Women and Development- an entity of Vietnam Women Union.

Center of Women and Development, 20 Thuy Khue- Tay Ho District, Hanoi

a. Department of Consulting and Development, 2nd floor, Block B

Tel: (84-4) 37 281 035 - Fax: (84-4) 37 281 035

b. Counseling Office- Peace House Shelter Project, 4th floor, Block B - Tel: (84-4) 37 280 936

c. Hotline: 0946 833 380/ 0946 833 382/ 0946 833 384

We are ready to assist you!

4. The Center of Child Welfare and Assistance Council- HCM city is the local NGO providing child welfare and protection. Beneficiaries of this NGO services include street children, rescued children- victims of HT, labor and sexual exploitation, and delinquent children. At the Center, these children have opportunities to be in touch with services providers on psychological and mental health, health care, vocational training and job placement. The services provision for the residents in the center could last to 2 years (it could be flexible to special cases)

The Center of Child Welfare and Assistance Council - HCM city

85/86 Pham Viet Chanh, Ward 19, Binh Thanh District, HCMC

Tel: 08.38.401.406

Fax: 08.38.401.407

Contact person: Nguyen Thi Thuan- Director of Child Welfare and Assistance





Vocational Training



Counseling Services



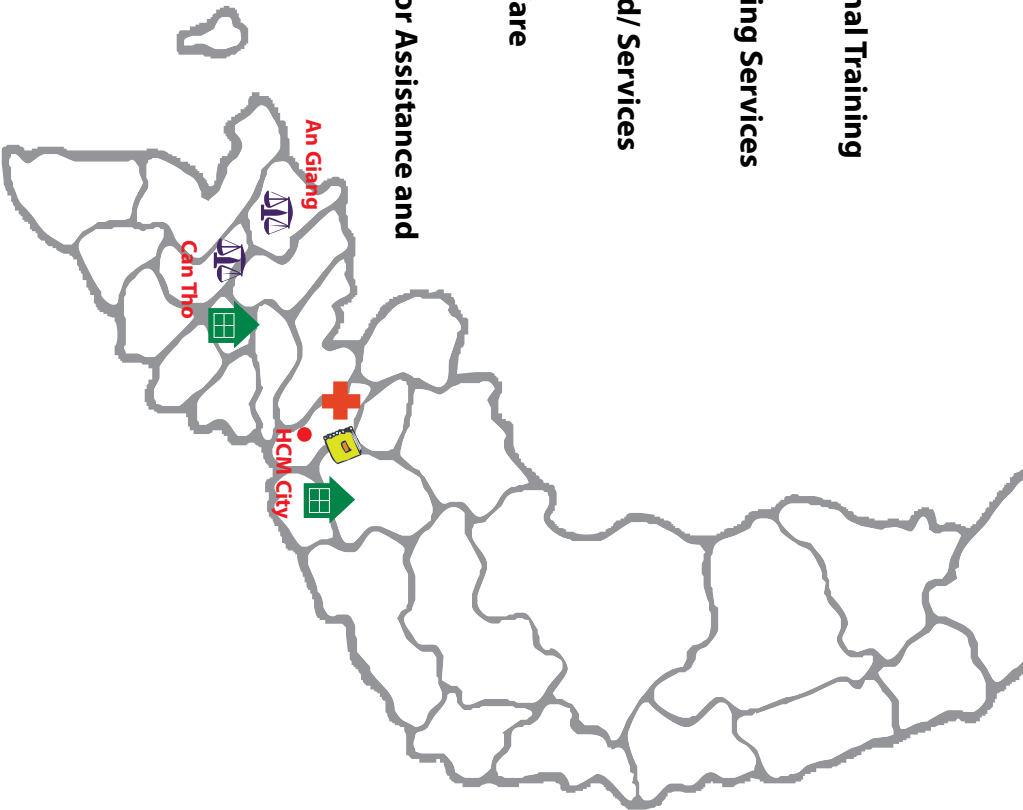
Legal Aid/ Services

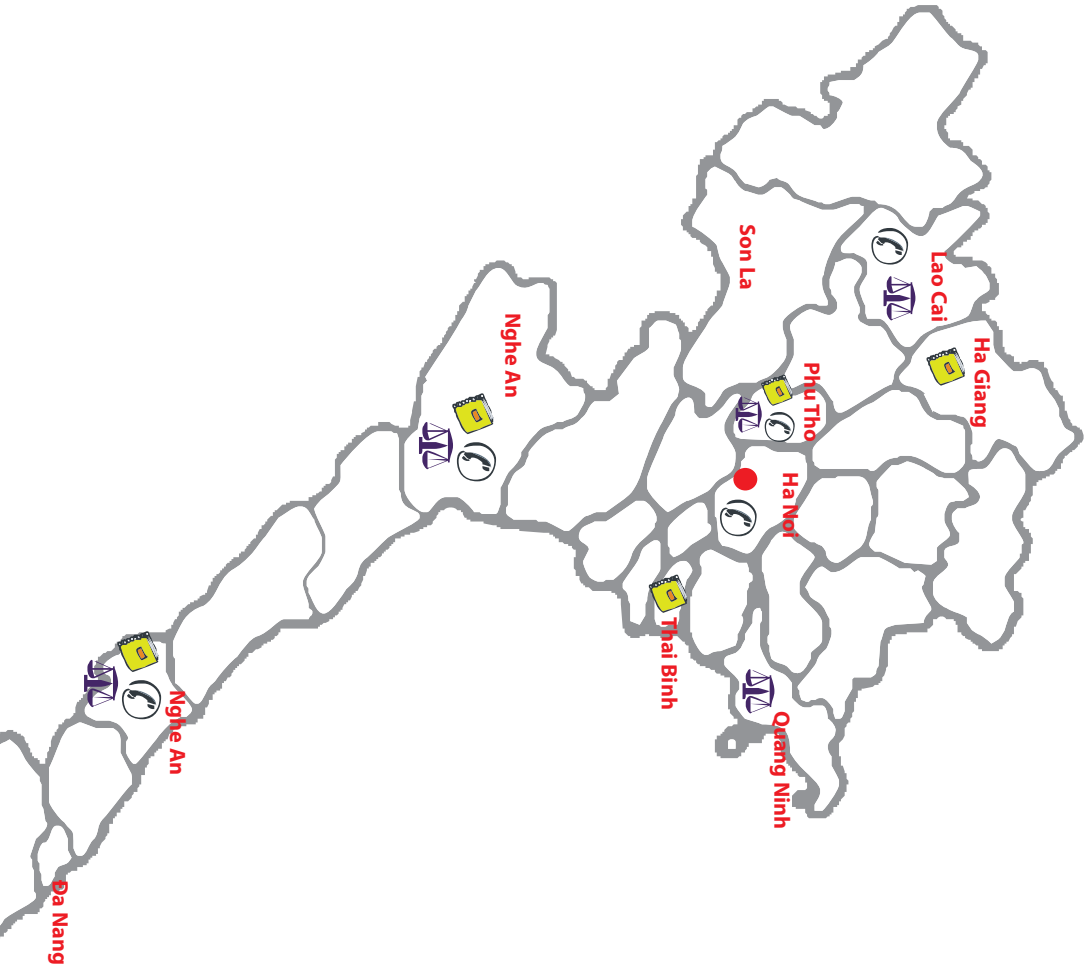


Health Care



Center for Assistance and Support





Yellow pages on available services

1. AN GIANG

| | | | |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------|
| 1 | An Giang Women Union, 6 Le Loi Street, Ward My Binh, Long Xuyen City | 076-3954.151 | Ms. Nguyen Ngoc Quyen 091.378.3016 |
| 2 | Bureau of Social Evil Prevention, 16/1 Thoai Ngoc Hau, My Dinh Ward, Long Xuyen City | 076-3211.491 | |
| 3 | Project of Asia Foundation, Center of Legal Aids and Assistance. An Giang Province 8/18 Ly Thuong Kiet, My Binh ward, Long Xuyen City | 076-3857.762 076-3956.446 Fax: 076-3952.351 | Ms. Le Ly, Director 091.835.8440 |
| 4 | Project of UNICEF Reception and Assistance House, Social Assistance Center, An Giang Province Dong Hung Unit, Dong Xuyen ward, Long Xuyen City | 076-3922.111 | Ms. Bui Thanh Tam, Counselor |

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|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 5 | <p>Project of International Organization of Migration</p> <p>Reception House- Center of Social Welfare and Assistance, An Giang Province Address: Dong Hung Unit, Dong Xuyen ward, Long Xuyen City</p> <p>Services: Health care Mental health, psychological services and counseling, life skills training, education and assistance. Information and education regarding safe migration, HT intervention and prevention Referrals of vocational training, orientation and job placement</p> | 076-3922.111 | Mrs. Bui Thanh Tam Counselor |
| 6 | <p>An Giang DOLISA, Children Protection Office</p> <p>An Giang Women Union</p> | <p>076-3859.018 Fax: 076-3953.073</p> <p>076-3852.874</p> | <p>Mr. Nguyen Trung Nghia 098.904.8665 ntnghia62@yahoo.com Mrs. Nguyen Thi Hong Hanh wephoihpnag@yahoo.com</p> |

2. BA RIA - VUNG TAU

| | | | |
|---|----------------------------------------------------------------------------------|--------------|--|
| 1 | Ba Ria Vung Tau Women Union, 98 Tran Hung Dao, ward 1, Vung Tau city | 064-3852.226 | |
| 2 | Bureau of Social Evil Prevention 84 Huynh Khuong An, Ward 3, Vung Tau City | 064-3853.199 | |

3. BAC LIEU

| | | | |
|---|-----------------------------------------------------------------------------------|---------------|--|
| 1 | Bac Lieu Women Union 32 Nguyen Du, ward 5, Bac Lieu town | 0781-3823.895 | |
| 2 | Bureau of Social Evil Prevention Tran Quynh Road, Ward 1, Bac Lieu district | 0781-3820.300 | |

4. BAC GIANG

| | | | |
|---|-----------------------------------------------------------------------------|-------------------------------|--|
| 1 | Provincial Women's Union Hung Vuong Road, Bac Giang City | 0240-3554.426 098.331.7514 | |
| 2 | Bureau of Social Evil Prevention Tran Huynh road, ward 1, Bac Lieu town. | 0240-3857.437 | |

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|--------------------|-------------------------------------------------------------------------------|---------------|---------------------------------------------|
| 3 | The Project of Save Children UK DoLISA | 0240-3558.033 | Ms. Vu Hong Minh Head of Children Office |
| 5. BAC CAN | | | |
| 1 | Bac Can Women Union Group 8A, Duc Xuan ward, Bac Can town | 0281-3873.482 | |
| 2 | Bureau of Social Evil Prevention Group 8, Duc Xuan ward, Bac Giang town | 0281-3871.324 | |
| 6. BAC NINH | | | |
| 1 | Bac Ninh Women Union 122 Ngo Gia Tu road, Suoi Hoa ward, Bac Ninh city. | 0241-3811.062 | |
| 2 | Bureau of Social Evil Prevention 11 Ly Thai To, Bac Ninh town | 0241-3823.183 | |
| 7. BEN TRE | | | |
| 1 | Ben Tre Women Union 11A Ngo Quyen, ward 3, Ben Tre town | 075-3829.721 | |

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|-----------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------|
| 2 | Bureau of Social Evil Prevention #73, 30/04 road, ward 3, Ben Tre town | 075-3813.158 | |
| 8. BINH DUONG | | | |
| 1 | Binh Duong Women Union 13, Ngo Van Tri road, Phu Loi ward, Thu Dau Mot town | 091.805.7639 | Ms. Tran Thi Hong Lien |
| 2 | Bureau of Social Evil Prevention 615 Binh Duong boulevard, Hiep Thanh ward, Thu Dau Mot town. | 0650-3871.014 | |
| 9. BINH DINH | | | |
| 1 | Binh Dinh Women Union 21 Mai Xuan Thuong, Quy Nhon city | 056-3829.107 097.614.6115 093.256.3043 091.451.7574 | |
| 2 | Welfare and Social Assistance Office 215 Tran Hung Dao, Quy Nhon city | 056-3828.951 | |
| 10. BINH PHUOC | | | |
| 1 | Binh Phuoc Women Union 13th National Highway, Dong Xoai town | 0651-3870.944 | |

| | | | |
|-----------------------|------------------------------------------------------------------------------------------------|---------------|--|
| 2 | Bureau of Social Evil Prevention 341 Thu Khoa Huan, Phan Thiet town | 0651-3879.254 | |
| 11. BINH THUAN | | | |
| 1 | Binh Thuan Women Union 234 Tran Hung Dao, Phan Thiet town. | 062-3821.668 | |
| 2 | Bureau of Social Evil Prevention 341 Thu Khoa Huan, Phan Thiet town | 062-3829.336 | |
| 12. CA MAU | | | |
| 1 | Ca Mau Women Union 2AB Ly Van Lam, group 1, ward 1, Ca Mau city | 0780-3500.361 | |
| 2 | Bureau of Social Evil Prevention 555A Phan Ngoc Hien road, group 6, ward 5, Ca Mau city. | 0780-3834.128 | |
| 13. CAO BANG | | | |
| 1 | Cao Bang Women Union 47 Hong Viet, Hop Giang ward, Cao Bang town. | 026-3852386 | |
| 2 | Bureau of Social Evil Prevention 38 Xuan Truong, Hop Giang ward, Cao Bang town. | 026-3853.752 | |

14. CAN THO

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|---|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------|
| 1 | Can Tho Women Union 30/3 Hung Vuong, Thoi Binh ward, Ninh Kieu district, Can Tho city. | 0710-3822.849 | |
| 2 | Bureau of Social Evil Prevention 35 Hung Vuong, Thoi Binh ward, Ninh Kieu district, Can Tho city | 0710-3823.804 | |
| 3 | Asia Foundation National Legal Aid Center- Can Tho province 1A Tran Khanh Du, Ninh Kieu district, Can Tho city. | 0710-3810.328 0710-3820.657 | Luu The Hiep Director at the Centre Mb: 091 387 1200 |

15. DA NANG

| | | | |
|---|------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------------|
| 1 | Da Nang Women Union 01 Pasteur, Da Nang city. | 0511-3810.689 0511-3218-735 | Ms. Do Kim Linh, Director of Da Nang Women Union Tel: 0905 123 688 |
| 2 | Bureau of Social Evil Prevention 342 Phan Chau Trinh, Da Nang city. | 0511-3820.239 | |

16. DAC LAC

| | | | |
|---|-------------------------------------------------------------|---------------|--|
| 1 | Dac Lac Women Union 21 Truong Chinh, Buon Me Thuot city. | 0500-3852.546 | |
| 2 | Bureau of Social Evil Prevention | 0500-3954.477 | |

17. DAC NONG

| | | | |
|---|------------------------------------------------------------------------|---------------|--|
| 1 | Dac Nong Women Union Nguyen Van Troi road, Do Nghia town. | 0501-3546.917 | |
| 2 | Bureau of Social Evil Prevention Gia Nghia town, Dac Nong District. | 0501-3544.877 | |

18. DIEN BIEN

| | | | |
|---|-----------------------------------------------------------------------|---------------|--|
| 1 | Dien Bien Women Union #6, Muong Thanh ward, Dien Bien city. | 0230-3828.481 | |
| 2 | Bureau of Social Evil Prevention Muong Thanh ward, Dien Bien city. | 0230-3825.860 | |

19. DONG NAI

| | | | |
|---|----------------------------------------------------------------------------------|---------------|--|
| 1 | Dong Nai Women Union 11B Vo Thi Sau road, Quyet Thang ward, Bien Hoa city. | 0613-3846.495 | |
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| 2 | Bureau of Social Evil Prevention 56/777, National Highway 15th, Tan Mai ward, Bien Hoa city. | 0613-3813.581 | |
| 20. DONG THAP | | | |
| 1 | Dong Thap Women Union #31, 30/04 road, ward 1, Cao Lanh town. | 0637-3872.028 | Ms. Nguyen Thi Nghiem, Director Tel: 0913 972 397 |
| 2 | Bureau of Social Evil Prevention 18, 30/04 road, Cao Lanh town. | 067-3852.902 | |
| 3 | Save Children UK & DoLISA Services: care and assistance provision for returned HT victims: shelter, accommodation, transportation, communication, infrastructure of shelter and reception centers | | Mr. Sinh, Vice Director of DOLISA Cell: 0913 791 560 |
| 21. GIA LAI | | | |
| 1 | Gia Rai Women Union 2 Phan Dinh Phung, Pleiku city, Gia Rai Province. | 059-3827.144 059-3235.207 | |
| 2 | Bureau of Social Evil Prevention 10 Hai Ba Trung, Tay Son ward, Pleiku town | 059-3830.151 | |

22. HA GIANG

| | | | |
|---|-------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------|
| 1 | Ha Giang Women Union group 18, Nguyen Trai ward, Ha Giang town | 0219-3862.381 | |
| 2 | Bureau of Social Evil Prevention Nguyen Trai ward, Ha Giang town. | 0219-3867.503 | |
| 3 | Oxfam Quebec & Women and children Social Services and Assistance Center Offering handicraft courses, credit loan referral. | 0219-3867.650 | Ms. Ha Thi Luy Tel: 091 502 9902 |

23. HA NAM

| | | | |
|---|-------------------------------------------------------------------|---------------|-----------------------------------------|
| 1 | Ha Nam Women Union Le Cong Thanh road, Phu Ly town | 0351-3852-691 | Ms. Tran Thi Tram Cell: 0915 027 989 |
| 2 | Bureau of Social Evil Prevention 163 Truong Chinh, Phu Ly town | 0351-3851.813 | |

24. HA NOI

| | | | |
|---|----------------------------------------------------------------------|--------------|--|
| 1 | Hanoi Women Union 72 Quan Su street, Hanoi city | 04-3822.1082 | |
| 2 | Bureau of Social Evil Prevention 144 Tran Phu street, Hanoi city. | 04-33560247 | |

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|----------------------|----------------------------------------------------------------------------------------|------------------------------|--|
| 3 | Center of Women and Development 20 Thuy Khue street, Tay Ho district, Hanoi city | 04-3728.0280 04-3728.1088 | |
| | Counseling Office, Peace House Shelter Project | 04-3728.1035 04-3728.0936 | |
| | Hotline | 094-6833.380 094-6833.382 | |
| | Offering shelter services for victims of domestic violence and returned HT victims. | 094-6833.384 | |
| 26. HA TINH | | | |
| 1 | Ha Tinh Women Union 71 Phan Dinh Phung, Ha Tinh city | 039-3858.766 | |
| 2 | Bureau of Social Evil Prevention 107 Phan Dinh Phung, Ha Tinh town | 039-3890.095 | |
| 27. HAI DUONG | | | |
| 1 | Hai Duong Women Union 95 Bach Dang, Hai Duong city | 0320-3858.924 | |
| 2 | Bureau of Social Evil Prevention Pham Su Menh street, Hai Duong city | 0320-3857.906 | |

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|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|------------------------------------------------------------|
| 3 | <p>APHEDA Organization 08/03 Social and Vocational Services Center</p> <p>Providing variable vocational training classes, credit loans, job creation and referrals.</p> | | <p>Mrs. Hoang Thi Binh Director Mb: 0903213995</p> |
| 28. HAI PHONG | | | |
| 1 | <p>Hai Phong Women Union 168 Tran Quang Khai, Hai Phong city</p> | <p>031-3810.007 031-3810.759</p> | |
| 2 | <p>Bureau of Social Evil Prevention 1 Luong Van Can street, May To ward, Ngo Quyen district, Hai Phong city.</p> | <p>0313-3550.657</p> | |
| 29. HAU GIANG | | | |
| 1 | <p>Hau Giang Women Union 141 Doan Thi Diem street, ward 1, Vi Thanh town.</p> | <p>0711-3580.073</p> | |
| 2 | <p>Bureau of Social Evil Prevention Ngo Quoc Tri road, area 3, ward 5, Vi Thanh town.</p> | <p>0711-3870.084</p> | |

30. HOA BINH

| | | | |
|---|-------------------------------------------------------------------------------------|---------------|--|
| 1 | Hoa Binh Women Union Tran Hung Dao road, Hoa Binh town | 0218-3853.658 | |
| 2 | Bureau of Social Evil Prevention 2 Hai Ba Trung, Phuong Lam ward, Hoa Binh city. | 0218-3856.572 | |

31. HO CHI MINH CITY

| | | | |
|---|------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--|
| 1 | HCMC Women Union 32 Tran Quoc Thao street, district 3, HCMC | 08-3930.7541 | |
| 2 | Bureau of Social Evil Prevention 153 Xo Viet Nghe Tinh, ward 17, Binh Thanh district. | 08-3899.9845 | |
| 3 | AFESIP 322/39 Nguyen Dinh Chieu street, ward 4, district 3, HCMC Offering accommodation and vocational trainings for HT returnees. | 08-3832.6523 | |

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| 4 | Urban Development Program- World Vision organization 157 Hung Phu, ward 8, District 8, HCMC Assisting health care, mental health services, shelter, legal services referrals, vocational, work assistance and referrals as well initial business supplies. Education and information on safe migration. | 08-3954.1450 | |
| 32. HUNG YEN | | | |
| 1 | Hung Yen Women Union Quang Truong road, Hien Nam ward, Hung yen town | 0321-3550866 | |
| 2 | Bureau of Social Evil Prevention 533 Nguyen Van Linh road, Hung Yen town | 0321-3862.948 | |
| 33. KHANH HOA | | | |
| 1 | Khanh Hoa Women Union 22B Hung Vuong, Nha Trang city | 058-3561.019 058-3561.056 | |
| 2 | Bureau of Social Evil Prevention 6 Yersin street, Nha Trang city | 058-3813540 | |

34. KIEN GIANG

| | | | |
|---|---------------------------------------------------------------------------------------|--------------|------------------------------------------|
| 1 | Kien Giang Women Union 838 Nguyen Trung Truc, An Hoa ward, Rach Gia town | 077-3811.105 | Ms. Hong Kim Chuong Tel: 091 862 5887 |
| 2 | Bureau of Social Evil Prevention 249 Nguyen Trung Truc, Vinh Bao, rach Gia town | 077-3861.139 | |

35. KON TUM

| | | | |
|---|-------------------------------------------------------------|--------------|--|
| 1 | Kon Tum Women Union 3B Tran Phu, Kon Tum town | 060-3910.735 | |
| 2 | Phòng Phòng Chống Tệ Nạn Xã Hội 200 Bà Triệu, TX Kon Tum | 060-3862.886 | |

36. LAI CHAU

| | | | |
|---|-------------------------------------------------------------------|---------------|--|
| 1 | Lai Chau Women Union Phuoc Thang ward, Lai Chau town | 0231-3878.215 | |
| 2 | Bureau of Social Evil Prevention Tan Phong ward, Lai Chau town | 0231-3876.843 | |

37. LAM DONG

| | | | |
|---|-----------------------------------------------------------------------------|-----------------------------|--|
| 1 | Lam Dong Women Union 31B Quang Trung, Da Lat city | 063-3810.240 063-3810852 | |
| 2 | Bureau of Social Evil Prevention 8 Nguyen Viet Xuan, ward 4, Da Lat City | 063- 3825.726 | |

38. LANG SON

| | | | |
|---|----------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------------------|
| 1 | Lang Son Women Union Van Cao road, Chi Lang ward, Lang Son city | 025-3810.305 025-3810.480 | Hoang Thuy Long Hoang Thi Tu Dong Thi Lan Mb: 0983158813 Mb: 0986900679 |
| 2 | Bureau of Social Evil Prevention 409 Ba Trieu, Dong Kinh ward, Lang Son | 025.3875.710 | |

39. LAO CAI

| | | | |
|---|--------------------------------------------------------------------------------------------|--------------|--|
| 1 | Lao Cai Women Union 493 Hoang Lien road, Lao Cai town | 020-3842.693 | |
| 2 | Bureau of Social Evil Prevention 17 Nguyen Ngoc Han road, Pho Moi ward, Lao Cai city | 020-3822.303 | |

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| 3 | IOM Project Bureau of Social Evil Prevention 17 Le Ngoc Han road, Pho Moi ward, Lao Cai city | 020-3820.794 020-3822.303 | Mr. Nguyen Tuong Long, head of Bureau of Social Evil Prevention. Tel: 020 3822 303 |
| | Reception Center for returned HT victims 84 Nhap Son road, Duyen Hai ward, Lao Cai city. Services: health care, psychosocial, life skills training and education. Offering information of HT prevention and intervention, labor migration and safe migration Introduction and referrals to vocational training and job placement. | | Mr. Vu Van Linh, Director of the center Tel: 020 3826 475/ 020 3822 303 |
| 40. LONG AN | | | |
| 1 | Long An Women Union 4 Nguyen Hue, ward 1, Tan An town | 072-3553.411 | |
| 2 | Bureau of Social Evil Prevention 4 Nguyen Hue, ward 1, Tan An town | 072-3822.790 | |
| 41. NAM DINH | | | |
| 1 | Nam Dinh Women Union 70 Tran Phu Nam Dinh city | 0350.3849.387 | Ms. Pham Thi Kim Thoa 098.317.3989 |

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|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------------------------------|
| 2 | Bureau of Social Evil Prevention 64 Tran Phu, Nam Dinh city | 0350.3847497 | |
| 42. NGHE AN | | | |
| 1 | Nghe An Women Union 22 Truong Thi road, Vinh city | 038-3590.082 | |
| 2 | Bureau of Social Evil Prevention 12 Truong Thi road, Vinh city | 038-3830.148 | |
| 3 | Project of Oxfam Quebec organization Women and Children Services Center 22 Truong Thi road, Vinh city Services: psychosocial services, legal aid, vocational consultation and orientation Job training, credit loan referrals. | 038-3593.488 | Email: trungtamhotrona@ gmail.com |
| 43. NINH BINH | | | |
| 1 | Ninh Binh Women Union Tran Hung Dao road, Dong Thanh ward, Ninh Binh town | 030-3875.474 | |
| 2 | Bureau of Social Evil Prevention 11 Le Hong Phong, Van Giang ward, Ninh Binh town. | 030-3874.855 | |

44. NINH THUAN

| | | | |
|---|---------------------------------------------------------------------------|--------------|--------------------------------------|
| 1 | Ninh Thuan Women Union #40, 16/04 road, Phan Rang town Thap Cham. | | Ms. Pham Thi Bich Ha 091.8381.650 |
| 2 | Bureau of Social Evil Prevention 16/4 road, Phan Rang town, Thap Cham. | 068-3822.209 | |

45. PHU THO

| | | | |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|
| 1 | Phu Tho Women Union Dinh Tien Hoang road, Nong Trang ward, Viet Tri city. | 0210-3843.620 0210-3841.230 | |
| 2 | Bureau of Social Evil Prevention Nguyen Tat Thanh road, Trung Vuong ward, Viet Tri city. | 0210-3843.833 | |
| 3 | Project of Oxfam Quebec Tran Phu road, Viet Tri city Services: Psychosocial services, consultation and referral regarding legal aid, vocational training. | 0210-3816.716 | |

46. PHU YEN

| | | | |
|---|------------------------------------------------------------------------|--------------|--|
| 1 | Phu Yen Women Union 61 Nguyen Trai road, Tuy Hoa town | 057-3827.753 | |
| 2 | Welfare and Social Services Office 07 Hoang Dieu road, Tuy Hoa town | 057-3822.080 | |

47. QUANG BINH

| | | | |
|---|--------------------------------------------------------------------|--------------|--|
| 1 | Quang Binh Women Union 1 Tran Phu road, Dong Hoi town | 052-3821.904 | |
| 2 | Bureau of Social Evil Prevention 108 Van An road, Dong Hoi town | 052-3821.540 | |

48. QUANG NAM

| | | | |
|---|---------------------------------------------------------------------------|---------------|---------------------------------------|
| 1 | Quang Nam Women Union 18 Tran Phu road, Tam Ky town | | Mrs. Ho Thi Minh Hoan 097.6535.919 |
| 2 | Bureau of Social Evil Prevention 11 Nguyen Chi Thanh road, Tam Ky town | 0510-3852.520 | |

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|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--|
| 3 | World Vision Organization Area Development Program, Hiep Duc District Tan An town, Hiep Duc district, Quang Nam province Assisting with health care, psychological and mental health, referrals to shelter, legal aid and social assistance. support for income generation via vocational training, initial work supplies provision. Information and services on safe migration. | 0510-3883.313 | |
| 49. QUANG NGAI | | | |
| 1 | Quang Ngai Women Union 279 Quang Trung, Quang Ngai town | 055-3825.096 | |
| 2 | Bureau of Social Evil Prevention 16 Chu Van An, Quang Ngai town | 055-3823.342 | |
| 50. QUANG NINH | | | |
| 1 | Quang Ninh Women Union Tran Hung Dao Ha Long city | | |
| 2 | Bureau of Social Evil Prevention Hong Ha ward, Ha Long city | 033-3839.773 | |

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|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 3 | <p>Legal aid services- Project of Asia Foundation</p> <p>Government Legal Aid Center- Quang Ninh Province add: Provincial Bureau of Justice, Hong Hai ward, Ha Long city, Quang Ninh</p> | 033- 3837-321 | Ms. Dung, Vice Director |
| 4 | <p>Project of Save Children UK- Mong Cai, Quang Ninh province</p> <p>Formal Education referrals and orientation</p> | 033-3772.015 | Ms. Tran Thi Tuat, Deputy Head of DoLISA, Mong Cai Town. Tel: 0169 513 581 |
| 5 | <p>Project of UNICEF Women and Children Service Center, Hong Ha ward, Ha Long city. Border Patrol Enforcement, Mong Cai District DOLISA- Mong Cai District</p> <p>Services: Counseling and assistance for reintegration (health care, legal aid) to HT returned victims and those are high risk, and sex workers. Beneficiaries: children Also available are: psycho-mental health counseling and services, health care consultation and legal aid, vocational opportunities).</p> | 033-3833.988 033-3881-902 | |

51. QUANG TRI

| | | | |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--|
| 1 | Quang Tri Women Union 11 Hai Ba Trung, Dong Ha town | 053-3850.897 053-3252.221 | |
| 2 | Bureau of Social Evil Prevention 123 road 123, Dong Ha town | 053-3854.275 | |
| 3 | Project of Oxfam Quebec 11 Hai Ba Trung, Dong Ha town | 053-3252.221 | |
| 4 | World Vision organization Area Development Program- Trieu Phong District Unit 3, Ai Tu town, Trieu Phong District, Quang Tri Province Services: health care and mental health assistance. Referrals to shelters, services and assistance centers, legal aid, supports for income generation via vocational training and initial work supplies. Information and assistance for safe migration. Training and workshop on farming technique, credit loan referrals. | 053-3828.495 | |

52. SOC TRANG

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|---|------------------------------------------------------------------------------------------------|------------------------------|--|
| 1 | Soc Trang Women Union 9 Tran Hung Dao, ward 3, Soc Trang Town | 079-3827.525 079-3824.241 | |
| 2 | Bureau of Social Evil Prevention Kinh Ho Nuoc Ngot road, Unit 2, ward 5, Soc Trang town | 079-3828.815 | |

53. SON LA

| | | | |
|---|-------------------------------------------------------------------------------------|--------------|--|
| 1 | Son La Women Union Group 8, Chieng Le, ward, Son La town | 022-3858.341 | |
| 2 | Bureau of Social Evil Prevention road 26/8, Group 8, Chieng Le ward, Son La town | 022-3854.990 | |

54. TAY NINH

| | | | |
|---|---------------------------------------------------------------------------------------|--------------|--|
| 1 | Tay Ninh Women Union 1/4 Nguyen Thai Hoc Tay Ninh town | 066-3814.971 | |
| 2 | Bureau of Social Evil Prevention 132 Tran Hung Dao, group 1, ward 1, Tay Ninh town | 066-3825.104 | |

55. THAI BINH

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|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------|
| 1 | Thai Binh Women Union 126 Tran Hung Dao Thai Binh town | 036-3847.563 | |
| 2 | Bureau of Social Evil Prevention 19 Le Loi road, Thai Binh town | 036-3825.065 | |
| 3 | Project of Oxfam Quebec Women and Children Assistance Center 48 Tran Hung Dao, Thai Binh town Services: Mental health counseling, Vocational training and consultation, legal aid, vocational training credit loan referrals. | 036-3847.563 | Mrs. Dao Thi Oanh |

56. THAI NGUYEN

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|---|---------------------------------------------------------------------------------------|---------------|--|
| 1 | Thai Nguyen Women Union 2 Hung Vuong road, Thai Nguyen town | 0280-3655.816 | |
| 2 | Bureau of Social Evil Prevention 2, Cach Mang Thang Tam road, Thai Nguyen town. | 0280-3854.912 | |

57. THANH HOA

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|---|------------------------------------------------------------|--------------|--|
| 1 | Thanh Hoa Women Union 18 Hac Thanh road, Thanh Hoa city | 037-3852.333 | |
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| 2 | Bureau of Social Evil Prevention 74 To Vinh Dien, Dong Tho ward, Thanh Hoa province | 037-3851.020 | |
| 3 | World Vision Organization Area development Program- Cam Thuy District Hoang Giang commune, Cam Son ward, Cam Thuy District. Services: health care, psycho-mental health services, referral to shelter, support and services assistance centers; Assistance to income generation via vocational training and initial work supplies; Information and education re safe migration. | 037-3524.250 037-3524.253 | |
| 58. THUA THIEN HUE | | | |
| 1 | Thua Thien Hue Women Union 12 Dong Da, Vinh Ninh ward, Hue City | 054-3835.787 | |
| 2 | Bureau of Social Evil Prevention 07, Doan Thi Diem street, Hue City | 054-3524.259 | |
| 3 | Nordic Assistance to Viet Nam (NAV) Shelter services (transportation, communication, infrastructure of shelters) | 054-3897.555 | Pham Thi Lan- Vice Director, Thua Thien Hue Women Union tel: 0914 065 989 |

59. TIEN GIANG

| | | | |
|---|----------------------------------------------------------------------------------|--------------|--|
| 1 | Tien Giang Women Union 2 Le Loi street, ward 1, My Tho town | 073-3974.996 | |
| 2 | Bureau of Social Evil Prevention 85 Nam Ky Khoi Nghia, ward 4, My Tho town | 073-3878.662 | |

60. TRA VINH

| | | | |
|---|----------------------------------------------------------------------------------------|--------------|-----------------|
| 1 | Tra Vinh Women Union 12A Le Loi street, ward 1, Tra Vinh town | 0.983929369 | Nguyen Thi Muoi |
| 2 | Bureau of Social Evil Prevention 28 Pham Hong Thai street, ward 2, Tra Vinh town | 074-3865.713 | |

61. TUYEN QUANG

| | | | |
|---|---------------------------------------------------------------------------|--------------|--|
| 1 | Tuyen Quang Women Union 17/8 road, Minh Xuan ward, Tuyen Quang town | 027-3811.068 | |
| 2 | Welfare and Social Assistance Office Minh Xuan ward, Tuyen Quang town | 027-3810.170 | |

62. VINH LONG

| | | | |
|---|---------------------------------------------------------------------------|------------------------------|--|
| 1 | Vinh Long Women Union 62A Nguyen Hue, ward 2, Vinh Long town | 070-3220.744 070-3825.487 | |
| 2 | Bureau of Social Evil Prevention 42 Nguyen Hue, ward 2, Vinh Long town | 070-3827.449 | |

63. VINH PHUC

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|---|---------------------------------------------------------------------------|---------------|--|
| 1 | Vinh Long Women Union 62A Nguyen Hue, ward 2, Vinh Long town | 0211-3842.792 | |
| 2 | Bureau of Social Evil Prevention 42 Nguyen Hue, ward 2, Vinh Long town | 0211-3860.767 | |

64. YEN BAI

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|---|------------------------------------------------------------------------------------------|--------------|--|
| 1 | Yen Bai Women Union Dong Tam ward, Yen Bai town | 029-3852.987 | |
| 2 | Bureau of Social Evil Prevention 136A Dinh Tien Hoang, Dong Tam ward, Yen Bai town | 029-3853.593 | |

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|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--|
| 3 | <p>World Vision Organization Area Development Program- Van Yen District People Committee Office- Van Yen District, Yen Bai</p> <p>Services: Health care, psycho-mental health services, referrals to shelters, assistance centers, legal aid; support for income generation via vocational training and initial work supplies provision; Information and education re safe migration.</p> | 029-3835.373 | |
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Illustrative Stories

Nguyen Thi X, from Quang Ninh Province was trafficked to China, sold and forced to live with a Chinese guy as his wife. She got pregnant and gave birth to a child. After years suffered pain and hardship X decided to escape and went back to Vietnam.

At the beginning, X faced lots of inferiority complex, in addition to administrative difficulties to reintegrate back to her community. With help and attentive instruction from Legal Aids Services of Quang Ninh Province, she has been able to get back her residence registration.

X confided that at the beginning, she thought it was extremely hard for her in residence registration process. She got advised and decided to approach the Legal Aids Service Center in the province. Thanks for their help, her paperwork processed and she now had her legal residence registered at her home community.

Also with help from Quang Ninh Women's Union, she applied for dry flower making class. The newly obtained skills after attended these classes prove really helpful to stabilize her living condition and generate stable income for X.





Tran Thi T. H. from An Giang Province

In 2000 followed the advice of her friends that she could make money to work in Cambodia she decided to go. On her way crossing the border, she met a woman who told T. H. she could help her getting a decent job at a pub. She only realized that she was brought to work there as prostitute later on.

After worked really hard she was able to save enough \$700 to pay back to the woman had introduced her to work in that pub, H.T. was allowed to return to Vietnam.

Once home she got married and has a child. When her husband found out about her past, he physically abused and abandoned H.T. and her child.

With help of Women's Union at the local community, H.T borrowed 4 millions VND loan from micro credit loan program to invest in income generation. That small amount has enabled both H.T and her child to survive and make a decent living since.

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