

Hagar International  
VIETNAM  
Programme Annual Report  
January to December 2017



**HAGAR**  
The whole journey

## Letter from our Executive Director

Dear Hagar's supporters, stakeholders and partners,

Since August 2017 it has been my privilege to work with the staff of Hagar International in Vietnam, building upon the stewardship of my predecessor, Mr. David Trees; and Hagar's many achievements. I have a deep commitment to providing the leadership and management required to continue our efforts to prevent and respond to the needs of vulnerable women and children, strengthen systems; and foster a positive learning environment for staff and strategic partners.



**Vietnam Programme:** Benefitting from Hagar International's 24 years of experience offering trauma-informed care, Vietnam has taken a dual programmatic approach. We provide direct, client-based support and services for survivors and their dependents, on their journey to wholeness in Vietnam and internationally. And at the same time, we build the capacity and commitment of partners and authorities to replicate Hagar's approach to survivors of trafficking, slavery and abuse. We seek to build partner commitment to increasing the voice and agency of clients, integrating their experiences in awareness raising activities.

In 2017, Hagar Vietnam implemented five projects. We provided direct support to clients through "The Whole Journey, Case Management"; "The Whole Journey, Recovery Centre"; and "The Whole Journey, Economic Empowerment". We partnered with the Dong Van District Women's Union in Ha Giang province through The Whole Journey, and supported the Yen Bai Women's Union to implement the project: "Satellite Centre in Yen Bai province". We commenced the "Trauma-Informed Care in Vietnam" project".

### *Hagar's work in Vietnam*

*We responded to the needs of **229 direct beneficiaries**, including **120 clients** and **50 additional child dependents***

*We supported partners to respond to the needs of **200 clients** indirectly*

*Partnering with local authorities, **at least 7,500 people** participated in awareness raising campaigns*

**2018 Priorities:** To respond more effectively to clients and strengthen systems, Hagar will focus on providing support and services for new clients living in Hanoi, Hoa Binh, Nghe An and Yen Bai provinces. We will accept clients referred by partners, including Bac Kan and Cao Bang provinces when basic support can be provided. Our provincial focus will expand as we implement new capacity development projects, prioritizing Ha Giang. In communities where we do not respond directly, Hagar will continue to identify suitable referral partners based on the need of clients, build their staffs knowledge and commitment to Hagar's approach; and provide on-going technical assistance.

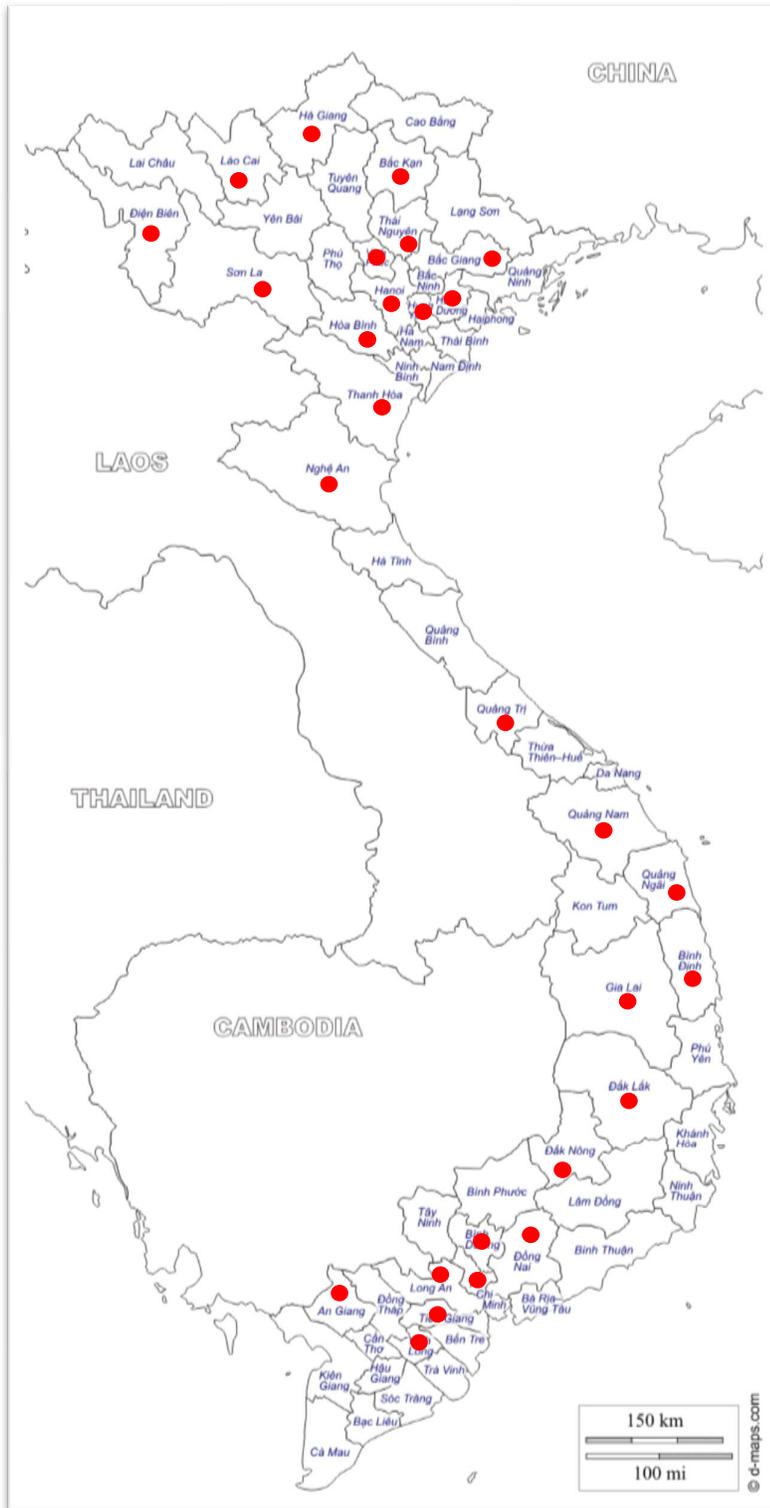
We are committed to ensuring organisational compliance to national legislation, Hagar International policies and procedures and international best practices; and we will implement Hagar's Client Management System database to strengthen our case management planning, monitoring and reporting. Importantly, we are committed to Hagar's greatest resource, its staff, who work to increasing the positive impact of Hagar's work in Vietnam every day.

Finally, we must give our heartfelt thanks to all our donors and supporters, without whom, our work is not possible!

A handwritten signature in blue ink, appearing to read "Carol Mortensen".

Carol Mortensen  
Executive Director

## 2017 at a Glance



**229** direct  
beneficiaries  
including  
**120** direct  
clients and  
**50**  
dependent  
children

Clients live in  
**30** provinces

**200** indirect  
beneficiaries

**40** people  
received legal  
support

**23** people  
received  
education

**300**  
TIC sessions

**9** provincial  
capacity  
development  
trainings for  
60 authorities

**6** economic  
empowerment  
trainings

**20**  
community-  
based  
campaigns

**5** projects

**23** staff  
members

**11**  
volunteers

**HAGAR**  
The whole journey

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## 2 Highlights and Key Achievements

2017 has been a year of changes and transformation for Hagar Vietnam. At the national level, we engaged with decision makers, and whenever possible advocated for systems strengthening to prevent and respond to the needs of women and children affected by trafficking, slavery and abuse. At the individual level, Hagar clients have inspired us all by their efforts, hard work and determination to recover from a life of degradation and exploitation. In Vietnam, Hagar improved compliance to national legislation, Hagar International and donor policies and procedures; and international best practices.

**Partnerships:** In addition to partnerships with the Government of Vietnam, like-minded agencies and private sector, Hagar continued to partner with sub-national authorities, including the Women's Union, to scale-up implementation of Hagar's trauma-informed care model in communities with high rates of trafficking, domestic violence and sexual abuse. These partnerships increase the number of women and children with access to safe accommodation, education, health, legal protection, life skills, economic empowerment and reintegration services. Hagar also supported the counselling needs of Vietnam survivors of trafficking in the United Kingdom and Malaysia, through established partnerships.

The project "Pilot Study of Community Based Satellite Care through a Centre for victims of trafficking, domestic violence and abuse in rural communities" in Yen Bai Province, which commenced in 2016 and will finish in March 2018. With Hagar's support, the Yen Bai Women's Union established a satellite Care Centre, responded to the needs of 72 clients and their dependents, established a hotline, conducted outreach and established livelihood training and savings groups. At least 20 officials were trained in social work and counselling.

Together in Yen Bai and Ha Giang provinces, as well as Hanoi, Hagar partners led community campaigns about trafficking and domestic violence in schools and market places. Utilising evidence from clients to develop key messages, 7,500 citizens increased their knowledge about their rights, national legislation, support services, Hagar's hotline; and tricks used by traffickers.

In March, Hagar's partnership with the Dong Van District Women's Union in Ha Giang province resulted in regular outreach to remote communities, peer support and economic empowerment for trafficking and domestic violence survivors. Some villages piloted a low-cost safe accommodation model.

Hagar signed a Memorandum of Understanding with ChildFund in Vietnam to implement capacity development in Hoa Binh province for social workers, as part of their "Strengthening Community-Based Child Protection" project.

### FAST FACTS

- **Total 229 direct beneficiaries**, including **120 clients** and **50 dependents** received comprehensive support across **30 provinces**
- Hagar built the capacity of **60 partners** who provided support to approximately **200 indirect beneficiaries**
- **6,700 individuals** learnt about human trafficking, domestic violence and sexual abuse through **10 provincial awareness campaigns**
- **800 individuals** in Hanoi improved knowledge of trafficking, slavery and abuse
- **300 counselling** and psychotherapy sessions were provided for **35 clients**
- **73 clients** and their dependents were provided safe accommodation
- **61 clients** and dependents received nutrition support
- **56 direct beneficiaries** benefited from economic empowerment projects
- **53 potential clients** called the Hagar hotline for counseling, support and information
- **42 cases** were provided legal assistance
- **29 clients and dependents** has access to health care and treatment
- **23 clients and dependents** received educational support

**Safe Accommodation model:** Hagar’s safe accommodation model successfully transitioned from a shelter to community care model. Clients continue to be provided appropriate and timely protection. With 32 percent of Hagar clients based outside Hanoi, we have always been required to provide community-based safe accommodation options, for clients.

**Representation:** Hagar Vietnam staffs participate in high-level national forums addressing counter-trafficking, child rights and gender-based violence. This year, we presented Hagar’s trauma-informed care model in international, regional and national workshops, including in Taiwan, Thailand, and the United Kingdom. We attended international training and learning opportunities in the United States and United Kingdom.

## 2. Project Achievements

Hagar has implemented client-based services in Vietnam, with each client and their dependent children assigned to a case manager, to accompany them on their journey to wholeness<sup>2</sup> – “The Whole Journey”. The case manager assigned to each client, conducts a family assessment to develop individual client plans, and reviews each client plan as milestones are achieved along the journey of Protect, Heal, Thrive and Lead. Individual planning reflects the unique approach of Hagar, ensures the needs and priorities of each person and family are addressed appropriately; and each milestone builds on the previous achievement.

Overall Hagar implemented five projects in Vietnam: “The Whole Journey, Case Management”; “The Whole Journey, Recovery House”; “The Whole Journey, Economic Empowerment”, “Community based Satellite Care through a Centre for Gender based Violence Victim in Yen Bai province”; and “Trauma-Informed Care in Vietnam”.

### 2.1. PROTECT: Ensure a safe environment, including legal support, for our clients, staff and caregivers.

Hagar Vietnam provides safe accommodation and legal support for clients as a priority for client’s safety.

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<sup>1</sup> We believe that with the right support and capabilities, people can recover and lead in their own journey to wholeness – Hagar’s Strategic Plan 2017-2019

### 2.1.1. Safe Accommodation



Mother and daughter at the Recovery Centre



## PROTECT

- **73 clients** and their dependents, survivors of human trafficking, slavery and abuse were provided safe accommodation
- **42 clients** were provided legal assistance

In 2017, Hagar Vietnam applied different approaches to provide safe accommodation for clients. Hagar Vietnam operated a Recovery Centre in Hanoi until end November; identified shelters operated by the Women's Union, and supported the Yen Bai Women's Union to maintain a satellite centre. Together with clients, we determined relevant safe accommodation options, which could be in the client's own community, or another community of their choice including short-term attendance while they completed school, vocational training or work placements.

**Hagar Vietnam's Recovery Centre in Hanoi** supported 30 people (22 clients and 8 dependents) for emergency cases and long-term accommodation.

*"I consider the opportunity to receive support and services at Hagar is my blessings and luck. The shelter has become my second home with the people I regard as my sister and my family. My mental health has been improved so much that also benefits my baby growing inside me", a 42 year-old survivor of domestic violence*

**Hagar's community-based safe accommodation programme** provided clients in 30 provinces across Vietnam with opportunities to be close to their family, business, children and other commitments while being protected and healing. Many clients may not have travelled far beyond their hometown in their lives; they may come from one of Vietnam's many ethnic communities or be unable to speak Kinh (national Vietnam language). Clients living in remote and rural communities may not choose to relocate to urban centres.

Eight clients (four women and four children) continue to receive small amounts of monthly financial support from Hagar for safe accommodation, until they can live independently.

*"I was quite concerned about my moving out at first. But moving in with another Hagar client who has been living in community for a while put me a little at ease and I hoped that I would be able to learn from her. She knows that I am not comfortable to go out by myself so whenever I need go grocery shopping, she offers to come with me.", a 20-year-old survivor of sexual abuse*

Hagar's hotline service enables clients to identify their needs for assistance. Eight clients who contacted Hagar required immediate short-term safe accommodation for themselves and their children. Established procedures connected a Hagar case manager with each client who ensured immediate safe accommodation was identified, and individual client management planning began.

As part of the project “Community based Satellite Care through a Centre for Gender based Violence Victim in Yen Bai province”, the Care Centre was established and it became a safe address where victims in Yen Bai and nearby provinces can seek protection. The Care Centre has two rooms with capacity to serve eight clients at any one time. Over 24 months, 25 clients and their dependents used this option, having become a safe address for women and children in crisis. This Care Centre provides local accessible, appropriate and practical services in a familiar cultural background.



Client receiving counselling from Yen Bai Women’s Union

### 2.1.2. Legal Services

*“I feel assured now because I know where to run to if abuse happens”, a victim of domestic violence in Yen Bai province shared.*

Within the Whole Journey Case Management project, legal assistance is offered to all Hagar’s clients. We know that in some cases, there is insufficient evidence for human trafficking and sexual abuse victims to receive justice. While victims of domestic violence may be unwilling to report or prosecute their spouse, often fearing it will escalate the violence, Hagar Vietnam provides clients with legal support whenever they decide to prosecute alleged abusers.

Even though Hagar clients come from various backgrounds, ranging from rural areas with limited literacy, or from a big city with a bachelor degree, we recognize that many people do not have a good understanding of their rights and Vietnam’s complex legal legislation. Facilitating clients to make informed decisions means providing information and connecting clients to governmental departments and external counterparts to ensure that they understand legal procedures and have the best chance to claim justice. Wherever possible Hagar builds on its on-going liaison with police, legal aid support centres and court officials to advocate for clients to be treated with respect and dignity.

*“A 13 year-old girl, Dinh left her hometown with her mother after a divorce. They didn’t have any identity documentation with them. In the countryside, many children are born without a birth certificate because they gave birth at home or didn’t have money to pay the hospital for the certificate. Dinh and her mother lived in a temporary residence for labour workers near a construction site. Dinh was raped by an acquaintance. However, without legal paperwork, the local government officials were very confused and reluctant to solve Dinh’s problem. When Hagar intervened and provided legal assistance, we were faced with the limited understanding of staff at Legal Aid Support Centre and the Police who refused to provide Dinh with representation in court. Hagar Vietnam persisted, visiting and contacting other local authorities, and raised the voice of Dinh. In the end, the Director of Legal Aid Support Centre heard about her and approved two lawyers to defend her because he recognised the complexity of the case. Hagar refused to take “no” for an answer when it comes to justice for survivors of human trafficking, domestic violence and sexual abuse”, Case Manager at Hagar Vietnam*

In 2017, Hagar Vietnam ensured that legal assistance was provided in 42 cases:

- Six clients and their dependents were supported to obtain identification papers such as birth certificate and national identification cards.

- Five clients who experienced sexual abuse have been connected with law agencies for legal advice and consultation.
- 31 clients requested legal advice regarding domestic violence, divorce and child custody.

### Challenges and Lessons Learnt: Protect

- For a range of reasons, clients are often unwilling to leave their communities where they are suffering from abuse. Safe accommodation options at the village level is very limited.
- Some clients living in the Recovery Centre experienced challenges in sharing accommodation.
- An increasing number of clients required legal assistance, increasing the demand on Hagar's human and financial resources.
- Clients understanding about their rights, national legislation and judicial procedures is limited. They often experience stigma and discrimination from peers, families and communities; and those from ethnic communities may not speak Kinh, disadvantaging them further.
- Authorities have limited experience of supporting victims in trafficking, slavery and abuse; and do not always treat survivors with the dignity and respect they deserve.
- Many communities are located far away from provincial courts.



### Dinh seeks Justice

*Dinh was raped by an acquaintance multiple times, which resulted in her pregnancy in November 2016. Six months later, she was referred to Hagar by one of our partners, as Dinh's mother was seeking for legal assistance. She had little understanding of national legislation, their rights; or how to protect her daughter. Even though she reported the case to local police in 2016, she didn't receive any follow up from the local authority.*

*Hagar worked with the Police Department, Department of Justice, a law agency, the Court and Civil Judgements Enforcement throughout the process. In June 2017, the offender was convicted and sentenced to 13 years in prison and 30 million compensation payment.*

## 2.2. HEAL: Empowering individuals to recover from the impact of trauma

### 2.2.1. Health Care Services

All clients received quality healthcare services, nutrition, health check-ups; and individual treatment and healthcare plans locally or in Hanoi. Hagar Vietnam's programmes supported:

- 22 clients visited and received treatment for various injuries from domestic violence, human trafficking and sexual abuse.
- 1 client obtained voluntary health insurance cover.
- 3 clients received a package of prenatal care and safe delivery at their local maternity hospital.
- 1 dependent was examined and had eye surgery at Hanoi's Central Eye Hospital.
- 1 dependent had access to an extended vaccination program for children aged 0 year and over.
- 1 client was supported facial and orthodontic surgery at Hanoi's National Hospital of Odonto-Stomatology.
- 61 clients and dependents, of which 31 live in communities, received nutrition support including eggs, milk and other relevant food supplies.

Hagar received an increased number of calls for help in 2017, from children and young teenagers who were sexually abused. Resulting from abuse, many experienced serious health problems and those who became pregnant required prenatal care and nutrition support. Poverty and limited access to governmental welfare services in remote areas, reduces their health.

### 2.2.2. Psychological and Counselling Services



*Building relationships amongst Hagar clients and staff*

More than 90 percent of Hagar clients suffer from trauma and psychological issues such as anxiety, depression, post-traumatic stress disorder (PTSD) and social phobia. When a client comes to Hagar, they might have experienced chronic and complex trauma, which can be observed through different symptoms, such as detachment, behavior and emotional disorder, suicide attempts, self-harming and



## HEAL

**300** individual counselling and psychotherapy sessions conducted for 35 clients.

**61** clients and dependents received nutrition support

**29** clients and dependents accessed relevant health care and treatment

**25 clients** benefited from therapeutic arts

**3** clients received a package of prenatal care and delivery

**15 life skills training sessions** were organised for Hagar clients

**3 training courses** on preventing domestic violence were organized for 10 clients

high-risk behaviors. Client social functions may be affected; they may lack life skills, and have limited emotional management.

Due to the lack of understanding about the psychological needs of people who have experienced trauma, limited resources and social stigma and stereotypes, clients may experience different traumas that build on a previous trauma. It takes time and efforts from both psychologist and clients to work together to unfold and heal from each part of the trauma.

*“Tien came back home after being trafficked for forced marriage in China when she was 15 years-old. She was sold and resold to 3 different men and luckily escaped after two years. When she came back to Vietnam, she received support from Hagar including safe accommodation, healthcare, education and psychological counselling. A while after she came to Hagar Vietnam, she came to the realisation that much of her pain and problems originated from her experience of neglect by her own parents since she was a baby”* Case Manager shared after a session with the Psychologist.

After attending psychological and counselling services, each client will recover at different rates and in different psychological areas. Recovery may depend upon the length of time they receive services, how long after the trauma they are receiving support, existing family resources and their own commitment to improve. Healing can take 4-6 months or it can take years. Understanding each client has their own journey; Hagar offers individual and family counselling, group therapy and therapeutic activities to reinforce their healing process. We build up the family’s understanding of trauma and what they can do to help and create opportunities for peer support. We work with community leaders and school leadership to try to reduce stigma and discrimination.

Psychological and counselling services provided 300 individual counselling and psychotherapy sessions for 35 clients. 37 percent survived domestic violence, 37 percent survived sexual abuse, 20 percent survived human trafficking; and 6 percent survived more than one type of abuse.

### 2.2.3. Life skills training and therapeutic art activities



Art therapy sessions

Hagar has organized a series of therapeutic and art activities for clients including: collage, clay flower making, yoga, creative dancing and singing. Around 25 clients have benefited from these activities. With their traumatic experiences, our clients find it extremely hard to acknowledge or put their emotions into words. Art and creative activities serve as a tool for them to channel emotions into images, colours or sounds, which helps to comfort them. Yoga helps to release and resolve difficult sensations that they might feel and allow them to take control of their body again. These activities contributed to the healing process as well as creating a sense of community in the Recovery Centre.

*“I like to sing because it made me feel really comfortable and cheerful. I also love making flower with clay with volunteer because this activity helped me develop creative mind, relaxing as well. After all activities, I think that I am lucky when I communicate with people around me. That has made me more confident and stronger. Each person who I have met inspired me a lot. I realise that happiness is not only receiving but also giving.”* Loi, 20 years – old, survivor of sexual abuse, over a year at Hagar Vietnam

Hagar Vietnam also provided a range of life skills training clients to equip them with knowledge during their recovery. At the Recovery Centre, 15 training sessions were conducted for 6-8 clients per session. Training topics included basic disease prevention, reproductive health, sexual health, accident and injury prevention. The training enabled clients to improve their understanding about health symptoms and when to seek medical assistance. In post-testing, they demonstrated understanding and responsibility about personal hygiene and disease prevention.

Eighty percent of clients and their dependents showed a substantial improvement in their overall health, and, their approach towards contagious diseases. Subsequently, they encouraged other family members and people in their community to practice a healthy lifestyle and foster basic healthcare awareness.

Hagar Vietnam organized 3 training courses for 10 clients in Hanoi with the aim to provide basic knowledge on domestic violence prevention. The post training assessment showed that:

- 100 percent of participants understood how to recognize domestic violence. Before the training, some did not understand rape could occur in the home, or the difference between sexual and domestic violence.
- 80 percent of participants understood the basic characteristics of domestic violence including violence cycles.
- There was an increase from 70-100 percent of participants, who after training understood everyone has the right not to be beaten, and they need to ask for help from outsiders.

Participants reported that they were inspired each other through their own stories and problem solving. They said that they felt more confident in life and happy after the trainings. A female client, 35 years from Hanoi said that ‘the trainings and sharing from other participants made me confident. I am now happy because I learnt many new lessons for life. I have a feeling to love myself more. I believe that I can overcome the difficulties.

### **Challenges and Lessons Learnt: Heal**

- Counselling services require a connected and trusted rapport between people and a safe environment so that clients feel free and secure to go deeper on exploring their own inner world. Most clients live in the provinces far from Hanoi, reducing the opportunity for face-to-face counseling and psychosocial support, due to budget constraints.
- Clients may not be able to obtain a safe and comfortable space for working, during long-distance counseling. This will limit the quality of the service.

- There is a need to develop more visual materials for clients to access: handouts, leaflets, brochures, workbooks, video clips and audio; which would assist with clients not living in Hanoi.
- Access to qualified public medical services is limited, especially in remote areas because there is no hospital, or the hospital has limited equipment; and private services are costly.

## 2.3. THRIVE: *Those we work with can access education and empowerment*

### 2.3.1. Economic Empowerment

#### Secure employment and improve financial capacity

Poverty can be a significant barrier to women leaving situations of domestic violence and can increase the risk of human trafficking. Therefore, providing opportunities to create and improve income for both individual clients can transform lives.

Hagar Vietnam is working with both individual clients and groups of survivors and those at high risk of being trafficked. Individual clients are supported with job counselling, vocational training and job opportunities, soft skills training and livelihood options. Our group support programme in remote areas increased household incomes through livestock raising, and savings and loan groups support small businesses to be established. Hagar worked with local partners and government extension workers to provide clients with embroidery, handcraft, livestock raising, fishing and agricultural skills.

In 2017, there were 56 economic empowerment beneficiaries, including:

- 48 beneficiaries attended vocational trainings and now earn a regular income in their community.
- 36 clients and those at high risk participated in handcraft and embroidery training and have the skills to produce goods for sale in their community and for the export market.
- 4 clients and a guardian found suitable jobs in Hanoi in the food and beverage industry or as domestic helper or cleaner
- 8 clients received 2-year loans and were trained by local agricultural extension experts to increase their animal, fish and vegetable production.
- 3 clients received financial resources to buy animals and build animal sheds.
- Hagar partners with Joma, the Hilton Hotel, several hairdressing salons and other private sector institutions to offer clients with work placement opportunities.



**THRIVE**

- 56 beneficiaries** received Economic Empowerment support
- 6 Training courses for 44 beneficiaries** covers the topics of agricultural techniques, handcraft, and family financial management
- 23 clients and dependents** received educational support
- 5 clients** were placed with suitable jobs
- 9 clients** received vocational certificates
- 8 clients** received 2 year loans and pay interest every 6 months

#### Develop soft skills and raise awareness of slavery, trafficking and abuse through small group trainings

In order to prepare the clients for integration and independent living, it is essential for them to enhance their life skills, including family finance management, communication skills in the workplace; and understanding of domestic violence and human trafficking. Hagar also communicates and prepares local authorities to support clients and their families during the reintegration process, providing a community safeguard at the village level.

Hagar organised trainings for small groups of clients focusing on suitable topics of interest. A Loans and Savings group of women survivors of domestic violence in Yen Bai province learnt about domestic violence protection laws, how to respond to instances of domestic violence, and learnt strategies to stop violence at home. Women who wanted to access a loan, were required to ensure their husbands attended trainings about domestic violence legislation, etc. An external evaluation finding was that after one year, all savings group women reported drastically reduced incidence of violence at home.



*Life skills training for economic empowerment group in Yen Bai province*



Poverty and domestic violence often go hand-in-hand in many rural areas of Vietnam but when staff at Hagar International instigated an economic empowerment programme in Yen Bai province (about 200km north of Hanoi), even they were taken aback by the transformational effect it had on the lives of the women involved. Within just nine months, Hagar watched the women go from despair and isolation to a newfound strength and confidence – unified by financial independence and the subsequent attitudinal change of their male perpetrators.

Hagar Vietnam initiated a Loans & Savings Group involving eight Tay women ranging in age from their early twenties to their late fifties. They had been identified as vulnerable to extreme domestic violence and so suitable beneficiaries by the Women’s Union of Vietnam.

Improving the women’s economic livelihood has been just one accomplishment of the project. From the first meeting, ostensibly to discuss how their economic lives could be improved, the women wept openly as they shared the suffering they were enduring at the hands of their husbands. No longer isolated by their personal circumstances, they realised the peer bond among the women raised them up as an independent individual. They started to overturn the accepted normality that a man could behave in any way he chose towards his wife without any consequences or accountability.

A regular meeting is held once a month in the village community centre, where Hagar capitalises on the opportunity to create awareness about other important issues such as sexual abuse and human trafficking with the attendance of their husbands. Any resistance by the men has been partly overcome by the financial incentive of greater prosperity for the family, and partly by acceptance and understanding of the significant messages disseminated during the meetings.

For 26-year-old Xuan (not her real name), the Loans & Savings Group has been a life-saver. Married to a drug-addict, Xuan’s husband frequently locked her inside their house, turned the music up loud, and beat her unconscious. None of her neighbours intervened. To Xuan’s absolute astonishment, her husband now has a job, is no longer addicted to drugs, and has even been known to do some of the household chores.

### 2.3.2. Formal and Informal Education

We understand that education significantly contributes to client's empowerment, confidence and independence. Hagar has devoted resources to ensuring that our clients can access formal and informal educational opportunities. Hagar provides full or partial financial support for tuition fees, books, uniforms, meals; and increased achievements through counselling and home tutoring to clients and their dependents. To improve positive educational outcomes, Hagar works with school principals, teachers and communities to increase awareness about the impact trauma can have upon clients' behaviors and emotions; and build community protection, reporting and intervention systems.

Hagar supported 23 beneficiaries: 1 university student, 2 high school students, 7 middle school students, 9 primary school students and 4 kindergarten students to attend and complete their studies.

*"When I received my university admission letter, I was so worried. My family is poor. I was afraid of that my parents wouldn't allow me to join the university. If so, I had to live forever in the village and couldn't escape from the poverty. But then, I luckily met Hagar. I was not only supported with finance for my education, but also encouraged to believe that all problems can be solved. Moreover, I was equipped with skills to mobilize resources for my study. I am now confident that I can make my hope to be true and I can change my own life", a female survivor of human trafficking, 19 years old, from Yen Bai province, Vietnam*



**Thrive.**

**Protection, love, support and education bring back a life**

*"I was trafficked to China to be wife of 3 different Chinese men for 2 years. During those days I was like a mute, I couldn't speak my mind. Fortunately I was able to escape back to my hometown in Vietnam. But things were not the same when I got back: people in my community avoided and disdained me. I was frightened, lost all my confidence and couldn't bring myself to look into others' eyes...The protection, love and support I received at Hagar have empowered me to become strong and confident. Hagar staff have inspired me to pursue my goal of becoming a social worker like them. That's why I decided to go back to school. I want to live a meaningful life. I want to make my dream come true." – Tien, 21, survivor of human trafficking*

## Challenges and Lessons Learnt: Thrive

- The traumatic experiences of clients often results in rapid changes in their preferences for employment, they may struggle to follow workplace regulations; and establish positive working relationships with colleagues. Hagar is required to provide considerable support for clients to complete long-term commitments.
- There are limited job and vocational training opportunities in rural areas, 54 languages in Vietnam, and the distance from a village to provincial towns reduces economic livelihood opportunities of clients who want to live in their own village. Considerable efforts may be required for some clients, before a realistic income generation activity is determined.
- Hagar cooperates with local authorities, workplace employers and training institutions to ensure they understand the psychological situation and needs of each client placed with them, and provides technical assistance to employers and trainers as required.
- Education departments do not have established policies and procedures to allow students from other communes to enroll, or for students to commence after the beginning of the school year. This is a challenge for Hagar in arranging education support for clients and dependents.

## 2.4. LEAD: Amplify the voices and experiences of those we serve to bring about the systemic changes needed to combat human trafficking, slavery & abuse.

### 2.4.1. Strengthening capacity of local authorities and partners in providing care to survivors of gender based violence

#### 2.4.1.1. Capacity building and technical support in Yen Bai

In partnership with the Yen Bai Women's Union, the satellite Care Centre provided 72 women and girl survivors with counseling and basic support: 34 trafficking, 28 domestic violence, and 10 sexual abuse.

During the duration of the project, the following results were achieved:

- Increased awareness of communities, particularly women and girls, about abuse and exploitation through seven stage performance events, attracting 5,500 participants.
- The voice and agency of clients was increased through Hagar modelling to partners, about the value of engaging with local citizens to incorporate their experiences into relatable relevant messages in community awareness campaigns.
- Five training courses in social work and counselling for relevant authorities including Women's Union, police, Social Work Centre, and Legal Aid Support Centre; and crime prevention workshops for Women's Union leadership increased support for survivors of trafficking and abuse.
- Five Women's Union staff built knowledge of social work by attending an intensive 3-month training and observation of best practice communication campaigns in other provinces; and modelling by Hagar.



## LEAD

**60 officials and NGOs partners** in Yen Bai and Ha Giang provinces were trained and improved skills to support survivors of trafficking, domestic violence and sexual abuse.

**6,700 individuals** learnt about human trafficking, domestic violence and sexual abuse through **10** provincial awareness campaigns

**800 individuals** in Hanoi improved knowledge of trafficking, slavery and abuse

Hagar staff presented Hagar's approaches into national and international events, contributed to revised laws related to human trafficking, domestic violence and sexual abuse.

*“Yen Bai Women Union is an organization with the vision and mission to protect the rights and interest of women and girls. Therefore, the Hagar project is relevant to our vision and mission. This project also received serious attention from local authorities because it met their concerns and needs. The coordination was established among relevant agencies to establish a common voice to address issues. It is clearly shown that the Hagar project has strengthened our role and responsibility to protect and support victims of domestic violence, sexual abuse and human trafficking” – a representative of Yen Bai Women’s Union*

#### **2.4.1.2. Capacity building and technical support in Ha Giang province**

Hagar Vietnam initiated trainings in Dong Van district, Ha Giang Province for local officials to improve the provision of sustainable care and protection to the most at-risk populations. Within 8 months, Hagar has achieved those following results:

- 80 participants from government departments at the district and commune level attended 4 trainings and increased their knowledge and awareness about how to support and protect survivors of human trafficking and domestic violence.
- 3 communication campaigns (one at the market and two at the schools) about domestic violence and human trafficking increased the knowledge of around 1,200 participants. One campaign Pho Cao Market provided survivors with opportunities to share their stories. Women were particularly encouraged to speak up about their experiences and suffering.
- During this time, Hagar and the Women’s Union identified 3 human trafficking and 2 domestic violence survivors with complex trauma needs, requiring support from Hagar.

*One official in Pho Cao Commune Women’s Union shared that ‘in the past, I always thought that a person trafficked was because of his/her own fault. I advised them to solve the problem by themselves, shouldn’t disclose the case to others. But since the trainings, I believe that nobody is worthy to be trafficked. What I should do is to make the survivor feel safe and introduce them to support services’.*

#### **2.4.1.3. Awareness Campaigns and trainings in Hanoi**



*Opening of Hagar Vietnam’s “Rising from Broken” art exhibition*

In 2017, Hagar trained groups of university students on human trafficking and how to conduct awareness campaigns; afterwards students created and implemented awareness campaigns for high-school students in remote areas and the public in Hanoi.

Hagar activities support the Government of Vietnam's 2016 decision, to observe a national day on the prevention of human trafficking. Hagar trained The Sunwah Global Young Leaders Network (university students) on human trafficking, and partnered with an artist who trained the network to use puppetry and create a play on the issue. We then organized an event on the National Day of Human Trafficking Prevention, where the play was performed.

Hagar organized 2 exhibitions of self-portraits painted by 21 Hagar clients. At the exhibition opening many people demonstrated interest in learning about survivor stories, compassion, left notes, donations and purchased paintings.

*"Let's join hands to protect children all around the world", an 11-years- old visitor wrote.*

*"Without knowing the artist, I felt connected as a human being who experiences the ride of life with its many challenging demands. It all changes us, but we can look at it as many colors added to one's life." An exhibition visitor shared his feeling about a painting.*

## 2.4.2. Strengthening Hagar Staff Capacity:

### 2.4.2.1. **Trauma Informed Care Training for Hagar Staff**

Staff attended trauma-informed care training to reinforce their understanding of principles, tools and strategies to utilise learning across the workplace. Several tools including community meetings and safety plans have been implemented into our work already.

### 2.4.2.2. **Local Networking**

Hagar participates in national sector and thematic working groups including counter-trafficking, gender-based violence and child rights. We aim to promote systems strengthening, share information, and identify gaps.

Hagar Vietnam contributed to public awareness campaigns organised by the gender-based violence network on International Women's Day to encourage women and girl to speak up and redefine their values without accepting negative social stereotypes and cultural norms. This was followed up by a series of talk shows and media presences by different organisation throughout the month of March and reinforced the message of the International Women's Day, "Be Bold for Change".

Hagar Vietnam submitted a joint statement with other agencies including, United Nations, Embassies, Government ministries and civil society, with recommendations to combat human trafficking, for Vietnam's National Day against Trafficking in Persons.

### 2.4.2.3. Staff's participation in international, regional and national conferences and workshops and partner visits to exchange knowledge



*Vietnam representation in the Seventh Mekong Regional Workshop on “Identifying Resources and Service Provision to Assist Victims of Trafficking Build New Lives Sharing Experiences with Mekong Regional Countries”*

Hagar staff had opportunities to visit different models of client care through participation in national and international workshops. We share Hagar’s approach in national and regional workshops at the request of the Government of Vietnam, Social Work institutions, IOM, etc. This included participation in August in the Asian Women Shelter Network workshop in Taiwan. At the Seventh Mekong regional workshop in Thailand, focusing on “Efforts on Repatriation and Social Reintegration of Trafficked Persons”, Hagar led the presentation of Vietnam’s situation and practices related to trafficking, which included a Hagar client story, and information about our model.

In Vietnam, few agencies provide direct support for survivors of human trafficking, domestic violence, and sexual abuse. Therefore we are regularly invited by the Ministry of Labour, Invalids and Social Affairs, international agencies, IOM, and Embassy’s to contribute towards documents supporting implementation of Vietnam’s Child Law and Legal support for Victim of Trafficking, compilation of the Trafficking in Persons Report, meet with research teams, etc.

#### **Challenges and Lessons Learnt: Lead**

- In the context of Vietnam, the advocacy role of non-government agencies is not recognized and authorities have not officially recognised the social work sector. To increase client voice and agency, a longer-term approach will be required.
- In the future, Hagar wants to conduct or participate in research each year, and use data, project learnings and external project evaluations to increase an evidence-based approach to advocacy in Vietnam.
- The demands made on Hagar Vietnam’s small staff, to contribute and participate in national and regional workshops and research, can be difficult to balance with project demands.

Operations/Projects	Annual Budget	Expenses in USD
<b>Protect</b>		
VN0001: The Whole Journey, Case Management	164,583	161,940
VN0002: The Whole Journey, Recovery House	81,642	77,704
VN0003: The Whole Journey, Economic Empowerment	46,416	31,341
VN0004: Community based Satellite Care through a Centre for Gender-based Violence Victim in Yen Bai province	48,427	35,827
VN0012: Trauma Informed Care in Vietnam	-	4,527
<b>Grand Total</b>	<b>440,325</b>	<b>422,615</b>

### Support & Advocacy Offices

- Hagar Australia: \$13,802
- Hagar Hong Kong: \$32,743
- Hagar New Zealand: \$64,867
- Hagar Singapore: \$30,457
- Hagar USA: \$40,180

### Major Donors and Partners

- Anonymous, Hong Kong:
- Boeing, USA
- Cuu Long, Singapore
- Doeung and friends, Vietnam
- Goldman Sachs Give, Hong Kong
- Hanoi International Women's Committee, Vietnam
- R.D. Hughes, New Zealand
- United Methodist Women's Committee, USA
- Van der Poel, New Zealand
- Yen Bai Women's Union, Vietnam
- Wong, USA

