

Social works and vocational services for PWD in Vietnam *Real situation in 2007*

Research report of the project
“Social Integration of PWD of the Province Thua Thien
Hue in Vietnam 2006 - 2009 “

Implementing institution:
Team of Mgr. Jiří Kocourek - Applied Sociology

Researcher:
Nguyen Anh Tuan



Location: Vietnam

Type of research: Qualitative research (Desk study)

Duration of research: 10/12/2006 - 15/9/2007

Ha noi 7-2007



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of Inhabitants of the Thua Thien - Hue



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Foreword

Following research report is one of the first project reports describing situation of the field of social services (social work) for PWD in Vietnam. We have tried to complete basic and important information for applying institutions to get general and applicable overview about the system in Vietnam. We do not mention a traditional way of social help among members of local communities but services supplied by official organizations. During our project realization we are considering this report of medicine doctor Nguyen Anh Tuan as the first step to think, analyze and develop professional base of applying social services in rural far areas, in local communes.

We introduce to you

- relevant legislation
- brief real situation description (people with disabilities, training system and job creation, social works, community based rehabilitation)
- list social benefits and supports,
- list of applying organizations,
- references, author and team introduction and other.

We hope it will be interesting or useful overview in different point of view for you too, for example for teachers, researchers, students, state officers, social workers, project managers etc.

Mgr. Jiří Kocourek - project manager - Czech Republic - Prague



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Abbreviations

CBR	Community based rehabilitation
CWD	Children with disability
DOET	Department of Education and Training
IEC	Information, Education, Communication
MOET	Ministry of Education and Training
MOH	Ministry of Health
MOLISA	Ministry of Labor, Invalids and Social Affairs
NCCD	National Coordinating Council on Disability - Ministry of Labor, Invalids and Social Affairs
NGO	Non Governmental Organization
PWD	People with disability

Executive summary

This is a qualitative research focusing on a social services (social work) system in Vietnam. The researchers have scanned and collected Vietnamese legislation related to the PWD and Victim of Agent Orange. Inquiries through mails and E-mails are effective methods of gathering information on previous projects, activities which have been implemented by NGOs and self-help Groups of PWD. Some staff of INGOs and members of local NGOs as well as of the self-help groups were interviewed for getting detailed information. Some governmental officials of Ministry of Health, Ministry of Labor, Invalids and Social Affairs also gave interviews to the researcher and provided policies updates. Conclusions of observations, data collection and analyses of the research follow:

- The Vietnamese Government, with its legal documents and relevant bodies, aims at creating equal opportunities for PWD and their integration into society. The legal framework is focused on supporting PWD including the victims of Agent Orange, so they can integrate into society.
- The Vietnamese Government has created favorable legal documents to protect and care about PWD. Therefore, active application of the local authorities is very important to mobilize individuals, organizations and other resources to support PWD.
- There are differences among provinces in the described field. These depend on potential of socio-economic conditions for development of integration of PWD. Advocacy is good way of protection and care for PWD.
- Authorities in provincial, district and community levels play crucial role in supporting PWD. They often take leading position in mobilizing individuals and organizations to support and facilitate PWD.
- Raising awareness of community and PWD themselves to break attitudinal and physical barriers can enhance development of equal opportunities for PWD to integrate in the society.
- Capacity building for PWD and encouraging them to take part in local socio-economic activities are very important approaches.
- PWD can raise their voice and status in the community and actively participate in all activities of self-help groups if they are members of these organizations. Therefore, they can become partners, participants and managers of the relevant activities. Moreover, through self-help groups they will have easier access to assistance from the Government, other individuals and organizations in the community.
- The Government, local and international NGOs and self-help groups actively provide support in the field of vocational training and job creating, but their efforts satisfy only a small part of PWD's need.

Especially, PWD in rural and mountain areas have no access to the above-mentioned services.

- The PWD have few opportunities to find a suitable job. But there is no general and standard frame of vocational training and job creation which can be used for all PWD as well as at their locations in Vietnam.
- There are not many jobs that PWD are able to do to which satisfy their daily needs for living. Final products placement also faces difficulties caused by market changes and market demands.
- Social work is in initial stage of development process in Vietnam. Social work now is carried out as integrated activity in development projects. There is no professional social work system.
- There is a lack of sufficient number of social workers to manage and follow changes, development of society as well as of individuals. Most of social workers are informal ones. Most of them did not attend any training course for social work, thus their knowledge and skills do not meet quality of social work.
- Healthcare services and CBR program are spread nationwide, from central level to community level. PWD can benefit very much from the programs. But PWD in rural area especially ethnic minorities can not receive technical assistants in rehabilitation because of limitation of human resources as well as budget.
- A small number of PWD can get rehabilitation guidance or assistants and rehabilitative devices are insufficient.



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Introduction

General information on the project

The project ““Social Integration of PWD of the Province Thua Thien Hue in Vietnam 2006 - 2009 “ is implemented by the organization Mgr. Jiří Kocourek - Applied Sociology in partnership with Phong Dien People’s Committee, and has been implemented in Phong My commune with the following objectives:

- To integrate the disabled people in Phong My commune into the wider community.
- To improve the socio-economic situation, create living conditions for the disabled people and for the poor and build small-scale buildings to serve for production and life, improving the socio-economic situation of the community.
- To integrate the disabled people and gradually improve the life and production situation, establish closer relationships and help them to integrate into the society.
- To train and improve the capacity to engage in social work for those who directly take part in the project; to train the staff (composed of the disabled) to work for the workshop for disabled people
- To provide health, education and other social services, create conditions for local social workers to have stable and long-term development.
- To provide necessary medical equipment for health care activities at grassroots level;
- To build medium and micro infrastructure: village roads, micro irrigation works, tap drinking water, to create conditions for the disabled to integrate into the community.
- To establish the workshops for the disabled, provide supportive policies to develop professions and raise income for the inhabitants.

Phong My is a mountainous and poor community located in the Phong Dien district, Thua Thien Hue province. It covers area of 39.400 ha, and has population of 5,133 people, around 250 disabled people. Although authorities and social organizations pay lots of attention to the poor in general and people with disabilities in particular, their life standard is very low and they need more special support which should be provided through different channels.

It is important to have general overview to carry out interventions that are suitable for the real situation of Vietnam; the research “**Social Works and Vocational Services for PWD in Vietnam - Real Situation in 2007**” is conducted aiming at achievement of the following objectives:

1.1/ General objectives: To provide an overall view of social work and vocational services for PWD in Vietnam.

1.2/ Specific objectives:

- ❖ To provide information of state and non-state institutions offering social work in Vietnam



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- ❖ To provide information of state and non-state institutions conducting protected manufactures for employing PWD in Vietnam

Recently, Vietnamese government started paying attention and supporting of the poor people and PWD. On the other hand, there are many INGOs that implement development projects which include projects in field of protection and care for people with disabilities. In this context, the project “**Social Integration of PWD of the Province Thua Thien Hue in Vietnam 2006 - 2009**” is carried out as a first step, therefore it requires comprehensive, effective and realistic interventions for its implementation. In order to do this, it is very important to gather related information and to use previous projects and models to learn and prepare. Stakeholders of the project should obtain general view so they can make a work plan for the coming years. That is the reason why the research is necessary.

Purpose and Method of the Research

1. Research Objectives

The research should obtain objectives on the following:

1.1/ General objective: To give out an overall view of social work and vocational services for PWD in Vietnam.

1.2/ Specific objectives:

- ❖ To provide information of state and non-state institutions offering social work in Vietnam
- ❖ To provide information of state and non-state institutions conducting protected manufactures or employing PWD employers in Vietnam

2. Methods Used in the Research

2.1 Research approach

In an effort to provide information as much as possible, the qualitative methodology (including interview, desk study, , communication through letters and emails) was selected for this research. The relevant related Government bodies, Local NGO and INGO became target groups of this research.

2.2 Sources of information for the research

- Secondary data: documents of the project
- Reports of the development projects/programs that were implemented by other organizations.
- Experience and lessons learned provided by the respondents

2.3 Data collection techniques

- Desk study: searching and gathering information as well as second data by reading magazines, newspapers, books and research reports; downloading documents from internet and through other sources, for example emails...
- In-depth interviews with key persons of the main targeted governmental and non-governmental organizations in Vietnam
- Visit and observe enterprises and small business that support PWD
- Send questionnaire to the selected organizations and enterprises
- Interview key persons of self-help groups via telephone.
- Collect and read documents related to programs/project for PWD, legal documents of Government. This is also important technique of the research.

Sampling:

- 🚩 Questionnaires or interviews: select 40 self-help groups, 6 NGOs and send questionnaires to them or interview them.
- 🚩 In-depth interview: Select 1 key person of the Governmental bodies

(National Committee of Coordination for Disabilities - NCCD, Ministry of Health, Ministry of Labor, Invalids and Social Affairs, Vietnamese Red Cross) for interviewing. Some staff of INGOs also was interviewed.

Reasons of choosing of sampling:

- **Governmental Bodies:** the Ministries take crucial roles of assistant for PWD, that including Ministry of Labor, War, Invalids and Social Affairs; Ministry of Health, Ministry of Education and Training, National Committee of Coordination of Disabilities.
- **NGOs** which were selected for interviewing had to meet the following criteria: (i) Long period of work with PWD (at least 5 years); (ii) Their interventions meet most of essential need of the PWD; (iii) Objectives of their activities are directed toward sustainable development; (iiii) They implement a project which is directly providing benefits to the PWD; (iv) To be a leading organization in disability field and this role is appreciated by other organizations of Vietnam Disability Forum.
- **Local NGOs and International NGOs:** There are about 30 NGOs working in disability field in Vietnam. These organizations have long time experience in supporting PWD, have had or have been implementing effective projects for PWD. Therefore, interviewing them is a valuable way to obtain information because they have a lot of experiences and perspectives in disability field. Their opinions are always oriented towards PWD and also independent, so information provided by them is accurate. Based on experience, working relationship of the researcher and comments of manager of the Disability Forum, 6 INGOs (have met criteria mention above) were chosen. One staff or managers of these NGOs were selected for an in-depth interview.
- **Self-help groups:** The groups have proved their capacity for development themselves and have experiences of vocational training and job creation. In general, their activities are the same in comparison with other groups and they are in three main regions in Vietnam (Northern, Central and Southern region). Thus, selected groups could be typical ones in disability field in Vietnam. On the other hand, based on “List of Self-help Groups of People with Disabilities” in Vietnam, the self-help group was in each region chosen randomly.

2.4 Data and information collection process:

In the first stage, a researcher has found all documents related to disability field such as following:

- Project reports
- Midterm review or final evaluation report of projects
- Research reports
- Legal policies and documents which were issued by Governmental bodies

Necessary information such as situation of PWD; list of activities and products of self-help groups; health care; specific regulations and supports of the Government and NGOs for PWD etc., have been consolidated and put together to have an overall view. All the information have been classified and put into four main components

- (1) Legal documents and policies,
- (2) Vocational training and employment,
- (3) Social work,
- (4) Community based Rehabilitation.

The next step is to compare real activities as well as interventions which have been implemented by governmental bodies and NGOs. Some problems such as: gaps between real benefits and objectives of support of Government and NGOs, situation of PWD and policies... have been clarified and listed. Then the SWOT (strength-weakness-opportunity-threat) method was applied to make details of support for PWD in Vietnam.

The final step is to interview some key persons of governmental Bodies and NGOs.

This is qualitative research, so the purpose of this step is to check whether all collected information in previous steps were right or not. Content of answers have showed a lack of information and it also provided true evidences to support findings that were discovered during implementation steps mentioned above. Any time during the process, if there were differences between information and the reality, these were focused on to discuss deeper for gathering further information. In such situation, either missing information found or it had to be concluded that real activities/interventions are not met by the policies. (Please, write a few examples, when the information and reality did not fit with each other.) Collection method is mails, emails sent to local NGOs and self-help groups. But in fact, there were just a few answers which were obtained using this method. Then most information was collected by discussing on the phone.

3. Definition of concepts:

3.1/ People with disabilities: *People with disabilities are persons who, irrespective of the causes of the disability, lack one or more body parts of functions reducing the capacity of action and causing difficulties in work, life and study.* (WHO, 1998)

3.2/ Social work: *The social work profession promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being. Utilizing theories of human behavior and social systems, social work intervenes at the points where people interact with their environments. Principles of human rights and social justice are fundamental to social work.* (International Federation of Social Workers, 2007)

3.3/ Poor people: *the person who have monthly income lower or equal 200.000VND per head in rural area and 260.000 VND per head in urban area*



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(National standards of Poverty in period 2006 - 2010).

Results of the Research

1. Situation of people with disabilities in Vietnam:

Vietnam has experienced a long, fierce war and its consequence is millions of wounded people, including soldiers and common people. A lot of them are victims of Orange Agent and they are now ill or disabled. Furthermore, their children are influenced by poison, so they have severe disabilities. In this context of Vietnam situation, the victims of Agent Orange are referred to as a people with disabilities.

Ministry of Labor, Invalids and Social Affairs (MOLISA) estimates that PWD is approximately 6.63% of the population, or 5.3 million Vietnamese have disabilities. But WHO estimates that 10% of the Vietnamese are PWD. PWD in rural areas accounts for 87.2% while PWDs in urban area are estimated at 12.73%.

Types of disabilities:

- Mobility: 29.41%
- Sight: 13.84%
- Speech: 7.08%
- Other disabilities: 17.00%
- Mental retardation: 16.82%
- Hearing: 9.33%
- Strange Behavior: 6.52%

Mobility disability and mental retardation score highest rates, followed by sight disability. The others are under 10%. These prevalent rates are very important in planning and identifying interventions for PWD in the future.

Causes of disabilities: Congenital (35.8%), Diseases (32.34%), War-related (25.56%), Occupational Accidents (3.49%), Traffic Accidents (1.16%), other causes (1.57%). These causes arise also from characters of individual as well as provision of primary healthcare and quality of health services have limitation in deceases controlling. The causes related to the Vietnam War are rather high, both in the case of individuals and the next generation, especially victims of Orange Agent.

Disabled men have higher prevalence of disabilities compared to disabled women and this difference is not significant among areas. The overall disabled men represent about 63.52% compared to 36.52% of overall disabled women. 70%-80% PWD in urban area and 65%-70% PWD in rural area rely on their family, relatives or social welfare. Most of families having PWD are poor and very poor (32.5%). There is only 25%-35% of PWD who have a income generation for their family or themselves but their wage is very low. Rate of education level of PWD is very low, 41% PWDs over 6 years of age are illiterate.

Trend of disability in Vietnam: in the coming years number of PWD will increase because of traffic accidents, occupational accidents and

environmental pollution. Along with the rapid development of industrialization, modernization and urbanization, causes of disabilities will change and will differ from previous years due to mentioned factors.

There are still many barriers in the social integration of PWDs, like lack of access to public buildings, transportation, education, employment and health services. PWD belong to the poorest groups in society, with little opportunities for education, low qualifications and little access to information. These limitations are the main reason for their low position in the society.

2. Socio-economic context:

Population in Vietnam is 85 million, of which 75% are farmers who have low income. Since 1990s, Vietnamese government has started renovation process and initiated dramatic changes. The Government of Vietnam has articulated its development vision for the decade in the Ten Year Socio- Economic Development Strategy (SEDS - 2001-2010). This document endorsed at the Ninth Party Congress in 2001 lays out path of transition towards “market economy with socialist orientation” and expresses strong commitment to growth, poverty reduction and social equity. Vietnam has succeeded in reducing poverty rates from over 60 per cent in 1990, to 18.1 per cent in 2004, largely due to its rapid annual economic growth, averaging 7- 8 per cent annually. National income per head has been increasing from 300 USD in 1990 to more than 600 USD in 2005. Maintaining the current pace of economic growth is crucial, but it is not enough. Growth must come with equity and must include all regions and groups in the country. The majority of the poor people in Vietnam are isolated -- geographically, ethnically, linguistically, socially and economically. Despite of Vietnamese economic growth create a social safety nets to protect the most vulnerable people, but the poor and PWD are still facing a falling back into poverty because of old age, ill health, disability or natural disaster.

The education system covers over 96% children in primary school of age. But still there are inequality among areas, especially urban and rural, delta and mountainous region. In 2001/2002, boys’ and girls’ gross enrolment rates (GER) were 87/81 percent at lower secondary and 51/47 percent at upper secondary, respectively. Disabled young people are also disadvantaged in terms of access and attendance given their limited opportunities for inclusive education and vocational training.

Ministry of Health has been implementing primary healthcare program nationwide. Expanded Immunization program covers more than 98% of the children of 5 years of age. All communities have health care station and 60% of them have medical doctor. However, most people can not benefit from quality of health service due to lack of technical knowledge, deficiency of medical facilities and equipment.

3. Human recourses relating to prevention and care of PWD:

- Governmental bodies/agencies:

Ministry of Labor, Invalid and Social Welfare (MOLISA) takes main responsibilities for coordinating all assistants and supports for PWD. The other Ministries such as MOH, MOET, MOC, MT, MOJ etc. are in charge of policies relating to PWD. In order to make legal environment for the PWD, Vietnamese Government in general and all Ministries, including their systems, in particular have accountability for releasing policies as well as other related legal documents (decrees, circulars, regulations), and managing and monitoring all aspects of supporting for PWD. Besides, People's Committees at all levels have to implement activities according to instructions of the Government.

- Local NGOs of the PWD , hereafter generally called as Self-help Groups:

There are a lot of forms of self-help Groups such as Clubs, Associations of PWDs in community, self-help groups. For example, the Hanoi Sports Club for PWDs, Hanoi Club for Students with Disability, Hoan Kiem Association for the Blind, Hanoi Association for the Deaf, Dong Hung Disability Association (Thai Binh Province), etc. (see and subscript Publication list of Self-help group of IDEA please...). All these organizations of people with same type of difficulty are often more sustainable as they have common principles, objectives and regulations and benefits. Besides, provincial or national associations can act on behalf of their organization to propose the demands and aspirations of their members to the government. In contrast, Self-help Groups of people with various types of disability face more challenges in establishing and developing their organizations, but they tend to be successful in mobilizing funds, have more members and as such a stronger voice. The role of Self-help Groups includes education, advising PWD regarding their rights, coordinating with counterparts to enhance their right on access to services and equal opportunities, as part of the CBR program.

According to latest registration of Local NGOs in Vietnam by the Disability Forum in May 2007, there are approximately 120 self-help groups representing persons with various types of disability. Clubs and associations of blind people in provinces and cities have existed since long time ago. Most other self-help groups were established in the recent years.

The main objective of self-help groups is to share information between members and to help each other in their daily life. Besides, they establish production groups of PWD, assist with training and support access to credit for their members.

- Local NGOs of the other people - hereafter generally called local NGOs:
There are many local NGOs in Vietnam. Each Local NGO has its specific mission, vision, objectives, and approaches. Some of them are development organization, some are social organizations and several small enterprises play role of social enterprise. Vietnamese Government

always considers the organizations (for example, Youth Union, Women Union, Association of War Veterans) as local NGOs because it can organize specific groups of people at all levels - from central level to grass root level. Such organizations have achievements in supporting progress of poverty elimination, in healthcare, urgent aid, education etc. These organizations receive Government's funds for most activities and they also cooperate with INGOs to undertake projects that are suitable for their capacities. Besides, there are lots of local NGOs that are established by individuals or small groups for various purposes. Such organizations have to gain fund by themselves which often comes from private donors, foreign organizations and, sometimes, Government. Currently they play a positive, effective role in development process in Vietnam

- International NGOs:
These organizations are branches of the old and experienced organizations. Most of them are development organization and receive fund from the country where their head office is. In Vietnam, they usually choose local partners for implementing their program/project.

4. Legal documents and policies related to protection and care of PWD:

Vietnam has adopted and participated in programs of action for PWD such as the United Nations Decade for PWD from 1983 to 1992, and the Decade for PWD in Pacific Asia from 1993 to 2002. In order to implement the contents of the Decade, Ordinance on PWD was issued in 1998 to create a national legal framework, a mechanism to support and protect PWD.

Vietnam also committed to participate in the next Decade for PWD in the Asia Pacific Region from 2003 to 2012 with the main objective to remove the barriers for PWD in 8 priority policy areas:

- 1) Self-help organizations of persons with disabilities and related family and parent associations.
- 2) Women with disabilities;
- 3) Early detection, early intervention and education;
- 4) Training and employment, including self-employment of PWD;
- 5) Access to developing environment and public transport;
- 6) Access to information and communications, including information, communications and supportive technology;
- 7) Poverty alleviation through capacity building, social security and sustainable livelihood programs.
- 8) Specifically for Vietnam, one more field is added: raising community awareness of PWD.

Ministry of Construction had issued Standards for Construction in Vietnam; these are regulations of accessible houses and public buildings. The document followed Article 26 of the Decree on PWD: *“The building or upgrading of houses and public building and the design and production of equipment, means of transport and communication, must consider the needs of PWDs - first of all the physically and visually disabled - and conform to the construction standards of the relevant State Authorities”*.

In the fields of healthcare, in 2002 MOH issued guiding circulars on activities to support PWDs: the decision on the kind of rehabilitation services that is covered by the social Insurance. In 2004, MOH issued another decision regarding the national standards for community health stations aiming at development of the CBR program, stating that: “each centre must implement and manage the CBR program”.

An important step in support for integration of PWDs is enhancing their access to employment. Following a proposal from the MOLISA, the Government issued the Decree 81/ CP dated 23 November 1995 on detailed regulations and guidance for implementing some laws in the Labor Code relating to employment for people with disability. Government decided on level of financial support from the state budget and tax reduction for enterprises employing PWDs, establishment of funds at provincial (city) level, for vocational training or credit provision for PWDs and their enterprises.

Article 5 of Chapter II of this Decree states that:

1. Provinces and major cities will establish employment funds for PWDs to support them in employment and job creation
2. The employment fund for PWDs is established from the following sources:
 - a) Local budget;
 - b) National Fund for Employment;
 - c) Monthly income from enterprises which do not employ the regulated number of PWDs according to Article 14 of this Decree;
 - d) Support from national and international individuals and organizations;
 - e) Other sources.

On 10th July 1999 the Prime Minister has signed the Decree number 55/1999/NĐ-CP to stipulate details of implementation that follow Ordinance on Disabled people. Based on this, PWD will have rights to:

1. Be counseled and guided on healthcare, rehabilitation, using of Rehabilitative devices,
2. Benefit from supports that come from domestic and oversea individuals
3. Establish, attend, and operate in social organizations and association of

- business and enterprises of persons with disabilities.
4. Be supported and assisted by “center of vocational training and guidance”, be remitted or excused from service fee; in case of creation of job by themselves or working at home PWD can get a concessionary credit loan.

This Decree also states that Government bodies have responsibilities for assisting and supporting PWD and CWD in the field of healthcare, vocational training and re-qualification, disability allowance etc...

Vietnamese national assembly has adopted the Law on Legal Aid for PWD, number 69/2006/QH11-dated 29th June 2006. Thus PWD can get the best legal support of the Government bodies, organizations and individuals.

In general, the target groups benefit much more than 10 years ago. Every month, PWD can receive disability allowance of 65,000 VND, but the amount is quite different from provinces to province and it depends on financial capacity and annual budget of each province. However, only about 20% PWD (or 52% of severe disabled people) can receive this allowance. About 10,000 PWDs who live in Social Sponsor Center are supported with 200.000 VND/Month and other living costs such as clothes, medicines etc...It is worth mentioning that all PWD who can obtain disability allowance have to meet criteria set up by Government.

On the other hand, children with disabilities can attend public schools without tuition fee or with minimum one. They also benefit from receiving health insurance or remission of healthcare fee.

Labor law also stipulated that minimum 2% - 3 % of employees in each enterprise must be PWD and this enterprise will be remitted taxes.

A war veteran who is affected by Agent Orange can be supported with social subsidy of 300,000 VND to 85,000 VND which depends on their concrete situation. Victims of Agent Orange who live in some special area (for example: Kontum, Gialai) can receive medical treatment free of charge, transportation fee....

To date, it could be said that what has been done by relevant agencies for the protection and care of people with disabilities was rather comprehensive and adequate, which shows successful co-ordination and high commitment of the relevant bodies at all levels in Vietnam.

However, there have also been quite a few issues related to implementation of the Government's legal documents. The gaps are:

- The activities carried out since the promulgation of the Ordinance were mainly focused on 3 main areas namely: health care and assistance on nurturing people with disabilities; sport and cultural activities as well as accessibility to public facilities; state administration of the protection and care for people with disabilities. For the remaining 2 issues of education, vocational training and employment of people with disabilities which play an important role in determining the possibility for people with disabilities to integrate into the community, although much effort has been made on these

2 areas, there still remained inadequacies in meeting the need of people with disabilities.

- Although many legal documents were newly promulgated together with revisions and supplements to the previously promulgated documents relating to the protection and care of people with disabilities, due to their inappropriateness, those policies and legal documents have not been so feasible during the implementation.
- Activities of raising awareness on rights of PWD and related fields were not taken into account, so PWD and other people still do not understand the issues and do not comply with them.

5. Vocational training and job creation:

The PWD can not integrate into society if they can not be independent in their life, thus the most important factor is job. In fact, PWD in Vietnam have to rely on their family and if they have ability to work, they usually do simple tasks. On the other hand, not everyone does believe in capacity of the PWD. However, PWD always want to assert their potentials by working alone or together in various forms.

“We don’t want to sponge on parent because they can not feed us for ever. We desire our own happy family and we think we can do that. Therefore, we have to find every way to earn for a living. I have worked since I was 15, but I did get little success. Then I joined this group, the others helped me a lot and now I am breeding pigs and every month my income is about 700,000 VND. That’s all right for me. - A head of Self-help group in Hai duong province”

The findings of the research also showed that among production enterprises and self-help groups which have employed people with disabilities, the implementation of these activities were mainly focused on organizing and providing assistance to people with disabilities in vocational training and job creation with very little assistance from Government bodies. Most enterprises recruit PWD because of charity reasons or their manager is PWD or war veteran. An annual budget of the Government does not satisfy big demand of vocational training of the PWD, this is covered by self-help groups of PWD, local NGOs and INGOs.

“Everybody sees our agency as charity one, sometimes it is business. I don’t mind. We recruit CWD from provinces and teach them garment, embroidery. They are hearing impaired, most of which are deaf and dumb. Foreign organizations fund us, for example Plan International, World Concern, USAID, Save Children UK. We don’t want to borrow money from the National Fund for vocational retraining because its procedures are quite complicated. - Principal of the Hoa sua school”

Government: Government’s centers of vocational training: Each province has at least 1 vocational training center that is managed on provincial level. Government pays all fees and that is about 1-1,5 million VND per trainee.

Implementation and management of these training courses are quite different from province to province and not connected with each other within single province. Total budget that Government provides for support for this activity is approximately 18 billion VND in 2006.

The Self-help Group: There are estimated 120 self-help groups in Vietnam. PWD gather together to share experiences, assist each other and make some products that meet market demands and trends. In the urban area, usual products are clothes, embroidery, fine handicraft articles, souvenirs, toys and other small goods for family (for example, tooth picks, chopsticks, brooms etc.). *“Hanoi Association of Blind People now operates 5 small enterprises, very small.... We now have problem with our outputs, it means that products, we always look for many channels to distribute them, sometimes it is difficult to sell. Our products are toothpicks, small plastic goods, toys. Of course, we can borrow capital with low interest. It helps us to maintain and develop our business. You know, we can not follow or catch changes of the market, it changes every day, so we need more support from the Government. - Head of Tuliem district Association of Blind People”*

In rural area, they normally manufacture agricultural products such as mushrooms, domestic animals, cattle, woodwork. There are very few completed training course that were carried out by these groups because they usually take training while working or integrate training into their recent works. The trainee then can work with them.

“Members of our group can borrow money from banks, of course, with our guarantee. They use it for breeding cows, pigs, chicken; some others set up a small carpenter’s shop. There are several individuals learnt domestic electricity in the Provincial Vocational Training Center and then came back here, now they are doing well. We don’t have any vocational training, we learn from each other, that is enough for us to work, I think. - Head of Nghia Hung suburban district disability association”

Local NGOs: They usually include vocational training activities as a part of their development program/project. Some local NGOs carry out training courses and use budget funded by foreign organizations and Government. There are two types of training courses:

- **Single vocational training:** They receive PWD as attendant in short course (3 - 6 month/course) and content of training is fixed before. Therefore PWD do not have much more opportunities to choose an appropriate job for them. PWD can have to pay training fees partly or not, which depends on condition of contract between local NGO and donor. After graduating, PWD usually have to look for working place by themselves.
- **Double vocational training:** This form includes training and job replacement for PWD who is a trainee. A length of this one is rather extended, 1 - 3 years/course and its content is also fixed. The local NGOs have already cooperation with enterprises, shops or factories

therefore they can send trained PWD to these after graduation. Some Local NGOs which implements training courses can recruit trainees after graduating.

“Everybody sees our school as charity agency, sometimes as a business. I don’t mind. We recruit CWD from provinces and teach them garment, embroidery, they are hearing impaired, most of which are deaf and dumb. Foreign organizations fund us, for example Plan International, World Concern, USAID, Save Children UK. We don’t want to borrow money from the National Fund for vocational retraining because its procedures are quite complicated. After graduating, CWD can look for working places by themselves or with referred experts, yes, we have relations with some businesses in Hanoi City. Some CWD can move to the higher class if they have capacity. In the past we have recruited some CWD to work there, you can see them. - Principal of the Hoa sua school”

International NGOs: The INGOs have another approach in the way of training PWD. They do it more professionally and flexibly. Initially, staff makes a market survey to identify suitable jobs as well as their potential success and income. After specifying job for which PWD can be trained, next step is to look for enterprises, small factories of shops and then mobilize/convince them to train PWD. All training fees and other costs (for example, training costs, equipment for training, living and transportation costs of trainee etc.) are paid by INGOs. After graduating, trainees usually come back to their village and do the job for which they were trained to earn living. Trainees are also supported by provision of some small equipments or facilities. During training courses, trainees also attend other activities such as group discussions for sharing their concerns and experiences, encourage each other and for recreating. In some special cases, PWD have to learn mathematics, culture and relevant subjects before they come to the vocational training course.

“Our way in job training is flexible and diversified, we don’t stick on one or two forms of job. Our objective is to find a job that can help PWD develop in the future, so we look for internal jobs, in community or village, some time in district and then we come there to discuss with owner for training content. If agreement is made by both, we could send PWDs to these jobs for learning. A job maybe a motorbike reparation, garment, electricity, and handicraft etc. Then trainees come back and do the job they were trained for at their home. Yes, they don’t have to work far from village, they still live there and they don’t feel they are marginalized by the community”

However, there are difficulties in vocational training nationwide as are the following:

- Awareness and commitments of community are not strong enough so this activity is still believed to be charity action.
- Needs of PWD are huge but current activities do not fulfill them.
- Lack of material facilities, equipment and qualified teachers.
- Training courses are mainly undertaken in urban areas, PWD living in rural and mountainous areas can not access them and receive this kind



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of support.

- A form and content of vocational trainings are not suitable for some special disabilities such as people with Down syndrome or mental retardation
- Factors of sustainability have not been considered seriously, therefore trainees may not be in a position to apply their trained knowledge and skills to earn a living. It means that trainees have to change their jobs after graduating.

6. Social work and its system:

Social work is not quite a new field in Vietnam. In 1947 the French had established the first school named Caritas in Saigon to teach social work. Vietnam was cut into parts - North and South regions in 1954. There were over 1 million migrants who came from the North to the South of Vietnam. At that time, urgent relief represented main activities of social work. At that time, in the South of Vietnam, a college and other schools were set up to satisfy needs of people. At the same time, there were no training courses in the North of Vietnam. After 1975, all trained social workers in the South had changed their job to the other field.

From 1975 to 2004, Vietnam has changed very fast and social problems were big challenges, although the Vietnamese Government has initiated appropriate social policies and paid deep concerns to all groups of people. Renovation progress began in 1986 and it affected lot of socio-economic aspects in Vietnam. In this situation, social problems have been easier to recognize and they are:

- Poverty situation in rural and urban areas.
- Migration from rural area to urban area
- Migrant worker and slum area in cities.
- Sex workers, women and children trafficking.
- Drug abuse
- HIV/AIDS
- Disability

It was obvious that society needs help of social workers. It took a rather long time to the Government to understand necessity of skillful and trained social workers. In the end of 1980s, social work training has become crucial and urgent need in Vietnam. An important milestone was when activities of the social worker and community development staff have been accepted officially. The INGOs, especially The Save Children Sweden, have essential contributions to growth of this field.

Along with rapid development of socio - economic progress in Vietnam, need for counseling, assisting to vulnerable groups as well as people was becoming bigger. Therefore, Vietnamese Government identified this need as essential objective. In 2004, Ministry of Education and Training has approved as subject of training the social work. Currently there are 12 faculties of universities and/or colleges that teach this subject and about 500 students have graduated, but they can not carry on their work as professional social workers because Government did not establish an official job code. So most of them still apply within another form of work their knowledge and skills to provide social assistances to the people in need.

Recently there have been 2 parts of social work implementation:

Government and Vietnamese social organizations: Government officials mainly do managing and monitoring tasks. The others working in Vietnamese social organizations play assisting role in development project/program of the Government or in assigned works in their organization. The strong organizations currently in this field are Youth Union, Women Union and they only assist community in general and targeted groups in particular.

“With our authorities, we can only make social work for group of certain people. Of course, we see that there is a lot of demand in society, for example assistant for individuals, but we can not satisfy the demand because of limitations of human resources, time and knowledge. I think it’s right time for us to do the social work more professionally”

Local and International NGOs: Up to now, social work has been integrated in separate development projects which were implemented by local and international NGOs. These projects had focused to some fields such as street children, HIV/AIDS prevention, and poverty reduction. It can be said that social work is geared into other development activities and becomes small and informal. However, social work had contributed to resolution of urgent issues, which appeared.

Generally, social work in Vietnam has great development potentials. In the future, the focus of social work will change and new philosophy will reflect changes of values and believes of the people, thus social work will have sustainable growth in Vietnam society.

“Since 1997 the Save Children Sweden has been implementing the first project to assist development of social work in Vietnam. Recently, social work is taught at universities and colleges, and number of people studying is considerably higher compared to few years ago. I think the Government should pay more attention to this field, because society is changing and economics develop very fast, thus social problems will occur. Social worker can help them to be happier. Now, I think social work has to have an equal position with other professions like doctor, engineer...”

However, it is important to improve some aspects of social work in the future:

- Social work is not approved as official job (Government did not establish a job code for it), so social workers cannot practice their profession as independent job.
- Social work for individuals is not in focus in comparison with other types of social work such as group consultation, community assistant.
- Number of social workers is very small and their activities are limited to certain areas, therefore they cannot provide services to all people in need, especially not to those living in remote locations
- Most individuals have attended short training course of social work, so their knowledge and skills are limited and sometimes they cannot cope with problems/issues which occur

7. Community Based Rehabilitation (CBR) and healthcare system:

Community Based Rehabilitation is implemented following the model of the Ministry of Health (MOH) and it is vital component of primary healthcare program in Vietnam. From the 1987, the program has focused on 4 main areas: health care and rehabilitation, inclusive education for children with disability, employment and improvement of other social conditions. However, in the first decade, the human resources were inadequate and the awareness of the

society and the government limited, so the main services that the PWD received related to health care, and some activities were conducted in the field of education and income generation. After a decade of implementation, the program has had a positive impact on society's awareness, which is shown by several policies and laws issued that relate to PWD and rehabilitation. For example: the MOH's Circulars guiding the establishment of a network of Rehabilitation Departments in Provincial Hospitals. The establishment of a grass root network and human resources to support PWD has improved the quality of CBR by establishing a technical supporting system at different levels. The Vietnamese Government has provided the budget to expand the scope of CBR. However, the program still faces many challenges, especially in the field of maintaining sustainability and developing program and strengthening the ability of PWD for integration. CBR program includes activities as following:

- Identifying and classify PWD according to 7 groups of disabilities.
- Early stimulation of the development of children with disability through play activities.
- Training on communication.
- Training the necessary skills for everyday life.
- Producing adaptive rehabilitation equipment.
- Education for PWD.
- Social integration.
- Income generating employment.
- Technical advice and support.
- Filing the records of PWD.
- Regular reporting.
- Evaluation
- Planning of the program based on the results of the evaluation.

This program has had great achievement in the last years in contributing to change in the community's awareness regarding abilities and needs of PWD. The program has contributed to change in quality of life of PWD. They receive the support services, healthcare provision, rehabilitation at home and that helps them to integrate in the society. The burdens on their families are reduced.

“MOH have set up a strategy of CBR program for the period 2005 - 2010 and CBR is one of National Health standards. All commune health stations provide activities of managing and guiding PWD in their rehabilitation process. There is a big gap between Health system's capacity and needs of PWD. Besides, the budget of Government is limited, so we cannot carry out all necessary activities in this field. CBR can not be successful without close cooperation among Government bodies, organizations, each individual of PWD and their families - Official of Therapy Department - MOH”

However, there are still obstacles relate to the service supply system:

- There is no Government policy on CBR or an inter-sector circular guiding the implementation of CBR at different levels. There is a lack of a legal framework by the MOH on financing rehabilitation activities.
- Local governments are not yet active in or do not pay attention to the program in order to allocate adequate budget.
- Human resource for the program is limited in quantity as well as qualifications. The network of collaborators is not stable because they do not receive any financial incentives.
- Lack of IEC material and technical guidance for PWD

Conclusions

- Vietnamese government, with its legal documents and relevant bodies, aims at creating equal opportunities for PWD and their inclusion in society. The legal framework aiming at support for PWD includes the victims of Orange Agent, so they can integrate into society.
- The Vietnamese Government has created favorable legal documents for the protection and care about PWD. Accordingly, ministries facilitate the social integration of PWD. However, active application of the local authorities is very important to mobilize individuals, organizations and other resources to support PWD.
- There are differences among provinces. These depend on ability of socio-economic development with integrating targets related to PWD. Advocacy is good way of protection and care for PWD.
- Authorities in provincial, district and commune levels play the crucial role in supporting of PWD. They often take lead in mobilizing individuals and organizations to support and facilitate PWD.
- Raising awareness of community and PWD themselves to remove attitudinal and physical barriers, to enhance equal opportunities for PWD to integrate in the society.
- Capacity building for PWD and encouraging them to take part in local socio-economic activities are importance factors.
- PWD can raise their voice and status in the community and actively participate in all activities of self-help groups if they are members of these organizations. Therefore, they can become partners, participant and manager of the activities concerning them. Moreover, through self-help groups they will have more access to assistance from Government, other individuals and organizations in the community.
- The Government, local and international NGOs, self-help groups actively provide support in vocational training and job creating, but their efforts satisfy only a small part of PWD's needs. Especially, PWD in rural and mountainous areas do not have easy to access to these services.



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- There are few forms of vocational training for PWD, in both method and type of profession. The PWD have fewer opportunities to find out a suitable job. But there is no general shape of vocational training and creation that fits for each PWD or on every locations
- There are not a lot of jobs the PWD can do to earn a living. Resulting products also face difficulties related to market changes and demands.
- Social work is in initial stage of development process in Vietnam. Social work now is carried out as integrated activity in development projects. There is no professional social work system.
- Lack of sufficient number of social workers to keep with changes and development of society as well as individuals. Most social workers are informal ones. They are not trained thoroughly, so their knowledge and skills cannot provide quality of work.
- Healthcare services and CBR program are spread nationwide, from central level to communal level. PWD can benefit very much. But PWD in rural area especially ethnic minorities cannot have more technical assistants in rehabilitation because of limitation of human resources as well as budget.
- There is a small number of PWD who can get rehabilitation guidance or assistants and rehabilitative devices are insufficient.

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Annexes

Annex 1: List of organizations providing social work for PWD:

No	Name of organization	Address	Type of social work
1.	Vietnam Women Union (VWU)	39 Hang Chuoi street, Hanoi	<ul style="list-style-type: none"> - Vocational training - Support food, money for special cases
2.	Vietnam Youth Union (VYU)	62 Bà Triệu, Hoàn Kiếm, Hà Nội	<ul style="list-style-type: none"> - Vocational training - Support food, money for special cases
3.	Catholic release service (CRS)	Room 342, Binh minh Hotel, 27 Ly thai To Street, Ha noi	<ul style="list-style-type: none"> - Organizing social events, recreation activities for CWD - Mobilization to bring CWD to the school
4.	Plan international in Vietnam	Floor 10, 72 Tran Hung Dao street, Hanoi	<ul style="list-style-type: none"> - Organizing social events, recreation activities for CWD - Provide health check, plastic surgery
5.	World concern	Room 202, 25 Truong Han Sieu, Ha noi	<ul style="list-style-type: none"> - Vocational training - Organizing social events, recreation activities for CWD
6.	World vision	Floor 4, HEAC building, 14-16 Ham long street, Hanoi	<ul style="list-style-type: none"> - Providing health check, rehabilitation services
7.	Save children Sweden (Radda Barnen)	6 Ton that Thiep street, Ha noi	<ul style="list-style-type: none"> - Support inclusive education for CWD - Provide health care,
8.	Pearl S.Buck International	Room 403, Van phuc, Nui truc, Hanoi	<ul style="list-style-type: none"> - Support to education for deaf and dumb children - Providing hearing-aid
9.	Medical committee the Netherlands -Vietnam	1A, B5 Thanhcong, Langha, Hanoi	<ul style="list-style-type: none"> - Providing health care, rehabilitation service
10.	Centre for Rehabilitation and Training-Vietnam Blind Association	Trung kinh Street, Yenhoa, Cau giay, Hanoi	<ul style="list-style-type: none"> - Vocational training: computer, massage - Training: Braille

No	Name of organization	Address	Type of social work
11.	Hanoi Women with Disabilities Club	No12 B5, 46B Phạm Ngọc Thạch alley, Hanoi	<ul style="list-style-type: none"> - Organizing training courses for women with disability to improve living skills, communicating skills, make - up, manage families - Advice for vocational education, employment, health care
12.	Hanoi Deaf Club	Đỗ Minh Tiến 16 Hoa Lư Street, Hanoi	<ul style="list-style-type: none"> - Teaching Vietnamese sign language
13.	Hanoi Club of Disabled Students (HCDS)	64 Nguyen Khuyen, Hanoi Tel: (84 4) 747 0469 (Thai)	<ul style="list-style-type: none"> - Provide latest information related to disabled people - Helping members who are in difficult circumstances or physical difficulties
14.	Hy-vong Club	380 Khâm thiên, Hanoi Phone: (04) 851 0054; 0982 51 00 54	
15.	Bright Future Group	124 Dai La, Hanoi	<ul style="list-style-type: none"> - Provide vocational training for disabled people - Provide free English and computer classes for people with disabilities
16.	Hanoi Green Dreams Club	No 203, C6B house, Quynh mai, Hanoi	<ul style="list-style-type: none"> - Training coach skills and training for jobs
17.	Nghia Hung Suburban District Disability Association	Group 4 Nghia Loi commune - Nghia Hung suburban district - Nam Dinh province Tel: 0350 726 159	<ul style="list-style-type: none"> - Sewing training, - Exporting embroidery handicrafts made by PWD
18.	Da Nang Disabled Youth	40 Bach Dang, Da Nang	<ul style="list-style-type: none"> - Provide information on employment and vocational

No	Name of organization	Address	Type of social work
	Association	Tel: 090 512 4452; Fax: (0511) 837 591	training - Selling products of PWD in the shop
19.	Ho Chi Minh Disabled Youth Association	No 5 Dinh Tien Hoang Str., Dist., 1, Ho Chi Minh City	- Provide employment service for people with disabilities and enterprise of people with disabilities - Organizing wheelchairs and three-wheeler tours around Vietnam in order to create linkages between people with disabilities in different provinces
20.	Dong Nai Association Of Disabled Persons	National road 1, Suối Cát, Xuân Lộc, Đồng Nai Tel: (061) 871 159 Mobile: 0918 214 264 Email: hoittvl@vnn.vn ctduchien@yahoo.com.vn	- Provide vocational training: garment, embroidery - Job creation: television, clock reparation
21.	Hai Phong Disability Group	12/12 Trần Khánh Dư road, Hải Phòng Tel: (031) 5521 30	- Provide vocational training: garment, skill of using computer
22.	Suc song Binh Dinh Disabled Youth Assosiation	Number 549 Tran Hung Dao, Quy Nhon city, Binh Dinh	- Vocational training: producing a three wheels-chair, printing in silk. - Support for PWD: house reparation, job replacement, free health check up and medicines.
23.	Vocational Training Club for Disabled Youth	289 Hai Ba Trung, Commune 8, District 3, HCMC Tel: (84 8) 820 6662; Mobile: (84 903) 865 092	- Provide vocational training and employment to people with disabilities. - Counseling on psychology, health and employment. - Organizing sports and music events for disabled people.

No	Name of organization	Address	Type of social work
24.	Hai Duong Youth Association of PWD	Nguyễn Đức Văn area 6 Thanh Bình precinct Hải Dương city Tel: 0320 832 840	- Organizing cultural and performance exchange among the disability groups - Provide information about employment, regulations for disabled people for the members
25.	Disabled Students Club, University of Management and Business	34 alley, number 100, Vĩnh Tuy, Hai Bà Trưng, Hà Nội Mobile:0904241567	- Finding scholarship for disabled students - Creating part-time job in or outside of school for disabled students
26.	Ha Nam Association of Disabled Persons	Đông Y Quang Dũng drugstore, national road 1A, Ninh Lão, Duy Minh, Duy Tiên Hà Nam	- Organizing training, contest in studying about reproductive health HIV/AIDS for disabled people - Finding the source of free wheelchair and crutches for members
27.	Club of Dong Hung Disabled People	Ward II, Dong Hung town, Thai Binh Province	- Meeting and sharing living experience - Job replacement.
28.	Thanh Hoa Association of Disabled Persons	No 4, To Vinh Dien, Dien Bien ward, Thanh Hoa city	- Meetings, cultural activities and playing sports - Establishing classes about embroidery, computer skills, English, and silver and gold jewelry training
29.	Hoa nhap Enterprise	121 Nguyen Thai Hoc, Hoi An, Quang Nam	- Focus on trading handicrafts, souvenirs which are made by PWD - Creating stable jobs for 30 people with disability
30.	Nguyen Nga Vocational Training Center	No. 2 Tang Bat Ho, Q.Nhon, Binh Dinh.	- Organizing classes of handicrafts without any fees - Creating jobs for people with disability
31.	Hold the Future Group	Address: number 29 alley 218, Khâm Thiên market	- Organizing teaching culture to improve the knowledge for disabled people

No	Name of organization	Address	Type of social work
		street, Hanoi.	<ul style="list-style-type: none"> - Organizing vocational training, career guidance - Finding stable jobs, suitable for members - Organizing production of numerous original handicrafts
32.	Blind Group of Dong Hung, Thai Binh	Association of Blind people in Dong Hung, Thai Binh. Tel: 036 851 441.	<ul style="list-style-type: none"> - Organizing vocational training classes for blind people - Organizing production centers, such as: toothpick making center, therapy of joint-interjection to create jobs for members - Helping members in capital borrowing with preferential rate
33.	Club of Vocational Training For Disabled Youth	289 Hai Ba Trung, ward 8, 3 District, Ho Chi Minh City	<ul style="list-style-type: none"> - Provide vocational training - Organizing camping, sport and cultural activities - Provide employment consultation.
34.	Tien phong Disabled People Group, Ba Vi, Ha Tay	Doi Giac ward, Tien Phong, Ba Vi, Ha Tay	<ul style="list-style-type: none"> - Expanding home craft production centers in direction of making flowers, animals, toys -
35.	Disability Resource and Development (DRD)	35 - 37 Hồ Hảo Hớn, District 1, Hồ Chí Minh city, Vietnam	<ul style="list-style-type: none"> - Finding out inclusive training opportunities for PWD - Provide life skills training courses for PWD
36.	Hope Centre of Vocational training and job creation for PWD	20 Nhat le, Hue city, Thua thien Hue	<ul style="list-style-type: none"> - Organizing training and jobs on garment (Silk cloth and bag) - Support for heart operation of the CWD
37.	Centre of Vocational Training and Job Creation for PWD	16 Thanh Giong street, Tay loc, Hue City, Thua thien Hue	<ul style="list-style-type: none"> - Provide vocational training free of charge for CWD and orphans
38.	The Association for the Support of Vietnamese	2 Ngo thi Nham, Hoan kiem, Hanoi	<ul style="list-style-type: none"> - Support for health care program: orthopedic and ophthalmology operation,

No	Name of organization	Address	Type of social work
	Handicapped and Orphans		<ul style="list-style-type: none"> - Provide wheelchair - Conducting vocational training
39.	Vietnam Relief Association for Handicapped Children	49 Thai thinh, Dong Da, Ha noi	- Provide meals for CWD who live in hospitals for medical treatment.
40.	Vietnam Association of Victims of Agent Orange/dioxin	B17 Kim Liên-Đông Đa-Hà Nội Điện thoại:(+84)-4-5745658. Fax:(+84)-4-5745658	<ul style="list-style-type: none"> - Provide some supportive equipment: wheel-chair, crutch, medicines. - Orthopedic operations - Building houses - Provide tuition fees for children of PWD and victims of Agent Orange.

Annex 2: List of social supports are provided in Vietnam

No	Type of social support	Concrete application	Brief description of the application	Necessary conditions	Providing by	Remark
1	Direct targeted financial support of the state	- 45.000 VND/month for one PWD	Government makes decision based on the report of the district or commune	- Person having severe disability without income or helpless folk	Government and managed by commune People's committee	Decree number 55/1999/NĐ-CP, 10 th July, 1999
		- 100.000 VND/month for one PWD		- PWD is living in centre of social sponsor.	- Managed by centre of social sponsor or mental hospital	
		- 150.000 VND/month for one PWD	- MOH makes decision based on level of disability	- Person having severe mental disorder without income or helpless folk	-Managed by MOH and Ministry of Finance	
		- Medical service: free of charge fully or partly	- Local Government take responsibility to attest these cases	- Person having severe disability without income or helpless folk	- Managed by MOH and Ministry of Finance, province level	

No	Type of social support	Concrete application	Brief description of the application	Necessary conditions	Providing by	Remark
		<ul style="list-style-type: none"> - Free supportive devices (artificial leg/arm, `Rehabilitative equipment) - 50% free supportive devices (artificial leg/arm, Rehabilitative equipment) 	<ul style="list-style-type: none"> - Local Government takes responsibility to send PWD to hospital 	<ul style="list-style-type: none"> - Person having severe disability or helpless folk; CWD under 15 of age in poor family - Other PWD 	<ul style="list-style-type: none"> - Managed by MOH and Ministry of Finance, province level 	
		<ul style="list-style-type: none"> - Free tuition fees or remission partly - Free tuition fee, 100.000 VND/month, free books, writing pad ... 	<ul style="list-style-type: none"> - MOET takes responsibility to issue a regulation - Commune or district People's committee sent CWD to the centre for Social sponsor 	<ul style="list-style-type: none"> - CWD in schooling age, Student having disability. - CWD is living in boarding-school 	<ul style="list-style-type: none"> - Managed by MOET and Ministry of finance 	

No	Type of social support	Concrete application	Brief description of the application	Necessary conditions	Providing by	Remark
		- Remission of tax for interprise, factory	- Government decision based on real situation of recruitment of PWD	- Interprise, factory cruits PWD		
2	Legal assistance	Free of charge of legal assistances	Individuals have to write a petition for legal assistance and sent submit it to the appropriated organizations. These organizations will attend into legal procedure to protect/help customer.	Beneficiaries: the poor people, the solitary elderly and children, PWD, ethnic minority.	To be funded by Government	
3	Direct targeted financial support of the state	- 300.000 VND/person/month - 165.000 VND/person/month	Monthly subvention will be paid for beneficiary, who is approved by Commune and district People's committee	- Person having dangerous deseases, can not work	To be funded by Government	- To be applied for War veteran, Resistant fighter

No	Type of social support	Concrete application	Brief description of the application	Necessary conditions	Providing by	Remark
		- 170.000 VND/person/month		- Children having severe congenital malformation and can not work themselves		- To be applied for children of War veteran, Resistant fighter, voluntary youth in war
		- 85.000 VND/person/month		- Children having severe congenital malformation and can work themselves		- To be applied for children of War veteran, Resistant fighter, voluntary youth in war
		- To be prior when borrow a loan of Fund for vocational assistance	- Decision made based on reference of commune level	- Resistant fighter and their children who having severe malformation	- Managed by Bank of social policy	

Annex 3: List of questions sent to NGOs, self-help groups for interviewing by Mail/Email

- 1) Please give us some key information about your organization (mission, vision, objectives and main activities during 1 year)
- 2) Does your organization have projects which include assisting PWD directly? What are the locations of these projects? What are their main activities? Recently, what are results/outputs?
- 3) Have you been implementing vocational training or job replacement for PWD? Please provide information and results briefly?
- 4) Have you been providing social work for PWD? Please provide information and results briefly?

Author

Medicine doctor Nguyen Anh Tuan

Education :

Hanoi Medical University: Medical Doctor of Obstetric and surgery, 1989

National University of Economic: Management of Population and Family Planning programs, 1995

Asian Institute of Technology: Development management, 1999.

Hanoi school of Public health: Master of public health (2005-2007)

Professional experience:

From March 2003 to now: Project Officer
Plan International in Vietnam

Main responsibilities and duty:

- Support and facilitate communities in project implementation and management tasks
- Monitor project activities to achieve project results
- Manage project budgets and cash flow.
- Plan annual workplans and budgets.
- Write quarterly report and annual report

March 2001 to October 2002: Quality of Care and Training Manager
Marie Stopes International in Vietnam

Main responsibilities and duty:

- Maintain a quality of clinical services through routine technical monitoring/supervision
- Providing a coaching, refresh training and technical update for the clinical team members
- Provide technical inputs to the new program/ project proposals.
- Identify areas of improvement in quality of care; provide recommendations and follow-up with implementation of improvements
- Manage, monitor and evaluate project
- Attend a progress of year plan and new clinic set up
- Prepare and review technical documents/IEC materials

June 1998 to February 2001: Program Facilitator
Plan International in Vietnam

Main responsibilities and duty:

- Support to communities in implementing development projects
- Monitor, supervise and evaluate project
- Discuss and support stakeholders to solve problems in process of project implementation.

- Participate in annual budget planning with partners.

June 1993 to December 1997: Program Officer
Vietnam Family Association

Main responsibilities and duty:

- Manage the medical program; be responsible for reproductive health care issues and clinical project
- Prepare annual working plan for assigned program
- Monitor and evaluate project implemented in the field
- Conduct workshops on technical issues and act as the tutor

June 1990 to May 1993: Program Officer
Expanded Program of Immunization

Program

Ministry of Health
Physician
National Institute of Acupuncture

Qualification:

- ✓ Medical doctor degree
- ✓ Master course of Public Health.
- ✓ More than ten years of experience working with INGOs and local NGO
- ✓ Experience in Reproductive Health sector
- ✓ Able to communicate and coordinate with Vietnamese Partners
- ✓ Good understanding and approach in capacity building
- ✓ Experience in leadership, management and analytical skill
- ✓ Experience in program management and implementation
- ✓ Ability to work both independently and as team member

Research:

"Knowledge and attitudes of volunteers who are working for Community based Rehabilitation program in Tuliem district - Hanoi city" - Cooperated with MD. Nguyen Minh Hanh, Hanoi 2006

"Real situation and home-care needs of children with physical disabilities who are living in Gialam district, year 2007".

Skills:

Computer: Good command of Microsoft Office, Internet and some others.

English: Good knowledge of both spoken and written

Implementing institution

Mgr. Jiří Kocourek - Applied Sociology

Founder and head of the team Applied Sociology

Mgr. Jiří Kocourek, was born the 6th July 1977 in Prague in the Czech Republic. He studied MA in Sociology and Vietnamese Studies in Faculty of Philosophy, Charles University, Prague and six months at the National University in Hanoi, Vietnam. Study of Vietnamese studies (language, literature and history) finished with an exam and official certificate. He had attended different seminars for communications, conflict resolution, mediation, MBTI personality typology. In the year 2005 he became accredited mediator of the Association of Mediators of the Czech Republic. He is a member of Civic Association Sociopolis, Association of the Mediators Board, Klub Hanoi. He is able to speak Vietnamese, English, German and Czech.

Mgr. Jiří Kocourek started his career during studies as a part-time job employee of the Institute of Sociology of the Academy of Sciences in Prague - Department Economic Sociology, later the Socio-economics of Housing Team. After that he founded the team in the year 2000. Short time he also worked as member of management of the Institute for Information of the CR in Education as analytics. He is also mediator and facilitator.

Among his Applied Sociology projects belong:

- seminars, lectures on intercultural education, social topics, communication, applied sociology in different universities, state organizations, NNO, schools, libraries etc.
- educational website for elementary schools
- educational exhibitions for teachers and pupils
- different publications about Vietnam, Vietnamese community in the CR and social issues of the CR
- employment supporting projects
- research
- translations
- consulting in the field of sociology
- international social project development and realization etc.

Chosen publications:

- Kocourek, J. 2007: Vietnamci v ČR. [Vietnamese in the Czech Republic] IN: Sociologické studie [Sociological studies], 6, 10, SOÚ AV ČR, v.v.i.: Praha 2007. Str. 46 – 62.
- Kocourek, J., Pechová, E. (ed.) 2006: S vietnamskými dětmi na českých školách. [With the Vietnamese Children in the Czech Schools.] Praha: H&H + Klub Hanoi. 221 s.
- Kocourek, J. 2002: Poznáváme svět dětí z Vietnamu. [We Cognize World of Children from Vietnam.] Plzeň: Foto&Tisk Znamenatý. 112 s.
- Kocourek, J. 2006: Văn hóa dân gian [Lidová kultura, Traditional culture] str. 94 - 104 In: Pham Thanh Hung, 2006: Cộng Hoà Séc - đất nước - con người [Česká republika - země - lidé, Czech Republic - country - people]. Hanoi: Dai Hoc Quoc Gia Hanoi.
- Kocourek, J. 2006: Giáo dục - Đào tạo [Výchova a vzdělávání, Education] str. 141 - 160 In: Pham Thanh Hung, 2006: Cộng Hoà Séc - đất nước - con người [Česká republika - země - lidé, Czech Republic - country - people]. Hanoi: Dai Hoc Quoc Gia Hanoi.
- Kocourek, J. 2002: Cesta do říše Velkého chána.
- Kocourek, J. 1999: The ky 14 nguoi Sec da dat chan den Viet Nam (Ve 14. st. 14 vstoupil Čech do Vietnamu). [In the 14. century the Czech man entered to Vietnam.] In: Tuan Le, 18. s 3. (vietnamsky)

He is also interested in history and traditional culture issues, for such reason he made a guide in Prague and became a member of the Czech folkloric group Gaudeamus where he prepares programs. As voluntary he made assistant of teacher in a school for disabled children.

Team Applied Sociology

Firm was founded in the November 2000. It's mostly project activities is focused on several fields of applied sociology: fields of social and intercultural topics. The firm participates especially on projects realized by own stable team or external expert's teams. The stable team is presented on these web pages. The firm is skilled in the field of commercial or non-commercial, state, private or non-profit organization's projects.

Our team very often participates on innovatory projects where new, non-traditional solutions are developed. These solutions are based on detailed analysis, concrete situations and real practical connections. Team's applied research outputs and its theoretical skills use the team by its educational, consulting and assisting (supervisory) activities. Its outputs and experiences the team tries to structure and generalize into the form of middle theory. Critical recommendations are possible when we indicate their necessity but we formulate and applied them regarding all participated and engaged subjects. We warrant anonymity, discretion, data back-up. We supply individual approach and searching solutions with a client team. We develop solutions which are used in the long term and practically.

In this time we are practicing in the following fields: applied sociological research, translations and interpretations, strategically consulting, effective conflict resolution (mediation and facilitation) and education.