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# CONTENTS

<b>Acronyms</b> .....	4
<b>Country Director's Note</b> .....	6
Part I. Country Overview .....	9
Part II. ActionAid Vietnam Program Overview .....	13
Part III. Thematic Outline of the Programme .....	17
Part IV. Impact Assessment and Shared Learning .....	47
Part V. Resource Mobilization .....	49
Part VI. Human Resources and Organizational Development .....	56
Part VII. Financial Report Year 2009 .....	59



Source: AAV

# ACRONYMS

<b>AAI</b>	ActionAid International
<b>AAV</b>	ActionAid Vietnam
<b>ALPS</b>	Accountability, Learning and Planning System
<b>CEDAW</b>	Convention on the Elimination of Discrimination against Women
<b>CIFPEN</b>	Civil Society Inclusion in Food Security and Poverty Elimination Network
<b>COMMIT</b>	Coordinated Mekong Ministerial Initiative against Trafficking
<b>CLC</b>	Community Learning Centre
<b>CSAGA</b>	Center for Studies and Applied Sciences in Gender-Family- Women and Adolescents
<b>CSO</b>	Civil Society Organization
<b>CSP</b>	Country Strategy Paper
<b>CSR</b>	Corporate Social Responsibility
<b>CWD</b>	Center for Women and Development
<b>DA/DI</b>	Development Area/Development Initiative
<b>DIPECHO</b>	Disaster Preparedness European Commission's Humanitarian Aid
<b>DOVIPNET</b>	Domestic Violence Network
<b>ELBAG</b>	Economic Literacy and Accountability Government
<b>FDI</b>	Foreign Direct Investment
<b>FHI</b>	Family Health International
<b>GAP</b>	Gender Alliances
<b>GMS</b>	Greater Mekong Sub Region
<b>GDP</b>	Gross Domestic Product
<b>GENCOMNET</b>	Network for Gender and Community Development
<b>GMF</b>	Global Monitoring Framework
<b>HRD</b>	Human Resource Development
<b>HROD</b>	Human Resources and Organisational Development
<b>IASL</b>	Impact Assessment and Shared Learning

<b>INGOs</b>	International Non-Governmental Organisations
<b>MDG</b>	Millennium Development Goals
<b>MOET</b>	Ministry of Education and Training
<b>MOIC</b>	Ministry of Industry and Commerce
<b>ODA</b>	Official Development Assistance
<b>PLWHA</b>	People Living with HIV/AIDS
<b>PRRP</b>	Participatory Review and Reflection Process
<b>RBA</b>	Rights-Based Approach
<b>REFLECT</b>	Regenerated Freirean Literacy through Empowering Community Techniques
<b>STAR</b>	Stepping Stones and Reflect
<b>UNDP</b>	United Nations Development Program
<b>WB</b>	World Bank
<b>WTO</b>	World Trade Organisation

# COUNTRY DIRECTOR'S NOTE



Source: AAV

It is my great pleasure to share with you ActionAid Vietnam's annual report for the year 2009. It has been an exciting year of learning for all of us with a step closure to meet the objectives of CSP IV and at the same time posed with number of challenges facing the impacts of economic crisis in both external and internal context.

Vietnam has been wobbling to find a proper path of recovery since the last global crisis and signs of improvement during year 2009 have been quite encouraging with many positive indications that the GOV has been able to curb the double digit inflation. Vietnam's economy has shown signs of recovery, with the national economic growth rate estimated to increase by five to six percent. While poverty fell in aggregate, the economic turbulence also highlighted a number of vulnerabilities. A Year after, despite the sincere attempts of the Government of Vietnam and the international communities, it would take years to rebuild the national economy to protect the people those who are still living in the dire situation and getting deprived of their innate rights.

However, there is always the other side of the impacts that the crisis has manifested as many of the organisational limitations relating to the financial issues could be overcome and activities which were not even realizable in 2008 are being carried out as planned in 2009. We have achieved most of our planned activities within the stipulated time frame. Since most of the income has to be raised from external sources, this year is most

challenging in generating resources. We could raise 1,044,936 GBP which reflects IPD achievement up to 74% of planned target of 2009. Compared to the CSP4's target, the actual income achieved 162% of the total target of the CSP. Accordingly, the financial management systems and processes have been also streamlined to the core by making the plan more economical with maximum focus on the rational budget management.

ActionAid Vietnam has also done some notable piece of work in the year which was appreciated by the people, the government and donors with whom we are working. The team had even developed the strategies to tackle such situation by engaging actively in the analysis and understanding about the possible impacts of the crisis on the poor farmers and women migrant workers to highlight the issues at the apex level. It has also created the scope to build our profile further as an agency to engage in issues concerning to the Post WTO policy paradigm. The challenges faced by the price rise and food crisis could be well addressed through the "Hunger free Campaign" and its representation at the ASEAN People's Forum by contributing to the report "Food Forward". Further, our work on education got crystallized around the financing education initiatives to flag off the issues for the GCE Campaign. Issues of PLHIV have been successfully mobilised through the attempt to facilitate the network of positive people.

Among the emerging issues, we could even address the post disaster needs of the

typhoon (Ketsana) affected communities and help building disaster preparedness. Our community representation at the COP 15 platform in Copenhagen marked the commencement of our initiatives on the Climate Change issues with a futuristic perspective which altogether gave us a new role profile. With all these achievements there are even challenges in front of us to devise the new strategy for the year to come.

On behalf of AAV, I would like to express my sincerest gratitude to all people and agencies those who supported the work both directly and indirectly.

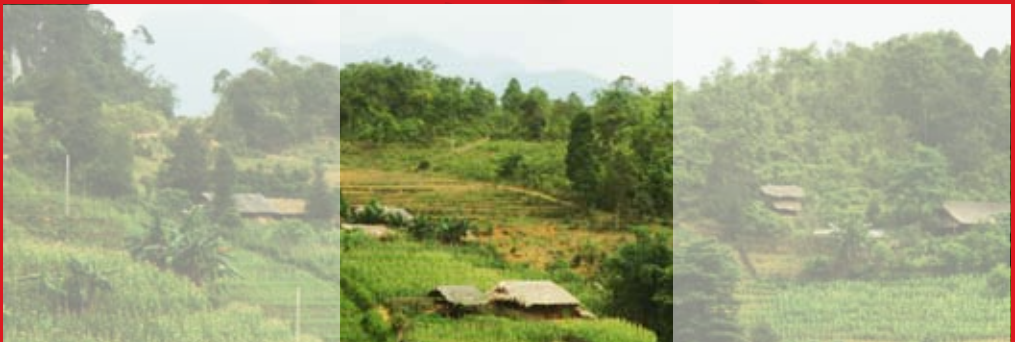
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Phan van Ngoc  
Country Director,  
ActionAid Vietnam





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## PART I - COUNTRY OVERVIEW



Source: AAV

The year 2009 was a remarkable year for the Socialist Republic of Vietnam. It witnessed an unprecedented and sustained recovery from the impact of the global financial crisis. Vietnamese Economy under the new paradigm of the changing situation has achieved remarkable social and economic progress. It had to cut its 2008 economic growth target because of double-digit inflation and a soaring trade deficit. The expected growth in 2009 of 7-7.5 percent had to be settled at six percent which is much lower from a previous targeted 9 percent. Annual inflation has been in double digits, while soaring import costs have tripled the trade deficit to \$14.4 billion. The economic impact had its toll with the increasing of the number of vulnerability of the poor and migrant workers in the economic zones and impacting the rural block due to impact of price rise.

With the lessons learnt from the crisis the Government of Vietnam has taken drastic measures to protect the economy and at the same time continue to pursue the global integration to maintain its commitment as a member of WTO. While, agriculture's share of economic output has continued to shrink from about 25% in 2000 to about 21% in 2009 and the exports also fell 11% year-on-year, prompting the government to consider adjustments to tariffs to limit the trade deficit. As a recovery strategy, the

government has used stimulus packages, including a subsidized lending program, to help the economy through the global financial crisis, and foreign donors have pledged \$8 billion in new development assistance for 2010. Hence, the risk for development, however, is that unless the potential poverty impacts of reforms in these areas are explicitly considered and addressed, the lives of poor and excluded people would be further affected.

Vietnam's aspiration and commitment to become a middle income country by 2010 stands on the brink of the stark realities owing to the emerging challenges. This in turn provides a basis for the critical engagement of INGOs and donors. Hence, there has been significant improvement in the way the Government of Vietnam operated and the focus on reforms has been put on top of the agenda of the Government. It has been evident that, unless there is a much transparent process set in place it may seriously impede planned governance reforms in future.

Climate change agendas with many negative impacts in Vietnam have become one of the most burning issues. In 2009, there were serious typhoons (Ketsana and Miranae), flash floods that caused death of more than 300 people, economic loss and affected negatively to the life of people. Further, Vietnam being one of the most vulnerable countries in East Asia, had taken the necessary steps to voice its concerns during the COP 15 processes in Copenhagen especially the consequences are human relocation as well as severe ecological and economic damages. At present, it is a call to develop its National Adaptation Program of Action as recommended by the UN Framework Convention on Climate Change.

Following the mid-term review of the CSP last year, 2009 could be highlighted as a year of changes in ActionAid International Vietnam. The organization has embarked on changes at two levels; both at strategic and operational levels.

Based on comprehensive contextual analysis of poverty in the changing context and its understanding and knowledge gained from the last twenty years of experiences in country, ActionAid International Vietnam has revised the Fourth Country Strategy Paper with a perspective to meet the new challenges. It is also important realisation that the recent impact of the economic crisis is just one instance of the possible impacts of the external realities as part of the imperatives of the poor and excluded. Hence, the focus of AAV's commitment would remain with the strategic priorities focusing on: Rights of Women and Girls, Rights to Food, Rights of PLWHA, Just and democratic Governance and Education. The people-centered and right-based approach will be central in all of AAV's work and creating a sustained impact at the communities from which we will launch program and policy advocacy work in 2010 and beyond until the new strategy is developed by 2011.



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**PART II - ACTIONAID VIETNAM  
PROGRAM OVERVIEW**

## 2.1 CONTINUING WITH THE EMPHASIS ON PROGRAM QUALITY

Learning from the MTR, as the year of 2008, in 2009 plan we have continued to pay our attention of improving further program quality by and through whole process from programming/planning to implementation stages. The followings are some broad points that showed our effort for making change.

- In order to ensure the better coordination among all the functions of the organisation in the planning process, a plan coordination team was been formed with the representation of themes including WR coordinator & IASL, program and functions.
- The coordination between the program team which looks after the DAs and the thematic teams has been improved and its result has contributed to the better implementation of the partnership projects as well as the regular program at the DA level.
- CM collection event and other CS related activities have been mainstreamed with other child focused as well as other program activities. This mainstreaming effort helped not only teachers & their pupils but also the wider community understands about CS program.
- The partnership relation and partner staff's capacity have been further strengthened through different visits, meeting and trainings/workshops. For example, RBA training workshops have been organised at different levels; Key staff from partners have been selected for necessary training; Partnership meeting was organised and it was the good chance for both AAV and

its partners to share and discuss the issues related to program as well as management work.

- Mobilising and building capacity for poor and excluded groups were the main focus of the year. At the ground, poor people and excluded including women and girls, PLWHAs have been mobilised and be the members of different community groups or clubs. Depending on the context or the issues that the groups have raised as their priorities, suitable trainings or discussions have been provided or facilitated.
- Institutionalisation and networking were also strengthened. When influencing local government for their effort to improve the operation of CLC, we have provided support on building capacity for local staff, facilitators at commune level and pilot the model of links between community groups and CLC.

## 2.2 CHALLENGES

- 2010 is the last year of our CSP4 and there are a lots of work need to do including annual PRRP exercises in DAs, CSP4 review. It is in need for better coordination for all mentioned exercises.
- Funding gaps are also our difficulties of DAs as well as some themes and functions.
- Although Rights Based Approach has been introduced to our staff and partners, there are great need for more training with clear example on RBA
- Our new direction of sustainable agriculture needs to translate into practice clearly so that our partners can

develop their own activities that fit local specific context.

- Negative impact of climate change has showed clearly and it is great need of support such as capacity building, technical guide, etc.

## **2.3 FOCUS FOR THE COMING YEAR**

PRRP and CSP review would be also our focus the 2010. The TOR for the review will be drafted and base on the guide from the TOR and the current planned of PRRP/MTR exercises of DAs, we will select the suitable DAs for field work in order to save the time and resources of AAV as well as its partners.

The strategic plans will be developed for new DAs and for those in the mid-term, after the review, strategic plan would be considered to revise.

Capacity building for partners' staff (and AAV staff as well) will be continued as our focus on RBA (refresh with good practices), planning, financial management, facilitation skills (particular for staff at commune level). This will support our effort (piloting period) to hand over program management to commune level.

The plan and budget for 2010-2011 was developed and approved and therefore in Sep 2010 we may not have to prepare the annual P&B as we did before. However, in order to reflect the change of local context, exchange rate, etc. we may consider revising our 2011 P&B around the last quarter of 2011.

Community development fund: as agreed by our partners in the partnership meeting 2009, we will organise a quick review of our current CDF and then the detail guide will be circulated for use in order to ensure

the good management of the fund will be applied in our all DAs.

In order to carry out well ICS project with new requirement, we need a better coordination between themes particular Education, CS functions and DAs in term of planning/ programming, organising the events, designing the child focused activities.

Sustainable agriculture: re-orientation, facilitate the discussion on this topic and piloting some livelihood activities. Good practices will be documented for sharing and applying.

A part from the annual planed activities that will be organised in DAs as well as national levels, in 2010 we will also have a number of events such as ASIAN's related policy work, therefore, we need to have a better coordination, technical support and guide so that we may fill the gap in the micro-macro linkages and the disconnection between themes and programme activities in the field.

We will continue to strengthen our M&E work: (i) to finalise and use MIS; (ii) improve our PRRP report quality; (iii) new DAs with its baseline data; (iv) information sharing.





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## **PART III - THEMATIC OUTLINE OF THE PROGRAMME**

***In the course of CSP 4, 2009 programmes are still focused on 5 themes including (1) Women Rights; (2) Rights to Just and Democratic Governance; (3) Rights to Life and Dignity in the face of HIV and AIDS; (4) Rights to Education; (5) Rights to Food. Activities mostly are followed up from 2008; however, the achievements reflect changes added values for the result after several years of intervention.***

### **3.1 ACHIEVEMENT BY THEMES**

#### **3.1.1 Women Rights**

***Objective 1:*** *To ensure that women and girls are empowered to eliminate violence and harmful practice, negative social attitudes and norms, to attack patriarchy including any discrimination against women/girls, trafficking of women and children and violence against women.*

***Communication and training activities:*** A round 200 training courses on knowledge related to human trafficking, domestic

violence, policies, law related were provided to thousands women in the DAs focusing on these issues; 50 mass communication campaigns were conducted at commune/village level for 4,000 local people. AAV continuously cooperates with PyD and other partners to conduct a national campaign to combat domestic violence through the whole year. Nearly 60 clubs with 200 local women are operating to provide space for sharing and learning about related issues. In Go Vap, reliable addresses operated by the community women which are the only new initiative provided counseling and mediation support for about 300 women who were facing with family conflict and violence.

***Support to returnees:*** 25 women received psychological support. Some of them were recommended to the Peace House in Hanoi City for better professional support. Other 15 women both returnees and those who plan to get married with foreigners also received legal support. 4 received vocational skill training and jobs. 9 received loans to start up small business.



Source: AAV

## Case study: I do not cry anymore

"I do not cry anymore", it is what we heard from Ms. Nguyen Thi Bay who returned from China and now is living in Cao Bang town. Bay was born in 1973 in a very poor family with 9 siblings and the main income was from farming at that time. At the age of 17, Bay had to leave school and worked as construction workers to help parents earn more money. In 1993, Bay met Na, a woman living in the same town with her, and Na asks Bay to go with her to China to sell fruits. Since family was so poor, Bay did not have time to consider much about the offer from Na and she agreed to go with Na to China. At that time there was mass migration of merchandisers from Cao Bang to China without strict bordering control, and Bay managed to cross the border easily. After stepping the first step in China, Na said to Bay that there was no choice but to marry a Chinese man in order to live in China, and that Na received an amount of money for selling Bay to a Chinese man. Bay was so shocked and she did not know what to do at that time, and finally she agreed to marry a 60 year old Chinese man. "I could not believe that she can sell me. She used to be my friend" Bay said. During the time living with Chinese husband, Bay had two sons with him, born in 1995 and 1999 respectively, but Bay was not happy because she did not love him. In 2000, Bay's husband died because of a serious disease, and she decided to return Vietnam. She tried to collect some money and took her youngest son with her to Vietnam in 2001.

First, Bay was so sad when returning her hometown since she felt the discrimination among the communities where she was living in. "I feel they (other people) looking at me when I go to the market. I was so stressed and did not know what to do. I cried a lot, especially at night. My son was too small to understand". It took one year for Bay to settle down her living after receiving a lot of support from her parents and women's union. She was more and more confidence and no longer

felt ashamed with her past. Outsiders and neighbors gradually talked with her friendly and helped her.

Bay began to do some small business. Initially, she produced and sold ice cream, but the income was not enough for her to raise her small son. In 2007, Bay received a small loan from ActionAid which was worth VND 5,000,000 (around EUR 178) to make and sell steamed roll rice pancake in the morning. More and more people came to her small inn to have pancake for breakfast. However, the most crucial change was the love of a construction worker towards her. This man understood what she had experienced but that was not an obstacle to his love. "When he proposed to me, I felt like I was the happiest woman in the world. I told him my story and he totally understood my situation. He accepted all", Bay smiled. She just had a 4 month son with her Vietnamese husband and she was too happy with her small family now. Her 9 year old son is now at 4th grade class and he is a good pupil. "My husband also loves my son (the 9-year old son). He promises to take care of him. Now I have three men with me. It is so wonderful". When talking about the loan provided by ActionAid, Bay said "Thank you AAV for giving it to me. Although the money is not much, local women's union helped me to maximize the benefit from it. I wish other women with the same situation will be also benefited like me".



Source: AAV

Bay and her new husband are serving the clients in her inn



Source: AAV

- **Support to those who are domestic violated:** The WRT followed up two specific cases one at the national level, and the other at Dien Bien to give legal support aiming at enforcing the implementation of the Law of Marriage and Combat Domestic Violence. This work will be recorded to set up a pilot procedure and process for following up the governance on women' issues of both AAV and the government. This is a start up work to contribute to the result-based policy advocacy of AAV.
- **Monitor the implementation of the law on Combating Domestic Violence:** A training course on law monitoring was provided to 20 staff of DOVIPNET's member organisations following by a survey to observe the implementation of the Combating Domestic Violence in three DAs.

**Objective 2:** *To ensure that women and girls secure their rights to quality education, health, decent jobs and employment opportunities, and sustainable livelihoods.*

- A research on the impact of financial crisis on female migrant workers who are the most vulnerable group was conducted. A national workshop with the presence of female workers, representatives from the National

Assembly Committee of Social Issues, and Labor Trade Union, NGOs, female migrant worker, local authority were organize to present the findings in the survey report and discuss about orientation to give support to migrant workers in the areas.

- At the DA level: 23 mass communications, counseling bout Law of Combating Domestic Violence, Law of Social Insurance, prevention of HIV/AIDS, productive health, gender mainstreaming in local and foreign enterprises, for 13,000 workers in enterprises and industrial zones of shoe making, garment were conducted.
- 8.000 hand books/brochures about rights of obligations of workers, social insurance policies, gender equality, prevention of HIV/AIDS, combating domestic violence, life skills were developed.
- Training about negotiation skills, social dialogue skills for 80 officers of the trade union. Knowledge and skills were also provided to 100 core workers to provide peer counseling services.
- Two dialogues between workers and garment factory trade union about the above policies as well as local security and clean water supply for workers. A forum at the city level about policy implementation for female migrant workers with the presence of 1,200 participants, including workers. These dialogues opened spaces for workers, employer,house landlord,local authority to raise up challenges and called for enterprises leaders' actions assuring better work and living environment for workers.
- Opinion mail box set up at the factories' dormitory and at the factories to receive

either questions or comments from workers

- Apart from addressing the issues of female migrant workers, trainings and loans are also provided to disadvantaged women to facilitate their engagement in income generating activities. Particular emphasis was placed on targeting women in difficult situations such as women experiencing or with a history of domestic violence, victims of trafficking and women living in extreme poverty. Over 140 women, who were club members, participated in training provided by staff from the Department of Agriculture. Training courses were provided in livelihood skills relevant to the local context such as pig rearing, chicken rearing and vegetable growing. The women were subsequently provided with small loans (of about €55) to start up income generating activities.

***Objective 3: To promote the activities and high quality participation of women in politics on Vietnam***

- At the national level, 3 training courses about Human rights and women rights in politics; Communication for behavior change, Mobilization of support for promotion of women in politics were organised for about 30 core trainers.
- At the DA levels, 15 training about communication, presentation skills were provided to about 60 potential women in politics. Two workshops to discuss about solutions for promotion women in politics. 3,000 leaflets were developed and distributed to raise awareness about gender equality.



Source: AAV

**3.1.2. Rights to Just and Democratic Governance**

***Objective 1: To ensure that governmental institution and other development agencies will be deeply accountable and responsive to poor and excluded people's needs and priorities.***

- The ELBAG approach has been further carried out in 11 Development Areas of ActionAid Vietnam. It has been considered as an effective tool in promoting people participation and their engagement in challenging local authorities to be accountable to their public expenditure managements. The approach also made its significant contribution in translating and simplifying the democratized process at the grassroots level which is in supporting to the Vietnam Government political wills on issuing the grassroots democracy decree. Mr. Lo Van Cu, a representative of the people's committee of Na Sang Commune, Muong Cha District, Dien Bien Province shared "*Awareness of the representatives of people's council on their rights in discussing, planning and monitoring budgets was still limited. But it is changing already since we are now better aware of our rights and we will apply them in monitoring our commune's budget in the coming years for sure.*"

- Especially, in Can Loc district, ELBAG activities in 2009 have progressed with a step forward when the district People's Council initiated piloting a participatory budget estimates formulation for 2010, bawaring that people's participation in budget estimates is very important to make a budget estimate realistic, responsive to people's needs, transparent and also makes it easier for the implementation and monitoring later on. Piloted in 3 communes, 12 community meetings were organised to collect comments, suggestions and feedback from community people, with the participation of 720 villagers. It has been proven that the practice of ELBAG in the project areas, although at its fledgling stage, has brought significance to the local governance, particularly in promoting participation, transparency, democracy and accountability.

- Together with ELBAG approach, other transparency and accountability supported tools have been piloted at the grassroots level under the framework of the DANIDA funded project on promoting people participation to local administrative system. Those are report cards and ICT4D which are really powerful tools in providing information to local people in various forms of communication and language. The report card has opened up opportunity for the exercise to improve service provision for the poor and marginalized.
- The ELBAG network has been further strengthened in promoting information and experiences sharing among its network members, and more importantly, to engage in connecting with other networks at the regional level.
- 2 national ELBAG TOT training were

conducted in April and November 2009 under the framework of PPM-GTA (ELBAG) network. The trainings were designed on the basis of previous TOT training in last year focusing on sharpening further specific skills on community organization and facilitation for the budget work. 35 participants from 11 DAs members participated at each 3 days training, of which 1 day was fully allocated for practical learning at field level, in Xuan Non commune, Dong Anh district, Hanoi. This was a good opportunity to get further exposure to the budget work, from a different perspective in meeting needs of the urban poor groups.

***Objective 2: To promote people's participation, especially women and youth in public affairs, and to take the lead in the administrative system at all levels***

- ***Investing into young generation:*** an initiative launched in previous year was continued to follow up with the participation of 28 internships who had spent time 6 months in total leaving with community in Cao Bang, Ha Giang, Lai Chau and Hoa Binh. The focus of this year was on i) building up the community network of volunteerism movements; ii) forming up and capacity building for the local core group to undertake community mobilization and facilitation; iii) forming up the fellows network who have been and are joining the programme for a stronger "three together" movement and wider sharing about community development works among youths. It has proved to be an effective tool in fostering and preparing future agent of change in the community development field. The institutionalization of this initiative will be further strengthened by supporting the partner in formulating the training curriculum on community





Local people, service providers and officials dialoguing at workshop on assessment's findings in DakLak

development officially adapted and used by the University of Social and Labour University.

- Holding Public Accountable:** The Public Administration Reform Initiative has reached two third of its way to work out a people's framework in monitoring the PAR process in Vietnam. The strategy for second year is to promote the participation of civil society at provincial and national level by sensitizing communities and the general public on the delivery of services and the accountability of state structures to the well-being of communities. During last year, the project focused on development and application of tools and methodologies for community based monitoring and accountability. CBOs, LNGOs and other groups we work with have engaged with different processes of local governance agencies in demanding for participation and transparency of government agencies. Citizen's Report Cards, ELBAG, ICT4D and poverty dialogues, as tools, have been used at four project provinces to bring in the public realm discussions on poverty and delivery of health, education and public administration services. Self-governance groups and Community Watch Board have been key actors in promoting forum and agenda for discussion at village and

communal level which would be a key foundation for further development on democratization.

- An assessment of public health, education and administrative services was conducted in four provinces to raise issue concerning with corruption, attitude and behaviors of government officials, and people's expectation. These findings were presented to relevant authorities for discussion and dialogue. Representatives from government bodies and service providers made strong commitment to improve the quality of services. Findings of the assessment were thereafter officially documented and publicized at information kiosks for people to monitor commitments of service providers. The most important implication of the assessment was not the results but the process itself. Firstly, the core groups are formed by local people to initiate the process and link it with other governance programs under the guidance of Democracy Ordinance.
- Having recognized by the Ministry of Home Affairs on PAR, AAV has been invited to facilitate the consultation process in reviewing Master Plan 2001-2010 and development of next master PAR program 2011-2020. Key findings from public services assessment and privatization would be reflected in the report.

***Objective 3: To establish a people's monitoring network to join AAV's struggle against the root causes of poverty and injustice.***

- An alliance of poverty network supporters has been formed up among ActionAid Vietnam, Oxfam GB, Oxfam HK, VASS through the longitudinal poverty monitoring initiative. So far, 11 checkpoints/DAs have been established

representing to both urban and rural areas in regularly monitor changes of poverty and build up early warning system at the grassroots level. In addition to that, capacity building for government officers have been further strengthened during the process that would considered as one effort of change advocacy to the Government Poverty assessment to be more qualitative rather than just quantitative.

- **Regular assessment on impact of financial crisis to migrant workers and enterprises:** Viet Nam has made significant achievements in its development and poverty reduction over the past decade. However, the global economic crisis has been negatively affecting the Vietnamese economy and potentially threatens to undermine Viet Nam's impressive poverty reduction record. This quarterly assessment is a joint work between AAV and OGB which was carried out in close collaboration with the Vietnam Academy for Social and Science (VASS) - which has been assigned by the National Assembly in
- Submitting recommendations for quick response to this new risk. Five locations were selected for this exercises representing for both urban and rural areas or departure and arrival locations where in-depth analysis on pulling and pushing factors for local people to migrate and at the same time, finding out their coping strategy in the context of the crisis. AAV was officially recognized as one core stakeholder in continuing this work in 2010 together with VASS- a significant year for new national development strategy formulation.



Source: AAV



## Case study: Social Impacts of Financial Crisis to Migrant Workers

*In responding to the facilitation and coordination of Vietnam Academy for Social Science (VASS) collecting evidences and inputs on the social impacts of financial crisis hitting the export oriented enterprises which will surely cause negative impacts to Migrant workers as a domino effects, a quick assessment by AAV and CWR had been carried out in Haiphong- a poverty monitoring check point of the urban area, dated 9- 11 April. The objective of the quick assessment is mainly to fill in a gap in current information on the impacts of the financial crisis on vulnerable groups and their coping strategies. 11 export oriented enterprises in the shoes and garment industry had been selected for the in depth interview together with group discussion and case study interview done with the participation of 28 migrants workers. The findings of this quick assessment are being incorporated by VASS together with findings of other location assessment like Nghe An, Thanh Hoa done by OGB; HCM city and Dong Nai done by VASS was presented at the National Assembly Meeting in early May where Parliament Members discussed both*

*short term and long term strategy in coping with the economy fluctuation and its social impacts brought about as its consequences. The synthesis report on Participatory Poverty Assessment was published by VASS has become an official reference source related to the impacts of policies and reform measures and International economic integration on social equity and poverty reduction. Especially, via this research findings, migrants workers have more information on their rights and they are more confident to negotiate with their employers.*



Source: AAV



Source: AAV

*A 15,000 VND (less than 1USD per dinner for 3 migrant workers living in a rented house in the time of salary reduction..*



Source: AAV

- **Female migrant workers campaign:**

In response to the GCAP and Hunger Free Campaign, and the following up of the regular assessment on the impact of global financial crisis; a campaign on promoting the execution of female migrant workers had been launched in coloration with Hai Phong Center for Worker's Rights (CWR) with the participation of 1,200 female migrant workers; representatives from Central Labour Union; Hai Phong Labour Union; Leather and Shoes Enterprises; Trade Union, media... Major policies messages repeatedly were: "Ensuring the decent works for female workers"; "Promoting women role in managerial and leadership tasks"; "Protecting dignity for female workers". It was really a good chance for the official dialogue between workers and entrepreneurs asking for their rights to be fulfilled and seeking for the accountability from enterprises leaders and trade union in job security and effective execution of Female Workers Policy.

- **Publication of synthesis reports of Poverty monitoring:** this is under the poverty monitoring framework since 2007, a joint initiative between AAV and OGB in monitoring the poverty

status of vulnerable people in typical communities within the context of Vietnam's integration into the WTO and the Government 2006- 2010 policies reform. In addition, it has contributed significantly to establish an early warning system at the grassroots level about the changes in poverty and livelihood of vulnerable groups. The reports were successfully presented at CS meeting in December 2009 in raising the issues of growing challenges to poverty reduction programme in the context of new risks and shocks; and especially when Vietnam is becoming the middle income country. The longitudinal study approach seems to be an effective tool in closely and regularly monitor the changes in governing process.

- **ASEAN engagement:** In preparation for more policy advocacy work in 2010, especially when Vietnam takes its turn as chairmanship of ASEAN, AAV team consisting of Country Director, Representatives from Women Right and Governance joined the APF3 held in Thailand in October. It was a good chance to build up the alliance and strongly expressed its commitment in supporting for the organization of APF in Vietnam which is considered as people oriented ASEAN.

A concrete action plan was formulated where focus of the works is on promoting rights of specific groups such as ethnic minorities; migrant workers; women so as to be more politically adapted. Besides, a platform on "*ASEAN Inter-Governmental Commission on Human Rights (AICHR)*" was formulated and will be officially kick off by early 2010.

### Research works

- **Vietnam Food Crisis Report** was accomplished responding to the South

East Asian Call to Action and presented in ASEAN meeting in December 2008. The objectives of the report were to understand how market trends impact on the country as a whole and on the communities which AAV are working with; to identify who are the winners and losers from the current situation of high basic commodity prices in Vietnam; to understand the availability of policy responses, at local and national levels, both in the short term and in the long term, in order to minimize the negative impact of high food prices on consumers, and to maximize the opportunities to boost rural development and agricultural production, supporting smallholder production, particularly women and iv) to suggest different policies that might be necessary to support poor consumers and small holding farmers, with particular emphasis on women as producers and consumers in Vietnam.

- Study on Impacts of Privatization Process on Access of the Poor to Public Services:** In November and December 2009, the PAR project team and partners with technical support from T&C Consulting conducted a study on Impacts of Privatization Process on Access of the Poor to Public Services. This research is a comparative analysis on private and public services, particularly healthcare and education, in relation to access of the poor. It aims to identify how the values and missions of public services would be achieved under the shifting process to socialization and privatization. The study includes two major parts: (1) review of relevant policies and regulatory framework of public sectors and privatization in Vietnam in relation to education and health; (2) reexamination of the current situation of public services and access



Source: AAV

of the poor in comparison between public and private sectors, and analyze possible impacts of privatization of public services on access of the poor. In-depth interviews and group discussions were mainly used to collect opinions and feedback of policy makers and service providers from the central to local levels, and local people at the research sites. Besides interviews with related ministries and departments, schools and hospitals/clinics both public and private, 215 households (1,090 people) were selected to participate in a service user's survey in 4 districts of 3 provinces of Ha Tinh, Lai Chau and Dak Lak. A workshop to share immediate findings of the study in each district was organized right after the survey with the participation of all related stakeholders. The study report is at the moment being finalized before publicized and delivered to related parties. Based on the research findings, a set of policy messages will be developed to promote for advocacy purpose on the issue of privatization of public services.

- **Gaps between National Policies Formulation on Ethnic Minorities and their Execution (With special reference to programme 134<sup>1</sup> and 135<sup>2</sup>)**

From September to November, this research, under framework of the EC funded project on “Advancing Equality, Tolerance and Peace” was carried out to further identify the gaps in the content and practice of each policy linked to protection of ethnic minority rights. Those are the key programs as manifested by Vietnam Government in relation to the development of ethnic minority’s community. The main objectives of the research were to examine the gaps in policy implementation and at the same time to propose suggestions and recommendation for more effective and peace building manner of programme management in the years to come. Besides the legal documents review, 3 provinces of Ha Giang, Soc Trang and Quang Tri were selected for the field works which represented for large proportion of ethnic minority population; captured by these two Governments supported programmes. Focus group discussions and in depth interviews were done with the participation of 391 community members and authorities jointly reflecting ethnic minority policies execution under the frame work of ensuring ethnic minorities rights of participation, ownership and justice. The national workshop was organized with the participation of National Ethnicity Institute; Provincial Committee for Ethnic Minorities; Provincial Mass Organizations (Father Land Front;

1 Government supported programme for poor ethnic minority households on cultivation land, drinking water and housing..

2 Government supported programme promoting socio economic development for the poorest ethnic communes.

Women Union). This is the continuous efforts for further engagement with government officials and key policy makers to understand the vulnerability of the ethnic communities. Mr. Phan Van Hung- Chairman of National Ethnicity Institute expressed his appreciated to the research findings in identifying the challenges of policy implementation, especially on the *“potential threat of widening the inequality gaps and conflicts of interests among different ethnic groups within the same locality if there is a lack of information transparency and accountability from duty bearers during the execution processes”*. He officially requested AAV to send the final report as the inputs for the next strategy formulation for the sustainable development of ethnic groups.

- **Redistributive policies- Policy Audit and Impact – Vietnam case study**

The 1st decade of the 21st century experiences Vietnam’s robust transformation into a market-oriented economy with State’s regulation, and the country continues to reap remarkable results in terms of economic development, poverty reduction, and aiming towards sustainable development. However, the existence of so-called “pockets” of poverty, growing economic and social disparities among regions and social groups, and the current global financial and economic crisis all posse serious challenges to the Government and require it to develop and implement a new set of redistributive measures to address these inequalities. Different policy and institutional measures have been practiced by the Government such as job creation, infrastructure



Source: AAV

construction, education, and health care... and in addition to that measures to mobilize funds for poverty alleviation activities such as domestic funds and external grants and soft loan assistance; measures to organize implementing mechanisms, combining socio-economic development activities with poverty alleviation programs (governments of Vietnam 1995, 12)...in responding to the poverty and inequality issues. However, the questions that whether such redistributive policies are sufficient and efficiently implemented to reduce the poverty and inequality; Power, wealth, income and other kinds of capital-social, cultural, environmental and so forth have been distributed fairly among forces of society; Who are the most beneficial group from the above policies; How much have the poor benefited from such called redistributive policies... are still opened. This research, the multi countries research coordinated by International Knowledge Initiative, was not been able to answer all the above questions but rather trying to: i) identify and highlight the impacts and the extent of social inequality of some specific policies on education, health and protection, both at the policy formulation and its implementation consequences at the field level; ii) to assess the role of

transformative redistributive policies in overcoming such inequalities and their execution impacts at the field level; and iii) to produce national level policy recommendations to overcome inequality.

### 3.1.3 Rights to Life and Dignity in the face of HIV and AIDS

**Objective 1:** *To ensure that people are able to prevent the spread of HIV and AIDS and mitigate its impact through raising their knowledge and understanding about modes of transmission and ways to avoid HIV infection.*

During the time, national level actions link closely with DA level. HIV theme provides the overall strategic plan and the implementation guidance to Das. Capacity building trainings, big social events/campaigns, networking are done at national level for DA staff. A DA level, knowledge is then disseminated to small groups and community people under the support of Program Officer in charge and technical support of HIV theme.

- At national level, during 2009, HIV theme has done following inputs:
  - 5 ToT trainings on sexual health, life skills and HIV prevention were provided to 55 participants, 30 of them are DA facilitators.
  - IEC materials were also provided (Life skills booklets, sexual health and HIV prevention manuals, poster on sexual organs, HIV risk behaviors tool kits, wooden penis models, condoms...).
  - HIV team was built on STAR approach: three AAV staff was sent to 10 day training on STAR approach in India, in Nov 2009.



Source: AAV

- At DA level, basic knowledge on sexual health, life skills and HIV prevention was disseminated to community people:

- Through the trainings done by DA facilitators: 498 people (75% are women and girls) from 16 small groups/clubs in 6 DAs was trained on the myths of HIV transmission, risk behaviors, HIV testing, ABC prevention methods, post exposure prevention, sexual health and life skills.

- Through small group meetings: about 1200 group members of 75 groups/clubs in 6 DAs joined their monthly meetings on HIV/AIDS and other issues.

- Through social events/campaigns: About 4500 people joined 29 social events at 6 DAs, such as competition contests on HIV prevention, youth life skills camping, seminar on sexual health for students and migrants, television forum between government officers

and local people on HIV and AIDS laws, World AIDS day campaigns.

***The above inputs have brought about some remarkable impacts***

- Small group meetings were attracted many community people (1200 people)

- DA facilitators are able to deliver HIV trainings/messages to their community.

- Knowledge of community people on HIV and AIDS was improved. More than 80% interviewed people answered correctly the ways of HIV transmission, ABC prevention methods (evaluated by DAs).

- Participants of STAR trainings expressed their willingness to change their behaviors. Especially husbands (e.g. in Soc Trang province) recognized that their wives have suffered a lot of

workload. They committed to help their wives in doing housework and taking care of children. After STAR trainings, young trainees (e.g. in Uong Bi, Quang Ninh province) shown that they (and their friends) really want to learn about abstinence, sexuality reproductive health and STI prevention. It is because they stated that 90% young girls had sex before marriage without an understanding about how to protect themselves.

**Objective 2:** *To enable PLHIV to claim and secure the rights to comprehensive care, support, and related information on international and national policies, and be free from discrimination in exercising their rights, especially for women and children.*

- **Built capacity of PLHIV club leaders:** 15 leaders at 4 DAs joined 2 ToT trainings on HIV and AIDS (positive prevention, PMCT, ARV treatment, HIV and AIDS laws and rights of PLHIV) and trainings for caregivers.
- **Created links between CBOs and PLHIV self help groups to AAV activities (such as trainings, mid autumn festival for children, Dec 1<sup>st</sup> event).**
- **Upgraded knowledge and skills on home based care for 152 PLHIV** during 4 trainings done by DAs.
- **Involved 239 PLHIV in DA activities such as group facilitation; forum between PLHIV and local authorities; sharing their story to the public and networking.** These activities increased PLHIV accessing information on HIV& AIDS laws, care, support and ARV treatment. They also reduced the stigma of community towards PLHIV.
- **Provided direct support for 306 PLHIV (105 are children)** in accessing to medical check up and treatment, to vocational trainings/jobs and to AAV small loans

The above efforts conduce result that most PLHIV club leaders was more confident and qualified in group facilitation; Leaders of Thap Sang PLHIV group in HCMC and Vi Ngay Mai group in Quang Ninh province can facilitate well group discussion and independently disseminate HIV knowledge to their group members.

PLHIV were more open and like to join AAV community groups. Their knowledge and skills were also improved. In addition, through small group meetings, knowledge of PLHIV on HIV& AIDS improved. They also gradually more opened and actively participated in HIV program activities, especially to support others who have the same situations as them. According to Ms. My, Thap Sang group leader, her group member were more open and actively support others who share the same situation

The case below is a typical one of 240 PLHIV who received support from 4 AAV developing areas.

## Case study: Story of an HIV infected woman

*I am Nguyen Hoang Hai Yen, 28 years old. He and I knew each other in 2007. Until now, I do not know how to explain our love, why we come together. Only one thing I strongly believe that since then we could not live without each other despite what and how we are. I am now proud of telling my story.*

*After a short time of knowing each other, we decided to live together as a married couple, even our parents did not agree because we were too young then. A couple of months later, due to a small node in my neck, I came to see a doctor and was advised to take HIV test. I then was too shocked to know that I got a positive HIV partner, I did not know why?*

*I then told him the situation. He at that moment disclosed to me that he had known that he got HIV positive status after having sex with me for some months. He however kept silent because he guessed that he had infected me and so nervous to tell me the true. I was consequently very depressed for several months.*

*Afraid of getting discriminated from people around me, I did not disclose my illness to anyone else, even with my mother and sisters. I and he kept staying home for nearly 5 years. We then had to go out when he got sick seriously. He had to be admitted to the hospital for his severe coughing. At that time, he was told that he got tuberculosis. He had to get treatment for nearly a year. By going to the hospital several times, we were acquainted with a friend who introduced me to a self-help group for HIV positive people under the support of ActionAid Vietnam program in Go Vap district.*

*Initially, I was hesitant to join this group as I did not know what they do. Later, I understood that many people in the same situation like me and my husband came together to share their problem and learn from other group members. The leader of the group, Ms Hue, also encouraged and supported me to get over my depression. I felt easier to talk about my disease.*

*She invited me to monthly interesting group meetings, to join helpful talks and consultations by medical doctors and psychosocial counselors. The ActionAid program office in Go Vap also introduced me and my husband accessing to the district outpatient clinic for positive HIV people. My husband got medical check up and ARV treatment and I got good counseling and following up for my pregnancy. My small son now is very healthy.*

*I became stronger and more confident in dealing with my HIV positive status. I also introduced to work as a HIV positive peer worker for Hoc Mon outpatient clinic. I in turn try to reach people in the same situation as me and support them going over their psychological stress when doing their home visit and also refer them to appropriate medical and other services.*

*I am happy with my life now and have no longer marginalized myself with the society. I would like to express my thanks to my group leader and group members who gave me the confidence to continue to live and thanks to the ActionAid program for its supports for HIV positive people like me.*



**Objective 3:** *To advocate to government policy makers and community leaders for effective enforcement of responsive policies on rights to health care and support for PLHIV at all levels.*

- **Send HIV team to international conferences** on HIV&AIDS: such as the sexual health conference in Hanoi, the 9<sup>th</sup> ICAAP in Bali Indonesia. These were good chances for HIV team to learn not only on HIV/AIDS but also networking and advocacy influencing from international organizations.
- **Support for networking among CBOs and PLHIV self help groups in HCMC in combating against HIV&AIDS:** a workshop on community mobilization and APACHA orientation was held in HCMC with the participation of 54 representatives of southern AAV partners, CBOs, self help groups working on HIV&AIDS in HCMC. This was the first time for AAV partners to learn from non AAV community organizations/groups, especially Southern Network of PLHIV (SNP+). Participants showed their interest and committed to share their experience and duties in the coming meetings.
- **Create a supportive environment for the program implementation** by inviting local authorities to DA program orientation workshop and annual meetings. Local authorities committed to provide their legal support for the program
- **Support for a network of PLHIV launching their annual meeting:** a meeting among 15 self help groups of PLHIV with 46 participants was held in Uong Bi, with AAV support.

The above inputs have brought about different impacts:

- PLHIV were more open and like to join AAV community groups. Their knowledge and skills were also improved
- Cooperation among AAV and CBOs and self help groups was developed. This was as a first step for establishing a network of Vietnamese people combating HIV/AIDS (VIENCHA)
- The network of PLHIV in Uong Bi started to do some advocated actions for the rights of PLHIV, such as protecting 2 HIV positive children to school, support 1 HIV positive worker continuing working for a factory; garment products made by 10 PLHIV were accepted by local factories and community people.

### 3.1.4 Rights to Food

**Objective 1:** *To enable poor and excluded people and communities to have access to diversified on-farm and off-farm livelihood options, market information and suitable techniques so they can exercise their right to food.*

- At national level, the results from models and initiatives supported from AAV's programme have been presented as good examples for sustainable livelihood alternatives, and being popularized, via different engagement and advocacy works ant national level.
- Nearly 200 groups of small farmers, poor women in 13 DAs have been organised and maintained in different forms and such as community



Source: AAV

development clubs, interest groups, and extension clubs. The formation of these community structures created a strong background for sharing production experience as well as enhancing community coordination for implementing different initiatives, pilots models for improving production and sustainability of local livelihoods.

- During the year, 150 trainings have been delivered to the villagers on production techniques, sustainable agricultural practices, with more than 5000 attendants. This contributed significantly to the improving the income and food security of the poorest people in AAV's working areas.
- Several piloted models on sustainable agriculture, eg diversified household production modality, organic fertiliser

production have been successfully introduced to and adapted by the farmers. More than 1400 households have been financially supported with revolving funds for pursuing their income generation initiatives. The participation of the poor, mainly poor women in the credit scheme involves them more in social activities when they have better economic conditions, their role is more active and their voices in the community and society are better heard and respected.

## Case study: “I am happy for my life and the achievements I have attained”

Ban Hun (Hun hamlet) in Chieng Co commune, Son La town belongs to the Northern mountainous area, which consists of 185 households with a total population of 989 persons, of which 100% is Thai ethnic people. Some years ago, Ban Hun was a poor hamlet. The local people used to cultivate only wet rice and use to have one-crop of corn in the mountainous upland. Their living conditions were very difficult. People in the village had only rice and maize as the main food in their daily meals, even though, the harvest from the only crop of rice and maize was not enough to provide the grains for family consumption. Consequently, most of the families in Ban Hun faced food shortage of two or three months every year.

Since 2003 to 2009, a new project was launched in the village to improve Food Security and Social Forestry and the project was implemented in Ban Hun with the fund provided by ActionAid Vietnam and technical support from VACVINA (Vietnam Gardening Association). The main objective of project was to promote a sustainable income of poor farmers via diversification of household production system.

The project activities mainly focused on capacity building, provision of cultivation techniques and planning skills of the farmers. As the follow up after training courses, the project also provided materials support for the farmers such as seeds (peach, cardamom, acacia, and bamboo shoot), breeding animal (pig, goat, and chicken),... Initially, about thirty households participated to the project; it was then extended to 41 households (in 2007). As the result from this project, all

the participated households could produce adequate food for their consumptions, escaped from food shortage. Their living was improved, giving positive impacts on the local socio-economic situation. More importantly, the farming systems have significantly improved toward more diversified and sustainable practices. Additionally, local people become closer, supporting each other in production and living activities, as well as developing the hamlet into a cultural hamlet (Ban Van hoa). The model developed in this project has been used by the local authority to pilot in the community development and management for extension into other hamlets in the locality.

“I am Ca Thi Dien, 52 years old, and my husband is Ca Van Inh, also 52 years. We have 2 daughters and 2 sons. Now we live in Hun Hamlet and working for agriculture. Before I joined in the project, we cultivated for two crop seasons in wet rice (1,400m<sup>2</sup>), we also had some corn field (10,500 m<sup>2</sup>) and pig. Every year in the past, my family never had enough food and we had to borrow rice from neighbors (for two months). In the end of 2003, I joined in this project as a member and participated in identification of needs, planning, and implementation. We also participated in monitoring and assessment of all activities. I joined in training courses on agricultural techniques such as growing coffee, peach, forest tree, fruit tree, pig and goat keeping. We also received 4 goats and animal medicines from the project. After 5 years from joining this project, we got more income from goat rearing and ensured enough food for all my family members. In the end of 2008, I sold all goats and changed



Source: AAV

Mrs Dien's vegetable garden as a result of Food Security and social Forest

*to pig keeping. I would like to change this business because the new sector will give me more income. I had received a Certificate Award for Successful on participating in Food Security and Social Forest project in 2007 - 2008.*

*In 2009, I am keeping 27 pigs and I will sell 7 pigs in next month (January 2010) and get income about 9.5 million of VND*

*in expectation. Others, I will sell near of Tet holiday time in which time, the price for unit will be higher. I've just bought a new motorbike and new television. I do hope I will get more income in the next year from peach, pig and coffee. I am happy for my life and achievements I have attained, thanks to the project."*

**Objective2.** *To advocate for pro-poor policies and practices that protect the rights of poor farmers to gain access to, and control over, local variety/seeds, land, water, and credit and to mitigate the negative impact that may affect them during global economic integration.*

- During the year of 2009, several surveys have been conducted in different DAs

on the issues relating to food insecurity of poor farmers, sustainable alternatives for small scale farmers. These have been followed up by 35 events including seminars, sharing dialogs have been held at AAV's DAs, with attendance of local governmental authorities and professional agencies. As the results from these engagements, local government has become more responsible to the

issues of the small farmers, better aware on sustainability. Some initiatives piloted in AAV programmes such as the community forest management and sustainable practices have been well recognised and adapted by local government.

- Three researches have been conducted on issues relating to: 1) negative impacts of high inputs farming practices, impacts of climate change on livelihoods and food security of the poor, and 3). Financing agriculture, were conducted by AAV during 2009. The findings from this researches presented stronger proves to the concerns of unsustainable practices in the market oriented agricultural models, farmers have been suffering obvious impacts of phenomena caused by climate changes. It also revealed that poor and small farmers get less access to government and donor supports.
- Following up with the results from different surveys, researches, AAV has strengthened its engagement in different opportunities for policy advocacy national level. Issues relating to sustainable agriculture, investment in agriculture and protection of small farmers have been presented by AAV at different for a; such as formation of national poverty reduction programme, consultations workshop of the government and donors.
- With the support from AAV, the civil society networks that include farmers, women and landless people's organizations, working together to secure the rights, has been strengthened. The presence and credibility of CIFPEN have grown significantly both at local and national fora.

- The Hunger Free campaign in 2009 was successfully launched with series of activities both at local and national level, with participation of almost 10,000 people, including local farmers, civil society networks and academy. This campaign was at covered by a wide range of media with estimated 10 millions viewers, drawing stronger attention of public and policies makers towards sustainable agriculture and protection of small scale farmers.
- AAV actively took part in international advocacy campaign, with the research on financing agriculture; the documentation film on affected community by the impact of climate changes contributed significantly to international advocacy campaign during climate change negotiations and Cop15.

***Objective 3: To promote and integrate community-based disaster preparedness and risk management into long-term production plans to secure rights of poor and vulnerable communities with special reference to women and children in the face of natural disasters.***

AAV's works on emergency response have been expanded both in terms of human resource and coverage. In response to the Ketsana and Mirinae typhoons in the south central provinces, AAV was the first among few INGOs presence in the affected area; 6780 households have been provided with food and on food items. Seed and housing supports have also been provided in order to support the victims of these two typhoons.

## Case study: “We did not know what to do next after the typhoon”

*Mrs. Cu Thi Huong is 53 years old; living with her 2 sons and 1 daughter in hamlet 2, An Phu commune, Vu Quang district. As other people in the area, almost every year, her family suffers from severe losses caused by disasters.*

*“During the Lekima Typhoon in 2007, my house was collapsed, all my agriculture product were wiped out. In that year, my family lost about 150kg of groundnuts, 400kg of rice and all the nut-seed left to be the seed for the next crop. Really, I was depressed because I did not know how to overcome that situation” Mrs. Huong said.*

*Due to the fact that her family suffered heavily from disaster and belonged to most vulnerable groups in community, Mrs. Huong was selected by community to be beneficiary household of ECHO1 and ECHO2 projects funded by ECHO. The earlier project provided her with 38kg of nut seed, 20kg of rice seed and the second project provided her with a food package including 40kg of*

*rice and 2 boxes of instant noodle.*

*Mrs. Huong shared: “Seed and food packages from ECHO projects came to my family on time and it was worthy. We did not know what it would be without donor. At that time, we did not have money to buy things and we could not borrow money from anyone”.*

*Supports from ECHO projects helped her family to overcome their difficult time and also increased their capacity to cope with disasters in the future.*

*“That amount of foodstuff helped my family to have enough food during difficult time and most importantly supported us in livelihood recovery after disaster. With that amount of nut-seed, my family has enough seed for next crop and now we have benefit from them. My family’s livelihood is more sustainable and we can do better preparation to cope with disaster in the future”.*



Source: AAV

Mrs. Cu Thi Huong is happily storing rice after a new harvest season

- The model of building community based resilience for disaster reduction and the application of PVA has been continued as a routine practice in Vu Quang district of Ha Tinh province, for integrating DRR into local development plan. As the results, 20 rescue teams at village level had been supported and actively served as the core task force for emergency response in the locality. Besides capacity building on DRR have been provided to more than 2100 people, in order to establish stronger disaster preparedness for the communities.
- AAV played leading role in the JANI network, the most active network engaging in advocacy on DRR in Vietnam. AAV also successfully organised the ASEAN DRR workshop as part of the joint initiatives on advocacy for implementation of ASEAN charter on DRR in the region.

***Objective 4. To empower workers, in particular migrant workers, workers in the informal sector, and people affected by unjust corporate processes, as well as consumers, to assert and claim their rights and entitlements.***

- In the high concentrated industrial zones of Hai Phong and Dong Anh of Hanoi, AAV continued working with the trade union to improve their capability. Besides the formation of core workers' facilitators' network was expanded to 160 members. This cadre of core workers was provided with intensive trainings, capacity building on labour code and facilitation, negotiation skills. They have acted as changed agencies among the workers, and become reliable source of support for workers especially migrant workers, in terms of disseminating information, organising communication

campaigns and negotiating with the employers to protect workers rights.

- 66 trainings, communication campaigns were organised at Dong Anh and Hai Phong, with accumulated participation of more than 12,000 workers. These campaigns not only improved workers awareness on the rights, but also created forums for dialogs between workers and employers, in order to solve and avoid possible conflicts.
- The GCAP event was successfully launched in Hai Phong with participation of almost 5000 workers and people. In this campaign, issues of migrant workers were presented in raised to local government representatives, companies' managers and trade union leaders at provincial and central levels.
- AAV continue the engagement at national level via different workshops, forums on enhancing the social responsibility of entrepreneurs and practicing ethical business.



Source: AAV

### 3.1.5. Rights to Education

The evaluation findings of the Education for ethnic minority project in Ha Giang, Cao Bang, Hoa Binh, Lai Chau show that after more than 2 years of implementation, primary teachers have experienced numerous changes in teaching styles, social and professional aspects in favor of more friendly and cooperative learning environment. The most critical changes included: (1) There has been a massive shift from teacher-centered to pupil-centered teaching approach in all piloted schools and classed; (2) Making teaching tools has become a movement and create a cooperative environment in all piloted schools; (3) Teachers reported improvements in their social life and professional career, particularly in teacher-teacher, teacher-pupil, and pupil-pupil relationships in piloted schools. (4) Compiling manual on the active teaching method with localized contents by local teachers facilitated the teaching and learning process; (5) School administrators became more dynamic and proactive in their management work. They became more supportive and sympathetic with teachers.

By continuing develop the initiative of linking up community development group with Community Learning Centers (CLC), AAV has supported for 42 CLCs in 9 DAs. Its functions have experienced remarkable improvement in the following areas: management/structure; accessibility to information; creation and utilization of a network of facilitators; increased public awareness of CLCs and initial replication of AAV-supported CLCs; and quality of life of local people.

Management capacity has been radically improved. Members of CLC management board understood about their functions. They are more actively in identifying people

needs, planning and organizing activities effectively. Top-down working style has been replaced by participatory approach. They have carried out need assessment with community development groups (CDGs) before making a plan. The inputs from community will then be either translated in to CLC's working plan, or cooperate with other professional agencies (such as agricultural extension, health care, education office, schools etc...) for technical supports to the people groups. In some cases, CLCs also support to CDGs with the market access to companies for relevant services such as seed, materials or for selling their products. Crucially, some CLC management board have been able to incorporate their bottom up plans into the agenda of their local government agenda for the common development of the community.

***Objective 1: To improve access for women and girls, boys and men, especially those from ethnic minorities to quality education.***

ActionAid Vietnam cooperated with Department of Education and Training at the provincial level and Bureau of Education and Training at the district levels to improve the quality of education by improving teaching methodology and condition in the schools and capacity building for the teaching staff. After a series of trainings, sharing workshops, exchange visits, teachers have known how to build friendly leaning environment, how to apply active teaching methods. They also knew how to make visual tools supporting their teaching effectively. The active teaching methodology and friendly learning environment has encouraged the participation of pupils (esp. ethnic minority groups). They are interested more in schooling and feel easier to understand the lessons.





Source: AAV

- At the end of 2009, the active teaching method and friendly learning environment has expanded to 9 districts of the country. The application has resulted in numerous positive changes among pupils. Among the changes included: 1) Pupils are more interested in their school and classes as the later became more friendly, safer, and attractive to them; *"My two children [7 and 11years old] are more interested to schools. They got up early and went to schools. They now play the learning games at home and found it interesting. This did not happen before. I like them that way"* (Focus group in Ngoc Dong primary school, Thong Nong district, Cao Bang province). (2) Children showed more enthusiasm and energy in class lessons. *"Rarely can a pupil fall a sleep nor keep silent"* (A focus group with teachers at Tam Son school, Ha Giang province); (3) The enrollment rate has increased by 4.5%. Their school attendance and performance was enhanced. For example: In Ngoc Dong school, 3 pupils dropped out in school year of 2006-2007; 2 pupils in 2007-2008 and no pupil dropped out in 2008-2009. The good pupils in Ngoc Dong primary school has increased by 50% in the school year of 2009 compared with last year; (4) Children became more confident in social interactions with peers, teachers, and parents. *"Before, only a few pupils of mine asked me questions. I often had to ask questions and pointed individual students to respond to my questions. But now things are much different. I don't need to wait. Many pupils raise their hands. Quiet pupils who never showed their hands before, also do so"* - a teacher of grade 3, Tam Son school revealed. The



Source: AAV

programme has been adapted and introduced by the local authority of Cao Bang, Ha Giang, Lai Chau, Hoa Binh to other districts of provinces.

- The removing language barriers between teachers and children at primary school via teaching ethnic minority language for teachers and strengthening Vietnamese for student were enabled children to study better in primary school, narrow the communication gaps between teachers with children and with their parents and consequently reduced the dropout rates. Until now 95% of the primary teachers can communicate with the students in local languages/dialects
- The awareness of child's rights has been remarkably improved by students, teachers, parents and community in all DAs via diversified activities of trainings, forums, contests, communication campaigns. The little report clubs or core groups of pupils which were established in almost DAs have become the core communicators on child's rights, especially right to education,
- Different initiatives in improving educational environments have been diversified, particularly model of pupil groups, providing life skill trainings to adolescents and teachers, school counseling, pair of "progressing together", midday meals have been introduces to different DAs such as DA4, 5, 6, 11, 16, D1101. These initiatives have been significantly improved student's academic results with more than 90% of school children at the target schools have been able to improve their skills. They enjoyed a quality education at school, and also been largely free from being abused and violated of their rights.

***Objective 2: To improve people's participation, especially women, in***

### *community development processes from planning to decision making through Reflect*

- The application of Reflect has been expanded to almost DAs, attracting the participation of nearly 5,000 people in which 90% of them are ethnic minority groups and more than 70 % are women. This approach has actually empowered local women in various ways. Remarkable changes include: (i) Increased literacy and its application into life situation such as calculation in market-based negotiation and bargaining. (ii) Enhanced knowledge and awareness of different aspects of life such as environment and health care; enhanced community spirit and interactions; increased confidence in social transactions and household business; increased family status. *"Before, they were very afraid of investment. They did not dare to borrow money for husbandry or large-scaled farming. They let their animals free in the field. Now, they borrowed money to buy fertilizers and food for their farms and animals".* (Da Bac Hoa Binh). (iii) Particularly improved leader-people relationships. *"Before, they walked without looking at any one. Now they said 'hi' to everyone. Even head of village said she [a village woman] became totally different since taking part in Reflect".*
- The impact of Reflect approach has been widely adapted by more INGOs. Except the organizations have been supported by AAV in previous years such as World Vision, Malteser, RUDEP. In 2009, AAV has supported for ADDRA in Cao Bang province. The regular trainings and sharing have been organized in all DAs.
- The model of linking up self-operated

groups with Community Learning Center has been expanded further and become more sustainable. It enhanced accessibility to information for local people. The model set up a system that allowed for coordinating a multi-level and a hierarchical information-sharing system which incorporates and links all sub-community groups. Reflect is champion within that system as it provides forum for community needs assessment, action implementation, and monitoring/supervision.

***Objective 3: To ensure that all stakeholders including parents, the community and government fulfil their obligations to provide quality education for all as a basic right.***

- The surveys and researches on financing education, drop out children have been conducted both at DA and at National level to identify the issues that the poor and excluded people are facing. The findings have been conveyed to the at all levels to call for necessary support from the government to ensure the free and compulsory access to education by the poor
- AAV has organized series of activities in the form of dialogue, communication campaigns, workshop in the local communities, schools to address the attention and debates among stakeholders on the issues of education. For example, the National final contest on Education and Community Development between 7 best groups from 6 provinces of the country was successfully organized in Cao Bang province with the participation of Vice Minister of Education and Training and Vice chairman of Cao Bang, one of the

poorest provinces in Vietnam with high adult illiteracy. The contest has achieved not only sharing and learning purpose but also advocating for more attention and investment on non-formal education.

- The Global action week for education with the theme of The Big read : Literacy for better life was successfully organized in Vietnam, to which more than 3 million people across the country and 11 International organization, INGOs and local departments participated. The involvement of AAV contributed greatly to this event, which is part of the world biggest lesson. Via that event, awareness of parents, community and education authorities on the rights to education have been significantly influenced.

## Case study: Improving children's education

*My name is Mrs Dinh Thi Danh, I am 45 years old and I live in Na Chieu village, Cao Son Commune, Hoa Binh province.. As we are very poor, I asked my eldest daughter to stop school when she was in grade four, to help us. At the time I thought education was not as important as earning a living.*

*ActionAid opened a Reflect class in my community, and since then everything has changed for me. I started to learn the alphabet and numbers, which was difficult at my age. The teacher always used simple diagrams and pictures during the lesson to make it easier for us to remember. Now I can read a newspaper and do simple calculations. When I go to the market, I know people can't cheat me any more with their prices like before. Each month, I know how to plan for our expenditures and save money for the next month. Now I know education is important. I spend more time studying with my youngest daughter. She is studying in grade two at Cao Son Primary School. My only dream is that she will get to university and have a good job in the future. I often read funny stories for my children when they go to bed, which they enjoy. Now the laughter never ends in our house."*



Source: AAV

### **3.2 LESSONS LEARNT FROM IMPLEMENTATION OF ACTIVITIES**

- Rights based approach is still rather sensitive in the context of Vietnam, especially in the remote areas where AAV is working. Therefore, AAV has to sensitize RBA to local partners via different training workshops. In addition, idea of RBA has been interpreted into a language that familiar with local context and it is integrated in all development programs of AAV.
- Lack of an official M&E system has caused difficulties in information management as well as program quality control. Though ActionAid has promoted the attitude and behaviors of each individual in organization, M&E system as a whole will be added more value for encouraging staff to secure ALPS principles RBA ideology and program quality improvement.
- For WR theme, there is a big chance for AAV to foster the policy implementation and adjustment regarding women's issues with condition that they would build up working relations with the Executive bodies such as police, court. However, this coordination system does not yet exist.
- For Rights to Life and Dignity in the face of HIV/AIDS theme, small group activities are good ways to mobilizing people. Networking with CBOs, SHGs and NGOs is a good way to work on HIV&AIDS.



Source: AAV

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**PART IV - IMPACT ASSESSMENT  
AND SHARED LEARNING**

Promotion of ALPS and development of M&E system are two focused issues in 2009. In order to increase the awareness of related stakeholders about ALPS concepts and principles as core requirement of ActionAid programs which was introduced in ICS workshop in July 2008, ALPS document have been localized and printed into Vietnamese.

Enabling ALPS in reality, practical and accessible guidelines enclosed are very essential. PRRP guideline with questionnaires has been developed in 2008 and improved more in 2009. Therefore, DAs' PRRPs in 2009 have been implemented rather systematically and smoothly; they all guaranteed the spirit to learn and share learning (achievements and failures) and to increase accountability and transparency to stakeholders groups. However, the following up the responsiveness and quality of ongoing work after lessons from PRRPs seems still be limited. There has not a mechanism to monitor the commitment of improvement and action plan.

As a part of ALPS, poor and excluded people and their organization are primarily shared information as their rights. Open information policy is available but it also needs to be guided specifically. Of this perception, IASL has set up a team including Internal Auditor, a Finance officer, Program Officers, CS officer with the aim to develop a guideline on financial accountability as a pilot. Team have developed an action plan; however, this plan can be run only when managers of functions of AAV perceive that a real sharing information downward to the poor is crucial and it is their function's responsibility.

Open information policy is not only necessary for CS programs, but also for fund raising projects. IASL and Emergency team have discussed and planned to develop guideline for sharing information

on emergency project. This aims to increase the transparency and the control of local people, the poor and excluded people over the project.

2008 challenges in operation of Alps principles still repeats in 2009. How to balance between reporting demands required for management and reducing reporting by field staff is still a question. Solutions recommended in previous years are slowly proceeded due to staff turn over at several related posts. MIS initiative as a solution for effective monitoring tool, increasing the control over quantitative and qualitative data over programs/projects has not adequately concerned by managers. Currently, it is not clear who is leader of MIS team, finance manager or IPD manager? Therefore, this project seems to be standby at this moment.

As a replaced solution, at the end of 2009 IASL and HIV theme has set up a participatory monitoring system based on indicators identified by DA partners and AAV. As plan, after a year operation, if this monitoring system is well operated, it will be applied for other themes in AAV.



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## PART V - RESOURCE MOBILIZATION



Source: AAV

## 5.1. CHILD SPONSORSHIP

In response to the ICS2 project, training on report writing was provided with the participation from programme officers and partners. They had a chance to understand the importance of new reporting requirements and harsh competition in the fundraising market. The pilot of this project was conducted in 3 existing Das, from which lessons learnt have been found. With current programme activities, ActionAid Vietnam will meet lots of challenges in realizing the ICS2 successfully. The obstacles have come from the limited programme activities/child focused and lack of M&E systems. The ICS2 reports require statistics/figures and specific indicators to see the real impacts towards poor children and the community as a whole. Experiences have seen that AAV can only produce reports till end 2010, but not 2011 given the lack of continuous and

sustainable activities. Plus lots of budget allocated to trainings and research do not bring visible impact towards the poor.

In parallel with the ICS2, ICS1 has been continuously sensitized and strengthened in all Das. Many activities have been initiated since the last two years. This is the good opportunity in which community, children, partners and other stakeholders understand better about the Child Sponsorship program.

In the last quarter of 2009, the CS team with the support and coordination from programme to prepare for the start a new DA in Central Highland. This will bring to a total of 19Das/DI using CS money. AAV have maintained and successfully recruited a total of 14,876 sponsors, of which 1852 from Next Step and 523 from Amico. The income will be reported and finalized by the finance team.

Apart from the challenges mentioned above in realising the ICS projects, human resources is a matter of concern. The health of two staff left big gaps to fill. In 2010, two staff will be on maternity leave which again challenge the smooth running of CS work. In addition, the high turnover of CS focal person from partners has affected very much the routine and quality of work in the field.

### **2010 Plan of Child Sponsorship:**

1. To expand CS work in another new DA in Krongbong.
2. To conduct survey on child's rights in Das so as to ensure the proper design of child focused activities
3. To continue to discuss with programme and theme with the hope to produce a comprehensive of action plan for the successful implementation of ICS projects
4. To fill the gaps left by two step on maternity leave
5. To provide refresh training for CS staff and partner on ICS2 and photo taking

## **5.2 FUNDRAISING**

### **5.2.1 IPD income**

<b>Year 2009- Income in GBP</b>	<b>Actual</b>	<b>Plan</b>	<b>Realization</b>
Regular giving income	2,061,577	1,989,000	104%
Partnership	1,044,936	1,406,171	74%

*Source of information: Finance Department*

The table shows IPD achieving 74% of planned target evaluated by summing up all submitted proposals of 2009. Compared to the CSP4's target (645,000GBP - source: CSP4), the actually income achieved 162%. As an income proportion, IPD makes up 33.7% of the total income. As targeted by CSP 4 IPS strives to make up 45% of the organization's income

### **5.2.2 IPD activities in its linkage with fundraising strategies**

*Maintaining a number of proposals submitted directly to strategic*

<b>Donors</b>	<b>Theme</b>	<b>Starting time</b>
EC	NSA-LA multi-country / Gov.	Feb.
EC	NSA-LA / Gov.	Mar.
EC	NSA-LA / Edu.	Apr.
ECHO-additional fund for DIPECHO	Emergency	Apr.
Irish Aid	BF/Edu	May

Irish Aid	BF/WR	May
UNIFEM	WR/anti-violence	May
UNIFEM	WR-women's political and economic empowerment	July
EC – DIHDR	Gov.	July
AUSAID	Elbag/Gov	Sep
AUSAID	Emergency	Sep
ECHO	Emergency	Sep
EC / Child Right	Edu	Nov
DfID additional call	WR/FR	De

Number of submission calls: 14

Number of successful calls: 3

Number of pending calls: 3

Number of rejected calls: 8

(These calls are rejected either at a concept note selection round, a proposal selection round by donors or AA internal selection round)

***Diversifying and localizing fundraising sources through a number of proposals submitted through FAs and directly to donors***

Asia Floor Wage	AAUK – Food Right	June
Swedish Radio help	AA Sweden – HIV/AIDS	June
Swedish Post Code foundation	AA Sweden – WR	June
International Appeal	Food Right	June
International Appeal	WR	June
International Appeal	HIV/AIDS	June
School construction in Ha Giang	Service delivery	June
ETEA	WR	July
International Appeal	Emergency	July
EACID	AA Spain – emergency	July
Global Compact Network	Direct – Food Right	Sept.
SCF	Direct – Emergency	Sep
DEC	Direct – Emergency	Sep
Lao- Luxemburg Embassy	Food Right	May

- Number of submission calls: 28
- Successful calls: 5
- The rest calls have been uploaded on HIVE and are seeking for donors.

In 2009 the function has studied the possibility to raise fund from new donors. International organizations and foreign embassies based in Hanoi have been put under the focus for potential evaluation. Except AUSAID, fundraising opportunities for small grants are realized to be potential for AAV's partners who are local NGOs. Generally, time of proposal submission is all year round and direct communication is requested. AAV has also successfully mobilised the support Lao partner to deal a grant from Luxemburg Embassy.

### *Influencing donors*

AAV is currently influencing donors through:

- Ideas/initiatives proposed in project documents
- Reporting
- Responding donors' information queries
- Donor visits  
Attending donors' consultation meeting
- Attending donors' information workshop

### **5.2.3 Lessons learnt, opportunities and challenges**

**Increase income:** IPD strictly follows the Fundraising process regulated by the International Fundraising team. The role and responsibility of IPD has been clarified as following:

- Increase knowledge about donors'



Source: AAV

community and update the fundraising strategy.

- Study and inform the management team with coming calls
- Facilitate the process of proposal development among AAV's functions
- Be in charge of organisation's background information section required by concept note and proposal format
- Facilitate the report writing process and finalise reports
- Filing of reports and project information
- Facilitate the compiling of information gathering to respond donors requirements
- Facilitate donors visits
- Facilitate donors interactions
- Directly communicate with the donors



Source: AAV

Based on the process, the function has no responsibility to hurry up the proposal content development process or speed up information collection in fields. Hence, several proposals are not well prepared despite the long notice of the call. This seriously impacts the quality of project documents.

With opportunities opened in 2009, AAV shows its strong interest in: providing technical assistance (IFAD call) and carrying out research. Because of the tight deadline, there were not any concept note/proposals submitted. These two new resources are potential for AAV to tap especially at the face of the reduced income as an immediate consequent of

the financial crisis as well as the donor's restructuring of the grant after the country reaching the mid-income status. Anyway strong consideration and preparation has to be made based on the organisation's capacity and capability, human resources and working mechanism.

In 2009, the IPD international team regulates an internal selection of concept notes/proposals. This process becomes compulsory for the cases when donors accept only one concept note/proposal from each agency. Main criterion AAV has to adapt is interaction with donors before developing concept notes/proposals, inviting donors to the field trips and hiring consultant to develop concept

notes/proposals. AAV has to pay the great attention to these contents and the budget is requested as well.

The successful training on proposal development has been organized for staff and partners. To gain the better success in donor influencing, it's suggested to:

- Produce publications of successful projects/programme activities for grounded advocacy works
- Produce communication channels and materials to deliver the organization's key messages to donors
- Invite donors to visit project sites, project launching and closing workshop to promote learning and sharing as well as to bolster AAV's image among the donors' community. AAV currently limits the promotion of field work activities among the donor who funds the project.
- Promote AAV's field works even among FA.

Human resource: IPD functions with one position vacant from September 2009 after the staff resigns from his post. Among the three members, one staff is fully delegated to emergency works at the request of the management team, the rest two staff has to be in charge of the rest of work. This causes first the overwork situation and second, different levels of expectation among AAV's staff toward IPD support.

#### **5.2.4. IPD plan in 2010.**

- Besides increasing income from existing and new donors, the functions targets to influence related stakeholders to address shortcomings suggested by IPD in mid-term review, many of them have been mention in section 3.
- Build capacity for staff and partners on contract management
- Evaluate new segments of fundraising market
- Prepare for CSP4 final report.

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**PART VI - HUMAN RESOURCES  
AND ORGANIZATIONAL  
DEVELOPMENT**



The HROD function faced the turnover of its entire key staff by the late 2009 when the HROD Manager and HR Officer position became vacant. The Country Director himself has taken charge of this position and successfully recruited almost all vacant positions which in itself a big achievement in the absence of the functional staff. However much of the longer term work related to the organizational objectives have remained outstanding.

Considering the position of the newcomers, AAV has also instituted timely induction as an ongoing priority to better align staff to AAV mission and culture. AAV had earlier invested significant resources in developing the staff capacity which could be better adapted for the next phase. The high rate of inflation witnessed in Vietnam in recent years has been also noticed as an alert to maintain the salary scale as it has been also the reason affecting staff motivation.

Apart from that, there has been some lessons learnt due to the lack of human resource in projects/theme and function was a constant issue to mobilise resources on emerging issues such as climate change and emergencies. However, the reason was not only from the shortage of human resource but also from external factor. In general, the work environment in AAV was reported as being good, friendly whilst enabling staff independence and self empowering.

Several rounds of trainings on rights based approach, women rights/ gender, HIV and WTO related issues were held with some regularity during 2009. Some of these trainings were also extended to

the partner organizations. Several rounds of induction were also said to have been held for new staff.

However, it has been noticed that though trainings had been held staff efficiency was not visible in all sectors and it would take sometime to develop a comprehensive HROD framework. The turnover of staff could be better tackled with organizational capacity in a significant way by making necessary changes to structure, systems, culture and people to deliver the changes in our strategy.



Source: AAV

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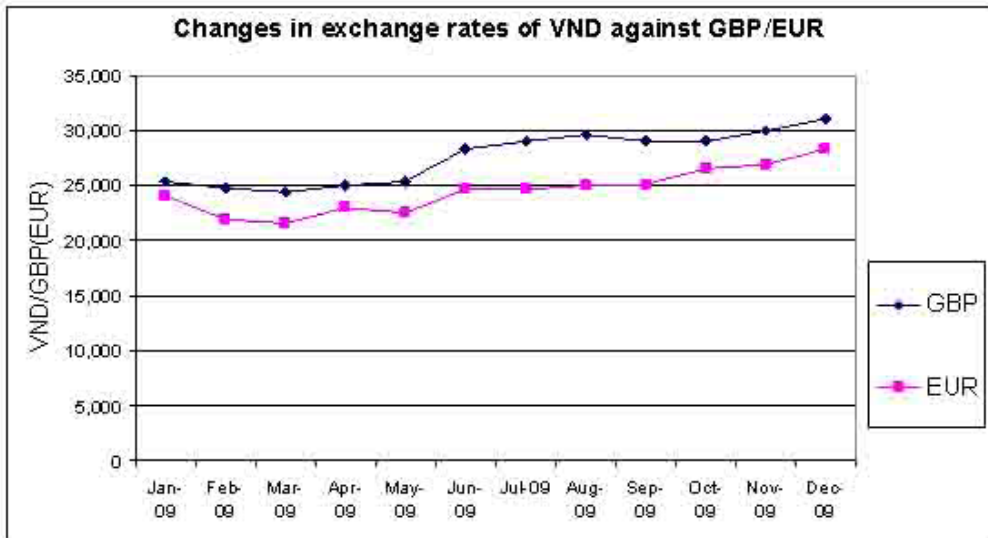


## PART VII - FINANCIAL REPORT YEAR 2009

## 7.1 FINANCIAL PERFORMANCE VS EXCHANGE RATE FLUCTUATIONS

As the global recession has taken on greater proportions in 2009, the British pound, main currency of our income, suffered larger depreciation than 2008 and lasted up to mid 2009. The exchange rate losses have made negative impact on ActionAid Vietnam (AAV) financial performance as a whole.

The following graph shows exchange rate fluctuations relative to the two main currencies of AAV's income (GBP and EUR) for local currency (VND) from Jan. 2009 to Dec. 2009. According to the graph, VND depreciated 15% with respect to the GBP plan rate of 29,000 through the first half of the year 2009, but has rebounded from July onwards.



However, AAV's 2009 financial performance was relatively close to the forecast since budgets and plans, management accounts are always the key tools for managing and monitoring expenditure. The adverse effect of exchange rate on expenditure resulting in the shortage of fund in local currency due to the deflation of GBP is shown in the table below

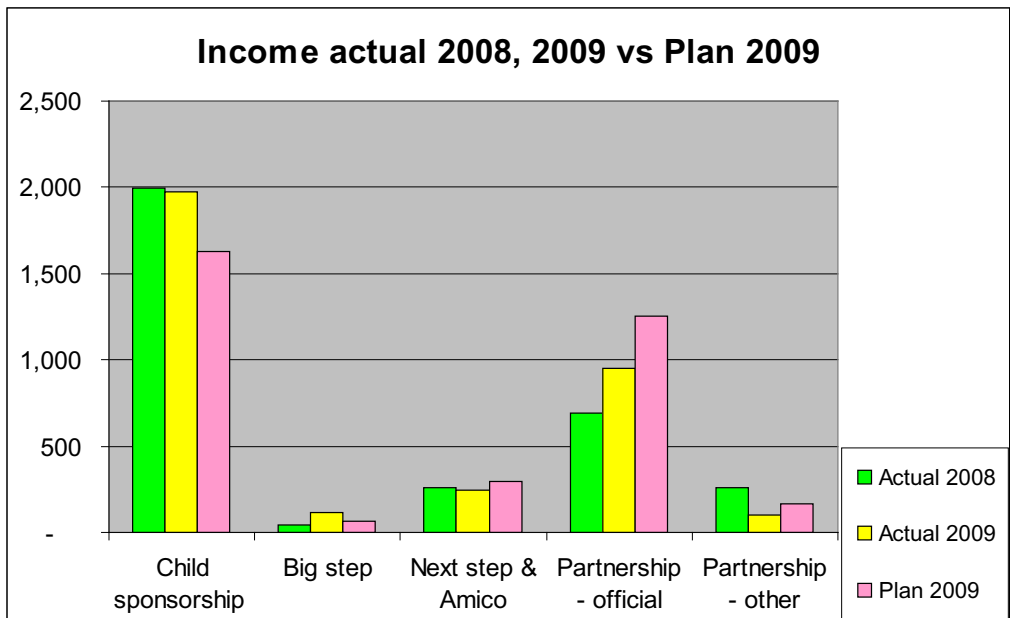
Exp. 2009 (figures in '000)	Actual exp. 2009	In VND at plan rate	In VND at actual rate	Deficit VND	Deficit GBP
Project cost	2,755	7 9,895,000	76,071,060	3,823,940	138
Support cost	311	9,019,000	8,587,332	431,668	16
Fundraising cost	239	6,931,000	6,599,268	331,732	12
Governance cost	21	609,000	579,852	29,148	1
<b>Total</b>	<b>3,326</b>	<b>96,454,000</b>	<b>91,837,512</b>	<b>4,616,488</b>	<b>167</b>

Plan rate 29,000 Actual average rate for 2009 is 27,612VND

The rate used for plan and forecast was 29,000VND while actual average rate was 27,612VND leading to the deficit of GBP167k in 2009. On account of unpredictable exchange rate fluctuations after the global economic recovery, the management team has decided to select a conservative rate for 2010 (28,000VND/GBP) to mitigate the impact of exchange rate during the period of post crisis.

## 7.2 INCOME

Total AAV income was not much different from the plan (99%) and 2008 (104%) but there was a remarkable increase in partnership income, from 952k in 2008 to 1,045k in 2009. The realisation of income in 2009 in comparison with plan and actual 2008 is illustrated as follows:



### 7.2.1 Regular Giving Income

Regular giving income including flexible fund remains stable over the two years in despite of global financial crisis. Total RG income in 2009 was GBP2,337k while it already reached GBP2,295k in 2008. RG income proportion by Funding affiliate can be found in the following table:

<b>Funding Affiliate</b>	<b>2008</b>	<b>2009</b>	<b>2009/2008</b>	<b>Proportion 2009</b>
UK	536	554	103%	24%
Italy	788	766	97%	33%
Greece	251	252	101%	11%
Ireland	253	272	108%	12%
Sweden	11	67	609%	3%
Spain	456	425	93%	18%
<b>Total</b>	<b>2295</b>	<b>2,337</b>	<b>102%</b>	<b>100%</b>

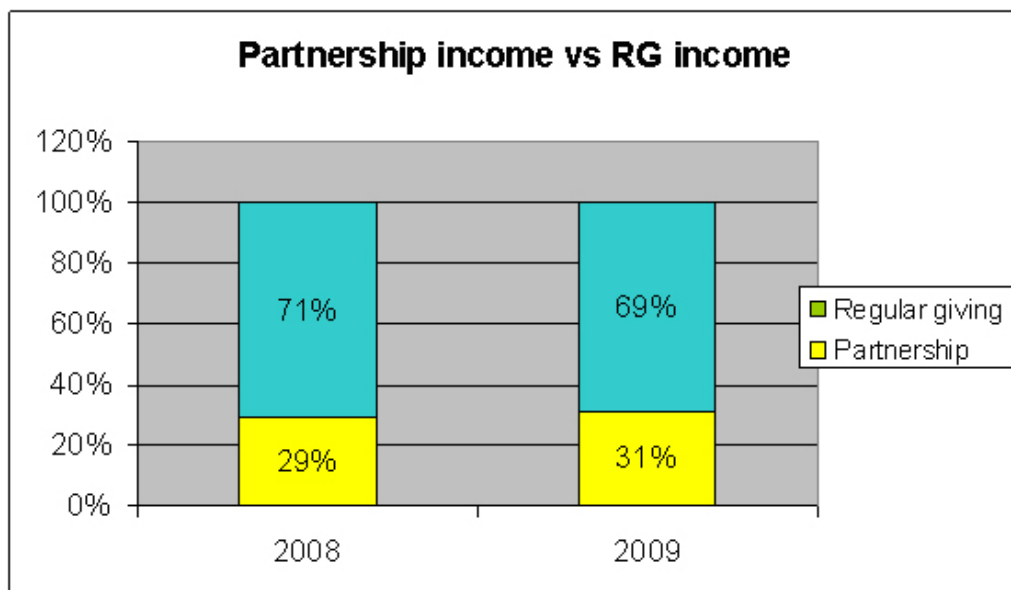
As it can be easily seen, income source from Italy was still the highest proportion of total income (33%) although there was a decrease of 3% in comparison with it last year. Subsequently, UK and Spain were stable, accounting for 24% and 18% respectively. Income from Sweden promised a gradual rise since they started their program with AAV in 2008.

### **7.2.2 Partnership Income**

Partnership income (1,045k) was 31% of total income which completely reached the CSP' target (30%) though lowered than the plan (73%) which included both confirmed and unconfirmed figures (graph below). Some unconfirmed contracts such as "Strengthening capabilities of people's agencies, network and government officials", "Promoting people's participation and people centred planning", "Governance focused activities for theme and DAs" under the EC were not successful due to higher requirements and expectations from the donors as well as fiercer competition amongst entities. Main reasons for other

unconfirmed contracts were also discussed hereunder.

In return for our time and efforts, some unplanned projects have been simultaneously awarded by DEC (GBP194k), ECHO (EUR300k) and AECID (EUR200k) in response to the Ketsana storm in Vietnam's Central highland plus IFSN phase 2 (EUR90k). Those projects with negative balance like DIPECHO2, ECHO2 and EC Soctrang will be made up upon the successful completion of the final reports. The rest was under ongoing projects (DANIDA, Irish Aid).



### 7.3 EXPENDITURE

Total expenditure of AAV in 2009 was GBP3.3 mil, dropping 12% as compared to 2008 while rising 5% as compared to the forecast (GBP3.1 mil). This was mostly because of excessive utilization in projects (11% ) whereas they were under utilization in other parts.

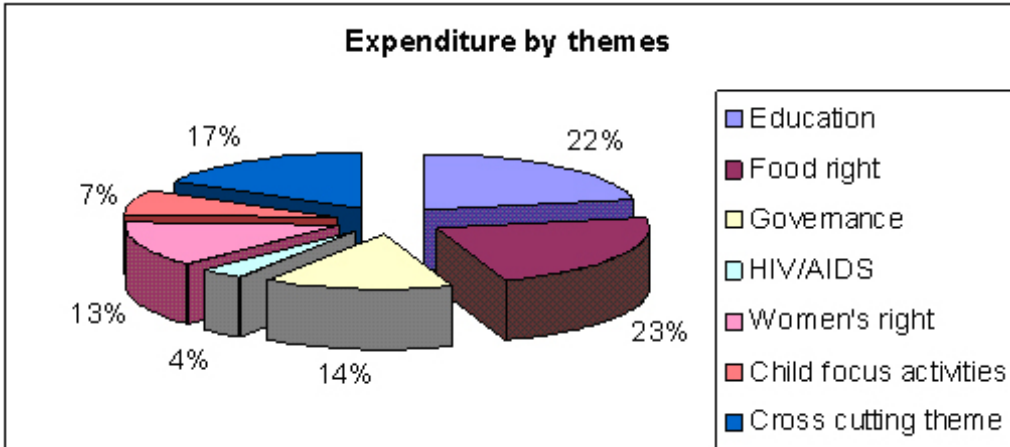
The overspending of project costs (11%) can be partly explained by the exchange rate losses with the example of deficit (GBP6k) in building kindergarten in DA3 (Dien Bien). Some other initiatives which was unplanned, for instance, researches on female migrant

workers with C&D amounting to GBP18k, additional costs ICT4D and MIS projects. Some unplanned projects (DEC, ECHO3) also attributed to the increase in project costs. Fundraising cost grew up by 2% in the expenditure proportion mostly due to the inflation of related prices such as postage/ mailing and printing. This growing trend requires a careful attention of MGT so that the CS works/products can be produced at the highest quality by revising cost norms to cope with the change in the market but saving costs in the context of sponsorship admin income's reduction due to the big step.

Category	Amount '000GBP		Percentage	
	Actual 2008	Actual 2009	2008	2009
Project cost	3,289	2,755	87%	83%
Support cost	311	311	8%	9%
Fundraising cost	185	239	5%	7%
Governance cost	10	21	0%	1%
<b>Total exp.</b>	<b>3,795</b>	<b>3,326</b>	<b>100%</b>	<b>100%</b>

With regards to themes spending, food right was still the biggest proportion thanks to the continuously awarded contracts from EC with EC Soctrang, DIPECHO2, ECHO2

and ECHO3. Following were education and Women's right with sponsor of twin Irish Aid projects and Bridging fund, then governance with DANIDA's project.

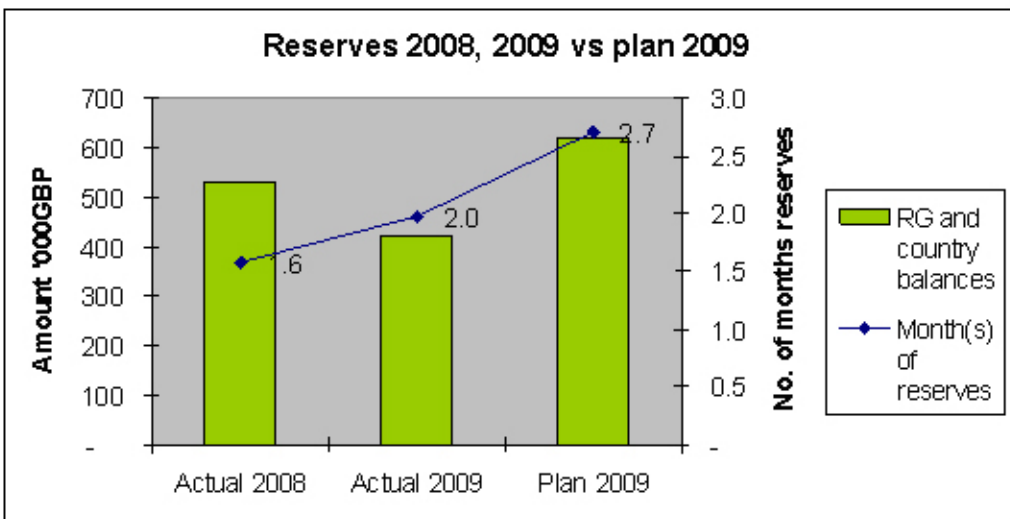


### 7.4 RESERVES

Vietnam got nominal inflation rate of 6.88% for 2009, yet, some basic and regular costs such as utilities, rental and services were much higher. Therefore, it was the responsibilities of MGT to manage the reserves at the requested level, from 2 to 4 months and this task became more

difficult than ever during the context of fluctuations.

Total reserves at the year end were recorded at GBP728k plus unspent fund from partnership projects of GBP306k. The actual figure was 2.0 months in comparison with plan of 2.7 months (plan 2009 covered both confirmed and unconfirmed) is illustrated as follows:





## 7.5 MANAGEMENT ACCOUNTS

Management accounts were produced on monthly basis with understandable analysis to keep budget holders to be aware of spending progress. Reserves information (brief Table E) was delivered monthly to related stakeholders and highlighted issues (high reserve) were also discussed in management meeting (every two months). With the advantage of Vision 6, 100% of reports were automated from SUN to enable us timely and accurately distributed financial data/analysis.

## 7.6 PRRP

“Practical Guideline” for finance staff in participating ALPS processes such as DA appraisal and PRRP are already in place. And it is a must that every finance staff has to at least to take part in one PRRP in a year.

In the period, finance staffs have participated in 2 PRRPs. In those PRRPs we have collected feedbacks from communities and partners which could be summarised as follows:

- Financial information in DAs: there was information available to the communities and partners such as cost norms; budget and spending of activity that community and partners directly involved in; funding sources etc. However, communities didn't know the overall budget of the DA; how much was the spending for partner management etc.
- Support from finance function: the partners highly appreciated the close support from AAV finance staff. Fund transfer from AAV to partner: Most of disbursements were made on time.

## 7.7 AUDIT

Some external audits were carried out during the year 2009 both for AAV and some single projects like ECHO2, DANIDA, Irish Aid. Recommendations from external auditors mostly related to DAs' compliance with AAV's financial policy such as monthly bank/cash reconciliation, VAT refund.

Audit findings and recommendations are always part of discussion in management meetings. Internal auditor has responsibility to follow up the implementation to avoid the recurrences in the future.

## 7.8 HEADCOUNT NUMBER AND OTHER ISSUES

Total AAV staff in 2008 was 65, 13 new staffs have been recruited during 2009 and 7 staff left the organization, making total staff by 31st December 2009 reduced by 6 people. There were some cuttings but others are in the process of recruitment. Permanent decrease in numbers of staff included 1 from IPD, 1 from program and 2 from DIPECHO project due to project end while vacancies for 1 HROD officer and 1 program officer will be filled up in 2010.



Source: AAV

### **Best practices in 2009 and trainings**

We are on the process of decentralization therefore monitoring (from both finance and program perspectives) will be one of the important tools to ensure the effectiveness and efficiency of the fund we spent. To this effect, random audit was conducted not just only on the paper but also through interview with direct beneficiaries/communities. Consequently, quality of financial management at DA level as well as program has been improved remarkably from 2009. Local financial guidelines will be reviewed in 2010 to meet this requirement.

In 2009, we introduced MIS to all stakeholders and this software will be

continuously completed by IT Company so that the software can be used easily and comfortably throughout AAV and DAs. Sharing of information through MIS then will be really effective and active

Since ActionAid Vietnam experienced dramatic changes of staff in late 2008, we are the new team including HoF, SUN & Vision 6 training which was not in the plan was conducted for all finance staff. Two finance staff also had chance to join log frame training together with others from different functions which will be really helpful for us as team to prepare proposals in the future.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every receipt and invoice should be properly filed and indexed for easy retrieval. This is particularly crucial for businesses that deal with a large volume of transactions, as it helps in identifying discrepancies and ensuring compliance with tax regulations.

In addition, the document highlights the need for regular audits. By conducting periodic reviews of financial records, businesses can detect errors or fraud early on, preventing potential losses. It also suggests that businesses should invest in reliable accounting software to streamline their record-keeping processes and reduce the risk of human error.

Furthermore, the document provides guidance on how to handle complex transactions, such as those involving multiple parties or jurisdictions. It advises businesses to consult with legal and financial advisors to ensure that all transactions are properly documented and compliant with applicable laws.

Finally, the document concludes by reiterating the importance of transparency and accountability in financial reporting. It encourages businesses to provide clear and concise reports to stakeholders, ensuring that they have a complete understanding of the company's financial health.



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