



# ANNUAL REPORT

## Vietnam, 2013



Alternative  
Livelihoods



Women's Rights



Quality  
Education for All

Democratic  
Governance



Emergency  
& Climate Change

**ActionAid Vietnam (AAV)** is a development organization working in Vietnam since 1989. It registered its representative office in Hanoi in 1992. During 25 years of operation in country, AAV actively supports Vietnamese people and Government to end poverty. It empowers women, girls, people living in poverty to act for change, to end poverty and injustice.

Over the years, AAV has expanded its programs to more than 20 provinces in the poorest pockets of the country in the Northwest Mountains, Central Highlands and Mekong Regions. AAV is well recognized by the Government of Vietnam, development partners and communities for its contribution to the development of the country.

## Our Vision

A world without poverty and injustice in which every person enjoys their right to a life of dignity.

## Our Values

These are the values guiding all of our work to transform ourselves, the society, the community, the culture and to free people from poverty and injustice:

- **Solidarity** with people living in poverty, the powerless and the excluded.
- **Transparency and Accountability**
- **Independence and Neutrality** from any religious and party-political affiliation

## Our Theory of Change

We believe that an end to poverty and injustice can be achieved through purposeful individual and collective action, led by the active agency of people living in poverty and supported by **solidarity, credible rights-based alternatives and campaigns** that address the structural causes and consequences of poverty





## MESSAGE FROM COUNTRY DIRECTOR

*Dear all supporters, partners, communities and friends,*

*It gives me great pleasures to report that the work of AAV in 2013 has positively affected the lives of 2,625,778 people, including tens of thousands of children and women, in the country. This was possible through our 17 Local Rights Programme (LRPs) and 5 other special projects.*

*In 2013, AAV seriously invested in establishing the baseline data for all LRPs, and successfully completed the survey on ground in all LRPs. This is significant because AAV is now able to measure the changes and impacts the programmes have made to the lives, livelihoods and positions of the people with whom we work. The baseline will also enable AAV to further improve monitoring and evaluation system in country, making the programme much more transparent and accountable to the communities, to the partners and donors. The system has allowed AAV to effectively gather evidence to influence government policies on social protection, climate change, youth, governance and women rights. This meaningfully contributes to achieving goals of sustainable human wellbeing and justice towards a society with no poverty*

*Following the Human Rights Based Approach, AAV engages in setting up development models to end poverty at the local level, at the same time building*



## act:onaid

capacity of the duty bearers and rights holders to work together to claim their rights and entitlements.

*AfV works with network of 572 community development clubs, which provide opportunities for women, ethnic minorities and poor people to understand their roles and rights, and mobilize to bring about positive changes to their lives. These clubs serve as a foundation for local people and authorities to enhance their knowledge, attitude and behaviours for working together on sustainable socio-economic development in the locality. This encourages the communities to take ownership of and fully contribute to initiatives that benefit them directly. Once the people know and own the processes, all initiatives for development will become easy.*

*This year of 2013, AfV, as part of the nationalization process, has started the preparation to improve its internal governance. An Advisory Board has been appointed to advise and support the AfV's management team, so that governance of the country programme will be more independent, transparent and accountable. This process will continue in the next years, targeting that by end of 2017 AfV is a full member of AfI.*

*All of our achievements would not have been possible without the generosity and trust of you, our sponsors, donors, partners and communities. Thank you very much for your help.*

*I would also like to thank all of ActionAid Vietnam staff for their dedication and hard work.*

*We are grateful for your continued companion and solidarity. Together we will make change for a better wellbeing of Vietnamese people.*

**Hoang Phuong Thao**  
Country Director  
ActionAid Vietnam







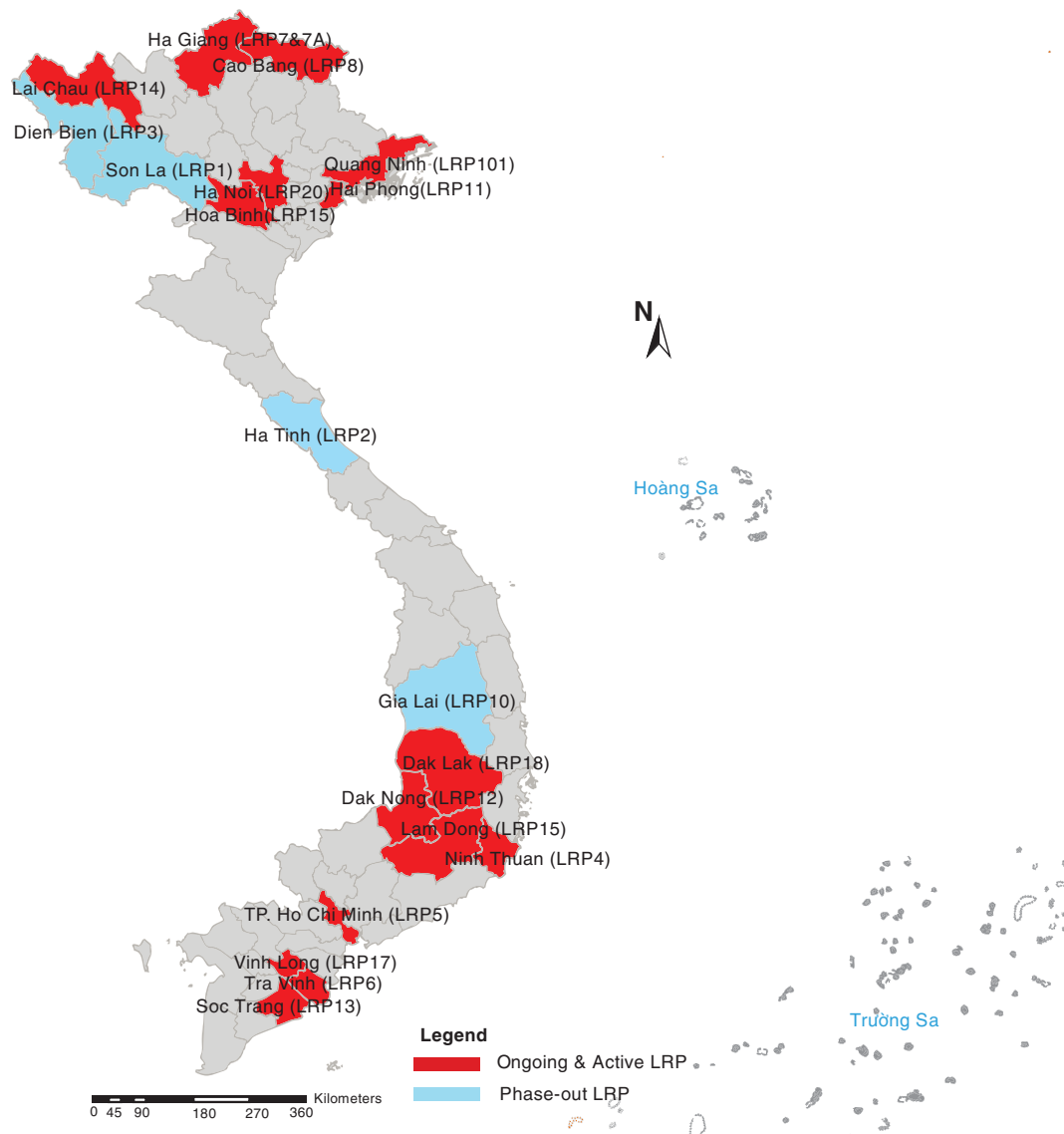
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## ABBREVIATIONS

AA	ActionAid	GPAR	Governance Public Administration Reform Network
AAI	ActionAid International	HRBA	Human Rights Based Approach
AAV	ActionAid Vietnam	IEC	Information, Education and Communication
ALPS	Accountability, Learning and Planning System	IFSN	International Food Security Network
APF	ASEAN People's Forum	IPD	International Partnership Development
AEPF	Asia Europe People's Forum	IT	Information Technology
CCA	Climate Change Adaptation	KCP	Key Change Promise
CCD	Center of Community Development	LRP	Local Rights Programme
CIFPEN	Civil Society Inclusion in Food Security and Poverty Elimination Network	M&E	Monitoring and Evaluation
CFRC	Committee and Community Finance and Resource Centre	MoU	Memorandum of Understanding
CRSA	Climate Resilient Sustainable Agriculture	NGO	Non-Governmental Organization
CP	Country Programme	NSA	Non-State Actor
CS	Child Sponsorship	OP	Organizational Priority
CSO	Civil Society Organization	PP	Programme Priority
CSP	Country Strategy Paper	PVA	Participatory Vulnerability Assessment
DFID	Department for International Development	SBC	School-Based Counseling Center
DGT	Democratic Governance Team	SMT	Senior Management Team
DRR	Disaster Risk Reduction	SPD	Support Programme for Development
EC	European Commission	TCDC	Training Centre for Development and Cooperation
EIDHR	European Instrument for Democracy and Human Right	TOT	Training of Trainers
ELBAG	Economic Literacy and Budget Accountability in Governance	UK	United Kingdom
EUR	Official Currency of the Euro Zone	VDRC	Village Disaster Risk Reduction Committee
GBP	Great Britain Pound Sterling	VND	Vietnamese Dong - Currency of Vietnam
GBV	Gender Based Violence	VUFO	The Vietnam Union of Friendship Organizations
		WTO	World Trade Organization
		YTC	Youth To Change

## AAV's WORKING AREAS MAP - Local Rights Programmes (LRPs)



## HIGHLIGHTS OF THE YEAR

### 1. ActionAid Vietnam will become a full member of ActionAid International by 2017

AAV, after a lot of preparation in the past few years, has started the journey to become a full member of AAI by 2017, at the approval of ActionAid International Board. An Advisory Board to AAV has been appointed. This helps improve the governance of AAV, making it more legitimate, transparent and accountable.

### 2. Southeast Asia Community Knowledge Hub is launched

AAV launched the Southeast Asia Community Knowledge Hub (SEAComHub) there by providing an open space and opportunities for non-government and informal institutions and individuals in Vietnam and other neighboring countries in Southeast Asia to build their capacities and strengthen their networks.

In 2013, SEAComHub provided 12 training courses on different topics such as: Human Rights based Approach (HRBA), Reflection-Action tools, Promoting Rights in School (PRS), Economic Literacy and Budget Accountability for Governance (ELBAG). The courses included both training of trainers and further cascading of training, to about 300 participants who are AAV staff, partners and members of communities.

This is a part of AAV's commitments made in the Country Strategy Paper V (CSP V): By end

of 2017, AAV will have built a hub that provides capacity building and a networking platform for non-government groups and informal institutions in Vietnam and other neighboring countries in Southeast Asia. It will increase the capacity, credibility and solidarity of these organizations for leadership in social changes.



*Peer INGOs participate in the training at SEAComHub. (Photo: AAV)*

### 3. Baseline for all Local Rights Programmes (LRPs) is established

For the last 20 years, AAV has applied a comprehensive Accountability Learning and Planning System (ALPS) ensuring participation of the communities and stakeholders in measuring the impacts made by ActionAid programmes. The ALPS created space for qualitative community feedbacks and quantitative data to AAV for better appraisal, planning, reporting and learning. This in turn helps AAV to make necessary changes in its operations and approaches to deliver its CSP V.



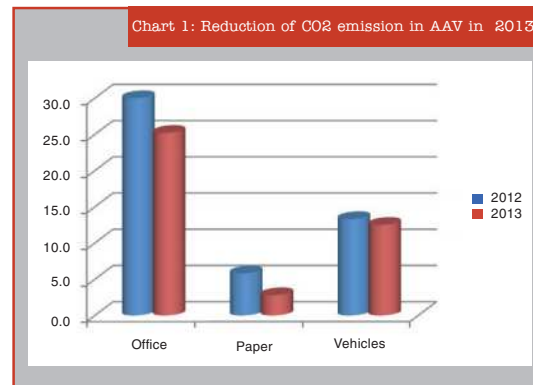
In order to improve the quantitative data for monitoring and evaluation to show more tangible changes from our engagement with communities and stakeholders, in 2013 AAV mobilized significant human and financial resources to conduct a baseline survey in all 17 active LRPs. The survey was conducted from May to July 2013. A total of 34,490 people from 6,888 households in 17 LRPs were surveyed. This included 6,112 households from communes where AAV's current Local Rights Programs (LRPs) are located and 776 households outside the LRPs (control group). Local officials at district, commune and village level (Heads of People's Committee, heads of Women's Union, heads of Youth Union, teachers, amongst others) were also interviewed to collect information and to assess current local socio-economical situations.

The baseline survey has given AAV a comprehensive dataset that could be used as a foundation or a benchmark of current programme interventions in different geographic areas in Vietnam. The dataset has been in place and proves that it is fundamental for AAV to ensure and improve the programme quality in Vietnam.

#### 4. AAV office is greener with commitments and actions from all staff

In 2013, AAV has reduced 18% carbon emission by reducing the use of paper, vehicles and office facilities (electricity, water, etc.). In addition to the good practices started in 2012, all three AAV offices have reduced the number

of printers from 21 to 8 (62%), operation of air-conditioners is reduced to 10 hours, (8:00 am to 6:00 pm). Paper recycling is seriously applied where possible. In Southern Regional Office, all staff use public transportation to the field, while staff in the North and Central region instead of having many trips in a month, now combine and have longer trip in the field each month. Carbon emission from AAV operations in 2013 reduced by 4.8, 3.0 and 0.8 tons for office, paper and vehicle respectively.



In LRPs level, many actions were undertaken for reducing carbon emission. This included compost making from farming waste to fertilize the soil, producing biogas to reduce environmental pollution from animal waste. Effectiveness of biogas models was reported in local and national newspapers. Following is a link to "mediacipping" on biogas model in LRP13, SPD Long Phu, Soc Trang province:

<http://www.khoahocchonhanong.com.vn/modules.php?name=News&file=article&sid=13267>

## 5. Programme Highlights

In 2013, AAV's implemented its programme in 17 local rights programmes in 15 provinces that directly benefited 136,620 people, of which more than 60% were women. The programme indirectly reached 2,625,778 people in 15 provinces, through AAV's engagement and support at different levels from local to national and international. The highlights of achievements that AAV made in 2013 are summarized below:

**Programme Strategies for all LRPs were developed:** Programme Strategies for all 17 LRPs were developed following a participatory process. These strategies provide directions for programme implementation/intervention at the local level. The strategies build on AAV CSP-V and capture the needs and priorities of different communities, and local authorities under the guiding principles and practices of HRBA and working toward the achievements of 5 Programme Priorities under the CSP-V.

**Successful handover of LRP2 in Ha Tinh:** AAV handed over its long-term programme in Ha Tinh (LRP2) to the local authority in Ha Tinh province. After 17 years of operation (1995-2012), development programme in LRP2 had brought about substantial changes in the lives of people in the districts where AAV supported. During this period AAV invested VND 76 billion (USD 3.7 Million) in Ha Tinh reaching more than one million people, helping them reduce poverty.

AAV is acknowledged by the local authorities and people for its long term contribution to the sustainable development of the local communities. Chairman of Vu Quang district of Ha Tinh province, mentioned: "AAV's efforts in the last 17 years has brought about positive changes in the lives of the people, and contributed to the enhanced capacity of the community and local partners. AAV has been credited for the role it played, together with other stakeholders, in reducing poverty rate in the district from 51.5% in 2005 to 20.85% in 2011. The local officials engaged in the programme have moved up in their careers and holding higher position in the local structure. Mr. Le Van Dinh, as Director of Ha Tinh Centre for Community Development (HCCD), the key partner of AAV appreciated the technical and financial support of AAV. He said: "We directly benefited from AAV's development programme, and are now confident to take over from AAV. We will continue AAV's work to generate changes for our homeland".



*Mr. Le Van Dinh, Director of Ha Tinh Centre for Community Development spoke at the handing over workshop.*

### Expansion to LRP 21 enables AAV to address multidimensional poverty in urban area:

Following CSPV, AAV has further expanded its programmes to urban areas, addressing emerging issues of multi-dimensional urban poverty in Vietnam. Huge influx of migrant people into urban areas, insufficient provision of public services to the poor, excluded groups and migration workers are the key reasons why AAV started working in the urban area.



*Processing survey in LRP 21.*

With LRP 21 starting its operation in Binh Tan District of Ho Chi Minh City, AAV expanded its outreach to an additional 50,000 people, most of them being poor migrant workers.

**AAV staff further enhance their knowledge in programme and organization** in key areas of human rights based approach (HRBA), Women's rights, Diversity and promoting rights in schools (PRS): This is a part of ActionAid's commitment to build capacity and leadership for all staff. It ensures AAV's staff being equipped with state-of-the-art knowledge and skills on development issues, as well as having specific tools to improve

the programme quality. World-known speakers and trainers have been invited by AAV to deliver the trainings on Women's Rights, HRBA and PRS. Vietnamese top activists for the rights of the Lesbian, Gay, Bisexual and Transgender (LGBT) were invited to the Diversity training. The courses hosted by SEACoMHub and much appreciated by all participants for the usefulness and up-to-date information shared in the trainings.



*AAV staff participated in the training on "Sexuality and Diversity, and Women's Rights"*

Access to the links below to AAV website for some key trainings for staff in 2013

<http://www.actionaid.org/vietnam/stories/actionaid-vietnam-organizes-training-policy-and-advocacy>

<http://www.actionaid.org/vietnam/stories/aav-training-workshop-womens-rights-private-property-causes-patriarchy>

**AAV works with Vietnam Lawyers Association (VLA) in researching the possibilities to draft the Law on Referendum**, as promulgated the newly revised and approved Constitution of Vietnam. AAV and VLA cooperated to conduct



a comparative analysis on how referendum are organized in other countries, which issues will require referendum and most importantly, how people and their representatives make decisions in the referendum. The cooperation will continue from November 2013 - October 2014, targeting to collect opinions and feedbacks of people and lawyers in all 63 provinces of Vietnam on the issue. Both ActionAid and VLA will submit the people's opinion to Vietnam National Assembly in October 2014. This is the first time AAV works with Lawyers Association and we hope to continue the successful cooperation in the future.

**AAV supports Vietnam academia to study democratization of decision making by local governments in urban setting.** ActionAid worked with Institute for Research on Policy, Law and Development (PLD) under the Hanoi National University of Social Science to review the gaps of current decision making model at the ward level in Hanoi, from where AAV-PLD succeeded in generating interest of policy makers, law experts, academia, and local people when they actively participated in dialogues and survey. Following the recommendations of the survey, AAV-PLD plan to bring forward this initial success to all wards in Cau Giay District for a larger scale implementation before proposing it to Hanoi city level authorities.

Through the project it is clear that the more local people are aware and actively participate in the decision making process, the more relevant and efficient the decision will be. At the second

phase of the project AAV plans to introduce tools for people to monitor the accountability of public service providers in urban setting. Such tools include citizen report cards, community report cards, transparency board, which help enhance the access of migrant people to quality public services. This is a part of AAV's larger programme on social protection and accountability by public service providers.



**Under YlePA (Youth Leadership in enhancing public service providers' accountability) project,** 15 youth clubs were established in 5 LRPs across 3 regions, attracting 342 members, who are mainly from ethnic minorities. This is a part of AAV's larger efforts to invest in Youth as the Agent of Change to end poverty and injustice. These 342 youth members will have exposure to other 50 youth clubs in 18 LRPs. They got training to enhance their skills and knowledge of public services, democratic governance, women's rights and power relations with regards to poverty reduction and



development. Youth clubs in YlePA project are able to assess the quality of public service and present their voices to enhance accountability of public service providers.

This project is a part of AAV's larger programme on Youth - **"Today's Owners - Tomorrow Leaders"** aiming at mobilizing at least 10,000 youth from Vietnam to contribute to development of their own and of the country by 2017, through different engagement in poverty reduction, art and theatre, life-skills development, political dialogues and media.

**AAV joins hands with AAI to campaign for Tax Justice and Safe City:** AAI's Tax Power Campaign (TPC) was launched globally on July 1st, 2013. Main objectives of the campaign were to advocate for a progressively collected and

progressively spent tax system in developing countries, so that they can have resources and power to decide on their own development agenda. In response to the global campaign, a local TPC webpage ([www.actionaid.org/suc-manh-thue](http://www.actionaid.org/suc-manh-thue)) is developed. Information about TPC, being translated into the local language are presented. AAV staff & partners joined "taxpaysfor" photo action to present the call to spend tax wisely and with accountability.

Under the framework of Safe Cities Campaign in Vietnam, a policy analysis on safe cities for women and girls in Vietnam was conducted. Its findings were essential for safe city campaign in Vietnam. At the end of 2013, a street survey to identify forms and extent of violence against women and girls in public places was conducted. Its report, expected to be launched

in 2014, will provide more evidence and recommendations for safe city campaign in 2014 to make public spaces safer for women and girls. The survey took inputs from nearly 7,000 people in two biggest cities in Vietnam - Hanoi and Hochiminh City.

**ASEAN Leaders are called to be accountable to promote small farm holders.** In 2013, AAV actively participated in different processes on ASEAN both in Vietnam and Myanmar. A regional research on agriculture and land in ASEAN was jointly conducted by AA Myanmar, Thailand, Cambodia and Vietnam. The findings call upon ASEAN leaders to be accountable in promoting small holders for sustainable agriculture in the region.

## **AAV spoke at the 3<sup>rd</sup> International Conference organized by the Vietnam Government and INGOs in Hanoi:**

In the last quarter of 2013, Government of Vietnam, through its Vietnam Union of Friendship Organization held the 3<sup>rd</sup> International Conference with INGOs in Vietnam - an event organized only once in 10 years. It was participated in by 800 delegates from the Foreign NGO communities, international Agencies for Cooperation and Development, donors, representatives of foreign embassies in Hanoi, ministries and government agencies and people's organizations. The objective of the conference was to review Foreign NGOs work and cooperation with Vietnam during the last 10 years; widely share

information, experiences and lessons between stakeholders; share Vietnam's priority and needs in socio-economic development for the next five years and discuss measures for further cooperation.



*Country Director of AAV leading the INGOs presentation on socio-economic developments for Vietnam at the Conference (Photo: Lan Dao)*

Representing the INGOs in Vietnam in the debate on socio-economic development and future of INGOs in Vietnam in the next 10 years, Ms. Hoang Phuong Thao - Country Director of AAV, had asked the Vietnam Government to improve the legal environment and create favorable conditions for the operation of the Foreign as well as local NGOs; Ensure that the foreign aid is better managed and utilized; Create more opportunities for responsible private sector, I/NGOs and people to work together for poverty alleviation; foster people to people linkages and solidarities between people of Vietnam and the outside world.

Key recommendations were incorporated by the Government in the Final Declaration of the meeting and follow up actions.



Her presentation was widely quoted by the media. Check on Times Newspaper, Friendship Magazine and the links online below for details:

[http://dangcongsan.vn/cpv/Modules/News/NewsDetail.aspx?co\\_id=30315&cn\\_id=624511](http://dangcongsan.vn/cpv/Modules/News/NewsDetail.aspx?co_id=30315&cn_id=624511)

<http://muasamcong.vn/danh-muc-tin/detail/vietnam-ghi-nhan-dong-gop-cua-cac-to-chuc-phi-chinh-phu-nuoc-ngoai>

## ACTIONAID CHANGED OUR LIFE!

### I am empowered by the collective strength of the community development group

My name is H Bun Nie, born in 1970. My husband passed away 10 years ago. I live with my mother and 5 sons in Ea Knuop village, Cu Ni commune, Ea Kar district, Dak Lak Province, Vietnam.

My family is poor. Our income mainly comes from agriculture activities. If everything goes on well, we will have an average income of about VND 20,000,000 (USD 1,000) per year.



*Mrs. H' Bun Nië is weeding her pepper garden*

I am elected as leader of women association in my village and I am proud of it. This all started when AAV began supporting our community development group “Hi vong” (Hope). Our group has 14 members and we get support to raise pigs for better livelihoods.

Before joining AAV's trainings, events,

dialogues, I was a very shy woman. I felt nervous when joining the crowds. When I spoke, no one listened to me. AAV helped me by introducing me to the Hi vong Group, equipped with different skills through training and exposure to other groups. I am now confident to talk in public. I learnt about raising pigs, chickens, farming to improve my family's economy. AAV also helped me learn on how to manage the resources better as well as to feed my children with healthy food. My family gets better life.

I share my knowledge and skills with other members in the Hi vong Group. We are all now confident with different livelihood options, which make our life more comfortable with sufficient food throughout the year, no more hungry month like before. Poverty in my village has reduced and we are assisting each other to end poverty and violence. We also help each other to understand about our rights and violence against girls and women.

My group members give me trust and strength. We will certainly continue to help each other. AAV can continue taking side with us and providing us encouragements and new skills.

### **AAV helps One-Stop Shop to make information transparent at reduced costs, time and without corruption**

Cu Hue commune is located in Eakar district, Dak Lak province. There are 18 villages in this commune, seven of them are populated by ethnic minority people, and most of them are Êđê.



In the past, whenever people wanted to have a document certified or approved by the Commune People's Committee, usually it took a long time. Sometimes it could take weeks or months, and the processes are usually complicated. So in order to get things done, local people usually paid bribe to the local government officers, who would help running from one desk to another to get the document completed. Sometimes, people found it so cumbersome that they simply gave it up.

In 2006, the Government of Vietnam introduced One-Stop-Shop initiative. With this One-Stop-Shop, whenever people need approval or certification from the local authorities, be it a birth registration of a baby, a residence permit, a land use certification, etc., all they need to do is to come to the one "shop" at the Commune People's Committee. The "shop-keeper" will collect the applications and process, then return to the people the completed certified/registered/approved documents.

In Cu Hue, with a total of 10,594 inhabitants, there are about 100 documents submitted to one-stop shop for processing every day. Due to the lack of resources, "One-Stop-Shop" in Cu Hue Commune was deteriorating. It was in very small room without desks, there was no filing cabinet, information board and waiting chairs for villagers. Officially, the 'shop' is required to publicly display all information on new policies, procedure for processing documents and service cost for accessing each kind of documents. However, this was not possible. Additionally,

as there was no enough space, "shop-keepers" - the staff could not work together from one place but stayed at different offices around the building of commune people's committee.



*One-stop shop in Cu Hue commune after renewal (Photo: SPD Eakar)*

Villagers as a result had to spend a lot of time preparing documents and waiting for processing these documents. They complained about it a lot. Some villagers gave up registering their children's birth, some villagers, needing the land use certification, had to pay extra to get the paper done.

In June 2012, with AAV support, Staff in "One-Stop-Shop" in Cu Hue had a chance to visit a successful one-stop shop in Hau Giang province. They learned from the experiences of displays at one-stop shop, storing profiles logically, coordination mechanism, etc. The staff of "One-Stop-Shop" in Cu Hue were so impressed by their centre. After the trip, a proposal on improving the "One-Stop-Shop" in Cu Hue was sent to commune's people's committee. At the end of 2012, the proposal was approved and the centre



was ready for renewal. Since 2013, villagers were very pleased when they visit the one-stop shop in Cu Hue since they could easily access updated information from the information board, contacts details of related officers for the process and had chairs to sit while waiting. Especially, villagers knew clearly how much time was needed for processing each kind of document; they also received a promissory note for documents that needed more than one day for processing. Villagers as a result didn't have to wait for a long time. All the information now is clearly presented to the villagers, both in terms of required papers, procedures, and timeline. So no one has to pay extra now. They felt very pleased about this new system, thanks to AAV's support.

## Change happens when children raise their voices

My name is Nguyen Thi Thao My, a fifth grader in Le Van Cu primary school, Vung Liem district, Vinh Long province.



*Nguyen thi Thao My with  
her classmates*

"Having been supported by AAV and Vung Liem Supporting Programme for Development, we, primary school children, together composed a play sharing our anticipations. I played a role in the play, which talks about safety of children while going to schools. This play is based on the reality that some class-rooms of our school stand just on the road side, where children have to cross the narrow and sloppy road. We also have to walk through a bridge without supporting railings. All of these scare us whenever we go to school. From the play, I expressed the wish that my school is constructed at a place where we do not have to cross the road so often".

Thao My and her classmates were trying to express their opinions through a theatre based performance supported by AAV in 2013. This is a good channel for children to raise their voice. Although somehow, the schools, with their limited resources will not be able to solve all the requests from the children, they can take some actions within their ability. The play from My and her classmates could not change the location of the school because it would need much more resources to re-build it. However, she and her friends could bring out a change for the whole community when the school has mobilized its funds and that of local authority to make the bridge safer with railings.

"From this forum, we can raise our voice. We are happy when people listen to us and respond. We will keep on doing this to make our school better. I also feel the sense of solidarity when I

myself cannot bring the change alone. I thank my classmates for standing by me and we move on together”

### Dialogues to improve the relations between workers and employers

Vinamot, an FDI (Foreign Direct Investment) garment company in Hai Phong has around 300 workers, 90% of them are migrant women workers who come from neighbouring provinces. Vinamot claims that they fully comply with relevant Vietnam law but never organizes any social events to circulate legal information to the workers, according to Trade Union and workers of the company. At the same time, the managers of the company hardly participate in policy events taken place in the locality or interact with the workers to respond to their inquiries on rights and obligations.

AAV has actively worked with its partners in the province, especially with Trade Union and local government to negotiate with the employers to have dialogues on rights and responsibility of the workers in the factory. Time and again, the company refused to cooperate. With consistency and patience, AAV and partners worked with Trade Union to send a letter to higher authorities and figured out the way of persuading Vinamot about the benefits of having dialogue with their workers. On the other hand, AAV and partners mobilized workers to raise their voice in solidarity and asked for

policy dialogue with the employer. Eventually, Vinamot agreed.

The dialogues between Vinamot and the workers were carried out in a peaceful and professional manner. The workers demanded Vinamot to increase salaries and improve the quality of their lunch, otherwise they would go on strike. With strict and firm negotiation, Vinamot had to agree to increase VND 300,000 per month (USD 20 approx.) for each worker and to increase quality of the food. Each year, the Trade Union would update the workers at least once on legal information by the Trade Union. Through these dialogues, the workers are more empowered as they are aware of their rights, collective power and obligations. Vinamot, in turn, avoided strike or other unnecessary conflicts.

Pham Thi Lan, a worker in Vinamot said: “Thanks to the support of AAV and Centre for worker’s rights (CWR) - a partner of AAV, I know that workers have rights too. And we must organize and mobilize to claim our rights, not alone but all of us must act. From now on, we will work in solidarity and seek for support when needed. Hopefully, we can access to more legal information and participate in leisure or sport activities after working hours”.

With different interventions like self-governance groups, capacity building, IEC activity and especially dialogues, AAV and their partners have succeeded in calling for solidarity and joint action for change. This

is also an alternative AAV offers to the local government, to the workers and their employer to resolve conflict and ensure rights of women, especially women workers.

## **“Clean house” group helps me and many others to build a new life after we lost our land**

She is Hoang Thi Dang, 48, living in Uong Bi city, Quang Ninh province with her two sons. She and her family are farmers, growing rice and vegetables. In 2011, her family, like many others, had to give up their agricultural land with little compensation because her land was originally a public land. Without any proper plans in using the compensation money wisely, she and her family spent all the money in paying debts and re-decorating their house. She said “that year, my family was in bad crisis as I was unemployed and my family had no savings. I also followed some friends to do sea-food business in the city market but it was not enough to make a living”.



*Ms. Dang is working in her client's house*

“In July 2013, I was invited by the ward People’s Committee to attend a workshop on “Clean house” group initiated and funded by AAV and organized by AAV’s partner - Fund for Women’s Promotion (FWP). This is an initiative that supports land-lost women to be organized and get trained with skills to be a part-time or full-time housemaid. After the workshop, many women registered to be members, including myself.

Having done some assessment and writing commitment, in September 2013, we were provided with two training courses on needed skills to be a housemaid. We learnt about cleaning a house - a work that I thought I know so well but I did not. We also got training on labour law and self-protection skills against harassment. I was very interested in new knowledge and skills and actively participated. Other members trusted me and voted me as their group leader. I found myself more responsible to other women who are struggling to make a living. I decided to do my best to support myself and group members.

After the “Clean house” group was established, with the recommendations and linkage made by AAV and FWP, we got some jobs. At times, we were struggling because of no experience but we were committed to improve ourselves. After a month, we started getting used to the job and we continued supporting each other when required. We managed our work schedule well and time, we also kept promoting images and information



about “Clean house” group. Although, not all members have got the job, in general, we earn extra income every month, which make us so happy. For me, this is the best opportunity to earn a sustainable income.

On behalf of the group, I would like thank AAV and FWP for creating opportunities for us - women struggling to make a decent living. We hope our group will get more jobs for the members to increase our earning. By organizing into groups, we all feel the sense of collective and solidarity when supporting each other for advancing ourselves.

### **A farmer becomes the President of Fatherland Front**

Lang Van Nguyen, 32, is a farmer who lives with his wife and two children aged 9 and 4, in Ngo Dong Commune, Thong Nong District of Cao Bang Province. He and his wife are farmers who grow rice and raise livestock. His family is a near-poor household, and faces food shortage for a month annually. Nguyen is also a member of Management Board of Ngoc Dong Emergency Club.

Nguyen finished his high school six years ago and worked as a farmer until 2009. In 2009, LRP8 cooperated with Thong Nong Youth's Union to establish 11 Emergency Clubs in 11 communes, including Ngoc Dong Commune. Nguyen was chosen to be a member of the club.

Before joining the club, he lacked confidence

and he was afraid of speaking in public. After 8 months, Nguyen has been bold and enthusiastic and consequently, he was nominated as Vice President of the club. He has chance to participate in training courses on soft skills, leadership skills as well as knowledge on poverty and development. Therefore, his skills and knowledge have been improved remarkably. As a result, he was chosen as General Secretary of Ngoc Dong Youth' Union. In his new task, he has learnt more skills, working approach from Child Sponsorship, Benoy and Youth Leadership in enhancing public service providers' accountability (Ylepa) projects supported by AAV. Eventually, he was assigned to be the President of Ngoc Dong Committee of FatherLand Front which proved his improved capabilities, thanks to joining youth club.



*Lang Van Nguyen (right) and youth club members are preparing to organize Mid-Autumn Festival for children.*

Nguyen said, “My achievement is dedicated to support and encouragement of AAV and



SPD. Thanks to attending training and field visit, I become more matured. I would like to send AAV my sincerest thank for inspiring and empowering me”.

### Youth to Change brings love to children

Youth To Change (YTC), a volunteer network of young and dynamic students established by ActionAid Vietnam since 2011, highly successfully organized Fund Raising Program called ‘Connecting Love’. It aimed at raising 5,000 lunches for 200 children in Krong Bong

District, Dak Lak Province. With the passion and mobilization by YTC, VND 111,013,000 (USD 5,300) was raised, giving sufficient resources for 5,000 lunch and kitchen facilities for children in Krong Bong. The fund was also used to organize a great Mid-Autum Festival for more than 600 children of Dang Kang 1 Primary School and Hoa Phuong Elementary School.

A lot of students, celebrities, office workers in HCMC contributed to the success of the volunteer programme. “Though I am busy with exams, I still decided to join the Connecting Love Program orgnized by YTC to hold a meaningful Autumn for children in Dak Lak. It is commonly said that Summer is a season to Volunteer, however for me, with Heart, every season is considered a season to Volunteer” - said Nguyen Thanh Mai, a Student of Ho Chi Minh University of Economics.



## “ActionAid Citizenship” Award is established

In 2013, AAV’s SMT initiated, the “ActionAid Citizenship” Award to formally recognize the excellent efforts by made individual staff for the success of the organization. Three “ActionAid Citizens” were selected: Ms. Nguyen Thi Hoa - Programme Finance Coordinator, Ms. Tran Tuan Anh - Central Programme Facilitator and Ms. Duong Minh Nguyet - Policy Coordinator. Each of them selected different gifts offered by ActionAid (to take time off for reading, learning new skills or going to the field emersion trip with their family or friend).

The staff felt very positive about this Award as it encourages new learning as well as recognizes contributions that they make.



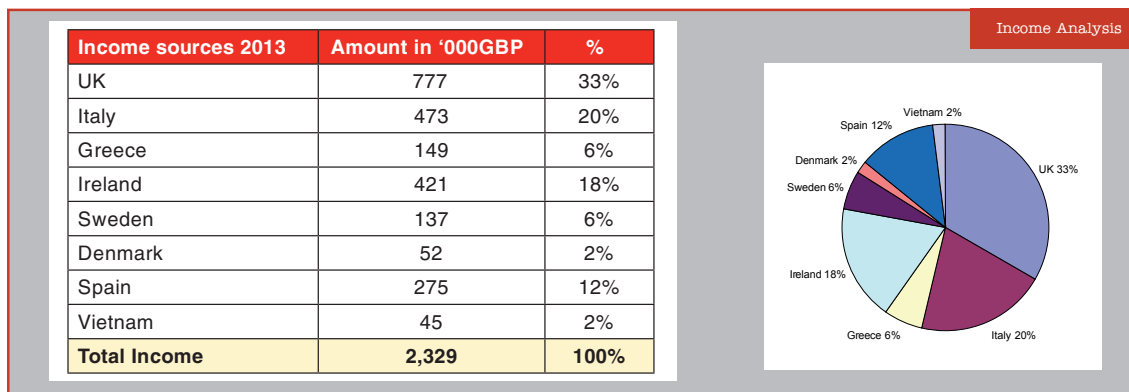
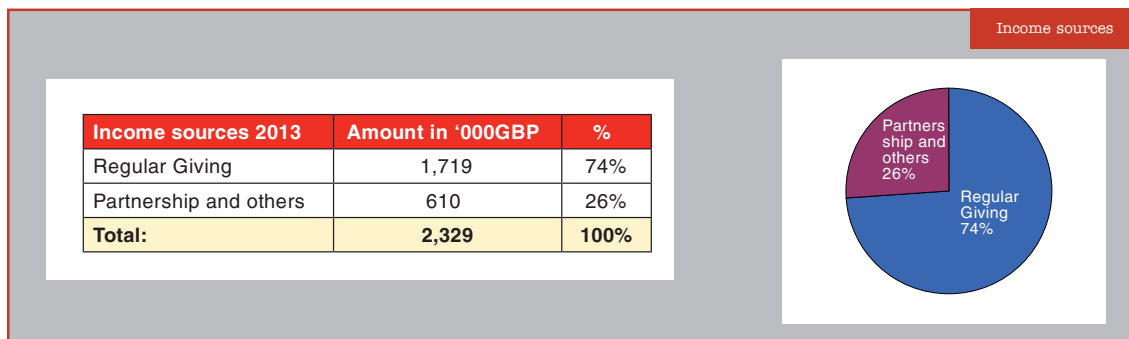
*Duong Minh Nguyet - Policy Coordinator - proudly presents the award trophy and certificate*



*Nguyen Thi Hoa (left) - Programme Finance Coordinator - in her emersion trip with her husband to LRP 12*

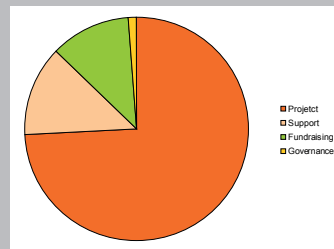


*Tran Tuan Anh - Central Programme Facilitator - reading books*



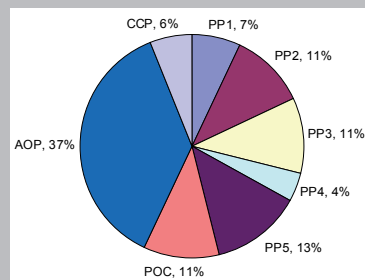
## Expenditure

Expenditure	Amount in '000GBP	%
Project	1,387	75%
Support	240	13%
Fundraising	215	12%
Governance	15	1%
<b>Total Expenditure</b>	<b>1,857</b>	<b>100%</b>



## Programme Expenditure

Programme Expenditure 2013	Amount in '000GBP	%
PP1 - Livelihood & Agricultural	100	7%
PP2 - Governance	148	11%
PP3 - Education	154	11%
PP4 - Emergency	56	4%
PP5 - Women & Girl	180	13%
Partners' Operation cost (POC)	151	11%
AAV's Operation cost (AOP)	507	37%
Cross cutting PPs (CCP)	90	6%
<b>Total:</b>	<b>1,387</b>	<b>100%</b>

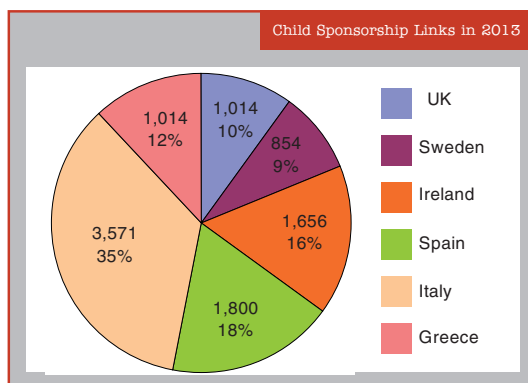




## RESOURCE MOBILISATION AND DEVELOPMENT

In 2013, there were significant changes to ActionAid Vietnam's resource mobilisation and development.

Vietnam has become a Middle Income Country (MIC) since 2010. As a result, institutional and official donors are reducing or closing their aid programme to Vietnam. Due to the continued negative impacts of the financial crisis and stagnant economies in Europe, income from Child Sponsorship - traditionally the main source of income for ActionAid Vietnam - continued to decline. At the end of 2013, ActionAid Vietnam received financial support from 11,834 regular giving supporters, from UK, Italy, Spain, Ireland, Greece and Sweden.



Highlights of the year is certainly the Greek Volunteer Program in LRP14 Lai Chau through ActionAid Greece. The volunteers came to help the communities in harvesting their rice, picking up tea leaves from the tea garden,

building school yards and fences in Phieng Tien kindergarten and Na Hieng kindergarten-primary school. Through their support, two school yards and iron fences were constructed and many new trees were planted in the schools compounds. A total of 500 children have benefited from the program to have safer and better learning environment at their schools.



All support in this programme was part of AAV's initiative on "Small Bricks - Big Changes". The programme aims in helping 10,000 children from difficult conditions to get better access to education. This programme was started in 2012 and will run till end of 2017. At the end of 2013, the programme has already been supporting over 2,000 children, bringing them better education, therefore securing a better future.

The success of sponsors direct engagement to community development this year has been documented at YouTube: <http://youtu.be/sIO->

Y7G525w. It encourages AAV to continue this programme in the years to come. If you would like to be a sponsor or joining this community development programme with direct engagement with the people, do write to us at: [vongtaybeban@actionaid.org](mailto:vongtaybeban@actionaid.org)

Despite the declining trend of official funding in Vietnam, AAV has been able to maintain its funding base diversity.

- Funding from official/institutional/individual donors to the organizations reached GBP 428,085 equivalent, making 25.8% of the total income which mainly came from EU, IrishAid, Benoy Foundation, Stanley Thomas Foundation, Mr. and Mrs. Bardoul as well as other sources. We are grateful for all of the support and will maintain regular communication with the donors on programme quality and updates.
- This year, after a long time, AAV restarted its corporate social responsibility programmes. This is a channel for corporates to have direct link to communities and respond to their needs. Corporates engage in different activities basing on their strengths and priorities. AAV received EUR 99,931 (USD 136,000) from Nokia Asia Pte. Ltd. supporting 142,000 people in Soc Trang Province, Mekong River Delta to prepare for disasters and effectively address them before, during and after the incidents, using Nokia Open Data Gathering software

on Nokia Window phones. The project has received a lot of attention and interest from local people, especially young people and the authorities. We would like to thank Nokia Pte. Ltd. for their generous support. The project will run from December 2013 - December 2015.

- After three years of preparation, the local fund raising programme is now officially started with approval and support from ActionAid International. The programme is to offer an opportunity for Vietnamese and expats in country to give a hand to needy Vietnamese. With a small contribution of VND 10,000 (USD 0.4) per day in a year, sponsors can give 10 Vietnamese children 20 nutritious lunches at school, or 2 children to have full set of books and note books for entire school year. The children and their communities will be supported in different ways, so that their lives and rights will be fulfilled. If you are interested to support us financially or technically, do not hesitate to write us at: [vongtaybeban@actionaid.org](mailto:vongtaybeban@actionaid.org).

During 2013, Southeast Asia Community Knowledge Hub (SeAComHub) AAV supported fund raising team to deliver two training courses on resource mobilization. The first training was on using Logical Framework Analysis in writing proposal targeting the institutional donors in July-August and the second one on resource mobilization and proposal development in



December 2013. Through this capacity building programme AAV's staff and partners in Vietnam Union of Friendship Organizations (VUFO) at national and provincial (Tra Vinh and Bac Lieu) levels are equipped with knowledge and tools to start working on resource mobilisation from official funding donors. This is also a long-term commitment from ActionAid to enhance people to people solidarity, through capacity building and exposure.



# INDEPENDENT AUDITORS' REPORT



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## INDEPENDENT AUDITORS' REPORT

### To the Management Team Representative Office in Vietnam of ActionAid International

We have audited the accompanying financial statements of the Representative Office in Vietnam of ActionAid International ("the Office"), which comprises the balance sheet as of 31 December 2013, the statements of income and expenditure for the year then ended and notes, comprising a summary of significant accounting policies and the explanatory information ("financial statements"), as set out on pages 4 to 22.

#### Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the basis of accounting and the accounting policies described in Note 2 to the financial statements, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatements, whether due to fraud or error.

#### Auditors' responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatements.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.





## Audit opinion

In our opinion, the financial statements of the Representative Office in Vietnam of ActionAid International for the year ended 31 December 2013 have been prepared, in all material respects, in accordance with the accounting policies as described in Note 2 to the financial statements.

## Other matter

The financial statements of the Office for the year ended 31 December 2012 were audited by another firm of auditors whose report dated 26 April 2013 expressed an unqualified opinion on those financial statements.

## Basis of accounting and restriction on use

Without modifying our opinion, we draw attention to Note 2 to the financial statements, which describe the basis of accounting and the accounting policies adopted by the Office. The financial statements are prepared for the information of and use by the management and donors of the Office. As a result, the financial statements may not be suitable for another purpose. Our audit report is prepared for the information of and use by the management and the donor of the Office and should not be delivered to or used by any other parties.

**KPMG Limited**  
Vietnam

Investment Certificate No.: 011043000345

Audit report No.: 14-02-054



**Danh Xuan Lam**

Practicing Auditor Registration

Certificate No.: 0861-2013-007-1

Partner, Audit Services

Hanoi, 20 May 2014

Representative Office in Vietnam of ActionAid International  
Balance sheet as at 31 December 2013

	Note	31/12/2013 GBP'000	31/12/2012 GBP'000
<b>ASSETS</b>			
<b>Current assets</b>		<b>1,600</b>	<b>1,336</b>
Cash	3	367	196
Amount due from other ActionAid members	4	1,129	1,031
Amount due from Partners	5	54	51
Prepayments		22	24
Deposits		21	24
Advance to suppliers		5	6
Advances to employees		2	4
<b>Non-current assets</b>		<b>-</b>	<b>-</b>
Tangible fixed assets	6	-	-
Cost		38	38
Accumulated depreciation		(38)	(38)
<b>TOTAL ASSETS</b>		<b>1,600</b>	<b>1,336</b>
<b>LIABILITIES AND FUND BALANCE</b>			
<b>Liabilities</b>		<b>105</b>	<b>105</b>
Accrual of Gratuity		39	33
Taxes and other payables to the State budget		1	4
Accrual expense		58	46
Other payables		7	22
<b>Fund balance</b>		<b>1,495</b>	<b>1,231</b>
Accumulated surplus		1,495	1,231
<b>TOTAL LIABILITIES AND FUND BALANCE</b>		<b>1,600</b>	<b>1,336</b>

20 May 2014

Prepared by:

*Tran Lan Huong*

Tran Lan Huong  
Head of Finance and Administration

Approved by:



Hoang Phuong Thao  
Country Director

The accompanying notes are an integral part of these financial statements

**Representative Office in Vietnam of ActionAid International**  
**Statement of income and expenditure for the year ended 31 December 2013**

	Note	Year ended 31/12/2013 GBP'000	Year ended 31/12/2012 GBP'000
<b>Income</b>	<b>7</b>		
Regular giving income		1,719	1,791
Official partnership income		591	315
Other partnership income		8	74
Other income		11	55
		<b>2,329</b>	<b>2,235</b>
Net transfer in and out from ActionAid International	8	(208)	(195)
<b>Total income</b>		<b>2,121</b>	<b>2,040</b>
<b>Expenditure</b>	<b>9,10</b>		
Program/Project cost		1,387	1,376
Support cost		240	280
Fundraising cost		215	215
Governance cost		15	24
<b>Total expenditure</b>		<b>1,857</b>	<b>1,895</b>
<b>Surplus of income over expenditure</b>		<b>264</b>	<b>145</b>

20 May 2014

Prepared by:



Tran Lan Huong  
Head of Finance and Administration

Approved by:



Hoàng Phương Thao  
Country Director

*The accompanying notes are an integral part of these financial statements*



## MOVING FORWARD IN 2014

### In 2014, AAV plans the following key areas of focus and deliverables:

- **Programme Focus:**

- Finalizing and launching digitalised monitoring and evaluation (M&E) system at all level with institutionalisation of M&E regular processes into grassroots levels.
- Documentation of lessons learnt and alternatives generated from work in the past few years to review and re-align ActionAid programme till 2017.
- Continuing programme consolidation with handing over to local partners the programme in LRP 4 and expanding AAV work in urban area in LRP21 operation in Binh Tan district, Ho Chi Minh City.
- Rolling out promoting rights in schools (PRS) in all LPRs by providing training of trainers, conducting PRS survey in schools and participatory implementation of the school improvement plans in 56 schools in 14 LRPs that ActionAid supports regularly, reaching 378,014 children and 22,798 teachers.
- Conducting a comprehensive review of all 572 Community Development

Groups/Clubs in all 17 LRPs to improve the consistency and effectiveness of the community development at grassroots level.

- Participating in AAI's initiatives on Programme Objectives Plan to increase the effectiveness of programmes in Vietnam and internationally in delivering Key Change Promises of AAI Strategy - People's Actions to End Poverty.

- **Policy and Campaign Focus:**

- Consolidation of Policy and Campaign team, with recruitment of Inspirators for Policy, Communication and Capacity Building.
- Strengthening the identity and capacity for SeaComHub through more formalisation of training modules and management, introduction of e-learning platform, marketing and expansion. AAV will raise fund for the building of SeAComHub facilities near Hanoi. Targets of the year: training is provided to minimum 500 turns of participants.
- Building and implementing policy and programme framework for Tax Justice, Safe City campaigns and "Today Owners - Tomorrow Leaders" Youth programme.

- Continuation of earlier efforts in shaping the Law on Referendum, Law on Rights to Information and Law on Association with other partners and stakeholders.
- Improvement of communication strategy with more focus on social and digitalised ways of engagement with public
- Support provided to Vietnam's people to people solidarity initiatives with people's movements and civil society organisations in ASEAN, Asia-Europe People Forum and South-South People's Solidarity

## • **Management Focus:**

- Continuation of serious investment in AAV staff development and women leadership.
- Further promotion of Green Office initiative with new travel policy and new initiatives in all three offices to reduce carbon emission.
- Improving the working environment to minimize undesired staff movements. This will be reflected in the participation of AAV in Global Climate survey, AAV environment survey and committed actions from SMT and EMT of AAV to make sure the change happen.
- Review core management policies and delegation of authorities frameworks so

that AAV policies will be most up to date, relevant to Vietnam local laws and AAI's policies.

- Reviewing and restructuring several parts of the organizations to cope with the new changes and re-alignment of the programme.

## • **Resource Mobilisation Focus:**

- Raising an additional of GBP 1 million for ActionAid work in Vietnam, through different channels: Official, institutional, individuals, foundations and corporates in both external and domestic markets.
- It is targeted that by end of 2014, AAV will maintain current sponsor base, with an additional approx 1,000 sponsors from inside Vietnam, minimum three projects funded by institutional donors and minimum one project funded by corporates.
- Work in partnership and consortium with other organizations to have complimentary strength in raising fund and building long-term partnership in Vietnam.

## • **Internal Governance Focus:**

- Preparation of registration for AAI in Vietnam and AAV Foundation with both self-assessment and building

- of Membership Development Plan targeting AAV to be an associate of AAI by June 2015.
- Further strengthening through induction of the Board and potential members of the Board to AAV.
- Introduction and orientation on governance by ActionAid International to all AAV staff



*AAV team at annual staff retreat 2013*





*Members of Youth Club helping communities to prepare the field for plantation in Thong Nong, Cao Bang*

Edited by: **AAV**

Proof read by: **Dr. Ramesh Khadka**

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AAV is an international non-governmental organization to end poverty. Working in Vietnam since 1989, it sides with the poor and marginalized people, and commits to the sustainable development of the country.

For more information, please check our official website:

**[www.actionaid.org/vi/vietnam](http://www.actionaid.org/vi/vietnam)**

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