



# CSO PARTNERSHIP 2017

Value-added

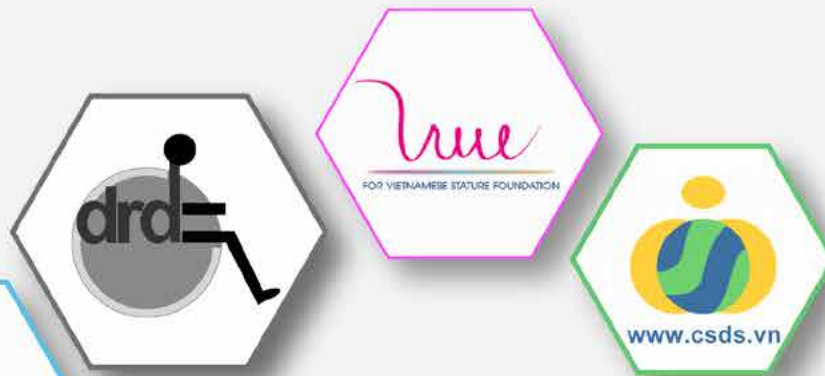


Inspiring models

Hanoi 2017







# CSO PARTNERSHIP 2017

Value-added

& Inspiring models





# CONTENT

ORGANIZED BY	6	CATEGORY "CSOs - GOVERNMENT"	25
SPONSORED BY	8	The Community Development Initiative Research Center (RIC)	26
MESSAGE FROM RESEARCH CENTER OF MANAGEMENT AND SUSTAINABLE DEVELOPMENT (MSD)	9	Disability Research and Capacity Development Center (DRD)	29
MESSAGE FROM IRISH AID	10	Center for Community Support and Development Thien Chi (THIEN CHI)	32
PROGRAM "PROMOTING CULTURE ON TRANSPARENCY AND ACCOUNTABILITY (INSPIRING CSOs)	11	CATEGORY "CSOs - BUSINESSES"	35
INSPIRING CSOs 2015 - 2017	12	REACH Center (REACH)	36
BEST TAP - INSPIRING CSOs 2017	14	Vietnet InFormation Technology and Communication Vietnet (Vietnet - ICT)	39
Participants of "CSO partnership for Development Effectiveness" (INSPIRING CSOs 2017)	17	Center for Counseling, Research and Empowering Community (CoRE)	42
BOARD OF JURIES	18	For Vietnamese Stature Foundation (VSF)	45
PROJECT TEAM	22	CATEGORY "CSOs - CSOs"	48
BEST TAP 2017 INSIGHT	23	Center for Sustainable Development Studies (CSDS)	49
CSO PARTNERSHIP MODEL	24	Research Center - Counseling Social Work & Community (SDRC)	52
List of 10 models by category		Association for Empowerment of Person with Disabilities (AEPD)	55



# ORGANIZED BY



## RESEARCH CENTER OF MANAGEMENT AND SUSTAINABLE DEVELOPMENT (MSD)

**M**SD was Founded in 2008. Being a non-government organization in Vietnam, MSD is taking effort to enable environment for the development of civil society sector and to promote the rights of marginalized and vulnerable groups, especially Children, Youth, Women and People with disabilities. MSD has a vision for a world of justice where civil society plays as an effective independent actor/ partner with their own rights and the rights of marginalized and vulnerable communities are respected.

MSD now is recognized as a leading organization in coordinating, supporting and providing capacity building as well as coaching and providing consultancy services for CSOs in Vietnam in promoting Development Effectiveness, Transparency and Mutual Accountability, Policy advocacy, & Resource Mobilization through its methodology of Inspiring Culture – Organizational development (ODIC) methodology. It is also a professional organization that effectively responds to the needs of disadvantaged communities by protecting their rights through implementing projects and providing services to children, youth, women, street and migrant groups and people with disabilities (PWD) in Vietnam.

MSD achieves a local impact by making efforts in local work. We work effectively and efficiently through mutual learning, inspiring and innovative intervention. We have always made ourselves different, unique and effective to fulfill our objectives in:



**Empower** – to build capacity for local organizations focusing on CSOs and social innovative businesses (SIBs) towards development effectiveness;



**Partner** – to promote comprehensive and effective partnership among local partners with inter-and-multisectoral abroad;



**Enable** – to promote an enabling environment for CSOs and SIBs to do its work, and to enhance its self-development;



**Intervene** – to promote the rights of marginalized groups, especially Children, Youth, Women and People with disabilities.

In partnership, MSD, from its foundation with core values and principles, has developed close partnerships with local partners including state agencies, national and international CSOs, various Associations, Enterprises, Donors and Communication sectors. These value-sharing partnerships aim to bring about positive results in contributing to the country's development.



CORE VALUES AND PRINCIPLES OF MSD

### Contact:

Research Center of Management and Sustainable Development (MSD)

R.501, No 22, Lane 42, Vu Ngoc Phan, Lang Ha, Dong Da, Hanoi

E: [Contact@msdvietnam.org](mailto:Contact@msdvietnam.org) | Tel: (84-24)-6276 9056

Website: [msdvietnam.org](http://msdvietnam.org) | Fanpage: Msd Vietnam

## SOME ACHIEVEMENTS OF MSD

### 1 – ODIC

Organizational Development Methodology of Inspiring Culture (ODIC)



### 2 – CSO SELF – REGULATION SYSTEM: TAP CODE & Advocacy CODE



#### Annual publications:

Positioning CSO capacity development  
CSO enabling environment

BEST CSO models  
CSO partnership (Upcoming)

4



### CSOs Community of Practice

Monthly CSO online Talkshow; Facebook group;  
Bimonthly newsletter; & Online knowledge Hub.

5

**MELP**.org.vn

First online learning platform for CSOs

6



First online Fundraising platform for CSOs – Upcoming  
**etGiving.org.vn**

Equal and  
Accountable

7

### PARTNERSHIP

Partnership CODE (upcoming)  
Annual CSOs Partnership Dialogue  
Partnership modeling with  
Government, CSOs &  
Development Partners

9



Sign the MOU  
with ViLEAP  
MPA

on educating government  
officers on CSOs' roles and  
advocacy since 2015



### Legal environment advocacy

Law in laws, law on asso-  
ciations, legal documents  
relating to tax for not  
profit activities



8

### CSA Vietnam

national coordinator of the network with more than 100  
local members advocating for enabling environment

**Member of CPDE since 2009** national  
coordinator since 2009 – South East Asia focal person  
2014 – 2017 – One of the best CSO models promoting  
development effectiveness

# SPONSORED BY



**Irish Aid**  
Government of Ireland  
Rialtas na hÉireann

**IRISH AID**

Irish Aid is the Irish Government's program for overseas development. The program is managed by the Development Co-operation Division of the Department of Foreign Affairs and Trade. The work we do in fighting global poverty and hunger is integral to Ireland's foreign policy.

Irish Aid's commitment to "a sustainable and equitable world where people are empowered to overcome poverty and fulfill their rights and potentials" is focused on 3 goals:

- Hunger reduction, strong resilience
- Sustainable development, inclusive economic growth
- Better governance, human rights and accountability

**In the 2017–2020 period, the seven priority areas of Irish Aid:**

- Global hunger
- Fragile States
- Climate Change and development
- Trade and Economic Growth
- Essential Services
- Human Rights and accountability
- Humanitarian assistance

Irish Aid is committed to working through partnerships to foster relationships, deliver services, implement programmes, leverage influence and achieve results. In particular, we work in partnership with our host governments to achieve key objectives.

In Vietnam, developing and diversifying partnerships between Vietnamese and Irish authorities, institutions, private sector actors and civil society is increasingly important as Ireland gradually transitions from a bilateral development cooperation to new a cooperation that concurs with Vietnam.

More information: <http://www.embassyofireland.vn/>





Ms. Linh Phuong Nguyen – MSD's Director

## MESSAGE

“Partnership development is a process of adding value and inspiring relevant stakeholders. Therefore, whether partnership development is successful or not, the organization always GAINS”

Dear readers,

You are holding a precious book in your hand – “CSO partnership – Models of value increasing and inspiration”. This book describes typical stories of 10 Civil Society Organizations (CSOs) in building partnerships with other CSOs, State agencies, Enterprises to increase the values and impact of their products/social services that is devoted to community, therefore contributing to socio-economic growth of our country.

In the compilation of this book, we – the Editors, are very delighted to receive a lot of ideas, grants that contribute to the book's content – which are of CSOs' great efforts. They are models that clearly reflect the spirit of independence, self-reliance and self-control of CSOs to increase operation efficiency, supply effective and sustainable social services and bring about long-term values, which benefit the stakeholders and community beyond the scope of a single program or project. These models also clearly affirm the importance of our partnership for prosperity and sustainable development in the spirit of Global Partnership For Effective Development Co-operation (GPEDC). The role of Civil Society Organizations (CSOs) is promoted to attain a key partnership in binding other partnerships for development to achieve the Sustainable Development Goals (SDGs), in particular the 17th Goal devoted to developing partnerships of transparency, accountability and sustainable development.

The 10 partnership models in this book are not the only initiatives of these organizations, and not only the typical models of CSOs in Viet Nam. There are lots of models that not only bilateral cooperation but also multilateral cooperation, which received recognition but haven't been mentioned in this casebook. We hope that this book will be the first step in honoring and will become an inspiration for the development effectiveness partnerships with CSOs. We hope that Inspiring CSOs programme in the coming years will continue to foster the path of inspiring and promoting CSOs' partnership initiatives.

On behalf of the organizer of Inspiring CSOs 2017 and the editor of this book, I would like to send our sincere thanks to all the participating organizations. We hope that these organizations will continuously develop better partnerships, spread the spirit and social values to their partners as well as strengthen the positions and roles of CSOs in development.

I would like to thank Irish Aid For Funding the Inspiring CSOs 2017. Finally, I would like to thank our colleagues and trainees in MSD, who were always creative, enthusiastic and inspiring the programme.

I hope that readers will receive this book with rejoicement and pride in what CSOs have been, and will be, doing to foster partnerships for development effectiveness, contributing to national development.

Best regards,  
M.A. Nguyen Phuong Linh  
Executive Reader of MSD

# MESSAGE

## From Irish Aid

Civil social organizations (CSOs) have been at the forefront of campaigning for effective development. Development effectiveness promotes sustainable change that addresses the causes as well as the symptoms of poverty, inequality and marginalization, through the use of diverse and complementary instruments, policies and actors. The role of CSOs has been considered as a key partner in connecting other development partnerships towards achieving the sustainable development goals (SDGs).

Irish Aid is committed to partnership with a wide range of CSOs in the development effectiveness agenda as these organizations make an important contribution to the eradication of poverty, hunger and the achievement of sustainable development for all. Hundreds of Irish Aid's CSO partners across the globe have developed initiatives to assess and improve their practice to make sure development has more positive effects on the lives of poor and marginalized people. In Vietnam, Irish Aid is encouraged by the stories of good development practices among CSOs which attest to their commitment to work in ways that are consistent with the principles of development effectiveness.

Irish Aid is delighted to be the sponsor of the INSPIRING CSO 2017 Program organized by the Research Center for Management and Sustainable Development (MSD). Irish Aid firmly believes that this program contributes greatly to the promotion and empowerment of the Vietnamese CSO sector.

I would like to congratulate to MSD on this initiative and in particular to congratulate: the 18 civil society organizations certified for good practice in Transference and Accountability; the 10 models of partnerships for development effectiveness; all the organizations that participated in the INSPIRING CSO Program 2017; and also, all the individuals concerned for their dedication to the Program in 2017. I expect this program will continue to bring positive value in the spreading, developing and promoting of partnerships for development effectiveness, as well as realizing the full potential of participating organizations.

Finally, I would like to congratulate the most honored models of the best TAP Award in 2017: the three organizations awarded for the excellent development effectiveness partnership models with government, business and CSOs and the one organization awarded for the most inspiring and impressive partnership model.

We look forward to the continuation and greater recognition of the Inspiring CSOs Program into the future.

Respectful,

**Nuala O'Brien**  
Head of Development  
Embassy of Ireland



# PROGRAM

"PROMOTING CULTURE ON TRANSPARENCY  
AND ACCOUNTABILITY"  
(INSPIRING CSOs)



With the ultimate objective to promote Good practices on Transparency and Accountability (TAP) for Vietnamese CSOs, this program is an effective initiative to help develop the most competent organizational capacity through self-assessment by obtaining external expertise support in the field of: (i) governance and management; (ii) programme/service delivery; (iii) human resource management; (iv) Financial management and (v) communication and Fund-raising.

Inspiring CSOs consists of following components:



## TAPA

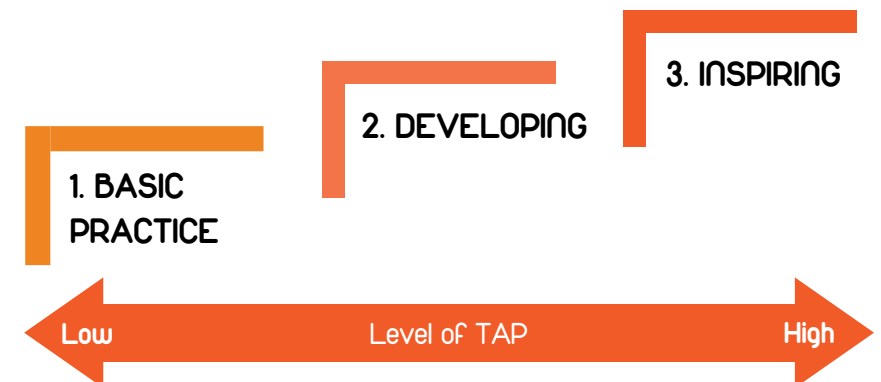
Transparency and Accountability Practice Assessment Tool – TAPA has been developed by MSD in order to assess the status / level of TAP of Vietnamese CSOs. The tool set has been built on the Organizational Development Methodology of Inspiring Culture – ODIC of MSD. Both TAPA and ODIC are copyrights of MSD.

The TAPA Tool support the assessment on five key organizational Functions with the total of 22 parameters. Each competence parameter is assessed by a Fact-based indicator on systematic and practical capacity under the following three levels of ODIC:

**Level 1: Basic Practice** – This is the minimum level to be accredited for certifying an organization who exercises the best TAP with a good organizational system in place and can provide information and explanations relating to the parties upon request.

**Level 2: Developing** – This level represents an ongoing initiative to develop the system further, providing information and explanations, as well as the interaction between CSOs and the stakeholders in the practicing of TAP at an organizational level.

**Level 3: Inspiring** – This is the highest level of practice TAP – at this level the practice has become a cultural of the organization, CSOs and other stakeholders by requesting each other responsible for practicing transparent and mutual accountability to achieve work efficiency.





TAPA is used for:

- Organizations for self-assessment;
- Self-organizing capacity of building training basis or receiving training courses on capacity building (TAP Coach);
- Certifying and honoring the organizations with minimum standards (Level 1) on TAP practice (TAP Cert)
- Recognizing organizations with Best practices on TAP (Best TAP)

## TAP Coach

TAP Coach is a five-month-coaching program on TAP for organizations on various dimensions: (i) governance and management; (ii) program delivery; (iii) human resource management; (iv) financial management; and (v) communications and fundraising through direct online combined training, therefore fielding support by national and international experts. This is a professional support package valued at \$4,000 each organization. TAP Coach is particularly useful program to help organizations build their capacity and complementary arrays based on the assessment results TAPA, thereby contributing to the achievement of the desired level of TAP under the TAPA system.

In Inspiring CSOs 2017, the TAP Coach package focuses on the following topics: (i) The organization development strategy; (ii) Communication and Fund-raising and (iii) diverse funding resources from individuals and enterprises. TAP Coach package is tailored according to the needs of each organization.

In 2017, 16 CSOs have participated in the TAP Coach. These organizations received trainings about organizational development strategy, communication and fundraising, and building fundraising models. Trainings were also geared towards supporting CSOs in diversifying fundraising resources by connecting and piloting the mobilization of resources from individuals and enterprises.

## TAP Cert

The Certificate on TAP is a program to assess and provide certificate to organizations who practice Transparency and Accountability (at least at Level 1 according to TAPA system). TAP Cert package includes: organizational as-

essment and technical advisory; a certificate and member care within 2 years after the certificate is issued. This is a professional support package in capacity building, which is worth \$1,000 per organization including field-consultation and on-demand training. In 2017, 18 organizations have reached Level 1 on TAP practice, qualified for TAP CERT.

1. For Vietnamese Stature Foundation (VSF)
2. Center for Studies and Applied Sciences in Gender - Family - Women and Adolescents (CSAGA)
3. Microfinance and Community Development Institute (MACDI)
4. The Consultative Institute for Socio-Economic Development of Rural and Mountainous Areas (CISDOMA)
5. Center for Women and Community Development (CWCD)
6. Research and Communication Center for Sustainable Development (CSD)
7. O Xinh Company
8. Hearts for Hue (H4H)
9. Thua Thien Hue Association for Protection of Children's rights
10. Rural Development and Poverty Reduction (RDPR)
11. Disabled Person Organization of Hoa Vang District
12. Development Women Assistance Fund
13. Thien Chi Centre for Community Support and Development (Thien Chi)
14. Tuong Lai Centre for Health Education and Community Development
15. Thien Tam Huong
16. Keep Vietnam Clean and Green
17. Thai Binh Provincial Association of People with Disabilities
18. Agriculture and Forestry Research & Development Center of Mountainous Region (ADC)

## Best TAP

"The program to recognize the Organizations with Best TAP" is to select the most remarkable representatives among the organizations who received TAP Cert. In 3 years from 2014 to 2016, Best TAP has honored 30 excellent models in Transparency and Accountability. In 2017, in a new phase, BEST TAP focuses on honoring CSOs initiative partnership models for development effectiveness.

# BEST TAP – INSPIRING CSOs 2017

## HONORING CSOs' INITIATIVES FOR DEVELOPMENT EFFECTIVENESS

The "Inspiring CSOs" Program is a major program implemented in 2012 by the Research Center of Management and Sustainable Development (MSD) with the purpose of building capacity, therefore enhancing the operational efficiency for Civil Society Organizations (CSOs) in Viet Nam. Since 2014, Inspiring CSOs has organized annual programs and events to honor the most excellent, wide-spreading and inspiring models of CSOs that are developing diversely and professionally; conducting good practices on Transparency and Accountability; willing to learn, share, and connect equitable partners; and creating positive results that contribute to the development of our country based on principles of Development Effectiveness. Each year, Inspiring CSOs selects subjects based on surveyed and evaluated demands of CSOs in line with national and international development trends and strategies. The 2017 theme is "CSOs partnership for Development Effectiveness".

### WHY "CSO PARTNERSHIP FOR DEVELOPMENT EFFECTIVENESS"?

In 2011, at 4th high-level Forum on Aid Effectiveness, the Busan Partnership for Effective Development Co-operation document was adopted. The commitment marks the evolution of International development cooperation, aims towards mobilizing resources to achieve development goals and affirms the roles of Civil Society Organizations (CSOs) as key development partners other than the Government sector, Enterprises and Donors. Via the Busan Commitment, development partners jointly aim towards sustainable development goals, in line with commitments of human rights, gender equality and environmental sustainability. In the implementation of the commitment, Viet Nam also has a "Viet Nam partnership document" which, for the first time, has recognized CSOs as key development partners besides the State sector and private sector.

In 2015, the 2030 Agenda for Sustainable Development set the goals of ending poverty, addressing inequalities and fighting climate change. The Agenda calls for action to improve the lives of people everywhere as well as the cooperation of governments, Civil Society Organizations (CSOs) and private sectors to achieve sustainable development goals via the 17th Goal: Strengthen and revitalize global partnership for sustainable development.

In 2016, at the Nairobi Conference on Development Co-operation, Kenya reaffirms the importance of partnership for prosperity and sustainable development, in which the role of CSOs is promoted to become a key partner in binding other development partnerships to achieve Sustainable Development Goals (SDGs).

In the current context, diverse practices on forming and developing partnerships among Governments, Enterprises and CSOs has become an inevitable trend and an indispensable condition not only for promoting organizations and partners' sustainable development but also the prerequisite of the overall development of Viet Nam. Therefore, "Honoring partnership initiatives for development effectiveness" program, within the scope of the "Inspiring CSOs 2017" program, aims to seek, honor and spread ideas and practices on forming and developing partnerships between CSOs and State agencies, CSOs and Enterprises and CSOs with other CSOs. Each model/initiative promoting CSOs partnership for development effectiveness shall be an attempt to achieve sustainable development goals and contribute to the development of Viet Nam.

Inspiring CSOs "CSOs partnership for Development effectiveness" aims to be a prestigious, large-scale and long-term program in collecting and promoting CSOs partnership models with other development counterparts, hence nurturing, inspiring and promoting sustainable development effectiveness for CSOs sector in Viet Nam and finally contributing to the national development.

## PARTICIPATION PROGRESS AND BENEFITS OF THE PROGRAM

### PARTICIPANTS:

- CSOs Viet Nam receiving Transparency and Accountability Practice Certification (TAP Certification) 2014, 2015, 2016, 2017;
- Organizations are committed to completing their application Forms under the conditions of the Program.

### CATEGORIES

- Partnership between CSOs and State agencies: Initiatives/Models of CSOs partnership with national or local state agencies to address community issues or aim towards sustainable development goals;
- Partnership between CSOs and CSOs: Initiatives/models of CSOs' partnership with national or International Enterprises to address community issues or aims towards sustainable development goals;
- Partnership between CSOs and CSOs: Initiatives/models of two or more CSOs' partnership (including national and international CSOs) to address communities' issues or aims towards sustainable development goals.

### EVALUATION CRITERIA

- Partnership For Sharing values and Commitments
- Partnership For Transparency and Accountability
- Partnership For joint learning and enhancing capacity
- Partnership towards long-term/sustainable outcomes
- Equitable partnership
- Additional criteria: Creative and Inspiring

### BENEFITS OF PARTICIPATION

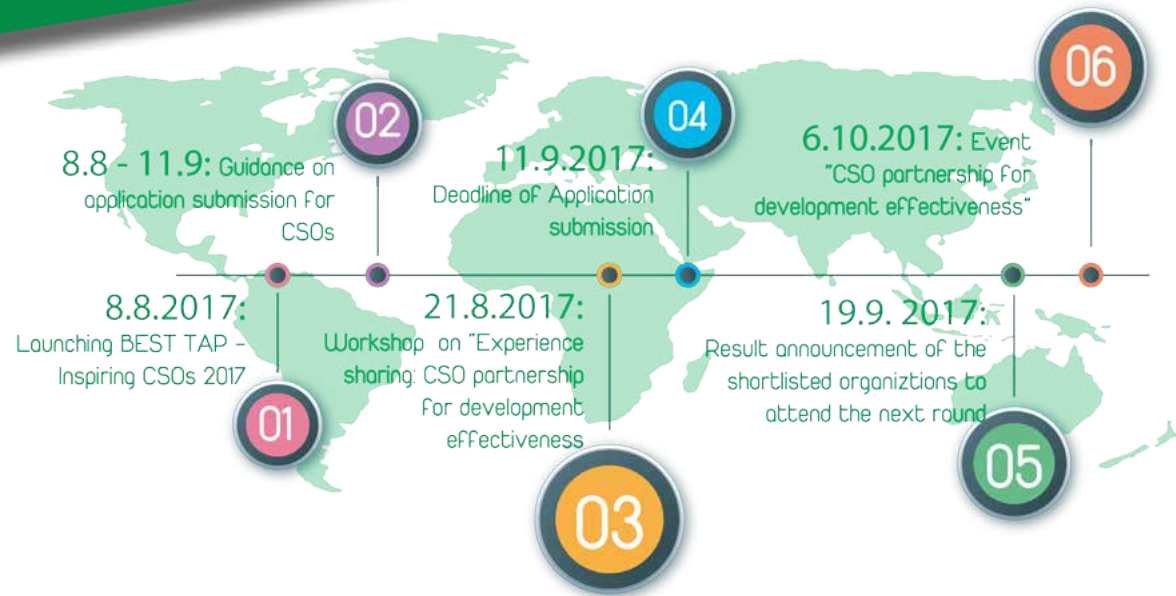
Selected organizations will:

- Receive assistance and consultancy in building partnership cases and be honored in the Casebook "CSO partnership - Value-added and Inspiring Models", which will be published and announced widely;
- Be engaged in the dialogue and communication events with partners, including: State agencies, Donors, Enterprises, national and international CSOs partners;
- Be engaged in the sharing of partnership models and organization's introduction shows at "Honoring Inspiring CSOs 2017" event;
- Have opportunity to receive an award up to 30.000.000 VND per category for partnership initiatives/models for development effectiveness.

### AWARDS

- 01 "Best CSOs partnership initiative/model with State agencies" award of 30.000.000 VND
- 01 "Best CSOs partnership initiative/model with Enterprises" award of 30.000.000 VND
- 01 "Best CSOs partnership initiative/model with CSOs" award of 30.000.000 VND
- 01 Award of Impressive and Inspiring CSOs partnership initiative/model

# TIMELINE OF PARTICIPATION



## OTHER EVENTS

Besides seeking for the best CSO partnership models, the program also includes satellite events, conferences connecting and recognizing CSOs' partnership for development effectiveness:

### "CSOs- Government partnership" event:

- Workshop on development partnership between CSOs and State agencies: "Roles of CSOs in development - Partnership between CSOs and the State" in Ho Chi Minh city (15/8/2017)
- Workshop on development partnership between CSOs and State agencies: "Roles of CSOs in development - Partnership between CSOs and the State" in Can Tho (September 23rd, 2017)

### "CSOs-Businesses partnership" event

"Connecting development partners - CSOs and Enterprises" event in Hanoi and Ho Chi Minh city (in November 2017) to share CSO - enterprise partnership initiatives/models .

### "CSOs - International donor partnership" event:

Training workshop on "Partnership for transparency and accountability" between CSOs and international donors (in November 2017) and A dialogue on "Partnership For Development Effectiveness" in Hanoi



# PARTICIPANTS OF "CSO PARTNERSHIP FOR DEVELOPMENT EFFECTIVENESS" (INSPIRING CSOs 2017)

**12** organizations  
IN THE NORTH

**7** organizations  
IN THE CENTRAL

**8** organizations  
IN THE SOUTH



Paracel  
Island

Spratly  
Island

## CATEGORIES

CSOs – Government:  
**13 ORGANIZATIONS**

CSOs – Businesses:  
**5 ORGANIZATIONS**

CSOs – CSOs:  
**9 ORGANIZATIONS**

# BOARD OF JURIES

## 1. Honored Representative From Irish Aid

### 2. Mr. Dinh Phuong Bui



Dr. Dinh Phuong Bui is the director of the Leadership and Public Policy Institute, Ho Chi Minh National Academy of Politics. He gained his Doctors Degree in Sociology in 1995 at the Management and Industrial Property Institute in Moscow, Russia. Many of his scientific works and scientific articles have been published, especially his scientific work named "Supporting, advocating and ensuring the human rights of vulnerable people". He has been participating in some scientific research projects such as: designing public policies with the participation of the stakeholders; working with

thePublic Administration Performance Index –PAPI at the provincial level; and giving professional advice about policies to local government and Asia Leadership Research transnational program sponsored by JICA. Together with MSD, the Leadership and Public Policy Institute organized a series of workshops on the role of social organizations in development, which had the participation of more than 100 senior and managerial staff from the central and other provinces across the country.

### 3. Mr. Thiem Hai Bui



Dr. Thiem Hai Bui is the Director of Research Project Management at the Institute for Legislative Studies, National Assembly Standing Committee of Vietnam. He holds a PhD in political science at the University of Queensland (UQ), Australia, an MA in International Studies from SOAS, University of London, and a BA in International Relations from Diplomatic Academy of Vietnam. His research focuses on civil society, constitutional politics, human rights, and electoral governance in Vietnam and has been published on a number of prestigious scholarly peer-reviewed journals. He was recognized as an Australian

Leadership Award (ALA) Scholar and a British Chevening Scholar, Asia Foundation Development Fellow and others programmes. He has many years of experience working with various domestic and foreign organizations and individuals involved in legislative, foreign affairs and civil society. He has been a speaker at many national and international conferences, consulting, teaching and training for various programs.

### 4. Representative from the Office of National Assembly

# BOARD OF JURIES

## 5. Ms. Mai Thi Hong Bo



Ms. Mai Hong Thi Bo is a partnership relations officer of World Bank Vietnam. She has planned, coordinated and executed the evolution of the Consultative Group Meeting into the Vietnam Development Partnership Forum of Government, National Assembly, Development Partners, Private Sector and Civil Society Organizations and its sub-groups. Working at World Bank, she has also originated, managed and executed the Vietnam Anti-Corruption Initiatives from 2011 to date. Besides, she has designed

and delivered a journalism training course on Internet reporting for Ethiopian journalists and Vietnamese journalists. Prior to working at World Bank, she was a researcher, editor and Vietnamese translator for Initiative for Policy Dialogue (IPD) at Joseph Stiglitz's office, Columbia University and news reporter for the Vietnam Bureau and Reuters News Agency. She earned her masters of arts in journalism from New York University, with a concentration in business and economic reporting. Her publications include: *Doi Moi -Renovation in Viet Nam* (Publishing House, Hanoi, 2008) - A book by members of the Prime Minister's Research Commission- Editor of the English Version; Initiatives for Policy Dialogue

## 6. Ms. Diep Thi Bich Nguyen



Ms. Diep Thi Bich Nguyen has been active in the legal field and capacity building for non-governmental organizations since 2003 after graduating from the Master of International Law program. She has been working on the project of Promoting the Legal Environment for NGO Activities in Vietnam and Laos of Vietnam Assistance for the Handicapped (VNAH), Capacity Building Project for the Vietnam Union of Science and Technology Associations (VUSTA) supported by the United Nations Development Program (UNDP), the Initiative for Justice Initiatives for the Private Initiatives Facility (JPP JIFF), and is currently the Vice President of the United States Agency for International Development's United States Agency for International Development (USAID GIG).

She has an understanding of Vietnam's state and legal system, experience working in international programs on legal reform, developmental justice, and experience working with a number of agencies of the government as well as non-governmental organizations in Vietnam.

## 7. Representative from US Agency for International Development (USAID)

# BOARD OF JURIES

## 8. Mr. Dieu Trong Nguyen



Prof. Dr. Dieu Trong Nguyen is the former Deputy Minister of the Ministry of Home Affairs and former Director of National Administration Academy. Mr. Nguyen Trong Dieu has also been lecturing and coaching at various training programs for doctors, masters and senior experts on administration and governance. Currently, he is the President of the Vietnam Association of Private Entrepreneurs, contributing greatly to the gathering, uniting and connecting entrepreneurs, supporting and actively participating in production networks and value chains, contributing to the industrialization, modernization and integration strategy in Vietnam.

## 9. Mr. Truc Van Nguyen



Mr. Nguyen Van Truc is a Master of Computer Science with many years of teaching experience in corporate governance, innovation and technology market development. He has participated in many international courses such as the commercialization of research results at the Royal Institute of Technology; developed a commercialization plan Research results and call-making skills at Cambridge University - UK; organized and lectured training courses on innovation, business start-up, technology market development nationwide, etc. For many consecutive years, he has been honored as one of 30 representative business

trainers nationwide for business support. He has held the position of Head of Training and Consulting Department, Small and Medium Enterprise Support Center, and Enterprise Development Department of the Ministry of Planning and Investment. At present, Mr. Truc is the Director of Training and Support Center for Commercialization Technology - Natec - Ministry of Science and Technology.

## 10. Mr. Vinh Quang Le



Mr. Vinh Quang Le graduated in Hanoi, Vietnam with a German, English, Business Administration degree and completed a Masters degree in International Business at LaTrobe University, Australia. Since 2000, Le Quang Vinh has taken executive roles at GfK (Vietnam), VinGroup, REACH and is currently Head of Research of Media Tenor (Vietnam). Le Quang Vinh has designed programs of management skills, communication planning for enterprises and organizations such as Pico, TopCare, REACH, Phuc Anh, Viettronics Danang, VNSTEEL Thang Long, Halico, Vietunique, VNGOs, ...

## 11. Ms. Duong Thuy Do



Ms. Duong Thuy Do is founder and CEO of TalentPool, a consulting firm that provides executive training to private and government clients, and founder of the Women Leaders Network, a social enterprise that designs and implements leadership development programs in order to enhance the quality of women's lives. Duong is also Vice President of the Hanoi Entrepreneur Women Association since 2012. Duong has been elected Hanoi's People Councilor, and has overseen a wide array of public health-related issues, including youth personal growth, public school improvement, business community enhancement, and mental health. Duong's efforts are focused on consistent themes: inspiring people, impacting business, and influencing policy for bettering the world. For her commitment to empowering women, Duong has been recognized as one of Viet Nam's most influential women.



# BOARD OF JURIES

## 12. Mr. Lam Ngoc Nguyen



Mr. Lam Ngoc Nguyen is the Former Director of the Non-governmental organization Department, Ministry of Home Affairs. He is a leading expert and is recognized as one of the leaders, the greatest contributor to the development of CSOs and SMEs in Vietnam. After his retirement, Lam continuously pursues the career of supporting civil society and SMEs in Vietnam. As one of the co-founders of MSD, he is at the moment Chairman of MSD, to lead development strategic planning and support resource mobilization for the organization. Besides leading and supporting MSD, Mr. Nguyen Ngoc Lam plays an important role in many other associations, such as Vice President of the Association of Vietnamese Disabilities and Vice Chairman of the Vietnam Association of Crafts Villages (VICRAFTS).

## 13. Ms. Hoa Le Thi Nguyen



Ms. Hoa Le Thi Nguyen is the Deputy Country Director and Head of the Program Unit of Oxfam in Vietnam with strong commitment and well-established experience in promoting CSOs development in Vietnam. Her expertise on CSO capacity development and CSOs' partnership has been accumulated since early 2000. At that time Oxfam initiated the support to a network of CSOs to monitor poverty reduction policies which, then followed by many other Oxfam projects under her leadership to strengthen the capacity of LINGO and CBOs. Mrs. Hoa has been promoting partnership between Oxfam and CSO in Vietnam through concrete opportunities of co-creation and co-implementation of development initiatives.

Her master study on "Management of international development policy" at Duke University, USA has well complement her working experience on CSO development in Vietnam and East Asia region.

## 14. Ms. Linh Phuong Nguyen



Ms. Linh Phuong Nguyen is the Executive Director of the Research Center for Management and Sustainable Development (MSD- [www.msdvietnam.org](http://www.msdvietnam.org)). As a Vietnamese non-government organisation, MSD is taking efforts to enable the environment for the development of a civil society sector and to promote the rights of marginalised groups, especially children, youth, women and people with disabilities. With the organization's message

of "Unleashing local potentials, inspiring for changes", MSD now is recognized as a leading organization in coordinating, supporting and providing capacity building achieved by coaching and consultancy services for CSOs in Vietnam in promoting Development Effectiveness, Transparency and Mutual Accountability, Policy advocacy, & Resource Mobilization. It is also a professional organization that effectively responds to the needs and protect the rights of disadvantaged communities through implementing projects and providing services to children, youth, women, street and migrant groups and people with disabilities (PWD). With MSD, Ms. Linh has provided capacity building programs to hundreds of CSOs in Vietnam, and has coached 90 local NGOs to achieve better performance and financial sustainability. Linh created the ODIC (Organization Development Methodology of Inspiring Culture) to build the capacity of more than 300 CSOs throughout Vietnam.

# PROJECT TEAM



**1. MS. LINH PHUONG NGUYEN**  
Executive Director of MSD /  
Director of "Inspiring CSOs" Program



**4. MS. NGOC THI BUI**  
Assistant / Program Assistant

**2. MR. THINH TOAN NGUYEN**  
Development Effectiveness Manager /  
Coordinator of "Inspiring CSOs" program



**5. MS. LOAN THI LE**  
Communication Officer



**3. MR. NGOC ANH LE**  
Finance Manager / Project Officer



**6. THAO THI PHUONG LE**  
**7. CHI KHANH LE**  
MSD's INTERNS

Being considered the “Knowledge Hub” of the program, Best Top Insight uncovers the issues that CSOs face throughout their building and developing partnerships process.

## What is Development Effectiveness and the participation of CSOs in Development Effectiveness?

Although the concept of development effectiveness is not uniformly defined, CSOs understand that it promotes sustainable change that addresses the causes and symptoms of poverty, inequality and “marginalization” through the use of relevant tools, policies and stakeholders.

CSOs are increasingly, deeply, extensively and diversely involved in Development Effectiveness, and are considered key partners in binding other development partnerships to achieve the certain Sustainable Development Goals (SDGs).

## What has changed From Aid Effectiveness to Development Effectiveness?

Through the road from the Millennium Development Goals (MDGs) (2000), Paris Declaration (2005), Accra (2008), Istanbul (2010) to Busan (2011) ..., the Community has considered the change in development models. The role of a development partnership is more thoroughly identified and is now participatory, focusing on the mechanism and process of support and coordination, rather than a result of aid. Development Effectiveness can be considered as a tool for socio-economic development towards sustainable goals.

## What is partnership? And what is an effective partnership?

Partnership falls into different categories:

- CSOs - CSOs
- CSOs - State Agencies
- CSOs - Enterprises
- CSOs - Donors

And other multi-lateral and multi-sector partnership.

The pressure of the issues that our society is facing is becoming increasingly complicated but the idea of partnership among organizations can guarantee more opportunities for these organizations to go further in supporting beneficiary groups as well as their self-development. Effective Partnership involves the sharing and enhancement of: Leadership, Mutual Understanding, Goals, Efficiency, Cultures and Values, Study and Development, Communication.

## How to build, develop and maintain effective partnership?

(1) Identify the need for cooperation, (2) Start the process and (3) Establish and maintain partnership are key steps in Partnership building process. In partnership, the parties should develop methods to track the “health” of the working relationship between partners, evaluate and adjust goals and objectives towards effective co-operation.

# CSO PARTNERSHIP MODELS

List of 10 models by category

1

## Category: CSOs - Government

- Operation and maintenance of community-based infrastructure [The Community Development Initiative Research Center (RIC)]
- Promoting Accessible Buses For People with Disabilities [Disability Research and Capacity Development Center (DRD)]
- Strengthening cooperation and access to state agencies for a sustainable development society [Centre For Community Support and Development Thien Chi (Thien Chi)]

3

## Category: CSOs - CSOs

- NGO Traineeship Program [Center For Sustainable Development Studies (CSDS)]
- Cooperative supervision for trainees in social work profession in Ho Chi Minh City [Research Center -Counseling Social Work & Community Development (SDRC)]
- Building and Supporting the network of People with Disabilities Clubs [Association for Empowerment of Persons with Disabilities (AEPD)]

2

## Category: CSOs - Businesses

- Market-Oriented Vocational Training and Employment placement [REACH Center (REACH)]
- Partnership for developing "Building Information Technology capacity for the Youth and Non-governmental organizations" program [Vietnet Information Technology and Communication Center (Vietnet-ICT)]
- Community-based tourism service - Codevelopment tourism" program [Center For Counseling, Research, Research and Empowering Community (CoRE)]
- Long-term partnership between VSF and TH Group for a mighty Viet Nam [For Vietnamese Stature Foundation (VSF)]





## CATEGORY

# CSOs – GOVERNMENT

Community development is a long-term and sustainable process that requires partnerships and cooperations with many stakeholders. Therefore, in order to make a positive difference in the community, each organization needs to build good relationships with partners and stakeholders in the implementation of projects in the community. In particular, partnerships with state agencies are very important and necessary.

- Centre For Community Support and Development Thien Chi (Thien Chi )







## THE COMMUNITY DEVELOPMENT INITIATIVE RESEARCH CENTER (RIC)

The Community Development Initiative Research Center (RIC) is an NGO founded in 2009.

Head office address: Room 407, Packexim Apartment Building, No 49 Lane 15, An Duong Vuong, Tay Ho District, Hanoi

Executive Director: Mr. Hai Van Le

### Contact:

Office phone: 024 32121882

Fax: 024 32121882

Email: [ricvietnam2009@gmail.com](mailto:ricvietnam2009@gmail.com)

Website: [ric.org.vn](http://ric.org.vn)

Facebook: <https://www.facebook.com/RICVietnam/>



Share Initiatives

### Vision & Mission

RIC wishes to become a professional and creative organization contributing to the promotion of sustainable development for ethnic minority communities in Vietnam.

RIC connects and promotes initiatives aiming at improving the self-managing capacity of ethnic minority communities in Viet Nam.

### Areas of work

- Action research, implementation of intervention projects and policy advocacy in areas related to land and maintenance of community-based rural infrastructure;
- Providing consultancy in the field of land and community maintenance for development projects, national target programs in Vietnam.

### Key partners:

- State agencies;
- Local civil society organizations;
- International civil society organizations;
- International government organizations.

# CSO PARTNERSHIP MODEL

## Operation and maintenance of community-based infrastructure

Partners: Local authorities in Hoa Binh, Hoa Binh Department of Ethnic Minority Affairs, the 135 Program Coordinator Office.



### STARTING POINT

This model is built based on RIC's experiences in Community Management Projects (PCM) and the Community-Based Rural Roadside maintenance pilot program. Annually, the support rating for Maintenance and repair work constitutes of 6.3% infrastructure capital investment. Despite the support policy, the disbursement ratio of the Operation and Maintenance Fund was only 19% by the end of 2010 and only 5-7% of the infrastructure constructions are maintained on a regular basis from 2006 to 2011. [Source: Program 135]. In its current condition of limited financial resources for Maintenance, Operation and Maintenance work in communal level can only be done with the participation of community in management and decision-making.

In the realization of the Community-based Operation and Maintenance model, Communal authorities must have the capacity to manage the Operation and Maintenance Fund based on Final result (instead of trying to self-maintain on a case-by-case basis). At the same time, Community has to have enough technical methods and financial capacity as well as a strong commitment to carry out routine operation and maintenance.

Therefore, RIC took the initiative to coordinate with Communal authorities and the 135-program coordinator office with an aim to become the bridge, as well as capacity building for parties in the coordination, to jointly participate in the Operation and Maintenance work in Communes.



## PARTNERSHIP PROCESS

- RIC invited Hoa Binh Department of Ethnic Minority Affairs to jointly evaluate the needs for the project, and to develop the project with the purpose of sharing and understanding the goals, objectives, values to the community of the project.
- After the project was approved, two parties signed a Cooperation Agreement specifying their responsibilities in the implementation of the project: Hoa Binh Department of Ethnic Minority Affairs are mainly responsible for drafting, managing and organizing activities while RIC is responsible for providing information, co-implementing, monitoring and evaluating the project.
- Both sides jointly implement and monitor activities involving community participation.

## RESULTS

- 1 Community-based operation and maintenance process is approved by People's Committee of Hoa Binh province for applying in all districts of the province;
- 2 Community-based operation and maintenance process is approved by People's Committee of Hoa Binh province for applying in all districts of the province;
- 3 The monitoring system maintains a clear feedback and increases the involvement of stakeholders and the community;
- 4 Maintenance budget for each construction project is used more effectively (19% savings on average costs [design, plan]);
- 5 More than 50% of the total maintenance budget comes from beneficiaries (labor contributions);
- 6 Promoting local democracy, openness and transparency.

## LESSONS LEARNED

– Choosing the right partner:  
In order to implement the community operation and maintenance model effectively, commune-level governments must have the capacity to carry out Operation & Maintenance Fund management.

At the same time, the community needs to (i) make a commitment; (ii) take organizational methods for carrying out regular operation and maintenance; (iii) have sufficient technical capacity; and (iv) have financial resources for sustainable operation and maintenance

– A favorable environment for policy in which the strong support from representatives of state agencies (Coordination Office of Program 135) is paramount.

– Monthly planning, regularly updating information, monitoring and evaluating results.







## DISABILITY RESEARCH AND CAPACITY DEVELOPMENT CENTER (DRD)

**D**isability Research and Capacity Development Center (DRD) is an NGO Founded in 2005.

Address: 311K8, Thu Thiem Resettlement Area, An Phu Ward, District 2, Ho Chi Minh City  
Executive Director: Ms. Loan Thi Anh Luu

### Contact:

Office Phone: (028) 62 67 99 11

Fax: (028) 62 67 99 33

Email: [info@drdvietnam.com](mailto:info@drdvietnam.com)

Website: [www.drdvietnam.org](http://www.drdvietnam.org)

Facebook: [www.facebook.com/drdvietnam](https://www.facebook.com/drdvietnam)



### Vision and Mission

DRD strives for an inclusive-without-barriers-society where people with disabilities are able to participate in social activities fairly and equitably.

DRD works to help People with Disabilities become confident, to improve their quality of life in a non-discriminatory environment by improving their capacity and policy advocacy.

### Areas of work

Awareness raising, capacity building and policy advocacy for People with disabilities

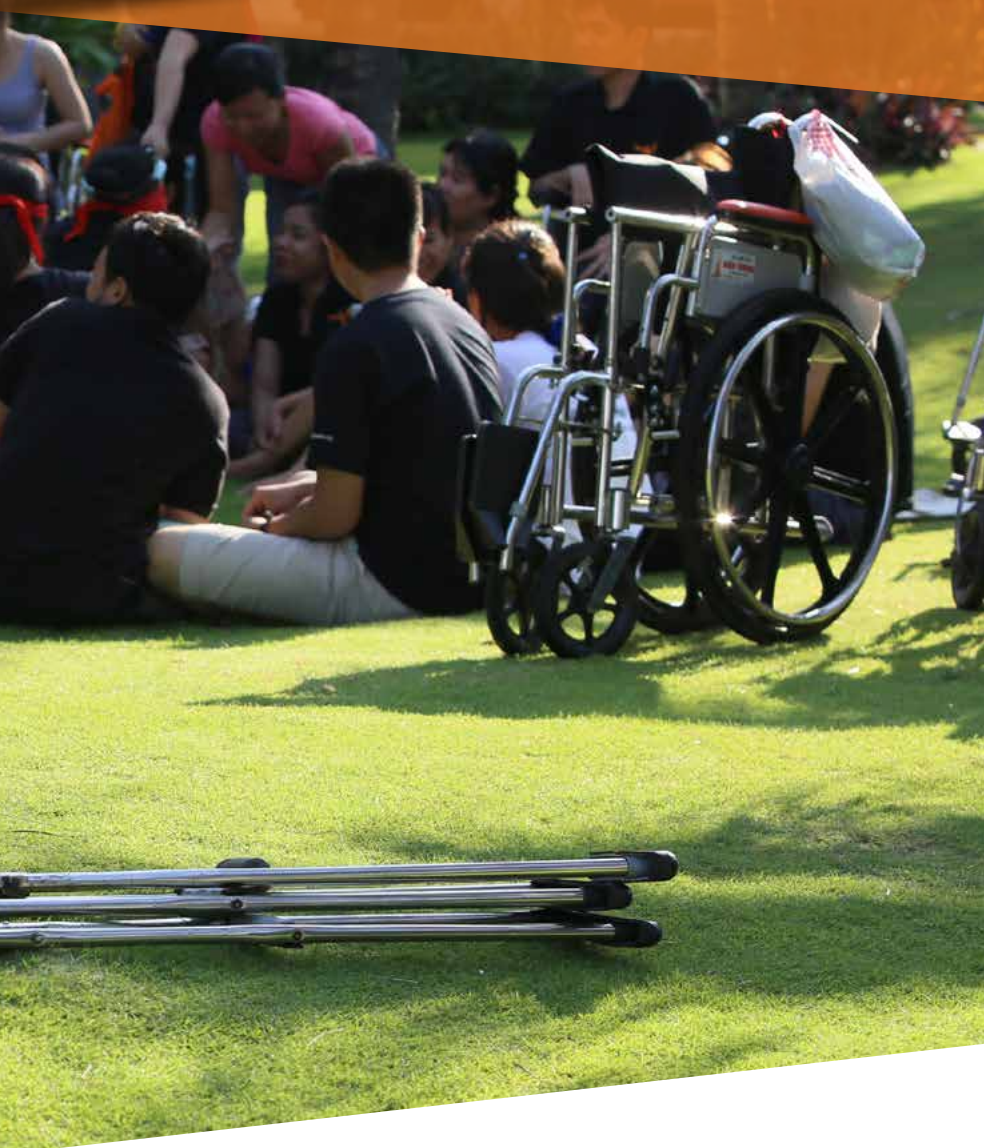
### Key partners:

- State agencies
- Businesses
- Local Civil Society Organizations
- International Governmental Organizations

# CSO PARTNERSHIP MODEL

## Promoting Accessible Buses For People with Disabilities

Partners: HCM City Department of Transport; Management and Operation Center for Public Transportation.



### STARTING POINT

Over the past years, owing to the State concerns, the material and spiritual life of people with disabilities in Vietnam in general and those in Ho Chi Minh City in particular have experienced positive changes.

However, barriers in construction environment and public transport still restrict People with Disabilities' participation in learning, working, and social activities for the improvement of their own life qualities and their families.

As an organization with the mission to serve people with disabilities, DRD acknowledges the need for concerted efforts with local authorities to facilitate people with disabilities' access to transportation.

At the same time, realizing "Buses development investment 2011-2015" project, DRD has implemented Accessible buses for People with Disabilities campaign and one of their targeted key partners is HCM City Department of Transport.



## PARTNERSHIP PROCESS

- Sharing common visions, missions, and values among DRD, HCM City Department of Transport; Management and Operation Center for Public Transportation based on the basis of consensus to support people with disabilities in accessing public buses and increasing the values of HCM bus system.
- Jointly set up plans and alternatives for accessible buses in HCM city (Number of accessible, routes, instruction for participants, etc.);
- Jointly engaged in capacity building for each other and buses drivers and users;
- Monitoring, evaluating the process;
- After a series of campaigning and coordinating activities from 2011 to 2015, DRD has become the partner that solves accessible buses related issues. On 24/10/2016, DRD signed Cooperation Agreement with HCM City Department of Transport; Management and Operation Center for Public Transportation. In which DRD roles are specified as following: Provide consultancy on solutions, coaching for People with Disabilities; Supply soft-data textbook, illustrations about instructions for buses drivers, waiters and passengers on how to assist People with Disabilities in getting on and off the bus safely and properly; Design bus stop models in accordance with National Technical Standards.

## RESULTS

1

**04** Fully accessible buses for People with disabilities (with automatic lifting floor, notifying sound for the visually impaired, light system for the have received investments;

2

Replaced **300** CNG cars (using Compressed Natural Gas) with low floor which are convenient for People with Disabilities;

3

By the end of 2017, **500** bus stops will be renovated to make way for easy access for People with disabilities;

4

Department of Transport issued more than **11000** free bus passes for People with disabilities.

## LESSONS LEARNED

After implementing the program, DRD has acknowledged the importance of State agencies in assisting People with disabilities process. Therefore, developing the partnership and getting state agencies involved in the implementation of programs/project are crucial in creating a sustain after the completion of program/projects.





## CENTER FOR COMMUNITY SUPPORT AND DEVELOPMENT THIEN CHI (THIEN CHI)

**C**entre for Community Support and Development  
Thien Chi (Thien Chi) is an NGO Founded in 2005.

Head office: Km 6, 1A Highway, Phu Khanh village, Ham My commune, Ham Thuan Nam district, Binh Thuan province.

Executive Director: Mr. Than Van Nguyen

### Contact:

Office phone: (0252) 3 899 537

Email: [thienchihamy@vnn.vn](mailto:thienchihamy@vnn.vn)

Website: <http://thienchi.org/>

Facebook: [www.facebook.com/ThienChiCentre](http://www.facebook.com/ThienChiCentre)



### Vision and Mission

#### Vision:

We strive for a society of Fairness and equality in which poor people understand the issues that hinder local development and are encouraged to take part and work together to overcome challenges and improve the quality of life of their communities.

#### Mission:

We are a civil society organization. We cooperate with local and international organizations to support the social and economic developments in the local poor communities.

- We encourage the poor communities to improve their capacity in solving their own problems.
- We strive to raise the living, economic and education standards for the communities.
- We aim to build cohesiveness, unity and mutual support among the communities and achieve sustainable development.

### Areas of work

Supporting certain economic difficulties of households: capital lending, agriculture support, jobs creation, charity houses; Improving agricultural capacity for Farmers: training courses, transferring technology; Developing the learning capacity for students and teachers: gender and life skills education, scholarships, early detection; and Supporting and improving public health: support a part of health care fund for the poor, health insurance, building gyms for schools, creating a good learning environment, improving dental health activities in kindergarten and elementary school.

### Key partners:

- State agencies
- Local civil society organizations
- International civil society organizations
- International governmental organizations



# CSO PARTNERSHIP MODEL

Strengthening cooperation and access to state agencies for a sustainable development society



## STARTING POINT

Over the last decade, non-government organizations have implemented more than 25,000 programs, projects, with a total of grants \$ 2.4 billion, accounting for 0.21-0.45% (Vietnamese GDP) and in all 63 provinces and cities across Vietnam

In Thien Chi center, a model of cooperation with local state agencies, is being applying with a desire to mobilize development resources for supporting and promoting values and contributing to the process of local development. Beneficiaries are disadvantaged people in the community

### Objectives

- To create close links and long-term cooperation between non-government organizations and state agencies and local authority;
- To ensure the sustainability and benefit of the project;
- To create an environment for mutual exchange, interaction and support.

## PARTNERSHIP PROCESS

- Sharing about missions, visions, objectives, projects/programs of each organization as well as plans to be implemented in the community. Asking for support and cooperation of local authorities with specified roles and responsibilities;
- Discussing cooperation mechanisms then signing a cooperation agreement based on thorough consensus on the program implementation in the district. The plan is signed for a period of 5 years, 10 years, 15 years. After the completion of each period, the parties will sign cooperation document for the next phase;
- The roles and responsibilities of both parties are specified clearly and detailedly in the document;
- During the implementation of projects in the community, detailed plans will be submitted to relevant local departments and authorities to create transparency and clarity in all activities and processes;
- Through year-end review meetings in the locality, both parties shared about their achievements, advantages and disadvantages in the implementation then let each other review, correct and set targets for the next phase.

## RESULTS



Implemented in **36**  
villages & **2** towns



**71,518** total  
direct beneficiaries



**51** charitable  
houses were donated



**1,436** scholarships



**489**  
households got  
out of poverty



**2,779**  
households  
received small  
credit



**300** local  
people have  
jobs

## LESSONS LEARNED

- In the implementation process, Thien Chi Center had coordinated well with departments at all levels, creating mutual trust during implementation process.
- Organize the annual review meeting and invite all relevant departments (communes, districts, provinces) to participate in the evaluation of the project results for the next year. This activity is also highly appreciated because it demonstrates transparency in project activities, as well as providing funding support in the implementation process.







LỄ TỔNG KẾT DỰ ÁN

TRUNG TÂM ĐÀO TẠO CNTT

VÀ SÁNG LẬP CÔNG NGHỆ

YOUNG INNOVATION CENTER

CATEGORY

# CSOs – BUSINESSES

“

To us, partners are like tastes of Fashion!  
You can only shine and be confident when you “pick”  
the suitable tastes of Fashion. And the strange thing  
is, the more you love your tastes – it’s just like the  
more you stick with your long-term partners, you  
will always find ways to fulfill, cherish, preserve and  
promote their potentials! ”

– Center for Counseling, Research and Empowering  
Community (CoRE)





## REACH CENTER (REACH)

Reach Center is an NGO Founded in 2008.

Head office: Level 2, block B, VL1, Trung Van 1 Trade & Service center, Nam Tu Liem district, Hanoi  
Executive Director: Ms. Tam Thi Thanh Pham

### Contact:

Office phone: (84-4) 7302 1338

Email: tam.pham@reach.org.vn

Website: www.reach.org.vn

Facebook: facebook.com/ReachVietnam



### Vision and Mission

#### Vision:

All young people in Vietnam have many opportunities and the support that they need to reach their full potential.

#### Mission:

To address the ongoing needs of the most disadvantaged youth across Vietnam and empower them by: Becoming a leading provider of innovative, practical and demand-driven skills training; Equip-

ping our students with the confidence, belief and self-respect needed to grasp new opportunities; Providing solid employment opportunities while also providing workforce solutions for our business networks; Providing support and encouragement for our graduates' future development; and Contributing to the national strategy for social & economic development.

### Key partners:

- State agencies;
- Businesses;
- Local social organizations;
- International government organization.





# CSO PARTNERSHIP MODEL

## Market-Oriented Vocational Training and Employment placement

Partners:  
Local and international enterprises (more than 1,000 businesses) including five-star hotels in Hanoi and Ho Chi Minh City (Sheraton Saigon Hotel & Towers, InterContinental Saigon, Le Meridien Saigon, and Renaissance Riverside Saigon, Hilton, JW Marriott, Sheraton, InterContinental).

### STARTING POINT

#### Mai's story:

It is said that education is a basic human right. As for Mai, however, getting to school every day has never been a choice for two reasons: Mai was born without hands and her parents are very poor.

Having three kids leaves Mai's parents with no choice but sacrifice. Mai has to stay home and learn to read and write on her own. Mai has never been to school and has never experienced student life until she was 24. At that time Mai knew about REACH's vocational training programme.

The inspiration for Reach's ideas comes from youngsters like Mai and vocational

training reality. In the market, there are about 1.4 million people joining the workforce each year, most of them being young people. However, there are still shortages of qualified staff in several enterprises. Only 15 in 27 percent of staff who were trained in job-matching, completed the formal vocational training course.

Supplies in the restaurant/hotel industry only meet 30% of market demand. In addition, a significant proportion of disadvantaged youth do not have access to qualified training courses for joining the workforce. The partnership program with restaurants and hotels was launched to help young people aged 16 to 30 who have no access to formal vocational training programs otherwise due to difficult circumstances.

## PARTNERSHIP PROCESS

- REACH and businesses closely work together for vocational training and jobs model;
- For 3 to 6 months REACH students will enroll in intensive training courses concerning the following subjects: life skills training, professional skills, English, etc. so that they will be ready for work. The current training courses at REACH include: Sales and Marketing, Serving and Bartending, Hairdressing, Cooking, Housekeeping, Skin and Makeup, Graphic and Web Design, 3D Design, web programming and 5-star hotel service (YCI).
- After a 3-6-month training course, REACH will recommend jobs for their students. After the students are employed, REACH will continue to have six months of follow-up and employment support for the trainees to ensure that at least 80% of the graduates of REACH courses are employed and able to maintain employment.

## RESULTS

Since 2004, the REACH Center has coordinated with businesses:



to train more than **14,000** disadvantaged youths in Hanoi, Hai Duong, Hue, Da Nang and Hoi An.



Nearly **12,000** young people find a stable job through a vocational training and employment placement program.

**In addition, the program has also had positive effects on society including:**

- Improving the living standard for disadvantaged youths and families
- Supporting businesses to access skilled labor force, thereby helping businesses to reduce staff training costs.
- Reducing high unemployment rate among young people, especially those who are under difficult living conditions.
- Encouraging businesses/private sector to take responsibility for their society by calling on business to participate in training and career development for disadvantaged youths
- Minimize the negative impacts of youth unemployment rate.

## LESSONS LEARNED

- Define clearly the roles and responsibilities of each partner in the partnership from the beginning;
- Identify and share in advance the challenges that partners possible face to when working with REACH students;
- Communicate regularly with partners through communication actions, annual meetings;

- Support partners in activities that are beyond the reach of REACH;
- Maintain and strengthen links with the alumni, who may later become ambassadors for connecting REACH with businesses in which they work.







## VIETNET INFORMATION TECHNOLOGY AND COMMUNICATION CENTER (Vietnet-ICT)

**V**ietnet Information Technology and Communication Center (Vietnet - ICT) is an NGO founded in 2007.

Head Office: Room 3001, Building 34T, Hoang Dao Thuy, Trung Hoa, Nhan Chinh, Ha Noi  
Executive Director: Ms. Hue Thu Nguyen

### Contact:

Office phone: +844 6269 4690

Email: [contact@vietnet-ict.org](mailto:contact@vietnet-ict.org)

Website: [www.vietnet-ict.org](http://www.vietnet-ict.org)

Facebook: <https://www.facebook.com/vietnet.org>

**VIETNET-ICT**  
TRUNG TÂM CNTT - TRUYỀN THÔNG VIETNET

### Vision & Mission

**Vision:** Vietnet-ICT strives to narrow digital divide as well as to create opportunities for the success and development of communities and organizations.

**Mission:** Vietnet - ICT supports communities, especially disabled groups in Viet Nam to access and benefit from IT and communication services through promoting partnership and enhancing capacity.

### Areas of work:

- IT For Youth
- IT and communication For non-profit organizations, NGOs
- Support communities through IT, communication and startup partnerships.

### Key partners:

- State Agencies
- Businesses
- Local Civil Society Organizations



## CSO PARTNERSHIP MODEL

Partnership on developing “Building Information Technology capacity for the Youth and Non-governmental organizations” program

Partner: Microsoft Corporation

### STARTING POINT

In 2012, Microsoft implemented the Citizenship program extensively in Viet Nam – a large-scale Corporate Social Responsibility (CSR) program seeking NGO partners in Viet Nam. While other organizations focus on areas such as environment, society, health, education, etc... Vietnet-ICT has chosen to make themselves different as an organization that assists community, especially disadvantaged groups in Viet Nam in accessing and benefiting from IT and communication services. Therefore, with their advantage of being a leading non-profit organization in IT field, Vietnet-ICT shares common missions, areas of work and values with Microsoft and has become one of Microsoft's strategic partner in developing programs of building IT capacity for the Youth and NGOs in Viet Nam. The partnership increasingly develops effectively on the basis of consensus and mutual capacity building support towards efficient and professional performance.



## PARTNERSHIP PROCESS

- Sharing about strategies, demands of 2 organizations and the needs of community;
- Co-developing programs/projects tailored to the needs of community, serving organizations missions;
- Signing consensus agreement;
- Jointly implementing programs and projects (Vietnet-ICT acts as the key coordinator);
- Mutual building capacity for each other;
- Closely Monitoring- evaluating each activity on the basis of positive discussion and sharing experiences.

## RESULTS

Vietnet-ICT is currently a long-term partner receiving the largest grants from the Community Relation Department of Microsoft.



In **2015**, Vietnet-ICT assisted Microsoft Citizenship in implementing activities in Viet Nam recognized via a certificate awarded by Microsoft. Vietnet-ICT is considered **1 of 3 Microsoft strategic partners** in the following period of implementing community programs in Viet Nam.



Intervened **12 provinces, cities** throughout the country



More than **1000** lecturers, **140.000** students received trainings on teaching knowledge and creative skills



**Dozens** of annual IT events and activities



Supported **111 NPOs**



save **1 million USD** for NPOs

## LESSONS LEARNED

Vietnet-ICT keeps in mind that in order to cooperate with major partners, they must constantly "renovate themselves". With this discipline, the organization always innovates in accordance with major enterprises' professional working environment, enhances their working effectiveness and efficiency. Besides, professional branding attracts major partners and helps the organization maintain and develop long-term partnerships.

The enterprises' counterparts are very cautious as they need time to experiment on small programs and projects. However, with the commitment, the sharing of values and missions as well as the ef-

fort to adapt themselves among parties, the development of partnership with enterprises often goes beyond the scope of a single project. Once a major enterprise considers community development as their responsibility and a method to consolidate their reputation in the market, they will sustain local long-term programs of supporting a community. In that locality, this will be a potential land for non-governmental organizations to sustain and develop themselves. Vietnet-ICT strives to be a reliable partner in cooperation with information technology businesses operating in Vietnam to bring IT to vulnerable communities and NGOs in Vietnam.





## CENTER FOR COUNSELING, RESEARCH AND EMPOWERING COMMUNITY (CoRE)

**C**enter for Counseling, Research and Empowering Community (CoRE) is an NGO Founded in 2013.

Head office: No 16, Lane 100, Tran Duy Hung Street, Cau Giay District, Hanoi

Executive Director: Ms. Trang Thi Thuy Nguyen

### Contact:

Office phone: 0243 783 6230

Fax: 0243 783 6230

Email: [socialservices@teatalkvietnam.com](mailto:socialservices@teatalkvietnam.com)

Website: <http://corecommunity.vn/>

Facebook: [www.facebook.com/TEATALKNGO/](https://www.facebook.com/TEATALKNGO/)



### Vision & Mission

The CoRE Center first started life as a subsidiary social department for Tea Talk Vietnam Social Enterprise, which was established in October 2013. CoRE is responsible for the coordination and execution of social programs and projects of Tea Talk. Our mission is, with the partnership with Tea Talk, is to bring a safe and open environment where customers are willing to share their feelings as well as personal stories, eventually aiming to improve the quality of citizen mental health among the community.

### Areas of work:

- Psycho-educational Counseling;
- Social work;
- Community Development.

### Key partners

- Businesses;
- Local Civil society organizations;
- International civil society organizations;
- International non-governmental organizations.





## CSO PARTNERSHIP

### Community-based tourism service – Codevelopment tourism

Cooperation program between CoRE and Actxplorer Vietnam (<http://actxplorer.vn/>) offers tourism experience services and community contributions for addressing social issues in Vietnam for Vietnamese and international tourists.

#### STARTING POINT

By sharing the mission of human development through experience and culture, CORE and Actxplorer met and laid “the first brick” in their partnership in late 2015 and early 2016 when Vietnam, specifically Hanoi, had become an attractive destination for visitors.

The partnership idea was born from CEO of Actxplorer Singapore’s trip and exploration into Vietnam’s market with CoRE as an accompanying enterprise. The practical experience and sharing companionship has been a first step for a long-term commitment when CORE and Actxplorer formally partnered in the launch of the “Community-based tourism service – Codevelopment tourism”



## PARTNERSHIP PROCESS

- Planning together on experienced tour related to community;
- Division of Responsibility: Actxplorer takes on all tourism services, Tea Talk cafe and CoRE provide the requirements for social service items;
- Signing for commitment, building long-term relationships;
- Mutual supervising and evaluating in all actions;
- Retained Earnings contributes to CORE.

## RESULTS



**Travel packages** for different customers



**60%** of **tourism market share** for students from Singapore



**Create a sustainable revenue** for CoRE's community activities and market development for Actxplorer



**Opportunities** to expand and dominate markets outside South Asia, the United State, South Korea, Australia, etc

## LESSONS LEARNED

With the co-development model, Tea Talk cafe and CoRE also create values for connectivity and focus on core client groups: the youth, young families and other disadvantaged groups. Actxplorer also creates a unique market in Vietnam that can dominate the experienced tourism market associated with the implementation of social missions, which can be the bridge for social projects performance.





## FOR VIETNAMESE STATURE FOUNDATION (VSF)

**F**or Vietnamese Stature Foundation is a social charity organization founded in 2014.

Head Office: Room 401 – Building Opera Business Center, 60 Lý Thái To, Hoàn Kiếm, Hà Nội  
Executive Director: Mrs. Trang Thi Nhu Tran

### Contact:

Office phone: 024 3823 8008

Email: [lienhe@vitamvocviet.vn](mailto:lienhe@vitamvocviet.vn)

Website: [vitamvocviet.vn](http://vitamvocviet.vn)

Facebook: [www.facebook.com/quyvitamvocviet/](https://www.facebook.com/quyvitamvocviet/)

### Vision & Mission

- Vision: For a mighty Viet Nam
- Mission: VSF is a charitable, non-profit Foundation that promotes the physical and mental health of Vietnamese children.

### Area of work:

Nutritional and educational rights of Children





## CSO PARTNERSHIP MODEL

Long-term partnership between VSF and TH Group for the stature of Viet Nam

### STARTING POINT

Viet Nam is still in the group of nations with highest rate of mal-nutrition and Micronutrient deficiencies in children. In addition, lower than the international standard in height: 13.1 cm lower (Male) and 10.7cm lower (Female). According to the ranking of World Intellectual Property Organization (WIPO), Vietnam ranks 76/141 countries in the level of intellectual development.

Thus, in addition to nutritional supplement to improve physical health of Vietnamese children, investment in intellectual and talents development for youth generation is an urgent and strategic demand.

In the context of funding budget for development in Viet Nam is being gradually withdrawn, Vietnamese Stature Foundation has identified its roles to connect social resources, especially to mobilize the roles of Enterprises and individuals in Viet Nam.

Objectives: Joint parties carry out their missions and passionately contribute to the country development; Ensuring sustainable financial resource to implement volunteer and community development programs; and Studying and sharing relevant values and knowledge/information.



## PARTNERSHIP PROCESS

- In partnership with TH group, VSF is an independent, legal entity with its own mission and strategy; and TH Group acts as a sponsor committed to long-term co-operation with VSF. VSF assists TH Group in implementing volunteer activities with the guarantee of focused and professional strategy to contribute to building TH group branding image. Through this, VSF consults TH Group on their directions to perform Corporate Social Responsibility. Vice versa, TH Group provides both financial and technical support for VSF including: human resource management, communication, and professional knowledge.
- The rights and responsibilities of each party are specified in the Cooperation Agreement the exists between two organizations
- VSF proactively sets up their long-term operations strategy (in 3-5 years) and annual work plan (attached with budget plan). On that basis, VSF seeks Funds from TH group and other donors via meetings on sharing operations strategy and plan, as well as developing and submitting project proposals;
- At the end of each fiscal year, VSF conducts financial and operations reports submitting to competent state agencies and donors, including the TH Group.

## RESULTS



More than **260.000** preschool and primary children in Nghe An province had ad have been drinking school milk everyday



**2500 people** (including teachers, parents, local staff) in Nghe An had their awareness raised about the importance of nutrition to the development of children

More than 2,000 trade union staff and Thang Long Industrial Park employees have raised their awareness and improved skills on proper nutrition practices, child feeding and sexual and reproductive health care raised. (Project " For mother and baby - For the stature of Viet Nam).

**Hundreds of houses, many schools and civilian bridges** have been built

Donated **300 million VND** to the Fund for Poor Patients of the National Hospital of Obstetrics and Gynecology to provide support for pregnant women, patients and newborns who are undergoing medical examination and treatment at the hospital.



More than **100 million** milk glasses of school milk have been distributed to Nghe An and millions of Fresh milk glasses have been donated to disadvantaged children throughout the country



**Nearly 2 billion VND** has been donated to Humanitarian Blood Donor - The Red Sun program

**Nearly 70 billion VND scholarships** were awarded to talented students from TH School and hundreds of scholarships have been awarded to pupils and students overcoming difficulties in Vietnam



## LESSONS LEARNED

Ensuring equality and sharing values along the way will be a prerequisite for building partnerships. In addition, non-profit organizations also need to understand and share their views on Return on Investment (ROI), so as to attract attention and support of business donors. In other words, nonprofit, social and charitable organizations should act as a bridge between the community and businessness so that the parties can find common ground and work together for a better society.







# CATEGORY

## CSOs – CSOs

“I think “SHARING” is the most important keyword for building, maintaining and developing a partnership. The sharing of responsibilities and benefits, the difficulties and opportunities, and the experience and resources in the process of conceptualization and implementation are always the preconditions for sustainable relationships. ”

– Center for Sustainable Development Studies (CSDS)







## CENTER FOR SUSTAINABLE DEVELOPMENT STUDIES (CSDS)

**C**enter For Sustainable Development Studies  
(CSDS) is an NGO Founded in 2009

Head office address: 63 Pham Than Duat, Mai Dich,  
Cau Giay, Hanoi

Executive Director: Mr Phuong Tuan Don

### Contact:

Office phone: 02460278323

Email: [director@csds.vn](mailto:director@csds.vn)

Website: [www.csds.vn](http://www.csds.vn)

Facebook: [www.facebook.com/csds.vn](http://www.facebook.com/csds.vn)



[www.csds.vn](http://www.csds.vn)

### Vision & Mission

**Vision:** A society in which young people are empowered and legitimized as active and innovative contributors to a sustainable and equal world.

**Mission:** To empower and support youth to build their capacity to affect long-term change in regards to development issues

### Areas of work:

Youth Development, Community Development Assistance, and International Voluntary Exchanges.

### Key partners:

- Local civil society organizations;
- International civil society organization;
- International governmental organization.



# CSO PARTNERSHIP MODEL

## NGO Traineeship Program

Partners: NGOs currently operating in Vietnam.  
Beneficiaries: Last year students or fresh graduates; NGOs receiving trainees from the program; and other CSOs in Vietnam in general.



### STARTING POINT

From the local NGOs's point of view, CSDS recognizes human resource need from NGOs. In fact, due to resource constraint, NGOs are always having difficulty in finding qualified and passionate staff. NGOs are eager to recruit young people (lots of energy and at an affordable cost) having practical experience and a basic understanding of the community. Meanwhile, universities in Vietnam do not currently support or have training programs for this field.

Pursuant to the mission of the organization, aiming to connect NGOs with young, qualified and potential resources, the Center for Sustainable Development Studies (CSDS) designs and implements the "NGO Traineeship - NGO Interns" since 2015. CSDS has been actively seeking and connecting with local and international NGOs, who need interns for organizational support, together whilst training young people to participate in the internship position in an NGO from 3 to 6 months.

Objectives is to strengthen the connection and partnership between CSDS and other NGOs in Vietnam; to assist non-governmental organizations to find qualified and trained staff; create opportunities to access and experience non-governmental environment in Vietnam for final year students and fresh graduates; and help students to achieve a better career orientation and find a job after graduation.

## PARTNERSHIP PROCESS

- CSDS conducts surveys and assesses the demand for personnel of NGOs, and develops an annual framework program with suitable staff and specialty;
- NGOs who registered to participate in the program will become CSDS partners with a specific commitment to responsibilities and rights;
- CSDS recruits trainees according to the need of partner organizations, provide them with basic knowledge of development and skills in NGOs within 3 weeks with support of NGOs partners;
- Upon completion of the training process, CSDS will contact to other NGOs so that the trainee interns can work directly and gain experience in a NGO according to an internship agreement;
- During internships period, CSDS will continue to follow up, support and provide additional training (skills and knowledge) to trainees so that they can maximize their potential as well as contribute to the development of partners. This also enhances the sharing of knowledge and experience among trainees;
- CSDS and NGO partners jointly supervise and evaluate traineeships in particular and the NGO Traineeship program in general.

## RESULTS SINCE 2015



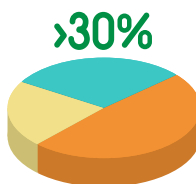
CSDS has successfully organized **3 programs** and has been implementing the fourth program



**75** trainees participating in training and internships



**more than 25 NGOs**, which have consistently received trainees from all four programs



of the trainees are admitted as official staff after the internship.

## LESSONS LEARNED

It is important for NGOs to be directly involved in trainee training activities, whereby NGOs are essential partners to ensure training for interns before and during internship period, therefore helping young people to be more confident and to form a network of potential young staff. The NGO Traineeship Program acts as a bridge between NGOs and young people, who are passionate and keen on the development but lacking knowledge, experience and skills. Through the program, CSDS contributes to expanding and promoting cooperation with NGOs in Vietnam, creating a systematic training of human resources for the non-governmental sector in an effective way.





## RESEARCH CENTER – COUNSELING SOCIAL WORK & COMMUNITY DEVELOPMENT [SDRC]

**R**esearch Center – Counseling Social Work & Community Development is an NGO Founded in 1989.

Head office: 273/51 Nguyễn Văn Đậu, Ward 11, Bình Thạnh District, HCMC

Executive Director: Mr. Chau Hoang Man

### Contact:

Office Phone: 028 3 841 3010

Fax: 84 (028) 3 515 2488

Email: [info@sdrc.org.vn](mailto:info@sdrc.org.vn)

Website: [sdrc.org.vn](http://sdrc.org.vn)

Facebook: <https://www.facebook.com/sdrcvn/>



### Vision & Mission

#### Vision:

SDRC contributes to the development of a humanistic society with the goal of development, well-being and social security, including the Followings:

- The development of each individual is based on their talents and contributions to the development of the community.
- Equality among social classes, regions and countries.
- Gender equality and everyone's enjoyment of human rights are seen as indicators of development.

#### Mission:

- Contribute to the development of Social Work and Community Development as a social sciences applicable in solving social problems, ensuring

social security and social development.

- Contribute to the building of a just and sustainable society for the country.
- Co-operating with international organizations around the world to promote their contribution to the development of social work and community development in Vietnam and other regional countries.

#### Key partners:

- State agencies
- Local Civil Society organizations;
- International Civil Society Organizations;
- International Governmental Organizations



# CSO PARTNERSHIP MODEL

## Cooperative supervision for trainees in social work in Ho Chi Minh City

Partners: CSOs in HCM city and Universities/Colleges with Social Work Department such as: Ho Chi Minh City Open University, University of Social Sciences and Humanities, Ton Duc Thang University, National College for Education, HCM College of Economics.



### STARTING POINT

In the world, social work develops as a profession to solve social problems through support and impact on individuals, families, target groups, communities and social systems.

However, Social Work in Viet Nam is only at the beginning of its formation, and has not been developed in accordance with its meaning in all respects. Social work is currently one of the most important issues, gaining much interest from the government and researchers. It is specifically demonstrated through the project on social work profession development in Viet Nam 2010-2020 (Decision no 32/2010/QĐ-TTg).

The objectives are to build a team of qualified staff and collaborators as well as to develop infrastructure for the provision of social work services at all level. With 20 years of experience in the field of Social Work and Community Development, SDRC has become a reliable place for trainees from colleges and universities with social work department in HCM city.

SDRC has promoted and developed partnerships with local CSOs to expand the network cooperative supervision for trainees in social work profession in HCM city.

## CSO PARTNERSHIP PROCESS

- SDRC connects Universities/Colleges with demands from their students to have social work practice whilst connecting CSOs and supervisors. The Universities/Colleges will invite these CSOs to a meeting for discussion and presentation about the demands and aspiration of each party;
- SDRC and the Universities/Colleges agree on a cooperation mechanism then negotiate and sign Cooperation agreement to send students to CSOs for internships, specifies the roles, functions and responsibilities of each party;
- SDRC assists the Universities/Colleges in sending their students to CSOs for internships. SDRC, the Universities/Colleges and CSOs discuss in detail and agree on students' internship plans. The roles, functions and responsibilities of each party are also specified in the agreement;
- - SDRC and the Universities/Colleges appoint lectures responsible for working directly with CSOs on subjects and requirements of the internships. Vice versa, CSOs appoint supervisors in charge of supervising students to work with representatives from Universities/Colleges;
- SDRC provides technical support for CSOs throughout the supervising process;
- Each party sets up detailed plans for monitoring, evaluating and sending students to CSOs.

## RESULTS FROM 2011 - 2016



**154** supervised students



**3 CSOs** accepted and supervised students; 02 Ward People's Committee received students for internship courses



have **6 school partners**

## LESSONS LEARNED

- Partnership involves close cooperation among parties including SDRC, CSOs and Universities/Colleges having Social Work profession to ensure the link between theories and practices of instructing trainees.
- CSOs supervisors must be professionally trained and have practical experiences.
- Both parties strictly adhere to the cooperation agreement and commit to complying with the agreed terms.
- Regularly hold meetings with CSOs supervising students to support and acknowledge their contributions to the internships of students.



## HỘI THẢO TỔNG KẾT DỰ ÁN

CHẤT LƯỢNG CUỘC SỐNG CỦA NGƯỜI KHUYẾT TẬT THÔNG QUA NÂNG CAO NĂNG LỰC CHO CÁC TỔ CHỨC PHI CHÍNH PHỦ ĐỊA PHƯƠNG  
TRONG VIỆC HUY ĐỘNG NGUỒN LỰC VÀ THỰC HIỆN PHỤC HỒI NĂNG TOÀN DIỆN DƯA VÀO CỘNG ĐỒNG"



## ASSOCIATION FOR EMPOWERMENT OF PERSONS WITH DISABILITY (AEPD)

**A**ssociation for Empowerment of Persons with Disabilities (AEPD) was founded in 2010

Head Office: 40 Nguyễn Đình Chiểu, Dong Hoi, Quang Binh Province

Executive Director: Ms. Hong Thi Thanh Nguyen

### Contact:

Office phone: 0232. 3850662

Email: [info.aepd@gmail.com](mailto:info.aepd@gmail.com)

Website: [aepd-vn.org](http://aepd-vn.org)

Facebook: <https://www.facebook.com/AEPDvn/>

### Vision & Mission

AEPD strives towards an inclusive and barrier-free society where people with disabilities can fulfill their potential, enjoy equal opportunities and productively contribute to their communities

We are committed to improving the quality of life of Persons with Disabilities (PWDs) through economic and social empowerment, improved access to health care and disaster risk management in their communities. We also aim to ensure that the rights of these individuals are respected on a provincial and national level by effectively supporting and advocating for disability policies.

### Areas of work

Livelihood, Health Care, Social Inclusion, Policy Advocacy, Climate Change and Disaster Risk Reduction.

### Key partners:

- State agencies;
- Local Civil Society organizations;
- International Civil Society Organizations;
- International Governmental Organizations.



# CSO PARTNERSHIP MODEL

## Building and supporting the network of People with Disabilities Clubs



### STARTING POINT

The partnership model between AEPD and People with Disabilities Club comes from AEPD Vision Statement and mission as well as the demands of People with Disabilities at grassroots level in Quang Binh province.

The People with disabilities Club is an organization at a grassroots level established based on voluntary principle, working for the development and the rights of people with disabilities.

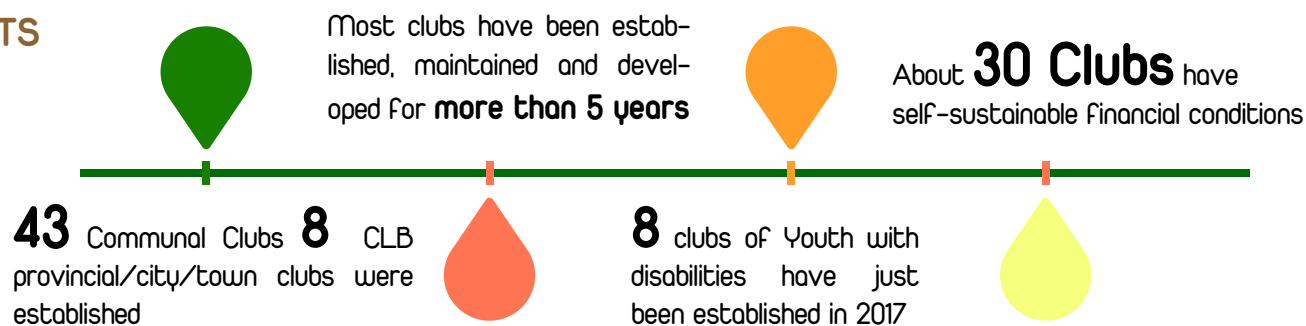
However, due to physical and mental health problems, people with disabilities have difficulties to access and participate in social activities. Moreover, People with Disabilities –especially those living in rural and mountainous areas do not have many opportunities to share, exchange and learn. Therefore, organizational model at grassroots level is a necessary environment for People with Disabilities to connect and develop.

AEPD is an organization having a mission and experiences in Livelihood, Health Care, Social Inclusion and Policy Advocacy. Partnership with People with Disabilities Club is essential to AEPD strategy to enhance the rights of People with Disabilities as well as to assist the implementation of community-based rehabilitation programs.

## PARTNERSHIP PROCESS

- AEPD accompanies, assists the Clubs throughout their process of establishment and development;
- AEPD proactively meets and seeks the aspirations of People with Disabilities groups to support the establishment of People with Disabilities clubs. Then, AEPD sets up plans to campaign and support the establishment of the clubs
- After the establishment of the Clubs, AEPD co-operates with these clubs, local authorities and other CSOs to mobilize resources for: Loans, livelihood development, integration and health care, ensuring the rights of people with disabilities;
- Besides assisting, AEPD coordinates with the club to carry out the following activities: advocacy and dissemination of government policies related to people with disabilities, monitoring the implementation of People with Disabilities rights; Raising Funds from the provision of community services;
- In terms of coordinating mechanism, AEPD and the Executive Board of the clubs agree on quarterly and mid-year support in the first 2 years. Annually, AEPD staff monitors and evaluates the Clubs performance; updates and seeks further support opportunities based on the Clubs' annual reports;
- In terms of coordinating mechanism, AEPD and the Executive Board of the clubs agree on quarterly and mid-year support in the first 2 years. Annually, AEPD staff monitors and evaluates the Clubs performance; updates and seeks further support opportunities based on the Clubs' annual reports;
- AEPD plans to proceed their expanding clubs network as well as support newly established clubs.

## RESULTS



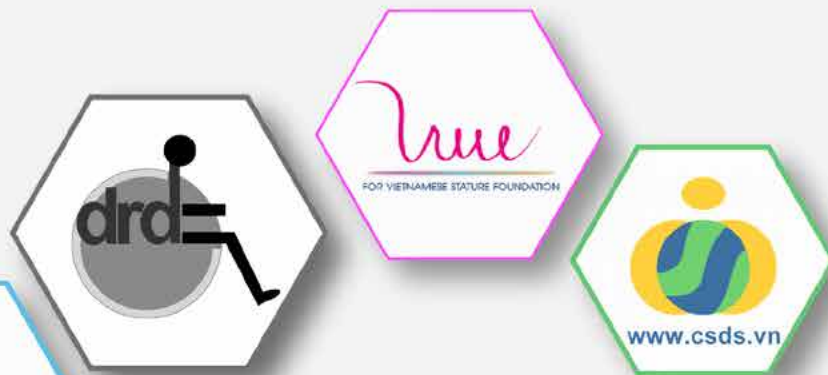
## LESSONS LEARNED

When supporting and mobilizing people with disabilities to become members, it is necessary to clarify their benefits and responsibilities rather than create benefits expectations beyond the capabilities of the clubs; The process of establishment has been carefully conducted by AEPD, with an assessment of the condition and the likelihood of success. Therefore, for more than 10 years, only 43 communal clubs and 6 People with Disabilities clubs were established. The clubs were not established in a mass at the same time to follow the movement or just to reach the target; Mobilize local resources available to support People with Disabilities clubs; Capacity building for clubs and their members for maintenance and sustainable development; Documentation activities, processes to replicate the model in other areas.

THẢO TỔNG KẾT DỰ ÁN  
KHUYẾT TẬT THÔNG QUA NÂNG CAO NĂNG LỰC CHO  
VÀ THỰC HIỆN PHỤC HỒI NĂNG TOÀN DIỆN







# CSO PARTNERSHIP 2017

Value-added

& Inspiring models

