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Funded by:





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I. Checklist for a Voluntary Return



Credit: IOM / Nguyen Khac Son 2011

Before the Return

The returnee should

- ✓ prepare travel documents with a valid passport or laissez-passer
- request documents from the German authorities that might be needed later on, such as birth certificate, marriage certificate, divorce certificate, educational certificates, etc. issued in Germany
- get information concerning the arrival at the airport and the onward journey. There are shuttle buses from every major airport to the respective city center and bus stations for onward transportation to other provinces and taxis for specific transport demands
- there are no vaccinations required for Vietnamese to enter the country
- √ find a temporary accommodation

After the Return

The returnee should

- ✓ carry out residence book registration
- register their child or children up to 6 years old with free health insurance by the government. This should be done at the People's Committee at the commune or precinct level, where the returnee has their residence registered. The birth certificate of the child is required
- ✓ apply for social welfare
- contact local schools or other educational institutions for the education of their children

II. Health Care

I. General Information

Viet Nam's health care system is divided into compulsory health insurance and voluntary health insurance.

Compulsory health insurance:

Employees of companies or organizations who participate in the compulsory social insurance need to join the compulsory health insurance. (for the fees: see Table I). Students also participate in the compulsory health insurance. Participants should pay compulsory social insurance, health insurance, and unemployment insurance altogether.

Benefits:

The public insurance covers a certain percentage of medication and treatment depending on the classification of the participant and the hospital they choose.

Costs:

Social insurance	Health insurance	Unemployment insurance				
Cost for the employer (% of salary)						
18	3	I				
Cost for the employee (% salary)						
8	1,5	I				

Voluntary health insurance:

This insurance is open to all members of one household, except for those paying compulsory health insurance.

Children up to 6 years old are provided with free health insurance by the government. The returnee needs to contact the People's Committee to register their child for a free health insurance card and has to present a birth certificate and residence registration documents.

The first person registered in the household pays 4.5% of the general minimum salary each month; the second, third, and fourth person pay 90%, 80% and 70% of the fees paid by the first person; the fifth person pays 60%. Minimum salaries are defined and adjusted by the government. For the registration, it is necessary to contact social insurance agencies at the people's committee at the registered area.

2. Medical treatment and medication

Medical facilities and doctors:

Please see lists of hospitals in regional centers under VIII. Provincial hospitals, specialized in treating serious diseases, offer all essential diagnostic services and are equipped with necessary facilities.

Procedure of admission:

Health care services are open to everyone; the national ID and the health insurance card are required. If the beneficiary has no insurance they have to bear all costs.

Availability and costs of medication:

Most of the common medical generics are available in Viet Nam.

Health Care System: Access for Returnees

Eligibility and requirements:

Voluntary health insurance should be purchased for the whole family, except members, who are already registered in public insurance with their companies/offices/schools.

Registration procedure:

Voluntary health insurance can be purchased at the Social Insurance Agency at the commune/precinct where the applicant has its residence registration.

Required documents:

The applicant needs a national ID, household registration book (or temporary residence registration), and health insurance cards of other family members (if any) for voluntary health insurance registration.

III. Labour Market and Employment (1/2)

I. General Information

Indicators	2017			2018	
	Q3	Q4	QI	Q2	Q3
Labour force (milion people)	54.88	55.16	55.10	55.12	55.41
Percentage of labours with training certificates (%)	21.99	21.80	21.63	21.85	22.24
Employed labour (million people)	53.77	54.05	53.99	54.02	54.30
Percentage of labours working in agriculture, forestry and aquaculture in total employment (%)	40.35	39.75	38.56	38.21	37.84
Monthlt income of salariats (million dong)	5.36	5.41	5.79	5.62	5.78
Unemployed people at labour age (thousand people)	1,074.8	1,071.2	1,067.1	1,061.5	1,070.0
Unemployment rate of labour aged population (%)	2.23	2.21	2.20	2.19	2.20
Unemployment rate in urban area (%)	3.14	3.13	3.12	3.09	3.09
Unemployment rate among youth (aged 15 - 24) (%)	7.80	7.07	7.07	7.10	7.29

Source: General Statistic Office (2017, 2018), Quarterly statistics on Labour and Employment

2. Ways/assistance to find employment

Public employment assistance centers are available in all provinces. Private services also exist in big cities. Vacant positions are announced on the following websites:

- www.vietnamwork.com
- www.careerlink.vn
- www.mywork.com

3. Unemployment assistance

General information on public and/or private unemployment assistance:

Employees with non-fixed term contracts or fixed term contracts of at least 3 months have to participate in the unemployment insurance.

To be eligible one must have:

- Paid unemployment insurance fees for 24 to 36 months before the labor contract terminates
- Submitted an application for unemployment allowance within 3 months after the contract terminates

Benefits and Costs:

Unemployment benefits: 60% of the average salary or allowance of the 6 consecutive months preceding the unemployment.

Duration of the benefits:

- 3 months if the unemployment insurance fees have been fully paid 12 months till less than 36 months
- 6 months if the unemployment insurance fees have been fully paid for 36 months till less than 72 months
- 9 months if the unemployment insurance fees have been fully paid for 72 months till less than 144 month
- 12 months if the unemployment insurance fees have been paid at least 144 months

Other benefits: Entitlement to health insurance while receiving the unemployment subsidy.

Costs: Employers pay 1% of the salary or allowance fund for the unemployment insurance; employees pay 1% of their monthly salary or allowance; state budget supports 1% of the salary/allowance fund for the unemployment insurance.

4. Further education and trainings

Vocational training centers are available in all provinces. However, many companies provide on-the-job training by themselves after the recruitment.

III. Labour Market and Employment (2/2)

Unemployment Assistance: Access for Returnees

Eligibility and requirements:

- Having paid unemployment insurance fees for at least 12 months within 24 months before the unemployment occurred
- Having registered the unemployment status at the occupational introduction center of the provincial labor-invalid-social service
- Remark: While receiving the unemployment subsidy, the unemployed must show up at the occupational introduction center to inform it about the current status of the job searching. Working people are entitled to unemployment benefits as of the 16th day following the unemployment registration

Registration procedure:

The applicant should submit their application at the local Employment Service Center (*Trung tâm Giới thiệu việc làm tại địa phương*) where they would like to receive the unemployment allowance within 3 months from their labor contract expiration while still under unemployment.

Required documents:

- Application form (issued by the Ministry of Labour, Invalids and Social Affairs)
- Original or notarized copy of the expired labor contract; notification/decision on contract termination or dismissal
- Social Insurance Book



Credit: IOM / 2005

I. General Information

Costs and facilities of accommodation can differ. They range from 2,000,000 VND with one small room in basic conditions and a shared bathroom to about approx. 46.400.000-58.000.000 VND in a modern house of 200 m² with a full complex of public facilities environment.

The electricity price for household consumption is as follows:

Catagorias	Price		
Categories	(VND/kWh)		
Level I: # kWh from 0 - 50	1,678		
Level 2: # kWh from 51 - 100	1,734		
Level 3: # kWh from 101 - 200	2,014		
Level 4: # kWh from 201 - 300	2,536		
Level 5: # kWh from 301 - 400	2,834		
Level 6: # kWh from 401 trở lên	2,927		
Prepaid card	2,461		

Prices for water for each household are at about 6,869 VND/m3 (for the first 10m3), 8,110 VND/m3 (from 10 to 20m3), 9,969 VND/m3 (from 20 to 30m3) and 18,318 VND/m3 (from 30m3 above). The price for production enterprises is at 13,357 VND/m3 and for service business at 25,378 VND/m3.

Housing facilities for returnees / social housing There are no (temporary) housing facilities or special social housing available for returnees.

2. Ways/assistance to find accommodation

There are services assisting with the search for housing. However, these depend on your demands and require a certain level of fees. Most of the services are private businesses. Houses and apartments for rent are advertised in newspapers, websites or leaflets.

Other papers directly relevant to specific cases:

- Marriage certificate (in case wife and husband live together). In case of absence of marriage certificate, birth certificate of joint children can be presented instead
- Birth certificate (provided that they want to register permanent residence for newborn)
- Decisions on job transfer, recruitment, return from military service, retirement or job discontinuation
- License granted by the Immigration Department (depending on specific cases for the purpose of presentation: repatriation certificate or recommendation letter)
- Residence book or collective residence registration certificate or identification card (if any)

3. Social grants for housing

Currently there are no social grants for housing available in Viet Nam.

Housing: Access for Returnees / Vulnerable Groups

There are no shelters available for returnee's temporary stay after return.

There is one shelter for women and children, who are VoT and victims of domestic violence, named Ngôi Nhà Bình Yên (Peace House Shelter), an institution directly subordinated to the Viet Nam Women's Union (VWU). Besides temporary accommodation, the Peace House also provides counselling, vocational training with job placement service and kindergarten to victims.

Website: http://www.ngoinhabinhyen.com

Facebook: https://www.facebook.com/pages/Peace-House-Shelter/138308406340913?fref=ts

V. Social Welfare (1/2)

I. General Information

Monthly social relief allowances are provided to following groups:

- Children under 16 years without support
- Citizens between 16 to 22 years without support but under schooling, vocational training, college, or first decree education
- HIV affected children of poor families as well as HIV affected people of poor families without labour ability
- Single parents of poor families, with children under 16 or aged between 16 and 22 under schooling, vocational training, college, and first decree education
- Elderly people above 60 without financial support
- Elderly people above 80 without pension or any monthly allowance
- Disabled children eligible under the defined regulations

Costs:

The beneficiary does not have to pay for receiving social relief allowance.

Benefits:

Benefits are 270.000 VND, multiplied by the factor I-3, depending on specific categories.

An application and presentation of the applicant's current personal situation at the People's Committee and the District People's Committee is required.

Access:

There are no specific social welfare programs for returnees, except those mentioned above.

2. Pension System

Viet Nam's pension system is composed of a compulsory social insurance and a voluntary social insurance. Target groups include:

- Retirees: men at 60 and women at 55 years
- Retirement age applicable to those who undertake difficult or hazardous jobs or work in mountainous, bordering areas or remote islands and other exceptional cases shall be regulated by the government
- Any person paying social insurance premium for at least 20 years

Social Welfare System: Access for Returnees

Eligibility and requirements:

Please see "I. General Information" above

Registration procedure:

Applicants or custodians should submit required documents to the Chairman of People's Committee at communal level.

Registration documents:

- Filled form (issued by Ministry of Labour, Invalids and Social Affairs)
- Copy of household registration or certification of commune police
- Copy of birth certificate, in case of children
- Certificate of HIV infection (if applicable)
- Copy of birth certificate of children, in case of poor single parents

V. Social Welfare (2/2)

Costs:

Compulsory social insurance: Employees working on contractual basis for a period of at least 3 months or unlimited time according to the legal regulations of labor. Voluntary social insurance: Anyone aged from 15 willing to participate. Fees are at least equal to the general minimal salary.

Benefits:

Monthly pension allowance is equal to 75% of the average monthly salaries of whole period of time paying social insurance fees. This amount will be reduced by 1% for every year of early retirement.

One time allowances are paid to those paying social insurance only 3 months to less than 20 years. The allowance is equivalent to 1.5 months of the average monthly salary of the whole period of time paying social insurance.

3. Vulnerable Groups

There are projects supporting different vulnerable groups with respectively varying assistance. Governments and private initiatives providing assistance to vulnerable groups such as the poor, disabled, minorities, women, children, elderly, people living with HIV, drug addicted people, sex workers, homosexual, bisexual, transsexual, populations affected by natural disasters and climate change, victims of human traffic, migrants, etc. The general regulations on access to public services apply for vulnerable groups with no restrictions.

Government regulations on the assistance to vulnerable (selection):

- Decision 29, dated 26/4/2014: on credits for HIV affected people and families, post-rehabilitation peoples, addicted people under treatment of alternative drugs, former sex workers. It is implemented by the provincial Bank of Social Policies with maximum loans of 20,000,000 VND /individual or 30,000,000 VND /family. The loans should be used for husbandry, fruit cultivation, purchasing vehicles and equipment for small businesses, vocational training, etc.
- 44/2016/TT-BLĐTBXH, dated 12/2/2017: by the Ministry of Labour, Invalids and Social Affairs on vocational training assistance to people who complete their sentence in jail.
- Law on Natural Calamities Prevention No 33/2013/QH13 on assistance to groups affected by natural disasters. It guarantees various assistance for projects valid for the time of the project's duration. The organizations providing assistance to vulnerable groups are the Ministry of Labour, Invalids and Social Affairs (MoLISA), Red Cross, UN agencies including the International Organization for Migration (IOM), IOs, and NGOs.

Pension System: Access for Returnees

Eligibility and requirements:

There is no specific system applied to returnees but a general system for all Vietnamese. Please see the Information in the section on the Pension system (V. 2.).

Registration procedure:

Employers provide notification on the retirement to the beneficiary. It can be done online at https://baohiemxahoidientu.vn/tai-phan-mem.html and must be submitted to the local Social Insurance.

Registration documents:

Social Insurance Book and National ID.

VI. Educational System

I. General Information

An application for public schools is only possible if the requirements of the previous classes were passed. The enrolment at elite schools requires to meet the schools' individual criteria. For higher education, students must pass entrance examinations.

Educational Level	Age				
Kindergarten	I- 6(some accept under I2 months)				
Primary Level					
Primary School	6 – 10				
Secondary Level					
Lower secondary school	10 – 14				
High School	14 – 19				
Higher Education					
e.g. College, University, Prof School etc.	fessional From 19				

2. Cost, loans and stipends

public, private and Costs vary between international schools and institutions. The gap between these types is large. Public schools are subsidized so that the costs are very low. Private schools are affordable for higher and middle income class. The international ones are as expensive as other international institutions in other countries.

Access and requirements to stipends and/or loans for covering tuition:

- eligible are students of state universities, colleges, business schools who are in financially difficult conditions
- loan with a maximum of 1,500,000 VND per month or VND 18,000,000 per year
- interest rates are about 0.5% per month
 the duration of the loan usually starts and ends with the term at school
- · payment starts right after receiving the first monthly salary but not later than 12 months after the end of the education term
- · overdue interest rates are usually 130% of the borrowing interest rate

3. Approval and verification of foreign diplomas

Foreign diplomas and certificates are accepted in the Vietnamese labor market.

Educational System: Access and Registration Procedure for Returnees

Necessary documents for returning pupils/students

- School reports of education abroad. These should be notarized and translated into Vietnamese.
- Birth certificate (notarized and translated into Vietnamese if issued abroad).
- The universities in Viet Nam decide by themselves on the equivalence of the subjects the students have taken abroad in comparison to those which the local university provides and decide further subjects or semesters the students will need to take in order to complete the relevant education in Viet Nam.

Pupils and students from ethnic minorities studying in public schools and universities are entitled to be granted a policy scholarship and social welfare.

VII. Concrete Support for Returnees

I. Reintegration assistance programs

The International Organization for Migration (IOM) provides reintegration assistance to voluntary returnees within different AVRR-programs to ensure the sustainability of their return.

The IOM assistance depends on the different programs.

2. Financial and administrative support

Besides IOM, there is no official scheme to support returnees to Viet Nam.

3. Support to start income generating activities

AGRIBANK – The Viet Nam Bank for Agriculture and Rural Development regularly provides soft loans for income generating activities to people with financial difficulties.



Credit: IOM / Mai Xuan Hieu 2017

VIII. Contact Information and Useful Links (1/4)

International, Non-Governmental and Humanitarian Organizations

ILO

International Organization for Migration

Mission in Viet Nam 304 Kim Mã, Hanoi Tel.: (+84.24) 38 500 100 Email: Hanoi@iom.int

Website: https://vietnam.iom.int/

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Address 48-50 Nguyen Thai Hoc Street Hanoi, Viet Nam

Tel.: +84 24 3734 0907
Email: Hanoi@ilo.org
Website: http://www.ilo.org/

Blue Dragon Children's Foundation

PO Box 297, International Post Office, Hanoi, Viet Nam

Tel.: +84 24 3717 0544 Email: info@bdcf.org

Website: https://www.bluedragon.org/

UNICEF

Address 304 Kim Mã, Ngọc Khánh, Ba Đình, Hà Nội

Tel.: (84 4) 3.850.0100

Email: hanoi.registry@unicef.org

Website: https://www.unicef.org/vietnam/vi/

Handicap International

Phong 101 E3, Khu ngoai giao doan Trung Tu So 6, Dang van Ngu, Dong Da, Ha Noi, Viet Nam

Tel.: +84-24-3762 9136

Email: communication@handicap-international-vn.org

Website: http://www.handicapvietnam.org/

UNDP

Address 304 Kim Mã, Ngọc Khánh, Ba Đình, Hà Nội

Tel.: (84 4) 3.850.0100 Email: registry.vn@undp.org/ Website: http://www.vn.undp.org/

Viet Nam Red Cross

Address 82 - Nguyễn Du - Hà Nội

Tel.: +84-24.38.224.030 - +84-24.38.263.703

Email: vnrchq@netnam.org.vn

Website: http://www.redcross.org.vn/

Action Aid

Address Tầng 5 - Tòa nhà Vinafor, 127 Lò Đúc, Phạm

Đình Hổ, Hai Bà Trưng, Hà Nội

Tel.: +84-24 3943 9866 Email: mail.aav@actionaid.org

Website: http://www.actionaid.org/vi/vietnam/

Saigon Children's Charity

Address 59 Trần Quốc Thảo, Phường 7, Quân 3, Hồ

Chí Minh

Tel.: +8428 3930 3502

Email: info@saigonchildren.com

Website: http://www.saigonchildren.com/vi/

Hagar International

Address: 152 Âu Cơ, Tây Hồ, Hanoi, Viet Nam

Tel.: +84 (0) 0943111967

Email: info@hagarinternational.org

Website: https://hagarinternational.org/vietnam/

Oxfam International

Address 22 Lê Đại Hành, Hanoi, Viet Nam

Tel.: +84 24 3945 4448

Email: dung.nguyenthiphuong@oxfamnovib.nl

Website: https://www.oxfam.org/en/countries/vietnam

FIDR – Foundation for International Development Relief

Address 54 Hai Phong Street, Danang City, Viet Nam

Tel.: (84)511-3540404 Email: fidryn@fidr.or.jp

Website: http://www.fidr.or.jp/english/index.html

VIII. Contact Information and Useful Links (2/4)

Relevant local authorities (employment offices, health/pension insurances etc.)

Health and pension insurances are covered by Social Insurance, which is located in every local People's Committee. Employment service is usually covered by the local Youth Union and Department of Labour, Invalids and Social Affairs and some local Women's Unions.

Services assisting with the search for jobs, housing, etc.

Hanoi Employment Service Center, Department of Labours, Invalids and Social Affairs of Hanoi City

Address I: 285 phố Trung Kính, Yên Hòa, Cầu Giấy,

Hà Nội

Tel: (04) 37822806

Address 2: Ngõ 33 phố Tạ Quang Bửu, Bách Khoa, Hai

Bà Trưng, Hà Nội Tel: (84-24) 38691401

Address 3: Số 144 Trần Phú, Hà Đông, Hà Nội

Tel: Điện thoại: (+84-24) 33820450

Email: ttgtvlhn_soldtbxh@hanoi.gov.vn Website: http:///www.vieclamhanoi.net

Youth Employment Services Center (founded by Hochiminh Youth Union and Department of Labour, Invalids and Social Affairs of Hochiminh City)

Address I: 1A Nguyễn Văn Lượng, P. 6,Q. Gò Vấp,TP.HCM

Address 2: 1A Nguyễn Văn Lượng, P. 6,Q. Gò Vấp,TP.HCM

Address 3: 292 Đinh Bộ Lĩnh, Phường 26, Q. Bình Thạnh, TP. HCM

Address 4: 395 Kinh Dương Vương, Phường An Lạc, Q. Bình Tân, TP. HCM

Address 5: Ấp Đông Lân, Quốc Lộ 22, Bà Điểm Hóc Môn,TP.HCM

Address 6: 720 Quốc Lộ IA, KP3B, P. Thạnh Lộc, Q.12,TP.HCM

Address 7: 500-502 Huỳnh Tấn Phát, P. Bình Thuận, Q.7,TP.HCM

Address 8: 164 Nguyễn Đình Chính, Phường 11, Phú Nhuân, TP.HCM

Tel: +84 (0) 914.296.333 Website: http://sieuthivieclam.vn/

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VIII. Contact Information and Useful Links (3/4)

Medical Facilities

Viet Duc Hospital

Address: 40 Tràng Thi, Hàng Bông, Hoàn Kiếm, Hà Nội

Tel.: 024 3825 3531

Email: congthongtindientubvvd@gmail.com
Website: http://benhvienvietduc.org/

L'Hopital Français de Hanoi

Address: 1, phố phương Mai, Quận Đống Đa, TP Hà

Nôi.

Tel.: 024 3577 1100 Email: contact@hfh.com.vn

Website: https://www.hfh.com.vn/vi/trang-chu

Vinmec Times City

Address: 458 Minh Khai, Vĩnh Tuy, Hai Bà Trưng, Hà

Nội

Tel.: 024 3974 3556 Email: <u>info.tc@vinmec.com</u>

Website: https://vinmec.com/timescity/

103 Military Hospotal

Address 261 Phùng Hưng - Hà Đông - Hà Nội

Website: http://www.benhvien103.vn/trangchu/

108 Military Central Hospital

Address 1 Trần Thánh Tông, Bạch Đằng, Hai Bà

Trưng, Hà Nội

Tel.: 069. 572400 - 069. 555283 Email: bvtuqd108@benhvien108.vn

Website: http://benhvien108.vn/

Vinmec Nha trang

Address 42 Trần Phú, Vĩnh Hoà, Thành phố Nha Trang,

Khánh Hòa

Tel.: (84 258) 3900 168 Email: info.NT@vinmec.com

Website: https://vinmec.com/nhatrang/lien-he

Cho Ray Hospital

Address: 201B Nguyễn Chí Thanh, Phường 12, Quận

5, Hồ Chí Minh

Tel.: (84-028) 3855 4137 - (84-028) 3855 4138

Email: bvchoray@choray.vn
Website: http://choray.vn/

FV Hospital

Address: 6 Nguyễn Lương Bằng, Quận 7, TP. Hồ Chí

Minh

Tel.: (028) 54 11 33 33

Email: information@fvhospital.com

Website: http://www.fvhospital.com/vi/trang-chu/

Vinmec Central Park

Address: 208 Nguyễn Hữu Cảnh, P. 22, Q. Bình Thạnh, TP.

Hồ Chí Minh

Tel.: (84 28) 3622 1166 Email: <u>nfo.CP@vinmec.com</u>

Website: https://vinmec.com/centralpark/index.php

Gia Định People's Hospital

Address: 01 No Trang Long - Phường 7 - Quận Bình

Thạnh - TP. Hồ Chí Minh Tel.: (08) 3841 2692

Email: info@bvndgiadinh.org.vn

Website: http://www.bvndgiadinh.org.vn/trang-chu.html

115 People's Hospital

Address: 527 Sư Vạn Hạnh - Phường 12 - Quận 10 -

TP. Hồ Chí Minh Tel.: (08) 3865 4249

Website: http://benhvien115.com.vn/3cms/

Hanh Phuc International Hospital

Address: Đại lộ Bình Dương, thị xã Thuận An, tỉnh Bình

Dương

Tel.: (84) 1900 6765

Email: info@hanhphuchospital.com
Website: http://hanhphuchospital.com/

VIII. Contact Information and Useful Links (4/4)

Other Contacts (e.g. NGOs for women and children, microcredit-lending)

Viet Nam Women's Union

Address 39 Hàng Chuối, Hai Bà Trưng, Hà Nội

Tel.: (+84-24) 39718157/ 39720058 Email: webhoilhpnvn@yahoo.com; Website: http://hoilhpn.org.vn

Center for Women Development

Address 20 Thuy Khuê - Quận Tây Hồ - Hà Nội - Việt

Nam

Tel.: (+84) 04.7280280 Email: info@cwd.vn

Viet Nam Bank for Social Policies

Address 169, Phố Linh Đường, Hoàng Liệt, Hoàng Mai,

Hà Nội.

Tel.: 84-24-36417184

Website: http://nhcsxh.chinhphu.vn/

Department of Child Care and Protection, Ministry of Labour – Invalids and Social Affairs

Address 35 Trần Phú, Ba Đình, Hà Nội, Việt Nam

Tel.: (84-4) 37475629. Email: treem@ molisa.gov.vn

Website: http://treem.molisa.gov.vn.



Credit: IOM / 2005