

External Service Provider Directory

A comprehensive guide for RMIT staff, students, and parents

Introduction

This External Service Provider (ESP) Directory is a comprehensive guide intended to be a valuable resource for staff, students, and parents within the RMIT community. It serves as an additional external referral channel which is especially crucial for individuals grappling with issues such as family violence, domestic violence, gender-based violence, or sexual harassment. It ensures that everyone has access to the necessary support when they need it, and contributes to creating a safer, more supportive, and inclusive environment at RMIT University.

Often, individuals who have experienced trauma may not have a complete understanding of the various agencies and organisations ready to provide support and services. These services become essential when these individuals need help to manage their mental and physical health, and to find their way forward in challenging circumstances. Therefore, it's extremely important to widely share information about the network of agencies, organisations, and service providers that are available to offer support. This is seen as an urgent need, as it allows these individuals to easily access and seek the necessary help, protection, and support when they need it most.

Through this directory, we aim to communicate that there are numerous agencies, organisations, and support services ready to assist in emergency situations that pose a threat to the safety of individuals or their loved ones. These organisations are currently offering a variety of services to meet the needs of women and children seeking assistance.

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Disclaimer

While every effort has been made to ensure the effective use of the information contained within the directory, we cannot guarantee the completeness of the details provided. The information is subject to change and may be updated or altered at any time.

The inclusion of any agency, organisation, or service in this directory does not constitute an endorsement or recommendation by RMIT Wellbeing. Users are encouraged to exercise their own judgement and care when using the services listed in the directory.

RMIT Wellbeing is not responsible for any outcomes, issues, or disputes that may arise from the use of the services listed in this directory. For the most current and comprehensive information, users should directly contact the service providers listed in the directory.



Central agencies, organisations, and non-governmental organisations



HAGAR
The whole journey

HAGAR Vietnam

Tổ chức Hagar Quốc tế tại Việt Nam

- 📍 152 Au Co, Tu Lien, Tay Ho, Ha Noi
- ☎️ 18008284 – Hotline 24/7
024 37282342 – During working hours

Contact Hagar's hotline to receive timely, confidential advice and support for you or someone you know is at risk, or currently experiencing domestic violence, sexual abuse, or human trafficking. The the following completely free services are available for support:

- Safe accommodation
- Health care
- Trauma therapy consultation. Crisis consultation after the event; long-term therapy
- Education and life skills training
- Enhancing economic capacity

Managing agency
NGO

Location
Hanoi, Hoa Binh, Cao Bang, Nghe An, Yen Bai

Cost
Free



Center for Studies and Applied Sciences in Gender - Family - Women and Adolescents (CSAGA)

Trung tâm Nghiên cứu và Ứng dụng Khoa học về Giới, Gia đình, Phụ nữ và Vị thành niên

- 📍 A9, Com Vong Street, Dich Vong Hau Ward, Cau Giay District, Hanoi
- ☎️ 024 3333 5599
0941 409 119

✉️ csaga@csaga.org.vn

🌐 csaga.org.vn

📘 facebook.com/csagaVietnam

CSAGA is the first organisation in Vietnam to provide supporting services to women and girls suffering from gender-based violence through psychological counseling lines.

CSAGA provides Gender-based Violence victims assistant through:

- Psychological counseling
- Provide knowledge on prevention and control of gender-based violence
- Connect victims with local authorities, police, shelters, newspapers, lawyers

Managing agency
NGO

Location
Hanoi

Cost
Free



Blue Dragon Children's Foundation

Tổ chức Rồng Xanh

📍 PO Box 297, International Post Office,
Hanoi, Vietnam

☎️ +84 24 3717 0544

✉️ info@bdcf.org

🌐 bluedragon.org

Blue Dragon offers children and families in crisis the chance to turn their lives around, providing practical solutions to the daily problems that are keeping poverty alive. Their services are holistic, including rescue and crisis care for young people in immediate danger; shelter; legal advocacy; and long term support to return to school and training. Blue Dragon helps kids in crisis throughout Vietnam. They work with street kids, runaway children, victims of human trafficking, children with disabilities, young rural-urban migrants, kids affected by drugs and HIV/AIDS, homeless families, child prisoners, and the rural poor.

Managing agency
NGO

Location
National

Cost
Free



Vietnam Farmer's Union

Hội Nông Dân Việt Nam

📍 No.9 Ton That Thuyet Street, Nam Tu
Liem District, Hanoi

☎️ 1800 1768

✉️ websitehndvn@gmail.com

🌐 vietnamfarmerunion.vn

Hotline 1800.1768 was set up by the Central Vietnam Farmers' Union with technical and financial support from the United Nations Population Fund UNFPA within the framework of the project "Mitigating the impact of Covid-19 on vulnerable groups". Vulnerability – Ensuring national progress in achieving sustainable development goals in Vietnam" sponsored by the Government of Japan. This is a hotline provided specifically for counseling and support for women and girls experiencing domestic violence. By calling this number, users can receive advice, support, and information on domestic violence.

Managing agency
N/A

Location
National

Cost
Free



MSI Reproductive Choices in Vietnam and Dr. Marie Clinic

Tổ chức MSI Reproductive Choice tại Việt Nam, và Hệ thống Phòng Khám Sản Phụ Khoa Dr. Marie Clinic

📍 Marie Stopes Vietnam, Units 201-205, A1 Building Van Phuc Diplomatic Compound No. 298 Kim Ma St., Ba Dinh, Hanoi

☎ 1900 558882
+84 04 3722 5471 – Tel

🌐 drmarie.com.vn

📘 facebook.com/MSIchoicesvietnam

MSI Vietnam has broadened its service portfolio to champion women's well-being. From contraception and abortion care to a comprehensive range of services such as vaccines, cervical screening, STI management, sub-fertility counselling and testing, as well as primary care for survivors of Sexual and Gender-Based Violence, MSI Vietnam caters to diverse needs.

The obstetrics and gynaecology clinic system named Dr.Marie is a strategic partner of the organisation MSI Reproductive Choices, established in 1994 and operates according to international standards under the technical supervision and continuous training of MSI Reproductive Choices in Vietnam. Dr.Marie is a specialised clinic system for women's health in Vietnam with 12 branches in 9 provinces and cities.

Managing agency
NGO

Location
Hanoi

Cost
N/A



Center for Creative Initiatives in Health and Population (CCIHP)

Trung tâm sáng kiến sức khỏe và dân số

📍 48 Group 39 Alley 251/8 Nguyen Khang, Cau Giay, Hanoi

☎ (84-4) 35770261

✉ ccihp@ccihp.org

🌐 ccihp.org

📘 facebook.com/CCIHP.VN

Counselling services for teens

Since 2009, CCIHP has conducted counseling programs on sexual and reproductive health, HIV and gender through novel methods such as free, online chat-based consulting services. These programs have achieved remarkable success, with tens of thousands of people accessing the counselling service, proving it to be an effective support tool for adolescents/ young people to access health information, make sound decisions regarding their SRH, as well as address issues such as friendship, love, gender relations and gender equality. Currently, CCIHP maintains the counseling service through its website, Facebook page and Yahoo messenger.

Managing agency
N/A

Location
Hanoi

Cost
Free



Hope Box

Doanh nghiệp xã hội Hope Box

- 📍 5C, Lot 7, Alley 264, Au Co, Tay Ho, Ha Noi
- ☎️ 1900 96 9680 – Domestic violence
0901245073/ +84328289818 – Phone
- 🌐 hopeboxvn.com

HopeBox was established in 2018 as the first social enterprise in Vietnam to respond to the lack of comprehensive psychology and economic recovery services for gender-based violence (GBV) survivors in Vietnam post-rescue.

Create jobs for women who are victims of gender-based violence, train them in baking and empower them so they can leave the violent environment.

Support 50% of the accommodation costs, as well as provide scholarships for children who are victims of domestic violence.

Provide psychological counselling support and participation in personal development courses.

Managing agency
Social Enterprise

Location
Hanoi

Cost
50% cost covered



The Sunrise House – ACDC (Action to the Community Development Institute)

Viện Nghiên cứu phát triển cộng đồng.
Ngôi nhà Bình Minh

- 📍 Floor 2, Block B, Ministry of Public Security Apartment, 282 Nguyen Huy Tuong St., Thanh Xuan, Hanoi
- ☎️ 024 6291 0814/ 024 6329 1019
- ✉️ tuvan@acdc.org.vn
- 🌐 acdc.vn

ACDC handed over Sunrise House, a reliable and friendly place for women and girls with disabilities experiencing violence in Quang Nam Province and Thua Thien Hue. Sunrise House represents a model of providing essential services to support those experiencing gender-based violence, with 1 counseling room and 2 safe rooms. This model was piloted to support the improvement of accessibility to women and girls with disabilities who were victims of gender-based violence. It was adapted to be fully accessible to persons with disabilities, from walkways, household items to toilets.

Managing agency
NGO

Location
Hanoi, Quang Nam,
Thua Thien Hue

Cost
Free



Hanoi Center for Social Work and Child Protection Fund

Trung tâm Công tác xã hội và Quỹ Bảo trợ trẻ em Hà Nội

📍 45 Ba Trieu, Nguyen Tai, Ha Dong, Hanoi

☎️ (0243) 2233111

✉️ tctxhqbtte_soldtbxh@hanoi.gov.vn

📺 [youtube.com/channel/HNQQuyBTTE](https://www.youtube.com/channel/HNQQuyBTTE)

📘 facebook.com/people/QuyBTTE

24/7 hotline for emergency support including consultation, counselling and support. Available for office drop-in.

Receiving those who need emergency support:

- Victims of trafficking, sexual abuse, domestic violence, forced labour, homeless people
- Children at risk of violence, sexual abuse, physical harm.

Providing consultation and assistance to these individuals by:

- Implementing preventive measures to prevent them from falling into situations of abuse, violence, and mistreatment
- Advising and assisting in benefiting from social assistance policies
- Providing psychological counselling, connecting to therapy for psychological crisis disorders.

Managing agency
Department of labors - invalids and social affairs (Hanoi)

Location
Hanoi

Cost
Free



Child Protection Helpline in Da Nang

Đường dây nóng bảo vệ trẻ em (thuộc Tổng đài 1022)

☎️ (0236) 1022 – Line 6

For requests that require in-depth counselling and consultation on psychology, law, and other specific issues related to children; cases of child abuse or at risk of violence, exploitation, abandonment, cases where children need to apply emergency intervention measures, the 1022 hotline will connect with the Da Nang Social Work Service Centre and the National Child Protection Hotline (111) in Da Nang to coordinate the response.

Managing agency
Da Nang Department of Information and Communications

Location
Da Nang

Cost
Free



Nha Binh Yen (NBY) - Peace House Shelters

Ngôi nhà Bình Yên
(Hội Liên hiệp Phụ nữ Việt Nam)

- 📍 No. 20, Thuy Khue, Tay Ho, Hanoi
- ☎️ 1900 96 9680 – Hotline
Hanoi phone: 0946833382/
0946833384/ 0946833380
Can Tho phone: 0919480908
- 🌐 ngoinhabinhyen.vn
cwd.vn/en/peace-house-shelters

- A shelter for women and children suffering from gender-based violence, it provides free, comprehensive and emergent support services with locations in Hanoi and Can Tho. The Peace House Shelter also implements an effective organizational and personnel structure so as to ensure smooth operation of various activities. This structure consists of a house manager who is responsible for managing, operating, supervising, and reporting all activities in the house); 4 social workers, each of whom is responsible for managing, monitoring, counseling and supporting 5 victims; 2-3 security guards who work 24/7 to ensure safety; and 2 housekeepers responsible for internal affairs and accommodation of temporary residents.

COUNSELLING ROOM

- This room is always ready to receive 24/7 calls to provide information and free consultation on women's and children's rights, issues related to marriage, gender, reproductive health, life skills, gender-based violence and so on. The Counseling Room directly consults and select women and children in need of entering Peace House Shelter and work with clients, families, abusers, and partner agencies to resolve client issues with an individualized intervention and support plan.
- Women's support hotline 1900 96 96 80 and other hotlines: The hotlines provide 24/7 service, information, counseling, crisis intervention and rescue support to women and children suffering from gender-based violence and instructions to customers wishing to use counseling or shelter services of the Peace House Shelter.

Managing agency
Vietnam Women
Union

Location
Hanoi

Cost
Free



National Child Helpline – 111

Tổng đài Quốc gia bảo vệ trẻ em, đường dây nóng tư vấn và hỗ trợ nạn nhân mua bán người 111

 National Child Helpline
35 Tran Phu, Ba Dinh, Hanoi

 111

 tongdaiquocgia111@gmail.com

1. Consulting, supporting victims of human trafficking.

2. Child protection:

- Receiving notifications, denunciations from agencies, organizations, educational institutions, families, individuals by phone.
- Contacting relevant or authorized individuals, agencies, organizations; exploiting information on mass media, network environment about risks, child abuse behaviors to verify initial information, notifications, denunciations.
- Transferring, providing information, notifications, denunciations or introducing children at risk or being abused, children in special circumstances, parents, child caregivers to competent agencies, organizations, individuals, with the function of child protection.
- Coordinating with agencies, organizations, individuals, service providers for child protection, individuals with authority, function of child protection nationwide to respond to the reception, exchange, verification of information, notifications, denunciations about children being abused or at risk of violence, exploitation, abandonment.
- Supporting people doing child protection work at the commune level in building and implementing support plans, interventions for each case of child abuse or at risk of violence, exploitation, abandonment; monitoring, evaluating the construction and implementation of this plan.
- Providing psychological, legal, policy advice for children, parents, family members, child caregivers.
- Storing, analyzing, synthesizing information to provide, inform, denounce when requested by competent agencies, organizations, individuals, for cases of child abuse and service providers for child protection; carrying out regular, sudden reports for state management agencies on children and other competent agencies, responsible for child protection.

Managing agency

Department of
labors - invalids
and social affairs

Location

National

Cost

Free



LIGHT Institute for Community Health Development

Viện Phát triển Sức khỏe Cộng đồng Ánh Sáng (Viện LIGHT)

📍 Lot 38 - Alley 100 Dich Vong Hau, Cau Giay, Hanoi

☎ 098 113 5959

🌐 light.org.vn/light-clinic

📘 facebook.com/vienlight

- LIGHT Institute operates in 5 main areas: (1) Policy research and advocacy, (2) Capacity building, skills training, career guidance and start-up support, (3) Behaviour change communication, (4) Provision of support services: Health care, psychological support, legal aid, etc. (5) Community intervention programs and models.
- Free consultation services, reproductive health examinations at LIGHT clinic in Hanoi, Quang Ninh and Da Nang, including: Consultation on reproductive health and gynaecological examination.
- Ensuring confidentiality for victims of violence when they come for consultation, examination and referral to appropriate medical facilities.

Managing agency
N/A

Location
Hanoi, Quang Ninh, Da Nang

Cost
Free



CARE International Vietnam

Tổ chức CARE Quốc tế tại Việt Nam

📍 Floor 9, CDC building, 25 Le Dai Hanh, Hai Ba Trung, Hanoi

☎ (+84) 024 3716 1930

✉ vnv.info@care.org

🌐 care.org.vn

📘 facebook.com/CAREinVietnam

CARE International in Vietnam works closely with government partners and local non-governmental agencies, as well as other International NGOs and UN agencies in its responses to emergencies in Vietnam. Currently, CARE in Vietnam prioritises the sectors of intervention for both immediate response phase and during the recovery phase.
A member of GBV.

Managing agency
NGO

Location
Hanoi

Cost
Free



Child Fund Vietnam

Tổ chức Child Fund Việt Nam

- Hanoi:** Lv 5, Vinafor Build., 127 Lo Duc St., Hanoi
- Cao Bang:** No. 12, group 4, Ngoc Xuan W., Cao Bang
- Bac Kan:** No. 7, Tran Hung Dao St., group 13, Duc Xuan W., Bac Kan
- Hoa Binh:** No. 212, Tran Hung Dao St., Hoa Binh

1800 6706 – Hotline

Hanoi: +84 24 3944 6449

Bac Kan: +84 209 3871 514

Cao Bang: +84 218 3856 607

Hoa Binh: +84 206 3955 995

info@childfund.org.vn

childfund.org.vn

Child Fund supports communities to keep children safe from harm, help build effective child protection systems and provide emergency humanitarian assistance in times of natural disaster and conflict.

Managing agency

NGO

Location

Hanoi, Cao Bang, Bac Kan, Hoa Binh

Cost

Free



Ho Chi Minh City Children's Social Work Center

Trung tâm Công tác xã hội - Giáo dục dạy nghề thiếu niên TP.HCM

14 Nguyen Van Bao, Ward 4, Go Vap District, Ho Chi Minh City

1900 54 5559 – Hotline
028 38946025 – Phone

Consultation, psychological support, providing information on issues related to children and families;

Connect with organizations, departments, branches, unions, and social security services to support in solving problems, overcoming difficulties and stabilizing their lives;

Ensure good implementation of child protection and care processes from prevention, timely detection of children at risk of falling into special circumstances to coordination and mobilization of support for recovery and reintegration for children who need intervention support.

Managing agency

Department of labors - invalids and social affairs

Location

HCM

Cost

Free





Emergency Police Service Hotline – 113

Đường dây nóng khẩn cấp 113

 113

24/7 hotline for receiving and handling all issues reported by people about security. People can call the police on 113 in cases such as:

- A crime is happening or is likely to happen.
- Discovering a person suspected of a crime or showing signs of committing a crime.
- There is a person who is injured or in danger.
- When you observe someone behaving suspiciously in public places.
- Behaviours that disrupt public order and directly affect people or the residential community.
- When you observe a foreigner being assaulted or threatened with assault.
- When there are disputes in the residential community that risk leading to behaviours that disrupt security and order.

Managing agency
Social Order
Administrative
Management Police
Department


Location
National

Cost
Free



ISDS – Institute for Social development studies

Viện nghiên cứu phát triển xã hội

 Lo 81-TT4, My Dinh Song Da
Urban Areas, My Dinh 1,
Nam Tu Liem, Hanoi

 (+84) 2437820058

 isdsvn@isds.org.vn

 isds.org.vn

ISDS develops and runs projects, does not receive referral.
A member of GBVnet.

Their projects are for (1) strengthening the capacity of local authorities and stakeholders in cross-sectoral collaboration to prepare and respond to COVID-19 and/or other health emergencies; (2) strengthening the capacity of commune health stations in infection prevention and control in health facilities, maintaining the provision of basic health services during the pandemic; supporting treatment and referral for infected cases; (3) strengthening risk communication capacity of local leaders, raising awareness and knowledge to change attitudes and practices of people especially vulnerable groups in infection prevention, monitoring and home health care; and (4) reducing the impact of COVID-19 on the most affected individuals from vulnerable population groups.

Managing agency
N/A

Location
Hanoi

Cost
Free



Legal Aid Department – Ministry of Justice

Cục Trợ giúp pháp lý, Bộ Tư pháp

📍 Ministry of Justice
58-60 Tran Phu, Ba Dinh, Hanoi

☎️ 0246 273 9631

🌐 tgpl.moj.gov.vn

Receiving calls from people in 63 provinces and centrally governed cities and guiding them to the state legal aid centres of the provinces and centrally governed cities.

Providing free legal services to those who are eligible for legal aid as prescribed by law.

Managing agency
Ministry of Justice

Location
National

Cost
Free



MSD – Management and sustainable development institute

Viện Nghiên Cứu Quản lý Phát triển bền vững

📍 Room 1007, 17T9 building, Hoang Dao Thuy St., Thanh Xuan Dis., Hanoi

☎️ (+84) 24 62749056

✉️ contact@msdvietnam.org

🌐 msdvietnam.org

MSD supports and helps disadvantaged and vulnerable community groups, especially children, youth, women, ethnic minorities, and people with disabilities.

MSD develops and runs projects, does not receive referral.

A member of GBVnet.

Managing agency
N/A

Location
Hanoi

Cost
Free



Ho Chi Minh City Police

Công an thành phố Hồ Chí Minh

📍 268 Tran Hung Dao, Nguyen Cu Trinh, District 1, Ho Chi Minh City

☎️ 0981960202
(069) 3187-344/ (028) 3920-1605

🌐 congan.hochiminhcity.gov.vn

Receive and handle all issues reported by people about security such as sexual harassment and pickpocketing on buses.

For emergency police service.


Managing agency
N/A

Location
HCM

Cost
Free



 702 Nguyen Van Linh, Tan Phong, Ho Chi Minh City, Vietnam

 (028) 3622 4432

 wellbeing@rmit.edu.vn

 [rmit.edu.au.sharepoint.com/sites/WellbeingSelf-HelpResources](https://rmit.edu.au/sharepoint.com/sites/WellbeingSelf-HelpResources)