

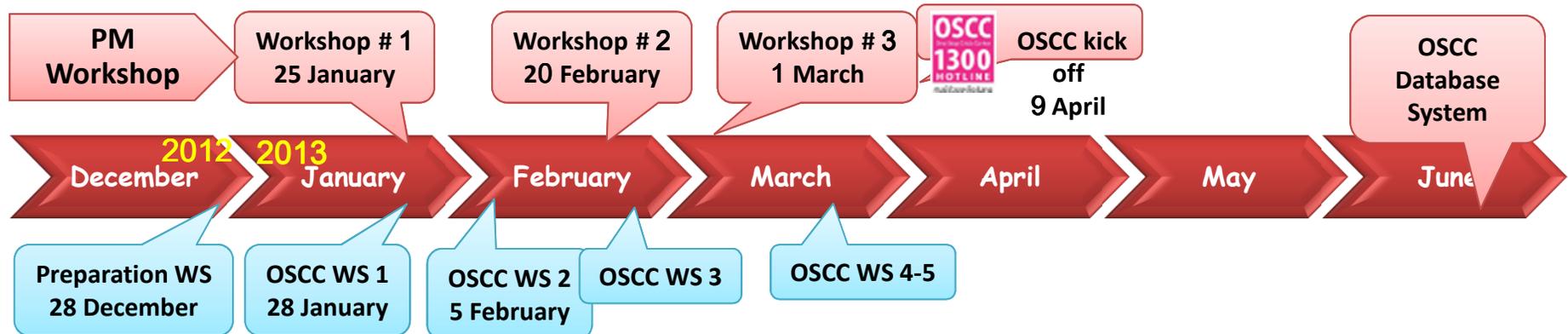
The One Stop Crisis Centre's (OSCC) purpose and design in Thailand

10-13 February 2014,
India



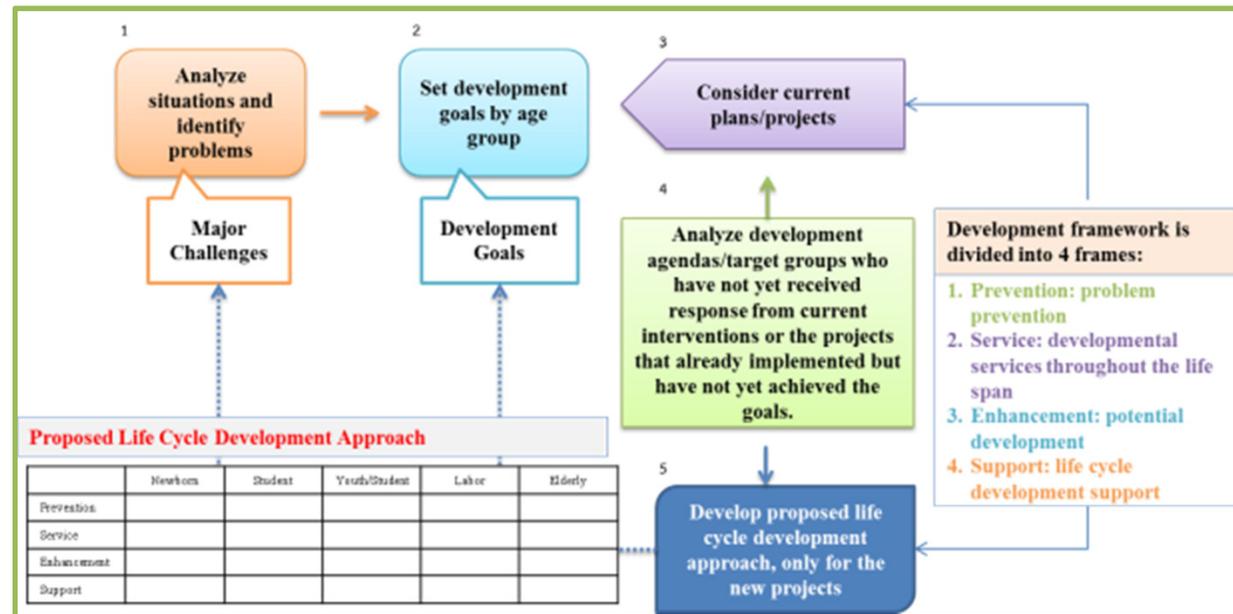
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The Brainstorming – Children and Woman Workshop



Gap Analysis

Life Cycle Development Policy

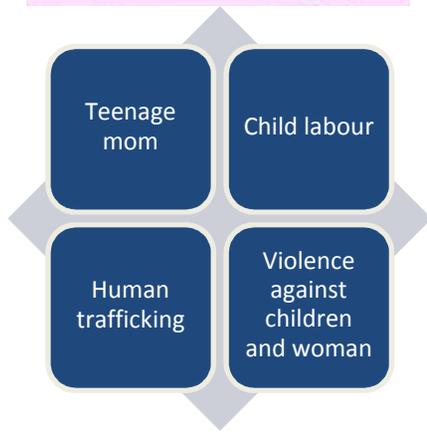


Life Cycle Development Policy

	Newborn/ Early Childhood	Student in Compulsory Education	Teenager/Student in High School, Vocational School and Tertiary Education	Working Age	Elderly
	0-5	5-14	15-21	15-59	60 or over
Goals	<i>All children are born as quality individuals, raised with proper development and ready for development to their full potential during adulthood.</i>	<i>All children are given adequate nutrition, embedded with life skills, immune against risk behaviors, cultivated with a good culture, and educated by quality education that aligned with the 21st century skills.</i>	<i>All students are developed by standardized knowledge and professional skills. They have moral and ethics, have ability to work with others of different ages and different cultures, have competencies that respond to the country's demand, and are able to generate their own income during the time of studying.</i>	<i>Workers have sufficient knowledge, constantly improve their skills, have strong saving schemes and are able to easily access sources of fund. They are protected under occupational health, safety and labor legislation.</i>	<i>Older persons are provided with skill-improvement supports, standardized quality of health care and are able to live with dignity. They have a major role in carrying down local knowledge to younger generations.</i>

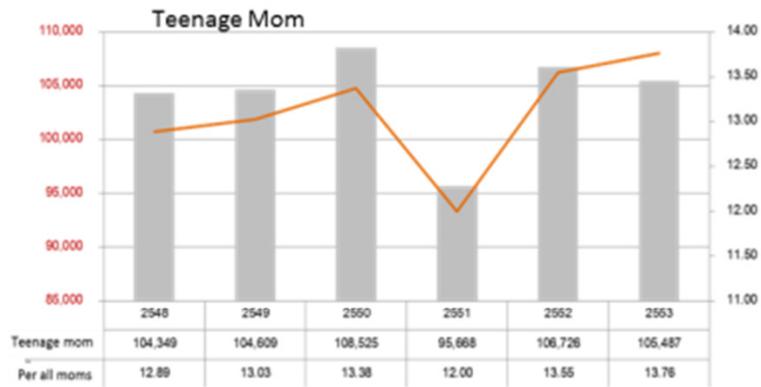
← OSCC →

The Brainstorming - Design



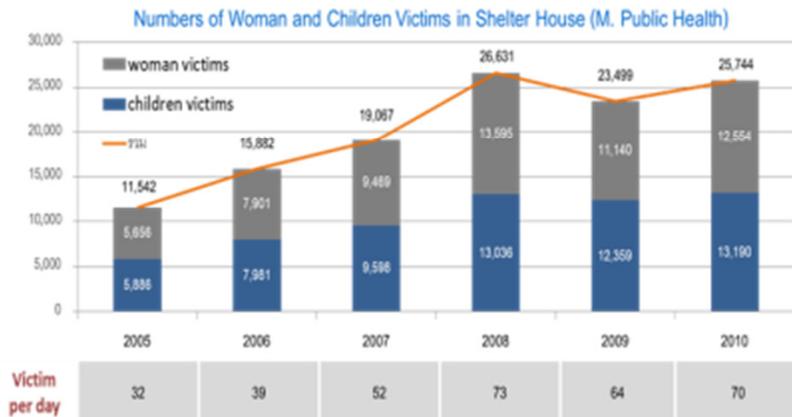
- Set-up One Stop Crisis Centre (OSCC) for four issues: teenage mom, child labour, human trafficking, and violence against children and woman
- OSCC Service: Ministry Involved - Education; ICT; Interior; Justice; Labour; Public Health; Social Development and Human Security; and Foreign Affairs – front desk
- Service processes were discussed to develop OSCC database and applications
- OSCC system is to record all cases and services which link all agencies in one system
- All cases are monitored through the OSCC database system with a security level and an alert system

The Brainstorming - OSCC



Type of Trafficking	2012
Prostitution	78
Forced Labor	16
Forced Beggar	4
total	98

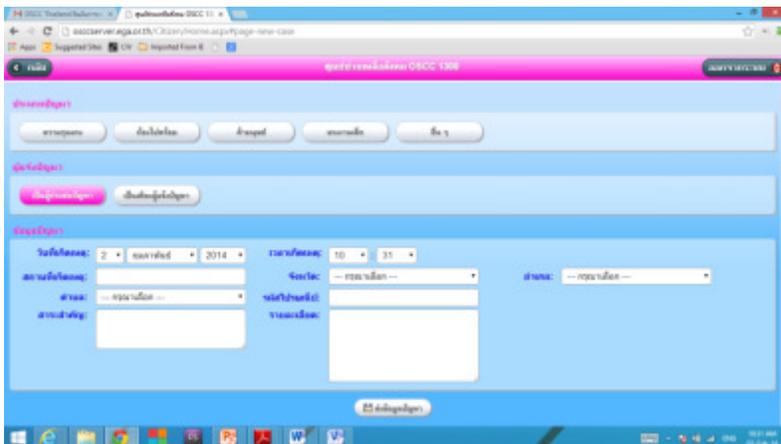
Only cases reported from the Royal Thai Police



OSCC Front Line

1. OSCC Hotline 1300
2. Walk-in - Government agencies e.g. hospital, police station, shelter home, local government office, community justice committee, village committee,
3. Web application
4. NGOs

Hotline and walk-in for more than 95% of case reported



Application Agencies' Accounts		
Agencies	targets	Users
Main Agencies		
1. M.. Human Security and Social Development	324	1,606
2. M. Public Health	10,579	21,377
3. M. Labour	174	184
4. Royal Thai Police	1,465	7,330
Other Agencies		
5. M. Interior	8,729	10,935
6. M. Education	236	6
7. M. Justice	77	91
8. Bangkok Metropolitan Administration	0	209
9. Pattaya City	0	4
10. NGOs	0	0
tot	21,584	41,742



OSCC Announcement / PR



9 April 2013



ศูนย์ช่วยเหลือสังคม

- มีปัญหาการไม่พร้อม
- การกำนดุนย์
- แรฆนเด็ก
- การใช้ควมคุมแวงต่งเด็ก สดข้ ผู้สูงอายุ แลคน พิการ

นาคด้วยตนเองหรือแวงเขา:แผลได้ที

หน่วฆนราชการ

สายน 1300

<http://www.osccthailand.go.th/>



ศูนย์ช่วยเหลือสังคม

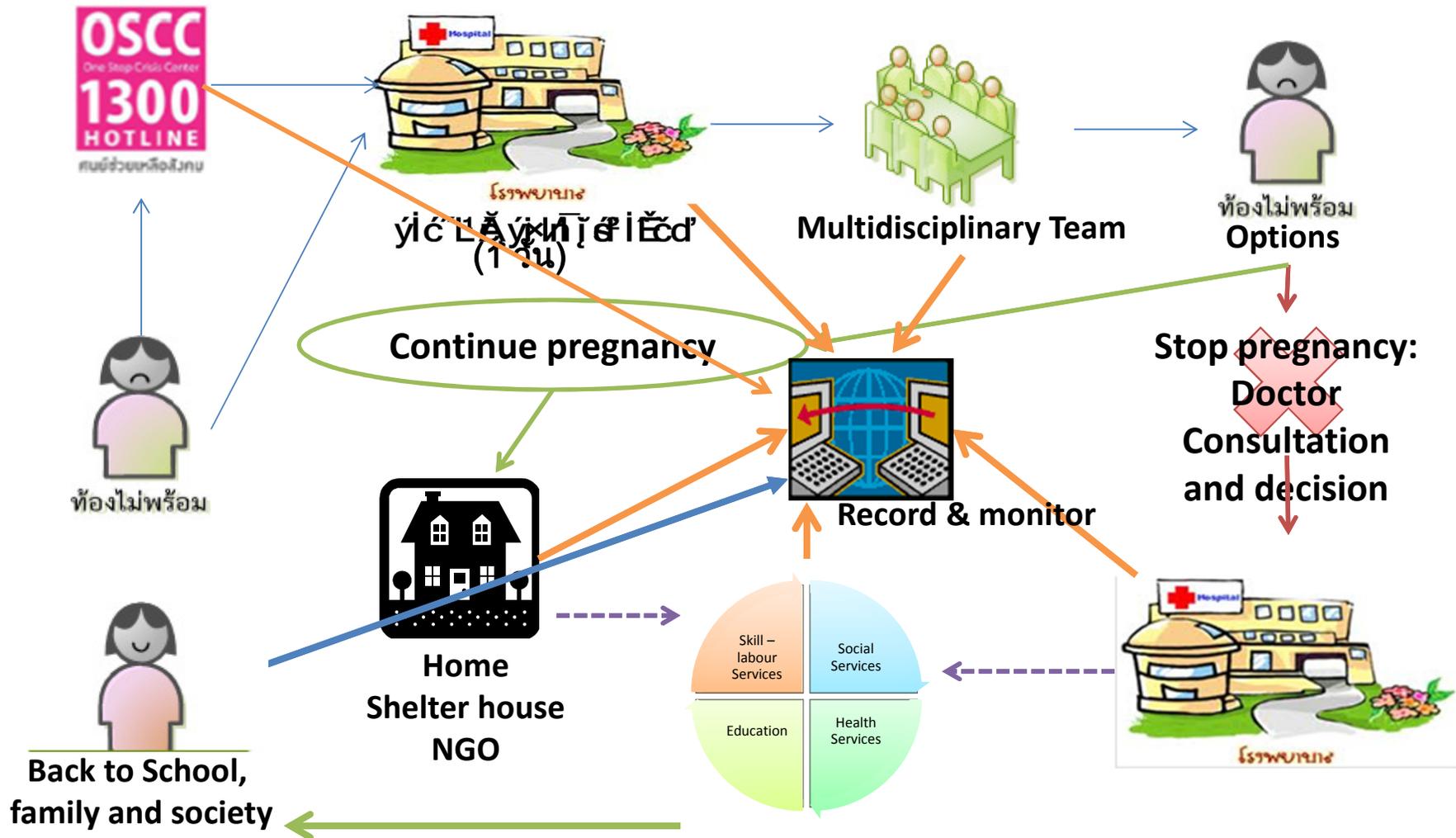


ศูนย์ช่วยเหลือสังคม

OSCC Cases

Issues	cases	Status		
		Screening	Processing	Ending
Teenage Mom	307	218	35	54
Human trafficking	195	153	24	18
Child labour	17	11	3	3
Violence against children and woman	1,556	622	345	589
Others	1,330	429	136	765
total	3,405	1,433	543	1,429

Example: OSCC Teenage Mom



Monitor and Evaluation

Impact JKPI

Target-oriented Social Safety Net International Recognition (e.g. Trafficking in persons report)

Prevention

Case Report

Immediate Help

Supports

Monitor / Evaluation

Outcome JKPI

- Public awareness of OSCC 1300

- **Integration of public agencies in providing services**
- Improvement of social services
- OSCC Database

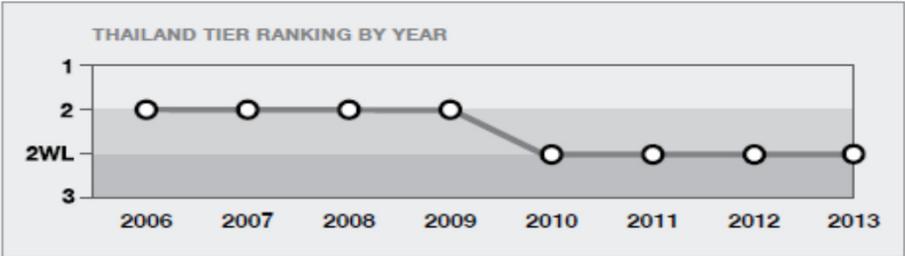
- Capabilities of victims in society
- Income earning
- Repeated ratio

Output JKPI

- Number of Prevention cases

- Services standard
- In-time services and case-transfer
- Validity and non-error application and OSCC database

- Satisfaction



Source: Trafficking in persons report 2013, Department of State, US.

Obstacles and Limitations

- **Policy level**
 - Clear at the national level but very confuse at the practical level – OSCC seems to be a more than second priority task
 - Many agencies involved – difficult to integrate all agencies cultures in one system
 - No monitor and evaluation system at the local level
- **Staff**
 - No permanent staff to work for OSCC
 - Limited training for new OSCC system
- **OSCC application and database**
 - Cultural and behavioural change
 - No linkage to existing system such as patient system, citizen ID system – two jobs for the same case

Conclusion - Key Factors



Government Commitment



Participatory Workshops - agreement



Clear and complete guidebook



ICT for monitoring and evaluating

?????

Political Situation