

**Hagar International
Foundation**

Cambodia

Programme Annual Report

**January to December
2017**

HAGAR

The whole journey



Letter from our Executive Director

Dear Hagar supporters, stakeholders and partners,

It has been an exciting first year for me as the Executive Director for Hagar Cambodia, and I am deeply proud to work with such dedicated and committed team members to ensure our effectiveness and efficiency.



The following pages detail the achievements we have made towards our mission to see communities free and healed from the trauma of trafficking, slavery and abuse. This year, our dedicated staff directly supported 576 clients, including 58 were able to reintegrate into their community and 84 were able to close their case with Hagar after receiving comprehensive counselling, legal support, education and employment opportunities. They are now living independent, resilient lives and we are proud to say that they no longer need our support.

What is harder to convey is the ripple effect of this impact; from each individual client, to their family, community and broader society. We are working hard at each of these levels, so that we can share our knowledge from 23 years in Cambodia, and ensure this work is sustained.

At the community level, we engaged with each clients' family and community to provide training on positive parenting, domestic violence and understanding the impact of trauma on children in order to encourage healthy family relationships.

At a national level, we continued our work with the Royal Government of Cambodia to develop social work practice and training standards and guidelines for child-friendly court procedures, and we strengthened our partnerships with provincial and national institutions so that they have the capacity to continue this life-changing work into the future.

At a regional level, we drew from our many years of experience in individual recovery and trauma-informed care to participate in the Asia Region Anti-Trafficking Conference in Bangkok; and former client, Sophea Touch, bravely travelled to Melbourne to share her personal testimony in support of introducing an Anti-Slavery Act in Australia.

Without our donors, this would not be possible. I would like to express my deepest gratitude to our donors, support offices, partner organisations and to all our Cambodia executive team and staff for their dedication and hard work supporting our clients in Cambodia. I would also like to express my sincere thanks to the government ministries we work closely with; including the Ministry of Social Affairs, Veterans and Youth Rehabilitation, the Ministry of Justice, the Ministry of Women's Affairs, the Ministry of Education, Youth and Sport, the Ministry of Interior, other government ministries, the Royal University of Phnom Penh and local authorities for their continued support and collaboration.

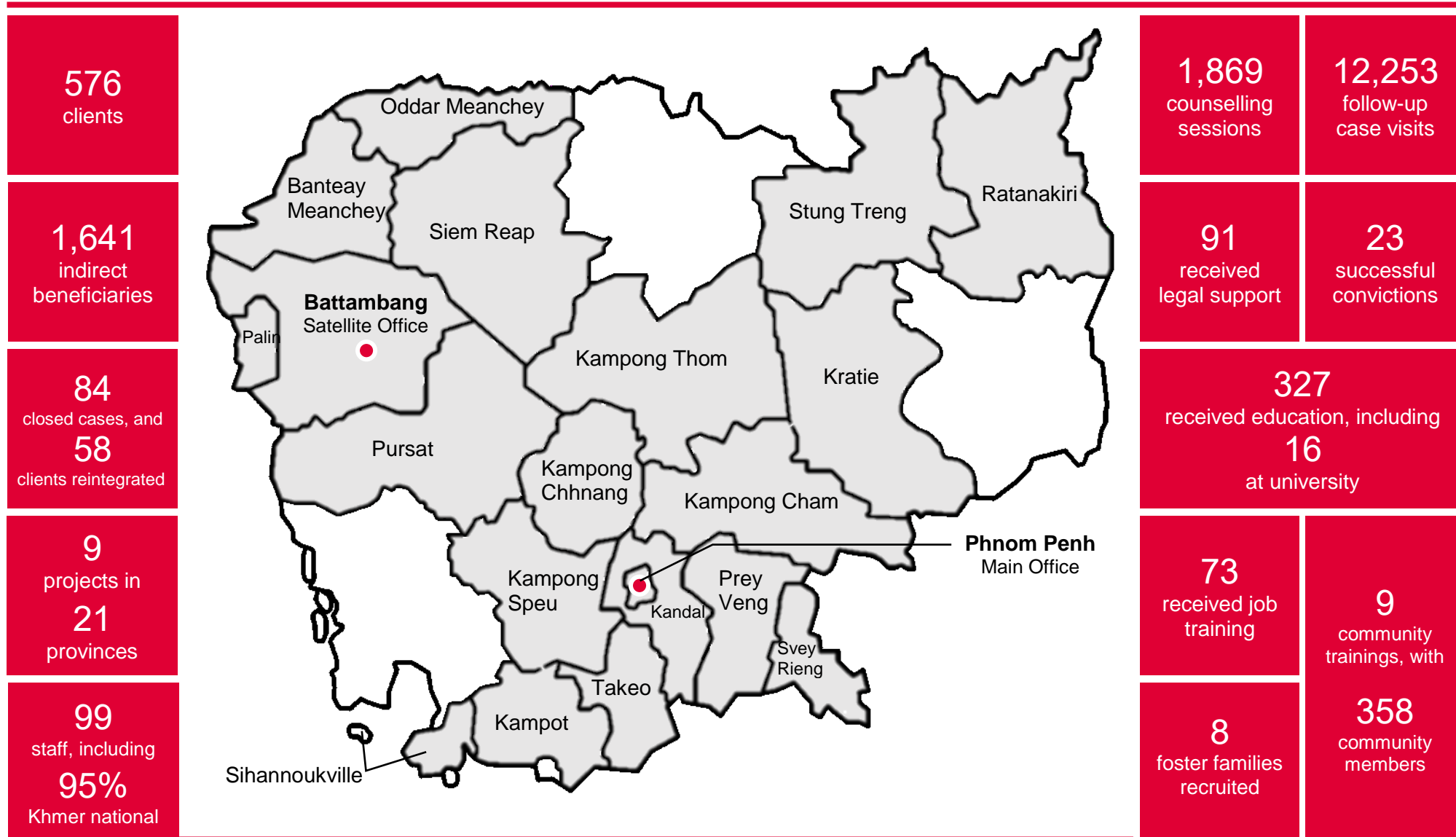
We stand unified against the injustice of trafficking, slavery and abuse, and we remain dedicated to walking the whole journey alongside survivors. We invite you to join us, in seeking justice and healing for those who have been exploited and abused. Together, we can change lives.

Handwritten signature of Sam Ath Chhith in blue ink.

Sam Ath Chhith

Hagar Cambodia Executive Director

1 2017 at a Glance



Contents

Letter from our Executive Director.....	1
1 2017 at a Glance.....	2
2 Project Achievements	4
2.1 PROTECT	5
<i>Ensure a safe environment, including legal support, for our clients, staff and caregivers.....</i>	<i>5</i>
2.1.1 Legal and Protection Project (L&P).....	5
2.2 HEAL	7
<i>Empower individuals to recover from the impact of trauma.....</i>	<i>7</i>
2.2.1 Counselling Project (CST)	7
2.3 THRIVE	10
<i>Those we work with can access education and empowerment.....</i>	<i>10</i>
2.3.1 Education: Community Learning Centre Project (CLC)	10
2.3.2 Economic Empowerment Project (EE)	13
2.3.3 Transitional Living Project (TLP).....	16
2.3.4 Central Case Management (CCM).....	19
2.3.5 North West Project (NWP)	22
2.4 LEAD	25
<i>Amplify the voices and experiences of those we serve to bring about the systemic changes needed to combat human trafficking, slavery & abuse.....</i>	<i>25</i>
2.4.1 Psychosocial Capacity Building (PSCB)	25
2.4.2 Family Care First (FCF)	27
3 Financial Information and our Major Donors and Partners	29

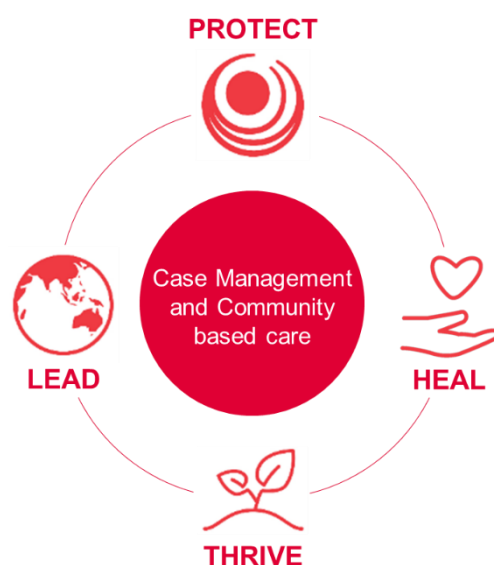
2 Project Achievements

Our focus is on working with women and children who are suffering from trauma as a result of human trafficking, slavery and abuse.

We seek to extend and expand the reach and impact of this work through advocacy and capacity building with governments, international institutions, other Non-Governmental Organisations (NGOs), corporations and communities to combat human trafficking, slavery and abuse and advance the rights of those who have experienced these practices.

Over our 23-year history of working in Cambodia, we have built a strong reputation and trusting relationships with the Royal Government of Cambodia (RGC), local authorities and partner NGOs. When incidences of trafficking and abuse occur, these institutions confidently refer the most challenging cases to Hagar for comprehensive trauma-informed care. This involves walking the 'whole journey' with each client, through four inseparable pillars of recovery;

- Protect – ensure a safe environment, including legal support, for our clients, staff and caregivers;
- Heal – empower individuals to recover from the impact of trauma;
- Thrive – those we work with can access education and economic empowerment, and;
- Lead – amplify the voices and experiences of those we serve to bring about the systemic changes needed to combat slavery, trafficking and abuse



Hagar's Influence

Our holistic approach not only provides intensive care to each individual client, it ensures that their family is supported, their community is trained to prevent further abuse and the provincial and national institutions have the capacity to continue this life-changing work into the future.

Thanks to the generous support of individuals, foundations, schools, churches, companies and governments, we are pleased to report on the following achievements against each pillar. Please continue reading to learn how your support changed lives in Cambodia in 2017.

2.1 PROTECT

Ensure a safe environment, including legal support, for our clients, staff and caregivers.

2.1.1 Legal and Protection Project (L&P)

Project goal:

Clients are safe and have access to justice.

Project introduction:

The Legal and Protection (L&P) unit provides legal support to clients who are involved in legal proceedings in Cambodia or abroad, ensuring timely access to quality legal representation and support for clients in the legal process. It also provides training to lawyers and other staff from NGO's working with child victims and witnesses to improve the level of support they receive.

Outcome 1: Clients are safe

- The Legal & Protection Unit focused on internal capacity building this year, in addition to training 22 foster families on child protection and 29 Economic Empowerment students on labour rights. The training increased the capacity of our staff to keep clients safe, and taught our clients how to keep themselves safe.
- The L&P team conducted a training on the Law on the Prevention of Domestic Violence to 71 staff. Also, an additional 15 staff received training on supporting children in the legal process.

Outcome 2: Clients have increased opportunities for justice

- In 2017, the Legal & Protection Unit worked with 91 clients (60 female, 32 male) who were victims/witnesses in domestic court cases, among whom 70 were children. Of this group, 61 clients were newly admitted in 2017, while the remaining 30 had cases continuing from 2016. In addition, we continued to assist another five clients who were victims/witnesses in cases overseas.
- 50 clients filed a complaint to the police, 32 cases went to trial at a court of first instance, four cases were heard by the Appeals Court and five by the Supreme Court. 23 cases led to a final conviction.

Challenges and Lessons Learnt

- In 2017 Hagar secured an agreement with the Ministry of Justice to work together on the second phase of a project on supporting children in legal procedures. During the first phase of this project, in 2016, the focus was on increasing the capacity of lawyers, social workers, and counsellors to work with children who are victims and witnesses. The second phase of the project is aimed at building the capacity of the judiciary and prosecutors in Cambodia, with respect to safeguarding the rights of child victims and witnesses, as well as juvenile offenders. In 2017 Hagar drafted a research paper which will be the basis for a workshop with judges and prosecutors which will take place early in 2018. The final result of the project will consist

PROTECT

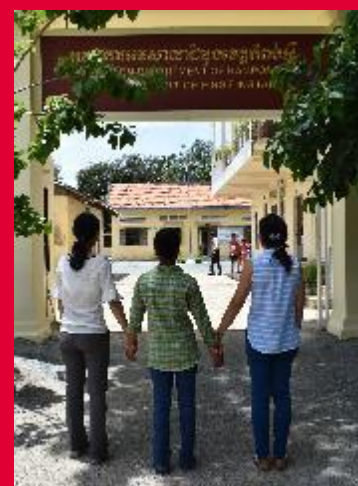


225 clients were supported by the L&P team.

91 clients were involved in domestic court cases.

23 cases led to a final conviction.

29 clients were trained on their rights.



of a set of Judicial Guidelines to be adopted by judges, court clerks, and prosecutors when dealing with children in the judicial process. This will be endorsed and disseminated by the Ministry of Justice.

- Hagar will also assist the Ministry in setting up a training and mentorship programme on the Guidelines, which will also cover specialist skills in relation to dealing with children in judicial processes. The project proceeded more slowly than expected. We added additional activities on request of the stakeholders, which caused delay, but also added value to the project. The lessons learned are to create realistic and achievable timeframes for projects and have a clear work plan with the Ministry of Justice. Our aim is for the process to be owned by the Ministry of Justice and for Hagar to be utilised as a technical support to the ministry rather than lead the project to ensure the government ownership on the guidelines.



Makara is seven, and her big sister Sopheak is nine. They live in a rural province in Cambodia with their grandmother, who they moved in with a couple of years ago when their parents had to move away. In the months that followed their move, both Makara and Sopheak experienced severe trauma when a relative raped them.

The girls were referred to Hagar for comprehensive care. Both Makara and Sopheak received case management, school support, daily food support and legal support. Their case was brought to trial, and Hagar's legal officer walked the whole journey with them. She explained what to expect during the court process, and prepared the girls extensively so that they wouldn't be re-traumatised throughout it.

"At first I was scared of the people in the courtroom, but they talked to me very kindly. I was happy to have my mom, grandma, my counsellor, the legal officer and my lawyer with me in court. If I went there alone, I would have been scared of court."- Makara, seven-years-old.

"Both girls testified very clearly and confidently in court. They are very brave and I am really proud of them."- Hagar's Legal Officer.

At the conclusion of the trial, the perpetrator was sentenced to 10 years' imprisonment for rape with aggravating circumstances. Now, Makara and Sopheak have been able to return to a sense of normalcy. The girls love to play hide and seek, and Sopheak loves to dance. Sopheak helps around the house after school and teaches Makara to read and write; she wants to be a teacher when she grows up.

2.2 HEAL

Empower individuals to recover from the impact of trauma

2.2.1 Counselling Project (CST)

Project goal:

Clients recover from trauma and become resilient members of their community.

Project introduction:

The Counselling project is a team of trained professionals who provide counselling services to clients who have experienced high levels of trauma. CST works alongside clients to enable healing and build resilience to participate fully in society. Throughout 2017, we have provided professional services to 163 (89F) clients. Of these clients, 63 (34F) reached sufficient resilience to complete their counselling services.

Outcome 1: Clients' trauma symptoms decreased

- Counsellors use diversified clinical techniques and evidence-based interventions to provide therapeutic care that meets the needs of clients. The team provided 1,869 sessions of Trauma-Focused Cognitive Behavioural Therapy (TF-CBT), family therapy, group therapy, art therapy, assessments and phone counselling to clients and their families.
- Client feedback shows 96% (89/93) of clients reporting an ability to build therapeutic relationships with their counsellors and 82% (54/66) showed a reduction in trauma symptoms over the course of their treatment.
- Through counselling, clients gained self-regulation skills as 90% (84/93) reported a greater ability to manage their emotions and stress in daily life. In addition, 40 (27F) attended training conducted by their counsellors including keeping safe and safe relationship training.

Outcome 2: Clients increased resilience

- According to our Anxiety and Resilience assessment, 83% (55/66) of clients showed an increase in resilience, and nine were able to be reintegrated to their families. Clients are able to understand and strengthen healthy relationships with 83% (80/96) reporting they are now able to build healthy relationships with people they trust.
- Many clients received therapeutic support by counsellors when testifying in court, resulting in 78% (39/50) expressing an increased ability to manage anxiety and confidence during a court case.

Outcome 3: Children receive increased emotional support from their family

- Families take an important role in supporting clients alongside their journey to recovery. Counsellors work routinely and thoroughly with client's families to increase support and build resources for each person.

HEAL



– COUNSELLING –

163 clients received counselling including art therapy, group therapy, and individual counselling.

63 clients finished their treatment plan and were able to complete counselling services.

82% (54/66) of clients reduced their trauma symptoms.

83% (55/66) of clients increase level of resilience.

100% (17/17) of families understand the effects of trauma.

- Providing family therapy, psychoeducation, and training to families has increased emotional support to clients by 88% (15/17) and helped 100% (17/17) understand the effects of trauma. The team has provided training on effective ways to support clients who have survived trauma to over 25 foster parents.

Outcome 4: Counselling staff improve their capacity to be professional counsellors

- To keep current in the field and ensure best practice, the team participates in regular trainings each month. The Clinical Team developed the Clinical Practice Development Workshop program, which provides monthly capacity building opportunities to the counselling staff. All ten counsellors attended related trainings throughout the year including family therapy, Eye Movement Desensitization and Reprocessing (EMDR), crisis intervention, conflict resolution and professional health counselling.
- To equip new counsellors with the same level of skills and build capacity of NGO partners, five new Hagar counsellors and five counsellors from partners were trained in systematic counselling by the counselling team and psychosocial capacity building project (PSCB).
- To collaborate with other professionals, the team has continued its partnership with the Royal University of Phnom Penh (RUPP), where two counsellors have received certificates in family therapy and system practice. The team was also involved in organizing the Youth Mental Health Day with RUPP to promote mental health awareness among the Cambodian youth. Over 2,000 people attended the event and Hagar conducted art and group therapy sessions to 50 university students so that they could learn these therapeutic techniques and incorporate them into their own practice.
- To enforce well-being, the team received regular external clinical supervision and peer group debriefing to prevent secondary trauma².

Challenges and Lessons Learnt

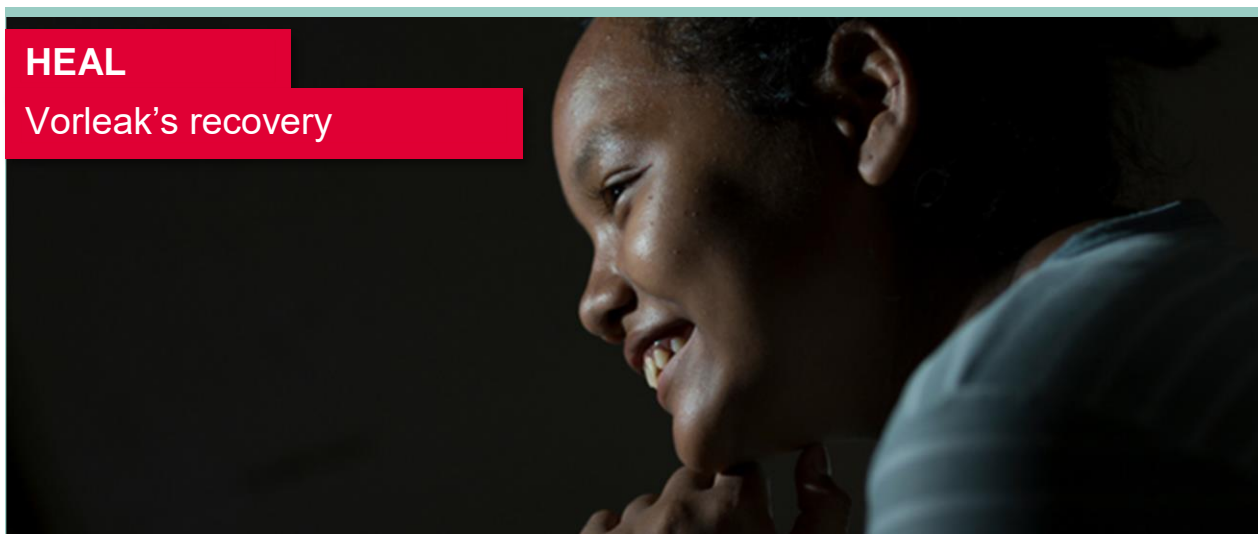
- Community work in Cambodia poses many challenges. Clients are often far from the Hagar offices; therefore, long travel is necessary. Road conditions and overnight stays in the provinces can be demanding on resources and counsellors.
- As many clients' family members work during the day, it can be a challenge to involve them in counselling sessions. Recognising that family involvement in counselling is a crucial component of recovery, the counsellors were increasingly flexible when making appointments with clients and they provided psychoeducation to parents to help them understand the benefits of counselling and the significance of their involvement in their child's recovery process.
- Closing cases within a pre-determined period of time can be challenging, as we have some clients who are severely traumatised and require counselling on a more long-term basis. To address this challenge, we have been enforcing clinical case reviews and implementing the Hopkins Symptoms Checklist (HSCL-25) to continually revise client treatment plans and ensure each client is receiving the most effective treatment. This has helped the team to know when it is safe and appropriate to wind-down and end counselling services with a client.

² The stress resulting from helping or wanting to help a **traumatized** or suffering person.

- Finding safe community placements continues to be a challenge, but has provided the opportunity for more family counselling and community engagement as well as placing an emphasis on finding foster families. It has also provided the opportunity for staff to receive additional trainings on community-based care and art therapy, which are approaches proven to be important in working with clients in the community.
- The counselling team has received many trainings, introducing new modalities and techniques for working with clients. Applying these techniques comes with a learning curve as the counsellors become comfortable using this knowledge in practice. However, through regular clinical supervision, including individual and group sessions, the counsellors have had an opportunity to reflect, voice any challenges or concerns, and improve their overall practice.

HEAL

Vorleak's recovery



Vorleak is resilient, brave, and hardworking. Growing up, her home life wasn't easy, Vorleak can't remember her father. He left when she was very young, leaving her mother to take care of her and her three sisters alongside her grandmother.

The women in her house often had to work nights, and when they did, they would leave her alone with her Uncle. When Vorleak was 12, her Uncle took advantage of this and raped her repeatedly. Vorleak was afraid to tell her Mother about the abuse, but she felt she had to tell someone, so she told her Grandmother. Her Grandmother went to the police, and word spread throughout their village quickly. Vorleak found the courage to tell her mother about the abuse, but her Mother resented her for not confiding in her first and said she didn't believe her. She found herself alone and afraid.

Vorleak was provided with safe accommodation by a partner organisation and was referred to Hagar, where she started her journey to healing. She didn't want to live. Vorleak considered suicide, but her counsellor encouraged her that things could get better. Her counsellor was right, and slowly but surely, they did.

Through Hagar's counselling and support, Vorleak was able to continue to heal from the abuse of her past. Hagar's trauma-informed care approach has helped her to heal in a safe and encouraging community. Her counsellor and case manager have walked each step of her whole journey so far alongside her. She knows now that what happened to her was never her fault, and that her abuser is the guilty one. Vorleak now has the courage to stand up to people who tell her she is to blame; she tells them that she knows she is not.

2.3 THRIVE

Those we work with can access education and empowerment.

2.3.1 Education: Community Learning Centre Project (CLC)

Project goal:

Clients receive quality primary education through an accelerated curriculum.

Project introduction:

The Community Learning Centre (CLC) works with child survivors of abuse as well as families from impoverished local communities to provide high quality primary education. The delivery of a specialised curriculum enables students to catch up on previously missed formal education, at the accelerated rate of two grades each academic year. Children receive school materials, extra nutrition and uniforms to help with the cost of schooling. The school social worker and teachers also work closely with families and counsellors specialised in Trauma Focused-Cognitive Behaviour Therapy (TF-CBT) to guide the child's recovery and development.

Over the year, 155(63F) students were supported at the CLC, divided into 3 grades. At the end of the reporting period, 122 (48F) students remained at the school while 33 clients were successfully reintegrated into public schools.

Outcome 1: Increased students' learning behaviour through support from parents/guardians

- Within 2017, 82% (127/155) of our students demonstrated positive learning behaviours in their classroom and learning environments, and 88% (136/155) attended class on a regular basis. In addition, 100% (133/133) of parents and caregivers were encouraged and engaged with our social work and teaching staff to support their children's learning.
- In addition to the services we provide for our students, we started new school programmes including a new school social worker, vegetable gardens and a bio-diversity garden. The school social work put an emphasis on managing cases of students, addressing students' behavioural issues, educating and supporting the family members and referral to other free of charge social services; meanwhile, the school gardens promoted hands-on experience of life skills, ownership and leadership among students and experimental observation opportunities from the bio-diversity garden.
- We have recently begun planning a programme to supporting parents to access English classes and increase the frequency of school-home interactions as this may help prepare parents to assist with their children's learning. We are also exploring opportunities to expand our services for parents through creating a "Community Parents Hub" initiative, which will offer an interactive and supportive platform for parents, such as dinner gatherings to exchange school related messages and updates between the school and parents. This initiative will also provide learning opportunities for parents who may want to learn some specific skills to further

THRIVE



– EDUCATION –

155 (63F) children received catch-up education at the CLC.

155 (63F) received daily nutritious breakfast meals, adequate schooling learning materials, and two sets of uniforms etc.

90 (39F) students graduated to the next year.

133 families of the Community Learning Centre's students engaged in supporting children's learning.

119 (48F) students received online safety training.



help them earn more income, such as conversational English. We are currently seeking funding for this programme which believe will both support children's educational outcomes, and help transform families' futures.

Outcome 2: Improved teaching quality

- In 2017, our teachers improved their capacities and raised their teaching morale through external trainings on teaching methodology, classroom management, material development and learning platforms, as well as regular supervision, teaching observation, peer observation and assessments. We have focused on improving the quality of our teaching through these strategies and we are beyond our target; 100% (5/5) improvement in teaching quality and 100% of staff (5/5) felt supported through supervision according to the survey report.
- After acknowledging that continuous capacity building mattered most to staff, we provided opportunities for training, workshops, and other learning platforms not only related to their current roles but also for their future goals. As a result, each staff member joined one or more workshops including law & cycle of domestic violence, basic excel, content gathering, financial management for non-finance managers, first aid review, powerful storytelling, communications for corporate level and teaching methodology.

"If I have the opportunity to talk to other students on how to do well in school, I will tell them not to spend too much time playing but studying and reading more. I want to thank my teachers for giving us general knowledge about society and the world."

- Sichhorng, 12 years old, an outstanding student in grade two

Outcome 3: Increase in student's academic result

- As always, students' academic achievements have been one of the core focuses of the project team, resulting in 100% (19(9F)/19) of students graduating successfully from our primary school through the national examination and transferring to secondary school. Within the overall school cohort, 82% (90/110) of students passed to the next grade and the rest repeated their school year.
- Students' learning results have been regularly assessed and reviewed on a monthly basis by teachers and school management, with a particular focus on slow learners. To help those behind in class, we are providing extra coaching assistance during and outside class time, which so far has helped 68% of slow learners to increase their learning ability.
- Our extra curricula and supporting interventions such as English classes, library access, computer classes, sports activities, study trips and online safety training also contributed to the success of the CLC. In addition to this, school cleanliness and students' hygiene was effectively promoted through educating students on how to use the toilets and to wear flip-flops in the bathrooms, and the students' parking shelter has been created to stop their bikes from becoming broken due to weather conditions.

Additional Project Achievement: Nutrition Component

Out of the above-mentioned contributing factors, cognitive development of the children including academic successes at school is also strongly influenced by physical development, especially their nutritional status. The school continued to provide all students with a daily breakfast menu and soya milk drinks three times per week.

- Within 2017, there were nutritional investigations and medical screenings for the CLC students by an external consultant to examine their health and development. 119 students were examined, which resulted in evidence to better inform and engage parents and students on the importance of a diet, highlighting how nutrition has a great impact on a child's physical and cognitive development.
- Additionally, a group of volunteer medical professionals from Singapore conducted medical screenings for all CLC students. The group reported that 50 (31F) students have experienced different health issues from being underweight to hair lice, as well as a few critical issues. The project team are working with the students' families to address these issues, which has already resulted in a female student being successfully healed through medical operations by a local medical practitioner.

Additional Project Achievement: House of Smiles Disabilities Project Transition to MoEYS

- After a two-year transition, the House of Smiles Disability project was smoothly transferred to the Ministry of Education, Youth and Sport (MoEYS) under direct supervision of Department of Special Education. Throughout the transition period, our staff provided technical assistance to four targeted schools in Phnom Penh, and delivered capacity building workshops on inclusive education and technical methodology to support students with disabilities.

Challenges and Lessons Learnt

- Unfortunately, due to a shortage of funds, we were unable to recruit a teacher to run the computer class. As planned, the project will recruit a teacher to take this role in 2018.
- Most of our students' families carry many heavy burdens in their lives, especially financial burdens for daily living and survival. Through feedback from parents, we have learnt that the project's support for their children to receive free-of-charge education plus consultation of family issues and referral to free-of-charge services in their local communities contributed hugely in terms of reducing burdens and increasing their income generating opportunities.
- Engaging local authorities and the government's social work department with the CLC's new social work activities, meanwhile securing effective on-going relationship with Ministry of Education, Youth and Sport (MoEYS) will provide exciting opportunities to continue delivering social support to both students and their families as needed.
- Despite the successful transition of the House of Smiles Disability project to the Government, we are concerned about project's sustainability. A number of students have dropped out of the project and although the integrated classrooms are well-equipped, there are not enough students to attend. Our team notified government officials of our concerns during the transition meeting and provided recommendations for future actions and interventions to ensure sustainability.

2.3.2 Economic Empowerment Project (EE)

Project goal:

Clients obtain economic independence.

Project introduction:

The Economic Empowerment team works with vulnerable women and young people in Hagar's programmes, as well as other NGOs, to develop basic job skills and provide the opportunity to work with employers to learn a trade. With help from employment support and client relations officers, clients are empowered to find satisfying work and create a livelihood that supports them and their family members.

In 2017, we served 152 clients, including 99 women. Among these clients, 76 (60F) are currently receiving support from the project and the remaining clients had their cases closed during this reporting period.

Outcome 1: Client employability skills increased

- Hagar's EE team provides opportunities for clients to develop their hard and soft skills to increase their employability. Hagar conducts an assessment of our clients' employability skills during the initial intake phase, and at regular intervals through our work with them in order to better support them in the career they wish to pursue. Out of a sample of 24, all clients demonstrated appropriate soft skills, such as better communication, addressing challenges that may arise with customers and good team spirit. These are all considered as core employability skills. Regarding hard skills, 75% (18/24) improved their competency in relevant job related skills such as machinery, cookery and baking, etc.

Outcome 2: Client's employment improved

- Helping clients to improve their employment situation including benefits and confidence to achieve their career goal has been the major commitment of the project team in coordinating between clients' achievements, employers' accountabilities, and contributing supportive factors such as family members, case management and counselling teams, and referral NGOs. As a result, 71% (48/68) of clients have received job promotions, salary increases, insurance and meal entitlements. Out of a sample of 37 employed clients, 86% (32/37) expressed confidence in their future career goals.

Outcome 3 Client's employment secured



Eighty-two percent of clients maintained employment during this reporting period, through regular coaching and Hagar's continued support. Hagar has helped keep these clients in employment through addressing the challenges and external factors that many of them face, including the immediate need to earn an income, misunderstanding amongst employers and work colleagues, diversifications of interests due to uninformed motives, and other family influences. Out of a sample survey of 37 clients, 84% reported satisfaction with their work while the remaining six clients sought new jobs with higher earning potential.

THRIVE



– EMPLOYMENT –

152 (99F) clients received training and safe employment pathways.

56 (35F) clients secured employment.

73 (54F) clients received on-the-job training.

53 (29F) were successfully empowered and closed from the project.

- As we strive to sustainably help as many clients and their families as possible, the EE team has started piloting community based economic empowerment practices. By doing this, we aim to provide local services in the community including on-site coaching for soft skills, on the job training placements, job placements and support for the development of small businesses. This will help equip both clients and their families for long-term income stability.
- Initial observations and investigations of our target group from the pilot project indicate positive integration of these services. 30 (F21) people (of which, 73% were clients' family members) received support within seven provinces, resulting in 12 of them running small businesses thanks to the project team's coaching, coordinating business development and providing grants in their communities including purified water and vegetable delivery services, poultry raising, groceries, and tailoring clothes.
- All family members of the community clients felt invaluablely grateful and supported for not only skills but also financial grants. We have also hired an external consultant to assess and provide recommendations based on our community based approach so we can ensure we are providing best practices to those we serve.

"My friends and foster family are all very proud of me for getting this job. They know I am talented and they support me really well." _Socheata said.

Challenges and Lessons Learnt

- Clients often leave job skills training to undertake short-term unskilled jobs or seasonal high paying jobs due to the financial need of their families and other external influences. These choices have a huge impact on clients' futures. Our Economic Empowerment (EE) team spend a significant amount of time addressing these issues. We have tried to find a solution to this by prioritizing employment placements for those particular clients and continuing their job skills training alongside their work, while ensuring good cooperation with business partners and relevant stakeholders.
- The limited understanding of trauma informed workplaces among employers can be eased by working with most employers. This is a learning point for the project team to find ways to integrate educational awareness to its business partners in the next year. This will contribute to strategic business partnerships.

THRIVE

Socheata's journey



Socheata is a bright, confident, talented nineteen-year-old who works at a boutique beauty salon in Phnom Penh. She's also a survivor of extreme abuse.

Socheata was left at the Russian hospital as a baby. When a woman arrived, claiming she was Socheata's Godmother and had come to bring her home, hospital staff released Socheata into her care. What they didn't know is that there was no real connection between Socheata and the woman. Throughout the early years of her life, Socheata was subject to severe violence from her 'Godmother'. Her neighbours started to notice bruises and cuts all over Socheata's body. When they reported it to the police, her 'Godmother' was arrested.

Socheata was referred to Hagar and placed in a foster family. During Socheata's time in foster care, she received psychological and physical care, and was able to enroll in school. Socheata struggled with academic learning, but she persisted,

"Even when Socheata did not perform well in school, she kept pushing through and she was able to finish her final year," - Socheata's case manager.

When Socheata completed grade 12, Hagar's Economic Empowerment team were able to help Socheata to find a job placement. They supported her in preparing for work, and secured her an apprenticeship at a local boutique salon. Socheata thrived, and within three months, the manager of the salon promoted her to being an employee and gave her a pay rise.

"Before I started to work here, my economic situation was hard. I didn't have enough money to support myself. All I had was income from the organisations supporting me. Now I feel proud," - Socheata.

One day, Socheata would like to run her own salon, much like the one she is in now. Like anyone in their first full-time job, Socheata finds the work tiring and at times has wanted to quit, but she is well supported. Her case manager is proud of Socheata's commitment saying, *"she is committed to learning her skill."*

2.3.3 Transitional Living Project (TLP)

Project goal:

Clients become resilient, safe and independent members of society.

Project introduction:

This project works with survivors of abuse and exploitation who are not able or ready to return to their own family. In such cases, the TLP team places them in safe and caring environment in foster families or semi-independent living arrangements. With continuing support from Hagar's counsellors and case managers, the project integrates clients into a community setting while continuing to support their care, education and/or employment and continuing recovery. The staff work toward clients being able to be independent in the future and, where possible, to move back into their family of origin or kinship care.

Over the reporting period, the TLP team served 72 (43F) clients across seven provinces in Cambodia. Out of this group, 15 clients were reintegrated into their community, family of origin or kinship care, and four clients moved into independent living arrangements.



THRIVE



– COMMUNITY –

72 clients were supported by the TLP team.

23 foster families cared for clients.

55 clients were living in foster families.

31 new families applied to foster children.

8 foster families were recruited.

17 Clients were admitted.

15 Clients were reintegrated.

10 Semi-independent clients secured employment.

5 Clients moved to live independently.

Outcome 1: Increased acceptance and support for the client by transitional living home and communities

- This year we hosted the first annual reflection of foster care to bring together foster families to share their experiences after ten years of the foster care project in Cambodia. Forty individuals, including 20 foster families from seven provinces across Cambodia attended the event. They expressed gratitude to Hagar for acknowledging them and what they have contributed to clients. They also enjoyed meeting with other foster families from different areas and formed a peer group to support each other and to better care for clients. Through tears and lots of laughter, the families shared testimonies, expressed their commitment and pride, and encouraged each other to continue their journey with clients. The foster care family members shared that they felt acknowledged, motivated, encouraged and supported from the Hagar case managers and other staff. After the great success and positive feedback from the first event, the team have decided to continue the event as an annual reflection.
- 98% (71/72) of clients improved their physical, emotional and social well-being. They are healing from trauma and were able to be reintegrated back to their families of origin or kinship care. To celebrate important holidays Khmer New Year and Pchum Ben Day, 53 clients visited their family or relatives and indicated that they had positive memories and strong relationships with the community. Clients who were not able to visit home due to safety issues, celebrated with their foster families.

- The TLP team conducted three days of parenting skills training for five new foster families and nine former Hagar caregivers from three provinces. In addition, the training was provided as a refresher for 19 existing foster families in Phnom Penh, Svay Rieng, Battambang and Takeo province. The training was aimed at helping families to care for their foster children and focused on topics such as domestic violence, non-violent communication, Trauma Informed Care, parenting skills and managing needs and emotions. The families were also taught how to support clients to develop skills such as problem solving.
- Four stakeholder meetings were conducted in six districts within Siem Reap province to communicate Hagar's services, strengthen partnerships and promote our foster program to potential new parents. The meetings were attended by 588 people including district chiefs, commune chiefs, rehabilitation officials from DoSVY, municipal members, Komar Angkor hospital representatives, NGO partners and community families. The participants actively contributed throughout the meeting, they expressed their understanding of Hagar's services and their commitment to support our team to recruit for new foster families in their communities. As the result, we received 31 applications for new foster families. All of the families were assessed, and eight families were qualified and selected to be foster families. They are now on the waiting list to receive initial training before clients are placed into their care.

"I wish to see children getting knowledge, to get to know our culture and skills."

"My own opinion about the word - [Parent] - is that it refers to a person who recognized as full of knowledge."

"I think that it is very easy to just give out the fish to the clients to eat, yet I personally really want to guide them to reach the lakes that are full of fish. My personal intention towards the foster children is to lead them to reach the lakes, which means for them to grow up with our knowledge."

- Bun Sovanny, foster father in Takeo Province

Outcome 2: Semi-Independent clients increase their ability to have economic stability and become ready to be reintegrated

- Clients who attended soft and hard skill training or pursued a university degree during the reporting period demonstrated good progress and some are moving to the next stage in their future careers. Six clients have a full time job and three clients are working part-time. Another four clients are completing their on-the-job training and receive a small stipend or tip. Unfortunately, one client was struggling with their business and decided to quit, our team continue to support and follow up with them regularly to motivate them to keep moving forward with their dream. Five semi-independent clients have enough ability to live independently and they are maturing and growing in both their economic situation and their decision-making skills.
- 37 clients received training on hygiene, effective communication, self-esteem and conflict resolution. They expressed that the training was very helpful for their lives, as without good communication, they can encounter problems and negatively affect their relationships with

family, friends and people around them. Our foster families reported that the younger clients were applying the hygiene lessons in their daily lives at home and school.

- Semi-independent living clients gathering together at Tamao Mountain (Wildlife Rescue Centre) for an annual-reflection of their experiences living and studying in the community. They have learnt, shared and set their future plans to keep moving forward to achieve their big dream in the future.
- 70% of semi-independent clients have specific future goals and they are learning to be more independent step by step by getting less support from our staff.

Outcome 3: Foster Families' client resilience and ready to be reintegrated their families or transferred to be semi-independent living clients.

- Through the commitment of our staff and foster families to help each client's journey, 22 clients (14F) no longer require services from TLP and 17 new clients (12F) were admitted into to our care. 67% of clients increased their resilience, showing positive changes and improvements in living in the community of their choice.
- Our foster families have noticed that the clients in their care were engaging in good relationships within their communities and are participating in social activities such as football matches, clean environment day, children's clubs, Khmer literacy and mathematics lessons, wedding receptions and festivals in the villages. They expressed that these clients are valued and respected as significant members of the community. Our foster families are capable caregivers and have many years of experience supporting and providing loving care for traumatized children, walking alongside clients through their recovery. Our families also work to promote positive discipline, striving to raise Hagar's clients and their own children in a safe and nurturing environment.

THRIVE

Bora's new family

Bora has been living with his foster family since November 2015, with three other boys. He is well behaved, and he works hard. Bora always does his daily chores, and he takes care of the pig that the family is raising.

Bora came to live with his foster family through Hagar's foster care programme. When he was young, his father passed away and his mother was left with ten children to take care of. Because his mother was unable to take care of him, Bora was taken to live in an orphanage. During this time, he was abused by a senior staff member of an NGO that he was receiving services from. When this came to light, alongside of many other instances of the perpetrator abusing children in his care, the orphanage closed, and Bora came to Hagar.

When Bora first came to Hagar, he struggled to trust his case managers and his family because of what had happened to him the last time he received services from an NGO. He has been in his foster family for three years now, and his confidence and trust in Hagar and his foster family has really grown. Bora now feels comfortable and happy around staff and his family. Not only has this impacted his behavior, but his studies. Bora has moved from being one of the lowest achievers in his class, to being in the top ten students. The way his foster family has guided and supported him has meant that he is able to excel in his education. His case manager describes him as stable and decisive, and aware of what he should do if he ever finds himself in an uncomfortable or dangerous situation again. Bora is equipped to deal with whatever challenges may come his way. He loves his foster family very much.

"Before, I didn't receive any warmth from my family. Now, I feel safe and happy," – Bora.

2.3.4 Central Case Management (CCM)

Project goal:

Clients are living safely as resilient members of communities.

Project introduction:

This project works with survivors of sexual abuse, trafficking and exploitation throughout their whole journey with Hagar. Once clients are referred, they are assigned a Case Manager who provides an initial assessment and then coordinates with Hagar's projects and partner organisations to ensure each client has access to all services they require for their recovery, including counselling, education, healthcare, legal support and economic opportunities.

Case managers meet with each client at least monthly to monitor their individual care plan, follow up on any issues and work through any challenges. Case managers also work closely with each client's family and community, as well as partners and stakeholders to ensure the client's safety and well-being.

Outcome 1: Improved mental and physical health of clients

- 94% of newly admitted clients decreased their trauma symptoms. Within the first two weeks of admission to Hagar, Case Managers arranged for a representative from the counselling team to conduct a mental health assessment and provide counselling to each client, as well as their families, where necessary. This is supported by Case Managers through regular follow up and monitoring visits with clients. Over the past year, 48 of the 50 new clients received counselling support, the remaining two clients only required support from Case Management and the Legal and Protection Team.
- 100% (50/50) of newly admitted clients improved their physical health. Case managers brought each client to have a medical check-up and health treatment after they were admitted. In instances where clients were physically abused, Case Managers referred clients for diagnosis and treatment for their injuries. The CCM team also provided emergency support for some clients and/or their families who had immediate health issues and/or serious illnesses

Outcome 2: Clients live in safe environments free of violence.

- 99% of clients feel safe in their current living situation. Over the reporting period, case managers worked closely with each client's family, community members, and local authorities to ensure clients are safe and fully protected in their community. Case Managers have regular meetings and discussions with local authorities, DoSVY representatives and village chiefs about how to maintain client safety. This close collaboration, coupled with ongoing training, has increased the capacity for these representatives to follow up with our clients after reintegration.
- 99% of clients reported improved relationships with their family and/or community. Case managers worked with clients and their families to help them to build healthy relationships. Parenting skills training was conducted to clients' families and communities where clients are living and all 223 client families increased their understanding and ability to care for clients following the training. The families help to follow up and support their children and they understand their roles.

THRIVE



– CASE MANAGEMENT –

250 (162F) clients were supported by the Case Management team.

50 (27F) new clients were admitted.

51 (41F) cases were closed.

223 families were supported to care for clients.

- The Case Management team conducted five community outreach sessions with communities about parenting skills, domestic violence, trafficking and sexual abuse of boys. The sessions were conducted in four provinces in Cambodia, namely; Kandal, Prey Veng, Svey Rieng and Takeo. There were 225 participants, including 174 women, and following the sessions 91% of community members increased their understanding of the topics.
- Over the year, 81 clients received legal support for a court case. Case managers worked closely with Legal and Protection Unit to prepare the clients for court and advocate for clients to get justice.
- All 225 clients received support from DoSVY, local authorities, and/or NGO partners as needed. Case Managers maintained good cooperation with local authorities such as village chiefs, local police, Commune Committee for Women and Children (CCWC) and NGO partners so that, if/when crisis situations occurred, they could offer support to quickly resolve any problems.



Outcome 3: Clients access appropriate formal education opportunities and clients/clients' families have increased economic stability

- 100% (125/125) of students accessed appropriate formal education opportunities. Case managers facilitated the school registration of 15 clients, including 11 newly admitted clients. In total, there are 125 clients receiving education support in the community. Case managers followed up with their principals and parents regularly to discuss their results and discuss how they can support clients.
- 87% (121/139) of clients advanced to the next grade or university level. Eleven students dropped out because their family moved locations. Two students did not pass the national exam and were instead enrolled in vocational training with the Economic Empowerment project. The remaining five students were only enrolled in school at the end of 2017 and therefore were not able to advance to the next grade during this reporting period.
- After identifying that 51 clients needed vocational support, we cooperated with the Economic Empowerment team to provide vocational training and job placements for them in the community as close as possible to their homes.
- The Case Management Team worked with 223 families in 2017, 92% of whom reported improvements and/or stability in their economic situation. Case Managers, in cooperation with the Economic Empowerment team, worked with clients' families to help them to secure employment enabling them to remain self-resilient and support their family.

- 89% (85/95) of clients demonstrated economic stability or independence after they were reintegrated. The CCM team made their best efforts to work with each client's family to help them to find a job or to think innovatively about how they can receive an income to support their families.
- Currently, there are 16 clients studying at universities in Phnom Penh. Hagar supported them to secure scholarships for their studies and also assisted to provide school materials and facilitate their attendance on school excursions or field trips to ensure they are able to gain the full benefit from their education. This year, four students passed the national exam for Bac II (High School National Exam) 2016-2017 and received a full scholarship from Prime Minister Hun Sen to continue their studies at public universities in Phnom Penh.

Challenges and Lessons Learnt

- Foster Families: There was a shortage of available foster families in Phnom Penh over the reporting period. To address this challenge, the case management team contacted partner NGOs for temporary shelter assistance to keep clients safe, and the team are supporting the Transitional Living Project to conduct assessments in order to recruit more foster families.
- Reintegration: Some clients were not able to reintegrate due to safety concerns and/or not having family members to live with. The team continues to support each client to be able to live their lives independently.
- Administration: The Case Management team have many forms to complete in Client Management System (CMS) which takes a lot of their time. We will conduct a meeting with case managers and three team leaders in order to review all forms and streamline this process in 2018
- Crisis intervention: Unfortunately, there were a higher number of crisis incidents during this reporting period. We recruited new staff members to assist the team with managing the hotline phone, including two case managers and other members from the counselling team. Additionally, we created team support at the second and third level to help with supporting hotline response. We also cooperated with local authorities and DoSVY for crisis intervention when needed.
- Education: Some reintegrated clients dropped out of school because they are living in remote areas, are far away from public school and/or they experience increased risk when travelling to school. Case managers have made a safety plan with families to help them understand how they can support their child's education. In some cases, the family has decided to keep their children with relatives so that they are closer to schools.

2.3.5 Northwest Project (NWP)

Project goal:

Clients in North-west Cambodia are resilient members of their chosen community, stably and sustainably.

Project introduction:

This project provides case management, counselling support and economic empowerment to survivors of abuse, trafficking and exploitation in Northwest Cambodia. The project focuses on successful social re-integration of clients and stability in their families and communities. This project aims to equip clients with the necessary tools to establish a socially and economically safe and stable life.

Outcome 1: Improved mental and physical health of clients

- Twenty-six of twenty-seven families of newly admitted clients' demonstrated their awareness of how to take care of their children. Overall, 99% of 90 clients' families showed increased abilities or understanding of how to care for clients.
- Twenty-six (18F) of 27 clients received medical checks and demonstrated improvements in their physical health, the remaining client will receive a check in early January 2018.
- Twenty-seven (18F) clients received counselling services and, of this group, 24 (17F) clients dramatically decreased their trauma symptoms after our counselling team worked with them.

THRIVE



– NORTH WEST –

101 clients were supported by NWP.

100 %, 31/31 of vulnerable households of reintegrated clients received emergency relief support.

133 participants received community outreach training on Domestic Violence.

100% of clients received support from local authorities and partners

55 students were equipped with learning materials packages to continue their education.

"I know how to make myself happy when I'm sad and lonely because you had taught me a lot. I will do my drawing and hang around with my siblings and I will not hide myself alone anymore"

- S.M, a new 12-year-old female client

Outcome 2: Clients live in safe environments free of violence.

- Thirty-one (25F) reintegrated or close recovery clients received emergency relief support as needed and all had appropriate safe homes in their community.
- 100% of 101 clients observed improved relationships with their family and/or community, and 98% (99/101) of them feel less stigmatised in their family and/or community. 100% of 101 (80F) clients have developed their safety plans, and 98% of them feel safe in their current living situation/community.
- 133 (82F) participants received community outreach training on Domestic Violence. After the training, they demonstrated a 16% increase in understanding of the topic.
- All 101 clients were able to identify the services they could access from local organisations and/or community groups. As stated by one 12-year-old female client; *"I will call you or find someone to talk to when I'm not feeling ok. I will call my mum."*

- In the third quarter, NWP participated in a new Network named “Women and Children Protection” based in Battambang. Two clients (2F) have participated in the child club and had the opportunity to attend children rights training and meet with the provincial commune committee for women and children to raise their issues with other children.
- Often home repairs are required to ensure the safety and well-being of clients in the community. Over the year, the team supported clients’ families to build one new house, eleven toilets and five house repairs for 18 clients (14F). *“I am happy and thankful for Hagar for the new house. I feel secured and no long fear at night”* said one client’s mother.
- 52 (42F) clients required legal support for court cases throughout the year. Our counselling team worked closely with the Legal and Protection team to assist clients through their court cases by using SCILP tools successfully.

“I almost ended my life when I felt down, but after encouragement, support and help from you [Hagar], I became a strong girl with no fear in confronting. Even in court, my case is still in progress and I know I am not the one who did wrong.”

- 19-year-old female client



Outcome 3: Clients accessed appropriate formal education opportunities and clients' families have increased economic stability

- 86% (79/91) of clients’ families report improvements in the stability of their economic situation. Among 91 families, 97%, (30/31) of reintegrated/or recovery clients, are demonstrating economic stability or independence.

- 94% (61/ 65) of students accessed the appropriate formal education opportunities and all of them are enrolled in public school.
- 100% of 25 (22 F) clients were referred for vocational support after identifying vocational need. 22 (20F) of 25 clients received livelihood interventions where required. 100% of 18 adult clients were referred for a job and secured employment. 14 (13F) of 18 clients accessed improved employment options.

"Now, I am attending motor mechanic training, I no longer obsess about games and waste time and money. In the future, I want to be a motor repair mechanic."

- S.S.V, 15-year-old boy client

- All 55 (39F) students who required additional support were well equipped with a learning materials package to continue their education and 79%, 42/53 (39F) clients who completed the academic year during the reporting period advanced to the next grade. Five students received extra class support, two female clients passed their grade 9 and 12 exam.
- 87% (79/91) of clients' families who received support services in the last six months are financially stable or improved.

Challenges and Lessons Learnt

- Due to the expiration of a significant grant, the North-West Project struggled to fund activities in the last quarter of 2017. We are now seeking ongoing funding for this important work.
- In early 2017, we had significant demand for our services which we struggled to meet with existing resource levels. To address this, in the second quarter of 2017 we expanded our project by recruiting a counsellor, case manager, employment service officer, driver and an admin volunteer assistant to ease the strain of the project's workload.

2.4 LEAD

Amplify the voices and experiences of those we serve to bring about the systemic changes needed to combat human trafficking, slavery & abuse.

2.4.1 Psychosocial Capacity Building (PSCB)

Project introduction:

The Psychosocial Capacity Building Project (PSCB) provides staff with training opportunities to improve personal and professional development within the organisation, to enhance the quality of care and recovery for clients.

Outcome 1: Staff and partners' knowledge of trauma-informed services and counselling practices increased

- During the reporting period, 59 days of training were conducted to a total of 49 participants within Hagar, NGO partners, and the government sectors. These trainings were held in four provinces, namely; Phnom Penh, Kompong Speu, Svay Rieng, and Battambang.
- PSCB conducted trainings on Trauma Informed Care, Foundation of Counselling, Case Management, Crisis Intervention and Responding to Suicide, Domestic Violence, and Law of Domestic Violence.
- This year, 42 Hagar staff members, NGO partners, and government workers were trained in Trauma Informed Care. Through this, 83% (36/42) of participants increased their understanding of the long term impact of trauma.
- Basic counselling and Case Management training was conducted over 35 days with 16 DoSVY and DoWA government officials in Kompong Speu. Furthermore, 5 new counsellors to Hagar and 4 staff from 2 NGO partners completed Systematic Counselling Plan, a 12-day module training. 90% (9/10) of participants expressed that the training was helpful and beneficial to their clinical practices and enhanced their confidence and capacity to provide psychological support to their clients. 80% (8/10) of participants are currently applying creative counselling activities learnt from the training with clients in their institutions with ongoing coaching and technical support from Hagar's trainers on a monthly basis.



LEAD



13 staff from DoWA and DoSVY were trained and awarded certification after completing basic counselling training.

92% (12/13) of DoSVY and DoWA staff increased their understanding of counselling and case management.

83% (36/42) of participants increased their knowledge on long term impact of trauma.

Outcome 2: Staff from NGO's partner demonstrated the training curriculum trained met their Training Needs Assessment (TNA)

- Learning Needs Assessments (LNA) were conducted with two groups of government officials from the Department of Women's Affairs (DoWA) and Department of Social Affairs, Veterans, and Youth (DoSVY) in Kompong Speu province. The results were used to review and update contents for enhancing capacity of the basic counselling and case management trainings. Trainings such as basic counselling, case management, Domestic Violence, Law of Domestic Violence, Crisis Intervention and Responding to Suicide, and Trauma Informed Care were all modified to meet the needs of selected participants. Based on the training evaluation form, 100% (13/13) rated that they were "satisfied" or "very satisfied" with the trainings.

Challenges and Lessons Learnt

- Cambodia has yet to establish a national standard of social work or case management, therefore the training content was based on research and in-the-field experience of trainers. This allowed Hagar to work closely with external partners to gain field data about needs and knowledge.
- As an NGO, Hagar does not have authorization to instruct government participants on the utilization of social work or case management forms. Hagar's case management forms were used not as an instruction but an extra resource and guideline when providing services to clients.
- In 2018, PSCB will work alongside the Central Case Management Project and the Clinical Team to develop a new training curriculum for government officials of DoSVY and DoWA on the advance level of Case Management and Basic Counselling.
- There have been some past challenges with providing training for DoSVY and DoWA in Kompong Speu. Interruptions such as leaving the training for urgent tasks, distracted participants, and pre-scheduled commitments were difficult to handle during the trainings.

"Prior to attending the training, I had a tendency to pass judgement about what happened and blame the client. Now, I have gained skills and know not to be judgmental or blame the client but to be supportive and encouraging to the client."

"After completing the intensive one-year training course, I gained knowledge, skills, and experience working in my community. Moreover, through the training I have developed better self-awareness and I know the purpose of what I am doing."

"Training for social service providers on Counseling and Case Management provided me with a lot of advantages. Firstly, I had a chance to build relationships with new friends and build a stronger relationship with my co-workers. We are officers from different departments, but differences are not important; what is important is good collaboration."

- Trainees from DoSVY/DoWA

2.4.2 Family Care First (FCF)

Family Care First is a global initiative funded by USAID in partnership with Save the Children that seeks to uncover and advance transformational solutions to considerably reduce the number of children growing up outside of safe, nurturing family based care.

Hagar was selected to lead two Thematic Sub Groups (TSG) of this project.

TSG2 - Direct response through a more developed workforce.

Action 1: Development of Social Work Practice and training standards.

Hagar works in close collaboration with First Step Cambodia (FSC), to support the Royal Government of Cambodia in developing Cambodia's first set of social work standards.

A comparative analysis of global, regional and national social work practice and training standards was conducted by the project's Social Work Consultants and then translated into Khmer.

This research was then presented to the Multi-Disciplinary Advisory Group at the 3rd Multi-Disciplinary Advisory Group (MDAG) meeting held in October 2017. The MDAG includes six high level government representatives and five key partners from NGOs, the UN and academia. His Excellency Nim Toth, Secretary of State, is the chair whilst His Excellency Toch Channy, General Director of Technical of the Ministry of Social Affairs, Veterans and Youth is the alternative chair. All members actively participate in advising and approving each step of the development of these standards.



Hagar TSG2 project team presenting findings from the Desk Research Review at the 3rd MDAG meeting, Oct 11th 2017

A set of minimum standards for generalist and specialized social work practices was then developed and the field research team from FSC, visited over 55 organizations (NGO and Government organizations) from five provinces to test and seek feedback on the standards. Senior management; staff; clients and students were interviewed, participated in focus groups or conducted self-assessments as part of the extensive field research that was required to develop these standards.



Interviews and focus groups conducted in Siem Reap; Battambang; Kandal; Phnom Penh and Shianouk ville

Challenges and Lessons Learnt

- Translation of all research documents from English to Khmer has been a challenge. As social work is a new discipline in Cambodia, many of the terms do not yet have a direct Khmer translation. In response, we have been conducting in-depth workshops to agree on which translations will be used when translating the research, standards and other reports. In effect, we are creating an agreed glossary of terms.
- As the initial research was conducted based on international countries, particularly outside of the Asia Pacific Region, it is imperative that the social work standards are contextualised to be relevant to the Cambodian context. To address this, we continue to have valuable input and feedback from experienced Khmer stakeholders and government representatives.

3 Financial Information and our Major Donors and Partners

Operations/Projects	Annual Budget	Expenses in USD
Protect		
Legal & Protection	103,030	78,626
Heal		
Counselling	170,768	170,512
Thrive		
Community Learning Centre	210,590	175,949
Economic Empowerment	71,958	68,087
House of Smiles	58,958	55,573
Transitional Living Project	177,916	154,536
Central Case Management	351,663	301,531
North West (Battambang)	164,680	170,248
Lead		
Psychosocial Capacity Building	42,933	43,077
Family Care First	266,409	222,968
Other		
General Project (Building maintenance, IT upgrades, security)	48,610	162,390
Total Programme Costs	1,667,515	1,603,496
Direct Programme Management and Monitoring and Evaluation	12,801	10,534
Support Costs (Admin, Finance, HR, ED, CMS, RTW etc.)	245,330	249,290
Grand Total	1,925,646	1,863,320

Support & Advocacy Offices

- Hagar Australia
- Hagar Hong Kong
- Hagar New Zealand
- Hagar Singapore
- Hagar USA

Major Donors and Partners

- Action Pour Les Enfants (APLE)
- Barlow Family Foundation
- BOSCH Primavera
- Chab Dai Coalition
- Christliche Ostmission (COM)
- CLSA Chairman's Trust
- Corrs Chambers Westgarth
- Department of Foreign Affairs and Trade, Australia (DFAT)
- DOC
- Dorothea Ross Foundation
- Emily Ross Bespoke
- Frimley Foundation
- Goldman Sachs
- Imago Dei Fund
- Japan International Food for the Hungry
- International Organization for Migration (IOM)
- Linklaters
- Macquarie Group Foundation
- USAID (Save the Children)
- Tear Fund New Zealand
- The Pratt Foundation
- The Rhonda Wyllie Foundation
- UNICEF
- Virtue Foundation
- White and Case
- World Hope International

