



## **NGO Report Progress Report**

Progress Reports are a requirement for NGO Projects longer than six months and should be submitted within 30 days of the end of the first six months of the project.

Reports should be brief (6-10 pages excluding Annexes). Photographs may be included. Reports should include the following information:

### ***Narrative report***

1. Summary statement – Name of Organisation, project title, project manager's name and position, location/s, total funding, implementing partners (if relevant), start and finish date.
2. Summary of stated objective/s, activities undertaken, results achieved to date and progress of the project as compared with the final version of the workplan submitted as part of the agreement proposal accepted by DFAT. (You can estimate the percentage of the project completed if that is helpful).
3. Reasons for any lack of progress, changes to the workplan, activities or expenditure in the final proposal used in the agreement with DFAT (variation in line items greater than 10% requires DFAT agreement as soon as anticipated).
4. Disaggregation of data; identify people with disability and women's involvement at all levels. This includes number of women and people with disability who are participants in decision-making about the project and number of women and people with disabilities who are beneficiaries.
5. Any difficulties or challenges encountered, or unexpected developments affecting progress and/or activities and proposed strategies that are being used or will be used to deal with these. (This is sometimes referred to as lessons learned).
6. Strategies used to promote Australian Government funding e.g. signage, communication, media...

### ***Financial acquittal (Annex A) (refer to file in MS Excel format)***

7. Table matching actual expenditure-to-date to budget line items as listed in the final version of the project proposal that formed part of the agreement with DFAT.
8. Contributions/income received from other sources or generated by the project.
9. Conclusion
10. Dated signature of the authorised representatives of the organisation with their position, official seal or thumb print including the statement *"I declare that I have read the information supplied in this report and it is true and correct and all activities and expenditure were as agreed and reported"*.

**Hagar Cambodia**  
**Annual Progress Report [from 1/3/2013 – 28/2/2014]**  
**Reintegration of survivors of the extreme human rights abuse (Cambodia)**

**1. Summary data**

<b>Grant Agreement #</b>	ABN 62 921 558 838
<b>Name of organisation</b>	Hagar Cambodia
<b>Project title</b>	Reintegration of survivors of the extreme human rights abuse (Cambodia)
<b>Project manager's name (&amp; position)</b>	Weihui Wang Operations Director
<b>Location/s</b>	<p>Hagar is able to provide services to clients throughout all 23 provinces. The beneficiaries from the past year come from and/or reintegrated to the following 19 provinces:</p> <ul style="list-style-type: none"> <li>• Kampong Cham</li> <li>• Kampong Chhang</li> <li>• Kampong Speu</li> <li>• Kampong Som (Sihanoukville)</li> <li>• Kampong Thom</li> <li>• Battambang</li> <li>• Kandal</li> <li>• Kampot</li> <li>• O'der Meanchay</li> <li>• Batey Menachay</li> <li>• Siem Reap</li> <li>• Svay Reing</li> <li>• Stoeung Treng</li> <li>• Prey Veng</li> <li>• Pursat</li> <li>• Phnom Penh</li> <li>• Ratanakiri</li> <li>• Takeo</li> <li>• Pailin</li> </ul>
<b>Total funding</b>	\$75,000 per annum
<b>Implementing partner/s</b>	The Cambodian Human Rights and Development Association (ADHOC), International Justice Mission (IJM), Cambodian League for the Promotion and Defense of Human Rights (LICADO), AGAPE, International Organization for Migration (IOM), Poipet Transitional Center (PTC), Cambodia Hope Organization (CHO), Royal Government of Cambodia (RG-C), World Hope International (WHI), Ministry of Social Affairs for Veterans and Youth (MOSAVY), District of Social Affairs for Veterans and Youth (DOSAVY), District of Women Affairs (DOWA). These partners are involved in referring clients to Hagar, supporting legal aspects of clients cases, and providing some other services and support.
<b>Start date</b>	1/3/2013
<b>Finish date</b>	28/2/2016

## Narrative report

### 2. Summary of progress

#### 2.1. Project overall objectives (as stated in final proposal accepted by DFAT)

Description	Performance Indicators	Progress Report
Objective 1: Reintegrated clients live in safe environments free of violence	% clients who feel safe in their current living situation	93 % of the 168 reintegrated clients reported that they feel safe in their current living situation.
Output 1.1 Safety plans are developed for each reintegrated client	% safety plans completed together with reintegrated client	100% of clients reintegrated in this fiscal year completed a comprehensive safety plan. All 27 clients were reintegrated to their family of origin. Holistic family assessments were conducted by Hagar case manager, village chief, local police and DoSVY officers. Thorough risk assessments were completed and safety risks mitigated before reintegration.
Output 1.2 Local authorities and/or partner organizations are engaged in monitoring the safety of reintegrated clients	Clients and their families are able to identify the relevant local contacts in case of an emergency	100% of the clients were provided with Hagar's emergency hotline number, the village chief's contact number, local police's number and District of Social Affairs Veterans and Rehabilitation officer's number. For cases with ongoing court cases or legal issues contact information for a legal representative (such as APLE, ADHOC, LICADHO, SISHA, CLEC etc) were also provided. Out of the 168 reintegrated clients 153 (91%) of them were able to verbally demonstrate that they could identify the relevant local contact/s in case of an emergency.
Objective 2: Improve social capital of reintegrated clients	% clients who report improved relationship with family and/or community  % reintegrated clients who feel less stigmatized in their family and/or community	89% of the 168 clients reported that their relationship with their families had improved in this fiscal year.  93% of clients reported that they feel less stigmatized in their family and/or community.
Output 2.1 Reintegrated clients access social networks and/or support from local partner	Clients are able to identify the services they can access from local organizations and/community	100% of clients have access to local organizations and/or community. They were connected with at least one social network in their community which included but are not limited to religious institutions, health centres, local NGOs, and support groups
Output 2.2 Improved	% clients who report improved relationships with	89% of the clients have improved relationships with family and/or community. Out of the 18 who did not report an

relationship with family and/or community	family and/or community	improvement in relationship, four appear to continue to struggle with domestic violence in the home and two clients are living with a family member with alcoholism. The safety concerns are mitigated through safety plans, follow ups conducted by Hagar staff, local authorities, and local NGOs.
Objective 3: Increased economic stability of reintegrated clients and/ or their families	# clients or their families report improvements in their economic situation	130 reintegrated clients or their families reported improvement in their economic situation. This included referring them to Hagar's Economic Empowerment program, other NGOs, temporary food assistance, etc.
Output 3.1 Vulnerable households of reintegrated clients receive targeted temporary food assistance	% of vulnerable households of reintegrated clients receive food assistance  # of families that no longer receive food assistance	100% of vulnerable households of reintegrated clients receive food assistance.  Out of the 68 families that received financial support 51 of them no longer need this service while 17 continue to receive assistance.
Output 3.2 Reintegrated clients and/or their families have access to existing employment options or livelihood interventions	# clients accessing improved employment options or livelihoods interventions where required	43 clients and client's family members have improved employment options and livelihood through Hagar's intervention. Eleven of these received soft skills training from Hagar's Economic Empowerment Program. On average, they earn USD \$78.50 per month.
Objective 4: Reintegrated clients have stability in levels of mental health required for daily functioning	% of clients that require mental health support and are able to access counselling services	100% of clients that require mental health support are able to access counselling services.
Output 4.1 Reintegrated clients have reduced levels of trauma symptoms	Level of trauma symptoms of clients	Among the 124 clients receiving counselling services 92 of them have reduced level of trauma symptoms
Output 4.2 Daily functioning of clients is stable	Level of resilience of client	85 clients showed an increase in their level of resiliency.

## **2.2. Activities**

- Family assessments were conducted throughout the year for all 168 clients.
- Among DFAT supported clients, there were 33 case closures and 27 re-integrations.
- All clients received at least one follow up a month which may include a face to face meeting or a telephone check-in.
- Safety plans were created by case managers and other team members prior to reintegration.
- All Individualized Care Plans were reviewed on a regular basis. Clients received a range of services including education, employment, legal support, health, counselling, and case management.
- Clients are assisted to connect with local services and supports which may include health centres, local NGOs, support groups and religious institutions.
- Four community awareness trainings were conducted to aid in clients' reintegration. The topics covered included child abuse and domestic violence. Family are assessed monthly to determine their need for food assistance.
- Economic Empowerment team conducted regular information gathering and mapping of livelihood and employment options in areas where clients reintegrate to.
- Economic empowerment assisted with the placement of clients and/or their family members in appropriate employment options when needed.
- Counselling conducts regular counselling to clients to assist with reintegration or when clients or their families are identified as needing additional mental health support.

## **2.3. Results achieved to date**

- Hagar served a total of 313 survivors and their families out of which 168 of them were funded by DFAT.
- An estimated of 672 individuals (parents, siblings and/or relatives of clients) directly benefitted from DFAT through counselling, case management and/or economic empowerment services.
- Among the 168 clients 27 were newly reintegrated in this fiscal year. All reintegration were conducted with at least a DOSVY officer and/or village or commune chief.
- 100% of the clients reintegrated in this fiscal year received a safety plan. There has been a stark decrease in the number of protection incidents among reintegrated clients.
- Out of the 168 clients 25 demonstrated stability for at least a year and were closed successfully.
- Counselling services were provided to 124 clients and 92 showed a decrease in trauma symptoms; 85 clients' resiliency scores improved.
- Hagar provided four outreach trainings during this period on domestic violence to 140 individuals. We cooperated with community leaders, DoSVY officers, DoWA officers, local churches, and school principals to provide these trainings.
- Food assistance was provided to 40% of the clients and 75% of these clients no longer need food assistance after interventions provided by case managers. The interventions may include supporting clients or their family members in skills trainings, job placements, referrals to livelihood NGOs, etc.

## **2.4. Progress**

- DFAT supported the reintegration of 27 clients this fiscal year, 13 more than the anticipated amount. Hence, supporting 52 additional family members of clients.
- At the end of this fiscal year DFAT aid 78 additional reintegrated clients and about 312 family members.
- Food assistances were provided to 68 families instead of 38. Despite the 15% increase in families needing assistance 75% of clients were able to get off assistance in six months.
- Thirty additional clients and/or family members were facilitated to access existing employment options or livelihood interventions.

### 3. Changes and reasons for changes

- N/A

### 4. Disaggregation of data by women and people with disabilities

- There are a total of nine clients with disability, 5% of the total number of clients served through DFAT. The breakdown of the clients is as follows: four clients have intellectual disability, one is physically disabled, three with severe mental health and one client is deaf.
- 63% of the clients are women.

### 5. Lessons learned (challenges/difficulties and strategies for management)

- It remains a challenge to engage DOSVY officers in regular monthly follow ups. This is especially concerning for high risk cases where DOSVY's support is crucial. Hagar is currently exploring options to provide additional support to DOSVY either through trainings or secondment.
- The child protection system in Cambodia continues to impact negatively upon NGOs and Hagar's work in general. Although there is law in place to grant NGOs formal guardianship of a child the law is not commonly used and the process difficult. This limits the rights of Hagar and the ability to shelter a child unless the parents approve. While this is positive in terms of family rights, it is concerning in cases where a child is at risk of re-exploitation or neglect if they are returned to their home and the family is involved in the crime. Hagar is actively advocating with regards to this issue and others
- Hagar had anticipated only 25% of households needing food assistance but we supported about 40% of households. In order to get families off food assistance clients and their family members were referred to local NGOs, Microfinance Companies and employment opportunities. However, more needs to be done to assist families to be economically stable.
- Currently Hagar case management team serves up to 310 clients throughout Cambodia. It is extremely difficult to visit clients on a more regular basis due to a shortage of vehicles. It is also not efficient and effective, hence, Hagar opened its first satellite office in Battambang in 2013 and had since transferred 47 clients in the Northwest to that office.
- This year case managers did not implement the tiers of change consistently among all the clients due to challenges with understanding how to implement this monitoring tool. In fiscal year 2014, staff will be trained again and assisted with implementing it consistently across the program.

### 6. Australian government promotion

When providing community training, Hagar informs the community and their leaders that the program is supported by DFAT. The Australian government is also recognised in regular and annual reports on the project, as well as with high level visitors from Australia.

### Financial acquittal (Annex A) – *(refer to file in MS Excel format)*

### 7. Insert spreadsheet or table used in final version of budget accepted by DFAT for project proposal and acquit expenditure-to-date against those line items



AusAID Financial  
Acquittal Report.xlsx

### 8. Contributions/income received from other sources or generated by project N/A

**9. Copies of receipts attached for line items over \$500**

*No spending on items over \$500.*

**10. Signature and statement** (as in guideline)

I declare that I have read the information supplied in this report and it is true and correct and all activities and expenditure were as agreed and reported.

Signed

Weihui Wang  
Operations Director