

# 2021/22 ANNUAL REPORT

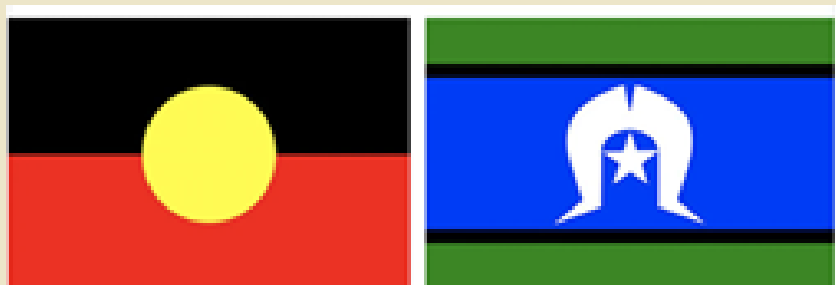
Great Lakes Agency for  
Peace and Development.



**GLAPD**

## Acknowledgment of Country

GLAPD acknowledges the traditional custodians of the land on which we deliver our services. We pay our respects to their elders, past, present and emerging.



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## Sheila Matete-Owiti

It is with great pleasure that I write my second report as Chair of the Great Lakes Agency for Peace and Development (GLAPD).

One African Proverb epitomises the collective effort of the GLAPD board, staff, and the communities we serve.

“If you want to go fast, go alone. If you want to go far, go together.”  
– African Proverb

I am deeply indebted to my colleagues on the board – Nathan Kennedy, Richard Walusimbi, Lisa Button, Lucy Hobgood-Brown, Dr Vera Williams Tetteh, and Emmanuel Mugisha for their ongoing dedication. Towards the end of 2022, the board bade farewell to Lucy Hobgood-Brown after many years of service as a volunteer and recent Non-Executive Director. GLAPD also bid farewell to Lisa Button. My deepest gratitude to Lisa and Lucy for gifting GLAPD with their expertise in migrant and refugee services. Both Lisa and Lucy remain trusted advisers to GLAPD.

During 2021/2022, GLAPD released its Strategic Plan 2022 – 2026. The Plan outlines the following six strategic goals: community development, quality settlement services, community participation, well-being and financial security. These strategic goals are underpinned by governance structures established by the board and monitored through ongoing reporting. At the strategic level, the board has strengthened its governance systems through internal audits

against the Australian Charities and Not-for-profits Commission Governance Standards.

GLAPD has emerged from the challenges during the covid pandemic and the lockdowns which ensued. At the operational level, collaboration and co-design of programs are key strategies for program development and delivery. I would like to thank Emmanuel Musoni, Chief Executive Officer, Dr. Nadine Shema, Settlement Operations Manager, and all GLAPD staff and volunteers for their dedication.

Finally, on behalf of the board, I would like to acknowledge the GLAPD clients for whom we exist. We are inspired by your fortitude and adaptability and are honoured to serve you!

### **Sheila Matete-Owiti**

Chair Board of Directors

# EXECUTIVE MANAGER'S REPORT



## Emmanuel Musoni

Despite the aftermath of the COVID19 pandemic and horrendous floods that disrupted most activities in NSW, GLAPD continued to serve its clients through the four programs listed below:-

- Regional Resettlement
- Migrant Services
- Community Development Social Integration
- Research and Review Programs

The beginning of the 2021/2022 financial year was marked by progressive activities in all four of GLAPD programs.

Each program is structured in a framework of objectively verifiable indicators drawn from GLAPD's New Strategic Plan 2022-2026, which we have finalized. The plan resonates well with our organization's mission and vision. Each member of staff is therefore guided by these planning tools to implement activities and reporting systems.

During FY 2021/2022 GLAPD implemented operational tools such as rom planning and reporting systems, online client management systems and financial management systems. These systems are supported by client intake tools on our website. As a result, the combination of systems and online client-based tools, are assisting us in implementing, reporting and auditing the programs.

We have since expanded our service programs to reach other states such as Queensland, Victoria, Western Australia and South Australia. To date, we have managed to partner with a number of employers who have pledged to offer jobs to our clients across these states. This network is supported by volunteers such as Mr Elie Bake in QLD, Ms Delphine Umutoni and Leonard Nyandwi in VIC, Ms Mary Uwase in WA and Mr Donatien Mwarabu in SA. We hope to continue with this model to support clients from African backgrounds in these states.

Compared to previous years - GLAPD has recorded a large increase in clientele numbers and service provision across all its service support programs. In the post-COVID-19 pandemic, the return to normalcy of life at the start of the year had seen us juggle complex cases of domestic family violence, family and children's issues and also heart-wrenching cases of imprisonment and immigration detention.

Justice and immigration detention cases are complex and always require the immediate attention of experienced lawyers to support the inmates, especially in cases that threaten imminent deportation to their countries of origin. We strongly believe that more support is needed and call upon immigration lawyers who may offer their services on a pro-bono basis.

Despite the impact of COVID, GLAPD has on average achieved its targets for regional settlement. During the Covid lockdowns, there was a decrease in regional settlements and planned settlements. The effect of the lockdown curtailed employment opportunities and create a significant rise in housing prices. Due to these challenges, regional settlement numbers dropped by 16.5%, compared to the previous financial year.

The community development and social cohesion program has built the capabilities of community leaders in activity planning, implementation, reporting and financial management. We held writing and management workshops for community leaders.

We have also exposed some of the communities to training in grant writing and management skills. We are also educating community leaders on conflict resolution by assisting in their education in resolving their own issues without necessarily going up the ladder of service support.

Research capabilities have continued to grow through partnerships with the six research institutions we work with. In the area of regional settlement, where GLAPD participated in the regional refugee settlement forum, a researched policy recommendation paper was produced and published. It is hoped this paper will guide future regional settlement policies and practices.

Our funding priorities shifted toward stabilizing COVID-19 pandemic issues in the community. GLAPD subsequently received around AU\$300 from Multicultural NSW to support the prevention, testing and vaccine campaigns. We have also shifted to supporting youth issues in the community. This is one of the priorities that was raised by communities in order to curb the issues of crime among their youth. Consequently, GLAPD received AU\$360 funding from the Department of Social Services to support youth activities. These activities aim to

bridge the gap between social isolation and being at risk of engaging in crime, in addition to reducing the chances of re-offending and re-imprisonment from July 2022-June 2024

Although we registered a number of successes during this particular financial year, we also experienced quite a few challenges such as limited funding. In a nutshell, our journey this financial year was a success. However, it would not have been successful without the combined efforts of our Board of Directors who guided and walked with us on this journey. We thank them immensely.

To the executive management, staff and volunteers, I wish to extend my sincere gratitude for supporting me in every aspect of my work to accomplish the mission of GLAPD and the mandate attributed to me by the Board. Thank you.

I would also like to sincerely express my gratitude to our funding partners, particularly Vincent Fairfax Family Foundation and Yulgilbar Foundation for funding our regional settlement program. We would also like to thank the Government of NSW for the funds that supported the community to fight the COVID-19 Pandemic.

In conclusion, I wish to thank the members of GLAPD who have contributed their expertise to our program development and who have maintained their annual membership. We are humbled by your commitment to supporting us with ideas and opinions and to keeping your membership year in and year out because you trust in the work we do for the most vulnerable in society. We are cordially indebted to you for that support.

I wish you all the very best

**Emmanuel Musoni**  
Executive Manager

# OUR PEOPLE

## STUDENTS AND VOLUNTEERS

GLAPD has an able and wonderful team of volunteers to support the implementation of programs and activities. From time-to-time, university students also undertake their student placement with the organisation.

### Peter Kariuki – Student in placement 2021

“ I choose to take my placement with GLAPD due to their noble agenda of reaching out to the migrants and refugees who need support settling in Australia. Additionally, stepping into this non-profit organization, made me feel more at home and in a position to serve the larger community during the very difficult time of the Covid-19 Pandemic. Supporting the community through GLAPD’s development program gave me huge satisfaction. Reaching out to such people and the provision of food items or money was fantastic. Lastly, GLAPD enabled me to understand the daily challenges and feelings of refugees and migrants.

### Grace Muthoni – Student in placement 2022

“ I liked volunteering at GLAPD because of the excellent support I received from the management throughout my placement. I gained great knowledge and experience in the case management field.

### Lillian Chepkwony - Student in Placement 2022

“ Volunteering with GLAPD as a student has given me hands-on experience in working with migrants and refugees. I realised it is very important to develop trust so clients can trust you and share their stories, some of which are traumatic. I learned that by having to build rapport. It has given me a sense of achievement and purpose when I connect with a refugee or connect a migrant to a service. Volunteering has given me a chance to practise the case management skills that I learned in class

# SECTION 2 OUR ACTIVITIES

# 115

victims were supported through our DFV program.

# 50

people were supported in regaining formal education programs



# 68

caseloads supported under case management services.



# 70

people were supported to move to regional areas in 2021/22

## New regional settlement partnership

developed in Kingaroy QLD

# 12

people trained in the Computer Literacy program



# 75

families supported by the GLAPD

Foodbank 'Filled a Bag with Kindness' Project.



# 15

people supported via the **Learn to Drive Program**

and

# 5

obtained their driver's license under to the **Learn to Drive Program**

# 45

people were support by **GLAPD Legal clinic support services**



# 12

volunteers 2021/22

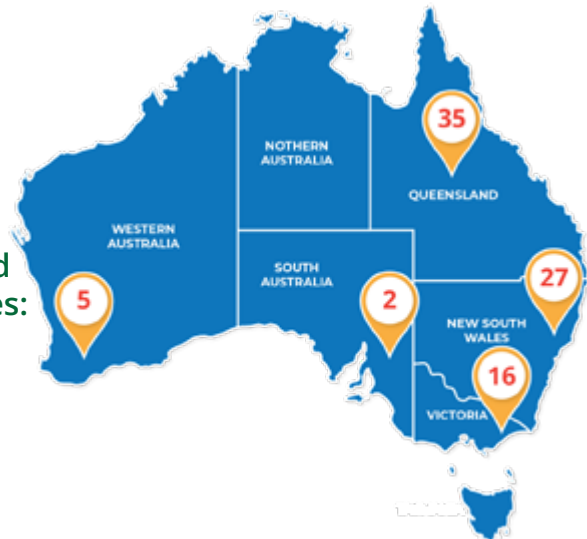
# 64

people supported by mentorship for **Job Ready and employment program**



# 85

people employed in different states:  
35 Brisbane, 16 Melbourne, 27 Sydney, 5 Perth, 2 Adelaide





# Migrant Services Program

GLAPD provided casework services to migrants and refugees in several programs - COVID-19 Emergency Relief, Families of Hope Domestic and Family Violence Project, employment support program and general casework management. Clients were supported to secure employment, access the Adult Migrant English Program (AMEP), complete essential forms, and access housing, social security, immigration, and disability services.

Casework was provided by Australian citizens, permanent residents, temporary protection visa holders, international students and

visitor visa holders. The COVID-19 pandemic meant that services were predominantly delivered over the telephone for half of the financial year; however, 4 limited office and outreach activities were delivered as well.

Similar to other community-based organisations, GLAPD experienced an incredibly significant increase in requests for support due to the COVID-19 pandemic and COVID-19 campaigns were widely praised for encouraging the African community to access prevention, testing and vaccination programs.

## Families of Hope: Addressing Domestic and Family Violence Project

The Families of Hope: Addressing Domestic and Family Violence is a two-fold program that supports families undergoing DFV on one hand and an educational program for families on awareness and prevention of DFV on the other hand.

A domestic and family violence case worker and Community Education Officer were hired to implement the two components of the program. The number of DFV victims quadrupled during COVID-19 lockdowns, mostly because the lockdowns exposed couples to ongoing issues and partly, because of DFV awareness.

The project provides case management support to women (and their children) from refugee and migrant backgrounds who are experiencing domestic and family violence (DFV). Caseworkers undertake an

assessment of the client's needs, develop a case plan, and connect with and advocate for services. Where necessary, temporary accommodation is sought and a safety plan is developed.

The GLAPD team continues to develop relationships with local services to support a smooth referral pathway for its clients. GLAPD actively participates in regular network meetings such as the Cumberland Safety Action Meeting. It has developed relationships with the Cumberland Police Area Command, Cumberland City Council, Cumberland Women's Domestic Violence, Court Advocacy Service and many other local service providers.

## Community Education

This project also delivers community education sessions that aim to increase community awareness and understanding of DFV, how to respond and how best to support someone who is experiencing DFV, the impact of DFV on children, the court and legal system and available support services. The project also includes the translation of educational materials and videos into three community languages - Kinyarwanda, Kirundi, and Kiswahili.

Toward the end of the 2021/22 financial year, GLAPD delivered three women's

workshops on DFV with 50 participants. The workshop focused on explaining domestic and family violence and included guest speakers sharing their experiences.

GLAPD has formed a partnership with the University of Technology Sydney (UTS) to develop and create family and domestic violence educational videos. These videos are currently available on our website and social media platforms including YouTube and will be translated into community languages.



*Photo: Women's workshop on DFV*

## Food Bank (Fill a Bag With Kindness)

The "Fill a Bag with Kindness" project assisted refugees and migrants by providing non-perishable foods, sanitary items, baby wipes and nappies. Seventy-five (75) families benefited from this support between July 2020 to June 2022.

This project was funded by Multicultural NSW under the COVID-19 Community support grant program and Scanlon Foundation under the Community Support Grant.

## Computer Literacy Project

The project was funded by NSW State Library as part of the Tech Savvy Training. Two series of computer literacy training were delivered between July 2021 and June 2022, each session ran for 4 months with participants coming once a week for a 2-hour session. Three levels - beginner, intermediate and advanced were available for participants.

The training provided

- Introduction to computers,
- Introduction to the Internet - part 1
- Introduction to Android tablets
- Introduction to the Internet - part 2
- Introduction to iPad tablets
- Introduction to smartphones
- Managing your Internet costs
- Introduction to tablets
- Introduction to cyber safety: how to stay safe online
- Introduction to online banking
- Introduction to email - part 1
- Introduction to social media - part 1

A total of 12 participants took part in the program.

All participants indicated that they were much more confident in using computers at the end of the training. 80% of participants completed the training.

Some of the challenges in implementing the project included the limited availability of participants, resulting in a longer, 4-month delivery. As a result, some participants were not able to complete the course due to many other commitments. Other challenges included COVID-19 restrictions as well as the delayed start of the program.

## Career Guidance and Job Ready

GLAPD delivered Job Ready sessions to job-seeking clients by assisting them to write impressive resumes and by helping them to be connected directly to employment and training opportunities.

GLAPD also created partnerships with various companies which include Primo, Dnata, Cabin Services Australia, Rydges Hotel, LBM Recruitment and Transdev just to mention but a few. We have been working together closely since then and these companies have employed 64 people.

## Learn to Drive Program

This project was supported by a donation from Rotary International through the “Fuel Independence Fundraising” initiative to help GLAPD top up the driving lessons for students who pay subsidised costs. Clients paid \$25 and GLAPD topped up \$15 per hour per driving lesson. GLAPD partnered with STAZ Driving School to teach our clients to drive. Fifteen clients registered in the Learn to Drive program and 5 clients managed to secure their drivers licence through the program.



*Photo: Staz Driving School Car used for driving lessons*

## G'day Mate Seniors Group

In the year 2021/2022, the seniors' program involved numerous activities which included both indoors and outdoors. The purpose of these activities was to help them to fight against boredom and isolation. The indoor activity was digital application training. This activity was to instruct them how to use the smartphone for different purposes such as google maps, online shopping, entertainment apps and ordering services online such as food and Uber for transport.

For the outreach activities, 10 seniors had a chance to attend the Sydney Royal Easter Show 2022 at Sydney Olympic Park and explored many things concerning Australia such as agriculture and traditional Australian games. At the same Sydney Olympic Park, seniors attended an African culture festival that provided them with an opportunity to reconnect and mingle with fellow Africans, exchanging cultures and experiences with others.



*Photo: Seniors going to the excursion*

# Regional Settlement Program

## Background

Great Lakes Agency for Peace and Development (GLAPD) is a not-for-profit organization, which assists migrants and refugees to settle well in Australia. The program activities are guided by a strategic plan that is delivered through four programs.

One of the programs is the regional settlement program, which assists migrants, refugees and asylum seekers to settle after relocating from metropolitan cities to regional areas. This program dates back to 2015, when out of a community consultation some communities expressed a desire to move to regional areas for farming practice. Since then, the program has grown to settle people who want to relocate to regional areas for reasons other than farming.

From 2016, the program was settling people from African backgrounds, but from 2018, GLAPD started to settle people from diverse backgrounds such as those from Asian backgrounds.

This program has assisted people in three major areas: getting employment, finding a house to rent and post-settlement community support. Each of the three elements is fundamental to a successful settlement and is important to the life of the new person moving to a new community.

These services are essential to enable a person to settle in the community that he or she hopes to call home. They are not only important to migrants and refugees who seek to settle in a new community, but they are equally important to the receiving community. No one in a community would be happy to see a homeless person if there was no house to rent for a new family in town.

On a large scale, the regional settlement program has significant benefits for both regional communities and migrating families. Let me say that the refugees and migrants that GLAPD settles in regional towns are a dependable workforce that has brought huge returns to the development of those towns. There has been a notable increase in local students and the use of local infrastructure such as sports and churches.

Our mission of settling people in regional Australia is not a matter of moving them to a town, but we also support them to ensure they stay and be part of the community. GLAPD does this by maintaining close ties with the families and local champions to aid families in the settlement process. To do that we keep close communication with the local facilitators or champions, especially at the start of the settlement. Those efforts reduce as people become settled in the community. GLAPD also facilitates community activities that support new families. Those activities are likely to be implemented in partnership with local community volunteers.

From 2020 to 2022, Vincent Fairfax Family Foundation agreed to fund the regional settlement program with an amount of AU \$610,000. This funding was meant for different activities of the program namely, salaries, office expenses, office rent, regional travel, and bookkeeping expenses. The net worth of this funding is AU\$ 3,675 per person. These funds were used to support refugees in finding a job, locating accommodation, initial rent, school enrolments, and building a strong supportive network in the local community for immediate support and sustainable liveability.

## I. Impact of the funding to GLAPD

- Rented office space.
- Employed 3 staff
- Able to obtain funding from Government of \$450,000 to fund other projects in the last two years
- The organization experienced growth in the number of clients and stakeholders
- GLAPD was rebranded and a more interactive website launched
- Boosted our financial management and regularly audited reporting

## II. Breakdown of the social impact of this funding

| ITEMS                                     | 2020 - 2021 | 2021 - 2022 | TOTAL AVERAGE |
|---|-------------|-------------|---------------|
| Number settled                            | 96 people   | 70 people   | 166 people    |
| Still living in regional areas (%)        | 99.9%       | 97%         | 98.5%         |
| Employed adults (%)                       | 100%        | 96%         | 98%           |
| Earning Income from local economy         | 95%         | 89%         | 92%           |
| Income spent locally (%)                  | 95%         | 98%         | 96.5%         |
| Live off Centrelink payments              | 95%         | 89%         | 92%           |
| Purchased their own houses                | 30%         | 74%         | 52%           |
| Numbers in local Primary and High schools | 100%        | 100%        | 100%          |

There have been significant benefits from this funding. There have been significant returns on social and economic investment in regional communities. Contributions to the local economy, for example, has grown by the factor of increasing financial spending of the new migrants which saw them spend 96.5% of their total spending in the local market. However, it is also important to note the significance of the local labour market that has hired the settled adults to a level of 98%.

Bearing in mind that the largest number of migrants settled are from refugee backgrounds, the dependence of settled migrants on Centrelink reflects a significantly lower figure of 5% and 11% in 2020/2021 and 2021/2022 respectively. The increase of dependence in the second year increased due to the COVID-19 lockdowns in the second half of 2021. The purchase of their own houses by former refugees at a rate of 52% was another surprising indicator of social economic stability, because most of them had been in Australia for less than 5 years.

### III. Outcomes and key performance indicators

| Outcomes  | KPI Targets (2020-2022)   | Year 2: KPI Progress Report   |
|---|---|---|
| Increase in sustainable resettlement numbers    | <ol style="list-style-type: none"> <li>At least 160 migrants settled in regional areas over 2 years.</li> <li>80% of migrants still living in resettled regions after 1.5 years</li> </ol>  | <ol style="list-style-type: none"> <li>70 migrants relocated to regional areas in 2021/2022.</li> <li>97 % still living in regional areas. Some moved from particular settlement sites to other regional areas. Very few moved to the city after 18 months.</li> </ol>  |
| Improved quality of life for resettled families | <ol style="list-style-type: none"> <li>Captured through migrant stories regarding housing, employment and participation in the life of the community (qualitative methods)</li> <li>At least 95% of employable migrants have jobs (excluding caregivers to young children)</li> </ol> | <ol style="list-style-type: none"> <li>3 more former Refugee families purchased houses in Cowra. All have been in Australia for less than 4 years. Adult Migrants in Cooma, Cowra are fully involved in community dance, drama and food festivals. Children have joined local sporting clubs. In all settlement sites, people have diversified jobs (labour work, aged care and disability care, dairy farm, cleaning, fruit picking, etc) thanks to local connections. In Hamilton, families have a farming project in partnership with Wannon Water and they harvested 3 acres of Maize.</li> <li>96% of adults are employed. The drop was due to the COVID-19 lockdown and mothers with babies. Former Refugee youth in high school have jobs in the fast-food industry, such as McDonald's and other businesses.</li> </ol> |
| Local community benefits from migration         | <ol style="list-style-type: none"> <li>Captured through community stories regarding migrant's economic contribution, employment and participation in the life of the community (qualitative methods)</li> </ol>   | <ol style="list-style-type: none"> <li>92% of settled migrants earned income from local jobs. The decrease compared to last year is because of the severe lockdown, some went on Centrelink. 52% have bought their own properties in the local community. Interestingly, spending locally has increased to 98% during the reporting period because of limited travel outside local towns due to the lockdown.</li> </ol>  |

|                                    |  |  |
|------------------------------------|--|--|
|                                    | 2. Increase in school populations, local club membership etc. (quantitative mechanisms) economic contribution, employment and participation in the life of the community (qualitative methods) | 2. All Children of migrants and refugees attend local schools and use local infrastructure, such as swimming pools, and membership in local sporting clubs. In Cowra, 26 children attend local schools and related infrastructure. Migrants in different sites have joined the local Rotary Clubs and other associations, especially in Cowra and Cooma. |
| Grow and diversify funding sources | 1. Shortfall target amounts raised: \$50,142 in Year 1 and \$100,142 in Year   | 1. We raised \$150,000 from Multicultural NSW COVID innovative grant.<br>2. Received \$45,000 for COVID awareness.<br>3. Received \$360,000 for 2 years from Federal Gov't to support youth program up to 2024.  |

## Notes:

2021-2022, was a year of severe COVID lockdown that impacted our regional settlement program with a decrease of 26 people compared to the first year. The big challenge was an inability to travel between cities and regional towns.

However, another significant downturn was, and still is, the lack of housing in regional towns. COVID-19 lockdown has compelled many city dwellers to live in regional areas

due to the ability to work remotely from home and lesser COVID restrictions in regional communities compared to cities.

In 2022, we opened a new settlement in the Kingaroy region of Queensland. We have already settled 12 people, and another 61 people have registered to move to the town. During this reporting period, settlements happened mostly in the existing towns of Cooma, Cowra, Dubbo, and Wagga Wagga.

## IV. Challenges

The main challenge was the lack of housing in regional towns. This existing problem has been exacerbated by COVID-19, which attracted more city dwellers to move to regional areas as working from home became more popular. For example, it is common to find more than 10 tenants applying for one house.

Employers became nervous about recruiting people from cities such as Sydney and Melbourne or Brisbane which were COVID-19 hotspots. With no jobs, it was risky to contemplate relocating people even if they were lucky enough to find a shared house. For example, aged care and disability companies were scared to take on new staff.



## V. Conclusion

As we conclude this funded project, we are so grateful to our funders: VFFF and Yulgilbar Foundations for their generous contributions to changing the lives of regional communities and refugees. COVID-19 was a big challenge for the implementation of this project as it was for many others elsewhere, but we managed to score our targets as planned at the beginning of the project.

Below you will see some of the case studies and testimonies from different

regional sites. As the funding winds up, we endeavour to continue the settlement in regional areas, because the demand is ongoing from both regional communities yearning for an increased workforce and population growth, but also refugees and migrants from similar backgrounds wanting to move to regional communities.

GLAPD acknowledges the financial contributions made by VFFF and Yulgilbar Foundations for this program.

## VI. Impressive success stories of regional settlement: Case studies

### 1. Case study 1: Blaise Mushapa - COWRA NSW

*Written by Simon Willis.*



*Photo of Blaise and Simon families*

On a lazy weekend in 2018, my wife Mimi and I read about the Mingoola Experiment. This was where a small group of refugees from the Great Lakes of Africa and a shrinking country town in northern NSW, Mingoola, came together for mutual benefit. With the additional migrant residents, the school stayed open, businesses remained in town, and eventually, the new residents became owners and sponsors in their own right. A number of other communities throughout rural Australia have benefitted in a similar manner.

This immediately sparked our interest as we had been looking at ways to provide direct and personal assistance to deserving families or individuals for some time.

We immediately began to follow up the story with the Regional Australia Institute and Jack Archer. This led us to Emmanuel Musoni of the Great Lakes Agency for Peace and Development, GLAPD. This non-profit organisation works with refugees from the Great Lakes of African countries of the Democratic Republic of the Congo (DRC), Rwanda, Burundi, Kenya, Uganda and Tanzania.

It wasn't long before we were introduced to Hakiza Mushapa Blaise (Blaise), his wife Beatrice and their five children.

## The situation

Blaise and his family are members of the Banyamulenge ethnic group from the eastern border of the DRC bordering Rwanda and Burundi. With the start of the DRC conflict in 1996, the Banyamulenge were targeted and many were forced from their villages and consequently sought safety in the surrounding forests. The civil war escalated, and in an effort to avoid race-based murderous gangs, in 2011 Blaise, Beatrice and their six-year-old son escaped to Kenya and the UNHCR, eventually arriving in Nairobi.

In May 2017 after an additional six years in a UN refugee camp in Nairobi, Blaise, Beatrice and their four children were selected for migration to Australia. They settled in Cabramatta in Sydney's western suburbs and soon had a fifth child. Blaise, with a degree in social work and as someone who was raised in an agricultural setting, found it difficult to find work and the family struggled with manoeuvring through the bustling suburbs. Nevertheless, the children started school and the family looked to the future with the goal of settling in a rural community.

## Our involvement

In mid-2018, GLAPD executive manager Emmanuel introduced us to Blaise and the family. There was an immediate bond, and our aim was to support the family in their adjustment to the Australian way of life, food, climate, transport and social services. We had a number of wonderful visits and rapidly grew close to our expanded family. We became Grandpa (Sogokuru) and Grandma (Kaka) to their children.

## The solution

It became obvious that the family wanted to leave the city and with the guidance of Emmanuel Musoni, a short country investigative tour was arranged. One of the Central West towns visited was Cowra. Blaise indicated that he was determined this was where he wished to settle. His decision was based on employment opportunities and the community life he observed there. By early 2019 the family had settled in Cowra, Blaise had a job at a dairy farm and the children had enrolled at the local parish school. Emmanuel, Mimi and I visited Cowra, and with Blaise had meetings with staff from the Council, TAFE, Estate Agents, Rotary, churches, some employers, and support services with the shared goal of coordinating support and services for refugee families.

## The results

We again visited Cowra for the 2019 Christmas festival and were thrilled to note all family members mixing with and enjoying the friendship of many long-term locals and other newly settled refugee families. Since then, Beatrice has developed a working grasp of English and has a part-time job as well. We visit as often as we can and enjoy playing with the children, sharing meals and meeting friends. The family are involved with local sports teams and the church. They are saving a deposit for a home and are looking forward to a bright future in Cowra, appropriately the home of Australia's Peace Bell.

## The flow on effects

Since Blaise and his family arrived in Cowra they have been followed by other families with more families possibly on the way. Cowra now boasts a number of migrant residents from Africa with Blaise playing an important part in liaising with local organizations. Recently Blaise, Emmanuel and I had a follow-up meeting with the Mayor, Cllr Bill West, and introduced Blaise as the community point of contact for the Great Lakes of African refugee community.



*It has been a wonderful experience*

We have gained as much as we have given assisting Blaise and the family. It is impossible to describe the satisfaction gained by simple acts such as assisting outstanding individuals looking to invest in their new homeland.

Our children and grandchildren have passed on books, toys and clothes to Blaise and the family and are very happy to do their little bit. We look forward to the day when we can all get together.

## 2. Case study 2: Allen Mugabo\_COWRA NSW

(Listen to the testimony below by clicking [here](#))

## 3. Case study 3: Ms Suja Bosco's Family\_COOMA NSW



If you could jump back in time and speak with Suja Bosco and her husband Don Bosco Fredy ten years ago, it's unlikely they had even dreamed of moving their family from Kerala in India to Cooma in Australia. But that's where they find themselves today, and they have no plans of leaving.

The family moved to Sydney six years ago hoping for a better life for their family.

"We thought we would have a better future and better living standards if we moved to Australia," said Don.

"We were both teachers in India – so we applied for visas as skilled migrants and were successful." That in itself was quite a journey, from India to Sydney. It took a lot of planning and a bit of upheaval, but it seemed like a good idea. And it was a good move, but not the final one, as Suja picks up the story.

"We were in Sydney, near Parramatta, and everything was really rushed and there was lots of traffic," she explained.

"As we have three girls, a lot of the news gave us a bit of concern for the safety of our kids. Not a lot, but I guess it was on our minds. Then one day, I dropped the kids to school, which was just three minutes' walk from our home and when I got back, we'd been broken into."

From that, Don and Suja figured out that they were being watched and that their movements were being calculated. A few items were also stolen in the break-in and never recovered.

It forced the family to re-evaluate what they wanted from a home.

"We love to be in a quiet place, and once we started thinking about the safety issues, Don enquired about regional places we could move to," Suja said.

A friend introduced Don to Emmanuel Musoni from the Great Lakes Agency for Peace and Development International (GLAPD Int) and they had a meeting at which Emmanuel gave the family some information about several regional areas.

"We looked at the brochures he gave us and we also searched the internet and looked at videos and we just liked Cooma," said Suja.

"It's a bit like a city but less crowded. We have good schools here and work was available for Don who works with disabilities. Everything we need is here, with less population.

"But the thing that really clinched it was that there was a team from the parish to welcome us. And not just welcome us; they were ready to help us relocate. So weighing up everything, Cooma stood out as the best choice. We have all the opportunities here that we need."

It also didn't hurt that Cooma came highly recommended.

"Another motivation to choose Cooma was that Emmanuel said he believed Cooma was the best place for us," Don said.

"We visited here five or six times before making the final choice and we met the welcoming group that included Richard Hopkins, Yvi Henderson, Dugald Mitchall and Herbert Field. They were prepared to call for us and plan for us so that when we would visit they would show us different places - accommodation, schools, jobs, everything, they were happy to fix it for us.

"Their help played a huge role in making us feel like Cooma would be a good home."

In fact, Don, Suja and their children didn't just move to Cooma as a family, they moved here as part of a community. Four families including several single adults moved to Cooma together as a group which also helped ensure they didn't feel isolated or alone.

In addition to the designated welcoming committee, the Indian families have found the entire parish to be very welcoming, making them feel like they belong.

"Fr Mick, Fr James and everyone in the community has made us feel welcome. People have offered help in lots of different ways," Suja said to the agreement of her husband and children. But one more test still remains. The family have now been in Cooma for seven months, which means they have not yet experienced a Cooma winter. But they've been warned about it... by every second local they speak to.

They understand that it will be colder than either Sydney, or their home in India, but they believe that the city's warmth will get them through the colder months. A couple of pairs of long johns might not go astray

## VII. Impressive success stories: Testimonies

### 1. Testimony 1: Ms Naomi Harrison (Cowra McDonalds Manager) \_COWRA NSW.

TO WHOM IN MAY CONCERN

Richard Clark approached me in July asking if I had any opportunities for a group of Congolese refugees that he was supporting in job seeking that had moved to the Cowra area. I have since employed all 8 people that have applied at the restaurant, These staff members work a range of shifts from day shift, weekends and overnight duties.

During the time with McDonald's, the employees have been trained in various operational procedures of the store. Such training included customer service, food preparation and quality control. They have all demonstrated a good understanding of company policies and procedures, general safety requirements and showed commitment to following working instructions.

All these new employees have demonstrated tremendous effort and growth throughout the last few months since starting at McDonalds Cowra. They always approach work with enthusiasm and a positive attitude.

Recently one of the employees received the 'crew member of the month' award for November. This is a great accomplishment after less than 6 months working and 151 candidates to choose from.

I have found the new workers to be hardworking, reliable, honest, and willing to learn quickly. I am confident that they will continue to display the same commitment and diligence in the future.

I would have no hesitation in recommending these employees to any future employer. If you have questions, I can be contacted on 0412 823 819.

Yours Faithfully

Naomi Harrison

Cowra McDonalds

## 2. Testimony 2: Maize crop farm \_ Hamilton VIC

Testimony by Marie Ann Brown (Clr and former Mayor of Southern Grampians)

Testimony Mr Leonard Nyandwi (Community Liaison officer and owner of the Garden)

Testimony of Mr Godfrey Bigirindavyi (Garden owner and Community leader)



*Maize farm in Hamilton owned by Refugees  
(April 2022)*



*Corn Barbecue Lunch at Hamilton Maize  
farm (May 2022)*

## 3. Testimony 3: Settlement \_ Taree NSW



*Gisele U working at Wingham Beef in Taree  
(2021)*



*The families relaxing with local volunteers  
in Taree (2020)*

#### 4. Testimony 4: Settlement \_ DUBBO NSW



*Dubbo Regional Council Community Manager*



*Protais Hakizimana on the right was the first Refugee settler in Dubbo*

#### 5. Testimony 5: Settlement \_ KINGARROY QLD



*Moving to Kingaroy with a group of families (2022)*

### THE GENESIS OF OUR REGIONAL SETTLEMENT IN 2016

Mingoola: [https://www.youtube.com/watch?v=KE\\_6gpy3XEU](https://www.youtube.com/watch?v=KE_6gpy3XEU)

# Community Development and Social Integration

As this program is meant to strengthen the leadership capabilities of the community and advocacy, GLAPD has continued to organize meetings with community leaders and train them in finance management and resource mobilization. GLAPD has included 7 communities and associations affiliated to it, in its public Liability insurance.

In this financial year, GLAPD organized targeted and hands-on training which was meant to develop community leaders' skills in activity planning, implementation, financial management and reporting.

Community Development and Social Integration were targeted because GLAPD had received a COVID-19 innovative grant from Multicultural NSW and our intention was to use the community structures to implement this activity. Thereafter, each community developed their activity plan, and communities who submitted their work plans were funded to implement those plans. The total amount of funds disbursed to communities was more than \$80k

Despite one minor challenge of one group using finances on an activity that was not meant to be funded under the grant guidelines, all the 9 communities who were funded managed to implement their plan of action and reported back with implementation and financial reports.

On top of this activity, GLAPD also auspices some communities to apply for grants that amounted to more than \$40k. Both communities discharged themselves of this funding properly. The role of GLAPD was to provide its credentials as a guarantor on behalf of these community organizations and promise to supervise the implementation of their activities. It also included GLAPD's guidance and support during the grant application, ensuring the funds are used properly according to grant guidelines.

GLAPD commits to continue strengthening community capabilities in planning, executing activities and management of financial resources. We continue to welcome communities who want to be added to our public liability insurance.



## African - Australian Youth Employment Pathways Project

During the 2021/2022 financial year, GLAPD in partnership with Western Sydney University continued to implement this project. While the first phase was to train youth trainers who would train youth in the community, the second part began with the implementation of organizing workshops for youth in the African community. The workshops were carried on for 3 months training youth in employment and workplace skills.

On top of these Friday workshop catchups with a trainer, youth from different communities have created an amazing bond among themselves and after every session, a group of youth hang out together and afterwards, drive each other home. They are becoming a dependable force to organize future youth workshops.

The series of Friday youth workshops concluded with a networking dinner for professionals and youth. It was an opportunity for the refugee youth to showcase their cultural dances over dinner and network with professionals. Most of the youth have since gained employment within the hospitality and disability industries.

The project was closed in June 2022 and the final report was submitted to our partner, Western Sydney University's Department of Social Services.



*Photo: Youth diner at the end of the project.*

# Research Projects

In 2021/2022 financial year, GLAPD partnered with six universities (University of Wollongong, The University of South Australia, Charles Darwin University, Western Sydney University, Northern Institute and ACCESS) to organize a regional refugee settlement forum.

The theme of the forum was “learning from the past, preparing for the future”. GLADP was represented by Executive Manager, Emmanuel Musoni. Mr Musoni presented a paper on the experiences of GLAPD in the regional settlement of refugees during the forum.

This forum brought together 250 participants from different institutions within the government departments, non-governmental organizations, research centres and university expert groups.

The forum was followed by a round table to decide on policy directions for the regional settlement of refugees in Australia. At the close of the financial year, the key recommendation paper was being finalized and it will be published later in the 2022/23 financial year to guide the policy and practice of regional settlement of refugees. The paper will have logos of participants including that of GLAPD.



# Grants and Fundraising

The major sources of funding for GLAPD are grants, donations, fundraising and membership.

A dedicated grant writer's position was created to support GLAPD staff seeking funding. In the 2021-2022 financial year, GLAPD was granted several grants from

both philanthropists and government bodies. We would like to thank the following for providing grants to support the work of GLAPD: Vincent Fairfax Family Foundation, Yulgilbar Foundation, Scanlon Foundation, Multicultural NSW, NSW Department of Communities and Justice and Rotary International.

## TREASURER'S REPORT

## Income and expenditure statement For year ended 30 June 2022

|                                 | 30 Jun 22<br>\$  | 30 Jun 21<br>\$  |
|---------------------------------|------------------|------------------|
| Grant income                    | 516,615          | 236,988          |
| Other income                    | 985              | 86,363           |
| <b>Total Income</b>             | <b>517,600</b>   | <b>323,351</b>   |
| <b>Operating expenses</b>       |                  |                  |
| Personnel cost                  | (349,169)        | (362,052)        |
| Operating expenses              | (225,485)        | (198,233)        |
| <b>Total operating expenses</b> | <b>(574,654)</b> | <b>(560,285)</b> |

N.B:

This is a summary of the Income and expenditure statement for year ending 30 June 2022. The full audited 2021-2022 financial report is in a separate document.

ACKNOWLEDGMENTS  
& THANK YOU**Universities, Research Institutes and Schools**

1. Australian Catholic University
2. Institute for Economics and Peace
3. Lycée Condorcet the International French School of Sydney
4. University of Melbourne
5. University of Technology, Sydney
6. University of Newcastle
7. University of New South Wales
8. University of Sydney
9. University of Wollongong
10. Western Sydney University

**Settlement Service Partners**

1. Community Refugee Sponsorship Australia
2. Core Community Services
3. Host International & Regional Opportunities Australia
4. Multicultural Australia (formerly MDA)
5. NSW STARTTS
6. Refugee Council of Australia
7. Settlement Services International
8. Settlement Council of Australia
9. Western Sydney Community Legal Centre Limited
10. Western Sydney Migrant Resource Centre

**Community partners**

1. African Australian Football Association (AAFA)
2. African Women Unity
3. Assyrian community group
4. Burundian Community in Sydney
5. Congolese Banyamulenge Community in NSW
6. Eritrean Community in Australia Inc.-ECA
7. Federation of Equatoria Community Association in Australia Inc. (FECAA)
8. Indian community Group
9. Kenyans in Sydney Welfare Association (KISWA)
10. Kenyan Diaspora Board (KDB)
11. New Hope International Ministries
12. Rwandan Community in NSW (RCNSW)
13. St Mary's Ethiopian women Association in Sydney
14. Somali Australian Community Association (SACA)
15. Sing Hosanna Ministries
16. Ugandan Community in NSW

## **Philanthropy and Foundations**

1. Rotary International
2. Scanlon Foundation
3. Vincent Fairfax Family Foundation
4. Yulgilbar Foundation

## **Government Partners**

1. Department of Home Affairs
2. Multicultural NSW
3. NSW Department of Communities and Justice
4. Women NSW

## **Councils**

1. Primo
2. Cabin Services Australia
3. Dnata
4. Rydges Hotel
5. LBM Recruitment
6. Transdev

## **Councils**

1. Cowra Shire Council
2. Cumberland City Council
3. Dubbo Regional Council
4. Fairfield City Council
5. Forbes Shire Council
6. Leeton Council
7. Mid-Coast Regional Council
8. Monaro Regional Council
9. South Bennett Regional Council
10. Tenterfield Shire Council



## **How can you help?**

**Get in touch with GLAPD to volunteer, donate or collaborate.**

**Great Lakes Agency for Peace and Development  
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[www.glapd.org.au](http://www.glapd.org.au)  
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