

2020/21 ANNUAL REPORT

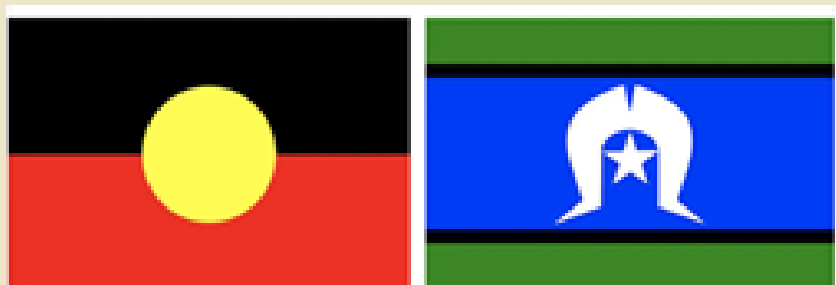
Great Lakes Agency for
Peace and Development.



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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About Us

The Great Lakes Agency for Peace and Development (GLAPD or glah-ped') is a not-for-profit, secular, non-political and charitable organisation that helps migrants, refugees and asylum seekers from the Great Lakes region of Africa and beyond settle in Australia.

GLAPD was founded in 2012 as an Australian Public Company, Limited by Guarantee. In 2016, GLAPD was registered as a Public Benevolent Institution. At its inception, GLAPD's mission as a community organisation was to promote peace, harmony and development among communities from the Great Lakes region of Africa which includes Burundi, Democratic Republic of Congo, Kenya, Rwanda and Uganda living in Australia.

A few years later, after several community consultations, other issues faced by migrants, refugees and people seeking asylum from the

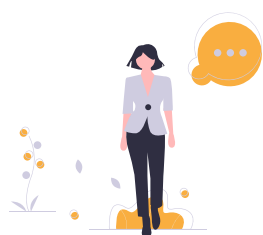
Great Lakes region of Africa were identified and the most prominent were settlement issues. Many community members expressed their disappointments and dissatisfactions about the settlement services they received since their arrival in Australia. In 2014, after this new finding, GLAPD devoted itself to provide settlement programs to the Great lakes communities. In 2016, GLAPD introduced the Regional Settlement program where GLAPD provided assistance to community members who wanted to move to regional and rural areas for change of lifestyle or employment. Since then, more programs, projects and initiatives were introduced and implemented, and GLAPD is now open to all African communities and beyond. In 2020, GLAPD underwent a rebranding and changed all the insignias: new logo, new slogan and new website. You can visit our website on www.glapd.org.au

Our Mission

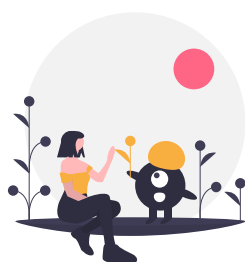
GLAPD seeks to improve the lives of migrants and refugees by affording them a purposeful life that alleviates unemployment and social isolation, celebrates their contributions to Australia, and supports them to become fully participating citizens both economically and socially.

We aim to create social cohesion and better living standards for migrant and refugee families from Rwanda, Burundi, The Democratic Republic of Congo, Uganda and Kenya (the Great Lakes Region of Africa) and beyond.

Our Values



Integrity



Compassion



Courage



Growth

Strategic Goals

GLAPD's Strategic Plan (2017 - 2021) has the following strategic goals:

01.

Communities from the Great Lakes region of Africa living in Australia are empowered, resilient, confident, cohesive and mutually respectful.

02.

All new entrants and asylum seekers from the Great Lakes receive high quality support, especially in the initial period after arrival.

03.

Members of the Great Lakes communities actively participate in the Australian community.

04.

Community members are safe and healthy.

05.

Community members are able to make informed choices about pursuing well-organized and supported regional settlement opportunities.

06.

GLAPD is financially secure and well-respected by members of the Great Lakes communities and by external stakeholders.

Our Services

Our community services and initiatives aim to help migrants and refugees achieve better living standards in Australia while supporting them through the process of integrating and learning how to do things in a new country. We also undertake extensive research with our partners to understand migrant and refugee needs.

We provide the following programs and services:

- Regional Resettlement
- Migrant Services
- Community Development & Social Integration
- Research



Sheila Matete-Owiti

As I reflect upon the year that has been, I would first like to acknowledge our clients – the migrant and refugee families from the Great Lakes Region of Africa. Despite the difficult season, we have been through as a community and nation, our clients have demonstrated remarkable fortitude and creativity. Our community leaders, who are the vital bridge between GLAPD and its clients, have championed ongoing engagement and collaboration, resulting in the co-design of programs that meet the community's needs.

Our volunteers have dedicated countless hours to providing advice, resources, training, and networks to develop the reach and impact of GLAPD. Several volunteers have been great companions supporting migrants and refugees in their resettlement process. We are grateful for their time and efforts.

I am deeply indebted to my colleagues on the Board for their tireless efforts in developing governance structures and processes. We established two board committees and allocated members based on their skill mix. I am thankful to Richard Walusimbi, Nathan Kennedy, and Simon Willis, who led the finance committee in establishing financial rigour through improved reporting, procurement, and funding processes. I am also thankful to Lucy Hobgood-Brown and Lisa Button for their leadership of the Media Advocacy and Fundraising Committee. This committee was instrumental in the formation

of the new brand and website for GLAPD. What a privilege and joy it has been serving with you all.

Finally, I would like to acknowledge Emmanuel for his outstanding leadership and resilience throughout the year. His passion for seeing the communities of the Great Lakes Region of Africa flourish and their voices heard in Australia is not only admirable but a true reflection of his commitment and servanthood. Special thanks to Dr. Nadine Shema and the staff at GLAPD for their dedication and diligence in community development. I wish you all the very best in the months and years ahead.

Sheila Matete-Owiti

BSc (cum laude); MIS (dist); MPH; MAICD
Chairperson
GLAPD Board of Directors

EXECUTIVE MANAGER'S REPORT



Emmanuel Musoni

During the financial year 2020/21, GLAPD had fundamental changes to its structure and management. Towards the end of 2019, GLAPD expanded its target population to include refugees and migrants beyond the Great Lakes region of Africa. Membership of GLAPD was also extended to include people of diverse backgrounds. The intent was to grow the diversity and sustainability of the organisation. The broader scope enables cross-pollination of ideas that promotes growth in a multicultural environment such as Australia.


Another significant change was the development of a new constitution that aligns with the Australian Charities and Non-For-Profit Commission (ACNC) standards. In addition, we changed the organisation name, all the insignias, logo and website. On 21st April 2021, multiple stakeholders attended our website launch at a colourful ceremony at the NSW State Library.

Over the past eighteen months, GLAPD has progressed in establishing the following four programs: Regional Resettlement, Migrant Services, Community Development & Social Cohesion and Research. Streamlining of our activities into manageable programs has reshaped our focus, and re-organised our resource allocation in a more productive manner. We have made good progress despite the challenges associated with the covid pandemic.

Each GLAPD program framework encompasses indicators, aligned with the mission and vision of the organisation. Thus, each staff is guided by the framework and associated planning tools to implement activities and reporting systems. In addition to the planning and reporting systems, we have established an online client management systems and financial management systems, supported by client intake tools on our website. This combination of systems and online client-based tools facilitates our work in implementation, auditing and reporting of our programs.

Just before the June 2021 lockdown in Sydney, we recorded 1486 clients who visited our offices over 14 months. In the same period, we had a caseworker load of approximately 150 client cases recorded and supported by our caseworkers. We supported 42 victims of domestic and family violence over 4 months. During 2020/21, the regional resettlement program settled 104 people in regional areas.

Our capacity to mobilise resources both financially and materially has grown tremendously from a turnover of AU\$50,000 to more than AU\$500,000 annually. Consequently, this has enabled GLAPD to increase its staffing from 1 to 6 employees. We have a bigger office space, an extra hall for meetings, mini library, and a computer



lab under the same roof. This space is now a sanctuary for our clients who seek diverse services including domestic and family violence support.

In the process of supporting our clients, there are a number of challenges and lessons learnt including the effects COVID19, on restrictions of movements which directly impacted our regional settlement program. Our Migrant Services Program was also affected as staff were working predominantly from home. However, we have learnt to coordinate our activities online with clients. For clients wanting face to face support, we book one-on-one appointments for urgent services. Other challenges are related to housing in regional areas; however, we have learnt to prioritise single families and ask regional communities to source for shared accommodation, as we keep an eye for vacant family houses.

I am grateful for the support we have received from our Board of Directors who have provided an expert layer of governance and supported the executive team. I am deeply grateful and wish to thank the very hard-working team of staff and volunteers who take the courage to walk in the shoes of the clients as they assist them. Special thanks to our partners and volunteers who we have worked together to support the implementation of our programs. Our success is your success. Thank you for your dedication.

Finally, I wish to express my deepest thanks to our funding partners, particularly Vincent Fairfax Family Foundation, Yulgilbar Foundation, Multicultural NSW, NSW Department of Communities and Justice and the Scanlon Foundation. On behalf of GLAPD staff, I can assure you that we will continue to effectively utilise the funds you have so generously donated to provide services and programs that meet the community needs. Thank you for being a part of the GLAPD story.

Emmanuel Musoni
BSc; MA; MA
Executive Manager

OUR PEOPLE



Patron

Ambassador Matthew Neuhaus

Amb. Neuhaus is the patron for GLAPD. He has many African connections and in 2011 he became Australia's first Ambassador to the Democratic Republic of Congo. He grew up in Tanzania, the child of Australian Anglican missionaries and after many years as a career officer with the Department of Foreign Affairs (DFAT), he is currently the Australian Ambassador to The Netherlands. Before that, Amb. Neuhaus was the Assistant Secretary of DFAT's Africa Branch. He has served as Australian High Commissioner

to Nigeria from 1997-2000, accredited also to Ghana, Sierra Leone, The Gambia and Senegal. More recently he was the Australian Ambassador from 2011-2015 to Zimbabwe, accredited to the Democratic Republic of Congo, Zambia and Malawi. His earlier postings included the United Nations, New York, Papua New Guinea, and Kenya. He was also Director of the Political Affairs Division of the Commonwealth Secretariat in London from 2002-2008.

Board members

GLAPD is managed at its peak by an able board of Directors, who give guidance and policy making of GLAPD

Name	Position	Dates acted
Sheila Matete-Owiti	Chair	
Lisa Button	Director	
Major General Simon V.L. Willis	Director	March 2020 – March 2021
Lucy Hobgood-Brown	Director	
Nathan Kennedy	Director	
Richard M. Walusimbi	Director	

Employees

GLAPD's daily operations are managed by an executive management team that implements the organizational service programs.

Name	Position	Dates acted
Emmanuel Musoni	Executive Manager	
Nadine Shema	Settlement Operations Manager	
James Webb	Finance Manager	
Gode Migerano	COVID19 Emergency Relief Case Worker	January - March 2021
Evelyn Kibure	Case worker	
Pascasie Muderwa	Case worker	
Shaista Ali	Domestic and Family Violence Case Worker	

Volunteers and Students

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.

Barbara Degraff – Website Developer and Manager, Newsletter Editor



I volunteer for GLAPD by using my skills to manage their website, enabling them to focus on the important work of resettling migrants, refugees and asylum seekers in Australia. I hope in some small way this contributes to making the world a better place.

Benedict Lugiye - G'Day Mate Facilitator



I enjoy the outreach program with seniors, facilitating them in exploring new places and learning about social issues about Australia.

Bony - IT Volunteer and computer trainer



I do volunteering with GLAPD because it allows me to give back to the community and I feel passionate about it.

David Rusanganwa - Driving instructor

//

It's my passion to make a difference in people's lives. It gave me an opportunity to meet up new people from different background. I was able to improve and develop my skills of teaching driving. I was able to learn how to deal with different personalities. Last but not least GLAPD appreciated my service and I got motivated as It's good to always give back to the community. It's a big achievement in my career.

Gamze Gul Ekinci - Administration Assistant

//

I enjoy working with GLAPD because they are really accepting of everyone no matter their colour, gender or background.

Maame Adjoa - Administration & Grant writer

//

I joined the GLAPD team as a volunteer about two months ago. I enjoy working with GLAPD because it is an imp actful organisation that gives help to all who seek their services regardless of their background'.

Nick Morris - Grant Writer

//

I like volunteering with GLAPD because I believe in their goals, which is to show that refugees, asylum seekers and migrants can contribute to community and live a fulfilled life.

Olivier Nsabiyumva - Administration

//

I like volunteering with GLAPD because I appreciate the way the leaders treat people and the hearts they have in helping people from different countries.



SECTION 2

OUR ACTIVITIES

104 people supported to move to regional areas in 2020/21

43 clients provided COVID19 Emergency Relief Support



New regional settlement partnership developed in Forbes, Taree, Dubbo, Orange, Wagga Wagga New South Wales



120

families supported by the GLAPD Foodbank 'Filled a Bag with Kindness' Project

15

people supported via the Learn to Drive Program

16 people

participated in the Computer Literacy Training



4 people

obtained their driver's license due to the Learn to Drive Program

40 people

participated in Career Guidance and Job Ready Workshops

12

Volunteers 2020/21



Migrant Services Program

GLAPD provided case work services to 144 migrants and refugees in a number of programs - COVID19 Emergency Relief, Families of Hope Domestic and Family Violence Project and general Case Work. Clients were supported to access the Adult Migrant English Program (AMEP), complete essential forms, access housing, social security, immigration and disability services. Case work was provided to Australian citizens, permanent residents, temporary protection visa holders, international

students, and visitor visa holders. The coronavirus pandemic (COVID19) meant that services were predominantly delivered over telephone, however 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.

COVID-19 Emergency Relief Support

The COVID19 Emergency Relief Program was funded by Multicultural NSW and aimed to provide financial assistance to people impacted by the coronavirus pandemic. Assistance took the form of vouchers (for food, utilities, transport, or pharmaceuticals), food parcels and cash.

Temporary Visa Holders who did not receive federal government income assistance were provided with emergency relief in the form of food assistance, medical

support, telecommunications, transport, money to maintain tenancies and for crisis accommodation. Total amount disbursed in one month was \$34,905.

In total, 19 nuclear families that included either both parents or single parents with approximately 3-7 kids per household, 21 singles, and 3 couples comprising husband and wife with no children, benefitted from this project.

Families of Hope: Addressing Domestic and Family Violence Project

The Families of Hope: Addressing Domestic and Family Violence Project is a 12 month project funded by the Women NSW COVID-19 Domestic and Family Violence Grant Program. Two part time positions - a Domestic and Family Violence Case Worker and Community Education Officer were funded for 12 months.

Case Management

The project provides case management support to women (and their children) from refugee and migrant backgrounds who are experiencing domestic and family violence (DFV). Case workers undertake assessment of clients' needs, develop a case plan, connect and advocate for services. Where necessary temporary accommodation is sought and a safety plan developed. In four months of delivery of this to June 2021, this project has provided support to 13 women with 14 children, a total of 27 people.

The GLAPD team continues to develop relationships with local services to support a smooth referral pathway for its clients. GLAPD actively participates in regularly networks meetings such as the Cumberland Safety Action Meeting, 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.

Case study

*Marie came to Australia on a partner visa following her arranged marriage to *Simon. She lived with her in-laws after arriving in Australia. Marie was subjected to physical, financial and emotional abuse by both Simon and his parents shortly after the wedding. Each day, she was locked in a room, not allowed to leave after completing the daily house chores. In addition, she was not allowed to communicate with her family or anyone outside her husband's family.

As the time went on, Marie had children but the abuse never stopped. The abuse increased as Simon alcohol drinking increased. One day, following a physical assault, Marie called the police. Marie had 3 children by now and the authorities applied for an Apprehended Violence Order (AVO) for their safety.

Marie was referred to GLAPD for support. GLAPD provided case management services and helped her to find accommodation and study options. Marie was connected to apply for social support payments from Centrelink and part time employment.

**Name changed for privacy*

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 translation of educational materials and videos into three community languages - Kinyarwanda, Kirundi, Kiswahili.

To the end of the 2020/21 financial year, GLAPD delivered one workshop with 40 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 in development and will be translated into community languages.

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. One hundred and twenty (120) families have benefited from this support between July 2020 to June 2021.

This project was funded by Multicultural NSW under the COVID-19 Community support grant program.



Computer Literacy Project

The project was funded by Scanlon Foundation as part of the "Job Ready Project".

Two series of computer literacy training were delivered between June 2020 and July 2021, each session ran for 4 months with participants coming once a week for a 2 hours session. Three levels - beginner, intermediate and advanced were available for participants.

The training provided an introduction to computers, Microsoft Word 2010, Microsoft Excel 2010, Microsoft PowerPoint, Internet, email, social Media, online shopping, online banking and cyber safety.

A total of 16 participants took part in the program. The first session was for employed people who had difficulties using computers in their place of work as they were required to write reports using the computer. The second group was for stay at home mothers who were all computer illiterates and who wanted to gain computer skills to be able to navigate all the systems online and also assist their children at home especially with school work.

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

Some of the challenges in implementing the project included 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.



Case study

*Ella is a single, stay at home mum of 5 with children aged between 2 and 16 years. She came to Australia as a refugee and never had the chance to go to school. Ella had the opportunity to learn English as well as how to read and write when she arrived in Australia 10 years ago through TAFE however, she never got the chance to learn how to use a computer.

Ella participated in the computer training which was mainly for stay at home mothers. The objective was to equip these women with the skills to use computers and other devices. In addition, to also equip her to

help her children with online learning platforms for their studies.

At the end of the 4 months of computer training, Ella was more confident in using a computer. GLAPD donated to her a desktop computer to help her continue practicing. Ella is now enrolled in an Assistant in Nursing course at TAFE and she is planning to pursue her career in health. Ella became very positive, confident and more independent at the end of the program.

**Name changed for privacy*

Career Guidance and Job Ready

The Career Guidance and Job Ready workshops were funded by Scanlon Foundation as part of the Job Ready Project.

GLAPD delivered four Career Guidance and Job Ready workshops where career coaches, recruiters and consultants were invited to facilitate the sessions. 40 people participated in the workshops and gained the skills to write impressive resumes, cover letters, respond to selection criteria as well as interview skills. The consultants continued to support the participants after the workshops to ensure they write strong applications and secure interviews. 70% of participants secured employment after attending the workshops. The workshops were very informative and instructive for the participants, however due to COVID19 restrictions the number of participants was limited.

In addition, 71 clients were assisted to search and apply for jobs - this included reviewing

and updating resumes, preparing for job interviews and developing relationships with employers so they would notify GLAPD of employment opportunities. Clients were supported to gain jobs in a range of industries such as disability, construction, warehouse and retail.

Clients were also supported to apply for free courses offered by TAFE (e.g. nursing, business administration, office administration).



Learn to Drive Program

This is an unfunded project which started in August 2020 but unfortunately stopped in May 2021. It was run by a volunteer driving instructor from the community. The volunteer devoted two days a week to teach GLAPD clients how to drive. The learners were required to pay a subsidised fee of \$20 at each session to the volunteer instructor to contribute towards the costs of insurance, maintenance and fuel for the car. Learners were able to access one 2 hour session every week.

Fifteen clients registered in the Learn to Drive program and 4 clients managed to secure their drivers licence through the program. Unfortunately, the program was put on hold due to availability of the driver.

This program will continue due to the donation by Rotary International. The "Fuel Independence Fundraising" initiative will continue to provide subsidised driving lessons for GLAPD clients. Clients will pay \$25 with GLAPD contributing \$10 per lesson to a driving school. The start of the program is delayed due to COVID-19, however registrations continue to be taken.



G'day Mate Seniors Group



GLAPD launched the seniors' project called "G'day Mate" back in August 2020. This project was launched to assist the seniors who are susceptible to depression, stress, anxiety and struggle with social isolation caused by the public health restrictions. The main objective of the project is to promote a stable and healthy lifestyle amongst seniors. The activities that seniors do include healthy lifestyle workshops, general knowledge lessons and outreach trips for entertainment and learning.

Workshops included physical exercises to build a healthy body, weekly sessions on common medical conditions that affect the elderly population. Through the healthy lifestyle workshop, the seniors learnt about acute stress management, dementia, hypertension, diabetes, rheumatism, and several cardiovascular diseases in the elderly. GLAPD volunteer, Dr Benedict supported the delivery of workshops and used his medical knowledge to enlighten the seniors on how they can get rid of age-

related diseases. An eight week computer course was also delivered to seniors.

In addition, seniors were taken on several visits, trips and excursions. These excursions provided learning, entertainment and a break from daily routines. Seniors got a chance to attend several public functions and gatherings where GLAPD was invited. These functions aimed to connect the seniors with other cultural groups to build networks and interaction. Three excursions to Taronga Zoo, Sydney Aquarium and Canberra (visit to parliament house, war memorial, national museum, and the national library) gave seniors a chance to learn more about Australia and witness things that they had only seen or read in the media.

This project continues to be a great success, connecting isolated seniors to each other, essential services and information. A total of 10 seniors regularly participate in activities.

Community Library Project



The community library is a project that started in 2020 following a donation of 800 books by Lycée Condorcet the International French School of Sydney. GLAPD received French and English fiction, non-fiction and

comics books. There are books for children, young adults and adults.

After receiving the books, GLAPD opened the community library, where community members could come to borrow books in French and English to read at home and encourage the culture of reading. Some community members with French background could also be able to borrow books in French to keep the French language skill or teach French to their children.

A library management system was created by GLAPD volunteers Bony and Gamze to help manage the library books and enable the borrowing and the returning of the books.

Regional Settlement Program

GLAPD's Regional Settlement Program supports migrants and refugees moving from metropolitan areas to regional and rural areas in NSW, Victoria and Queensland. This program is designed to address the chronic labour shortage in regional areas, while simultaneously affording jobs and better living standards for migrants and refugees.

In this financial year, GLAPD created an online expression of interest system that prospective clients could register. This system captured all clients' information to facilitate our resettlement efforts whenever there is demand from regional employers. Information included an individual's skills, whether they have work rights, etc. to ascertain their level of employability etc. This database supported a smoother

administration process.

Despite the coronavirus pandemic (COVID19) inhibiting our operations, we supported 104 new people to relocate to regional areas. These include families and individuals that moved to Cooma and Cowra (existing settlement locations) and Taree (a new settlement location). It is our objective to establish at least one new settlement site every year. We have exceeded this target, by establishing settlements in Taree (15 people), Dubbo (8 people), Orange (8 people), Wagga Wagga (10 people), Forbes (6 people), Cowra (18 people) and Cooma (16 people) in NSW, Tasmania (9 people), QLD (6 people), and VIC (8 people). The process to establish settlements in regional Queensland and we hope families will start to move in the second half of 2021.

Through our connections with the local community, the Cowra McDonalds employed 10 high school aged young people from the refugee families settled in Cowra. At the end of 2020, one of the young boys from the refugee families was awarded the 'Employee of the Month'. This was a great achievement, as he had been employed for less than 6 months and chosen from 151 employees. The young man's performance and recognition has had a positive influence on employers' willingness to hire more young people from refugee backgrounds. We are looking at using the recommendation letter to upscale the model elsewhere, in our other settlement sites.

Moving to a regional area has proven successful for clients supported to move to Taree. All working adults have been able to find employment - their first job since arriving in Australia 3 years ago.

Housing continues to be a big challenge in regional areas. For example, in Taree, we have jobs and people who want to occupy those jobs, but we have failed to secure rental accommodation for people wanting to move.

COVID19 slowed down our operational efforts in regional resettlement. In most cases, regional employers and local community groups are not comfortable to employ or receive people living in identified hotspots in cities. For example, a family relocated from Melbourne, Victoria to Hamilton and on arriving in Hamilton, they were returned to Melbourne by the police. Border closures meant, migrants were unable to move from Melbourne, Victoria to Forbes, NSW after they were offered jobs that were specific to their skills.

Below is the table indicating the progress of our regional Key Performance Indicators (KPIs), set at the beginning of last year.

Outcomes	KPI Targets (2020-2021)	Year 1: KPI Progress Report
Increase in sustainable resettlement numbers	<ol style="list-style-type: none"> At least 160 migrants settled in regional areas over 2 years. 80% of migrants still living in resettled regions after 1.5 years 	<ol style="list-style-type: none"> 104 refugees and migrants relocated to regional areas. 99.9 % still living in regional areas. Sometimes there are relatively few movements from one region to another.
Improved quality of life for resettled families	<ol style="list-style-type: none"> Captured through migrant stories regarding housing, employment and participation in the life of the community (qualitative methods) 	<ol style="list-style-type: none"> 5 refugee families, who moved to Cowra in 2019 and 2020, have purchased houses and land. On average, all of them have been in Australia for less than 3 years. Migrants in Cooma are fully involved in community dance, drama and food festivals, etc. In Cowra refugees participated in Rotary Peace Day and planted a peace tree.

Outcomes	KPI Targets (2020-2021)	Year 1: KPI Progress Report
	<p>2. At least 95% of employable (excluding caregivers to young children) migrants have jobs</p>	<p>In all settlement sites, people have diversified jobs thanks to local connections. In Hamilton 2 families have purchased their own houses.</p> <p>2. 100% of adults are employed except mothers with babies. In Cowra, all refugee youth in high school have work at the local McDonalds.</p> <p>3. There is great diversity in employment such as aged care, disability, dairy industry, meatworks, food and fibre industry, child care, cleaning, hotel management, engineering, factory work, nursing etc.</p>
<p>Local community benefits from migration</p>	<p>1. Captured through community stories regarding migrant's economic contribution, employment and participation in the life of the community (qualitative methods)</p> <p>2. Increase in school populations, local club membership etc. (quantitative mechanisms) economic contribution, employment and participation in the life of the community (qualitative methods)</p> <p>3. Increase in school populations, local club membership etc. (quantitative mechanisms)</p>	<p>1. 100% of the people relocated earn their income from local jobs. More than 95% of their spending is done locally jobs. More than 95% of their spending is done locally.</p> <p>2. All children of migrants and refugees attend local schools, use local infrastructure, such as swimming pools, membership to local clubs like Rotary. In Cowra, 26 children attend local schools and use local infrastructure. In Hamilton 22 children attend local schools. Migrants in different sites have joined the local Rotary Clubs.</p>

Outcomes	KPI Targets (2020-2021)	Year 1: KPI Progress Report
<p>Local community groups working with and supporting new refugees and migrants</p>	<ol style="list-style-type: none"> 1. Community groups created to conduct informal English sessions 2. Local community support groups established to support new arrivals in day-to-day issues 	<p>We have basic English learning tutors in Cowra, Taree, and Cooma, and there is a great bond between students and tutors. These groups have done an amazing work of lifting the English levels of refugees.</p> <p>We have created local support groups such as Rotary Club in Cowra, Monaro Community Growth Group in Cooma, Manning Valley Migrant services, Hamilton Rural Australians for Refugees, Dubbo Rotary Club. These groups have incredibly helped communities in various ways such as finding secondary employment for refugees.</p>



Community Development and Social Integration

The purpose of this program is to develop the leadership capabilities of community members to confront and resolve issues. The program also aims to increase awareness of social support service providers and encourages community members to access these professional services. GLAPD also supports African community leaders by building their capacity in leadership, governance, financial management and partnership. GLAPD also supports these communities financially and socially as well as in advocacy.

GLAPD organises quarterly meetings with community leaders to catch-up, discuss various issues and needs in the communities, identify potential opportunities and solutions and develop action plans whenever needed. In the 2020-2021 financial year, COVID19 limited delivery of two key community development activities - Harmony Day Get Together and the GLAPD Sports Gala.

African - Australian Youth Employment Pathways Project.

GLAPD partnered with the Institute for Economics and Peace (IEP) and Western Sydney University to hold a three-day workshop for 10 young people conducted by IEP.

For the workshop, IEP brought the Positive Peace Framework (PPF) and the eight pillars of positive peace to the project: well-functioning government; equitable distribution of resources; free flow of information; good relationships with neighbours; high levels of human capital; acceptance of the rights of others; low levels of corruption; and a sound business environment.

The PPF workshops are a space to engage in fruitful conversations, to recognise how the goals of all participants fit together, and to initiate and/or strengthen ideas

about community projects using the PPF framework. The workshops were designed to build young people's leadership skills and enhance capacity in community organisations. Community projects were developed in consultation with young people, community leaders/partners throughout the IEP workshops conducted with young people.

After the workshops, the Africa-Australian Youth Employment Pathways project was developed with the young people applying the PPF principles learnt in the workshops. The aim of the project was to:

- Increase African Australian youth employability by identifying challenges and barriers to employment,
- Creating networks of employers and African Australian young people,

- Building skills in African youth around job searching and job skills,
- Inspiring career development,
- empowering young African youth to effectively transform their skills and preferences into employment,
- Raising awareness about employment opportunities and upskilling and mentoring young African youth.

The implementation of the project was delayed due to COVID -19 restrictions and lockdown, however the preliminary activities of the project implementation are being carried out.

Research Projects

GLAPD has been conducting community-based research since 2014, through community consultations. The methodology and findings of consultations were not unilaterally accepted by all our partners and stakeholders especially, funders. To answer this challenge, we started partnerships with universities and research institutions, to produce credible research-based findings in 2017. Since then, GLAPD endeavoured to implement evidence-based projects and programs tailored to the needs of its target populations. GLAPD conducts research projects in partnership with reputable universities to identify the challenges and issues faced by our clients in order to respond quickly and appropriately. Research offers important insights for our evidence-based programs. By working in partnership with educational institutions, GLAPD has gained invaluable insights enabling us to offer services that have a greater impact.

In the 2020-2021 financial year, GLAPD completed a research project in partnership with Western Sydney University entitled:

'Understandings and Responses to Domestic Violence in the African Great Lakes Communities of Western Sydney'

The research report as co-authored by Dagistanli, S., Umutoni Wa Shema, N., Townley, C., Robinson, K., Bansel, P., Huppatz, K., Thomas, M., Musoni, E., Abega, J.P., Bizimana, L., Mufumbiro, K. and completed in 2020. A launch was organised on the 30th March 2021 to showcase the findings of the research to different stakeholders. Click [here](#) to read the research report.

GLAPD has also completed an impact evaluation research on the settlement project of refugees in regional Victoria. The **'Great South Coast Economic Migration Project (GSEMP) Evaluation'** report was co-authored by Associate Professor Natascha Klocker, Dr Olivia Dun1, Dr Paul Hodge and Ms Eliza Crosbie and completed in 2020. Click [here](#) to read more.

GLAPD Rebranding and Launch



In the beginning of the 2020-2021 financial year, GLAPD started the rebranding of the organisation with new insignias such as a new logo, a new slogan: Together for Good and a new website (glapd.org.au). The new website, logo and slogan was officially launched on 21st of April 2021. The launch was also an opportunity to showcase the organisation's achievements and services, as well as the creativity of GLAPD members. The event took place at the NSW State Library and was attended by various GLAPD members, supporters and partners. Click [here](#) to view the photos of the launch.



Grants and Fundraising

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

A dedicated volunteer Grant Writer position was created to support GLAPD staff seeking funding. In the 2020-2021 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 2021

	2021 \$	2020 \$
Grant income	236,988	356,781
Other income	86,363	28,247
Total Income	323,351	385,028
Personnel cost	(362,052)	(105,175)
Operating expenses	(198,233)	(41,721)
Total operating expenses	(560,285)	(146,896)
Net (Deficit)/surplus	(236,934)	238,132

N.B:

This is a summary of the Income and expenditure statement for year ending 30 June 2021. The full audited 2020-2021 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. 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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