

Fostering humanity hope and dignity

ANNUAL REPORT 2023



Foreward	3
Our mission	4
Scope of work	5
Highlights	6
Impact on individuals	7
Impact on communities	8
Impact on systems	9
Summary of work by region	10
Australia	11
Indonesia	14
Malaysia	16
New Zealand	18
Thailand	20
Acknowledgements	22

(←contents

FOREWARD

This year, the number of displaced people globally exceeded 100 million people. The majority continue to reside in temporary urban settings with insecure status and often struggling day to day to meet their basic needs for survival. Our mission to bring humanity, hope and dignity to displaced people and to find innovative protection solutions remains critical.

Throughout the 2022/23 program year, we continued to build our partnerships with communities and to further our commitment to building community capacity and to enable displaced people to be part of the solution. This is evidenced in our operational partnerships with refugee led organisations and our focus on coaching and co-design methodologies to guide our practice.

During this year we farewelled Jamila Padhee who stepped down as Chair and Director of the board for personal reasons and we welcomed Wendy Brooks to the position of Chair. We also engaged a new independent Company Secretary, Kaylene Dawson, and began work on the consolidation and integration of governance across the HOST multi-country operations. Our CEO had the privilege of participating in the inaugural Social Impact Leadership Australia (SILA) program for senior not for profit leaders which included a sabbatical, coaching for key senior staff and diagnostic assessments to assist with reflection and forward planning. This work culminated in the development of a new strategic plan in early 2022 that set out a new 5 year vision to 2027 with a strong focus on impact, innovation and quality in addition to financial sustainability.

This impact report presents a summary of the activities undertaken by HOST and the impact of this work on individuals, communities and systems throughout the 2022/23 financial year. It also includes financial information. More details can be obtained by visiting our website or by contacting a member of the team.

We want to thank the staff, volunteers and partners who have contributed to our work and have joined us in our vision for making life better for people on the move. In particular we thank the senior staff and board directors for their passionate commitment to the work of HOST in this last program year.

David Keegan

Founder and CEO

Wendy Brooks HOST Chairperson

OUR MISSION

HOST International was established in 2016 to make life better for people affected by displacement. We operate in Australia, New Zealand, Malaysia, Thailand and Indonesia, delivering services that support individual wellbeing and community inclusion.

We exist to facilitate inclusion. The current global support systems for displaced people disempower them and limits the ability of the communities they are living in.

We work with people displaced by war, politics, climate and unbearable living standards, with a special focus on vulnerable people and those from a refugee background.

On the community side, we collaborate with former refugee communities, indigenous people and with local, regional, and international government and non-government organisations.

Our theory of change is three-fold.

We work with individuals to facilitate choice and agency,

We partner with and build capacityof communities to create an inclusive environment for newcomers.

We drive changes in government policy and resource allocation towards those that are grounded in the principles of sustainability and self-determination.

> Our legacy is a world in which life is better for displaced people and the communities that they live in; one characterised by

humanity, hope and







Participants originating from **58 COUNTRIES**



Speaking
50 LANGUAGES



4%

57%

Male

39

SCOPE OF WORK

69%

Individual support

31%

Community programs



Delegate at





HIGHLIGHTS

IMPACT ON INDIVIDUALS

Approximately 70% of our work is aimed at supporting individuals to meet their basic needs and sustain a reasonable quality of life. In some contexts this involves helping people to cope in host communities while they await a durable protection outcome such as resettlement and for others it involves supporting them to sustainably integrate into a new community with economic and social independence.



- This one off national program supported people evacuated to Australia from Afghanistan to continue their employment and education journey on arrival to Australia. The program used a coaching approach to strengthen self-efficacy and build professional networks through industry mentors. 94% of participants were able to engage in education and training to support continuation of their professional goals and 93% reported being satisfied or very satisfied with the support provided.
- Refugees suffer great loss financially, socially, and psychologically. Many who were evacuated from Afghanistan were in well paid and high-status jobs with Government and Australian affiliates. Being able to continue a career in Australia helps to facilitate healing and to maintain a sense of purpose as they rebuild their lives.



- This project supported the establishment of two social enterprises aimed at providing vocational skills to refugees living in urban setting and assisting them to access a sustainable source of income.
 Both enterprises were wholly designed and implemented with and by refugees in Bangkok and Kuala Lumpur with support from HOST project staff who provided training and guidance. Refugee participants also gained valuable social, psychological, language and economic outcomes from the project
- Unfortunately, refugees in Malaysia and Thailand do not have the right to open a bank account or to work legally as their status as a refugee is not recognised and they are considered illegal migrants. Therefore, some challenges were faced in creating such programs however the result has been a sustainable model and valuable skills learned by all involved. The next phase will seek to scale these activities to enable sustainable income.

IMPACT ON COMMUNITIES

For newcomers to sustainably integrate and feel welcome, communities need to be supported to ensure that differences do not get in the way and that cross cultural support systems can be developed. Approximately 30% of our work during this program year was focused on this objective and primarily involved supporting established community members to be better equipped to support and welcome newcomers.



- This initiative supported 378 established New Zealand residents to sign up to sponsor refugees to come to New Zealand. HOST provides support and training to ensure that sponsor groups are equipped to support newcomers and our team has a special focus on a bi-cultural framework that ensures engagement with traditional Máori communities and cultural wisdom.
- The program will work with sponsor groups to support 150 refugees to resettle in New Zealand by June 2024. Sponsor groups will play a critical role in supporting community integration, access to services and support for employment, housing and education needs.



- This initiative assists established community groups in Adelaide to mobilise support for newcomers. We do this by providing coaching to community groups to support the development of skills, networks and resources to support their goals and the needs of newcomers.
- An evaluation of this program demonstrated its effectiveness in supporting groups to build cross cultural connections, increase resources and improve support services for new, established and emerging communities. The evaluation also highlighted the valuable role of supporting groups as they attempt to implement skills learned in training and strategies developed during planning. This has allowed community groups to get support as they navigate challenges and opportunities.

IMPACT ON SYSTEMS

We recognize that some disadvantage is caused by laws, policies and practices that cause some people to miss out. This is particularly the case for refugees who are residing in transition countries and lack access to basic rights and needs as a result of laws that do not recognize refugee status. We believe that we have a responsibility to amplify the voices and experiences of displaced people and to develop evidence of good practice through research and evaluation activities.



This year we participated in three project evaluations of our work in relation to the Community Incubator in Adelaide, the Thai Alternatives to Detention case management program, the Grow, Make Sustain Project and the Ballarat Industry Mentoring Program. Evaluations help us to reflect on the effectiveness of our work and to identify opportunities for innovation. They also help us to remember to listen to the needs and wishes of the people we seek to help.



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Copies of available research and evaluation reports are available on our website under 'Reports'.

In addition to this we also take an active role in regional and national NGO networks including Asia Pacific Refugee Rights Network (APRRN), Settlement Council of Australia (SCOA), Refugee Alliance NZ, Nationality for All, Australian Council for International Development (ACFID), and the Global Refugee Sponsorship Initiative (GRSI).



SUMMARY OF WORK BY REGION

OST INTERNATIONAL | 2023 IMPACT REPORT 10

AUSTRALIA

In Australia, our focus is on supporting refugees and new migrants' integration into the Australian community. With staff based in Sydney, Melbourne, Brisbane and Adelaide, we continued to deliver programs focused on economic and social integration.

In collaboration with Talent Beyond Boundaries (TBB), we commenced providing basic arrival and integration support for candidates arriving to Australia under Skilled Refugee Labour Agreement Pilot which enables refugees to secure permanent work visas through employment with Australian companies. In 2024 HOST will also be working to support refugees in Asia to access these opportunities by registering on the TBB Talent Catalogue.

This year, we also started delivering employment support programs work migrant women under the Skilling Queenslanders for Work program funded by the QLD government. These projects targeted migrant women who have not had access to developing employment skills due to cultural gender norms. The programs were very well attended and the women reported improve confidence and capability to secure employment outcomes. Activities included resume writing, information about various work opportunities and skills development such as driving lessons.

In March of 2023, with support from the NSW Government, we started the Asylum Seeker Employment Skills Support (ASESS) Program in NSW to support asylum seekers and other temporary humanitarian migrants to secure employment and education outcomes. This program has built on previous partnerships with employers such as Amazon, Beaurepaires, Office Works, Australia Post and many small to medium businesses. We continued to support community groups in Adelaide to welcome and integrate newcomers through the Community Incubator program. In July 2022 we published an evaluation report on this program called Amplifying Inclusion, which demonstrated that the program was effective in supporting cross cultural links and building capacity of community groups to support newcomers. At the launch event, attended by notable government and community leaders, 10 incubator groups graduated the program and shared their experiences.

Through Regional Opportunities Australia (ROA), we delivered a range of job-readiness activities aimed at ensuring the sustainable integration of migrants into regional areas of Australia. Since its commencement in 2019, there has been 659 unique participants and 1,532 family members supported by this program and 369 people have secured employment in regional Australia. During this program year, with only three staff, 187 participants completed job-readiness activities, 185 received mentoring and 100 were assisted with training such as resume support, interview skills and English language.

During this year we continued to support evacuees from Afghanistan to secure employment and education on arrival to Australia through one to one coaching and supported by mentoring from industry volunteers. This program is subject to an external evaluation that will be published in early 2024.



AUSTRALIA

369 PEOPLE EMPLOYED via ROA Program

These people were employed across 187 different employers in regional Australia and 315 people were still employed after 3 months in the role. Many were also supported to relocate to regional areas and to establish lasting connections in their new communities.



60 MIGRANT WOMEN empowered to access employment

The Skilling Queenslanders for Work programs provided 60 participants with essential skills, leading to employment and further education outcomes.

57 PARTICIPANTS in ASESS Program

Starting in March 2023 the program recorded 411 interactions with 57 participants, achieving 104 outcomes related to employment and education.

TEAMS BASED IN 4 STATES

NSW, QLD, Vic and SA



AUSTRALIA

11 PEOPLE SUPPORTED TO SETTLE IN AUSTRALIA through TBB

Support included arrival support, accommodation and registration with essential services.







NUMBER OF PEOPLE SETTLED BY STATE NSW = 3 QLD = 4 VIC = 4

60 COMMUNITY GROUPS PARTICIPATED

in the HOST Community Incubator Program in Adelaide

These groups were supported to set goals, learn new skills and implement strategies to increase supports available for newcomers in Adelaide.

40% CANDIDATES SECURED EMPLOYMENT

in the Afghan Employment Coaching program

The Skilling Queenslanders for Work programs provided 60 participants with essential skills, leading to employment and further education outcomes.

INDONESIA

In Indonesia we have maintained a commitment to understanding and enhancing refugee wellbeing through meaningful participation and capacity building. This has included the continuation of a longitudinal study to understand factors that best promote coping in sustained displacement and uncertainty.

The Pathways to Refugee Wellbeing study concluded at the end of 2022 with over 1200 participants having been surveyed over a three year period. Whilst the finding are still undergoing analysis, the initial results demonstrate that supports are needed to manage strong emotions and to support navigation of uncertain futures and basic daily needs. The research identified the top five stressors to be: difficulties accessing employment (84%), concerns about visa status (82%), financial constraints (82%), fear of deportation (80%), and difficulties accessing education (79%). The intensity of these stressors was consistent among refugees, regardless of their living situation.

Simultaneously, we continue to work with communities to foster collaboration between locals and refugees. A key mechanism for this is providing support to refugee led initiatives and other community groups to undertake projects that build collaboration and support community wellbeing. One example of this has been a project that brought together local and refugee representatives to find solutions to local waste management issues including consideration of community recycling programs. Such a project is seen to have the potential to build bridges and understanding between local Indonesians and refugees. Another example is a partnership with SMART Global to facilitate online learning of vocational skills for refugees with training delivered by refugees and local Indonesians. The project aims to support refugees to secure income via online or remote work and includes internships through partnerships with local and international employers.

These activities are important in Indonesia where many refugees have been stuck without clear option for over ten years. Indonesia does not recognise their status as refugees and they cannot access basic rights such as healthcare and employment.



INDONESIA

754 PARTICIPANTS in 2022/23 in the PRW research

This represents an overall retention rate of 62% for the study and demonstrates that importance that refugees place on sharing their experiences. Participants originated from 14 different countries and reside in 14 cities across Indonesia. 59% of participants reside in shelters operated by IOM and the rest live in community settings.



42 CHILDREN PARTICIPATED in World Refugee Day 2023

We collaborated with Katumbiri Waste Bank and Peace Educational Shelter (PES), on an event where 24 local children and 18 refugee children came together to have fun and to foster a positive sense of community engagement and unity.



published

These articles were published in the Journal of Anxiety Disorders and the International Society for Traumatic Stress Studies and related to finding on the impact of stressors and thought processes on psychological coping for refugees in this situation.

18 PARTNER ORGANISATIONS

in the intervention project

Our work included collaboration with eleven Refugee-Led Organizations (RLOs), two government offices, three civil society organizations, and two international organizations based in Indonesia. 66 Let me express my thanks to you for helping us (refugees) with this challenging time of our life."

Participant PRW Research

66 That was a good research for immigrants in Indonesia because they stuck for now ten years...."

Participant PRW Research

MALAYSIA

In Malaysia, we have continued to focus on community-based child protection services and have expanded supports for Rohingya refugees throughout Malaysia.

Our engagement with refugees and asylum seekers has been multifaceted, spanning three core projects. Firstly, in partnership with the United Nations High Commissioner for Refugees (UNHCR), we extended child protection and community-based case management services to 334 refugee children across peninsular Malaysia. These services included referral to additional support. workshops, and assessments to support resettlement of children and unaccompanied minors. The children we have been working with include minors who are separated or orphaned from their families, child brides. foster children, survivors of sexual and gender-based violence, and those involved in child custody disputes.

Secondly, our commitment to community based child protection was further demonstrated through our support, training and coaching for ten refugee leaders who act as first responders and shine a spotlight on child protection issues in the refugee communities. Thirdly, we focused on livelihood skills training, where we empowered 158 refugee women and children by providing them with vocational skills training and opportunities to access income. Through our REBIRTH social enterprise, the Malaysian team championed and marketed products crafted by refugees into local businesses and markets. Through this initiative we also distributed 11 essential baby bundles to refugee mothers in need that include upcycled baby clothes and items to support new mothers.

Additionally, our outreach expanded to refugee communities in Kelantan, Terengganu, Pahang, Perak, and Negeri Sembilan through our collaboration with the Danish Refugee Council (DRC) under the Protecting Rohingya Refugees in Asia (PRRiA) project funded by the EU. In this capacity, we distributed 1,311 food and non-food aid packs to refugee families and individuals, while also coordinating protection briefings in collaboration with UNHCR Malaysia to ensure their wellbeing and safety.



MALAYSIA

158 PARTICIPANTS in Livelihood Trainings

A total of 158 refugee women and children engaged in livelihood skills training, including 27 women attending REBIRTH trainings to craft artisanal products, 30 children in a "sock doll" workshop, and 101 women in various skill-building sessions across five states.



199 CHILDREN SUPPORTED from July 2022 – June 2023

Initial needs assessments and case management interventions were provided to 199 children, ensuring their protection and well-being, with 121 Best Interest Determination assessments presented to UNHCR for resettlement consideration.

400 ATTENDEES in Protection Sessions

In collaboration with UNHCR, 400 refugee community members across ten locations in five states attended protectionbased information dissemination sessions, enhancing their knowledge and awareness regarding safety and rights while seeking protection in Malaysia.

1311 AID PACKAGES DISTRIBUTED

Community outreach efforts in five states resulted in the distribution of 1311 food and non-food aid packages to refugee families and individuals to support basic needs. 66 We are very grateful for HOST's efforts in organizing this protection workshops, but we hope to have more skill-building workshops as we can learn it and make money out of it."

Community member Refugee community in Pahang

66 Being a part of Rebirth has truly been a satisfying experience for me. The opportunity to learn about new products and enhance my sewing skills has not only boosted my confidence but has also positively impacted my income. Grateful for the growth and fulfillment it has brought into my life."

Rojina Mohd Yusuf Participant – Rebirth Artisar

NEW ZEALAND

Our focus in Aotearoa New Zealand is on collaborations and partnerships to increase tino rangatiratanga (self-agency) and develop tūrangawaewae (a sense of place) for individuals and communities from a refugee background.

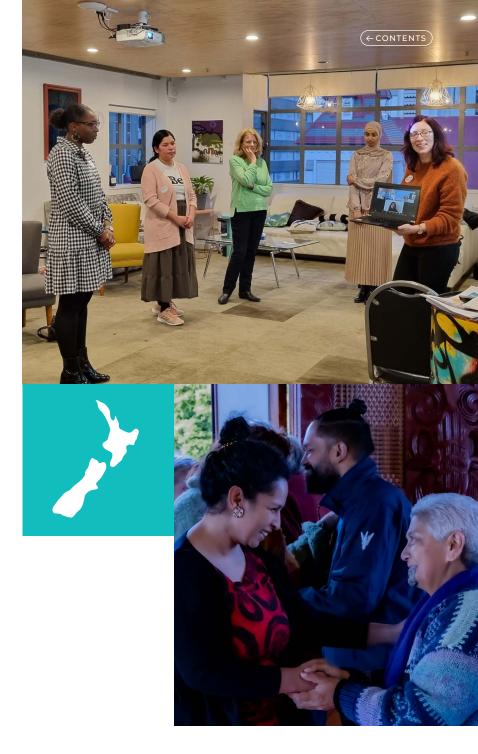
HOST continues to serve as the umbrella organisation for the Community Organisation Refugee Sponsorship (CORS) extended pilot, working with Immigration New Zealand and 28 Approved Sponsor groups across 13 locations. The program aims to resettle 150 sponsored refugees by June 2024, with the first arrival occurring in June 2023.

A key focus of our work is to develop a bi-cultural framework for settlement and integration and this year we were able to employ a Kaiārahi Cultural Advisor to steer this work and to continue to build relationships with local iwi. We were honored to be invited to a haka pōwhiri at Waiwhetū Marae by Te Āti Awa Taranaki Whanui ki Te Upoko o Te Ika Trust for an official welcome and commitment to partnership.

In collaboration with Savvy Up, we initiated a four-month leadership program for young women from refugee and migrant backgrounds. Participants reported increased confidence, peer support, and time management skills. Despite facing employment barriers, the course has better prepared them to tackle these challenges. For the 2023 General Election, HOST, alongside ChangeMakers Resettlement Forum, produced 24 videos in different languages to share community members' first voting experiences and encourage participation. To date, the channel has had around 2,600 views.

HOST also joined the Refugee Alliance and Te Ohu Whakawhanaunga to work on changes that drive sustainable social impact for migrants. The founding of Te Ohu Whakawhanaunga, an Alliance of 43 diverse member organisations, marked a significant milestone in this effort with HOST being founding members of this initiative that seeks to galvanise community action around identified local needs.

Finally, the team also participated in the Global Refugee Sponsorship Initiative conference in Spain which provided an opportunity to share and collaborate with other providers of community sponsorship programs from around the globe.



NEW ZEALAND

84 SUPPORT INSTANCES for Sponsored Refugees

32 introduction meetings were held and support was provided 84 times to sponsored refugees offshore, culminating in the arrival of the first sponsored refugee in Aotearoa New Zealand and 4 additional approvals pending, by June 2023.



16 PARTICIPANTS engaged in the

Work Savvy Programme

The 4-month Work Savvy programme, consisting of 40 hours of professional development, saw 16 young women from 8 different ethnic backgrounds register for the course, empowering them with leadership skills and peer support.



Across 28 Approved Sponsor groups comprising 251 members, support was provided 926 times, ensuring effective facilitation of the CORS programme. 12 online training sessions were delivered to build capability to support refugees and were attended by 231 individuals.



32 introduction meetings were held and support was provided 84 times to sponsored refugees offshore, culminating in the arrival of the first sponsored refugee in Aotearoa New Zealand and 4 additional approvals pending, by June 2023. 66 There were so many things I needed to work on when I started the course... I am more confident I have a clearer idea about what I want to do next. I said to her '[When I was] a jobseeker, I wish I had this knowledge before I got into the workplace"

Participant Work Savvy programme

66 I want to thank you all for your huge contribution to our programme! Our [team] came back buzzing after their interviews and you fuelled the fire of fighting for social justice! You have contributed to our [programme] feeling really passionate about refugees and more specifically the CORs programme."

Researcher International charity

THAILAND

This year, the Thailand team remained committed to providing comprehensive case management services to refugee children and their families, especially those impacted by immigration detention.

HOST Thailand continued to collaborate with the Department of Children and Youth and Immigration Police to address child protection and domestic violence issues among refugee groups in the community. This included providing training and policy and practice advice to Government officials to support the transition to more community based models of protection for refugees residing in Thailand.

Our case management program continued to empower refugees to become self-reliant and to independently access essential services in the community. This included programs that taught vocational skills and built relationships with the local Thai people to support access to information and services and reduce the chances of conflict.

Our case management with children and families who have been detained in immigration detention also continued with 127 children being supported and another 150 family members. This project primarily aims to support families to be released from detention and to re-integrate into the local community whilst complying with bail conditions. The program was evaluated during this program year and was shown to be a very effective model for supporting immigration compliance and for enhancing the mental wellbeing of refugees living in the community without formal legal status. HOST continues to advocate for an end to child detention in Thailand and works closely with the Immigration Detention Coalition (IDC) and other local NGO partners on this objective.

The Thailand team also led a community empowerment program, appointing refugees as Community-Based Assistants (CBAs) to encourage overall capacity building and empowerment within refugee communities. These CBAs played a key role in enhancing service accessibility, providing peer support, and strengthening the local child protection network. They also facilitated communication between local authorities, host communities, and refugees.

Additionally, HOST Thailand continued its REFresh Farm project to improve refugee livelihoods by teaching agricultural and sustainable business skills. The project saw refugees successfully growing vegetables, improving food nutrition and security, and exploring collective farming practices to increase agricultural output and develop effective business models.



THAILAND

528 PARTICIPANTS engaged in REFresh Farm Project

This hands-on experience in cultivating mushrooms bolstered food nutrition and security, as well as teaching sustainable business models co-created with the community.



127 CHILDREN PRIORITISED in Case Management

Our efforts ensured holistic support for children within the 272 clients served, addressing instances of domestic violence and child protection. The strategy significantly transformed the refugee community's ability to navigate challenges.

79 INDIVIDUALS in Alternatives to Detention Program

In Bangkok, the program supported individuals through community-based Case Management, fostering self-reliance and independent access to crucial services. This aligned with the policy endorsement of providing alternatives to detention.

272 PEOPLE provided with psycho-social supports through Case Management

Tailored services were extended to refugee children and families, especially those in Immigration Detention Centers. Collaborations with the Department of Children and Youth and Immigration Police aimed to minimize prolonged detention periods and address child protection needs and support sustainable community integration. 66 Before joining REFresh Farm, I had no knowledge about milky mushroom cultivation. However, after joining, I not only learned about growing milky mushrooms but also gained knowledge about microgreens."

Participant REFresh Farm

66 Before becoming a CBA, I didn't know how to live with Thai people in the community.
After becoming a CBA, I got to work with Thai people in communities and municipalities.
It feels great when people from the municipal office contact us to do various activities and allow refugees to join in the activities organised by the municipal office."

Community Based Assistant (CBA)



ACKNOWLEDGEMENTS

SPECIAL THANKS TO:

Our Directors that have made the work we do possible.

AUSTRALIA



Wendy Brooks Chairperson

NEW ZEALAND



Mitchell Pham ONZM Chairperson



MNZM Director

Dr Mai Tamimi

Homlaor

Director

Evan Jones

Director



Tye Gerrard

Director

Vivienne Chew Director



Datok Raj Abdul Karim Director

David Wilden

Director





Kaylene Dawson

Company

Secretary





K. Laddawan Tanivitayapitak Chairperson



K. Teppawan Pornawalal Director



K. Juraiporn Tatipranithap Director



K. Wipada Chaisu Director

Partnerships have been critical to our work in 2022 in all locations. We can not name them all but here are some that we have worked closely with in the last year.

AUSTRALIA

Keldor Centre Refugee Council of Australia Settlement Council of Australia Sir Zelman Cowen Centre Talent Beyond Boundaries

NEW ZEALAND

MBIE Changemakers Te Ohu

INDONESIA

Batulayang District Office Jesuit Refugee Service

(JRS) Indonesia Katumbiri Waste Bank

of Batulayang District

National and Political Unity Agency of Bogor Regency Pameo

Refugee Learning Nest (RLN) SMART for Global SUAKA **UNHCR** Indonesia

THAILAND

Department of Children and Youth within the Ministry of Social Development and Human Security

Immigration Detention Coalition

The Coalition for the **Rights of Refugee** and Stateless Persons

MALAYSIA

Danish Refugee Council

ELOM Initiatives

HumanKind

International Detention Coalition

Porticus Asia

Rohingya Society Malaysia

Rohingya Women's Development Network (RWDN)

UNICEF Malaysia

United Nations High Commissioner for Refugees (UNHCR)



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Acknowledgment of Country:

We acknowledge the traditional owners of country where we work and recognise their continuing connection to land, waters and culture. We pay our respects to Elders of past, present and emerging and recognise their cultural wisdom.

