

**HAGAR**

The whole journey

**Impact Report 2017**

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**Hagar exists to see  
communities free and healed  
from the trauma of trafficking,  
slavery and abuse.**

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# Celebrating 25 years



**1996**

**Hagar Craft launches,** providing women with employment.

**1990**

**1994**

**Hagar is founded.**

Founder Pierre Tami opens the first Hagar Shelter in Cambodia.

**1998**

**Hagar Catering**

Hagar Catering is established alongside the first foster care programme in Phnom Penh, Cambodia.



**2000**

**2000**

**House of Smiles**

Hagar Cambodia's House of Smiles is opened for children with disabilities.

**2002**

Hagar International is registered in Switzerland as a NGO.

**Hagar Australia is launched.**

**2004**

**Hagar Singapore is launched.**

**2005**

Hagar Cambodia opens an aftercare centre for children who have been sexually exploited.

**Hagar USA is launched.**

**2006**

Hagar Cambodia's flagship Community Learning Centre is built in Phnom Penh.

**2007**

Hagar's Career Pathways programme launches in Cambodia.

**2008**

**Hagar Afghanistan and Hagar New Zealand are launched.**

**2009**

Hagar Cambodia pilots a programme for male survivors of sexual abuse in Cambodia.

Hagar Afghanistan opens its first shelter.

**Hagar Vietnam is launched.**

**2013**

**Hagar Hong Kong is launched.**

**2014**

Hagar Singapore provides trafficking awareness training to over 3,300 law enforcement officers.

Hagar begins capacity building work in Myanmar.

**2010**

**2011**

**Hagar UK is launched.**

**2012**

Hagar's Legal and Protection programme is launched.

Hagar Afghanistan launches a programme for trafficked boys.



**2015**

**2015**

Hagar Singapore began providing direct services to trafficking survivors in Singapore.

**SCILP**

Hagar Cambodia launches SCILP (Supporting Children in Legal Processes) programme.

**2016**

Hagar Cambodia is selected to advise on the development of minimum social work standards in Cambodia.



**2017**

Hagar and partners spearhead the Combatting Human Trafficking in Afghanistan programme, a coalition of NGOs and government actors in Afghanistan who are committed to preventing trafficking in Afghanistan.

**2018**

**Hagar turns 25.**

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# When healing happens, the cycle of trauma stops.

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HAGAR is a registered charity under the Singapore Charities Act.

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**Auditor** TM Zee & Co.

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## Letter from the Board

**The year 2017 was marked with progress in partnerships with local governments to chart out legal and developmental paths to deter human trafficking crimes. In all of the 9 network countries we work in, HAGAR partners closely with the governmental bodies, playing a pivotal role in advocating for survivors and their well-being, and witness protection.**



**Jimson Cheng**  
Chairman of Hagar Singapore  
and Board Member of  
Hagar International

In Afghanistan, Hagar is blazing the trail for prevention of human trafficking by building capacities of the local government officials, police, educators and community leaders and contributing significantly to the inauguration of the provincial commission to address trafficking in the Nangarhar province.

We continue to press in with the legal partnerships in Cambodia, developing social work practice and training standards and guidelines for child-friendly court procedures. In Singapore, Hagar is working closely with the State Government and other local legal bodies to develop training resources for lawyers, non-legal professionals and caregivers, enabling stronger protection and care for vulnerable witnesses as they undergo the legal proceedings.

Vietnam is going through a turning point as the country is making remarkable national developmental progress. While the decline in poverty is encouraging, more focused efforts to reduce inequalities and vulnerabilities are required to equalise opportunities for marginalised communities. To this end, Hagar is engaging

provincial governments and community partners to develop workforce skills for women.

All of this work is made possible only with the support of our partners, donors and volunteers who generously give of their finances, time and skills to resource the recovery programmes that empower our beneficiaries, helping them to stand on their feet again.

On behalf of the board and staff members, I applaud you for your unwavering support and partnership.

**I hope that you will remain on this journey with Hagar, empowering exploited communities to be freed and healed from the trauma of human trafficking, slavery and abuse.**

Thank you, and God bless you.

## Letter from the Executive Director

**As Singapore continues to progress, we celebrate the lives of some 1.37 million migrant workers, a major contributor to our nation's economic development.**



**Michael Chiam**  
Executive Director of  
Hagar Singapore

Yet, many of them suffer in silence and bear the abuse of their employers and the brunt of unethical and exploitative practices in the homes and sites they work in.

Over the last three years, HAGAR has been caring for survivors of human trafficking – many of whom were tricked to Singapore by false job offers, promising a good salary. Under psychological threat, physical, emotional coercion and debt bondage, these women and girls fear going to the police and remain entrapped in their situations of exploitation and abuse, hoping for it to end somehow.

Some migrant workers face similar exploitative circumstances too and in 2017, HAGAR began to care for foreign domestic workers who had been exploited sexually and for labour. The struggles they face and the trauma they experience is intense. Through counselling and medical care, education, legal assistance, skills training and employment support, HAGAR commits to the wellbeing of these women and continues to assist them with

education and economic training even after they have returned home.

As we step forward into the year ahead, we continue to work closely with the Singapore government to tackle human trafficking in our country. We are also collaborating with businesses to affirm their stand against human trafficking in their supply chains and practices.

**Indeed, a first world country calls for a first-class order against the exploitation of individuals.**

To all our supporters, partners and volunteers, I am immensely grateful for your partnership and contributions over the last year and earnestly ask that you join us to build a safer and fairer community for all in Singapore and globally with your financial support, skills and network. Thank you for being a blessing.

We are motivated to see change in the lives of women and children who experience trafficking, slavery and abuse.

40.3

MILLION PEOPLE ARE LIVING IN SLAVERY.<sup>1</sup>

62%

ARE IN ASIA.<sup>1</sup>

25%

ARE CHILDREN.<sup>1</sup>

87%

OF AFGHAN WOMEN HAVE EXPERIENCED EMOTIONAL, PHYSICAL OR SEXUAL VIOLENCE.<sup>2</sup>

20%

OF CAMBODIAN WOMEN SAID THEIR FIRST SEXUAL EXPERIENCE WAS ONE OF SEXUAL ASSAULT.<sup>3</sup>

1. Alliance 8.7, 2017  
2. US Institute of Peace 2014  
3. UN, 2013  
4. US State Department, 2017  
5. unact.org/Vietnam

## About Hagar

### Our vision

Communities free and healed from the trauma of trafficking, slavery and abuse.

### Our mission

For those affected by trauma, and those who support them, Hagar is an expert in care and recovery. When healing happens the cycle of trauma stops.

### Our values

#### Respect

We believe in the right of all people to be heard and treated with respect and dignity.

#### Integrity

We commit to act ethically and honestly, striving to do the right thing at all times and in all circumstances.

#### Compassion

We want compassion and kindness to be evident in our attitude, communication and in active, practical ways.

#### Excellence

We hold ourselves to high standards, listening and learning from those we support, our partners and each other, to continuously improve all that we do.



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**“Hagar strives to look at the person in front of us, to transform lives one person at a time. Hagar works with people for as long as it takes, for them to not only recover from the trauma that they’ve experienced, but for them to go on and thrive and become role models and leaders in their communities.”**

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MICAELA CRONIN, Hagar International CEO

# Hagar's Global Impact in 2017

# 1,126

**SURVIVORS WERE EMPOWERED TO RECOVER AND REGAIN THEIR INDEPENDENCE.**



# 222

**SURVIVORS WERE NEWLY ADMITTED, THROUGH REFERRALS FROM LOCAL POLICE, GOVERNMENT, PARTNER ORGANISATIONS OR DIRECT CONTACT.**

# 19

**PROGRAMMES IN FOUR COUNTRIES PROVIDED COMPREHENSIVE RECOVERY TO SURVIVORS.**



# 139

**SURVIVORS WERE REINTEGRATED INTO THEIR FAMILY OR COMMUNITY.**

# 232

**DEDICATED STAFF, INCLUDING COUNSELLORS, CASE MANAGERS, LEGAL OFFICERS, ACCOUNTANTS AND PROGRAMME MANAGERS LED THE WAY IN TRAUMA INFORMED CARE AND COMMUNITY REINTEGRATION FOR SURVIVORS.**



# 7,173

**PEOPLE INDIRECTLY BENEFITED FROM OUR WORK\***

\*Our experience shows that for each individual that we support, a further 4-6 people in their household will be positively impacted. Therefore, we conservatively estimate that more than 7,173 people have been impacted through our programmes.



# 865

**WOMEN AND CHILDREN WERE EMPOWERED THROUGH QUALITY EDUCATION AND JOB TRAINING.**



# 8,645

**COMMUNITY MEMBERS LEARNT ABOUT DOMESTIC VIOLENCE, TRAFFICKING, ONLINE SAFETY AND POSITIVE PARENTING THROUGHOUT 62 COMMUNITY TRAINING SESSIONS.**

## Where We Work

Hagar International is a global organisation with programmes in Cambodia, Afghanistan, Vietnam, Singapore and Myanmar. Our programmes are supported by offices in Australia, Hong Kong, New Zealand, Singapore, the UK and the USA.



## Our Approach: The Whole Journey

At Hagar, we are committed to the whole journey for each survivor.



### PROTECT

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



### HEAL

We empower individuals to recover from the impact of trauma.



### THRIVE

We ensure that those we work with can access education and economic empowerment.



### LEAD

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

From the moment that an individual enters our care, we work with them to offer a full range of intensive and individualised services.

We provide a safe place to live, counselling, case management services, legal support, education, and empowering jobs.

We create opportunities to ensure that the individual is not simply surviving, but thriving. The whole journey encapsulates each step taken by a survivor toward healing.

## PROTECT



**Irrespective of family and literacy backgrounds, our experience shows that many of our clients lack understanding of their human rights.**

We also recognise that a significant barrier to seeking justice for survivors is the uncertainty arising from the lack of understanding of the court processes. This year we continued to ensure clients were well-informed about this process and tailored our responses to each individual survivor in order to support them fully through any concerns.

In Singapore, we strengthened partnerships with legal professionals enabling us to provide more comprehensive support to survivors. We ensured our volunteers were trained in civil claims procedures, so that they could assist clients in their pursuit of justice.

In Cambodia, we celebrated the recruitment of our first national lawyer. This enables us to go beyond supporting clients in court and advocating for systemic change, and into direct advocacy and legal counsel. We supported 91 clients, including 70 children, who were victims and witnesses in domestic court cases, and five survivors through complex legal cases overseas.

We had a strong focus on legal and protection education in Vietnam, not only with our clients, but also with their families and communities.

Together with the Yen Bai Women's Union and Dong Van district Women's Union, as well as partners in Hanoi, we led community campaigns about human trafficking and domestic violence in schools and market places. Utilising evidence from survivors to develop key messages, 7,500 citizens learnt about their rights, national legislation, support services, Hagar's hotline, and methods used by traffickers when targeting vulnerable populations.

**Through awareness-raising activities that integrate the experiences of survivors into key messages, we are protecting communities by reducing their vulnerability to trafficking.**

We worked to ensure that all clients in Afghanistan strengthened their understanding of human rights and accessed legal support from our legal officers. We facilitated training on many topics, including parental rights, child rights, human rights and the Afghan constitution.

Given the increasing instability in Afghanistan, we are constantly reviewing and updating our security practices to ensure the safety of our clients and staff. Due to ongoing security concerns, in consultation with security experts, we prepared two safe rooms and installed alarms at the Transitional Care Centre, and clients and staff were trained on emergency preparedness and response.

# 201

CLIENTS RECEIVED  
LEGAL SUPPORT

# 26

CASES RESULTED IN  
SUCCESSFUL  
CONVICTIONS

**“Now, after becoming aware of my rights as a human and a woman, no one can violate me or stop me from studying, working and having the ability to take my life's decisions, which are related just to me.”**

ZAHRA, SURVIVOR OF SEVERE ABUSE, HAGAR AFGHANISTAN



## Makara and Sopheak, Cambodia

Makara is seven, and her big sister Sopheak is nine. They live in a rural province in Cambodia with their grandmother, whom they moved in with a couple of years ago when their parents left their home to find work. In the months that followed their move, both Makara and Sopheak were raped by a relative.

The girls had experienced severe trauma and were referred to Hagar for comprehensive care. Our case manager ensured that both Makara and Sopheak were safe and received trauma counselling, as well as school support and daily food support. When their case was brought to trial, our legal officer carefully explained what the girls could expect during the court process, and prepared them extensively so that they wouldn't be re-traumatised.

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**“At first I was scared of the people in the courtroom, but they talked to me very kindly. I was happy to have my mum, grandma, my counsellor, the legal officer and my lawyer with me in court. If I went there alone, I would have been scared of court.”**

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MAKARA

“Both girls testified very clearly and confidently in court. They are very brave and I am really proud of them.” – Sotheary, Legal and Protection Officer, Hagar Cambodia

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

We are committed to walking the whole journey with Sopheak and Makara, and many women and children like them.



## HEAL



**When a client comes to Hagar, they have often experienced chronic and complex trauma, which can be observed through a range of symptoms. These symptoms can include extreme detachment through to uncontrolled anger, emotional disorders, suicide attempts, self-harming and other high-risk behaviours.**

The depth of our psychosocial support is what sets us apart from other organisations. Our counsellors use diverse clinical techniques and evidence-based interventions to provide therapeutic care. In 2017, we continued to offer individual and family counselling, group therapy and therapeutic activities. We built up each family's understanding of trauma and what they can do to help survivors in their care, created opportunities for peer support, and worked with communities to reduce stigma and discrimination.

Our counselling team in Cambodia provided 1,869 counselling sessions to survivors and their families. Hagar uses evidence based tools to assess and monitor symptoms and changes. As a result of the services we provided, 82% of clients showed a reduction in their trauma symptoms, 83% showed an increase in resilience and 96% reported that they were able to build trusting therapeutic relationships with their counsellors.

Our psychological and counselling team in Vietnam provided 300 individual counselling and psychotherapy sessions for 35 survivors of sexual abuse and human trafficking. We also organised a series of therapeutic and art activities to allow clients to channel their emotions into creative expression, which has been proven to be a very effective intervention for people who may struggle to talk about their experiences and feelings. This visual representation provides our trained specialists with a deeper understanding of the trauma experienced by survivors, and helps them to tailor an individual counselling programme.

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**We increased the number of counselling sessions for clients in Afghanistan by 20% throughout the year, with 1,019 sessions for women and their children in the Transitional Care Centre, and 660 sessions for boys in the Forgotten No More project.**

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In Singapore, we worked alongside 23 trafficking survivors who have experienced severe trauma. We provided trauma-focused counselling, group therapy, and other therapeutic interventions, supporting a comprehensive journey to healing for each individual.

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# 3,884

TRAUMA-INFORMED  
COUNSELLING SESSIONS

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# 12,769

CASE MANAGEMENT SESSIONS

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**“The counselling was so meaningful for me because I used to hate myself, and I used to cry all the time. I used to be afraid of other people, and I never thought about the future. As I continued with counselling sessions, my depression became less, I stopped crying and I started to laugh!”**

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NADIA, SURVIVOR OF CHILD MARRIAGE AND SEVERE ABUSE, HAGAR AFGHANISTAN

## Priya, Singapore

Priya is the eldest of seven children. She loves her family, but at the age of 14, her parents sold her to be married to a much older man who abused her daily. Priya wanted to return to her parents' home but her parents wouldn't hear of it as it is culturally unacceptable for a woman to leave her husband, even in a situation of abuse. Three months into her marriage, Priya's luck seemed to change. Someone she knew offered her a job in Singapore and promised her a good salary. Priya was so relieved. This would mean she could get away from her husband, provide for her parents, and pay for her siblings' education. She accepted the offer, and left her husband in secret.

What Priya didn't know was that she had been trafficked to Singapore, where she was forced to provide sexual services in an entertainment club. Months later, Priya made a plan to escape. When the police found her, they placed Priya in a shelter. Plagued by the trauma of her experiences, she contemplated taking her own life, as she saw no value in living.

Priya was referred to Hagar, and through the trauma-informed group therapy and individual counselling, she slowly opened up and started her journey to healing. With the patience and care of our counselling staff, Priya regained her self-worth and began to see herself as someone of value. Our staff watched her grow in confidence, and they now describe her as one who is 'full of energy and feist'. Priya's emotional and psychological healing enabled her to look beyond her past and set directions for her future.

During her time in Singapore she learnt English and was even able to translate for other clients. Priya developed enough resilience to stand before her perpetrator in court and to give her testimony. After three years of intensive support from our staff and volunteers in Singapore, Priya finally returned home after the completion of her court case.

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**"I thought I would never be able to smile again, but Hagar helped me to be how I am today."**

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PRIYA



# THRIVE

## Education/Economic Empowerment



**We know that poverty can be a significant barrier to women leaving situations of domestic violence, and can increase their vulnerability to being trafficked. That's why we ensure access to education, and provide opportunities for clients and their families to create and improve their income.**

In addition to the following highlights, this year we continued to provide access to formal and informal education, job counselling, vocational training and job opportunities, soft skills training and livelihood options to clients in all programme countries. We worked closely with school principals, teachers, employers and communities to increase awareness about the impact of trauma to improve positive outcomes for survivors and their families.

We piloted new practices in Cambodia at the Community Learning Centre (CLC) and through our Economic Empowerment Project. At the CLC, we recruited a school social worker to support students and their families, we actively involved parents to a greater degree in the education of their children, and planted a vegetable garden with the students. In our *Economic Empowerment Project*, we championed community-based economic empowerment practices across seven provinces to increase the reach and impact of our work. Our initial observations of the outcomes from this approach are very positive, and with support and encouragement from our staff, 12 participants started up small businesses.

In the face of escalating threats to public safety in Afghanistan, 130 women and children accessed education either within private institutions or with our private tutors in the *Transitional Care Centre*. In addition, 228 women accessed job training and employment opportunities and 11 women received two-year diplomas. The women who participated in our *Empowering Women for a Better Future* project reported significant growth in their self-worth and were inspired by their increased ability to make decisions regarding their future.

To expand job options for clients in Singapore, we launched a new English learning course and worked with the Singapore government to help source jobs for our clients. Not only will these initiatives help the women to secure jobs in Singapore, it will ensure they have increased opportunities when they reintegrate to their home country.

We are inspired by the transformational effect our new *Economic Empowerment Project* has had on women in northern Vietnam. In 2017, 48 women attended vocational training and as a result are now earning a regular income. We established a loans and savings group for survivors of domestic violence, requiring their husbands to attend training about domestic violence before they could access a loan. An external evaluation significantly reduced incidents of violence at home and an increase in their financial independence.

502

SURVIVORS ACCESSED EDUCATION

17

SURVIVORS ATTENDED UNIVERSITY

363

SURVIVORS RECEIVED JOB TRAINING

**'What we gave them through the monthly meetings was far more important than just the money. We see the change in the women so clearly. As each month goes by, they are happier and more confident. They have changed their entire world.'**

ECONOMIC EMPOWERMENT OFFICER, HAGAR VIETNAM

## Hoa, Vietnam

Hoa is 27 years old, she's from Vietnam, and she's a bridal make-up specialist and a hairstylist in training. Hoa loves her family, and she's great at her job. When Hoa was a teenager, both of her parents suffered debilitating health challenges that prevented them from working. They found themselves struggling financially, so Hoa and her brother left school to find work to support their family.

Hoa found work as a waitress. She made friends with an older woman at work and over time they grew very close. The woman suggested that Hoa should go to Singapore to learn nail art, and told her she knew someone who could help her to get there. Hoa readily agreed, eager to earn more to support her family.

Hoa didn't arrive in Singapore, but Malaysia, and wasn't working in a salon, but a brothel. Hoa had to serve 15-20 men daily. She contracted HIV, and when she asked for help, the owner refused. He worked her until she physically could no longer serve customers, and then she was kicked out.

Hoa was found by a woman who gave her money to contact her family. When she got in touch with her family, her mother took loans from everyone she knew so that she could go to Malaysia to bring Hoa home.

When Hoa returned home, she was admitted to hospital for treatment, and the doctors feared that if Hoa had returned even a few days later, she would have died. Fortunately, Hoa was referred to Hagar. We ensured that Hoa got the emergency healthcare she needed and was supported through this process. She slowly became healthier, and after five months with Hagar, she felt ready to work. Our economic empowerment staff worked with Hoa to help find the right training and job for her. We helped her to enrol in a hairdressing course, and continue to support her tuition, coaching and relational support. Hoa's teachers are understanding and supportive, and she says that they acknowledge and encourage her.

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**"No one asks me about my past. Teachers and friends are so friendly and understanding. I don't feel like I am less than anyone else, thanks to them. My mother told me to work hard, as the worst has passed." Hoa also works part time at a small hair salon to support herself. Through Hagar's Economic Empowerment Project, Hoa has found her hope again.**

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HOA



## THRIVE

### Community-based Care



**We know that healing happens within safe and nurturing environments, especially within loving families, and we are committed to community-based care. Our focus has been on community-based care in Cambodia since 2015, where all of those we work with have been supported within family environments, and this year, we proudly shifted to community-based care in Vietnam as well.**

Unfortunately, in the absence of alternative models of care in Afghanistan, all clients continue to be supported in shelters while we work to reintegrate them safely into the community. We endeavour to create a loving, homely environment within our shelters and continue to innovate to find safe reintegration options for each survivor. This year, we reintegrated 34 survivors, either into a new community, or back into their families of origin after ensuring the family was a safe place to be.

To support community-based care models globally, we commenced pioneering research to explore the implementation of a model of care based on foster care practices around the world – tailored to the context in Afghanistan. Initial research findings are very encouraging, with support from both the government and NGO sectors.

In Cambodia, we continued to work in collaboration with the government ministries and partner organisations, to inform improved practices in alternative care for children. Through sharing the positive impacts demonstrated by our foster care and kinship care model as part of the Family Care First Initiative, we are helping to lead the change for family and community-based service delivery across Cambodia – with the objective of keeping more children in families, and out of institutions.

# 139

**CLIENTS WERE  
REINTEGRATED INTO  
THE COMMUNITY**

**“When they come to live with me, I ask about their dream, what they want to do. I encourage them to work towards their dream.”**

**KING, FOSTER MOTHER, HAGAR CAMBODIA**



## Bahawuddin, Afghanistan

Bahawuddin was born into a big family. He has seven brothers and sisters, his father, his mother, and his father's second wife. When Bahawuddin was very young, his mother ran away, and took his oldest sister and 11 year-old brother with her. He was left with his father, an angry man who would often get into fights with neighbours.

One day, Bahawuddin and his siblings experienced severe trauma when they witnessed the fatal shooting of their father's second wife by a neighbour, who then turned and shot Bahawuddin's brother. They watched as their father retaliated, using an axe to brutally kill the man. It didn't take long for the police to arrive and arrest their father, and their family splintered for the second time, leaving the six young brothers and sisters to fend for themselves. That's when they were referred to Hagar.

Bahawuddin was only 6. He wouldn't talk to anyone and showed signs of severe trauma, but we persisted with offering counselling and support for him. Slowly Bahawuddin began to heal. After two years, Bahawuddin was at the top of his class, and his brothers and sisters were all receiving an education. They had made extraordinary progress, but their father was still in jail, and their mother was missing. There was no clear path to reintegration.

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**One day, Bahawuddin's brother was walking home, and he recognised his brother and sister who had disappeared years before with their mother. They were living close by. Our team worked hard to reunite all eight siblings and find a reintegration solution for them.**

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Hagar's staff identified a community where the siblings could live and opened up dialogue with community leaders there. Bahawuddin's oldest sister, who is now 21 years old, was provided vocational training in tailoring. The oldest son in the family, now 15, was trained in mobile phone repair and Hagar helped him to start a small business. Because of this, the siblings will be able to provide an income for themselves and continue their education.

Hagar's staff identified a home for the family, and made sure everything was ready in the house. Furniture was provided, alongside kitchen supplies, food, and six months' rent in advance. A school transfer was successfully arranged for all the children, and they are now able to attend school near to their home.

After a great deal of planning and work to bring the family together, Bahawuddin and his siblings are now living together again, independent for the first time. Hagar's commitment to the whole journey means that their case managers will continue to check in with Bahawuddin and his family, to ensure they are safe and thriving in their community.



## LEAD



**Hagar's staff are deeply committed to our leadership role in bringing about systemic change. Hagar client Sophea travelled from Cambodia to advocate on behalf of slavery survivors at a parliamentary inquiry into the introduction of a Modern Slavery Act in Australia. We also sent a team to the first Asia Region Anti-Trafficking Conference, where our CEO, Micaela Cronin was a keynote speaker amongst major global actors in the anti-trafficking sphere.**

In Cambodia, we finalised an agreement with the Ministry of Justice to work on the second phase of our project on Supporting Children in Legal Processes (SCILP). The second phase of the project is aimed at building the capacity of judges and prosecutors in Cambodia, focusing on safe-guarding the rights of children. Our legal team in Cambodia drafted a research paper that will be the basis of a workshop with judges and prosecutors. We continued to contribute to the Family Care First project, a collaborative project working on social work practices and training standards in Cambodia. This project and our contribution to it will shape social work within Cambodia into the future.

Our SCILP project in Cambodia inspired our office in Singapore to advocate for a contextualised version within their own country. The Singapore government pledged their support to this project, and during 2017 the initial plans and scope for the project were made. Project execution is currently underway, and slated for launch in 2018.

Over the course of the year in Vietnam, 7,500 individuals learnt about human trafficking, domestic violence and sexual abuse through 10 provincial awareness campaigns and two exhibitions of clients' self-portraits in Hanoi. We engaged creatively with communities, through stage performance events and clients increased their voice and agency through involvement in regional and national prime-time television shows. We continue to contribute to creating an international understanding of the work that we do, leading the presentation on the Vietnamese context and practices related to trafficking, at the seventh Mekong regional workshop in Thailand.

# 30

PARTNER TRAININGS

# 9,085

PARTICIPANTS BENEFITED FROM 30 PARTNER AND 62 COMMUNITY TRAININGS



**“My wife and I went to the Gala Night of ‘Gender Parity: Sharing is Caring’ last night by bike. It broke down before we arrived at the venue but we are so glad that we still made it. It was the first time for me to be on the stage, like ever.”**

PARTICIPANT, COMMUNITY ARTS SHOW, VIETNAM

Hagar Afghanistan's Combatting Human Trafficking in Afghanistan (CHTA) project is a capacity building project which provides high quality training programmes on identifying and preventing human trafficking, for government officials, police, educators, and religious and community leaders. Other training on trauma-informed care is given to care providers for victims of trafficking.

CHTA also facilitates coalition meetings of important stakeholders and policy makers, with the goal of improving networking, capacity, and case management throughout the country. Hagar in Afghanistan was pivotal in establishing these coalitions, and continues to be integral to their leadership.

This year, Hagar and coalition partners led the development of a national referral system for victims of trafficking which has now been approved for use across the country. In Nangarhar province, Hagar assisted the inauguration of the provincial commission on combatting trafficking. Now, the commission meets regularly to address trafficking in their province, and the provincial governor has become involved. Hagar continues to give technical support and training to this and other provincial commissions. In many of these provinces, perceptions about trafficking and survivors of it are changing significantly because of the work that CHTA is doing.

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**“Without Hagar, it never would've been possible to have such a strong and well-organised coalition for fighting trafficking in our province.”**

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DIRECTOR FOR THE MINISTRY OF JUSTICE IN NANGARHAR

“I am especially thankful to Hagar for such a productive training,” a representative from the Department of Combatting Human Trafficking and Human Smuggling in Nimruz Province Police Headquarters said. “In Nimruz, due to a lack of knowledge and understanding of human trafficking by governmental officials, we haven't been able to identify traffickers and victims correctly. After the first day of training, I have gained knowledge to be able to act seriously against traffickers. I can also pass this knowledge on to other police, so that traffickers will be arrested and punished.”

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**We worked to ensure that all clients in Afghanistan increased their understanding of their rights and accessed legal support. We facilitated various trainings on their rights and the Afghan constitution.**

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## Our staff and volunteers

### Our staff

**We are deeply committed to local leadership, and we're proud that less than 3% of our staff globally are expatriates.**

Our trauma-informed care model means that we place staff well-being and growth as a high priority, and as a result, we see them thriving in their roles and communities. We celebrated with five of our staff members in Afghanistan as they were awarded scholarships and cultural exchange opportunities through Fullbright, the German Development Agency GIZ and the UK Association for Chartered Accountants. Kia Hem, our Project Manager for Counselling in Cambodia, presented at the first South East Asia Regional Conference of Psychology.

**“Hagar has supported me with the time and finance to be able to attend the conference. As part of my professional growth, Hagar has given me the opportunity to attend international conferences and trainings... I am very grateful for the ongoing support for staff professional development and growth.”**

**KIA HEM**, Hagar Cambodia Counselling Manager.

Our staff in Vietnam presented Hagar's trauma-informed care model in international, regional and national workshops, including in Taiwan, Thailand, and the United Kingdom.

### Our volunteers

**In December, a team of nearly 40 medical doctors, dentists, and healthcare professionals from Singapore volunteered at our Community Learning Centre in Phnom Penh.**

They provided medical screening to close to 200 students, and community clients. Working alongside them were local doctors, helping to translate conversations and ensure that the medical history of the children was clear. A number of Cambodian doctors are former Hagar clients who are now practicing medicine in their community. The Singapore team was inspired and encouraged by the work Hagar is doing in Cambodia.

**“There is a great ecosystem that is working here. These former clients that Hagar has helped to nurture are now doctors and they came back to serve their own people. I see great potential not only in Hagar's work but also in Cambodia as well.”**

**ALFRED WONG**, healthcare volunteer. Singapore



# 20,299

HOURS CONTRIBUTED BY VOLUNTEERS

# 232

STAFF

# 97%

OF OUR STAFF ARE NATIONALS

# 219

VOLUNTEERS GLOBALLY

# Working in Partnership

To all of the individuals, companies, foundations, schools, and churches: thank you for helping to change thousands of lives.

Partnerships enable us to expand the reach and impact of our work through capacity building, research, and advocacy. From 2015-2017, we partnered with leading law firm, Linklaters, on our Supporting Children in Legal Processes project. By providing funding, research, and expertise, Linklaters assisted us in ensuring that child survivors of extreme abuse in Cambodia are best supported to seek justice and end impunity for their abusers.

**“Hagar is a fantastic partner for us. More children having access to a process which is respectful of their experience and needs is the biggest reward. We were also delighted to receive Best CSR Initiative at the Asian Lawyers Awards, which is important both for the motivation of our people and the broader motivation of the legal sector, to see how they can contribute.”**

**JELITA PANDJAITAN**, Dispute Resolution Partner and Asia Corporate Responsibility Partner, Linklaters Singapore

To all of the individuals, companies, partners, schools and churches; thank you. With your help, we have supported women and children to seek justice, achieve their rights and become leaders in their communities.

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

## Corporate Partners

Adams Street Partners LLC  
 Alliance 21 Pte Ltd  
 Allied World Assurance  
 Ark Industries  
 Asian Alliance (HK) CPA Limited  
 Boeing Global Corporate Citizenship  
 BOSCH Primavera  
 CLSA Chairman's Trust  
 Corrs Chambers Westgarth  
 Cox Inall Change  
 Credit Suisse  
 Deutsche Bank Singapore  
 Eleven Australia  
 Emily Ross Bespoke  
 EX-R Consulting  
 Freshfields Bruckhaus Derringer  
 Goldman Sachs  
 HHG Legal Group  
 Linklaters  
 Macquarie Group Foundation  
 Minter Ellison  
 Monica Vinader  
 PAKT  
 Proelect M&E Pte Ltd  
 Quintiles East Asia Pte Ltd  
 Skin Laundry  
 Sunray Woodcraft Construction Pte Ltd  
 Thomson Reuters  
 Trans Instruments (Singapore) Pte Ltd  
 Tricor Services Limited  
 White & Case LLP

## Trusts and Foundations

Barlow Family Foundation Trust  
 Chen Su Lan Trust  
 Cuu Long, Singapore  
 DOC  
 Dorothea Haus Ross Foundation  
 Dove Trust  
 Frimley Foundation  
 Imago Dei Fund  
 I.S. Wong Foundation  
 Japan International Food for the Hungry  
 Joe and Clara Tsai Foundation  
 Kamilla Holst  
 Lee Foundation  
 Michael Sloyer  
 Myo Schollum  
 Navitas Education Trust  
 Peter Broughton Foundation  
 Ren Zhe  
 Scott and Nydia Gaynor  
 SowHope  
 Tan Chin Tuan Foundation  
 The Hugh and Charlotte Maclellan Charitable Trust

The Rhonda Wyllie Foundation  
 The Pratt Foundation  
 United Nations International School, Hanoi  
 Van der Poel, New Zealand  
 Virtue Foundation  
 Wong, USA

## Non-Government Organisations

Action Pour Les Enfants  
 Centre for Domestic Employees  
 Chab Dai Coalition  
 ChildFund Vietnam  
 Christliche Ostmission  
 Colombo Plan  
 Community Justice Centre  
 Global Generosity Movement, Inc  
 Hanoi International Women's Club  
 International Organisation for Migration  
 Justice Without Borders  
 Marymount Centre  
 Save the Children  
 TEAR Australia  
 Tearfund New Zealand  
 The Law Society of Singapore Pro Bono Services Office  
 The Sowing Room  
 UNICEF  
 World Hope International  
 YGAP

## Churches

Ambassador Baptist Church  
 Barker Road Methodist Church  
 Bethesda (Bedok-Tampines) Church  
 Bethesda Pasir Ris Mission Church  
 Canberra Baptist Church  
 Dreambuilders Church  
 Humeridge Church of Christ  
 Mar Thoma Syrian Church  
 World Revival Prayer Fellowship

## Government

Afghanistan Independent Human Rights Commission  
 Center for Women's Development, Hanoi  
 Department of Foreign Affairs and Trade, Australia  
 Dong Van district Women's Union, Ha Giang province  
 Ministry of Women's Affairs, Afghanistan  
 Ministry of Labor, Social Affairs, Martyrs, and Disabled, Afghanistan  
 Ministry of Justice, Afghanistan  
 Ministry of Interior Affairs, Afghanistan  
 Singapore Inter-Agency Taskforce on Trafficking in Persons  
 Singapore Ministry of Manpower  
 Singapore Ministry of Home Affairs  
 Singapore Ministry of Social and Family Development  
 USAID  
 U.S. Embassy Singapore  
 US State Department, Bureau of International Narcotics and Law Enforcement Affairs (INL)  
 Yen Bai Women's Union

**14 partners contributed \$115,000 worth of pro bono services**

# Hagar Singapore Board

## Jimson Cheng

**Chairman and Hagar International Board Member**

Jimson Cheng is an authority in Asia-Pacific senior leadership in life sciences and healthcare. He is active in human resources working alongside legal professionals and services sector practice groups. Jimson's professional experience spans across Asia, United States and Europe in senior management roles. His interest in social causes has led him to be involved with work among orphanages and prison ministries.

## Paul Chan

**Board Member**

Currently the Director of Financial Services with Great Eastern life, Paul is also the Chairman of the International Certification & Standards Board of Asia Pacific Financial Services Association (APFinSA) and a Past President of the Insurance and Financial Practitioners Association of Singapore (IFPAS). Aside from his professional achievements, Paul serves on the Board of Trustees of World Revival Prayer Fellowship, and has been actively serving in various ministries of the church including preaching, supervising cell groups and mission work including the church involvement in supporting Hagar's work.

## Dominique Choy

**Board Member**

Dominique is a founding member of HCSA Dayspring that helps at-risk women and children. As the current Chair of HCSA Dayspring Management Committee, she has been active in raising funds for Dayspring's two initiatives since 2006. Trained in Hospitality Management from the University of Hawaii, Dominique has honed her skills in Hawaii and Singapore. She also has over 20 years of experience as a realtor specialising in the sale and rental of private properties in Singapore.

## Chua Eng Hui

**Board Member**

A senior consultant with RHTLaw Taylor Wessing, Eng Hui is a member of the Criminal Law practice under the Litigation and Dispute Resolution Practice. Eng Hui started his legal career in the Attorney General's Chambers where he served as a Deputy Public Prosecutor for 5 years from 1987 to 1993. In 1993, he was transferred to the judicial service where he served as a District Judge before moving on to private practice. Eng Hui has extensive experience in Criminal legal practice, having handled numerous crime law cases all the way up to Court of Appeal level. In addition, Eng Hui also has substantial experience in cases involving corruption, fraud and deceit.

## Koh Eu Beng

**Board Member**

After having spent 20 years in the Technology Industry spanning roles in Business Development, Sales, Marketing and Manufacturing, Eu Beng is currently Associate Director at NUS Business School. He has a burden for youths and young adults, and is involved in church and organisations reaching out to this group. Eu Beng also firmly believes that the Corporate world can and should make a bigger, positive impact to the social sector, and is studying various means to help accelerate it.

## Lee How Giap

**Board Member**

Armed with 27 years of experience working with Phillips, AT&T, Lucent Technologies and Corning; across 3 countries, Singapore, Indonesia and China, How Giap spent considerable time over the last 2 decades on his regional career. Having retired from Corning in April 2011, his last position was as the Vice President of Manufacturing for Corning Greater China Telecom. Elected for an early retirement from the corporate world, so that he can move from achieving "success" to "significance", How Giap is now using his skills and experiences to educating young people, engaging in charitable work and consulting work with SMEs locally and regionally.

## Sylvia Lee

**Board Member**

Sylvia's career experience spans the gamut of refinery operations, and engineering design to talent management, and strategic HR. She left the corporate world in 2008 to pursue personal interests and eventually started Lotus Culture in 2010 – a social enterprise which provided employment for sexually trafficked and exploited women and girls in Cambodia. In 2012, she set up EmancipAsia Ltd. to raise public awareness about this societal issue, to engage the masses and empower individuals, communities and businesses to take action to combat this heinous crime.

## Micaela Cronin

**Board Member and Hagar International CEO**

Micaela has worked in the not-for-profit sector for over 25 years. She has extensive experience leading organisations that provide specialist services to vulnerable and disadvantaged children, young people, and their families. An internationally recognised leader in the community sector, Micaela has held key leadership roles throughout her career. These include President of the Australian Council of Social Services and a range of government appointed roles to advise on child protection and broader social reform issues around the world.

## Michael Chiam

**Executive Director**

Having spent close to 20 years serving in the international humanitarian sector, Michael brings with him extensive programme and executive experience having provided direct oversight of numerous global development projects in about 25 countries worldwide. Immensely grateful for the chance to marry both his life mission and his career, Michael's personal mantra keeps him focused and rooted even in turbulent times – "You only live once, so make the life in your years count." Outside of work, Michael also volunteers with The Navigators as a mentor in the 20-30's ministry and serves on the board of Hagar Social Enterprises Group.

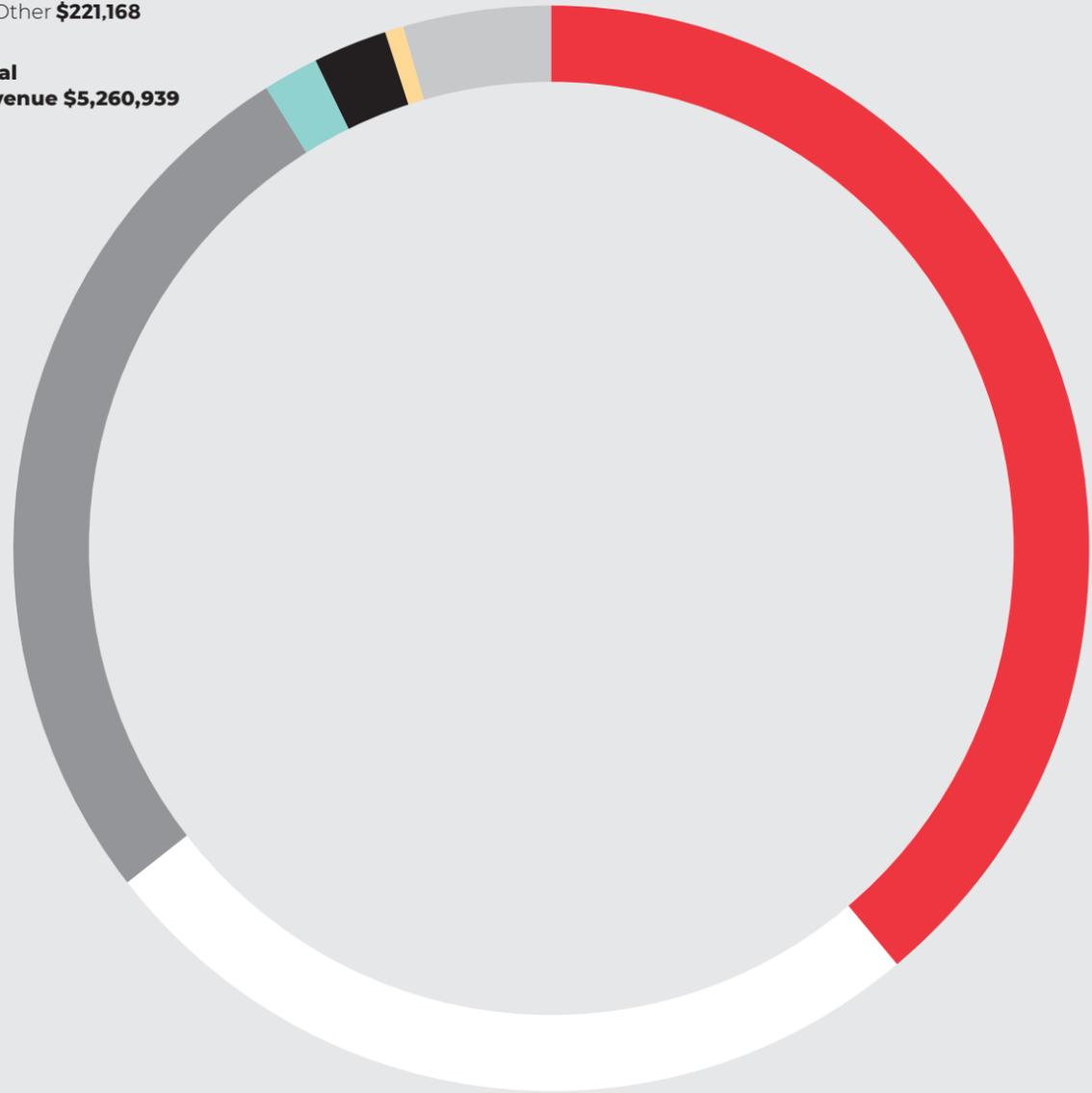
# Financials (USD)

for all 9 network offices

## Income

- Foundations and Organisations \$2,051,049
- Individuals \$1,344,514
- Corporations \$1,407,988
- Government \$82,559
- Churches \$119,038
- Social Enterprise Partners \$34,624
- Other \$221,168

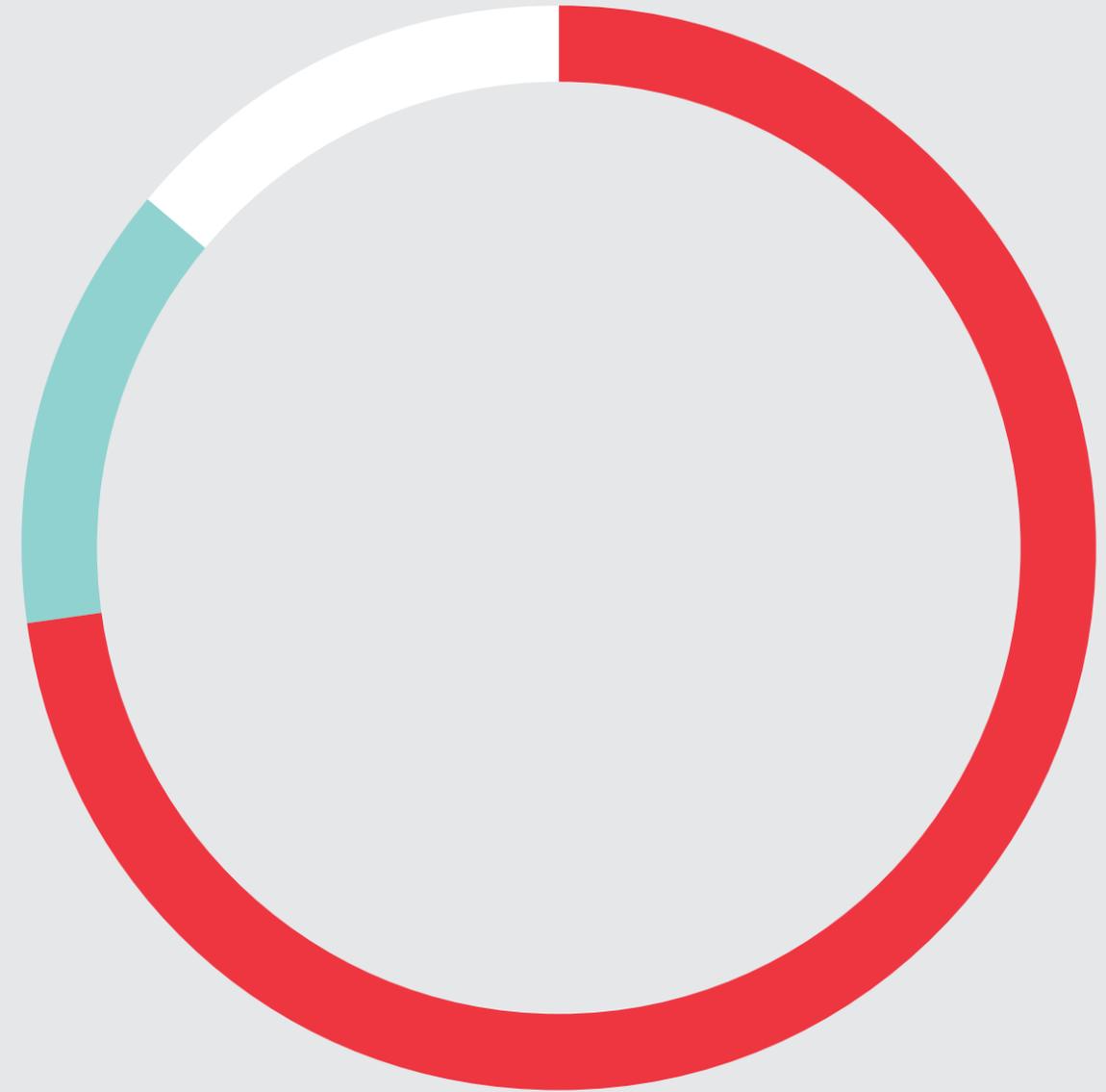
**Total Revenue \$5,260,939**



## Expenditure

- Programme Services \$3,841,142
- Fundraising \$691,400
- Management and General \$728,764

**Total Expenses \$5,261,306**

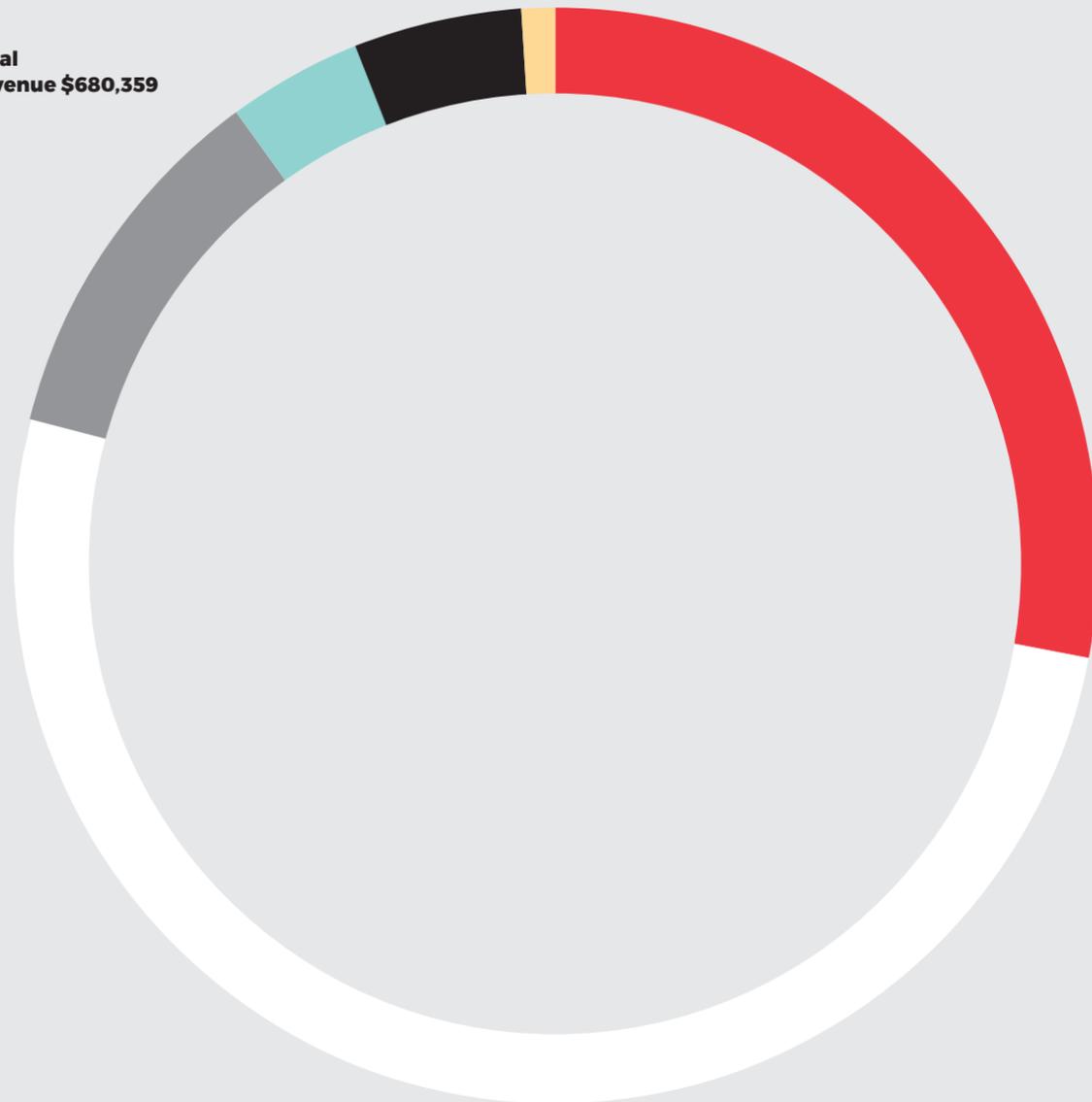


# Financials (SGD) for Hagar Singapore

## Income

- Foundations and Organisations **\$188,316**
- Individuals **\$351,751**
- Corporations **\$78,098**
- Government **\$25,480**
- Churches **\$35,519**
- Schools and Others **\$1,195**

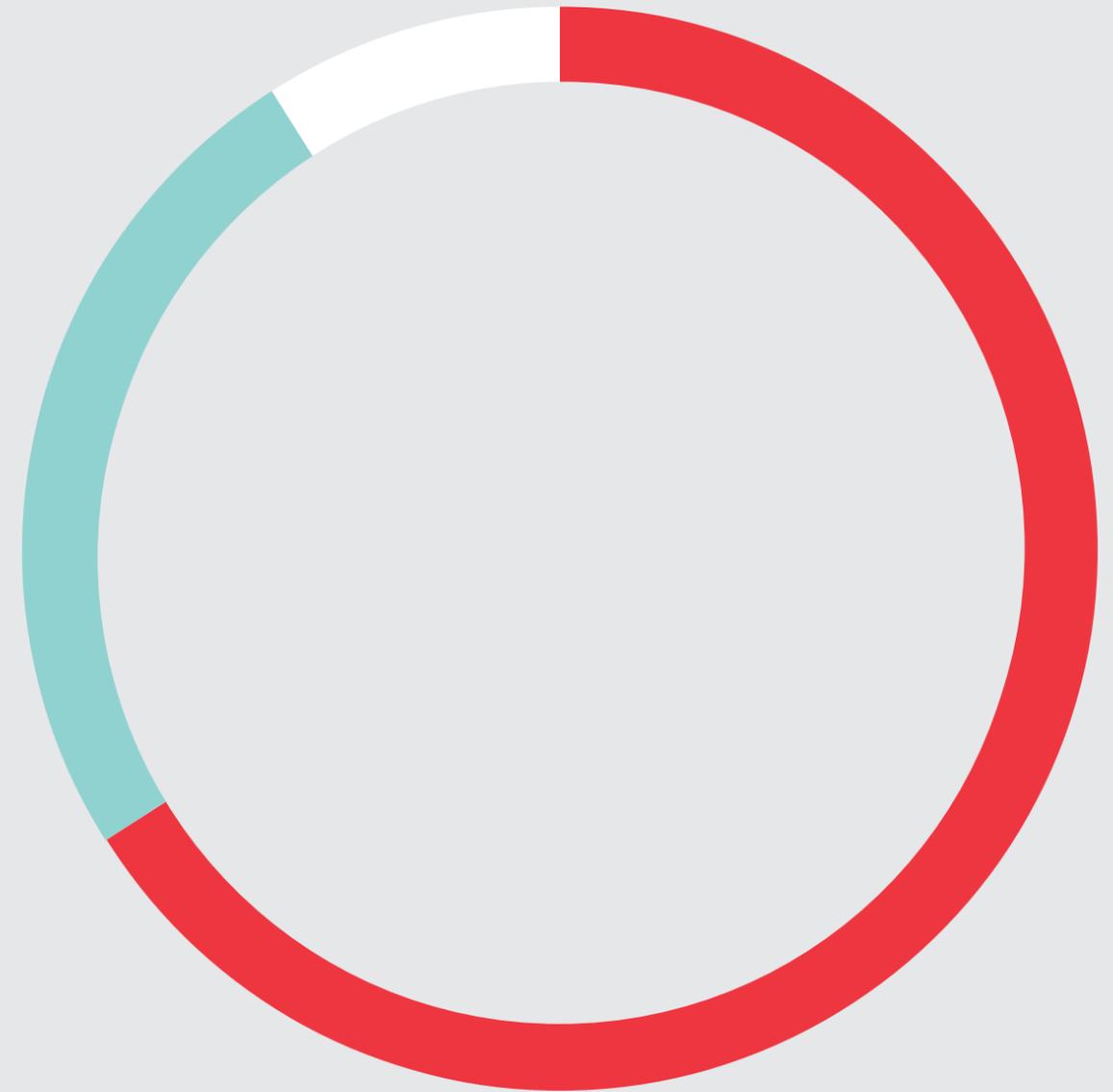
**Total Revenue \$680,359**



## Expenditure

- Programme Services **\$442,624**
- Marketing **\$166,392**
- Management and General **\$58,076**

**Total Expenses \$667,092**





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**“Hagar has 25 years of deep practice experience in transforming lives, one person at a time. We want to double the people we reach next year, knowing that individuals change their communities, communities change their countries, and together, we can change our world.”**

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MICAELA CRONIN, CEO, HAGAR INTERNATIONAL

# HAGAR

The whole journey

Our ability to make a difference in the lives of women and children is dependent on your generosity.

You can support us through financial giving, or volunteering your time and expertise.

For more information about what we do, and how you can get involved, please visit

**[www.hagar.org.sg](http://www.hagar.org.sg)**

Facebook **@HagarSingapore**

Instagram **@HagarSingapore**

Email **[singapore@hagarinternational.org](mailto:singapore@hagarinternational.org)**