HAGAR
The whole journey

IMPACT REPORT 2018

CELEBRATING 25 YEARS



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

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CELEBRAT
25 YEARS





1998

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

2000

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







1994 200

1994

Hagar is founded.

Founder Pierre Tami opens the first Hagar Shelter in Cambodia.

1996

Hagar Craft launches, providing women with employment.

2002

Hagar Australia is launched.

Hagar International is registered in Switzerland as an NGO.

2004

Hagar Singapore is launched.

Pierre Tami receives a Trafficking in Persons Report Hero Award in recognition of his work with Hagar.



TING






2005

Hagar USA is launched.

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

2006

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

2007

Hagar's Career Pathways project launches in Cambodia.

2009

Hagar Vietnam is launched.

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

Hagar Afghanistan opens its first shelter.

2011

Hagar UK is launched.




2012

Hagar's Legal and Protection project is launched.

Hagar Afghanistan launches a project for trafficked boys.

2013

Hagar Hong Kong is launched.

05 2012



2008

Hagar Afghanistan and Hagar New Zealand are launched.



2014

Hagar Singapore provides human trafficking awareness training to over 4,000 law enforcement officers.

Hagar begins capacity building work in Myanmar.



2015

Hagar Cambodia launches the Supporting Children in Legal Processes project.

Hagar Singapore starts providing direct services to human trafficking survivors.

2016

Hagar Vietnam commences a partnership with the Yen Bai Women's Union, establishing and managing a social protection centre.

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 project, a coalition of NGOs and government who are committed to preventing human trafficking in Afghanistan.



2018

Hagar enters its 25th year.

Over the past 25 years, Hagar has helped almost 19,000 people on their journey to healing and empowerment after human trafficking, slavery and abuse. In addition, we created systemic change by:

- **Developing Cambodia's first national social work standards to ensure that the most vulnerable children are protected and cared for in safe communities.**
- **Launching the Legal Toolkit for Vulnerable Witnesses in partnership with the Singapore Government.**
- **Scaling up the impact of Hagar's trauma care model by building the capacity of 103 staff across 36 agencies who are responding to the needs of survivors.**
- **Training 1,230 government officials, university lecturers, religious leaders, community members and care providers in Afghanistan on identifying and preventing human trafficking, and effective trauma care for survivors.**

2017 2018

25 Years HAGAR



We pursue the highest degree of care and protection for our clients. While client images have been used throughout this report, these images do not necessarily represent the individuals profiled. Names have been changed where required to protect client identities.



OVER THE PAST 25 YEARS, HAGAR HAS HELPED ALMOST 19,000 PEOPLE ON THEIR JOURNEY TO HEALING AND EMPOWERMENT AFTER HUMAN TRAFFICKING, SLAVERY AND ABUSE.

THE STORY **OF HAGAR**

The Hebrew name Hagar means 'one who flees' or 'one who seeks refuge'. The story of Hagar and her son, Ishmael, is the story of millions of exploited, trafficked, disabled, and rejected women and children.

In around 2,000 BC, Hagar worked in a foreign land as a domestic servant for a rich man named Abraham, and his wife, Sarah. Sarah was unable to bear children, and so, following a common practice of the time, Sarah offered her servant to Abraham. When Hagar became pregnant, Sarah grew jealous and threw her out of their home. An angel found Hagar alone in the desert and promised a blessing on her child, naming him Ishmael, which means God hears. In response, Hagar declared: "You are the One who sees me."

Hagar returned to Abraham's household 14 years later, Sarah had borne her own son and, again, forced Hagar and Ishmael to leave. They returned to the desert and God again heard their cries. An angel called to Hagar: "Do not be afraid. God has heard the boy crying." He reminded Hagar of God's blessing and provided a spring of water. Hagar and Ishmael survived and prospered and Ishmael sired a great nation, as God had promised.

Hagar is found in the stories of Christianity, Islam and Judaism.

Hagar International is committed to providing sanctuary and hope to women and children like Hagar and Ishmael, and a journey to wholeness for each one.

"We know that trauma and its effects are often passed from generation to generation – Hagar's mission is to interrupt this: **When healing happens the cycle of trauma stops.**"

MICAELA CRONIN, CEO, HAGAR

From our CEO

Micaela Cronin

Throughout the past year, I had the privilege of witnessing the impact of Hagar's work first-hand as our teams continued to raise the bar in response to some of the biggest challenges facing our world – the growing scourge of modern slavery, human trafficking, gender-based violence, and abuse of the most vulnerable.



In 2019, we mark the 25th Anniversary of Hagar's founding as we look to the future with plans to significantly increase our impact. Our community has grown, with a shared sense of purpose, as a voice for justice. We believe that everyone deserves to be free from slavery and abuse, and to live in communities in which they feel safe and able to heal from trauma. There are consistent themes across all of our work and they are demonstrated in the key initiatives we undertook to deliver on this vision.

1. **Our commitment to empowering individuals to heal from the impact of trauma.**

   We continued to distinguish ourselves across all projects with our commitment to supporting clients through their whole journey to recovery.

2. **Our commitment to seeing people thrive and meet their full potential.**

   Many of Hagar's former clients graduated from schools and universities in 2018, and some spoke out about their experiences on international platforms.

3. **Our commitment to ensuring protection from further harm for those we work alongside.**

   The tools we developed to support children through the legal process contributed to ongoing systemic change in Cambodia and Singapore.

4. **Our commitment to leadership to bring about the systemic change needed to combat human trafficking, slavery and abuse.**

   Towards the end of 2018, I had the privilege of speaking at Hagar's first Trauma-informed Care Leadership forum in Vietnam. This was a global flagship forum for us and it highlighted the expertise we have developed over 25 years of best practice in Trauma-informed Care.

It has been a privilege to lead such an inspiring organisation and I have been deeply honoured by the responsibility. I will be stepping down as the CEO of Hagar International in April 2019 and taking up a position on the Hagar International Board to continue my support for this vital and impressive organisation. I believe that even the darkest moments can be made light with the professional care, respect and compassion of just one person. Here at Hagar, our community of staff, volunteers, and supporters is thousands strong and growing – lighting up the road to recovery for those we work alongside and paving the way for societal change.

To all of our donors, staff and volunteers, thank you. The outcomes of our work are a tribute to your dedication and generous support.

From our Chairman

Phil Badger

In 1994, when Pierre Tami opened the doors of the first Hagar shelter in Cambodia, he could not have known that 25 years later the organisation would have provided hope, recovery, restoration and sustainable incomes for almost 19,000 people in five countries.





Thanks to the passion, dedication and hard work of countless contributors, we now also have support offices in an additional five countries, and as we continue to expand our reach our global impact is growing exponentially.

In 2018 alone, we walked the whole journey with 1,163 survivors of human trafficking, slavery and abuse. Our dedicated staff met each survivor with love and provided the help they needed to begin their individual journey towards healing, whether that entailed finding a safe place to live, legal support, an empowering job, medical care or education.

Most of the survivor stories we hear begin with indescribable trauma. Throughout this report, we share some of those stories with you. I particularly connected with our client, Loi, a young Vietnamese woman who has experienced so much, yet had the courage to stand before an audience at an international conference in Taiwan and share her story. That we have been part of Loi's journey is an honour and we are excited to see how her future unfolds.

My heartfelt thanks go to my fellow Board members for their support and wisdom, and to all of our incredible Hagar staff, volunteers and partners who work alongside us to help achieve our vision to see communities free and healed from the trauma of human trafficking, slavery and abuse. The work we do together is so important and I thank you for supporting us as we continuously strive for excellence, share our expertise, and bring healing to communities in which it is so greatly needed.

Finally, I would like to acknowledge the leadership, courage and sacrifice that our CEO, Micaela Cronin, has demonstrated since joining Hagar. There have been challenging times and critical decisions have had to be made and Micaela was an inspiration to the entire Hagar team and our various Boards. It is unusual to single out one person when so many of our staff and volunteers also sacrifice so much but this recognition is well deserved and we wish Micaela well in her future endeavours. Micaela is joining the Hagar International Board and, with her experience and knowledge, will continue to make a major contribution to the organisation.

We are immensely proud of all that Hagar has achieved over the past 25 years and we're grateful that you have joined us on the whole journey. The need is as great as ever and we look forward to continuing to make a difference to more valuable lives in the coming 25 years.

THE **PROBLEM**

40.3 MILLION
PEOPLE ARE LIVING IN SLAVERY

62%
ARE IN ASIA AND THE PACIFIC



25%
ARE CHILDREN



71%
ARE WOMEN





15.4 MILLION
WOMEN ARE IN FORCED MARRIAGES



24.9 MILLION
PEOPLE ARE IN FORCED LABOUR

Source: Alliance 8.7, 2017

ABOUT **HAGAR**

Our Vision

What are we working towards?

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

Our Mission

Why do we exist?

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

What do we stand for and how do we behave?

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, and strive to do the right thing at all times and in all circumstances.

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

Excellence: We hold ourselves to high standards. We listen and learn from those we support, our partners and each other, to continuously improve all that we do.

Our focus is on working with women and children who are suffering trauma as a result of human trafficking, slavery and abuse.

We seek to extend and expand the reach and impact of this work through advocacy and capacity building with governments, international institutions, other NGOs, corporations, and communities to combat human trafficking, slavery and abuse and advance the rights of those who have experienced these practices.

We work intensively at the:

INDIVIDUAL level to heal trauma.

PROJECT level to ensure access to high-quality, culturally appropriate, trauma-informed services.

SYSTEMIC level to bring an end to the practices of human trafficking, slavery and abuse.

HAGAR'S GLOBAL
IMPACT IN 2018

1,163 survivors

were supported on their journey to recovery and empowerment.

275 survivors

came into our care through referrals from local police, government, partner organisations or direct contact.

5,815 people

indirectly benefited from our work.*

* Our experience shows that for each individual we support, 4-6 people in their household will be positively impacted. We conservatively estimate that 5,815 people benefited from our projects in 2018.

21 projects

in four countries provided comprehensive recovery and support for survivors.

57 survivors

were reintegrated into their families or communities in Cambodia, Afghanistan and Singapore.

449 women and children

were empowered through quality education and job training.

62 community

training sessions provided information about domestic violence, human trafficking, online safety and positive parenting.

WHERE
WE WORK



Hagar International is a global organisation with Programme Offices in Cambodia, Afghanistan, Vietnam, Singapore and Myanmar. We also have Support Offices in Australia, Hong Kong, the USA, and New Zealand.


AFGHANISTAN
362 CLIENTS
5 PROJECTS
72 STAFF
CAMBODIA
542 CLIENTS
8 PROJECTS
74 STAFF
VIETNAM
142 CLIENTS
6 PROJECTS
16 STAFF
SUPPORT OFFICE
HONG KONG
SUPPORT OFFICE
AUSTRALIA
SUPPORT OFFICE
NEW ZEALAND
MYANMAR
18 TRAINERS
WORKING WITHIN
THREE PARTNER
ORGANISATIONS
– WORLD CONCERN, WORLD VISION, AND YANGON BAPTIST WOMEN'S ASSOCIATION
1 PROJECT
SINGAPORE
117 CLIENTS
1 PROJECT
3.5 STAFF



OUR APPROACH:
THE WHOLE JOURNEY

The whole journey starts with a survivor, an individual who has experienced severe trauma as a result of human trafficking, slavery or abuse. From the moment an individual enters our care, we work with them to assess their needs and we provide a range of intensive and individualised services to help rebuild trust and resilience.

We don't have a set time frame for how long we work with a client. We do whatever it takes for as long as it takes.

We recognise the profound impact that human trafficking, slavery and abuse can have on a person's mental health and wellbeing, and we take a trauma-informed approach to responding with care and compassion.

Hagar can provide a safe place to live, counselling, case management services, legal support, education, and an empowering job. 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

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

HEAL

Empower individuals to recover from the impact of trauma.

THRIVE

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

LEAD

Amplify the voices and experiences of those we serve to bring about the systemic changes that are needed to combat human trafficking, slavery and abuse.

PROTECT

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

Ensuring a safe environment means helping our clients move back into their communities, or re-establish themselves in new, safe communities. Our Lighthouse Transitional Care Centre in Afghanistan prepares clients for reintegration into their communities by providing mediation and family counselling. Follow-up care in the community may include ongoing counselling and education, and medical and vocational support. During the year, the Centre provided reintegration support to 12 girls, women and their children as they built their new lives.

Helping survivors achieve justice assists their healing and helps protect them and others from the risk of perpetrators reoffending against them. Survivors are often anxious about the legal process and are unsure what to expect, so we work with each individual to make the process as smooth as possible and alleviate their concerns.

To help ease the stress of child witnesses and victims in Singapore, and to prepare them for court, we collaborated with the Singapore Government to publish two picture books as part of a Witness Orientation Toolkit. This builds on our work in Cambodia to better protect traumatised children in the Cambodian justice system, and reflects Hagar's growing expertise in protecting vulnerable witnesses in legal systems.

In Vietnam, a new partnership with an experienced marriage and family lawyer from the Hanoi Bar Association means Hagar's legal service can deepen its expertise and provide more comprehensive justice and legal support. Through this project, we provide clients with the knowledge, skills and capacity to protect themselves and ensure that each person has access to a lawyer. In 2018, we assisted more than 200 clients.

While supporting our clients through the complex legal systems of the countries in which we work, we also help build the capacity of communities, including foster families, to ensure that every client lives in a safe environment.

Hagar Cambodia's Legal and Protection Project provided direct assistance to communities by educating 35 foster families about child rights and child protection and provided information about victim support skills to authorities in 20 communes.

100%

OF WOMEN AND GIRLS FELT SAFE IN THE LIGHTHOUSE TRANSITIONAL CARE CENTRE IN AFGHANISTAN.

SOURCE: HAGAR INTERNATIONAL CLIENT FEEDBACK

100%

OF OUR CLIENTS IN VIETNAM HAD ACCESS TO SAFE ACCOMMODATION.

100%

OF OUR CLIENTS IN SINGAPORE WHO NEEDED LEGAL AID FOR THEIR COURT TRIAL RECEIVED ADEQUATE SUPPORT.



“Hagar has helped me not to be scared or worry about the court case.”

HAGAR CLIENT, CAMBODIA

MALIS

Malis is a shy girl of 11 who lives with her mother and younger sister in a province outside Phnom Penh, Cambodia. Malis has been through a lot in her short life, which is why she came to Hagar.

Malis' community is close knit and neighbours often drop by. Unfortunately, an older family member took advantage of this when Malis was nine and raped her. When local authorities were informed, they contacted the crisis team at Hagar.

It took almost two years for Malis' case to be brought to court and our Legal and Protection Officer, Sotheary, journeyed alongside her through many postponements and frustrations. Sotheary worked on building a trusting relationship with Malis and talked her through exactly what to expect in court.

The trial took approximately three hours, with occasional 15-minute breaks to allow Malis to eat and have some time-out. When the perpetrator spoke in court, Sotheary arranged for a screen to be placed in front of him so that even though Malis could hear his voice she was not retraumatised by seeing him.

Malis was afraid when it was her turn to speak, "I was scared, and my heart was beating so fast, and it was hard to breathe," but she stepped forward and spoke anyway. She had been so thoroughly prepared that she spoke with strength. Afterwards, Malis was proud of herself for having the courage to talk in court about what had happened to her.

A month after the trial, Malis' counsellor travelled to her province to advise that her perpetrator had been sentenced to seven years in jail. Malis was so happy, knowing she didn't need to fear him any longer because he could not reach her.



Sotheary believes that without Hagar's support this case could have taken between five and 10 years to see a verdict. Hagar was able to ensure that the trial happened as soon and as smoothly as possible because of their expertise in preparing survivors to speak and because of their connections to the NGO that provided Malis with a lawyer.

Malis' journey with Hagar is not only helping her heal from the trauma of her past but has made her feel positive about her future. Malis wants to be just like Sotheary and work for an NGO, helping advocate for survivors of abuse. Until then, Malis will continue her schooling.

Hagar will continue to journey with Malis while she heals.

"I needed time to build trust with her. I met her many times, I wanted her to feel supported and believed. Sometimes, the court can be delayed, and I needed to be the one to tell her. The process took almost two years."

SOTHEARY, LEGAL AND PROTECTION OFFICER, HAGAR CAMBODIA

HEAL

Empower individuals to recover from the impact of trauma.

Most of our clients experience trauma-related issues in the aftermath of domestic violence, sexual abuse and human trafficking. Many come to us with health problems such as physical injuries, reproductive health problems, sexually transmitted diseases, chronic pain and mental health issues. We also treat a wide range of cognitive, emotional and behavioural issues including low self-esteem, self-blaming, social withdrawal, aggressive and/or abusive behaviours and self-harm.

The depth of our psychosocial support is what sets us apart from other organisations and our counsellors use diverse clinical techniques and evidence-based interventions to deliver therapeutic care.

In 2018, we provided psychological assessments, short and long-term counselling, crisis intervention and support at each step of our clients' recovery journeys. We also worked with communities to raise awareness of mental health issues and reduce stigma and discrimination.

One of our most successful projects, The Counselling Project, made an enormous impact throughout the year by facilitating 3,580 counselling sessions for 265 clients across four countries. In Afghanistan, 542 counselling sessions were provided to boys through our Forgotten No More project, and 866 counselling sessions were provided to women and girls through the Lighthouse Transitional Care Centre. An increased number of clients in Vietnam saw a boost in the number of counselling sessions delivered from 300 in 2017 to 556 in 2018. In Singapore, 23 clients attended 69 counselling sessions, and in Cambodia, 109 survivors received counselling support in the form of 1,118 face-to-face sessions and 429 phone sessions.

At Hagar, we strive to equip clients with skills they need to reintegrate into safe communities and live independently and we aim to help our clients establish positive social relationships and networks with families, friends, and communities.

265

CLIENTS ATTENDED 3,580 TRAUMA-INFORMED CARE COUNSELLING SESSIONS.

3

LIFE SKILLS TRAINING COURSES WERE PROVIDED IN VIETNAM.



“I could finally tell people my true feelings … I hope Hagar will support me in being understood and being able to express my thoughts instead of hiding them (since it is not easy for me to do that). And I want to meet more people and make more friends”

LIFE SKILLS TRAINING COURSE PARTICIPANT

YASIN

Yasin is 13 years old, tall and looks older than his age. He used to live in Northern Afghanistan with his father and brothers but one of his brothers was killed while working as a police officer and another brother he describes as 'lost'. Two of his sisters married but he does not know where they live. When Yasin was younger, he didn't attend school but instead looked after the sheep of a rich man who paid him approximately $40 each month.

While he was in the fields one day, a villager came and said to Yasin, "your house has been burned by the Taliban." Yasin rushed home and found all that remained was blood, dirt and dust. He ran back to the fields in fear and was taken in by his employer.

A short while later, some people approached Yasin while he was working and asked him to go with them. They took him to a house where there were other boys, encouraged him to stay and said they would educate him. Yasin was worried about the sheep he had left behind but the people told him it was not a problem.

Yasin spent a long time living at the house. He received military training, including how to shoot guns and kill people. The boys were given pills every day to make them compliant and stop them from running away. The boys were told that if they became suicide bombers they would go straight to Heaven, where their lives would be perfect.

One day, Yasin was given a vest full of explosive materials, directed to a police station and told to press a green button when he arrived. As Yasin approached, he heard a policeman shout, "Don't move or I will shoot you!" Yasin was arrested and when asked about his identity he told them his deceased brother used to be a police officer. The



police knew his brother and kept Yasin in the police station. Eventually, the Police Commander took Yasin to the Ministry of Social Affairs in Kabul. From there, he was referred to Hagar's Forgotten No More project for trafficked boys in Afghanistan.

Yasin was highly traumatised, afraid and extremely quiet when he arrived. He had nightmares, cried often, and occasionally refused to eat. A Hagar counsellor started working with him and, day by day, Yasin improved and began to make friends with the other boys.

As time went by, Hagar staff watched Yasin transform into a happy, clever and polite boy who is deeply grateful to the police officer who saved his life. Yasin is now doing well at school, is learning to repair mobile phones, and has started cooking with his Hagar house father.

Yasin said, "I would like to be educated better, but I know that I have missed out on a lot of education and I am now older than other boys. If I can catch up then I would like to be a doctor as when I visited them I could see it was a good job."

Hagar's team works tirelessly, often for years, to find and reconnect clients with their family members. Our goal is to eventually reunite Yasin with another brother who recently made contact with the Ministry of Social Affairs. If the brother's identity is confirmed, and it is safe for Yasin, Hagar staff hope that he can live with this brother. Until then, he will continue to learn and stay safe in Hagar's care.

THRIVE – EDUCATION/ECONOMIC EMPOWERMENT

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

We know that poverty is a significant barrier to women leaving situations of domestic violence and can increase their vulnerability to human trafficking. That is why we ensure access to education and provide opportunities for clients and their families to improve their incomes.

The Kabul-based Empowering Women for a Better Future project provides life skills training, career counselling and vocational training. In this way, Hagar helps survivors gain financial independence and reinforces broader efforts to secure equal rights for women, reduce gender discrimination and change behavioural patterns.

During the year, Hagar helped expand the economic opportunities of 284 women and girls in Afghanistan. We supported 18 clients as they undertook university studies, and provided career counselling and jobs training for 161 clients. The response to our new Small Business Training module was exciting and of the 27 clients who participated, seven subsequently started their own businesses.

Poverty and low family incomes often hamper the ability of survivors to access education. In Vietnam, we provided financial support to 26 families to cover tuition fees, books, uniforms and food. All of the clients we supported in school maintained good attendance, established connections with their peers and improved their academic performance. We also worked intensively with schools and teachers to provide safe environments by reducing discrimination against survivors of human trafficking, violence and abuse.

A good knowledge of English is often key to improving employment prospects and we frequently find that people who are unable to speak English tend to be disadvantaged and more vulnerable.

They are less likely to be employed, or they are in lower-skilled jobs. Our Singapore team provided classes that focused on improving English literacy and career pathways for 60 clients. Six of those clients found stable employment and received pay upgrades due to good work performance.

1,000 survivors

OF HUMAN RIGHTS ABUSES HAVE BEEN EMPOWERED TO PLAY ACTIVE ROLES IN THEIR OWN FUTURES AND PARTICIPATE MORE FULLY IN AFGHAN SOCIETY SINCE THE EMPOWERING WOMEN FOR A BETTER FUTURE PROJECT BEGAN.

18 women

ACCESSED NEW EDUCATIONAL OPPORTUNITIES WITH THE HELP OF OUR TRANSITIONAL CARE CENTRE.

30 new business partners

WERE ENGAGED IN CAMBODIA TO PROVIDE JOB PLACEMENTS AND EMPLOYMENT FOR SURVIVORS AND THEIR FAMILIES.



"Going to school has been a nightmare after all the stigma, blaming and discrimination from my friends. Finishing high school is already a miracle, I never thought I could go to university. Hagar has always been by my side to encourage me until I realised there was nothing I could not do and decided to take the exam to enter college. Currently, I'm going to school while working, I feel stronger than ever and there are still many dreams awaiting ahead."

HAGAR CLIENT, VIETNAM

HOANG

An unforeseen consequence of China's one child policy, and a widespread preference for sons, is the impact it continues to have on women and girls in neighbouring Vietnam. The gender imbalance in China has created a market for Vietnamese women who are deceived or abducted into forced marriage, sex work or domestic servitude. Women and girls from Vietnam's ethnic tribes can be especially vulnerable as they are often living in poverty, lacking education, or unable to speak the majority Vietnamese language (Kinh).

The overwhelming need to find work and make a sustainable livelihood can make women and girls susceptible to being tricked into human slavery.

At the age of 18, Hoang had no concept of human trafficking. From an ethnic minority living in central Vietnam, she went willingly with a woman from a neighbouring village on the promise of work in China. Too late, she realised she had been sold as a bride to a Chinese man. Her parents were upset for her when she managed to contact them but told her that she had no choice but to accept the situation. With no means of going home, all she could hope for was that the marriage would be a happy one.

It wasn't. Hoang longed to return to Vietnam and her husband's response was to try to beat the homesickness out of her.

They had a son and, when he turned two, Hoang's husband agreed to take her home to visit her family. The joy of the reunion made her more homesick and unhappier than ever, which infuriated her husband, who became even more violent.

By the time Hoang had a second child, the need to escape was almost overwhelming but she couldn't leave without her children. Hoang told herself that all she had to do was wait and bear the abuse until her youngest child was four years old and able to



manage the journey (which she had memorised from the previous trip). Hoang seized her opportunity the moment her husband was away. It had taken nine years.

Hoang made it home safely with her children but there was still a long way to go to legally formalise her return. Fortunately, the local police are familiar with Hagar's work through training we have provided about human trafficking awareness and they contacted Hagar to assist Hoang. Our staff in Hanoi formulated a strategy for legal, social and emotional support. In collaboration with the local authorities, Hagar organised birth certificates and household registration for Hoang's children, developed a plan for schooling and Vietnamese language classes (since Hoang's children could only speak Chinese), and arranged medical check-ups for Hoang and her children. Hoang's children now have free access to education as part of the government support for households in extreme poverty.

When she first returned to Vietnam, Hoang undertook manual labour work and seasonal jobs out of town. This work didn't pay well, around USD 6-7 per day, and was not stable. Hagar suggested Hoang take a job at a local supermarket but she was reluctant to accept the offer. She had never worked for a company and felt inferior to others because of her low level of literacy and her past experiences. Despite her misgivings, Hoang joined the company and recently signed a full-time employment contract for one year.

THRIVE – COMMUNITY-BASED CARE

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

We know that healing happens within safe and nurturing environments, especially within loving families, and we are committed to community-based care. Unfortunately, there are no formal models of community-based care available in Afghanistan, so all clients are initially supported in shelters while we work with them towards reintegration into the community.

In 2018, we reintegrated 37 survivors in Afghanistan, 30 in Cambodia and three in Singapore.

Hagar Vietnam provided community-based support to 113 clients and their dependents to help them live safely and confidently in their local communities. We partnered with local authorities to facilitate community-based agricultural, animal husbandry and aquaculture livelihood training, which helped our clients secure ongoing work. Activities arranged with savings and loan groups helped build women's financial literacy and provide economic independence and incomes for their families.

The Transitional Living Project in Cambodia provides community-based support for survivors who are not able or ready to return to their families. In such cases, we place clients in safe, caring environments in foster families or semi-independent living arrangements.

52 clients

IN 7 PROVINCES WERE HELPED BY THE TRANSITIONAL LIVING PROJECT.

26 foster families

IN CAMBODIA PROVIDED CARE AND SAFE HOMES FOR 43 CLIENTS. 8 NEW FOSTER FAMILIES WERE INDUCTED.



“I would like to say a special thanks to my foster family who gave me a place where I was loved and in a safe house. My foster family is my second home. My life has changed from being a broken life because of Hagar and my foster family. They have made me feel hopeful and loved. I know now that I have a lot of people who love me and are always beside me. Without them all, I wouldn’t have become the confident person that I am today.”

16-YEAR-OLD HAGAR CLIENT, CAMBODIA

TIEN

Growing up, Tien didn't get as much care from her mother as she would have liked. After her parents divorced, she lived with her father's family. At the age of 16, Tien was tricked by a group of people and trafficked to China where she was forced to be a wife to three different Chinese men.

Almost two years later, Tien managed to escape back to Vietnam. Unfortunately, her family's financial difficulties meant she couldn't continue her schooling, even though she always loved studying. Instead, she ended up working at her uncle's coffee shop.

Tien thought her life would improve when she returned to Vietnam but, to her distress, the people in her hometown started to avoid and look down on her. They talked behind her back and looked at her differently. She was frightened, lost all confidence and couldn't bring herself to look into others' eyes. As she faced this discrimination from her community, Tien thought about committing suicide.

Tien was referred to Hagar by the Department of Social Evils Prevention. There she received shelter, healthcare, life skills training and career orientation. After being counselled and mentored by Hagar staff, Tien was able to speak up and express her wish to return to school.

Hagar has supported Tien's education since eighth grade and she is now in grade 12 at a school in Hanoi. She is such a good student that she is awarded certificates of merit every year. In 2019, Tien will sit an entry examination to study social work at university. She dreams of helping people who have experienced the same disadvantaged circumstances she did.



“After such a long time it was not easy to go back to school with younger classmates but I know that life is beautiful and now I am strong and happy.”

TIEN

LEAD

Amplify the voices and experiences of those we serve to bring about the systemic changes that are needed to combat human trafficking, slavery and abuse.

Across all of the countries in which we operate, we are deeply committed to helping lead systemic changes to prevent human trafficking, slavery and abuse, and advance the rights of survivors.

Our innovative Combatting Human Trafficking in Afghanistan project provided training sessions on identifying and preventing human trafficking for government officials, border police, educators, and religious and community leaders. In a country where survivors have, in the past, most often been criminalised rather than identified as victims, this work is crucial to changing officials' perceptions about human trafficking and survivors.

Through this important work, we helped pioneer a national referral form and system for victims of trafficking, which was approved by the government's Trafficking in Persons High Commission for use across the country. We also created the first Trauma-informed Care manual for victims of human trafficking.

Hagar International is a global leader in Trauma-informed Care and we endeavour to share our knowledge and expertise with others.

In Vietnam, we presented a national Trauma-informed Care Learning Forum that was attended by 75 participants from 51 embassies, UN agencies, government agencies, NGOs and academic institutions.

This expertise lends weight to our ability to effect systemic change and with our partners we are currently advocating for a revision of the Vietnam Child Law, establishment of an effective grassroots national child protection system, access to quality services for survivors of human trafficking, slavery and abuse, and increased collaboration and cooperation nationally.

Capacity building efforts are a key pillar of Hagar's plan to share Trauma-informed Care expertise with partners, especially in regions where such knowledge and skills are unavailable. In 2018, we introduced Trauma-informed Care in Myanmar in partnership with other organisations and 18 participants from three partner NGOs and ministries became Trauma-informed Care trainers who now have the skills to pass on to their organisations' staff. Ongoing support from our team is helping to ensure the effective local implementation of Trauma-informed Care practices.

Through Hagar's work, organisations understand that becoming trauma informed does not necessarily require specialist clinical training but is a shift in thinking and behaviour that requires basic knowledge to implement. We look forward to continuing to develop and deepen this work with our partners in Myanmar.

1,796 participants

ATTENDED 91 COMBATTING HUMAN TRAFFICKING IN AFGHANISTAN PROJECT TRAINING SESSIONS.

34

CAMBODIAN MINISTRY STAFF WERE TRAINED IN ADVANCED CASE MANAGEMENT AND COUNSELLING.



“Capacity building training changed the way I communicate with my clients and others. It also transformed the way I work. It deepened my understanding on how to write good case notes and built up my professional skills.”

TRAINING PARTICIPANT, CAMBODIA

LOI

Loi, a 21-year-old client of Hagar International in Vietnam, attended the 2018 Asian NGOs International Development Conference in Taiwan in October. At this event, Loi had many opportunities to learn and grow by sharing her story and listening to other Ambassadors.

During her one-week stay in Taiwan, Loi shared her story and her perspectives about gender identity and gender stereotypes with more than 100 representatives from international NGOs in Asia.

She also pondered the meaning of being a girl. In her hometown, girls are expected to finish high school, get married and bear children, and they should accept whatever is offered to them.

Loi is determined that such a life is not meant for her. She believes that every girl deserves to know that she can be much more than what is expected of her. Indeed, she can be anyone she wants to be.



“I have overcome all the stigmas and complexes of a victim to become who I am today. I work, I go to university. I am building my life and my future. If I can do it, so can you.”

LOI

OUR **VOLUNTEERS**

From legal research to administrative assistance, we are grateful for the support of passionate volunteers who engage deeply with our work.

186

volunteers

20,807

Hours contributed in 2018

WORKING IN **PARTNERSHIP**

Together, we can change lives.

Partnerships are integral to bringing our vision to life and they enable us to expand the reach and impact of our work through capacity building, research, advocacy and vital financial support.

To all of the individuals, governments, companies, trusts, foundations, schools and churches, thank you for helping change thousands of lives over the past 25 years. With your support, we have helped women and children seek justice, achieve their rights and become leaders in their communities. We stand unified against the injustice of human trafficking, slavery and abuse, and we remain dedicated to walking the whole journey alongside survivors. Thank you for walking the whole journey with us to seek justice and healing for those who have been exploited and abused.

2018 Partners

Corporate

27 Seconds Wine NZ
Allied World Assurance
Anonymous (Hong Kong)
Ascalon Pacific NZ
Aviva Singapore
BeautyMedix
Bless Inc Asia
Boeing Global Corporate Citizenship
BreadTalk
Broad Peak Investment Advisers Pte Ltd
BTIG
Chandon
Clifford Chance
CLSA Chairman's Trust
Corrs Chambers Westgarth
Cox Inall Change
CVC Asia Pacific
DDB Hong Kong
DDB Worldwide Pte Ltd
Deutsche Bank
Dymon Asia
Eleven Australia
Emily Ross Bespoke
Expat Dental
EX-R Consulting
Farmgate Cheese
Freshfields Bruckhaus Deringer
Goldman Sachs Gives
Heidrick & Struggles
HHG Legal Group
ilLido Group
Imago Dei Fund
IUCI
JP Morgan Chase
Linklaters
Macquarie Group Foundation
Max Architectural Design NZ

Monica Vinader
Morgan Stanley
Mountain Goat Beer
Murkani
Noel Gifts International Ltd
Outland Denim
Parry Field Lawyers
Pacha Mama Wines
Proelect M & E Pte Ltd
S. Nine
Salesforce
Smith & Smith Lighting
Splitrock Natural Spring Water
Studio Tweed
Sunray Woodcraft Construction Pte Ltd
Thomson Reuters
Trans Instruments (Singapore) Pte Ltd
Travel Kind
Tricor Services Limited
White and Case LLP

Trusts and Foundations

Alexis Tsang
Barlow Family Foundation
Birchall Family Foundation
Carpe Diem Trust, New Zealand
Chen Su Lan Trust
Colleen Yu Fung
DOC
DOVE Foundation
Dove Trust New Zealand
Frimley Foundation NZ
Foundation – anonymous
I.S. Wong Foundation
J & B Hay Philanthropic Foundation
Jennifer and Yusuke Saito
Joe and Clara Tsai Foundation
Kamilla Holst
King Foundation
Kings Trust New Zealand
Lee Foundation
Lilian and Kenneth Lee
Peter Broughton Foundation
SowHope
The Estate of the Late Martin Kantor
The Larsen Family Trust
The Pratt Foundation
The Rhonda Wyllie Foundation
Valerie Hamilton Estate/ HNZ
Van der Poel family, New Zealand
Virtue Foundation
Yip Foundation

Schools

ACS Primary School (Barker Road)
Global Indian International School
Nanyang Technological University
National University of Singapore (NUS) Faculty of Law
West Virginia University – School of Social Work

Non-Government Organisations

Centre for Domestic Employees
ChildFund Vietnam
Christliche Ostmission
Colombo Plan Council
Community Justice Centre
Emancipasia
Garden City Rotary NZ
Garden of Hope
Hanoi International Fellowship
Hanoi International Women's Committee
HealthServe
Humanitarian Organisation for Migration Economics
International Organisation for Migration
Indo China Uisgebeatha Club
Law Society Pro Bono Services
Mackillop Family Services
Mount Alvernia Hospital
Ping-Pong-A-Thon
Rotary International
Save the Children International
Singapore National Eye Centre
Tearfund New Zealand
Transient Workers Count Too
TEAR Australia
UNICEF
World Hope International
YGAP

Churches

Barker Road Methodist Church
Bethesda Bedok-Tampines Church
Bluewater Mission
Canberra Baptist Church
Church at Bethany
Dreambuilders Church
Empower Church Christchurch
Geylang Church of Christ
Geylang Evangelical Free Church
Hanoi International Fellowship
Life Church Christchurch
Lincoln Baptist Christchurch
Mar Thoma Syrian Church in Singapore
River of Life Church
St Christopher's Anglican Church, Christchurch
St Margaret's Anglican Church, Auckland
True Way Presbyterian Church, Singapore
World Revival Prayer Fellowship

Government/Public Institutions

Afghanistan

Afghanistan Independent Human Rights Commission
Ministry of Interior Affairs, Afghanistan
Ministry of Justice, Afghanistan
Ministry of Labor, Social Affairs, Martyrs and Disabled, Afghanistan
Ministry of Women's Affairs, Afghanistan

Cambodia

Ministry of Foreign Affairs and International Cooperation, Cambodia
Ministry of Interior, Cambodia
Ministry of Justice, Cambodia
Ministry of Social Affairs, Veterans and Youth Rehabilitation, Cambodia
Ministry of Women's Affairs, Cambodia

Singapore

Ministry of Home Affairs
Ministry of Manpower
Ministry of Social and Family Development
Singapore Inter-Agency Taskforce on Trafficking in Persons
Singapore Police Force
State Courts of Singapore
The Law Society of Singapore

USA

US State Department, Bureau of International Narcotics and Law Enforcement Affairs
USAID

Vietnam

Center for Women and Development
Helpline 111
Ministry of Foreign Affairs
Ministry of Labour, Invalids and Social Affairs
Nghe An Department of Foreign Affairs
Nghe An Police Department
Social Work Centers in Provinces
The People's Aid Co-ordinating Committee
Yen Bai Women's Union

HAGAR INTERNATIONAL **BOARD**

Phil Badger

Chairman, appointed 2016

B.Com

Phil has a strong grounding in the financial sector, which has formed the basis of a broad commercial business career. He is currently a professional Director, Chairman and Investor, with interests in a range of industries such as construction, wholesale and distribution, horticulture and import/export. Phil's passion for business development, combined with extensive senior management experience, allows him to successfully tailor governance, organisational capability and strategic management solutions for Hagar's operations. Phil also provides professional support services to New Zealand start-ups as well as financial and management services to already established businesses. Phil's passion for supporting charities is demonstrated in his numerous Chairman and Board commitments to Charitable Trusts.

Emmanuel Tsakis

Treasurer

GAICD, MBA, CPA, BBus (Accounting)

Emmanuel has over 25 years of experience in not-for-profit organisations, acquired through a broad range of senior roles including Chief Financial Officer, Business Development and Divisional Management. Emmanuel is currently the Executive Director Corporate Services for a large community service organisation based in Australia. Emmanuel's specialist skills include financial analysis, financial modelling and strategic and business planning. Emmanuel is also a Board Member and Treasurer of a large community health organisation.

Jennifer Fleming

MBA, BA

(1 Jan 2018 – 31 May 2018)

Jennifer is the former CEO of Girl Guides Victoria, part of the World Association of Girl Guides and Girl Scouts, the world's largest organisation dedicated to girls and young women. Jennifer is also Deputy Chair of the Gowrie Victoria Board of Directors. Gowrie is a leader in early childhood education. Jennifer has experience in financial services and healthcare. She has held general management roles in multiple areas of strategy at the Australia and New Zealand Banking Group, National Australia Bank and with A.T. Kearney.

Sharon Wilkinson

MSc, BA, RN, PGdip

Sharon has extensive international development experience in health sector reform, education, community development and emergency response. For the past 40 years she has worked for major international aid programmes including DFID, WHO and CARE International. Sharon has initiated and led humanitarian aid programmes in Africa, India, Myanmar and Cambodia. She is now retired and living in Cambodia.

Jimson Cheng
BSC

Jimson is an authority on Asia-Pacific senior leadership in life sciences and healthcare. He is active in human resources and works alongside legal professionals and services sector practice groups. Jimson's professional experience includes senior management roles is in Asia, the USA and Europe. His interest in social causes has led to involvement with work in orphanages and prison ministries.

Dr Bronwyn Graham
PhD

Dr. Bronwyn Graham is a qualified medical doctor. In 2003, after completing postgraduate studies in women and children's health, Dr. Graham moved to Afghanistan with her family. From 2011-2013 she served as Hagar Afghanistan's Country Director based in Kabul. Now in New Zealand, she has returned to clinical medicine and is working as a doctor in general practice.

Dr Peter Hess
Dr Iur., LL.M.

Dr. Peter Hess is a practising lawyer and partner at Reichlin Hess Ltd. in Zug, Switzerland. Dr Hess completed his postgraduate studies in law at Columbia University, New York. Dr Hess has made a significant contribution to his community, having served in the Federal Parliament from 1983 to 2003, and being Speaker of the House of Representatives in the year 2000/2001.

Micaela Cronin
Chief Executive Officer, appointed 2016
BSSW, MBA, GradDipCDev

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.

2018

FINANCIAL SUMMARY

REVENUE



Individuals $1,299

Churches $103

Trusts, Foundations and Organisations $2,461

Corporations $699

Social Enterprise Partners $28

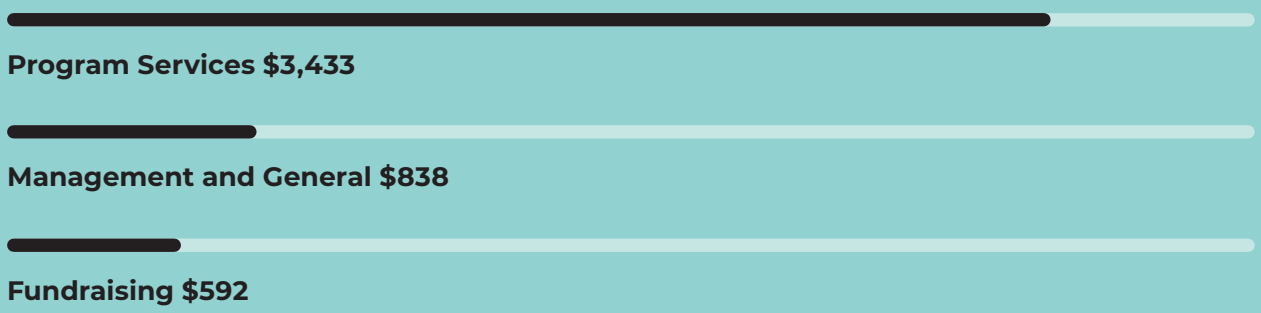
Government $19

Other $179

$4,788

TOTAL (USD $'000)

EXPENDITURE



Program Services $3,433

Management and General $838

Fundraising $592

$4,863

TOTAL (USD $'000)

25 Years
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

hagarinternational.org

Facebook **HAGARInternational**

Twitter **@HAGARIntl**

LinkedIn **HAGAR**

YouTube **HAGARinternational**